

<b>Hotline Report</b>	
<b>1/1/2019 - 12/31/2019</b>	
Pothole	40669
Abandoned Vehic(Str)	4366
Snow Issue	3714
Trash/Recycling/Yard	3091
Weed Issue	2502
Litter Issue	2009
Graffiti	1891
Pavement Issue	1858
Parking Issue	1725
Sidewalk Not Cleared	890
City Park Issue	877
Sign/Barricade Issue	848
Tree/Shrub Issue	819
Code/Housing Violati	771
Community Center	764
Traffic Signal	685
Auto Litter	630
Speed Enforcement	556
Abandoned Vehicle	551
ROW Debris/Litter/Si	546
Illegal Dumping	544
Sewer Issue	404
Traffic Hazard	372
Sidewalk/Driveway	361
Unimproved Road	305
Vehicle & Licensing	296
DC Pothole	288
Streetlight - OPPD	230
Unlicensed Vhcl -Str	210
Timing Issue	189
Alley Repair	188
Unlicensed Vhcl - PP	181
Cave In/Undermine	169
Curb Issue	135
Zoning Violation	123
Expired Plates - Str	116
Stormwater/Construct	113
Expired Plates - PP	103

Snow Issue County	96
Animal Control	92
ROW Vegetation Repai	85
Building Permits	84
Road Issue	78
Other (Please Descri	69
Sidewalk Obstruction	64
Curb Repair	61
Animal and Insect Co	59
Out of State Plates	59
Sand Barrel	56
Narcotics	54
Pavement Marking	54
LT Arrow Request	49
Speed Enforc (major)	49
Stormwater Runoff	48
Plugged Inlet	47
Feedback to Public W	46
Resurfacing Request	46
ROW Erosion Issue	42
DC Parking Issue	41
DC Abandoned Vehicle	35
Construction Concern	34
DC Weed Complaint	34
DC Pavement Issue	30
Traffic Calming	28
DC Sign	27
Swimming Pool Issues	26
Sign	24
DC Traffic Hazard	23
New Signal Warrants	22
DC Illegal Dumping	21
Manhole Issue	20
Poor Condition	17
Blow Up	14
Other County	14
DC Litter Issue	13
Continual In-Transit	12
Wheelchair Ramp	12
DC Vehicle and Licen	10
ROW Drainage Issue	10

Sunken or Caved-In	10
ADA Ramp-Request	9
City Golf Issue	9
Fence Repair	9
Manure Spill	9
Cave-in	8
Feedback to Police D	8
Missing/BrokenCover	8
Mailbox	7
Storm Water Issue	7
Const Retaining Wall	6
Signal Outage	6
DC Curb Issue	5
Feedback to Parks	5
Other - EQC	5
DC Code Violation	4
ADA Ramp-Maintenance	3
Feedback to Mayor	3
Improperly Construct	3
Malfunction	3
Request New / Modify	3
Signal in Flash	3
Storm Damage-STREET	3
Back up	2
Construction EQC	2
Feedback to Fire Dep	2
Guardrail	2
Illicit Discharge	2
Pavement	2
Pool, Residential	2
Remove	2
Traffic Safety Study	2
Bent	1
Brick Paving	1
Bulb Out	1
DC Tree Issue	1
Detection Issue	1
Feedback to Library	1
Feedback to Planning	1
Handrail Damage	1
Illegal Dumping EQC	1

Odor	1
PED Malfunction	1
Repair or Upkeep	1
Request for Sidewalk	1
Sign Problem	1
Waste Complaints	1
<b>TOTAL</b>	<b>75963</b>

Of the total above, there were:

- 8,249 nuisance vehicle reports
- 8,870 CitySourced reports
- 33,728 OmahaHotline.com reports

Hotline Report compared to last year:

- 262.3% increase in service requests regarding potholes
- 29.9% increase in service requests regarding vehicles abandoned on the street
- 43.3% increase in service requests regarding snow & ice issues.
- 95.8% increase in service requests overall

It should be noted that the new service “OmahaHotline.com” was launched in January 2019. The website allows citizens to make direct reports to City of Omaha or Douglas County departments. Many of the service requests listed in the year of 2019 are duplicate reports.

Additionally, the Mayor’s Hotline received 15,606 phone calls and 4,507 emails that did not generate a new service request this year.

Compared to 2018:

- 14.9% increase in phone calls that did not generate a new service request
- 45.8% increase in emails that did not generate a new service request