



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 15, 2016 through April 21, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2833	2622
SERVICE REQUESTS	727	674
TOTAL CHATS	59	55
TOTAL TEXT	28	29

Top 5 Service Requests

Total

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

- | | |
|--------------------------------|-----|
| 1. Building Permit Inspections | 101 |
| 2. Rodents – Rats | 30 |
| 3. Broken Parking Meters | 29 |
| 4. Trash – Special Pick-up | 24 |
| 5. Tree Evaluation | 23 |

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	284
Administrative Services -Finance	46
Administrative Services -HR	38
Administrative Services - Other	298
City Manager's Office	22
ComDev / Economic Development	16
ComDev/ Bldg Inspections	339
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	40
General Assistance	6
Fire Life Safety	48
PublicStuff Request	198
Health	111
Information	326
Law	15
Library	7
Mayor's Office	20
Other/311	182
Other – Social Services	7
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	19
Parks – Other	23
Parks/Recreation	30
Parks – Forestry	27
Parks- Recreation Programs	72
Police	161
Public Works / Fleet	3
Public Works / Street Sanitation	172
Public Works / Engineering	51
Tax Assessment Office	6
Utilities – Power	0
Utilities – Sewer	6
Utilities – Water	252
TOTAL	2833