



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 18, 2016 through March 24, 2016.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2466</b>	<b>2748</b>
<b>SERVICE REQUESTS</b>	<b>711</b>	<b>628</b>
<b>TOTAL CHATS</b>	<b>42</b>	<b>50</b>
<b>TOTAL TEXT</b>	<b>22</b>	<b>22</b>

## Top 5 Service Requests

**Total**

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

1. Building Permit Inspections	100
2. Trash – Special Pick-up	80
3. Broken Parking Meter	23
4. Fire Prevention – Inspection Commercial Property	19
5. Trash – Accumulation	15

**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	261
Administrative Services -Finance	29
Administrative Services -HR	48
Administrative Services - Other	262
City Manager's Office	26
ComDev / Economic Development	6
ComDev/ Bldg Inspections	299
ComDev / Housing Rehab	1
ComDev / Planning/Zoning	36
General Assistance	4
Fire Life Safety	39
PublicStuff Request	179
Health	118
Information	516
Law	15
Library	3
Mayor's Office	14
Other/311	68
Other – Social Services	5
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	3
Parks – Other	12
Parks/Recreation	34
Parks – Forestry	18
Parks- Recreation Programs	10
Police	92
Public Works / Fleet	0
Public Works / Street Sanitation	121
Public Works / Engineering	37
Tax Assessment Office	138
Utilities – Power	0
Utilities – Sewer	4
Utilities – Water	67
<b>TOTAL</b>	<b>2466</b>