



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 31, 2015 through August 6, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2910	2765
SERVICE REQUESTS	812	855
TOTAL CHATS	69	60
TOTAL TEXT	18	16

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	102
2. Trash – Special Pick-up	78
3. Tree Evaluation	55
4. Rodents – Rats	43
5. Trees – Fallen Limb or Tree	27

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	223
Administrative Services -Finance	17
Administrative Services -HR	30
Administrative Services - Other	82
City Manager's Office	45
ComDev / Economic Development	10
ComDev/ Bldg Inspections	291
ComDev / Housing Rehab	0
ComDev / Planning/Zoning	30
General Assistance	10
Fire Life Safety	40
PublicStuff Request	301
Health	148
Information	496
Law	17
Library	4
Mayor's Office	1
Other/311	159
Other – Social Services	7
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	46
Parks – Other	12
Parks/Recreation	46
Parks – Forestry	172
Parks- Recreation Programs	99
Police	158
Public Works / Fleet	4
Public Works / Street Sanitation	221
Public Works / Engineering	74
Tax Assessment Office	3
Utilities – Power	6
Utilities – Sewer	3
Utilities – Water	153
TOTAL	2910