



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 8, 2016 through January 14, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2245	2039
SERVICE REQUESTS	489	441
TOTAL CHATS	69	87
TOTAL TEXT	11	17

Top 5 Service Requests

Total

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

- | | |
|-----------------------------------|----|
| 1. Building Permit Inspections | 94 |
| 2. Broken Parking Meters | 63 |
| 3. Trash – Special Pick-up | 38 |
| 4. Abandoned Vehicle | 20 |
| 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	97
Administrative Services -Finance	49
Administrative Services -HR	28
Administrative Services - Other	145
City Manager's Office	17
ComDev / Economic Development	13
ComDev/ Bldg Inspections	237
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	25
General Assistance	9
Fire Life Safety	52
PublicStuff Request	278
Health	106
Information	434
Law	19
Library	6
Mayor's Office	4
Other/311	166
Other – Social Services	3
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	6
Parks – Other	5
Parks/Recreation	45
Parks – Forestry	8
Parks- Recreation Programs	44
Police	110
Public Works / Fleet	4
Public Works / Street Sanitation	164
Public Works / Engineering	30
Tax Assessment Office	9
Utilities – Power	2
Utilities – Sewer	5
Utilities – Water	122
TOTAL	2245