



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 25, 2016 through March 31, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2480	2466
SERVICE REQUESTS	620	711
TOTAL CHATS	44	42
TOTAL TEXT	82	22

Top 5 Service Requests

Total

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

1. Building Permit Inspections	89
2. Trash – Special Pick-up	70
3. Trash – Cart Repair	31
4. Broken Parking Meter	29
5. Rodents-Rats	26

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	279
Administrative Services -Finance	39
Administrative Services -HR	38
Administrative Services - Other	240
City Manager's Office	19
ComDev / Economic Development	14
ComDev/ Bldg Inspections	245
ComDev / Housing Rehab	25
ComDev / Planning/Zoning	25
General Assistance	1
Fire Life Safety	28
PublicStuff Request	83
Health	119
Information	430
Law	6
Library	5
Mayor's Office	10
Other/311	285
Other – Social Services	7
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	5
Parks – Other	16
Parks/Recreation	57
Parks – Forestry	21
Parks- Recreation Programs	35
Police	91
Public Works / Fleet	4
Public Works / Street Sanitation	186
Public Works / Engineering	34
Tax Assessment Office	20
Utilities – Power	5
Utilities – Sewer	3
Utilities – Water	82
TOTAL	2480