



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 23, 2016 through December 29, 2016. Please Note: 311 Closed 12/24/2016 & Reduced hours on 12/26/2016..

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>1968</b>	<b>2415</b>
<b>SERVICE REQUESTS</b>	<b>327</b>	<b>466</b>
<b>TOTAL CHATS</b>	<b>62</b>	<b>48</b>
<b>TOTAL TEXT</b>	<b>14</b>	<b>24</b>

## **Top 5 Service Requests**

## **Total**

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

- |                                       |    |
|---------------------------------------|----|
| 1. Building Permit Inspection Request | 52 |
| 2. Broken Parking Meter               | 33 |
| 3. Abandon Vehicle                    | 27 |
| 4. Trash Special Pick up              | 24 |
| 5. Trash Cart – Downsize/Upsize       | 8  |

**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	369
Administrative Services -Finance	39
Administrative Services -HR	25
Administrative Services - Other	31
City Clerk’s Office	57
City Manager’s Office	8
ComDev / Economic Development	9
ComDev/ Bldg Inspections	103
ComDev / Housing Rehab	1
ComDev / Planning/Zoning	4
General Assistance	6
Fire Life Safety	21
PublicStuff Request	139
Health	65
Information	492
Law	7
Library	0
Mayor’s Office	4
Other/311	225
Other – Social Services	8
Parks – Maintenance	4
Parks – Programs/Picnics/Permits	5
Parks – Other	2
Parks/Recreation	15
Parks – Forestry	5
Parks- Recreation Programs	32
Police	109
Public Works / Fleet	1
Public Works / Street Sanitation	121
Public Works / Engineering	9
Tax Assessment Office	5
Utilities – Power	0
Utilities – Sewer	0
Utilities – Water	37
<b>TOTAL</b>	<b>1968</b>