



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 7, 2015 through August 13, 2015.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2654</b>	<b>2910</b>
<b>SERVICE REQUESTS</b>	<b>816</b>	<b>812</b>
<b>TOTAL CHATS</b>	<b>49</b>	<b>69</b>
<b>TOTAL TEXT</b>	<b>6</b>	<b>18</b>

## **Top 5 Service Requests**

## **Total**

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

1. Building Permit Inspection Request	108
2. Trash – Special Pick-up	63
3. Rodents – Rats	55
4. Tree Evaluation	46
5. Trees – Fallen Limb or Tree	26

**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	228
Administrative Services -Finance	33
Administrative Services -HR	22
Administrative Services - Other	106
City Manager's Office	32
ComDev / Economic Development	13
ComDev/ Bldg Inspections	275
ComDev / Housing Rehab	1
ComDev / Planning/Zoning	40
General Assistance	20
Fire Life Safety	43
PublicStuff Request	269
Health	153
Information	491
Law	11
Library	5
Mayor's Office	5
Other/311	162
Other – Social Services	6
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	26
Parks – Other	13
Parks/Recreation	53
Parks – Forestry	58
Parks- Recreation Programs	66
Police	172
Public Works / Fleet	3
Public Works / Street Sanitation	163
Public Works / Engineering	61
Tax Assessment Office	7
Utilities – Power	7
Utilities – Sewer	3
Utilities – Water	106
<b>TOTAL</b>	<b>2654</b>