



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 30, 2015 through November 5, 2015.

|                         | <b>CURRENT WEEK'S<br/>TOTALS</b> | <b>PREVIOUS WEEK'S<br/>TOTALS</b> |
|-------------------------|----------------------------------|-----------------------------------|
| <b>CALLS HANDLED</b>    | <b>2792</b>                      | <b>2444</b>                       |
| <b>SERVICE REQUESTS</b> | <b>606</b>                       | <b>669</b>                        |
| <b>TOTAL CHATS</b>      | <b>80</b>                        | <b>29</b>                         |
| <b>TOTAL TEXT</b>       | <b>22</b>                        | <b>9</b>                          |

## **Top 5 Service Requests**

**Total**

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

- |                                       |     |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 120 |
| 2. Trash – Special Pick-up            | 55  |
| 3. Broken Parking Meter               | 27  |
| 4. Rodents – Rats                     | 23  |
| 5. Yard Waste - Missed Pick Up        | 22  |

**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     | 429          |
| Administrative Services -Finance     | 91           |
| Administrative Services -HR          | 29           |
| Administrative Services - Other      | 165          |
| City Manager's Office                | 31           |
| ComDev / Economic Development        | 15           |
| ComDev/ Bldg Inspections             | 353          |
| ComDev / Housing Rehab               | 7            |
| ComDev / Planning/Zoning             | 22           |
| General Assistance                   | 6            |
| Fire Life Safety                     | 29           |
| PublicStuff Request                  | 254          |
| Health                               | 104          |
| Information                          | 390          |
| Law                                  | 16           |
| Library                              | 3            |
| Mayor's Office                       | 3            |
| Other/311                            | 202          |
| Other – Social Services              | 0            |
| Parks – Maintenance                  | 0            |
| Parks – Programs/Picnics/Permits     | 10           |
| Parks – Other                        | 6            |
| Parks/Recreation                     | 42           |
| Parks – Forestry                     | 31           |
| Parks- Recreation Programs           | 35           |
| Police                               | 153          |
| Public Works / Fleet                 | 1            |
| Public Works / Street Sanitation     | 185          |
| Public Works / Engineering           | 74           |
| Tax Assessment Office                | 4            |
| Utilities – Power                    | 2            |
| Utilities – Sewer                    | 6            |
| Utilities – Water                    | 94           |
| <b>TOTAL</b>                         | <b>2792</b>  |