



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 4, 2015 through December 10, 2015.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2618</b>	<b>2570</b>
<b>SERVICE REQUESTS</b>	<b>741</b>	<b>743</b>
<b>TOTAL CHATS</b>	<b>49</b>	<b>62</b>
<b>TOTAL TEXT</b>	<b>10</b>	<b>24</b>

## **Top 5 Service Requests**

## **Total**

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

1. Holiday Baskets	150
2. Building Permit Inspection Request	128
3. Trash – Special Pick up	50
4. Broken Parking Meter	30
5. Yard Waste – Missed Pick up	23

**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	344
Administrative Services -Finance	54
Administrative Services -HR	22
Administrative Services - Other	253
City Manager's Office	20
ComDev / Economic Development	18
ComDev/ Bldg Inspections	266
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	16
General Assistance	8
Fire Life Safety	34
PublicStuff Request	278
Health	80
Information	484
Law	13
Library	2
Mayor's Office	4
Other/311	181
Other – Social Services	20
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	6
Parks – Other	11
Parks/Recreation	35
Parks – Forestry	27
Parks- Recreation Programs	6
Police	138
Public Works / Fleet	3
Public Works / Street Sanitation	156
Public Works / Engineering	46
Tax Assessment Office	8
Utilities – Power	4
Utilities – Sewer	2
Utilities – Water	73
<b>TOTAL</b>	<b>2618</b>