



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 1, 2016 through July 7, 2016.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2627</b>	<b>2996</b>
<b>SERVICE REQUESTS</b>	<b>619</b>	<b>756</b>
<b>TOTAL CHATS</b>	<b>66</b>	<b>64</b>
<b>TOTAL TEXT</b>	<b>21</b>	<b>16</b>

## **Top 5 Service Requests**

**Total**

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

- |                                       |    |
|---------------------------------------|----|
| 1. Building Permit Inspection Request | 85 |
| 2. Trash – Special Pick up            | 58 |
| 3. Rodents – Rats                     | 40 |
| 4. Broken Parking Meter               | 36 |
| 5. Tree – Evaluations                 | 31 |

**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	365
Administrative Services -Finance	30
Administrative Services -HR	22
Administrative Services - Other	65
City Manager's Office	26
ComDev / Economic Development	10
ComDev/ Bldg Inspections	291
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	30
General Assistance	1
Fire Life Safety	23
PublicStuff Request	331
Health	101
Information	509
Law	10
Library	6
Mayor's Office	14
Other/311	193
Other – Social Services	6
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	33
Parks – Other	31
Parks/Recreation	32
Parks – Forestry	43
Parks- Recreation Programs	33
Police	135
Public Works / Fleet	1
Public Works / Street Sanitation	116
Public Works / Engineering	46
Tax Assessment Office	11
Utilities – Power	0
Utilities – Sewer	4
Utilities – Water	103
<b>TOTAL</b>	<b>2627</b>