



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 29, 2016 through May 5, 2016.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2559</b>	<b>2549</b>
<b>SERVICE REQUESTS</b>	<b>581</b>	<b>650</b>
<b>TOTAL CHATS</b>	<b>67</b>	<b>63</b>
<b>TOTAL TEXT</b>	<b>24</b>	<b>27</b>

## **Top 5 Service Requests**

## **Total**

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

1. Building Permit Inspection Request	93
2. Trash – Special Pick up	56
3. Broken Parking Meter	31
4. Rodents – Rats	22
5. Tree – Evaluations	19

**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	246
Administrative Services -Finance	28
Administrative Services -HR	29
Administrative Services - Other	105
City Manager's Office	33
ComDev / Economic Development	17
ComDev/ Bldg Inspections	384
ComDev / Housing Rehab	4
ComDev / Planning/Zoning	33
General Assistance	2
Fire Life Safety	41
PublicStuff Request	265
Health	101
Information	434
Law	14
Library	5
Mayor's Office	12
Other/311	171
Other – Social Services	0
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	24
Parks – Other	13
Parks/Recreation	33
Parks – Forestry	32
Parks- Recreation Programs	96
Police	107
Public Works / Fleet	3
Public Works / Street Sanitation	187
Public Works / Engineering	37
Tax Assessment Office	5
Utilities – Power	0
Utilities – Sewer	10
Utilities – Water	86
<b>TOTAL</b>	<b>2559</b>