



Weekly Update

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

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2892	2777
SERVICE REQUESTS	782	687
TOTAL CHATS	48	50
TOTAL TEXT	12	13

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|-----|
| 1. Trash – Special Pick up | 102 |
| 2. Building Permit Inspection Request | 100 |
| 3. Broken Parking Meter | 76 |
| 4. Rodents – Rats | 45 |
| 5. Tree – Evaluations | 38 |

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	300
Administrative Services -Finance	35
Administrative Services -HR	21
Administrative Services - Other	96
City Manager's Office	21
ComDev / Economic Development	13
ComDev/ Bldg Inspections	263
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	17
General Assistance	0
Fire Life Safety	38
PublicStuff Request	437
Health	115
Information	580
Law	15
Library	5
Mayor's Office	19
Other/311	209
Other – Social Services	9
Parks – Maintenance	6
Parks – Programs/Picnics/Permits	33
Parks – Other	9
Parks/Recreation	27
Parks – Forestry	45
Parks- Recreation Programs	67
Police	132
Public Works / Fleet	5
Public Works / Street Sanitation	120
Public Works / Engineering	68
Tax Assessment Office	14
Utilities – Power	2
Utilities – Sewer	7
Utilities – Water	161
TOTAL	2892