



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 2, 2016 through September 8, 2016.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2214</b>	<b>2751</b>
<b>SERVICE REQUESTS</b>	<b>596</b>	<b>817</b>
<b>TOTAL CHATS</b>	<b>34</b>	<b>57</b>
<b>TOTAL TEXT</b>	<b>14</b>	<b>16</b>

## **Top 5 Service Requests**

## **Total**

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

1. Building Permit Inspection Request	90
2. Trash – Special Pick up	64
3. Broken Parking Meter	50
4. Tree Evaluation	21
5. Abandoned Vehicle	17

Note: There is a holiday included in this report, Monday, September 5, 2016.

**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	294
Administrative Services -Finance	25
Administrative Services -HR	19
Administrative Services - Other	73
City Clerk’s Office	43
City Manager’s Office	12
ComDev / Economic Development	9
ComDev/ Bldg Inspections	259
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	20
General Assistance	1
Fire Life Safety	21
PublicStuff Request	242
Health	130
Information	326
Law	13
Library	6
Mayor’s Office	7
Other/311	190
Other – Social Services	6
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	10
Parks – Other	5
Parks/Recreation	32
Parks – Forestry	27
Parks- Recreation Programs	56
Police	107
Public Works / Fleet	9
Public Works / Street Sanitation	126
Public Works / Engineering	60
Tax Assessment Office	1
Utilities – Power	3
Utilities – Sewer	3
Utilities – Water	77
<b>TOTAL</b>	<b>2214</b>