



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 1, 2016 through January 7, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2039	2039
SERVICE REQUESTS	441	351
TOTAL CHATS	87	79
TOTAL TEXT	17	17

Top 5 Service Requests

Total

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

1. Building Permit Inspections	86
2. Trash – Special Pick-up	48
3. Broken Parking Meters	31
4. Trash – Missed Garbage Pick-up	19
5. Recycling – Missed Pick-up	15
Broken Pay Station	

Note: The 311 Center was closed on January 1, 2016 for New Year's Day.

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	362
Administrative Services -Finance	61
Administrative Services -HR	30
Administrative Services - Other	200
City Manager's Office	20
ComDev / Economic Development	12
ComDev/ Bldg Inspections	173
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	24
General Assistance	4
Fire Life Safety	22
PublicStuff Request	157
Health	98
Information	296
Law	7
Library	2
Mayor's Office	4
Other/311	161
Other – Social Services	0
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	7
Parks – Other	3
Parks/Recreation	44
Parks – Forestry	18
Parks- Recreation Programs	33
Police	83
Public Works / Fleet	4
Public Works / Street Sanitation	120
Public Works / Engineering	23
Tax Assessment Office	4
Utilities – Power	4
Utilities – Sewer	3
Utilities – Water	52
TOTAL	2039