



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 1, 2016 through April 7, 2016.

|                         | <b>CURRENT WEEK'S<br/>TOTALS</b> | <b>PREVIOUS WEEK'S<br/>TOTALS</b> |
|-------------------------|----------------------------------|-----------------------------------|
| <b>CALLS HANDLED</b>    | <b>2535</b>                      | <b>2480</b>                       |
| <b>SERVICE REQUESTS</b> | <b>633</b>                       | <b>620</b>                        |
| <b>TOTAL CHATS</b>      | <b>52</b>                        | <b>44</b>                         |
| <b>TOTAL TEXT</b>       | <b>27</b>                        | <b>82</b>                         |

## **Top 5 Service Requests**

**Total**

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

- |  |    |
|--|----|
| 1. Building Permit Inspections           | 82 |
| 2. Trash – Special Pick-up               | 69 |
| 3. Broken Parking Meters                 | 47 |
| 4. Child Seat Installation or Inspection | 20 |
| 5. Trash – Cart Repair                   | 18 |

**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     | 255          |
| Administrative Services -Finance     | 31           |
| Administrative Services -HR          | 42           |
| Administrative Services - Other      | 135          |
| City Manager's Office                | 14           |
| ComDev / Economic Development        | 8            |
| ComDev/ Bldg Inspections             | 307          |
| ComDev / Housing Rehab               | 1            |
| ComDev / Planning/Zoning             | 26           |
| General Assistance                   | 5            |
| Fire Life Safety                     | 29           |
| PublicStuff Request                  | 243          |
| Health                               | 148          |
| Information                          | 441          |
| Law                                  | 17           |
| Library                              | 4            |
| Mayor's Office                       | 11           |
| Other/311                            | 172          |
| Other – Social Services              | 3            |
| Parks – Maintenance                  | 0            |
| Parks – Programs/Picnics/Permits     | 18           |
| Parks – Other                        | 22           |
| Parks/Recreation                     | 39           |
| Parks – Forestry                     | 33           |
| Parks- Recreation Programs           | 18           |
| Police                               | 144          |
| Public Works / Fleet                 | 6            |
| Public Works / Street Sanitation     | 179          |
| Public Works / Engineering           | 48           |
| Tax Assessment Office                | 11           |
| Utilities – Power                    | 1            |
| Utilities – Sewer                    | 2            |
| Utilities – Water                    | 122          |
| <b>TOTAL</b>                         | <b>2535</b>  |