



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 3, 2015 through July 9, 2015.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2510</b>	<b>2643</b>
<b>SERVICE REQUESTS</b>	<b>681</b>	<b>768</b>
<b>TOTAL CHATS</b>	<b>69</b>	<b>53</b>
<b>TOTAL TEXT</b>	<b>19</b>	<b>11</b>

## Top 5 Service Requests

## Total

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

- |   |    |
|---|----|
| 1. Building Permit Inspection Request         | 77 |
| 2. Trash – Special Pick-up                    | 67 |
| 3. Rodents – Rats                             | 49 |
| 4. Tree Evaluation                            | 34 |
| 5. Broken Parking Meter<br>Trash Accumulation | 21 |

Note: The 311 Center was open on Friday, July 3, 2015, which was a city holiday. The 311 Center was also open on Saturday, July 4, 2015.

**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	284
Administrative Services -Finance	48
Administrative Services -HR	18
Administrative Services - Other	57
City Manager's Office	41
ComDev / Economic Development	21
ComDev/ Bldg Inspections	229
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	28
General Assistance	12
Fire Life Safety	41
PublicStuff Request	275
Health	117
Information	400
Law	12
Library	3
Mayor's Office	4
Other/311	176
Other – Social Services	2
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	43
Parks – Other	20
Parks/Recreation	79
Parks – Forestry	33
Parks- Recreation Programs	34
Police	135
Public Works / Fleet	5
Public Works / Street Sanitation	192
Public Works / Engineering	51
Tax Assessment Office	11
Utilities – Power	4
Utilities – Sewer	5
Utilities – Water	128
<b>TOTAL</b>	<b>2510</b>