



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 2, 2015 through October 8, 2015.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2350</b>	<b>2459</b>
<b>SERVICE REQUESTS</b>	<b>649</b>	<b>685</b>
<b>TOTAL CHATS</b>	<b>37</b>	<b>37</b>
<b>TOTAL TEXT</b>	<b>21</b>	<b>12</b>

## **Top 5 Service Requests**

**Total**

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

- |   |     |
|---|-----|
| 1. Building Permit Inspection Request                         | 123 |
| 2. Trash – Special Pick-up                                    | 31  |
| 3. Rodents – Rats   | 30  |
| 4. Broken Parking Meter<br>Tree Evaluation                    | 27  |
| 5. Dead Animal on Public Property<br>Trash-Missed Bulk Pickup | 17  |

**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	187
Administrative Services -Finance	20
Administrative Services -HR	26
Administrative Services - Other	202
City Manager's Office	32
ComDev / Economic Development	9
ComDev/ Bldg Inspections	276
ComDev / Housing Rehab	1
ComDev / Planning/Zoning	23
General Assistance	4
Fire Life Safety	29
PublicStuff Request	273
Health	106
Information	388
Law	12
Library	4
Mayor's Office	3
Other/311	122
Other – Social Services	5
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	5
Parks – Other	1
Parks/Recreation	32
Parks – Forestry	35
Parks- Recreation Programs	34
Police	147
Public Works / Fleet	2
Public Works / Street Sanitation	184
Public Works / Engineering	61
Tax Assessment Office	2
Utilities – Power	9
Utilities – Sewer	7
Utilities – Water	109
<b>TOTAL</b>	<b>2350</b>