



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 29, 2016 through August 4, 2016.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2844</b>	<b>2825</b>
<b>SERVICE REQUESTS</b>	<b>835</b>	<b>792</b>
<b>TOTAL CHATS</b>	<b>55</b>	<b>54</b>
<b>TOTAL TEXT</b>	<b>23</b>	<b>20</b>

## **Top 5 Service Requests**

## **Total**

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

- |                                       |     |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 133 |
| 2. Trash – Special Pick up            | 133 |
| 3. Broken Parking Meter               | 66  |
| 4. Rodents                            | 34  |
| 5. Tree – Evaluations                 | 32  |

**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	245
Administrative Services -Finance	23
Administrative Services -HR	19
Administrative Services - Other	86
City Clerk’s Office	58
City Manager's Office	29
ComDev/ Economic Development	10
ComDev/ Bldg Inspections	289
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	15
General Assistance	2
Fire Life Safety	37
PublicStuff Request	348
Health	140
Information	512
Law	12
Library	4
Mayor’s Office	10
Other/311	377
Other – Social Services	9
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	29
Parks – Other	16
Parks/Recreation	17
Parks – Forestry	39
Parks- Recreation Programs	81
Police	117
Public Works / Fleet	0
Public Works / Street Sanitation	107
Public Works / Engineering	56
Tax Assessment Office	12
Utilities – Power	3
Utilities – Sewer	6
Utilities – Water	118
<b>TOTAL</b>	<b>2844</b>