



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 21, 2016 through October 27, 2016.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2662</b>	<b>2395</b>
<b>SERVICE REQUESTS</b>	<b>596</b>	<b>583</b>
<b>TOTAL CHATS</b>	<b>26</b>	<b>27</b>
<b>TOTAL TEXT</b>	<b>17</b>	<b>13</b>

## **Top 5 Service Requests**

## **Total**

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

1. Building Permit Inspection Request	93
2. Broken Parking Meter	44
3. Trash – Special Pick Up	35
4. Rodents-Rats	27
5. Fire Prevention – Inspection of a Commercial Property	13

**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	264
Administrative Services -Finance	39
Administrative Services -HR	26
Administrative Services - Other	149
City Clerk’s Office	64
City Manager’s Office	17
ComDev / Economic Development	11
ComDev/ Bldg Inspections	264
ComDev / Housing Rehab	1
ComDev / Planning/Zoning	20
General Assistance	4
Fire Life Safety	41
PublicStuff Request	359
Health	92
Information	501
Law	10
Library	2
Mayor’s Office	3
Other/311	205
Other – Social Services	13
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	25
Parks – Other	4
Parks/Recreation	23
Parks – Forestry	29
Parks- Recreation Programs	19
Police	129
Public Works / Fleet	2
Public Works / Street Sanitation	122
Public Works / Engineering	41
Tax Assessment Office	1
Utilities – Power	3
Utilities – Sewer	8
Utilities – Water	169
<b>TOTAL</b>	<b>2662</b>