



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 10, 2015 through July 16, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2785	2510
SERVICE REQUESTS	840	681
TOTAL CHATS	63	69
TOTAL TEXT	9	19

Top 5 Service Requests

Total

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

- | | |
|---|----|
| 1. Building Permit Inspection Request | 91 |
| 2. Trash – Special Pick-up | 73 |
| 3. Rodents – Rats | 37 |
| 4. Tree Evaluation | 34 |
| 5. Water Bill High Water Charge or Report Error | 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.

Weekly Telephone Wrap Up Data	
Category/Department	Total
Administrative Services -Parking	240
Administrative Services -Finance	46
Administrative Services -HR	33
Administrative Services - Other	224
City Manager's Office	53
ComDev / Economic Development	17
ComDev/ Bldg Inspections	248
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	22
General Assistance	10
Fire Life Safety	29
PublicStuff Request	311
Health	135
Information	420
Law	6
Library	3
Mayor's Office	7
Other/311	173
Other – Social Services	5
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	29
Parks – Other	14
Parks/Recreation	46
Parks – Forestry	42
Parks- Recreation Programs	66
Police	135
Public Works / Fleet	5
Public Works / Street Sanitation	195
Public Works / Engineering	66
Tax Assessment Office	5
Utilities – Power	16
Utilities – Sewer	7
Utilities – Water	172
TOTAL	2785