



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 17, 2015 through July 23, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2766	2785
SERVICE REQUESTS	778	840
TOTAL CHATS	53	63
TOTAL TEXT	14	9

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|----|
| 1. Building Permit Inspection Request | 88 |
| 2. Trash – Special Pick-up | 85 |
| 3. Rodents – Rats | 45 |
| 4. Tree Evaluation | 39 |
| 5. Broken Parking Meter | 26 |

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	256
Administrative Services -Finance	35
Administrative Services -HR	30
Administrative Services - Other	145
City Manager's Office	46
ComDev / Economic Development	22
ComDev/ Bldg Inspections	284
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	29
General Assistance	9
Fire Life Safety	41
PublicStuff Request	291
Health	137
Information	443
Law	4
Library	6
Mayor's Office	4
Other/311	177
Other – Social Services	2
Parks – Maintenance	6
Parks – Programs/Picnics/Permits	31
Parks – Other	14
Parks/Recreation	52
Parks – Forestry	48
Parks- Recreation Programs	84
Police	160
Public Works / Fleet	4
Public Works / Street Sanitation	200
Public Works / Engineering	56
Tax Assessment Office	7
Utilities – Power	8
Utilities – Sewer	2
Utilities – Water	131
TOTAL	2766