



Year-End Report 2017



Overview

- Typical requests:
 - ▶ **Solid Waste**
 - ❑ bulk pickup requests (furniture, recyclable goods), missed collection (garbage, recycling, or yard waste), service issue, dead animals
 - ▶ **Code Enforcement**
 - ❑ Municipal code violations, illegal dumping, illegal cars, tall grass
 - ▶ **Traffic Engineering**
 - ❑ Street light repair, traffic sign repair, traffic signal repair, speed bumps
 - ▶ **Streets**
 - ❑ Potholes, sidewalk issues, curb repair/install, pet waste
 - ▶ **Grounds**
 - ❑ Tree consultation, Parks maintenance, ROW maintenance

Data Overview

➤ Typical requests:

▶ Police

- ❑ Traffic enforcement, vandalism/graffiti, vagrancy, illegal or suspicious activity, abandoned vehicles, illegal parking

▶ Storm

- ❑ Clogged drains/culverts, erosion

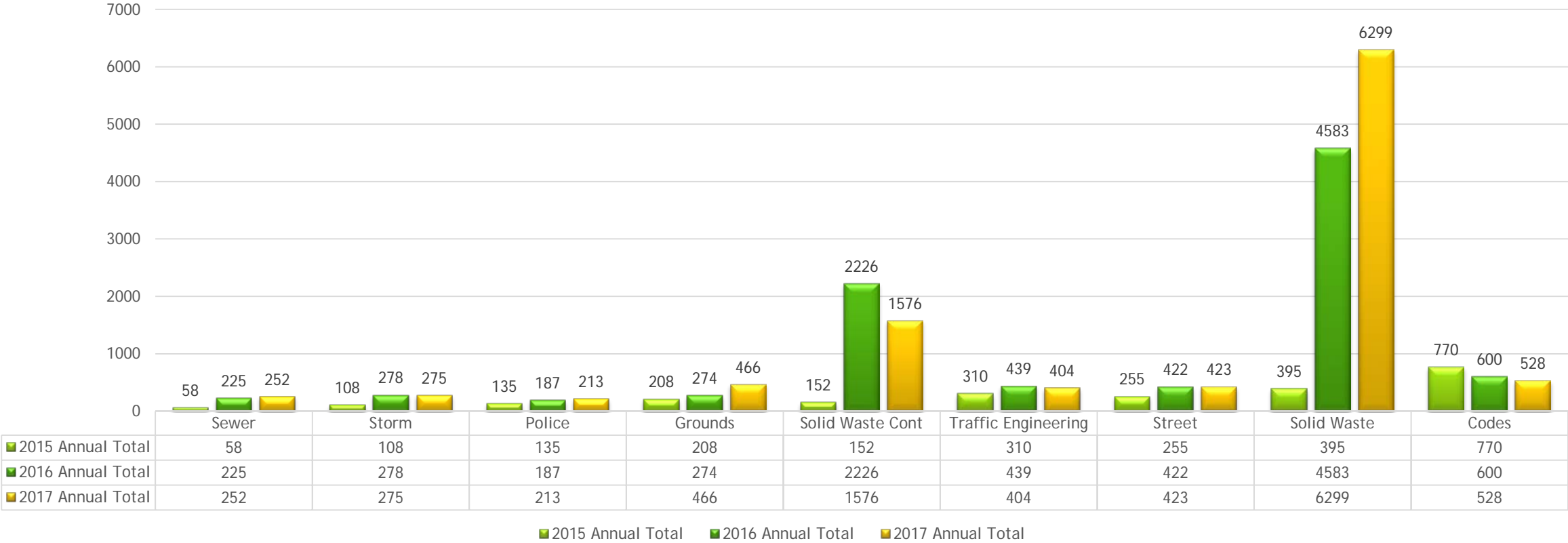
▶ Sewer

- ❑ Open manhole, sewer back-up, odor investigation

▶ Referrals

- ❑ Duke Energy
- ❑ SCDOT (data included with Streets category)

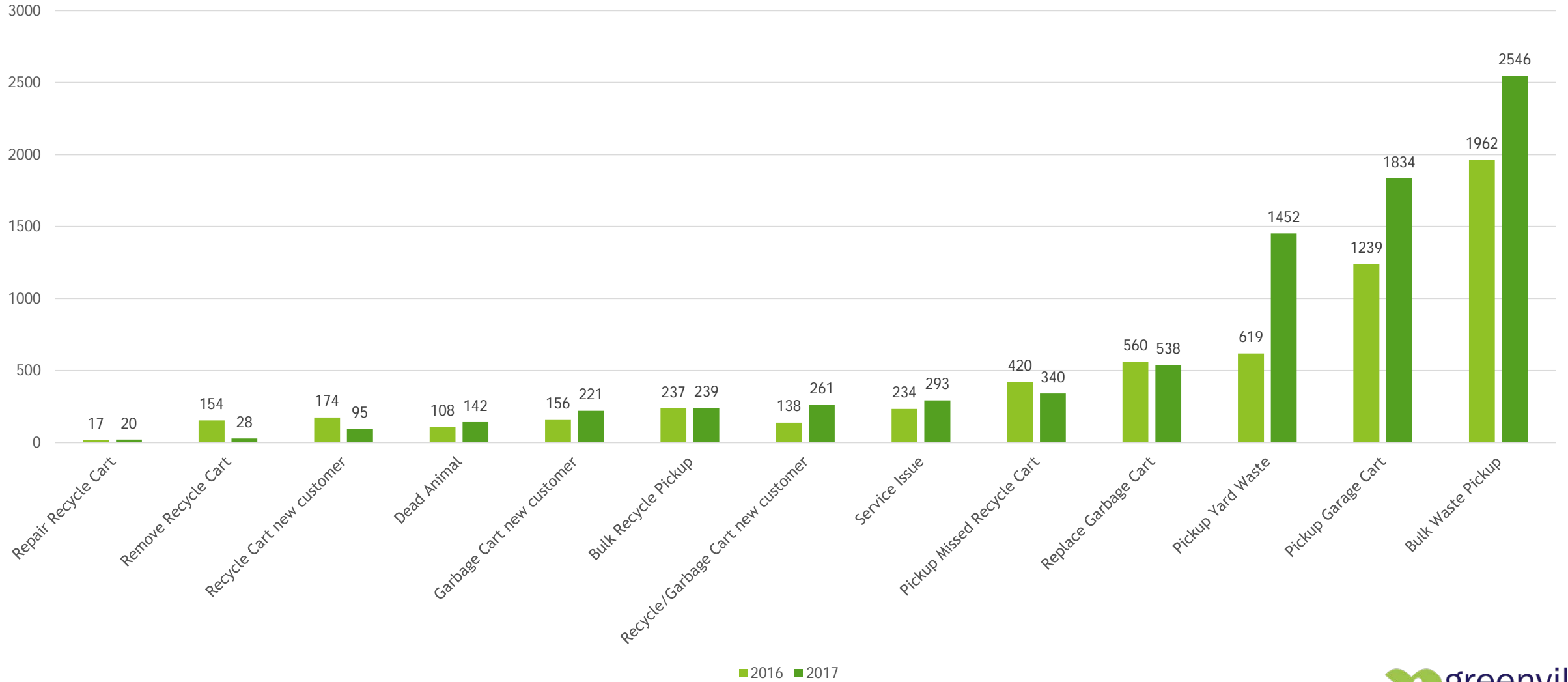
Greenville Cares Service Requests, 2015-17 Comparison – Bar Chart



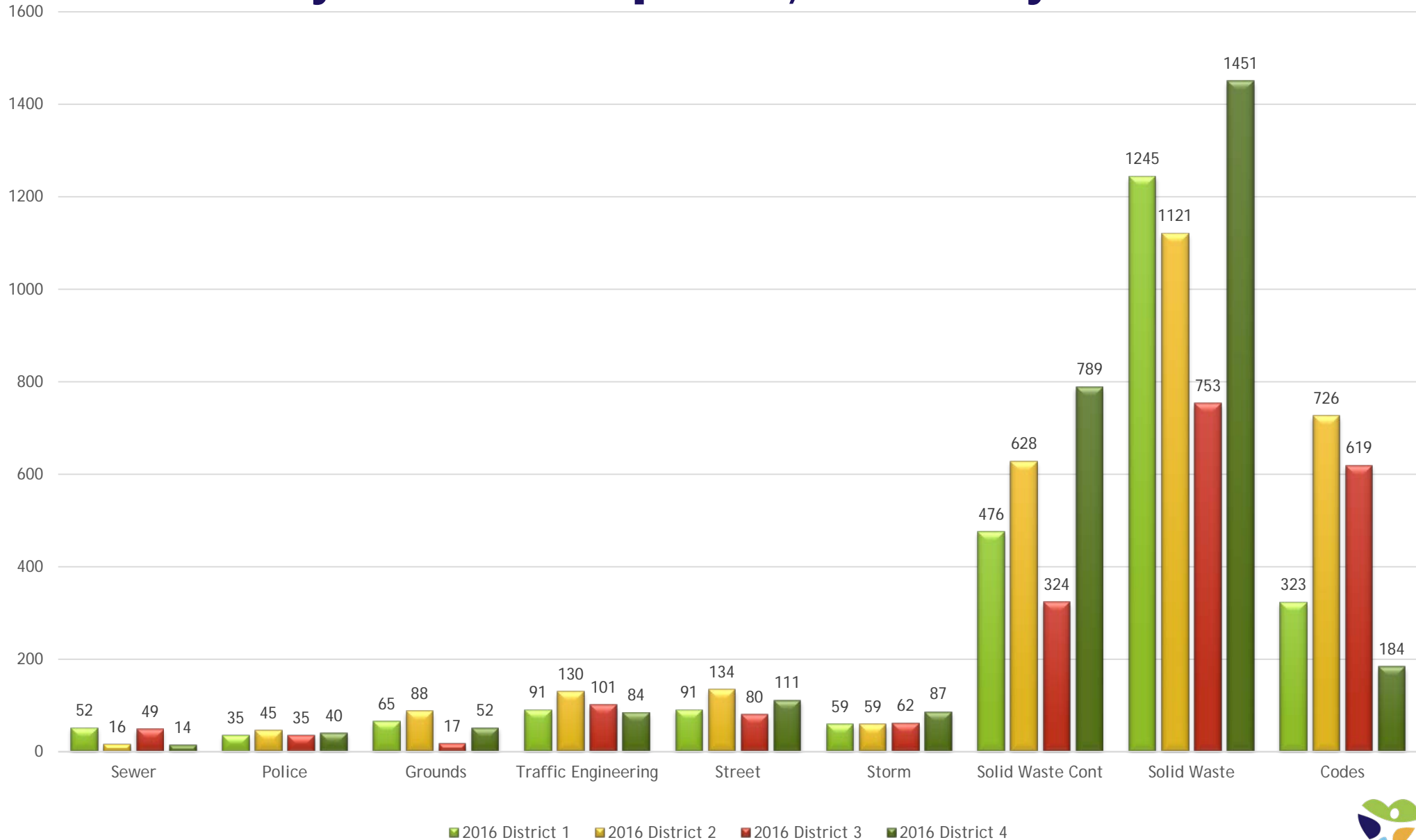
Notes:
 The change to a new recycling collection system caused a sharp increase in Solid Waste service calls in 2016. Increased yard waste pickup, due largely to storm damage, account for the continued increase in solid waste calls for 2017.



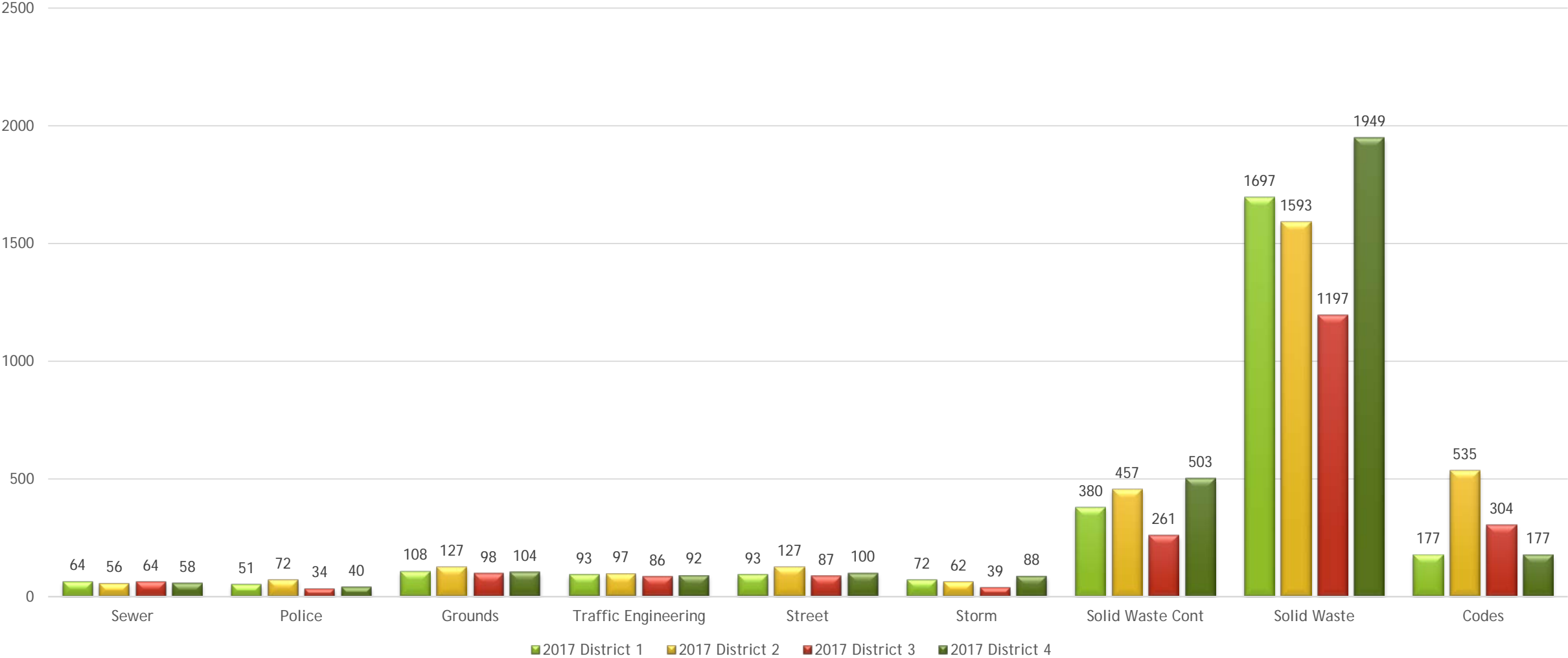
Service Requests, 2016-17 Comparison, Public Works



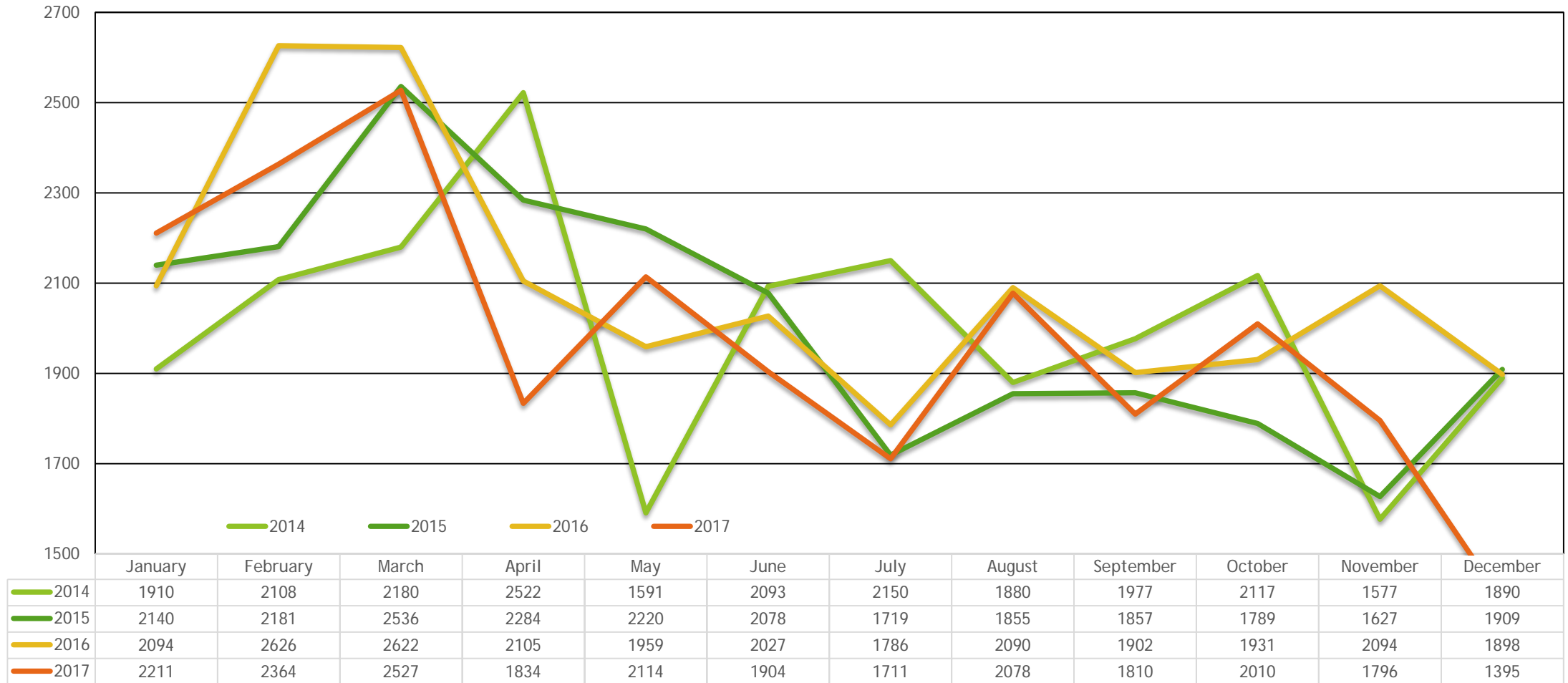
All 2016 City Service Requests, Sorted by Council District



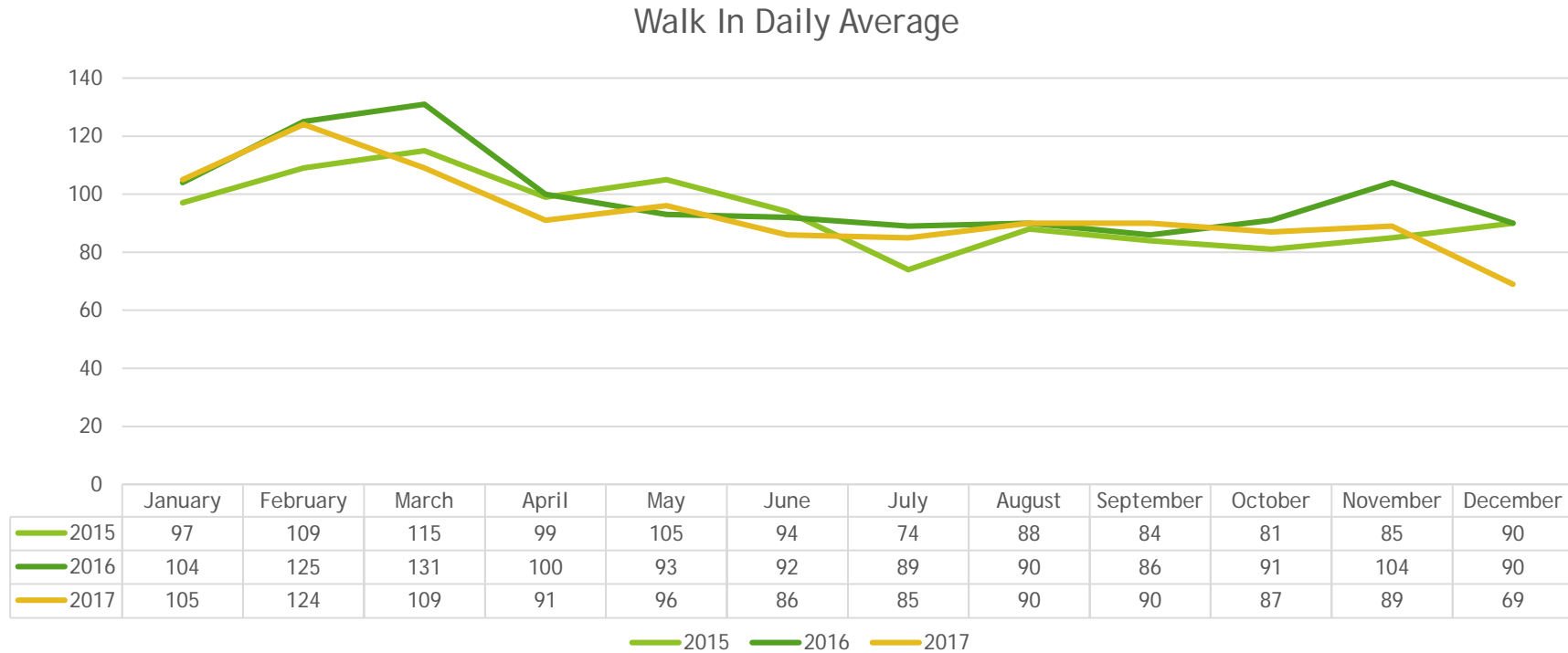
All 2017 City Service Requests, Sorted by Council District



Walk-in Visitors to City Hall, 2014-17 Comparison



Walk-in Visitors, Daily Average, to City Hall, 2015-17 Comparison



Telephone Traffic

Telephone traffic to Greenville Cares decreased about 20% in 2017, with a total of 12,274 calls. volume of 14,775 calls. On average, Greenville Cares receives between 30-50 calls per day. Staff reported a spike in the fall, due to downed limbs/storm damage.