



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 12, 2016 through August 18, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2620	2568
SERVICE REQUESTS	680	720
TOTAL CHATS	49	42
TOTAL TEXT	25	19

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	114
2. Broken Parking Meter	70
3. Trash – Special Pick up	60
4. Tree Evaluation	30
5. Rodents – Rats	22

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	246
Administrative Services -Finance	32
Administrative Services -HR	17
Administrative Services - Other	76
City Clerk’s Office	65
City Manager’s Office	17
ComDev / Economic Development	12
ComDev/ Bldg Inspections	272
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	21
General Assistance	0
Fire Life Safety	41
PublicStuff Request	318
Health	147
Information	468
Law	13
Library	4
Mayor’s Office	19
Other/311	236
Other – Social Services	4
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	26
Parks – Other	16
Parks/Recreation	37
Parks – Forestry	30
Parks- Recreation Programs	72
Police	123
Public Works / Fleet	2
Public Works / Street Sanitation	105
Public Works / Engineering	61
Tax Assessment Office	16
Utilities – Power	2
Utilities – Sewer	4
Utilities – Water	111
TOTAL	2620