



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 23, 2016 through September 29, 2016.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2583	2630
SERVICE REQUESTS	627	649
TOTAL CHATS	37	41
TOTAL TEXT	17	28

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	111
2. Trash – Special Pick up	51
3. Tree Evaluation	42
4. Broken Parking Meter	41
5. Graffiti	19

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	247
Administrative Services -Finance	34
Administrative Services -HR	26
Administrative Services - Other	92
City Clerk’s Office	65
City Manager’s Office	24
ComDev / Economic Development	16
ComDev/ Bldg Inspections	327
ComDev / Housing Rehab	1
ComDev / Planning/Zoning	25
General Assistance	3
Fire Life Safety	38
PublicStuff Request	284
Health	150
Information	458
Law	15
Library	2
Mayor’s Office	19
Other/311	146
Other – Social Services	20
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	14
Parks – Other	5
Parks/Recreation	29
Parks – Forestry	54
Parks- Recreation Programs	39
Police	145
Public Works / Fleet	3
Public Works / Street Sanitation	120
Public Works / Engineering	62
Tax Assessment Office	2
Utilities – Power	6
Utilities – Sewer	8
Utilities – Water	103
TOTAL	2583