



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 30, 2016 through October 6, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2603	2583
SERVICE REQUESTS	600	627
TOTAL CHATS	34	37
TOTAL TEXT	11	17

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	103
2. Broken Parking Meter	58
3. Dead Animal on Public Property	37
4. Rodents-Rats	27
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	282
Administrative Services -Finance	36
Administrative Services -HR	30
Administrative Services - Other	111
City Clerk’s Office	62
City Manager’s Office	31
ComDev / Economic Development	10
ComDev/ Bldg Inspections	278
ComDev / Housing Rehab	0
ComDev / Planning/Zoning	32
General Assistance	4
Fire Life Safety	40
PublicStuff Request	242
Health	133
Information	436
Law	17
Library	3
Mayor’s Office	28
Other/311	185
Other – Social Services	24
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	17
Parks – Other	8
Parks/Recreation	30
Parks – Forestry	45
Parks- Recreation Programs	52
Police	144
Public Works / Fleet	3
Public Works / Street Sanitation	161
Public Works / Engineering	44
Tax Assessment Office	2
Utilities – Power	3
Utilities – Sewer	3
Utilities – Water	106
TOTAL	2603