



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 25, 2015 through October 1, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2459	2440
SERVICE REQUESTS	685	724
TOTAL CHATS	37	39
TOTAL TEXT	12	16

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	102
2. Rodents	46
3. Trash – Special Pick-up	44
4. Tree Evaluation	31
5. Broken Parking Meters	20

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	226
Administrative Services -Finance	51
Administrative Services -HR	41
Administrative Services - Other	87
City Manager's Office	46
ComDev / Economic Development	9
ComDev/ Bldg Inspections	295
ComDev / Housing Rehab	1
ComDev / Planning/Zoning	29
General Assistance	6
Fire Life Safety	38
PublicStuff Request	100
Health	147
Information	414
Law	15
Library	2
Mayor's Office	8
Other/311	165
Other – Social Services	0
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	15
Parks – Other	3
Parks/Recreation	32
Parks – Forestry	42
Parks- Recreation Programs	32
Police	177
Public Works / Fleet	6
Public Works / Street Sanitation	152
Public Works / Engineering	51
Tax Assessment Office	1
Utilities – Power	2
Utilities – Sewer	4
Utilities – Water	120
TOTAL	2459