



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 18, 2016 through November 24, 2016.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>1865</b>	<b>2498</b>
<b>SERVICE REQUESTS</b>	<b>410</b>	<b>673</b>
<b>TOTAL CHATS</b>	<b>25</b>	<b>40</b>
<b>TOTAL TEXT</b>	<b>9</b>	<b>28</b>

## **Top 5 Service Requests**

## **Total**

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

1. Building Permit Inspection Request	66
2. Broken Parking Meter	41
3. Trash – Special Pick Up	33
4. Rodents-Rats	17
5. Child Seat Installation or Inspection	14

Note: This report included the Thanksgiving Holiday on November 24, 2016.

**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	214
Administrative Services -Finance	26
Administrative Services -HR	14
Administrative Services - Other	70
City Clerk’s Office	50
City Manager’s Office	13
ComDev / Economic Development	7
ComDev/ Bldg Inspections	177
ComDev / Housing Rehab	0
ComDev / Planning/Zoning	22
General Assistance	2
Fire Life Safety	19
PublicStuff Request	243
Health	96
Information	303
Law	12
Library	4
Mayor’s Office	5
Other/311	185
Other – Social Services	12
Parks – Maintenance	4
Parks – Programs/Picnics/Permits	5
Parks – Other	8
Parks/Recreation	12
Parks – Forestry	16
Parks- Recreation Programs	27
Police	73
Public Works / Fleet	0
Public Works / Street Sanitation	111
Public Works / Engineering	29
Tax Assessment Office	2
Utilities – Power	0
Utilities – Sewer	6
Utilities – Water	98
<b>TOTAL</b>	<b>1865</b>