



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 22, 2015 through May 28, 2015.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2358</b>	<b>2608</b>
<b>SERVICE REQUESTS</b>	<b>693</b>	<b>724</b>
<b>TOTAL CHATS</b>	<b>58</b>	<b>66</b>
<b>TOTAL TEXT</b>	<b>18</b>	<b>13</b>

## **Top 5 Service Requests**

## **Total**

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

1. Trash – Special Pick-up	73
2. Building Permit Inspection Request	66
3. Broken Parking Meter	51
4. Rodents – Rats	38
5. Tree Evaluation	35

Note: There was one holiday included in this report, Memorial Day 05/25/2015.

**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	225
Administrative Services -Finance	41
Administrative Services -HR	24
Administrative Services - Other	114
City Manager's Office	31
ComDev / Economic Development	13
ComDev/ Bldg Inspections	252
ComDev / Housing Rehab	1
ComDev / Planning/Zoning	19
General Assistance	16
Fire Life Safety	28
PublicStuff Request	263
Health	121
Information	304
Law	5
Library	3
Mayor's Office	5
Other/311	170
Other – Social Services	4
Parks – Maintenance	4
Parks – Programs/Picnics/Permits	41
Parks – Other	24
Parks/Recreation	53
Parks – Forestry	45
Parks- Recreation Programs	109
Police	171
Public Works / Fleet	6
Public Works / Street Sanitation	166
Public Works / Engineering	69
Tax Assessment Office	14
Utilities – Power	0
Utilities – Sewer	7
Utilities – Water	10
<b>TOTAL</b>	<b>2358</b>