



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 18, 2017 through August 24, 2017.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2505	2579
SERVICE REQUESTS	717	715
TOTAL CHATS	20	35
TOTAL TEXT	31	26

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	134
2. Trash-Special Pick-up	80
3. Broken Parking Meter	52
4. Tree Evaluation	34
5. Water Bill – Final Bill for Seller	24
Rodents-Rats	

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	315
Administrative Services –Finance	15
Administrative Services -HR	31
Administrative Services – Other	87
City Manager’s Office	45
ComDev / Economic Development	25
ComDev/ Bldg Inspections	269
ComDev / Housing Rehab	14
ComDev / Planning/Zoning	36
General Assistance	4
Fire Life Safety	34
PublicStuff Request	361
Health	140
Information	499
Law	6
Library	3
Mayor’s Office	3
Other/311	94
Other – Social Services	6
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	19
Parks – Other	4
Parks/Recreation	36
Parks – Forestry	32
Parks- Recreation Programs	46
Police	107
Public Works / Fleet	1
Public Works / Street Sanitation	108
Public Works / Engineering	38
Tax Assessment Office	14
Utilities – Power	3
Utilities – Sewer	5
Utilities – Water	104
TOTAL	2505