



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 21, 2015 through August 27, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2772	2800
SERVICE REQUESTS	766	766
TOTAL CHATS	43	49
TOTAL TEXT	6	24

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 122 |
| 2. Trash – Special Pick-up | 60 |
| 3. Rodents – Rats | 47 |
| 4. Tree Evaluation | 38 |
| 5. Trash – Missed Garbage Pick-up | 31 |

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	227
Administrative Services -Finance	25
Administrative Services -HR	36
Administrative Services - Other	180
City Manager's Office	27
ComDev / Economic Development	12
ComDev/ Bldg Inspections	319
ComDev / Housing Rehab	1
ComDev / Planning/Zoning	20
General Assistance	13
Fire Life Safety	37
PublicStuff Request	320
Health	126
Information	406
Law	12
Library	2
Mayor's Office	4
Other/311	173
Other – Social Services	5
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	18
Parks – Other	14
Parks/Recreation	36
Parks – Forestry	48
Parks- Recreation Programs	54
Police	129
Public Works / Fleet	0
Public Works / Street Sanitation	171
Public Works / Engineering	63
Tax Assessment Office	5
Utilities – Power	0
Utilities – Sewer	7
Utilities – Water	281
TOTAL	2772