



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 20, 2016 through May 26, 2016.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2771</b>	<b>2502</b>
<b>SERVICE REQUESTS</b>	<b>781</b>	<b>703</b>
<b>TOTAL CHATS</b>	<b>61</b>	<b>66</b>
<b>TOTAL TEXT</b>	<b>19</b>	<b>23</b>

## **Top 5 Service Requests**

## **Total**

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

- |                                       |     |
|---------------------------------------|-----|
| 1. Trash – Special Pick up            | 106 |
| 2. Building Permit Inspection Request | 97  |
| 3. Broken Parking Meter               | 45  |
| 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	318
Administrative Services -Finance	23
Administrative Services -HR	28
Administrative Services - Other	115
City Manager's Office	23
ComDev / Economic Development	13
ComDev/ Bldg Inspections	362
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	22
General Assistance	1
Fire Life Safety	30
PublicStuff Request	382
Health	81
Information	504
Law	13
Library	3
Mayor's Office	16
Other/311	191
Other – Social Services	2
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	30
Parks – Other	30
Parks/Recreation	44
Parks – Forestry	28
Parks- Recreation Programs	80
Police	173
Public Works / Fleet	2
Public Works / Street Sanitation	124
Public Works / Engineering	44
Tax Assessment Office	4
Utilities – Power	3
Utilities – Sewer	6
Utilities – Water	71
<b>TOTAL</b>	<b>2771</b>