



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 16, 2016 through September 22, 2016.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2630</b>	<b>2691</b>
<b>SERVICE REQUESTS</b>	<b>649</b>	<b>766</b>
<b>TOTAL CHATS</b>	<b>41</b>	<b>61</b>
<b>TOTAL TEXT</b>	<b>28</b>	<b>15</b>

## **Top 5 Service Requests**

## **Total**

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

1. Building Permit Inspection Request	120
2. Trash – Special Pick up	51
3. Broken Parking Meter	40
4. Dead Animal on Public Property	28
5. Tree Evaluation	26

**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	250
Administrative Services -Finance	29
Administrative Services -HR	31
Administrative Services - Other	74
City Clerk’s Office	60
City Manager’s Office	18
ComDev / Economic Development	14
ComDev/ Bldg Inspections	325
ComDev / Housing Rehab	4
ComDev / Planning/Zoning	22
General Assistance	4
Fire Life Safety	37
PublicStuff Request	303
Health	132
Information	514
Law	12
Library	3
Mayor’s Office	13
Other/311	190
Other – Social Services	10
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	7
Parks – Other	14
Parks/Recreation	29
Parks – Forestry	36
Parks- Recreation Programs	38
Police	148
Public Works / Fleet	3
Public Works / Street Sanitation	126
Public Works / Engineering	40
Tax Assessment Office	4
Utilities – Power	1
Utilities – Sewer	7
Utilities – Water	131
<b>TOTAL</b>	<b>2630</b>