



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 8, 2015 through May 14, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2603	2979
SERVICE REQUESTS	731	659
TOTAL CHATS	48	48
TOTAL TEXT	23	11

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	88
2. Broken Parking Meter	65
3. Trash – Special Pick-up	31
4. Rodents	30
5. Tree Evaluation	23
6. Animal Issue/Concern	23

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	268
Administrative Services -Finance	47
Administrative Services -HR	70
Administrative Services - Other	128
City Manager's Office	62
ComDev / Economic Development	14
ComDev/ Bldg Inspections	278
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	11
General Assistance	10
Fire Life Safety	36
PublicStuff Request	146
Health	101
Information	288
Law	5
Library	6
Mayor's Office	5
Other/311	97
Other – Social Services	4
Parks – Maintenance	4
Parks – Programs/Picnics/Permits	32
Parks – Other	15
Parks/Recreation	52
Parks – Forestry	20
Parks- Recreation Programs	58
Police	139
Public Works / Fleet	7
Public Works / Street Sanitation	140
Public Works / Engineering	39
Tax Assessment Office	10
Utilities – Power	1
Utilities – Sewer	7
Utilities – Water	147
TOTAL	2603