



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 9, 2016 through December 15, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2859	2754
SERVICE REQUESTS	522	728
TOTAL CHATS	73	62
TOTAL TEXT	21	53

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	71
2. 2016 Holiday Basket	44
3. Broken Parking Meter	41
4. Snow/Ice/Hazard Removal	36
5. Recycling Missed Pick up	25

Note: This report includes two days of Emergencies Snows declared on 12-12-16 and 12-13-16.

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	470
Administrative Services -Finance	50
Administrative Services -HR	22
Administrative Services - Other	74
City Clerk’s Office	68
City Manager’s Office	23
ComDev / Economic Development	19
ComDev/ Bldg Inspections	172
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	8
General Assistance	0
Fire Life Safety	40
PublicStuff Request	363
Health	118
Information	582
Law	17
Library	4
Mayor’s Office	6
Other/311	212
Other – Social Services	26
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	10
Parks – Other	19
Parks/Recreation	50
Parks – Forestry	21
Parks- Recreation Programs	25
Police	132
Public Works / Fleet	1
Public Works / Street Sanitation	216
Public Works / Engineering	30
Tax Assessment Office	4
Utilities – Power	0
Utilities – Sewer	3
Utilities – Water	71
TOTAL	2859