

## About the City of Boulder FAQ Usage data

The City of Boulder FAQ Usage data consists of annual summaries that give an overview of what information the public accesses on Inquire Boulder. Inquire Boulder (<http://inquireboulder.com>) is a virtual city information desk that gives the public the opportunity to look up information and submit non-urgent service requests to the City of Boulder 24 hours a day, 7 days a week.

Descriptions of each column included in the dataset are provided below.

**Unique ID** - A unique number generated for each row of data in the dataset.

**Topic** - Name for the FAQ page accessed.

**Viewed** - Number of unique views for that topic.

**Initiated Service Request** - Count of number of times visitors clicked on the "Make Service Request" button on the FAQ page. This number only indicates the number of service requests initiated from the FAQ page. It does not represent the actual number of submitted service requests since the viewer may have abandoned the request before submittal or may have submitted a request by other means. Not all FAQ pages include the ability to make a service request. A value of "0" (zero) in the "Initiated Service Request" column represents no service requests initiated or the FAQ page does not include the ability to make a service request.

**NOTE:** Inquire Boulder went live in July, 2013. FAQ Usage data for 2013 only includes data from July through December. All subsequent years include data from January 1 to December 31.