



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 4, 2015 through September 10, 2015. Note: Includes Labor Day Holiday.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2612	2657
SERVICE REQUESTS	639	838
TOTAL CHATS	61	52
TOTAL TEXT	17	14

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	66
2. Rodents	37
3. Tree Evaluation	31
4. Dead Animal on Public Property	27
5. Broken Parking Meters	19

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	219
Administrative Services -Finance	29
Administrative Services -HR	31
Administrative Services - Other	94
City Manager's Office	25
ComDev / Economic Development	16
ComDev/ Bldg Inspections	191
ComDev / Housing Rehab	1
ComDev / Planning/Zoning	26
General Assistance	14
Fire Life Safety	26
PublicStuff Request	286
Health	104
Information	648
Law	7
Library	5
Mayor's Office	1
Other/311	274
Other – Social Services	1
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	13
Parks – Other	6
Parks/Recreation	34
Parks – Forestry	42
Parks- Recreation Programs	34
Police	144
Public Works / Fleet	4
Public Works / Street Sanitation	176
Public Works / Engineering	54
Tax Assessment Office	14
Utilities – Power	6
Utilities – Sewer	10
Utilities – Water	75
TOTAL	2612