



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 22, 2016 through April 28, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2549	2833
SERVICE REQUESTS	650	727
TOTAL CHATS	63	59
TOTAL TEXT	27	28

Top 5 Service Requests

Total

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

- | | |
|--------------------------------|-----|
| 1. Building Permit Inspections | 128 |
| 2. Trash – Special Pick-up | 48 |
| 3. Broken Parking Meters | 23 |
| 4. Rodents – Rats | 22 |
| 5. Tree Evaluation | 20 |

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	28
Administrative Services -HR	42
Administrative Services - Other	186
City Manager's Office	26
ComDev / Economic Development	19
ComDev/ Bldg Inspections	415
ComDev / Housing Rehab	8
ComDev / Planning/Zoning	37
General Assistance	6
Fire Life Safety	38
PublicStuff Request	192
Health	106
Information	363
Law	16
Library	1
Mayor's Office	14
Other/311	169
Other – Social Services	6
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	24
Parks – Other	11
Parks/Recreation	32
Parks – Forestry	27
Parks- Recreation Programs	74
Police	111
Public Works / Fleet	4
Public Works / Street Sanitation	161
Public Works / Engineering	39
Tax Assessment Office	9
Utilities – Power	0
Utilities – Sewer	5
Utilities – Water	92
TOTAL	2549