



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 9, 2015 through October 15, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2365	2350
SERVICE REQUESTS	625	649
TOTAL CHATS	28	37
TOTAL TEXT	12	21

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	120
2. Trash – Special Pick-up	34
3. Tree Evaluation	33
4. Rodents – Rats	26
5. Dead Animal on Public Property	21

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	204
Administrative Services -Finance	31
Administrative Services -HR	32
Administrative Services - Other	203
City Manager's Office	22
ComDev / Economic Development	21
ComDev/ Bldg Inspections	278
ComDev / Housing Rehab	1
ComDev / Planning/Zoning	27
General Assistance	7
Fire Life Safety	49
PublicStuff Request	232
Health	105
Information	361
Law	11
Library	5
Mayor's Office	2
Other/311	175
Other – Social Services	2
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	12
Parks – Other	2
Parks/Recreation	40
Parks – Forestry	50
Parks- Recreation Programs	32
Police	132
Public Works / Fleet	3
Public Works / Street Sanitation	190
Public Works / Engineering	51
Tax Assessment Office	3
Utilities – Power	6
Utilities – Sewer	3
Utilities – Water	71
TOTAL	2365