



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 27, 2017 through February 2, 2017.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2108</b>	<b>2224</b>
<b>SERVICE REQUESTS</b>	<b>530</b>	<b>532</b>
<b>TOTAL CHATS</b>	<b>60</b>	<b>44</b>
<b>TOTAL TEXT</b>	<b>20</b>	<b>25</b>

## **Top 5 Service Requests**

## **Total**

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

1. Trash Special Pick up	135
2. Building Permit Inspection Request	107
3. Broken Parking Meter	47
4. Exterior Conditions	19
5. Christmas Tree Pick up	13

**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	262
Administrative Services -Finance	32
Administrative Services -HR	24
Administrative Services - Other	119
City Clerk’s Office	66
City Manager’s Office	25
ComDev / Economic Development	8
ComDev/ Bldg Inspections	181
ComDev / Housing Rehab	1
ComDev / Planning/Zoning	13
General Assistance	5
Fire Life Safety	39
PublicStuff Request	200
Health	95
Information	313
Law	9
Library	5
Mayor’s Office	7
Other/311	296
Other – Social Services	6
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	8
Parks – Other	16
Parks/Recreation	30
Parks – Forestry	24
Parks- Recreation Programs	39
Police	92
Public Works / Fleet	0
Public Works / Street Sanitation	67
Public Works / Engineering	22
Tax Assessment Office	13
Utilities – Power	0
Utilities – Sewer	4
Utilities – Water	84
<b>TOTAL</b>	<b>2108</b>