



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 11, 2016 through November 17, 2016.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2498</b>	<b>2797</b>
<b>SERVICE REQUESTS</b>	<b>673</b>	<b>598</b>
<b>TOTAL CHATS</b>	<b>40</b>	<b>50</b>
<b>TOTAL TEXT</b>	<b>28</b>	<b>15</b>

## **Top 5 Service Requests**

## **Total**

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

1. Building Permit Inspection Request	106
2. Broken Parking Meter	47
3. Trash – Special Pick Up	39
4. Rodents-Rats	23
5. Exterior Conditions	17

**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	261
Administrative Services -Finance	55
Administrative Services -HR	14
Administrative Services - Other	82
City Clerk’s Office	34
City Manager’s Office	29
ComDev / Economic Development	12
ComDev/ Bldg Inspections	247
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	15
General Assistance	4
Fire Life Safety	19
PublicStuff Request	386
Health	102
Information	502
Law	9
Library	4
Mayor’s Office	3
Other/311	198
Other – Social Services	9
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	2
Parks – Other	14
Parks/Recreation	17
Parks – Forestry	46
Parks- Recreation Programs	30
Police	113
Public Works / Fleet	2
Public Works / Street Sanitation	108
Public Works / Engineering	42
Tax Assessment Office	3
Utilities – Power	1
Utilities – Sewer	3
Utilities – Water	128
<b>TOTAL</b>	<b>2498</b>