



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 29, 2016 through February 4, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2204	2281
SERVICE REQUESTS	543	499
TOTAL CHATS	64	90
TOTAL TEXT	23	11

Top 5 Service Requests

Total

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

- | | |
|--|----|
| 1. Trash – Special Pick-up | 86 |
| 2. Building Permit Inspections | 85 |
| 3. Broken Parking Meters | 36 |
| 4. Trash – Missed Garbage Pick-up | 29 |
| 5. Child Seat Installation or Inspection | 15 |

Note: A network outage occurred on Tuesday, February 2, 2016 which caused the phones to go down.

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	229
Administrative Services -Finance	46
Administrative Services -HR	32
Administrative Services - Other	180
City Manager's Office	28
ComDev / Economic Development	12
ComDev/ Bldg Inspections	246
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	20
General Assistance	9
Fire Life Safety	44
PublicStuff Request	241
Health	99
Information	358
Law	17
Library	5
Mayor's Office	5
Other/311	183
Other – Social Services	2
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	4
Parks – Other	8
Parks/Recreation	46
Parks – Forestry	12
Parks- Recreation Programs	4
Police	119
Public Works / Fleet	0
Public Works / Street Sanitation	110
Public Works / Engineering	23
Tax Assessment Office	11
Utilities – Power	0
Utilities – Sewer	7
Utilities – Water	100
TOTAL	2204