



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 6, 2015 through November 12, 2015.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2726</b>	<b>2792</b>
<b>SERVICE REQUESTS</b>	<b>650</b>	<b>606</b>
<b>TOTAL CHATS</b>	<b>52</b>	<b>80</b>
<b>TOTAL TEXT</b>	<b>11</b>	<b>22</b>

## **Top 5 Service Requests**

**Total**

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

- |                                       |     |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 115 |
| 2. Trash – Special Pick-up            | 48  |
| 3. Broken Parking Meter               | 28  |
| 4. Yard Waste - Missed Pick Up        | 19  |
| 5. Rodents – Rats                     | 16  |

**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	307
Administrative Services -Finance	95
Administrative Services -HR	31
Administrative Services - Other	118
City Manager's Office	25
ComDev / Economic Development	13
ComDev/ Bldg Inspections	317
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	21
General Assistance	14
Fire Life Safety	34
PublicStuff Request	260
Health	104
Information	447
Law	18
Library	5
Mayor's Office	3
Other/311	177
Other – Social Services	3
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	6
Parks – Other	11
Parks/Recreation	20
Parks – Forestry	20
Parks- Recreation Programs	41
Police	154
Public Works / Fleet	2
Public Works / Street Sanitation	220
Public Works / Engineering	53
Tax Assessment Office	2
Utilities – Power	6
Utilities – Sewer	3
Utilities – Water	193
<b>TOTAL</b>	<b>2726</b>