



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 25, 2015 through December 31, 2015. Please note 3-1-1 was closed December 25, 2015.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2039</b>	<b>1830</b>
<b>SERVICE REQUESTS</b>	<b>351</b>	<b>430</b>
<b>TOTAL CHATS</b>	<b>79</b>	<b>52</b>
<b>TOTAL TEXT</b>	<b>17</b>	<b>12</b>

## **Top 5 Service Requests**

**Total**

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

- |                                   |    |
|-----------------------------------|----|
| 1. Building Permit Inspections    | 52 |
| 2. Trash – Special Pick-up        | 41 |
| 3. Broken Parking Meters          | 22 |
| 4. Trash – Missed Garbage Pick-up | 21 |
| 5. Trash- Missed Recycling        | 20 |

**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	268
Administrative Services -Finance	75
Administrative Services -HR	17
Administrative Services - Other	91
City Manager's Office	3
ComDev / Economic Development	5
ComDev/ Bldg Inspections	160
ComDev / Housing Rehab	1
ComDev / Planning/Zoning	9
General Assistance	0
Fire Life Safety	30
PublicStuff Request	164
Health	76
Information	483
Law	9
Library	3
Mayor's Office	5
Other/311	260
Other – Social Services	3
Parks – Maintenance	5
Parks – Programs/Picnics/Permits	2
Parks – Other	4
Parks/Recreation	14
Parks – Forestry	5
Parks- Recreation Programs	23
Police	70
Public Works / Fleet	1
Public Works / Street Sanitation	200
Public Works / Engineering	19
Tax Assessment Office	3
Utilities – Power	1
Utilities – Sewer	2
Utilities – Water	28
<b>TOTAL</b>	<b>2039</b>