



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 15, 2017 through September 21, 2017.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2388</b>	<b>2538</b>
<b>SERVICE REQUESTS</b>	<b>738</b>	<b>813</b>
<b>TOTAL CHATS</b>	<b>20</b>	<b>30</b>
<b>TOTAL TEXT</b>	<b>10</b>	<b>22</b>

## **Top 5 Service Requests**

## **Total**

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

1. Building Permit Inspection Request	101
2. Trash-Special Pick-up (42) Special Pickup/Northwestern (29)	71
3. Broken Parking Meter	41
4. Tree Evaluation	36
5. Rodents – Rats	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.*

<b>Weekly Telephone Wrap Up Data</b>	
<b>Category/Department</b>	<b>Total</b>
Administrative Services -Parking	299
Administrative Services –Finance	36
Administrative Services -HR	35
Administrative Services – Other	77
City Manager’s Office	68
ComDev / Economic Development	38
ComDev/ Bldg Inspections	282
ComDev / Housing Rehab	24
ComDev / Planning/Zoning	34
General Assistance	0
Fire Life Safety	25
PublicStuff Request	348
Health	107
Information	438
Law	14
Library	0
Mayor’s Office	3
Other/311	138
Other – Social Services	3
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	8
Parks – Other	0
Parks/Recreation	31
Parks – Forestry	29
Parks- Recreation Programs	21
Police	87
Public Works / Fleet	0
Public Works / Street Sanitation	106
Public Works / Engineering	39
Tax Assessment Office	2
Utilities – Power	6
Utilities – Sewer	4
Utilities – Water	85
<b>TOTAL</b>	<b>2388</b>