



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 17, 2016 through June 23, 2016.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2698</b>	<b>2849</b>
<b>SERVICE REQUESTS</b>	<b>690</b>	<b>730</b>
<b>TOTAL CHATS</b>	<b>50</b>	<b>64</b>
<b>TOTAL TEXT</b>	<b>18</b>	<b>19</b>

## **Top 5 Service Requests**

## **Total**

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

- |                                       |    |
|---------------------------------------|----|
| 1. Building Permit Inspection Request | 99 |
| 2. Trash – Special Pick up            | 82 |
| 3. Broken Parking Meter               | 40 |
| 4. Tree – Evaluations                 | 37 |
| 5. Rodents – Rats                     | 27 |

**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	336
Administrative Services -Finance	31
Administrative Services -HR	25
Administrative Services - Other	116
City Manager's Office	26
ComDev / Economic Development	13
ComDev/ Bldg Inspections	312
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	20
General Assistance	4
Fire Life Safety	18
PublicStuff Request	420
Health	90
Information	575
Law	11
Library	3
Mayor's Office	6
Other/311	171
Other – Social Services	7
Parks – Maintenance	4
Parks – Programs/Picnics/Permits	10
Parks – Other	20
Parks/Recreation	23
Parks – Forestry	33
Parks- Recreation Programs	75
Police	113
Public Works / Fleet	2
Public Works / Street Sanitation	94
Public Works / Engineering	38
Tax Assessment Office	4
Utilities – Power	1
Utilities – Sewer	5
Utilities – Water	87
<b>TOTAL</b>	<b>2698</b>