



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 4, 2016 through March 10, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2611	2358
SERVICE REQUESTS	572	533
TOTAL CHATS	45	63
TOTAL TEXT	12	16

Top 5 Service Requests

Total

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

- | | |
|--------------------------------------|-----|
| 1. Building Permit Inspections | 112 |
| 2. Trash – Special Pick-up | 54 |
| 3. Broken Parking Meters
Graffiti | 20 |
| 4. Abandoned Vehicles | 19 |
| 5. Recycling – Missed Pick-up | 18 |

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	233
Administrative Services -Finance	36
Administrative Services -HR	38
Administrative Services - Other	238
City Manager's Office	18
ComDev / Economic Development	20
ComDev/ Bldg Inspections	321
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	25
General Assistance	8
Fire Life Safety	42
PublicStuff Request	224
Health	92
Information	449
Law	20
Library	10
Mayor's Office	17
Other/311	188
Other – Social Services	4
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	14
Parks – Other	10
Parks/Recreation	42
Parks – Forestry	17
Parks- Recreation Programs	44
Police	125
Public Works / Fleet	3
Public Works / Street Sanitation	144
Public Works / Engineering	42
Tax Assessment Office	55
Utilities – Power	3
Utilities – Sewer	2
Utilities – Water	121
TOTAL	2611