



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of February 5, 2016 through February 11, 2016.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2020</b>	<b>2204</b>
<b>SERVICE REQUESTS</b>	<b>463</b>	<b>543</b>
<b>TOTAL CHATS</b>	<b>65</b>	<b>64</b>
<b>TOTAL TEXT</b>	<b>12</b>	<b>23</b>

## **Top 5 Service Requests**

## **Total**

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

- |                                       |    |
|---------------------------------------|----|
| 1. Building Permit Inspections        | 85 |
| 2. Trash – Special Pick-up            | 57 |
| 3. Broken Parking Meters              | 26 |
| 4. Graffiti                           | 14 |
| 5. Trash – Missed Garbage Pick-up     | 12 |
| Child Seat Installation or Inspection |    |

**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	231
Administrative Services -Finance	54
Administrative Services -HR	32
Administrative Services - Other	175
City Manager's Office	24
ComDev / Economic Development	9
ComDev/ Bldg Inspections	227
ComDev / Housing Rehab	4
ComDev / Planning/Zoning	12
General Assistance	1
Fire Life Safety	43
PublicStuff Request	217
Health	91
Information	331
Law	9
Library	3
Mayor's Office	9
Other/311	169
Other – Social Services	4
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	10
Parks – Other	2
Parks/Recreation	39
Parks – Forestry	9
Parks- Recreation Programs	46
Police	85
Public Works / Fleet	2
Public Works / Street Sanitation	75
Public Works / Engineering	16
Tax Assessment Office	3
Utilities – Power	2
Utilities – Sewer	5
Utilities – Water	78
<b>TOTAL</b>	<b>2020</b>