



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 11, 2015 through September 17, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2662	2612
SERVICE REQUESTS	791	639
TOTAL CHATS	55	61
TOTAL TEXT	18	17

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 119 |
| 2. Trash- Special Pick-up | 73 |
| 3. Rodents | 36 |
| 4. Tree Evaluation | 36 |
| 5. Broken Parking Meter | 25 |

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	252
Administrative Services -Finance	35
Administrative Services -HR	34
Administrative Services - Other	151
City Manager's Office	39
ComDev / Economic Development	20
ComDev/ Bldg Inspections	317
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	22
General Assistance	20
Fire Life Safety	37
PublicStuff Request	88
Health	98
Information	427
Law	10
Library	3
Mayor's Office	7
Other/311	361
Other – Social Services	3
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	12
Parks – Other	9
Parks/Recreation	25
Parks – Forestry	56
Parks- Recreation Programs	29
Police	156
Public Works / Fleet	0
Public Works / Street Sanitation	200
Public Works / Engineering	71
Tax Assessment Office	8
Utilities – Power	3
Utilities – Sewer	8
Utilities – Water	158
TOTAL	2662