



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 7, 2016 through October 13, 2016.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2438</b>	<b>2603</b>
<b>SERVICE REQUESTS</b>	<b>536</b>	<b>600</b>
<b>TOTAL CHATS</b>	<b>23</b>	<b>34</b>
<b>TOTAL TEXT</b>	<b>12</b>	<b>11</b>

## **Top 5 Service Requests**

## **Total**

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

1. Building Permit Inspection Request	78
2. Broken Parking Meter	38
3. Rodents-Rats	27
4. Trash – Special Pick Up	24
5. Trash- Missed Bulk Pick up	15
Tree Evaluation	

**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	279
Administrative Services -Finance	39
Administrative Services -HR	16
Administrative Services - Other	124
City Clerk’s Office	72
City Manager’s Office	25
ComDev / Economic Development	9
ComDev/ Bldg Inspections	264
ComDev / Housing Rehab	1
ComDev / Planning/Zoning	23
General Assistance	3
Fire Life Safety	40
PublicStuff Request	293
Health	92
Information	377
Law	9
Library	4
Mayor’s Office	31
Other/311	220
Other – Social Services	2
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	6
Parks – Other	7
Parks/Recreation	22
Parks – Forestry	39
Parks- Recreation Programs	35
Police	134
Public Works / Fleet	6
Public Works / Street Sanitation	169
Public Works / Engineering	35
Tax Assessment Office	0
Utilities – Power	1
Utilities – Sewer	3
Utilities – Water	57
<b>TOTAL</b>	<b>2438</b>