



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 27, 2016 through June 2, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2487	2771
SERVICE REQUESTS	639	781
TOTAL CHATS	70	61
TOTAL TEXT	16	19

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	77
2. Trash – Special Pick up	69
3. Tree – Evaluations	34
4. Broken Parking Meter	28
5. Abandoned Vehicle	22

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	277
Administrative Services -Finance	26
Administrative Services -HR	20
Administrative Services - Other	98
City Manager's Office	20
ComDev / Economic Development	10
ComDev/ Bldg Inspections	287
ComDev / Housing Rehab	1
ComDev / Planning/Zoning	16
General Assistance	5
Fire Life Safety	33
PublicStuff Request	330
Health	93
Information	409
Law	18
Library	3
Mayor's Office	8
Other/311	186
Other – Social Services	5
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	50
Parks – Other	34
Parks/Recreation	64
Parks – Forestry	53
Parks- Recreation Programs	50
Police	119
Public Works / Fleet	3
Public Works / Street Sanitation	137
Public Works / Engineering	31
Tax Assessment Office	3
Utilities – Power	2
Utilities – Sewer	7
Utilities – Water	86
TOTAL	2487