



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 12, 2015 through June 18, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2786	2981
SERVICE REQUESTS	814	939
TOTAL CHATS	67	70
TOTAL TEXT	8	14

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 103 |
| 2. Broken Parking Meter | 59 |
| 3. Trash – Special Pick-up | 54 |
| 4. Tree Evaluation | 53 |
| 5. Rodents – Rats | 36 |

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	254
Administrative Services -Finance	37
Administrative Services -HR	40
Administrative Services - Other	84
City Manager's Office	39
ComDev / Economic Development	16
ComDev/ Bldg Inspections	282
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	29
General Assistance	17
Fire Life Safety	40
PublicStuff Request	380
Health	150
Information	495
Law	11
Library	0
Mayor's Office	9
Other/311	176
Other – Social Services	2
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	27
Parks – Other	18
Parks/Recreation	40
Parks – Forestry	55
Parks- Recreation Programs	27
Police	142
Public Works / Fleet	4
Public Works / Street Sanitation	171
Public Works / Engineering	95
Tax Assessment Office	0
Utilities – Power	5
Utilities – Sewer	20
Utilities – Water	115
TOTAL	2786