



Weekly Update

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

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2777	2996
SERVICE REQUESTS	687	756
TOTAL CHATS	50	64
TOTAL TEXT	13	16

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	129
2. Trash – Special Pick up	73
3. Tree – Evaluations	44
4. Broken Parking Meter	33
5. Rodents – Rats	30

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	321
Administrative Services -Finance	34
Administrative Services -HR	29
Administrative Services - Other	70
City Manager's Office	30
ComDev / Economic Development	9
ComDev/ Bldg Inspections	352
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	27
General Assistance	5
Fire Life Safety	18
PublicStuff Request	358
Health	131
Information	485
Law	12
Library	2
Mayor's Office	19
Other/311	234
Other – Social Services	5
Parks – Maintenance	6
Parks – Programs/Picnics/Permits	27
Parks – Other	20
Parks/Recreation	28
Parks – Forestry	38
Parks- Recreation Programs	26
Police	139
Public Works / Fleet	5
Public Works / Street Sanitation	119
Public Works / Engineering	80
Tax Assessment Office	16
Utilities – Power	2
Utilities – Sewer	6
Utilities – Water	121
TOTAL	