



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 15, 2016 through January 21, 2016.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2166</b>	<b>2245</b>
<b>SERVICE REQUESTS</b>	<b>431</b>	<b>489</b>
<b>TOTAL CHATS</b>	<b>112</b>	<b>69</b>
<b>TOTAL TEXT</b>	<b>9</b>	<b>11</b>

## **Top 5 Service Requests**

## **Total**

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

- |  |    |
|--|----|
| 1. Building Permit Inspections                                 | 69 |
| 2. Trash – Special Pick-up                                     | 32 |
| 3. Broken Parking Meters                                       | 28 |
| 4. Abandoned Vehicle   | 15 |
| 5. Water Bill Reprint, Request an Address Change/Number Change | 13 |

Note: Monday, January 18, 2016 was Dr. Martin Luther King, Jr. Day, the 311 Center was open normal business hours.

**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	251
Administrative Services -Finance	33
Administrative Services -HR	38
Administrative Services - Other	147
City Manager's Office	13
ComDev / Economic Development	16
ComDev/ Bldg Inspections	195
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	6
General Assistance	3
Fire Life Safety	40
PublicStuff Request	212
Health	90
Information	405
Law	13
Library	5
Mayor's Office	5
Other/311	183
Other – Social Services	1
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	14
Parks – Other	4
Parks/Recreation	51
Parks – Forestry	9
Parks- Recreation Programs	14
Police	111
Public Works / Fleet	4
Public Works / Street Sanitation	153
Public Works / Engineering	29
Tax Assessment Office	10
Utilities – Power	2
Utilities – Sewer	1
Utilities – Water	104
<b>TOTAL</b>	<b>2166</b>