



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 29, 2015 through June 4, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2916	2358
SERVICE REQUESTS	815	693
TOTAL CHATS	83	58
TOTAL TEXT	30	18

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	96
2. Trash – Special Pick-up	72
3. Tree Evaluation	68
4. Broken Parking Meter	51
5. Rodents - Rats	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.

Weekly Telephone Wrap Up Data	
Category/Department	Total
Administrative Services -Parking	302
Administrative Services -Finance	38
Administrative Services -HR	26
Administrative Services - Other	144
City Manager's Office	35
ComDev / Economic Development	25
ComDev/ Bldg Inspections	366
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	20
General Assistance	8
Fire Life Safety	38
PublicStuff Request	333
Health	157
Information	422
Law	10
Library	5
Mayor's Office	4
Other/311	190
Other – Social Services	4
Parks – Maintenance	4
Parks – Programs/Picnics/Permits	34
Parks – Other	25
Parks/Recreation	60
Parks – Forestry	45
Parks- Recreation Programs	34
Police	213
Public Works / Fleet	4
Public Works / Street Sanitation	164
Public Works / Engineering	70
Tax Assessment Office	5
Utilities – Power	5
Utilities – Sewer	5
Utilities – Water	119
TOTAL	2916