



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 4, 2016 through November 10, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2797	2806
SERVICE REQUESTS	598	553
TOTAL CHATS	50	72
TOTAL TEXT	15	11

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	102
2. Trash – Special Pick Up	47
3. Broken Parking Meter	36
4. Rodents-Rats	26
5. Abandoned Vehicle	20

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	322
Administrative Services -Finance	54
Administrative Services -HR	23
Administrative Services - Other	154
City Clerk’s Office	64
City Manager’s Office	21
ComDev / Economic Development	9
ComDev/ Bldg Inspections	230
ComDev / Housing Rehab	8
ComDev / Planning/Zoning	18
General Assistance	4
Fire Life Safety	25
PublicStuff Request	364
Health	111
Information	665
Law	12
Library	3
Mayor’s Office	5
Other/311	216
Other – Social Services	9
Parks – Maintenance	4
Parks – Programs/Picnics/Permits	4
Parks – Other	7
Parks/Recreation	33
Parks – Forestry	27
Parks- Recreation Programs	40
Police	131
Public Works / Fleet	4
Public Works / Street Sanitation	127
Public Works / Engineering	27
Tax Assessment Office	7
Utilities – Power	3
Utilities – Sewer	6
Utilities – Water	60
TOTAL	2797