



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 24, 2016 through June 30, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2996	2698
SERVICE REQUESTS	756	690
TOTAL CHATS	64	50
TOTAL TEXT	16	18

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	111
2. Trash – Special Pick up	106
3. Tree – Evaluations	45
4. Rodents – Rats Tree – Evaluations	32
5. Broken Parking Meter	29

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	358
Administrative Services -Finance	35
Administrative Services -HR	46
Administrative Services - Other	139
City Manager's Office	40
ComDev / Economic Development	10
ComDev/ Bldg Inspections	343
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	34
General Assistance	2
Fire Life Safety	23
PublicStuff Request	394
Health	107
Information	554
Law	17
Library	2
Mayor's Office	13
Other/311	196
Other – Social Services	10
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	20
Parks – Other	9
Parks/Recreation	34
Parks – Forestry	39
Parks- Recreation Programs	71
Police	127
Public Works / Fleet	4
Public Works / Street Sanitation	127
Public Works / Engineering	62
Tax Assessment Office	5
Utilities – Power	2
Utilities – Sewer	9
Utilities – Water	160
TOTAL	2996