



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of February 26, 2016 through March 3, 2016.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2358</b>	<b>2375</b>
<b>SERVICE REQUESTS</b>	<b>533</b>	<b>674</b>
<b>TOTAL CHATS</b>	<b>63</b>	<b>55</b>
<b>TOTAL TEXT</b>	<b>16</b>	<b>10</b>

## **Top 5 Service Requests**

## **Total**

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

- |   |    |
|---|----|
| 1. Building Permit Inspections                          | 84 |
| 2. Trash – Special Pick-up                              | 51 |
| 3. Broken Parking Meters                                | 27 |
| 4. Rodents -Rats  | 18 |
| Recycling – Missed Pick-up                              |    |
| 5. Illegally Posted Signs on Public or Private Property | 14 |
| Child Seat Installation or Inspection                   |    |

**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	234
Administrative Services -Finance	33
Administrative Services -HR	29
Administrative Services - Other	192
City Manager's Office	15
ComDev / Economic Development	21
ComDev/ Bldg Inspections	259
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	28
General Assistance	4
Fire Life Safety	39
PublicStuff Request	220
Health	91
Information	410
Law	9
Library	2
Mayor's Office	12
Other/311	162
Other – Social Services	2
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	10
Parks – Other	6
Parks/Recreation	47
Parks – Forestry	9
Parks- Recreation Programs	47
Police	107
Public Works / Fleet	2
Public Works / Street Sanitation	104
Public Works / Engineering	36
Tax Assessment Office	60
Utilities – Power	2
Utilities – Sewer	3
Utilities – Water	161
<b>TOTAL</b>	<b>2358</b>