



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 28, 2015 through September 3, 2015.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2657</b>	<b>2772</b>
<b>SERVICE REQUESTS</b>	<b>838</b>	<b>766</b>
<b>TOTAL CHATS</b>	<b>52</b>	<b>43</b>
<b>TOTAL TEXT</b>	<b>14</b>	<b>6</b>

## **Top 5 Service Requests**

## **Total**

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

1. Building Permit Inspection Request	111
2. Trash – Special Pick-up	74
3. Rodents – Rats	48
4. Tree Evaluation	45
5. Special Pick-up/Northwestern	33

**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	248
Administrative Services -Finance	30
Administrative Services -HR	35
Administrative Services - Other	184
City Manager's Office	30
ComDev / Economic Development	12
ComDev/ Bldg Inspections	306
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	21
General Assistance	9
Fire Life Safety	36
PublicStuff Request	348
Health	116
Information	421
Law	5
Library	3
Mayor's Office	4
Other/311	175
Other – Social Services	3
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	19
Parks – Other	20
Parks/Recreation	25
Parks – Forestry	34
Parks- Recreation Programs	45
Police	160
Public Works / Fleet	3
Public Works / Street Sanitation	186
Public Works / Engineering	62
Tax Assessment Office	10
Utilities – Power	3
Utilities – Sewer	4
Utilities – Water	96
<b>TOTAL</b>	<b>2657</b>