



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 2, 2016 through December 8, 2016.

| | CURRENT WEEK'S TOTALS | PREVIOUS WEEK'S TOTALS |
|-------------------------|----------------------------------|-----------------------------------|
| CALLS HANDLED | 2754 | 2511 |
| SERVICE REQUESTS | 728 | 688 |
| TOTAL CHATS | 62 | 55 |
| TOTAL TEXT | 53 | 7 |

Top 5 Service Requests

Total

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

| | |
|---------------------------------------|-----|
| 1. 2016 Holiday Basket | 176 |
| 2. Building Permit Inspection Request | 100 |
| 3. Broken Parking Meter | 59 |
| 4. Trash – Special Pick Up | 44 |
| 5. Tree – Fallen Limb or Tree | 24 |

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 | 347 |
| Administrative Services -Finance | 55 |
| Administrative Services -HR | 23 |
| Administrative Services - Other | 116 |
| City Clerk’s Office | 59 |
| City Manager’s Office | 26 |
| ComDev / Economic Development | 20 |
| ComDev/ Bldg Inspections | 246 |
| ComDev / Housing Rehab | 1 |
| ComDev / Planning/Zoning | 15 |
| General Assistance | 1 |
| Fire Life Safety | 27 |
| PublicStuff Request | 427 |
| Health | 115 |
| Information | 528 |
| Law | 16 |
| Library | 1 |
| Mayor’s Office | 2 |
| Other/311 | 210 |
| Other – Social Services | 31 |
| Parks – Maintenance | 1 |
| Parks – Programs/Picnics/Permits | 8 |
| Parks – Other | 9 |
| Parks/Recreation | 25 |
| Parks – Forestry | 26 |
| Parks- Recreation Programs | 51 |
| Police | 103 |
| Public Works / Fleet | 1 |
| Public Works / Street Sanitation | 140 |
| Public Works / Engineering | 18 |
| Tax Assessment Office | 5 |
| Utilities – Power | 1 |
| Utilities – Sewer | 5 |
| Utilities – Water | 95 |
| TOTAL | 2754 |