



**greenville
cares**
Year-End Report 2016



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

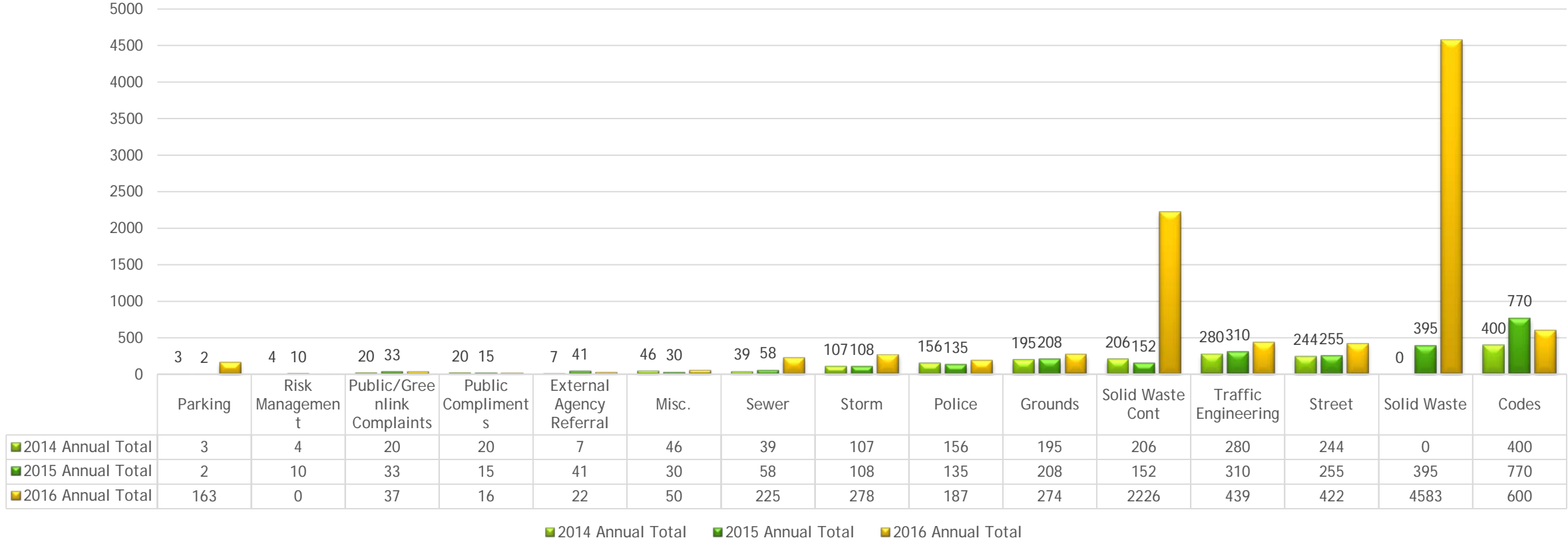
▶ Sewer

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

▶ Referrals

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

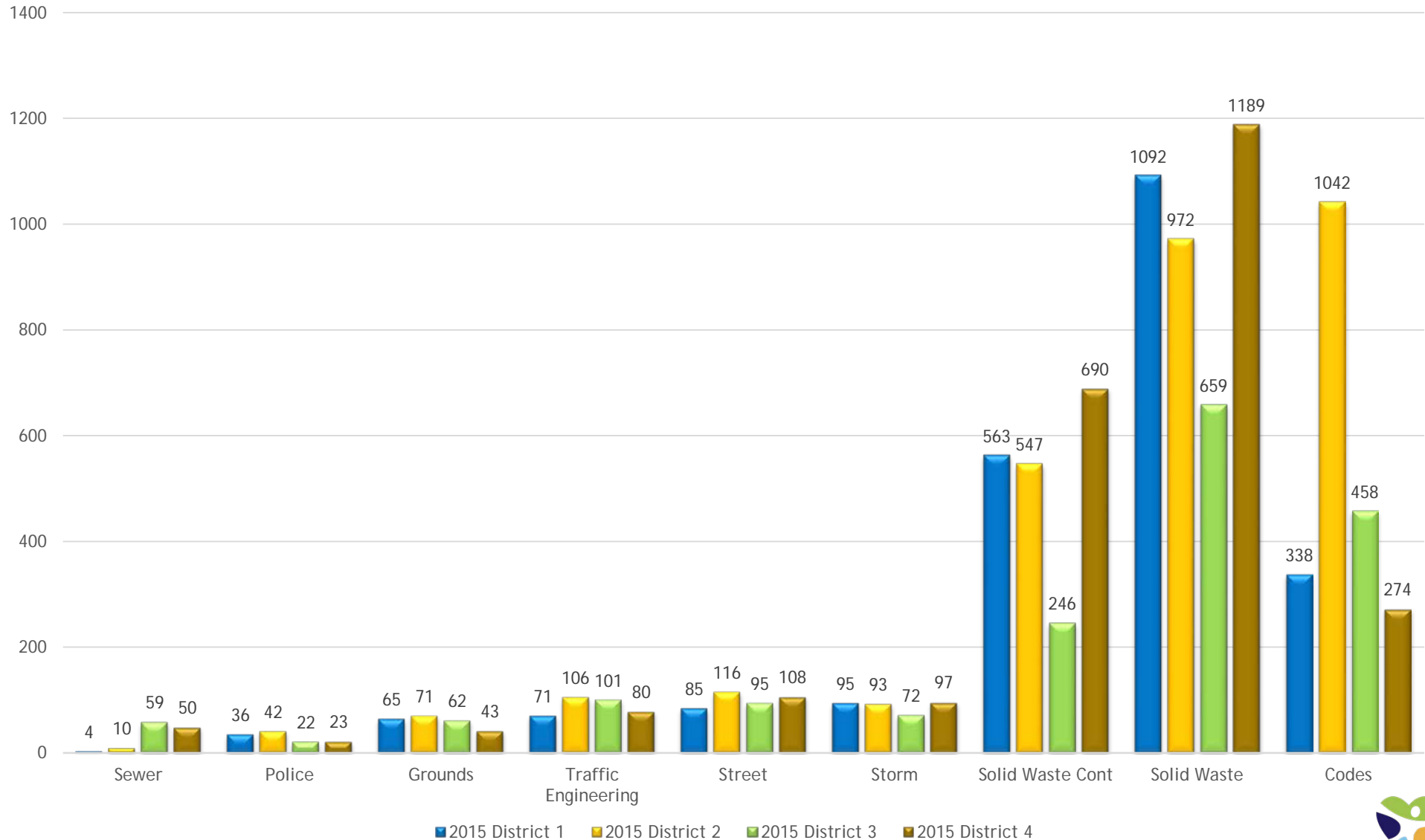
Greenville Cares Service Requests, 2014-16 Comparison – Bar Chart



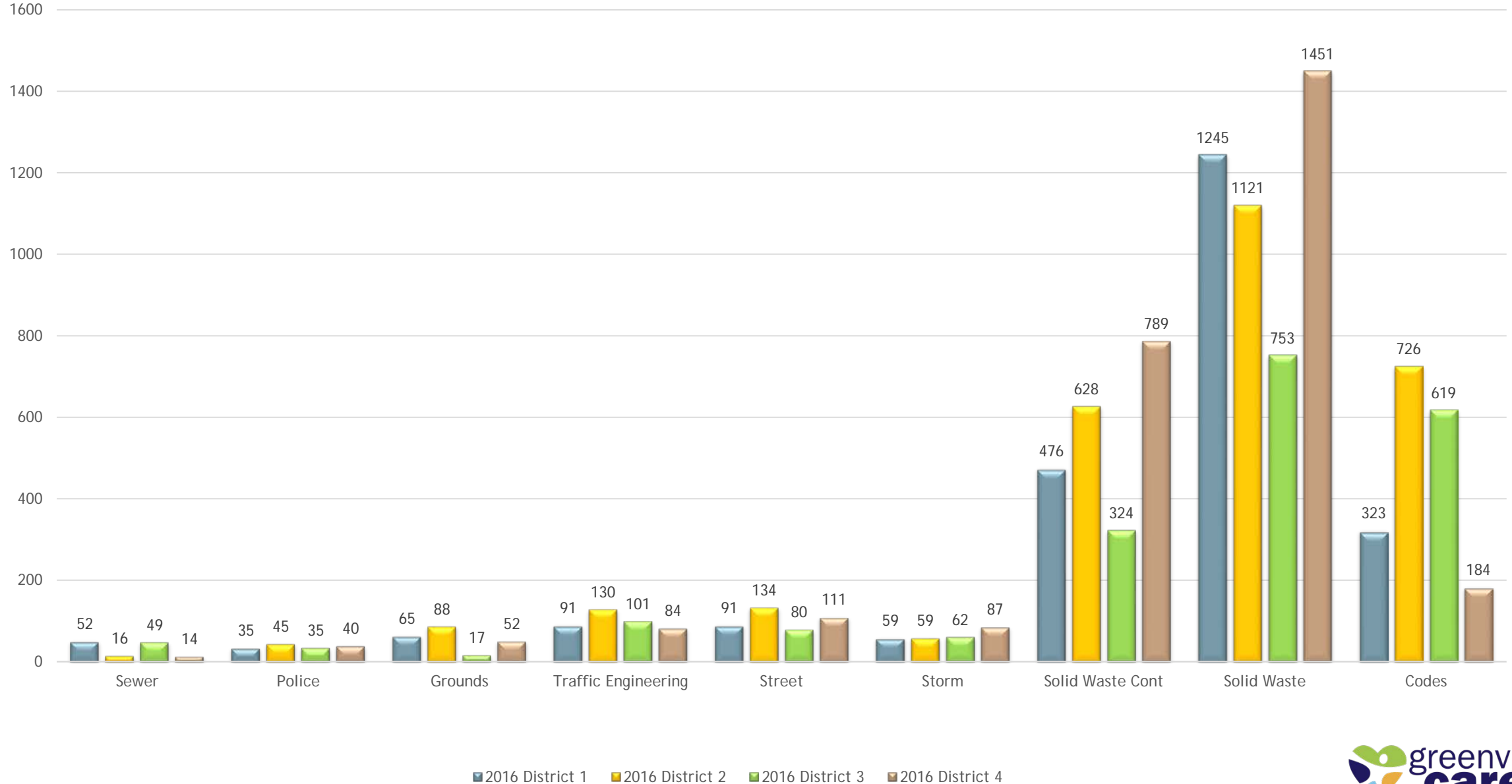
Notes:
 Risk Management calls are transferred directly and not entered into Cityworks.
 The change to a new recycling collection system caused an sharp increase in Solid Waste service calls.



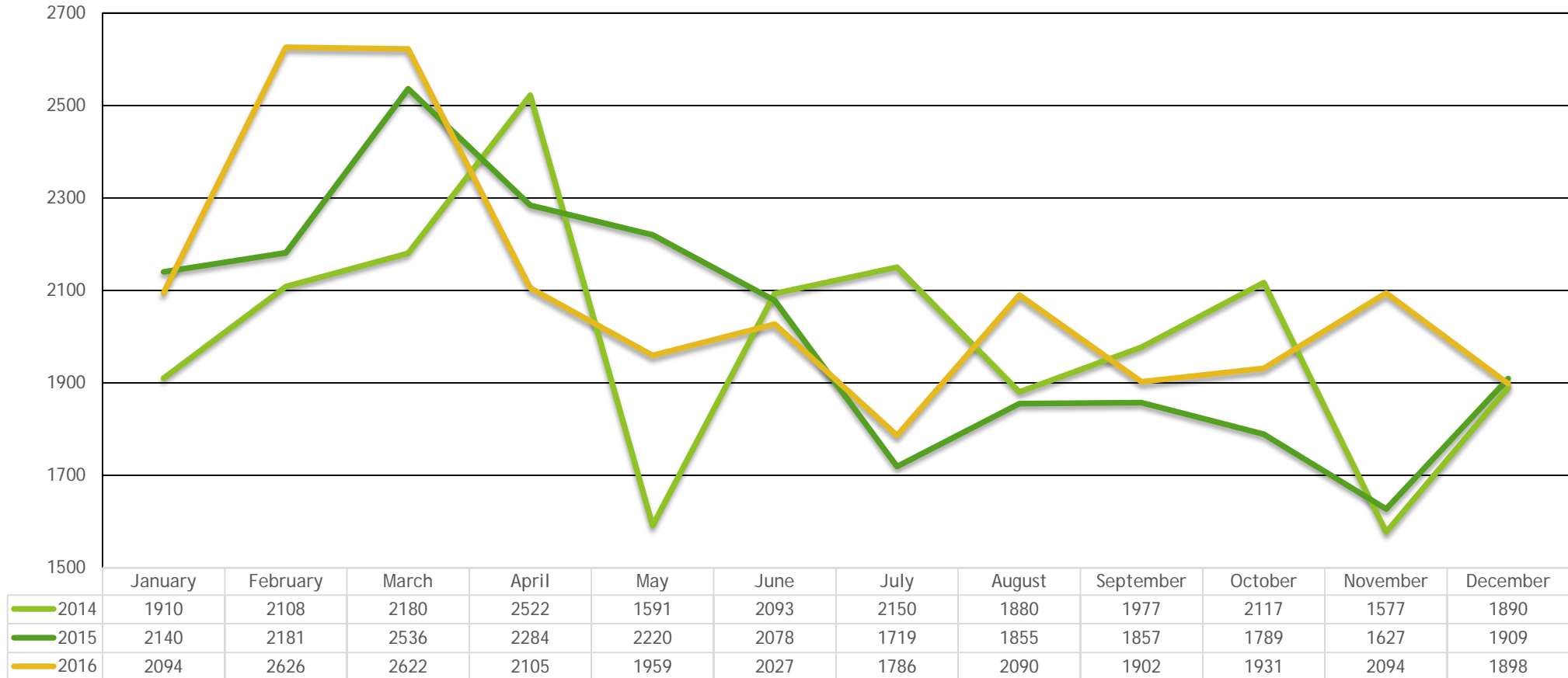
All 2015 City Service Requests, Sorted by Council District



All 2016 City Service Requests, Sorted by Council District

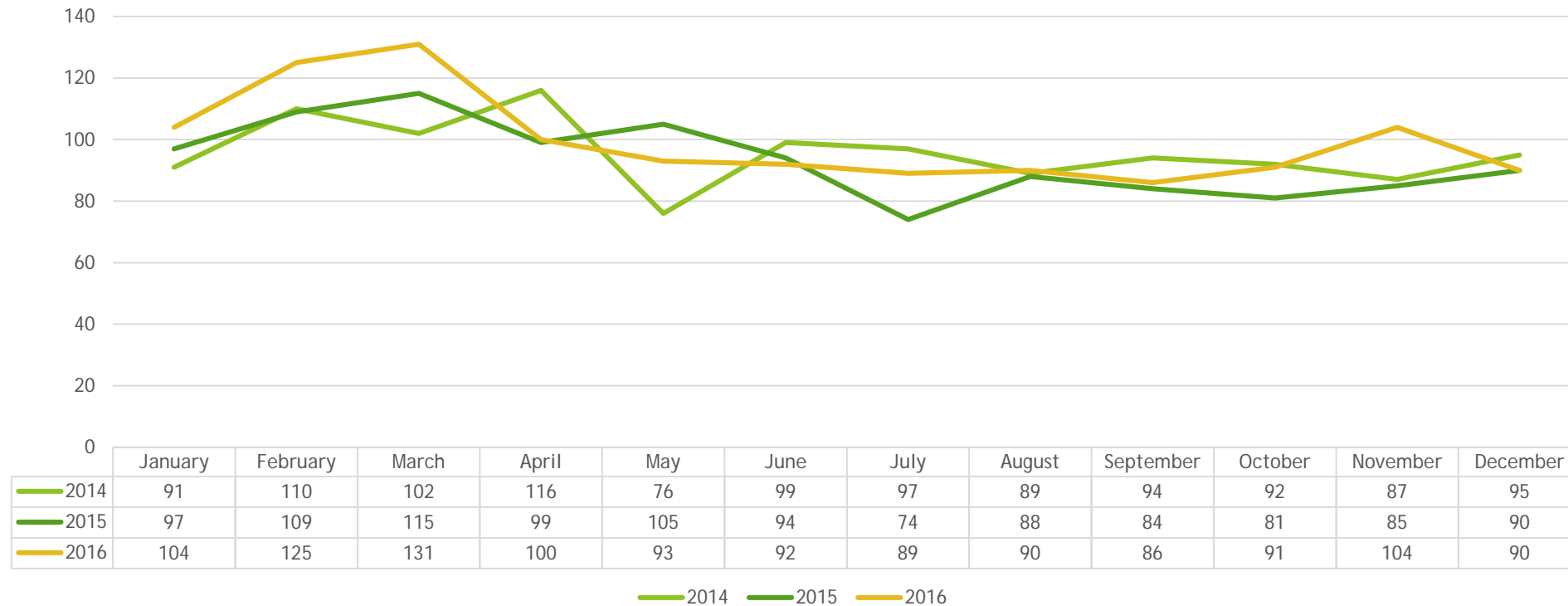


Walk-in Visitors to City Hall, 2014-16 Comparison



— 2014 — 2015 — 2016

Walk-in Visitors, Daily Average, to City Hall, 2014-16 Comparison



Telephone Traffic

Telephone traffic to Greenville Cares remained at levels consistent with 2015, with a 2016 total call volume of 14,775 calls. Winter season call volume is at 57 calls/day. Spring and summer call volume is approximately 62 calls/day. Staff reported a spike in June, due to the new recycling program.