



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 16, 2015 through October 22, 2015.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2270</b>	<b>2365</b>
<b>SERVICE REQUESTS</b>	<b>602</b>	<b>625</b>
<b>TOTAL CHATS</b>	<b>39</b>	<b>28</b>
<b>TOTAL TEXT</b>	<b>4</b>	<b>12</b>

## **Top 5 Service Requests**

**Total**

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

- |                                       |     |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 123 |
| 2. Rodents                            | 42  |
| 3. Trash – Special Pick-ups           | 38  |
| 4. Trash – Missed Garbage Pick-up     | 19  |
| 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.*

<b>Weekly Telephone Wrap Up Data</b>	
<b>Category/Department</b>	<b>Total</b>
Administrative Services -Parking	218
Administrative Services -Finance	42
Administrative Services -HR	33
Administrative Services - Other	172
City Manager's Office	38
ComDev / Economic Development	10
ComDev/ Bldg Inspections	293
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	29
General Assistance	10
Fire Life Safety	26
PublicStuff Request	69
Health	117
Information	403
Law	6
Library	4
Mayor's Office	8
Other/311	181
Other – Social Services	1
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	10
Parks – Other	3
Parks/Recreation	32
Parks – Forestry	33
Parks- Recreation Programs	35
Police	135
Public Works / Fleet	5
Public Works / Street Sanitation	167
Public Works / Engineering	64
Tax Assessment Office	3
Utilities – Power	2
Utilities – Sewer	10
Utilities – Water	107
<b>TOTAL</b>	<b>2270</b>