



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 5, 2015 through June 11, 2015.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2981</b>	<b>2916</b>
<b>SERVICE REQUESTS</b>	<b>939</b>	<b>815</b>
<b>TOTAL CHATS</b>	<b>70</b>	<b>83</b>
<b>TOTAL TEXT</b>	<b>14</b>	<b>30</b>

## **Top 5 Service Requests**

## **Total**

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

1. Building Permit Inspection Request	133
2. Trash – Special Pick-up	66
3. Broken Parking Meter	49
4. Rodents – Rats	45
5. Tree Evaluation	44

**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	299
Administrative Services -Finance	37
Administrative Services -HR	30
Administrative Services - Other	205
City Manager's Office	45
ComDev / Economic Development	18
ComDev/ Bldg Inspections	332
ComDev / Housing Rehab	8
ComDev / Planning/Zoning	28
General Assistance	6
Fire Life Safety	42
PublicStuff Request	276
Health	174
Information	402
Law	12
Library	3
Mayor's Office	5
Other/311	192
Other – Social Services	3
Parks – Maintenance	4
Parks – Programs/Picnics/Permits	50
Parks – Other	28
Parks/Recreation	56
Parks – Forestry	43
Parks- Recreation Programs	161
Police	157
Public Works / Fleet	4
Public Works / Street Sanitation	158
Public Works / Engineering	101
Tax Assessment Office	5
Utilities – Power	9
Utilities – Sewer	6
Utilities – Water	82
<b>TOTAL</b>	<b>2981</b>