



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 15, 2015 through May 21, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2608	2603
SERVICE REQUESTS	724	731
TOTAL CHATS	66	48
TOTAL TEXT	13	23

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	103
2. Broken Parking Meter	60
3. Trash – Special Pick-up	55
4. Tree Evaluation	32
5. Rodents – Rats	26

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	233
Administrative Services -Finance	60
Administrative Services -HR	32
Administrative Services - Other	132
City Manager's Office	32
ComDev / Economic Development	16
ComDev/ Bldg Inspections	290
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	29
General Assistance	13
Fire Life Safety	52
PublicStuff Request	268
Health	130
Information	328
Law	12
Library	2
Mayor's Office	10
Other/311	167
Other – Social Services	8
Parks – Maintenance	7
Parks – Programs/Picnics/Permits	48
Parks – Other	30
Parks/Recreation	65
Parks – Forestry	32
Parks- Recreation Programs	95
Police	182
Public Works / Fleet	7
Public Works / Street Sanitation	127
Public Works / Engineering	73
Tax Assessment Office	15
Utilities – Power	3
Utilities – Sewer	6
Utilities – Water	98
TOTAL	2608