



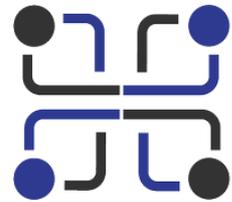
Metro Data Sources

Ed Geldenhuys - ITS

02.08.2019

Agenda

- hubNashville
- Open Data
- Nashview
- Metro Resident Survey Responses

The logo for HubNashville features a stylized blue icon on the left, composed of interconnected lines and dots that resemble a network or circuit. To the right of the icon, the word "hub" is written in a bold, black, lowercase sans-serif font, and "Nashville" is written in a larger, bold, blue, uppercase sans-serif font.

hubNashville

- 311 Contact Center - July 2017
- Public Works Integration - July 2017
- Council Office, Mayors Office & Scheduling - July 2017
- Knowledge Base - July 2017
- Community Portal - October 2017
- Mobile App (IOS & Android) - April 2018
- Public Records Requests - April 2018
- Codes (Property Violations) Integrations - September 2018

Welcome to hubNashville

*hubNashville is the easiest way to interact with Metro Government,
even if you don't know exactly who to contact.
Call or go online from any device to find information, request services, and share feedback.*

Top Request Types

Select a category from the list and submit your request

All | **Featured**



Trash, Recycling & Litter

Recycling, trash, and yard waste collection and services



Streets, Roads & Sidewalks

City roads issues including Potholes and Road Damage



Property Violations

Report Property Violations or Request Service or Information



Transit

Request Information or Services related to Transit



Electric & Water General

Request Information or Services related to Electricity or Water



Permits

Apply for Permits or Request Information on Permits



Public Safety

Request Information or Report Issues related to Public Safety, including Animal Welfare, Pet Adoption etc.



Parks

Request Information or Services related to Parks, Greenways, Community Centers etc.



Planning & Zoning

Planning and Zoning Requests & Appeals



Social Services & Housing

Social Services & Housing



Education & Libraries

Information related to Education and Libraries



Workforce & Jobs

Learn about job opportunities within Metro and get assistance



Public Records Request

Request for Public Records



Submit Budget Ideas to Mayor Briley

Share Your Ideas for the Metro Budget with Mayor Briley



Other

Contact the Mayor's Office and General Request for Information or Services

Streets, Roads & Sidewalks

Our Street Services Division staff maintains over 2,200 miles of rights-of-way and 942 signalized intersections throughout Davidson County, including the care of regulatory signs for 276 miles fo state highways.



Pothole

Report potholes on a Metro roadway, alley, intersection or bike lane



Damaged Sign

Report a malfunctioning or damaged sign



Traffic Light Issue

Report a malfunctioning or damaged signal/traffic light



Shared Scooter and Bike Issues

Report Issues related to Shared Scooters, Shared (dockless) Bikes



Dead Animal Pickup

Request for a dead animal to be removed from the roadway



Remove debris in roadway

Report debris in the roadway, alley or bike lane



Guard Rails

Request for a new guardrail to be installed, repaired, or removed



Illegal Parking or Blocking

Report Illegal Parking or Blocking of Bike Lanes, Sidewalks, Reserved Zones etc.



Illegal Dumping

Report illegal dumping on the roadside, alley or bike lane



Obstruction of right of way

Report an obstruction on the right of way of a roadway, alley, sidewalk or bike lane



Overgrowth on right of way



Paving Request

A Pothole

Report potholes on a Metro roadway, alley, intersection or bike lane

Progress bar with steps: **Related** (active), Location, Request details, Contact

This map displays existing open Pothole requests

Enter an Address or Intersection (e.g. "Ash St." or "2nd Ave S. & Ash St.") and press ENTER Apt/Suite Number (if applicable)

Map

Map data ©2019 Google Terms of Use Report a map error

[Back](#)

[Continue](#)

A Pothole

Report potholes on a Metro roadway, alley, intersection or bike lane

Progress bar with steps: **Related** (active), Location, Request details, Contact

This map displays existing open Pothole requests

10 Union St, Nashville, TN 37201, United States Apt/Suite Number (if applicable)

Map Satellite

10 Union St, Nashville, TN 37201, United States x

Map data ©2019 Google, Nashville Davidson County Terms of Use Report a map error

Back

Continue

A Pothole

Report potholes on a Metro roadway, alley, intersection or bike lane

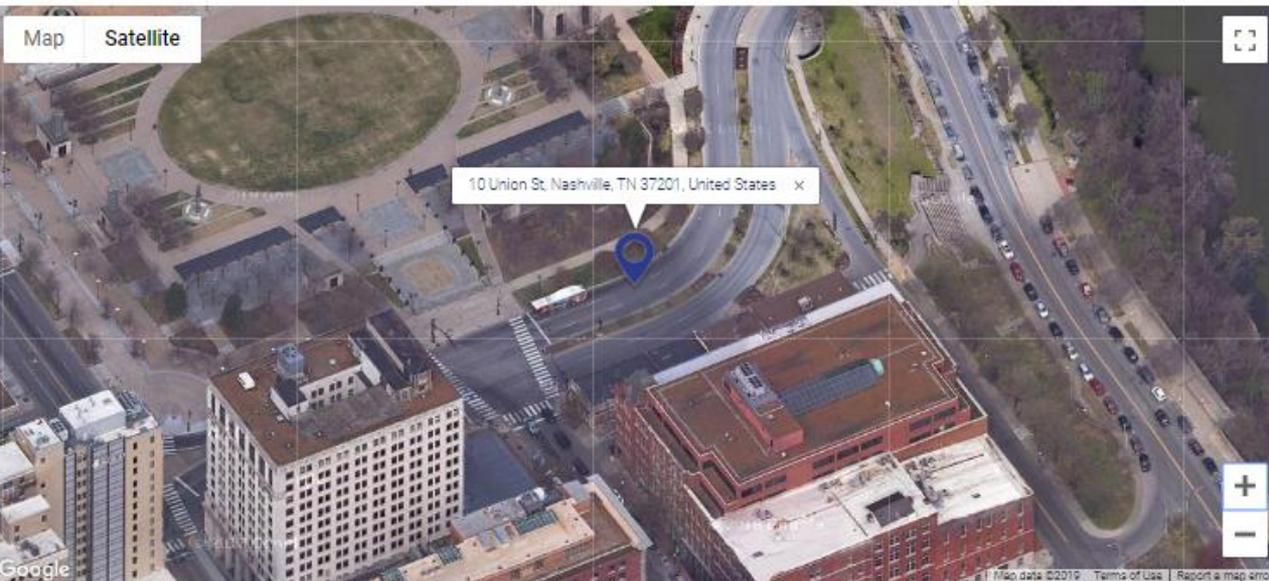


Where is the pothole located?

 10 Union St, Nashville, TN 37201, United States

Use My Address

Apt/Suite Number (if applicable)



Back

Set Location

Pothole

Report potholes on a Metro roadway, alley, intersection or bike lane

Request details

Related

Location

Request details

Contact

IF THE POTHOLE IS IN AN INTERSECTION, PLEASE PROVIDE ALL STREET NAMES BELOW

Near 1st and Union street

DO YOU HAVE A PICTURE OF THE POTHOLE?

Files

 Upload Files
Or drop files



 IMG_1728.JPG

* PROVIDE ANY DETAILS OR COMMENTS ABOUT YOUR REQUEST HERE

Test - Please fix Pothole ASAP.

Back

Next

Pothole

Report potholes on a Metro roadway, alley, intersection or bike lane



Please Provide Your Contact Information

ALREADY HAVE AN ACCOUNT?

Login

Contact Details

EMAIL

* FIRST NAME

* LAST NAME

* PHONE

* MOBILE

Preferred Contact Address

SAME AS INCIDENT ADDRESS

ADDRESS

APT/SUITE

CITY

STATE

ZIP

Pothole

Report potholes on a Metro roadway, alley, intersection or bike lane



Thank you! Your request has been submitted. Your request reference number is: 00138774.

You can view the status of your case by logging into your account at hub.nashville.gov or by calling 311 or 615-862-5000 to speak with a hubNashville representative.

Related Articles

No Articles found

Requests for ADA Accommodation should be directed to hubNashville at 311 or (615) 862-5000

hubNashville provides non-emergency services. If you are experiencing an emergency, call 911 immediately.

hubNashville can be reached via phone at 311 or (615) 862-5000, Monday-Friday 7 AM - 5 PM

[Privacy and Security](#) | [Terms of Service](#)

For more information about Metro Government, visit Nashville.gov

Request
00138774[Customize Page](#) | [Edit Layout](#) | [Printable](#)[« Back to List: Users](#)[Articles \(0\)](#) | [Request Comments \(0\)](#) | [Related Requests \(0\)](#) | [Request History \(5+\)](#) | [Open Activities \(0\)](#) | [Activity History \(0\)](#) | [Files \(1\)](#) | [Notes \(0\)](#) | [Work Orders \(0\)](#) | [Surveys Taken \(0\)](#)**Request Detail**[Edit](#) [Delete](#) [Close Request](#) [Clone](#) [Generate Document](#) [CityWorks Integration](#) [Service Portal Integration](#) [Transfer](#)▼ **Request Information**

Request Number	00138774 [View Hierarchy]	Request Record Type	Call Center Case [Change]
Request Owner	Queue - Public Works [Change]	Set Hauler for Downtown Core Trash	
Date/Time Opened	2/6/2019 4:08 PM	Category	Streets, Roads & Sidewalks
Status	New	Request Type	Pothole
Status Detail		Parent Request	
Agency	Metro		
Department	Public Works		
Link to ePermits	N/A		

▼ **Legacy Request Type Information**

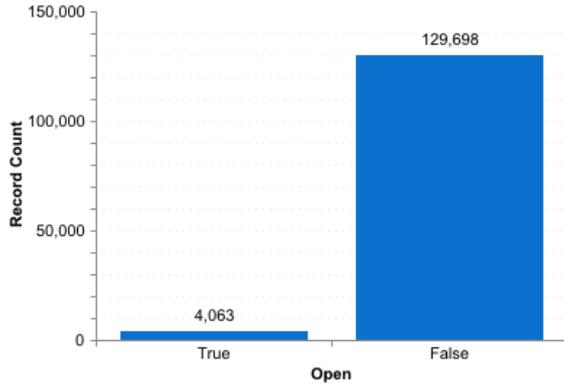
Request Request	Streets, Roads & Sidewalks	Request SubRequest	Potholes
		Additional SubRequest Info	Roadway

▼ **Description Information**

Subject	Pothole in the Roadway
Description	Test - Please fix Pothole ASAP.
Additional Comments	
City Works Comment	
WO Desc	
Resolution Description	
Transfer Notes	

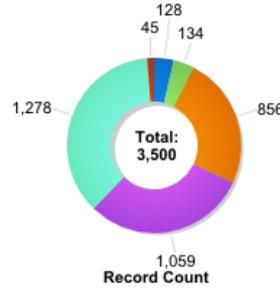
hubNashville Dashboards

Open and Closed Cases



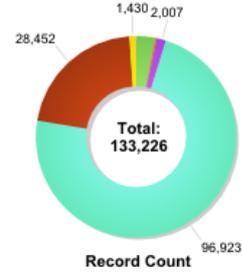
Open Cases = True; Closed Cases = False

Open Requests (exc. Scheduling)



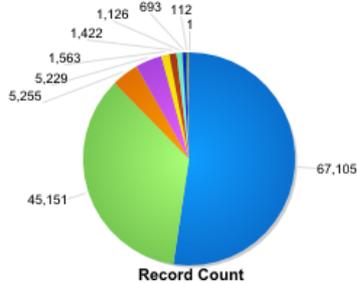
- Electric & Water General
- Property Violations
- Trash, Recycling & Litter
- Other
- Streets, Roads & Sidewalks
- Other

Case Origin



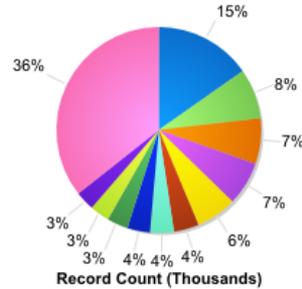
- Council Member
- Mayor's Office
- Phone
- Mobile App
- Email
- Mayor's Website
- hubNashville Community

Case Request Type



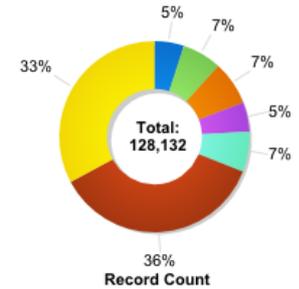
- Trash, Recycling & Litter
- Other
- Transit
- Public Safety
- Parks
- Social Services & Housing
- Streets, Roads & Sidewalks
- Property Violations
- Electric & Water General
- Permits
- Planning & Zoning
- Education & Libraries

Case SubRequest Type



- Cart Service
- Missed Pickup - Trash Cart Service
- Missed Pickup - Recycle Cart Service
- Blocking the Right of Way
- New Service/Activate Service
- Extra Cart Pickup Request
- File a Trash or Recycling Complaint
- Potholes
- Illegal Dumping
- Recycling - Request an Additional Cart
- Recycle - Curbside/Alley Missed Pickup
- Trash - Report a Damaged Cart
- Trash - Curbside/Alley Missed Pickup
- Roadway
- Other

Case Additional SubRequest



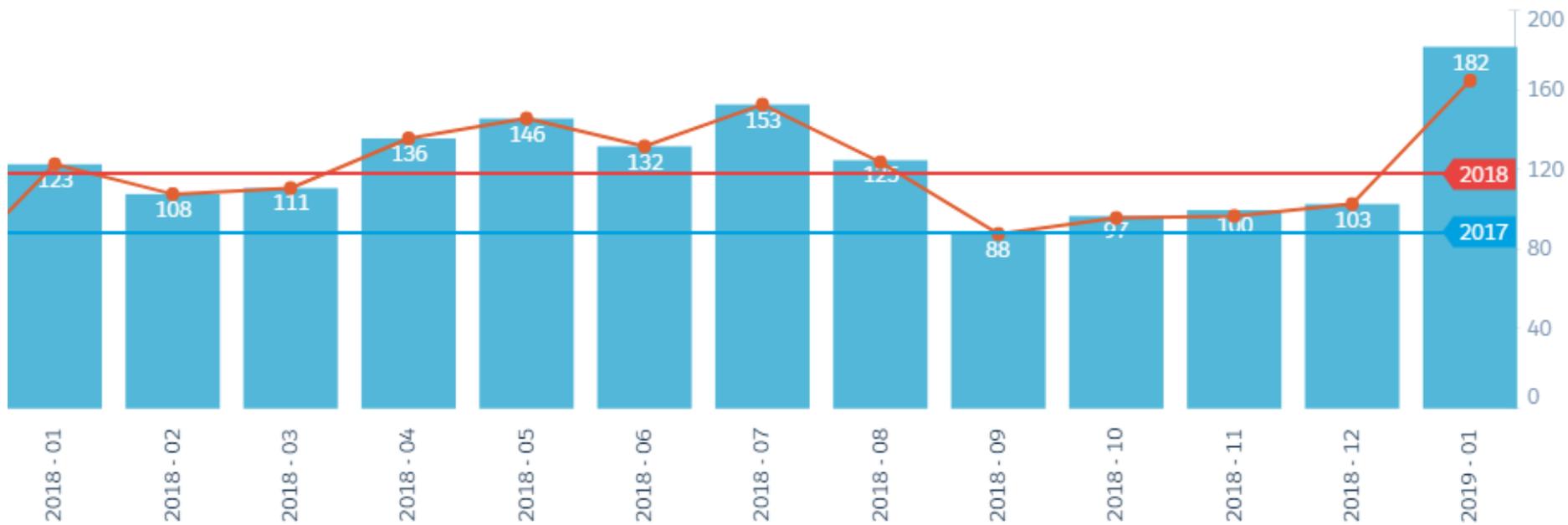
- Trash - Report a Damaged Cart
- Trash - Curbside/Alley Missed Pickup
- Roadway
- Recycling - Request an Additional Cart
- Recycle - Curbside/Alley Missed Pickup
- Other

Trash/Recycling Cart Service (damaged, stolen)	Missed Trash	Missed Recycling	New Account Activations	Potholes
2018 12,855	2018 6,428	2018 6,309	2018 6,145	2018 3,491
2019 1,295	2019 1,012	2019 805	2019 414	2019 478
Current Month 184	Current Month 151	Current Month 65	Current Month 76	Current Month 68
Open >30 Days 327	Open >30 Days 80	Open >30 Days 64	Open >30 Days 116	Open >30 Days 76
Time to Fix 3	Time to Fix 3	Time to Fix 3	Time to Fix 3	Time to Fix 3
Blocking the Right of Way	Illegal Dumping	Traffic Light Issue	Extra Trash/Recycling Cart Pickup Request	Traffic Engineering
2018 11,798	2018 2,727	2018 2,350	2018 3,491	2018 714
2019 851	2019 392	2019 204	2019 401	2019 67
Current Month 131	Current Month 52	Current Month 29	Current Month 48	Current Month 9
Open >30 Days 118	Open >30 Days 67	Open >30 Days 12	Open >30 Days 38	Open >30 Days 31
Time to Fix 3	Time to Fix 3	Time to Fix 3	Time to Fix 3	Time to Fix 3

Top Weekly Trends

Missed Trash Pickup	0-7 Days Ago	278	8-14 Days Ago	227	15-21 Days Ago	154
Missed Recycle Pickup	0-7 Days Ago	115	8-14 Days Ago	165	15-21 Days Ago	155
New Service (Trash/Recycle)	0-7 Days Ago	98	8-14 Days Ago	72	15-21 Days Ago	72
Illegal Dumping	0-7 Days Ago	70	8-14 Days Ago	89	15-21 Days Ago	55
Potholes	0-7 Days Ago	91	8-14 Days Ago	131	15-21 Days Ago	56

Damaged Signs





Data.Nashville.gov

Nashville Open Data Portal

The data available on this site will empower the public to partner with Metro departments and agencies to co-create innovative web resources, insightful analytics on public programs and services, and new civic apps for the community.



Business, Development &
Housing



Culture



Education



Environment



Health



Metro Government



Public Safety



Transportation

Open Data

Welcome to Metro Government's Open Data Catalog. As part of Nashville's Open Data Initiative, the [Open Data Portal](#) is the destination for the public to access Metro Government data in a new way. My signing of the Metro Nashville Open Data Executive Order outlines my belief that by pushing datasets out, Metro departments and agencies empower the public to partner with Metro Government. Through this site, we aim to co-create with civic technologists innovative web resources, insightful analytics on public programs and services, and new civic apps for the community. Visit us often for updates. I look forward to seeing where our community's creativity and exploration of open data will take us.

[Mayor Megan Barry Executive Order #32](#)

Business Development & Housing

Dataset	Department	Metadata
Beer Permit Locations	Beer Board	Beer Permit Locations Metadata
Building Permit Applications	Codes	Building Permit Applications Metadata
Building Permits Issued	Codes	Building Permits Issued Metadata
Codes Registered Professional Contractors	Codes	Codes Contractors Metadata
Davidson County Locations: Sexually Oriented Permitted Businesses	Codes	Davidson County Sexually Oriented Permitted Businesses Metadata
Ebid Monthly Sales	General Services	Ebid Monthly Sales Metadata
NES - Energy Consumption Greater than 50 KW per Month	Nashville Electric Service	NES-Commercial-Accounts-Over-50KW-Metadata
NES - Monthly Energy Consumption by Customer Type and Zip Code	Nashville Electric Service	NES-Monthly-KWH-Usage-By-ZipCode-Metadata
NES - Monthly Energy Consumption by TVA Revenue Code	Nashville Electric Service	NES-Monthly-Energy-Consumption-By-TVARevenueCode-Metadata
Planning Department Development Applications	Planning	Planning Department Development Applications Metadata
Property Standards Violations	Codes	Property Standards Violations Metadata
Public Works Active Right of Way Permits	Public Works	Public Works Active Right of Way Permits Metadata
Residential Short Term Rental Permits	Codes	Residential Short Term Rental Permits Metadata

hubNashville (311) Service Request Data



Service requests to hubNashville (311) from residents and visitors. hubNashville is a one stop shop for Metro services. Residents or visitors can connect with a Metro representative to request services, share feedback, or ask

More Views

Req. ↓	Status	Request Type	SubRequest Type	Additional SubRequest Ty..	Date/Time Ope...	Date/Time Closed	Request Origin
137830	In Progress	Trash, Recycling & Litter	New Service/Activate Service	New Construction Residential R...	02/05/2019 03:56:51...		Phone
137828	Closed	Trash, Recycling & Litter	Other-Trash / Recycle	General Question	02/05/2019 03:53:43...	02/05/2019 04:21:23 P...	hubNashville Commu...
137827	In Progress	Property Violations	Junk and Debris		02/05/2019 03:53:04...		hubNashville Commu...
137826	In Progress	Property Violations	Residential Complaint		02/05/2019 03:52:35...		Phone
137825	Closed	Trash, Recycling & Litter	Extra Cart Pickup Request	Extra Trash Cart Pickup	02/05/2019 03:51:04...	02/05/2019 09:13:57 P...	Phone
137824	In Progress	Trash, Recycling & Litter	New Service/Activate Service	New Construction Residential T...	02/05/2019 03:51:04...		Phone
137823	Closed	Other			02/05/2019 03:48:27...	02/05/2019 03:48:27 P...	Phone
137822	Closed	Other			02/05/2019 03:45:22...	02/05/2019 03:45:22 P...	Phone

Metro Resident Survey

Metro Resident Survey Responses

Responses by Davidson County Residents to the Metro Resident Survey



Find in this Dataset

More Views Filter Visualize Export Discuss Embed About

Period	Start Date	End Date	ZIP Code	Service ...	Quality ...	Overall ...	Neighbo...	City App...	Neighbo...	Nashvill...	Nashvill...	Nashvill...	Nashvill...	Nashvill...	Metro S...
2018Q2	06/21/2018	07/16/2018	37206	Urban Servic...	Satisfied	Neutral	Dissatisfied	Neutral	Dissatisfied	Good	Don't Know	Good	Don't Know	Don't Know	Satisfied
2018Q2	06/21/2018	07/16/2018	37207	Urban Servic...	Neutral	Dissatisfied	Neutral	Neutral	Satisfied	Neutral	Below Average	Below Average	Good	Below Average	Dissatisfied
2018Q2	06/21/2018	07/16/2018	37013	Urban Servic...	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	Good	Good	Good	Neutral	Below Average	Neutral
2018Q1	02/01/2018	03/06/2018	37216	Urban Servic...	Satisfied	Satisfied	Satisfied		Satisfied	Good	Good	Good		Good	Satisfied
2018Q2	06/21/2018	07/16/2018	37206	Urban Servic...	Dissatisfied	Dissatisfied	Dissatisfied	Neutral	Neutral	Below Average	Below Average	Neutral	Good	Below Average	Dissatisfied
2018Q2	06/21/2018	07/16/2018	37207	Urban Servic...	Satisfied	Satisfied	Satisfied	Dissatisfied	Dissatisfied	Good	Good	Good	Good	Neutral	Satisfied
2018Q2	06/21/2018	07/16/2018	37207	General Servi...	Satisfied	Satisfied	Very Satisfied	Neutral	Neutral	Good	Below Average	Good	Excellent	Excellent	Satisfied
2018Q2	06/21/2018	07/16/2018	37207	Urban Servic...	Satisfied	Neutral	Neutral	Satisfied	Satisfied	Good	Good	Good	Good	Good	Neutral
2018Q1	02/01/2018	03/06/2018	37210	Urban Servic...	Neutral	Dissatisfied	Satisfied		Satisfied	Neutral	Don't Know	Neutral		Below Average	Neutral
2018Q2	06/21/2018	07/16/2018	37206	Urban Servic...	Neutral	Neutral	Neutral	Satisfied	Don't Know	Neutral	Good	Good	Good	Neutral	Dissatisfied
2018Q2	06/21/2018	07/16/2018	37206	Urban Servic...	Neutral	Neutral	Satisfied	Satisfied	Satisfied	Good	Good	Good	Good	Good	Satisfied
2018Q2	06/21/2018	07/16/2018	37208	Urban Servic...	Very Satisfied	Very Satisfied	Satisfied	Satisfied	Very Satisfied	Excellent	Excellent	Excellent	Good	Good	Very Satisfied
2018Q2	06/21/2018	07/16/2018	37207	Urban Servic...	Satisfied	Satisfied	Satisfied	Dissatisfied	Neutral	Good	Good	Good	Good	Good	Neutral
2018Q1	02/01/2018	03/06/2018	37209	General Servi...	Very Satisfied	Satisfied	Very Satisfied		Satisfied	Excellent	Excellent	Excellent		Good	Satisfied

NashView

FILTERS

- Fire... x
- Police... x
- Libraries x
- Parks x

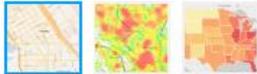
MAP OPTIONS

Council Districts (35)



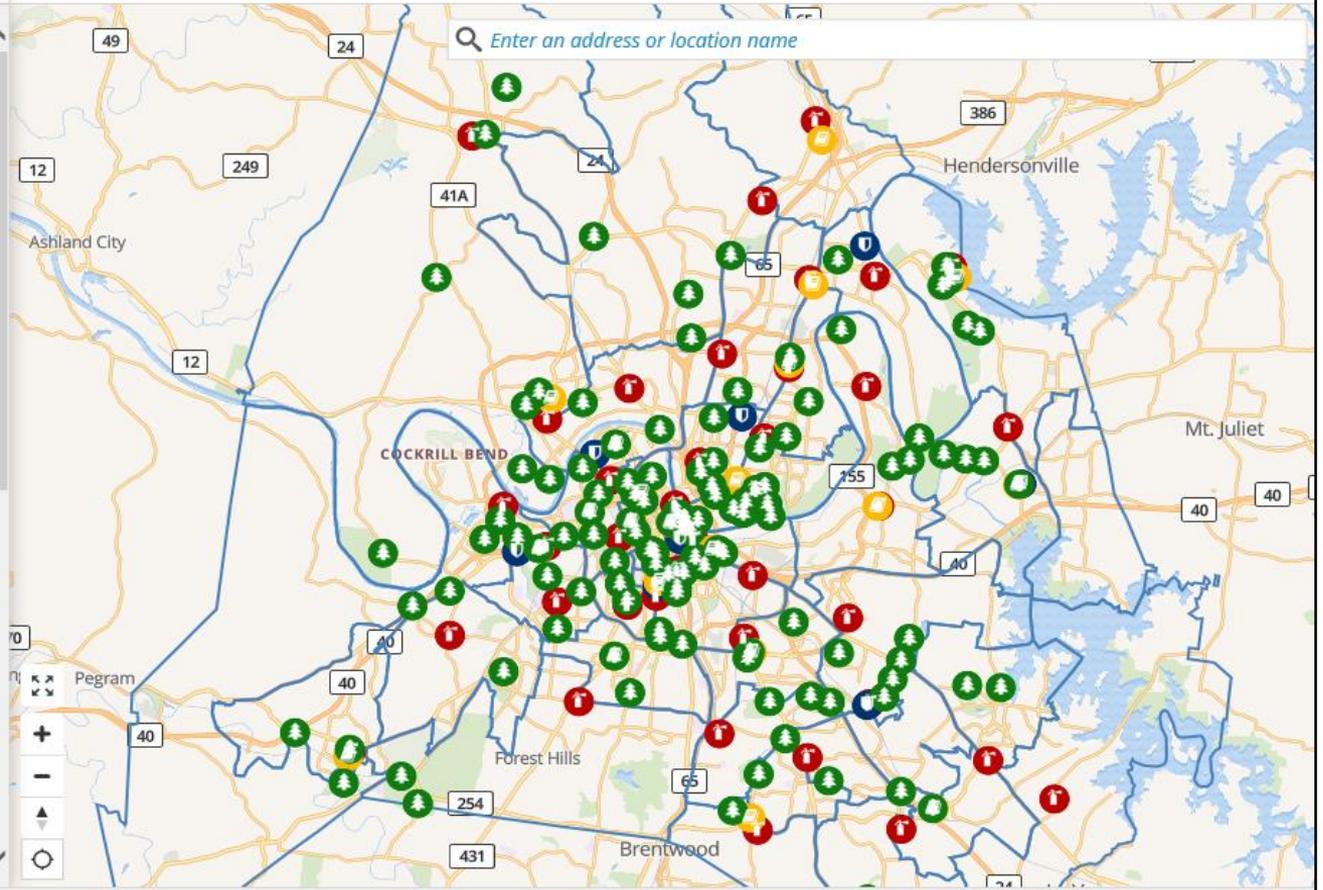
Click a region on the mini-map or click the magnifying glass to access list view.

Map Views



Places

- Fire Station
- Police Precinct
- Libraries
- Parks



FILTERS

hubNashville... x

- Fire Station
- Police Precinct
- Libraries
- Parks
- Recycling Centers
- Public Schools

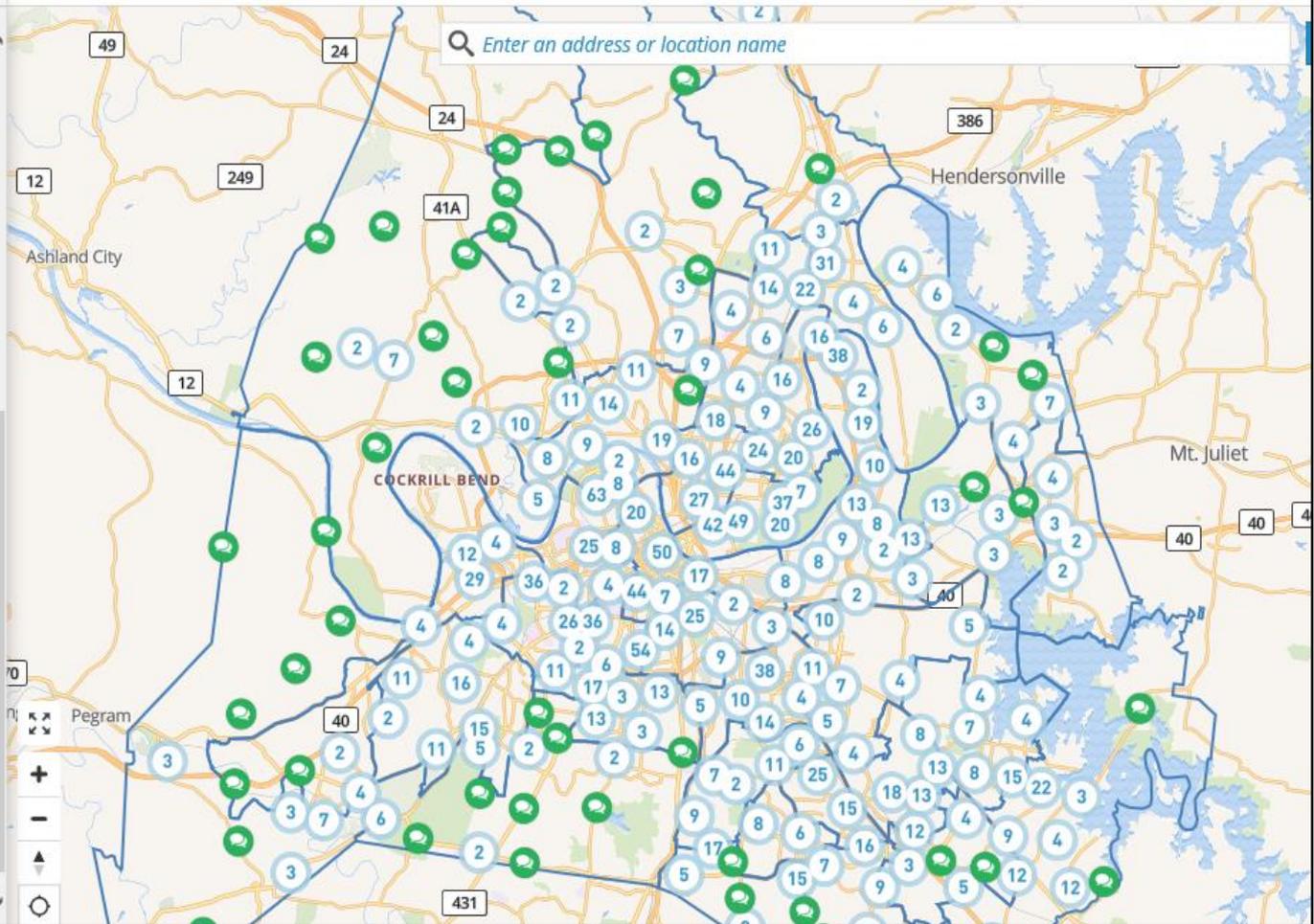
PIN OPTIONS

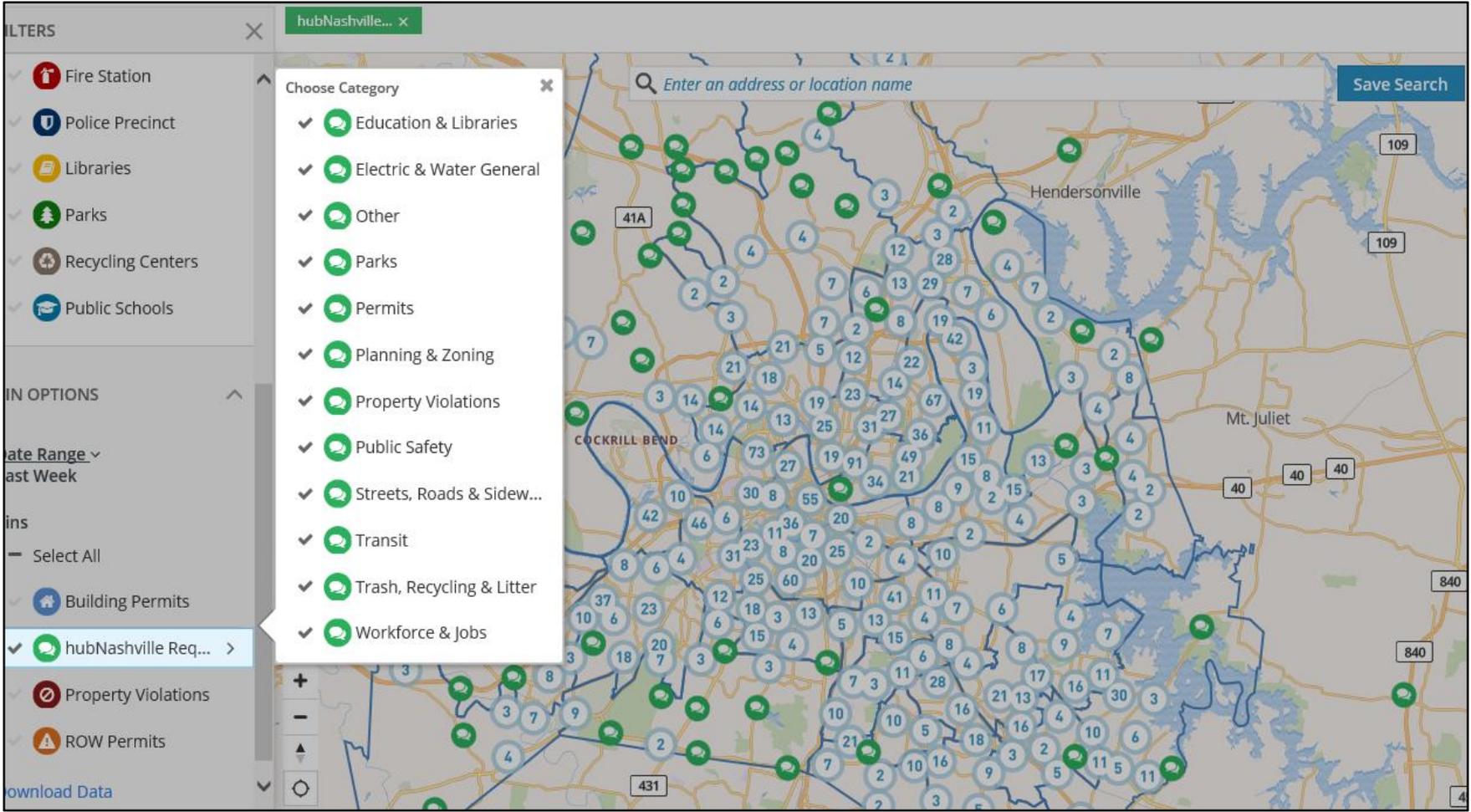
Date Range v
Past Week

Pins

- Select All
- Building Permits
- hubNashville Req... >
- Property Violations
- ROW Permits

[Download Data](#)





FILTERS

hubNashville... x

Enter an address or location name Save Search

- Fire Station
- Police Precinct
- Libraries
- Parks
- Recycling Centers
- Public Schools

DATE RANGE

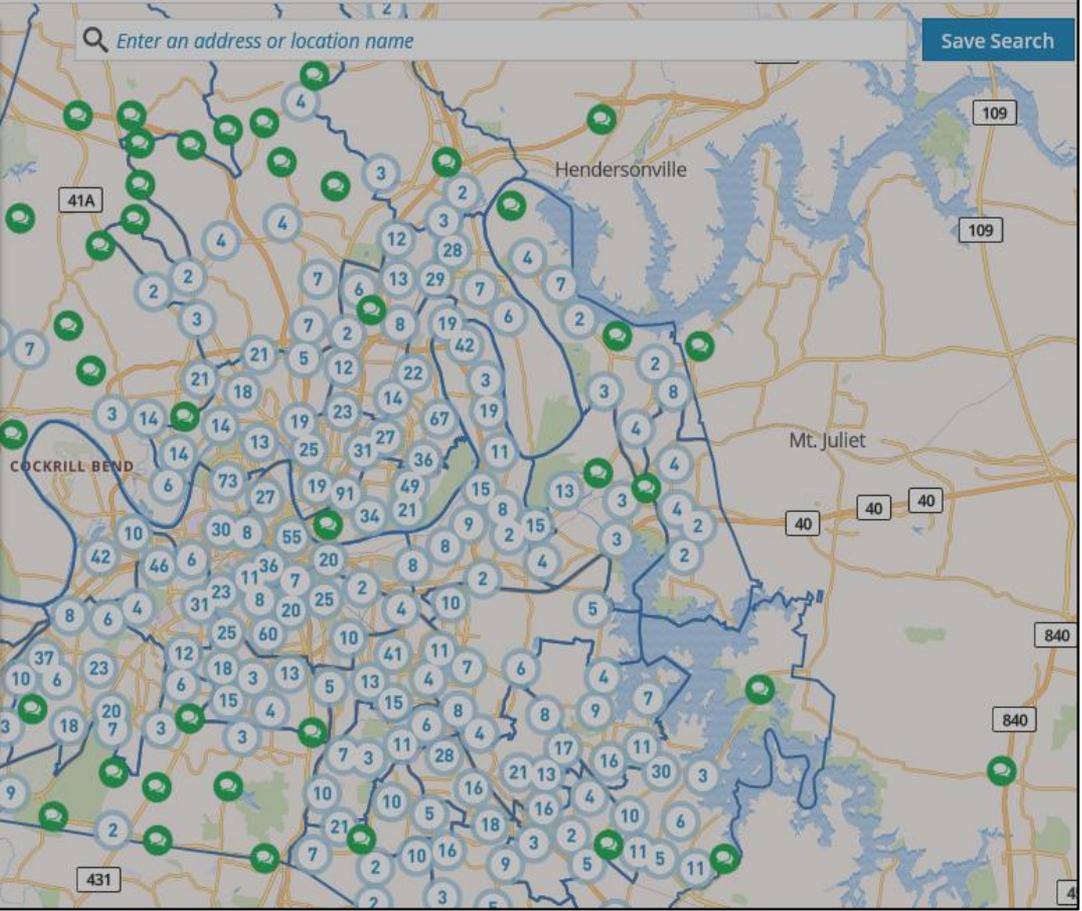
Last Week

- Select All
- Building Permits
- hubNashville Req... >
- Property Violations
- ROW Permits

Download Data

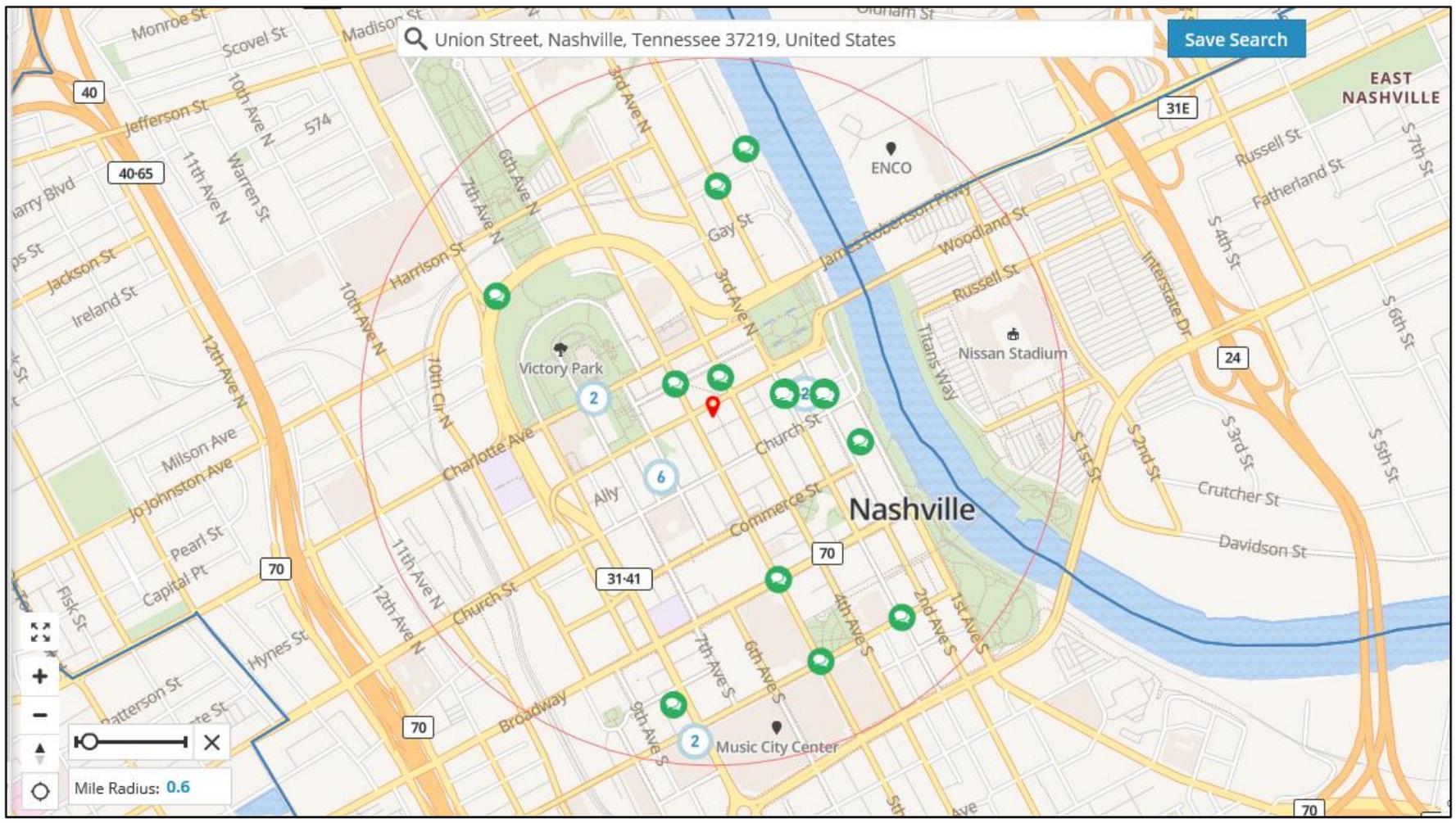
Choose Category x

- Education & Libraries
- Electric & Water General
- Other
- Parks
- Permits
- Planning & Zoning
- Property Violations
- Public Safety
- Streets, Roads & Sidew...
- Transit
- Trash, Recycling & Litter
- Workforce & Jobs



Union Street, Nashville, Tennessee 37219, United States

Save Search



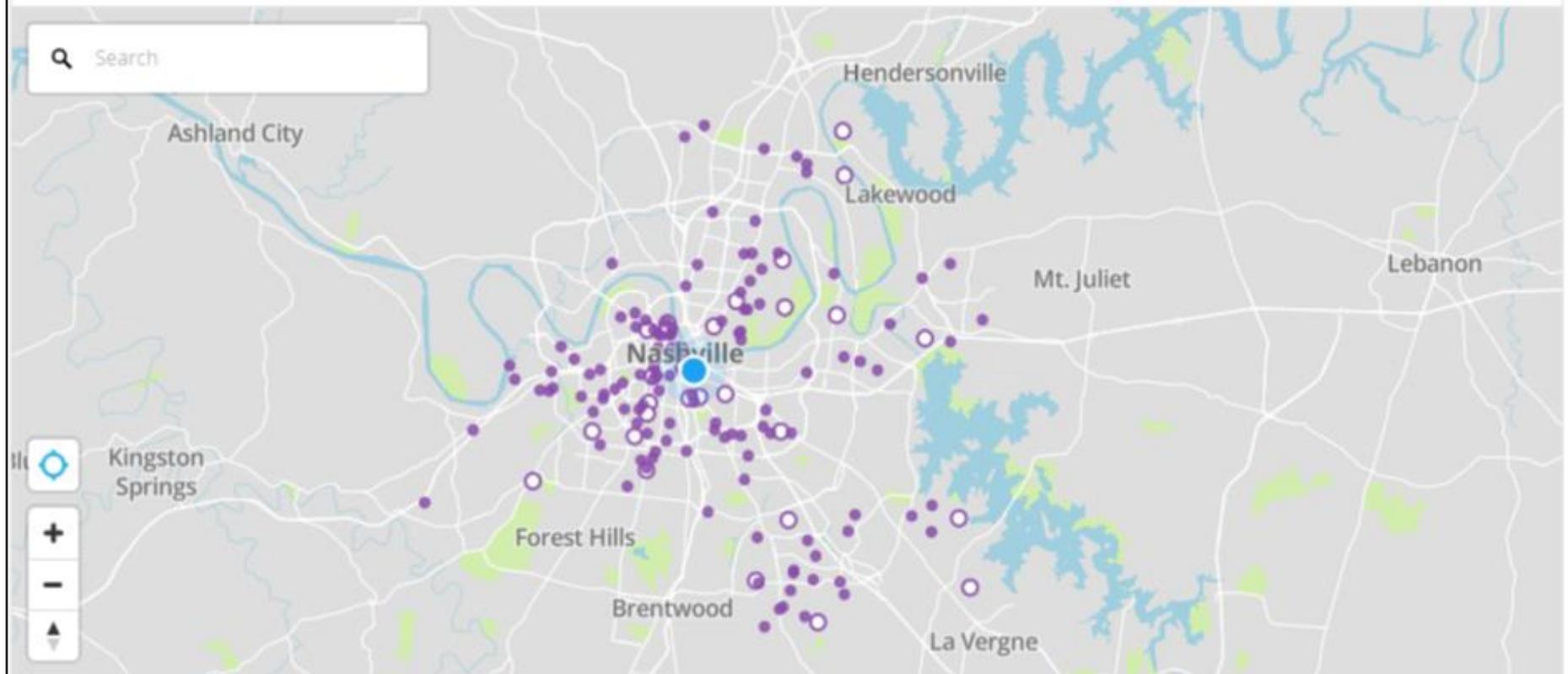
EAST NASHVILLE

Nashville

Mile Radius: 0.6

Noise Violations Map

Noise violations reported to hubNashville.



Questions?