



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 3, 2016 through June 9, 2016.

| | CURRENT WEEK'S TOTALS | PREVIOUS WEEK'S TOTALS |
|-------------------------|----------------------------------|-----------------------------------|
| CALLS HANDLED | 2850 | 2487 |
| SERVICE REQUESTS | 775 | 639 |
| TOTAL CHATS | 74 | 70 |
| TOTAL TEXT | 37 | 16 |

Top 5 Service Requests

Total

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

| | |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 113 |
| 2. Trash – Special Pick up | 106 |
| 3. Tree – Evaluations | 45 |
| 4. Broken Parking Meter | 41 |
| 5. Recycling – Missed Pick up | 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 | 278 |
| Administrative Services -Finance | 30 |
| Administrative Services -HR | 29 |
| Administrative Services - Other | 94 |
| City Manager's Office | 33 |
| ComDev / Economic Development | 11 |
| ComDev/ Bldg Inspections | 329 |
| ComDev / Housing Rehab | 1 |
| ComDev / Planning/Zoning | 26 |
| General Assistance | 1 |
| Fire Life Safety | 29 |
| PublicStuff Request | 413 |
| Health | 94 |
| Information | 576 |
| Law | 15 |
| Library | 1 |
| Mayor's Office | 4 |
| Other/311 | 295 |
| Other – Social Services | 6 |
| Parks – Maintenance | 5 |
| Parks – Programs/Picnics/Permits | 30 |
| Parks – Other | 18 |
| Parks/Recreation | 41 |
| Parks – Forestry | 47 |
| Parks- Recreation Programs | 30 |
| Police | 119 |
| Public Works / Fleet | 2 |
| Public Works / Street Sanitation | 136 |
| Public Works / Engineering | 60 |
| Tax Assessment Office | 8 |
| Utilities – Power | 0 |
| Utilities – Sewer | 7 |
| Utilities – Water | 82 |
| TOTAL | 2850 |