



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 13, 2016 through May 19, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2502	2679
SERVICE REQUESTS	703	683
TOTAL CHATS	66	78
TOTAL TEXT	23	23

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 105 |
| 2. Trash – Special Pick up | 56 |
| 3. Broken Parking Meter | 42 |
| 4. Tree – Evaluations | 27 |
| 5. Street Signs | 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.*

Weekly Telephone Wrap Up Data	
Category/Department	Total
Administrative Services -Parking	277
Administrative Services -Finance	21
Administrative Services -HR	24
Administrative Services - Other	89
City Manager's Office	21
ComDev / Economic Development	11
ComDev/ Bldg Inspections	302
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	20
General Assistance	1
Fire Life Safety	32
PublicStuff Request	288
Health	93
Information	583
Law	7
Library	7
Mayor's Office	17
Other/311	159
Other – Social Services	4
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	25
Parks – Other	7
Parks/Recreation	33
Parks – Forestry	57
Parks- Recreation Programs	107
Police	113
Public Works / Fleet	4
Public Works / Street Sanitation	123
Public Works / Engineering	40
Tax Assessment Office	3
Utilities – Power	1
Utilities – Sewer	6
Utilities – Water	80
TOTAL	2502