



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of February 12, 2016 through February 18, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	1983	2020
SERVICE REQUESTS	411	463
TOTAL CHATS	63	65
TOTAL TEXT	7	12

Top 5 Service Requests

Total

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

- | | |
|--|----|
| 1. Building Permit Inspections | 89 |
| 2. Trash – Special Pick-up | 38 |
| 3. Broken Parking Meters | 30 |
| 4. Child Seat Installation or Inspection | 18 |
| 5. Recycling – Missed Pick-up | 16 |
| Abandoned Vehicle | |

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	211
Administrative Services -Finance	36
Administrative Services -HR	27
Administrative Services - Other	164
City Manager's Office	15
ComDev / Economic Development	14
ComDev/ Bldg Inspections	226
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	0
General Assistance	3
Fire Life Safety	52
PublicStuff Request	200
Health	80
Information	404
Law	8
Library	7
Mayor's Office	14
Other/311	138
Other – Social Services	2
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	13
Parks – Other	3
Parks/Recreation	40
Parks – Forestry	8
Parks- Recreation Programs	13
Police	90
Public Works / Fleet	2
Public Works / Street Sanitation	138
Public Works / Engineering	0
Tax Assessment Office	6
Utilities – Power	2
Utilities – Sewer	0
Utilities – Water	64
TOTAL	1983