



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 19, 2016 through August 25, 2016.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2860</b>	<b>2620</b>
<b>SERVICE REQUESTS</b>	<b>754</b>	<b>680</b>
<b>TOTAL CHATS</b>	<b>53</b>	<b>49</b>
<b>TOTAL TEXT</b>	<b>13</b>	<b>25</b>

## **Top 5 Service Requests**

## **Total**

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

1. Building Permit Inspection Request	126
2. Trash – Special Pick up	77
3. Broken Parking Meter	58
4. Rodents – Rats	39
5. Tree Evaluation	35

**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	306
Administrative Services -Finance	51
Administrative Services -HR	22
Administrative Services - Other	101
City Clerk’s Office	74
City Manager’s Office	27
ComDev / Economic Development	12
ComDev/ Bldg Inspections	321
ComDev / Housing Rehab	4
ComDev / Planning/Zoning	17
General Assistance	7
Fire Life Safety	35
PublicStuff Request	311
Health	152
Information	361
Law	16
Library	3
Mayor’s Office	17
Other/311	252
Other – Social Services	12
Parks – Maintenance	5
Parks – Programs/Picnics/Permits	14
Parks – Other	18
Parks/Recreation	25
Parks – Forestry	43
Parks- Recreation Programs	78
Police	153
Public Works / Fleet	2
Public Works / Street Sanitation	126
Public Works / Engineering	49
Tax Assessment Office	16
Utilities – Power	4
Utilities – Sewer	9
Utilities – Water	217
<b>TOTAL</b>	<b>2860</b>