



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 26, 2016 through September 1, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2751	2860
SERVICE REQUESTS	817	754
TOTAL CHATS	57	53
TOTAL TEXT	16	13

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 107 |
| 2. Trash – Special Pick up | 87 |
| 3. Broken Parking Meter | 48 |
| 4. Rodents – Rats | 40 |
| 5. Dead Animal on Public Property | 30 |

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	307
Administrative Services -Finance	38
Administrative Services -HR	30
Administrative Services - Other	115
City Clerk’s Office	68
City Manager’s Office	29
ComDev / Economic Development	12
ComDev/ Bldg Inspections	313
ComDev / Housing Rehab	0
ComDev / Planning/Zoning	20
General Assistance	5
Fire Life Safety	33
PublicStuff Request	333
Health	133
Information	437
Law	11
Library	3
Mayor’s Office	16
Other/311	183
Other – Social Services	12
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	14
Parks – Other	8
Parks/Recreation	32
Parks – Forestry	52
Parks- Recreation Programs	52
Police	137
Public Works / Fleet	1
Public Works / Street Sanitation	148
Public Works / Engineering	66
Tax Assessment Office	14
Utilities – Power	3
Utilities – Sewer	4
Utilities – Water	119
TOTAL	2751