



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 14, 2016 through October 20, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2395	2438
SERVICE REQUESTS	583	536
TOTAL CHATS	27	23
TOTAL TEXT	13	12

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	98
2. Broken Parking Meter	49
3. Rodents-Rats	29
4. Trash – Special Pick Up	24
5. Tree Evaluation	23

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	217
Administrative Services -Finance	35
Administrative Services -HR	33
Administrative Services - Other	99
City Clerk’s Office	60
City Manager’s Office	19
ComDev / Economic Development	11
ComDev/ Bldg Inspections	269
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	12
General Assistance	3
Fire Life Safety	32
PublicStuff Request	291
Health	98
Information	527
Law	14
Library	2
Mayor’s Office	10
Other/311	196
Other – Social Services	14
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	10
Parks – Other	5
Parks/Recreation	21
Parks – Forestry	30
Parks- Recreation Programs	27
Police	102
Public Works / Fleet	1
Public Works / Street Sanitation	110
Public Works / Engineering	39
Tax Assessment Office	8
Utilities – Power	1
Utilities – Sewer	2
Utilities – Water	88
TOTAL	2395