



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 18, 2015 through December 24, 2015. Please note 3-1-1 had adjusted hours on 12/24/2015- 7am-3pm.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	1830	2751
SERVICE REQUESTS	430	566
TOTAL CHATS	52	89
TOTAL TEXT	12	17

Top 5 Service Requests

Total

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

- | | |
|--------------------------------|----|
| 1. Trash – Special Pick-ups | 80 |
| 2. Building Permit Inspections | 73 |
| 3. Broken Parking Meters | 32 |
| 4. Trash- Missed Recycling | 18 |
| 5. Rodents | 18 |

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	262
Administrative Services -Finance	32
Administrative Services -HR	27
Administrative Services - Other	141
City Manager's Office	5
ComDev / Economic Development	12
ComDev/ Bldg Inspections	196
ComDev / Housing Rehab	1
ComDev / Planning/Zoning	10
General Assistance	3
Fire Life Safety	29
PublicStuff Request	43
Health	76
Information	536
Law	13
Library	2
Mayor's Office	3
Other/311	172
Other – Social Services	1
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	3
Parks – Other	10
Parks/Recreation	32
Parks – Forestry	9
Parks- Recreation Programs	24
Police	77
Public Works / Fleet	1
Public Works / Street Sanitation	125
Public Works / Engineering	28
Tax Assessment Office	2
Utilities – Power	0
Utilities – Sewer	7
Utilities – Water	48
TOTAL	1830