



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 20, 2015 through November 26, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	1919	2470
SERVICE REQUESTS	463	624
TOTAL CHATS	30	48
TOTAL TEXT	14	26

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|----|
| 1. Building Permit Inspection Request | 69 |
| 2. Trash – Special Pick-up | 39 |
| 3. Broken Parking Meter | 21 |
| 4. Yard Waste - Missed Pick Up | 19 |
| Trash – Missed Garbage Pick Up | 19 |
| 5. Street Sweeping | 15 |

Note: There is one holiday included in this report, Thanksgiving Day 11/26/2015.

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.*

Weekly Telephone Wrap Up Data	
Category/Department	Total
Administrative Services -Parking	249
Administrative Services -Finance	36
Administrative Services -HR	25
Administrative Services - Other	177
City Manager's Office	10
ComDev / Economic Development	9
ComDev/ Bldg Inspections	183
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	17
General Assistance	8
Fire Life Safety	20
PublicStuff Request	169
Health	77
Information	313
Law	9
Library	1
Mayor's Office	3
Other/311	150
Other – Social Services	6
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	8
Parks – Other	5
Parks/Recreation	33
Parks – Forestry	19
Parks- Recreation Programs	20
Police	91
Public Works / Fleet	1
Public Works / Street Sanitation	169
Public Works / Engineering	28
Tax Assessment Office	2
Utilities – Power	22
Utilities – Sewer	8
Utilities – Water	47
TOTAL	1919