



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 5, 2016 through August 11, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2568	2844
SERVICE REQUESTS	720	835
TOTAL CHATS	42	55
TOTAL TEXT	19	23

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 106 |
| 2. Trash – Special Pick up | 90 |
| 3. Broken Parking Meter | 52 |
| 4. Rodents – Rats | 33 |
| 5. Dead Animal on Public Property | 26 |

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	286
Administrative Services -Finance	46
Administrative Services -HR	20
Administrative Services - Other	82
City Clerk’s Office	47
City Manager’s Office	18
ComDev / Economic Development	13
ComDev/ Bldg Inspections	320
ComDev / Housing Rehab	1
ComDev / Planning/Zoning	24
General Assistance	2
Fire Life Safety	24
PublicStuff Request	300
Health	119
Information	481
Law	18
Library	2
Mayor’s Office	17
Other/311	197
Other – Social Services	3
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	29
Parks – Other	19
Parks/Recreation	36
Parks – Forestry	40
Parks- Recreation Programs	41
Police	146
Public Works / Fleet	2
Public Works / Street Sanitation	75
Public Works / Engineering	57
Tax Assessment Office	8
Utilities – Power	1
Utilities – Sewer	4
Utilities – Water	89
TOTAL	2568