



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 23, 2015 through October 29, 2015.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2444</b>	<b>2365</b>
<b>SERVICE REQUESTS</b>	<b>669</b>	<b>625</b>
<b>TOTAL CHATS</b>	<b>29</b>	<b>28</b>
<b>TOTAL TEXT</b>	<b>9</b>	<b>12</b>

## **Top 5 Service Requests**

## **Total**

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

- |                                       |     |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 157 |
| 2. Trash – Special Pick-up            | 62  |
| 3. Tree Evaluation                    | 23  |
| 4. Rodents – Rats                     | 18  |
| 5. Broken Parking Meters              | 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	205
Administrative Services -Finance	36
Administrative Services -HR	39
Administrative Services - Other	173
City Manager's Office	28
ComDev / Economic Development	11
ComDev/ Bldg Inspections	369
ComDev / Housing Rehab	4
ComDev / Planning/Zoning	11
General Assistance	15
Fire Life Safety	32
PublicStuff Request	222
Health	112
Information	350
Law	10
Library	0
Mayor's Office	2
Other/311	149
Other – Social Services	4
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	8
Parks – Other	6
Parks/Recreation	41
Parks – Forestry	28
Parks- Recreation Programs	31
Police	122
Public Works / Fleet	1
Public Works / Street Sanitation	180
Public Works / Engineering	58
Tax Assessment Office	2
Utilities – Power	3
Utilities – Sewer	10
Utilities – Water	181
<b>TOTAL</b>	<b>2444</b>