



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 19, 2015 through June 25, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2881	2786
SERVICE REQUESTS	812	814
TOTAL CHATS	77	67
TOTAL TEXT	15	8

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	98
2. Trash – Special Pick-up	60
3. Tree Evaluation	38
4. Rodents – Rats	33
5. Broken Parking Meter	30

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	255
Administrative Services -Finance	45
Administrative Services -HR	26
Administrative Services - Other	58
City Manager's Office	41
ComDev / Economic Development	13
ComDev/ Bldg Inspections	256
ComDev / Housing Rehab	1
ComDev / Planning/Zoning	13
General Assistance	15
Fire Life Safety	39
PublicStuff Request	409
Health	141
Information	482
Law	6
Library	0
Mayor's Office	8
Other/311	182
Other – Social Services	4
Parks – Maintenance	6
Parks – Programs/Picnics/Permits	34
Parks – Other	11
Parks/Recreation	43
Parks – Forestry	35
Parks- Recreation Programs	95
Police	176
Public Works / Fleet	8
Public Works / Street Sanitation	182
Public Works / Engineering	78
Tax Assessment Office	4
Utilities – Power	4
Utilities – Sewer	4
Utilities – Water	207
TOTAL	2881