



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of February 19, 2016 through February 25, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2375	1983
SERVICE REQUESTS	674	411
TOTAL CHATS	55	63
TOTAL TEXT	10	7

Top 5 Service Requests

Total

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

- | | |
|------------------------------------|----|
| 1. Building Permit Inspections | 95 |
| 2. Trash – Special Pick-up | 73 |
| 3. Broken Parking Meters | 31 |
| 4. Street Signs | 26 |
| 5. Trash – Missed Garbage Pick- up | 19 |

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	215
Administrative Services -Finance	27
Administrative Services -HR	27
Administrative Services - Other	139
City Manager's Office	14
ComDev / Economic Development	15
ComDev/ Bldg Inspections	253
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	16
General Assistance	1
Fire Life Safety	36
PublicStuff Request	321
Health	103
Information	404
Law	11
Library	1
Mayor's Office	14
Other/311	182
Other – Social Services	3
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	9
Parks – Other	17
Parks/Recreation	51
Parks – Forestry	50
Parks- Recreation Programs	48
Police	122
Public Works / Fleet	2
Public Works / Street Sanitation	115
Public Works / Engineering	47
Tax Assessment Office	4
Utilities – Power	2
Utilities – Sewer	5
Utilities – Water	112
TOTAL	2375