



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 24, 2015 through July 30, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2765	2766
SERVICE REQUESTS	855	778
TOTAL CHATS	60	53
TOTAL TEXT	16	14

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 105 |
| 2. Trash – Special Pick-up | 92 |
| 3. Tree Evaluation | 53 |
| 4. Rodents – Rats | 46 |
| 5. Trash Cart – Compost Bin | 32 |

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	273
Administrative Services -Finance	33
Administrative Services -HR	32
Administrative Services - Other	54
City Manager's Office	54
ComDev / Economic Development	15
ComDev/ Bldg Inspections	290
ComDev / Housing Rehab	0
ComDev / Planning/Zoning	33
General Assistance	9
Fire Life Safety	29
PublicStuff Request	309
Health	170
Information	406
Law	9
Library	6
Mayor's Office	5
Other/311	177
Other – Social Services	7
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	27
Parks – Other	21
Parks/Recreation	62
Parks – Forestry	53
Parks- Recreation Programs	86
Police	176
Public Works / Fleet	3
Public Works / Street Sanitation	240
Public Works / Engineering	65
Tax Assessment Office	3
Utilities – Power	5
Utilities – Sewer	10
Utilities – Water	101
TOTAL	2765