



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 25, 2016 through December 1, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2511	1865
SERVICE REQUESTS	688	410
TOTAL CHATS	55	28
TOTAL TEXT	7	9

Top 5 Service Requests

Total

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

1. 2016 Holiday Basket	189
2. Building Permit Inspection Request	106
3. Broken Parking Meter	67
4. Trash – Special Pick Up	34
5. Trash – Missed Garbage Pick up	17

NOTE: Call volume reflects week after City Holiday.

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	271
Administrative Services -Finance	57
Administrative Services -HR	15
Administrative Services - Other	101
City Clerk’s Office	73
City Manager’s Office	19
ComDev / Economic Development	12
ComDev/ Bldg Inspections	229
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	14
General Assistance	2
Fire Life Safety	29
PublicStuff Request	306
Health	141
Information	493
Law	7
Library	7
Mayor’s Office	6
Other/311	184
Other – Social Services	49
Parks – Maintenance	4
Parks – Programs/Picnics/Permits	12
Parks – Other	8
Parks/Recreation	29
Parks – Forestry	19
Parks- Recreation Programs	44
Police	100
Public Works / Fleet	5
Public Works / Street Sanitation	165
Public Works / Engineering	28
Tax Assessment Office	2
Utilities – Power	1
Utilities – Sewer	3
Utilities – Water	73
TOTAL	2511