



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 6, 2016 through May 12, 2016.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2679</b>	<b>2559</b>
<b>SERVICE REQUESTS</b>	<b>683</b>	<b>581</b>
<b>TOTAL CHATS</b>	<b>78</b>	<b>67</b>
<b>TOTAL TEXT</b>	<b>23</b>	<b>24</b>

## **Top 5 Service Requests**

## **Total**

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

- |                                       |    |
|---------------------------------------|----|
| 1. Building Permit Inspection Request | 97 |
| 2. Trash – Special Pick up            | 67 |
| 3. Broken Parking Meter               | 57 |
| 4. Tree – Evaluations                 | 27 |
| 5. Rodents – Rats                     | 25 |

**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	193
Administrative Services -Finance	42
Administrative Services -HR	17
Administrative Services - Other	90
City Manager's Office	21
ComDev / Economic Development	22
ComDev/ Bldg Inspections	312
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	30
General Assistance	1
Fire Life Safety	28
PublicStuff Request	99
Health	83
Information	276
Law	13
Library	3
Mayor's Office	8
Other/311	100
Other – Social Services	5
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	19
Parks – Other	26
Parks/Recreation	37
Parks – Forestry	46
Parks- Recreation Programs	60
Police	126
Public Works / Fleet	7
Public Works / Street Sanitation	130
Public Works / Engineering	30
Tax Assessment Office	4
Utilities – Power	1
Utilities – Sewer	9
Utilities – Water	121
<b>TOTAL</b>	<b>2679</b>