



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 10, 2016 through June 16, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2849	2850
SERVICE REQUESTS	730	775
TOTAL CHATS	64	74
TOTAL TEXT	19	37

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	89
2. Trash – Special Pick up	45
3. Rodents – Rats	32
4. Tree – Evaluations	28
5. Broken Parking Meter	20

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	36
Administrative Services -HR	26
Administrative Services - Other	116
City Manager's Office	25
ComDev / Economic Development	10
ComDev/ Bldg Inspections	311
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	29
General Assistance	3
Fire Life Safety	33
PublicStuff Request	325
Health	124
Information	544
Law	16
Library	2
Mayor's Office	24
Other/311	300
Other – Social Services	6
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	38
Parks – Other	37
Parks/Recreation	27
Parks – Forestry	43
Parks- Recreation Programs	38
Police	153
Public Works / Fleet	3
Public Works / Street Sanitation	100
Public Works / Engineering	64
Tax Assessment Office	5
Utilities – Power	2
Utilities – Sewer	7
Utilities – Water	76
TOTAL	2849