



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 18, 2015 through September 24, 2015.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2440</b>	<b>2662</b>
<b>SERVICE REQUESTS</b>	<b>724</b>	<b>791</b>
<b>TOTAL CHATS</b>	<b>39</b>	<b>55</b>
<b>TOTAL TEXT</b>	<b>16</b>	<b>18</b>

## **Top 5 Service Requests**

**Total**

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

- |                                       |     |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 134 |
| 2. Trash – Special Pick-up            | 78  |
| 3. Rodents – Rats                     | 34  |
| 4. Tree Evaluation                    | 28  |
| 5. Trash – Missed Garbage Pick-up     | 24  |

**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	210
Administrative Services -Finance	40
Administrative Services -HR	49
Administrative Services - Other	141
City Manager's Office	39
ComDev / Economic Development	17
ComDev/ Bldg Inspections	309
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	24
General Assistance	16
Fire Life Safety	33
PublicStuff Request	247
Health	110
Information	383
Law	12
Library	3
Mayor's Office	4
Other/311	181
Other – Social Services	3
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	14
Parks – Other	14
Parks/Recreation	27
Parks – Forestry	32
Parks- Recreation Programs	34
Police	138
Public Works / Fleet	1
Public Works / Street Sanitation	188
Public Works / Engineering	58
Tax Assessment Office	3
Utilities – Power	5
Utilities – Sewer	5
Utilities – Water	94
<b>TOTAL</b>	<b>2440</b>