

## CitiStat Report

April 1st-15th 2011

Re: Pothole Repair Service Requests Project

Since Bridgeport City Councilpersons are elected by district, they are first line responders to resident complaints, and are accustomed to personally directing constituent service requests through the proper channels and to the responsible parties. This hands on methodology allowed the politicians to demonstrate responsiveness to the voters, and to earn credit for issues resolved and problems solved.

When Bridgeport's CitiStat Department proposed to assume responsibility for submission of service requests from the public in order to create a City-wide uniform real-time database, Councilpersons were understandably apprehensive. In response, CitiStat generated a report format that enables electronic monitoring of service requests. CitiStat presents statistics by type, address, Council district, and status. The report is programmable for automatic e-mail transmittal to Councilpersons at individually defined intervals. This innovation keeps Councilpersons informed of prime local service issues (i.e.; pothole repairs, illegal dumping, snowplow service).

## Requests by District & Request Type

4/15/2011 3:48 P

This report shows Service Requests by type, separated by status (Open, In Progress and Closed)  
including the Complete Address.

Request Type	Complete Address	Closed	In Progress	Open	Total
<b>District:</b>					
Potholes/Sinkholes	, Bridgeport, CT	2	0	0	2
Potholes/Sinkholes	POLK ST, Bridgeport, CT	1	0	1	2
Potholes/Sinkholes	CAPITOL AVE, Bridgeport, CT	0	1	1	2
Potholes/Sinkholes	BEECHMONT AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	DOVER ST, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	EDNA AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	FAIRFIELD AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	HOUSATONIC AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	PARK AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	REMINGTON ST, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	SUCCESS AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	MAPLEWOOD AVE, Bridgeport, CT	0	1	0	1
Potholes/Sinkholes	QUARRY ST, Bridgeport, CT	0	1	0	1
Potholes/Sinkholes	BOND ST, Bridgeport, CT	0	0	1	1
Potholes/Sinkholes	NORMAN ST, Bridgeport, CT	0	0	1	1
Potholes/Sinkholes	NORTH AVE, Bridgeport, CT	0	0	1	1
Potholes/Sinkholes	OLD TOWN RD, Bridgeport, CT	0	0	1	1
		11	3	6	20
<b>District: 130</b>					
Potholes/Sinkholes	1726 FAIRFIELD AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	344 THURSTON ST, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	7 GILMAN ST, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	ELLSWORTH ST, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	734 HANCOCK AVE, Bridgeport, CT	0	0	1	1
Potholes/Sinkholes	75 HANSEN AVE, Bridgeport, CT	0	0	1	1
Potholes/Sinkholes	YACHT ST, Bridgeport, CT	0	0	1	1
		4	0	3	7
<b>District: 131</b>					
Potholes/Sinkholes	MYRTLE AVE, Bridgeport, CT	3	0	0	3
Potholes/Sinkholes	1210 SOUTH AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	44 PARK AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	59 JAMES ST, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	740 RAILROAD AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	23 FREMONT ST, Bridgeport, CT	0	1	0	1

Request Type	Complete Address	Closed	In Progress	Open	Total
Potholes/Sinkholes	JOHN ST, Bridgeport, CT	0	1	0	1
Potholes/Sinkholes	SANFORD AVE, Bridgeport, CT	0	0	1	1
Potholes/Sinkholes	WASHINGTON TER, Bridgeport, CT	0	0	1	1
		7	2	2	11
<b>District: 132</b>					
Potholes/Sinkholes	1 HUGHES AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	113 WOOD AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	1883 NORTH AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	295 WOOD AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	512 WOOD AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	196 BROOKLAWN AVE, Bridgeport, CT	0	1	0	1
Potholes/Sinkholes	219 WADE TER, Bridgeport, CT	0	1	0	1
Potholes/Sinkholes	165 WADE ST, Bridgeport, CT	0	0	1	1
Potholes/Sinkholes	258 LAUREL AVE, Bridgeport, CT	0	0	1	1
Potholes/Sinkholes	MERCHANT ST, Bridgeport, CT	0	0	1	1
		5	2	3	10
<b>District: 133</b>					
Potholes/Sinkholes	420 CLEVELAND AVE, Bridgeport, CT	0	2	0	2
Potholes/Sinkholes	1 LINCOLN AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	122 LINCOLN AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	149 WESTFIELD AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	25 WESTFIELD AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	LINCOLN BLV, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	55 STOHR PL, Bridgeport, CT	0	1	0	1
Potholes/Sinkholes	LINCOLN AVE, Bridgeport, CT	0	0	1	1
Potholes/Sinkholes	MADISON TER, Bridgeport, CT	0	0	1	1
		5	3	2	10
<b>District: 134</b>					
Potholes/Sinkholes	120 SEQUOIA RD, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	245 GLENDALE AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	75 EDGEMOOR RD, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	MARCEL ST, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	238 JEWETT AVE, Bridgeport, CT	0	1	0	1
Potholes/Sinkholes	165 RUTH ST, Bridgeport, CT	0	0	1	1
Potholes/Sinkholes	51 CORNHILL ST, Bridgeport, CT	0	0	1	1
Potholes/Sinkholes	BURNSFORD AVE, Bridgeport, CT	0	0	1	1
Potholes/Sinkholes	GOLDENROD AVE, Bridgeport, CT	0	0	1	1

Request Type	Complete Address	Closed	In Progress	Open	Total
		4	1	4	9
<b>District: 135</b>					
Potholes/Sinkholes	LAKEVIEW AVE, Bridgeport, CT	2	0	0	2
Potholes/Sinkholes	1 BALSAM AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	193 BALSAM AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	70 WOODBINE CIR, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	BALSAM AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	HART ST, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	PARKVIEW AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	105 VICTORY ST, Bridgeport, CT	0	1	0	1
Potholes/Sinkholes	ORTEGA AVE, Bridgeport, CT	0	1	0	1
Potholes/Sinkholes	WOODROW AVE, Bridgeport, CT	0	1	0	1
Potholes/Sinkholes	1 FRANCES ST, Bridgeport, CT	0	0	1	1
Potholes/Sinkholes	155 MOFFITT ST, Bridgeport, CT	0	0	1	1
Potholes/Sinkholes	317 SAUNDERS AVE, Bridgeport, CT	0	0	1	1
Potholes/Sinkholes	RYON ST, Bridgeport, CT	0	0	1	1
		8	3	4	15
<b>District: 136</b>					
Potholes/Sinkholes	1 SYLVAN AVE, Bridgeport, CT	1	1	0	2
Potholes/Sinkholes	597 JAMES ST, Bridgeport, CT	1	0	1	2
Potholes/Sinkholes	1 NORTH AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	1691 MAIN ST, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	267 COLEMAN ST, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	429 SUMMIT ST, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	439 SUMMIT ST, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	HICKORY ST, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	SPRINGDALE ST, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	1 FRANK ST, Bridgeport, CT	0	1	0	1
Potholes/Sinkholes	32 CALHOUN AVE, Bridgeport, CT	0	1	0	1
Potholes/Sinkholes	345 BENHAM AVE, Bridgeport, CT	0	0	1	1
		9	3	2	14
<b>District: 137</b>					
Potholes/Sinkholes	369 BROOKS ST, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	SHELTON ST, Bridgeport, CT	1	0	0	1
		2	0	0	2
<b>District: 138</b>					
Potholes/Sinkholes	HOOVER RD, Bridgeport, CT	2	0	0	2

Request Type	Complete Address	Closed	In Progress	Open	Total
Potholes/Sinkholes	34 KINGSBURY RD, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	624 ASYLUM ST, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	ESSEX ST, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	PENNSYLVANIA AVE, Bridgeport, CT	0	0	1	1
		5	0	1	6
<b>District: 139</b>					
Potholes/Sinkholes	1518 SEAVIEW AVE, Bridgeport, CT	2	0	0	2
Potholes/Sinkholes	247 SHERIDAN ST, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	25 FREEMAN ST, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	256 SHERIDAN ST, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	270 BEARDSLEY ST, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	415 LOGAN ST, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	EAST AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	MILL HILL AVE, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	SHERIDAN ST, Bridgeport, CT	1	0	0	1
Potholes/Sinkholes	586 UNION AVE, Bridgeport, CT	0	1	0	1
Potholes/Sinkholes	148 FOURTH ST, Bridgeport, CT	0	0	1	1
Potholes/Sinkholes	53 ADAMS ST, Bridgeport, CT	0	0	1	1
Potholes/Sinkholes	BEARDSLEY ST, Bridgeport, CT	0	0	1	1
		10	1	3	14
		70	18	30	118