



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 22, 2016 through January 28, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2281	2166
SERVICE REQUESTS	499	431
TOTAL CHATS	90	112
TOTAL TEXT	11	9

Top 5 Service Requests

Total

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

- | | |
|--|----|
| 1. Building Permit Inspections | 92 |
| 2. Trash – Special Pick-up | 44 |
| 3. Broken Parking Meters | 33 |
| 4. Recycling – Missed Pick-up | 19 |
| 5. Fire Prevention – Inspection of a Commercial Property | 17 |

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	219
Administrative Services -Finance	73
Administrative Services -HR	33
Administrative Services - Other	164
City Manager's Office	21
ComDev / Economic Development	14
ComDev/ Bldg Inspections	244
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	20
General Assistance	9
Fire Life Safety	41
PublicStuff Request	249
Health	109
Information	342
Law	12
Library	3
Mayor's Office	2
Other/311	188
Other – Social Services	5
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	9
Parks – Other	7
Parks/Recreation	47
Parks – Forestry	13
Parks- Recreation Programs	91
Police	117
Public Works / Fleet	0
Public Works / Street Sanitation	100
Public Works / Engineering	27
Tax Assessment Office	8
Utilities – Power	5
Utilities – Sewer	1
Utilities – Water	103
TOTAL	2281