



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 26, 2015 through July 2, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2643	2881
SERVICE REQUESTS	768	812
TOTAL CHATS	53	77
TOTAL TEXT	11	15

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	106
2. Trash – Special Pick-up	94
3. Rodents – Rats	39
4. Tree Evaluation	37
5. Broken Parking Meter	23

Note: As of June 30, 2015, customers can now select Spanish as an option.

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	249
Administrative Services -Finance	59
Administrative Services -HR	20
Administrative Services - Other	61
City Manager's Office	36
ComDev / Economic Development	22
ComDev/ Bldg Inspections	290
ComDev / Housing Rehab	1
ComDev / Planning/Zoning	31
General Assistance	14
Fire Life Safety	39
PublicStuff Request	343
Health	140
Information	466
Law	4
Library	2
Mayor's Office	4
Other/311	162
Other – Social Services	9
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	23
Parks – Other	13
Parks/Recreation	43
Parks – Forestry	33
Parks- Recreation Programs	76
Police	132
Public Works / Fleet	7
Public Works / Street Sanitation	192
Public Works / Engineering	66
Tax Assessment Office	2
Utilities – Power	2
Utilities – Sewer	2
Utilities – Water	98
TOTAL	2643