



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 1, 2015 through May 7, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2679	2983
SERVICE REQUESTS	659	643
TOTAL CHATS	48	49
TOTAL TEXT	11	19

Top 5 Service Requests

Total

Most requested service requests (Source: PublicStuff - Open/Closed)

1. Building Permit Inspection Request	84
2. Broken Parking Meter	60
3. Trash – Special Pick-up	39
4. Tree Evaluation	25
5. Rodents	24

Please see the following page for the Weekly Telephone Wrap up Data

Telephone Wrap-up Data *At the end of each call the 311 staff selects the appropriate Category/Department for the call. The table reflects the activity for the past week.*

Weekly Telephone Wrap Up Data	
Category/Department	Total
Administrative Services -Parking	310
Administrative Services -Finance	61
Administrative Services -HR	101
Administrative Services - Other	50
City Manager's Office	70
ComDev / Economic Development	32
ComDev/ Bldg Inspections	254
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	19
General Assistance	8
Fire Life Safety	36
PublicStuff Request	143
Health	85
Information	497
Law	5
Library	8
Mayor's Office	8
Other/311	308
Other – Social Services	2
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	25
Parks – Other	28
Parks/Recreation	49
Parks – Forestry	25
Parks- Recreation Programs	67
Police	154
Public Works / Fleet	1
Public Works / Street Sanitation	186
Public Works / Engineering	37
Tax Assessment Office	3
Utilities – Power	0
Utilities – Sewer	4
Utilities – Water	95
TOTAL	2679