



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 27, 2015 through December 3, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2570	1919
SERVICE REQUESTS	743	462
TOTAL CHATS	62	30
TOTAL TEXT	24	14

Top 5 Service Requests

Total

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

1. Holiday Basket 2015	148
2. Building Permit Inspection Request	88
3. Trash – Special Pick-up	59
4. Trash – Missed Garbage Pickup	34
5. Broken Parking Meter	32

Note: New request type, Holiday Basket 2015, was created to register all callers requesting to be participants in the Mayor's Annual Food and Toy Drive.

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	329
Administrative Services -Finance	59
Administrative Services -HR	31
Administrative Services - Other	272
City Manager's Office	8
ComDev / Economic Development	15
ComDev/ Bldg Inspections	203
ComDev / Housing Rehab	0
ComDev / Planning/Zoning	18
General Assistance	8
Fire Life Safety	20
PublicStuff Request	295
Health	100
Information	440
Law	11
Library	2
Mayor's Office	3
Other/311	174
Other – Social Services	23
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	4
Parks – Other	12
Parks/Recreation	37
Parks – Forestry	16
Parks- Recreation Programs	37
Police	95
Public Works / Fleet	6
Public Works / Street Sanitation	225
Public Works / Engineering	29
Tax Assessment Office	1
Utilities – Power	2
Utilities – Sewer	7
Utilities – Water	88
TOTAL	2570