



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 21, 2017 through July 27, 2017.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2671	2855
SERVICE REQUESTS	832	880
TOTAL CHATS	31	45
TOTAL TEXT	25	26

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 107 |
| 2. Trash – Special Pick Up | 88 |
| 3. Broken Parking Meter | 46 |
| 4. Tree Evaluation | 42 |
| 5. Yard Waste – Missed Pick Up | 25 |

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	285
Administrative Services -Finance	51
Administrative Services –HR	60
Administrative Services - Other	84
City Manager’s Office	38
ComDev / Economic Development	49
ComDev/ Bldg Inspections	281
ComDev / Housing Rehab	31
ComDev / Planning/Zoning	29
General Assistance	0
Fire Life Safety	21
PublicStuff Request	422
Health	121
Information	473
Law	11
Library	0
Mayor’s Office	1
Other/311	150
Other – Social Services	2
Parks – Maintenance	4
Parks – Programs/Picnics/Permits	18
Parks – Other	2
Parks/Recreation	55
Parks – Forestry	37
Parks- Recreation Programs	54
Police	114
Public Works / Fleet	4
Public Works / Street Sanitation	130
Public Works / Engineering	31
Tax Assessment Office	18
Utilities – Power	6
Utilities – Sewer	9
Utilities – Water	80
TOTAL	2671