



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 9, 2016 through September 15, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2691	2214
SERVICE REQUESTS	766	596
TOTAL CHATS	61	34
TOTAL TEXT	15	14

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	110
2. Trash – Special Pick up	79
3. Broken Parking Meter	56
4. Tree Evaluation	40
5. Rodents-Rats	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	308
Administrative Services -Finance	35
Administrative Services -HR	34
Administrative Services - Other	68
City Clerk’s Office	65
City Manager’s Office	26
ComDev / Economic Development	24
ComDev/ Bldg Inspections	338
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	29
General Assistance	4
Fire Life Safety	39
PublicStuff Request	253
Health	121
Information	411
Law	14
Library	1
Mayor’s Office	15
Other/311	198
Other – Social Services	6
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	19
Parks – Other	10
Parks/Recreation	37
Parks – Forestry	42
Parks- Recreation Programs	59
Police	136
Public Works / Fleet	5
Public Works / Street Sanitation	148
Public Works / Engineering	65
Tax Assessment Office	3
Utilities – Power	1
Utilities – Sewer	6
Utilities – Water	168
TOTAL	2691