



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 8, 2016 through April 14, 2016.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2622</b>	<b>2535</b>
<b>SERVICE REQUESTS</b>	<b>674</b>	<b>633</b>
<b>TOTAL CHATS</b>	<b>55</b>	<b>52</b>
<b>TOTAL TEXT</b>	<b>29</b>	<b>27</b>

## **Top 5 Service Requests**

## **Total**

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

- |                                |    |
|--------------------------------|----|
| 1. Building Permit Inspections | 97 |
| 2. Trash – Special Pick-up     | 53 |
| 3. Broken Parking Meters       | 36 |
| 4. Trash – Cart Repair         | 29 |
| 5. Recycling – Missed Pick-up  | 27 |

**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	307
Administrative Services -Finance	42
Administrative Services -HR	44
Administrative Services - Other	240
City Manager's Office	24
ComDev / Economic Development	20
ComDev/ Bldg Inspections	334
ComDev / Housing Rehab	4
ComDev / Planning/Zoning	22
General Assistance	6
Fire Life Safety	38
PublicStuff Request	194
Health	123
Information	397
Law	15
Library	2
Mayor's Office	9
Other/311	185
Other – Social Services	10
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	28
Parks – Other	9
Parks/Recreation	32
Parks – Forestry	19
Parks- Recreation Programs	82
Police	117
Public Works / Fleet	5
Public Works / Street Sanitation	146
Public Works / Engineering	53
Tax Assessment Office	8
Utilities – Power	1
Utilities – Sewer	5
Utilities – Water	99
<b>TOTAL</b>	<b>2622</b>