



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 13, 2015 through November 19, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2470	2726
SERVICE REQUESTS	624	650
TOTAL CHATS	48	52
TOTAL TEXT	26	11

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 135 |
| 2. Trash – Special Pick-up | 52 |
| 3. Yard Waste - Missed Pick Up | 26 |
| 4. Broken Parking Meter | 24 |
| 5. Rodents – Rats | 19 |

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	327
Administrative Services -Finance	49
Administrative Services -HR	35
Administrative Services - Other	192
City Manager's Office	19
ComDev / Economic Development	19
ComDev/ Bldg Inspections	322
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	20
General Assistance	9
Fire Life Safety	25
PublicStuff Request	271
Health	75
Information	412
Law	14
Library	1
Mayor's Office	4
Other/311	178
Other – Social Services	1
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	6
Parks – Other	10
Parks/Recreation	19
Parks – Forestry	20
Parks- Recreation Programs	36
Police	133
Public Works / Fleet	3
Public Works / Street Sanitation	143
Public Works / Engineering	32
Tax Assessment Office	2
Utilities – Power	2
Utilities – Sewer	4
Utilities – Water	84
TOTAL	2470