



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 28, 2016 through November 3, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2806	2662
SERVICE REQUESTS	553	596
TOTAL CHATS	72	26
TOTAL TEXT	11	17

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	99
2. Trash – Special Pick Up	46
3. Broken Parking Meter	42
4. Rodents-Rats	23
Trash – Missed Bulk Pick Up	
5. Tree Evaluation	18

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	371
Administrative Services -Finance	67
Administrative Services -HR	33
Administrative Services - Other	181
City Clerk’s Office	51
City Manager’s Office	39
ComDev / Economic Development	13
ComDev/ Bldg Inspections	214
ComDev / Housing Rehab	4
ComDev / Planning/Zoning	27
General Assistance	3
Fire Life Safety	24
PublicStuff Request	433
Health	87
Information	566
Law	8
Library	1
Mayor’s Office	4
Other/311	213
Other – Social Services	15
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	12
Parks – Other	6
Parks/Recreation	27
Parks – Forestry	30
Parks- Recreation Programs	38
Police	114
Public Works / Fleet	5
Public Works / Street Sanitation	102
Public Works / Engineering	34
Tax Assessment Office	1
Utilities – Power	1
Utilities – Sewer	1
Utilities – Water	80
TOTAL	2806