



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 16, 2016 through December 22, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2415	2859
SERVICE REQUESTS	466	522
TOTAL CHATS	48	73
TOTAL TEXT	24	21

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	71
2. Broken Parking Meter	45
3. Snow/Ice/Hazard Removal	40
4. Trash Special Pick up	23
5. Recycling Missed Pick up	20

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	393
Administrative Services -Finance	62
Administrative Services -HR	17
Administrative Services - Other	69
City Clerk’s Office	80
City Manager’s Office	25
ComDev / Economic Development	15
ComDev/ Bldg Inspections	149
ComDev / Housing Rehab	4
ComDev / Planning/Zoning	12
General Assistance	4
Fire Life Safety	30
PublicStuff Request	311
Health	69
Information	516
Law	8
Library	3
Mayor’s Office	3
Other/311	241
Other – Social Services	16
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	8
Parks – Other	26
Parks/Recreation	31
Parks – Forestry	10
Parks- Recreation Programs	31
Police	92
Public Works / Fleet	0
Public Works / Street Sanitation	124
Public Works / Engineering	10
Tax Assessment Office	1
Utilities – Power	1
Utilities – Sewer	2
Utilities – Water	50
TOTAL	2415