



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 11, 2015 through December 17, 2015.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2751</b>	<b>2618</b>
<b>SERVICE REQUESTS</b>	<b>566</b>	<b>741</b>
<b>TOTAL CHATS</b>	<b>89</b>	<b>49</b>
<b>TOTAL TEXT</b>	<b>17</b>	<b>10</b>

## **Top 5 Service Requests**

**Total**

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

- |                                       |     |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 113 |
| 2. Holiday Basket 2015                | 54  |
| 3. Trash – Special Pick up            | 43  |
| 4. Broken Parking Meter               | 30  |
| 5. Trash – Missed Garbage Pick up     | 29  |

**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	474
Administrative Services -Finance	86
Administrative Services -HR	37
Administrative Services - Other	250
City Manager's Office	21
ComDev / Economic Development	13
ComDev/ Bldg Inspections	304
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	12
General Assistance	5
Fire Life Safety	50
PublicStuff Request	292
Health	73
Information	468
Law	9
Library	7
Mayor's Office	4
Other/311	172
Other – Social Services	19
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	15
Parks – Other	12
Parks/Recreation	42
Parks – Forestry	11
Parks- Recreation Programs	42
Police	90
Public Works / Fleet	1
Public Works / Street Sanitation	124
Public Works / Engineering	34
Tax Assessment Office	4
Utilities – Power	3
Utilities – Sewer	4
Utilities – Water	66
<b>TOTAL</b>	<b>2751</b>