



# Weekly Update

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

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2825</b>	<b>2892</b>
<b>SERVICE REQUESTS</b>	<b>792</b>	<b>782</b>
<b>TOTAL CHATS</b>	<b>54</b>	<b>48</b>
<b>TOTAL TEXT</b>	<b>20</b>	<b>12</b>

## **Top 5 Service Requests**

## **Total**

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

- |                                       |     |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 104 |
| 2. Trash – Special Pick up            | 62  |
| 3. Tree Fallen Limb                   | 60  |
| 4. Tree – Evaluations                 | 56  |
| 5. Broken Parking Meter               | 54  |

**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	242
Administrative Services -Finance	40
Administrative Services -HR	36
Administrative Services - Other	129
City Clerk’s Office	83
City Manager’s Office	28
ComDev / Economic Development	9
ComDev/ Bldg Inspections	234
ComDev / Housing Rehab	1
ComDev / Planning/Zoning	29
General Assistance	2
Fire Life Safety	17
PublicStuff Request	397
Health	130
Information	602
Law	18
Library	2
Mayor’s Office	18
Other/311	158
Other – Social Services	6
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	36
Parks – Other	36
Parks/Recreation	26
Parks – Forestry	70
Parks- Recreation Programs	26
Police	127
Public Works / Fleet	1
Public Works / Street Sanitation	118
Public Works / Engineering	59
Tax Assessment Office	3
Utilities – Power	1
Utilities – Sewer	10
Utilities – Water	128
<b>TOTAL</b>	<b>2825</b>