



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 14, 2015 through August 20, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2800	2654
SERVICE REQUESTS	766	816
TOTAL CHATS	49	49
TOTAL TEXT	24	6

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	99
2. Trash – Special Pick-up	68
3. Rodents – Rats	39
4. Tre Evaluation	36
5. Broken Parking Meters	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.*

Weekly Telephone Wrap Up Data	
Category/Department	Total
Administrative Services -Parking	228
Administrative Services -Finance	43
Administrative Services -HR	29
Administrative Services - Other	139
City Manager's Office	35
ComDev / Economic Development	21
ComDev/ Bldg Inspections	240
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	15
General Assistance	9
Fire Life Safety	31
PublicStuff Request	232
Health	132
Information	528
Law	11
Library	2
Mayor's Office	4
Other/311	314
Other – Social Services	7
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	25
Parks – Other	22
Parks/Recreation	50
Parks – Forestry	63
Parks- Recreation Programs	90
Police	148
Public Works / Fleet	2
Public Works / Street Sanitation	168
Public Works / Engineering	5
Tax Assessment Office	5
Utilities – Power	20
Utilities – Sewer	4
Utilities – Water	175
TOTAL	2800