



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 11, 2016 through March 17, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2748	2611
SERVICE REQUESTS	628	572
TOTAL CHATS	50	45
TOTAL TEXT	22	12

Top 5 Service Requests

Total

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

- | | |
|--|-----|
| 1. Trash – Special Pick-up | 105 |
| 2. Building Permit Inspections | 100 |
| 3. Broken Parking Meters | 25 |
| 4. Rodents | 22 |
| 5. Fire Prevention – Inspections of Commercials Property | 17 |

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	240
Administrative Services -Finance	31
Administrative Services -HR	38
Administrative Services - Other	311
City Manager's Office	18
ComDev / Economic Development	13
ComDev/ Bldg Inspections	289
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	35
General Assistance	4
Fire Life Safety	38
PublicStuff Request	312
Health	108
Information	541
Law	12
Library	4
Mayor's Office	22
Other/311	155
Other – Social Services	2
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	8
Parks – Other	12
Parks/Recreation	65
Parks – Forestry	19
Parks- Recreation Programs	50
Police	92
Public Works / Fleet	4
Public Works / Street Sanitation	141
Public Works / Engineering	38
Tax Assessment Office	45
Utilities – Power	1
Utilities – Sewer	4
Utilities – Water	88
TOTAL	2748