



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 6, 2017 through January 12, 2017.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2220	2257
SERVICE REQUESTS	518	324
TOTAL CHATS	80	106
TOTAL TEXT	4	29

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	72
2. Broken Parking Meter	58
3. Trash Special Pick up	53
4. Street Signs	16
5. Recycling – Missed Pick up	14

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	323
Administrative Services -Finance	48
Administrative Services -HR	25
Administrative Services - Other	85
City Clerk’s Office	53
City Manager’s Office	13
ComDev / Economic Development	7
ComDev/ Bldg Inspections	190
ComDev / Housing Rehab	1
ComDev / Planning/Zoning	13
General Assistance	5
Fire Life Safety	41
PublicStuff Request	320
Health	124
Information	373
Law	19
Library	3
Mayor’s Office	3
Other/311	179
Other – Social Services	5
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	5
Parks – Other	10
Parks/Recreation	31
Parks – Forestry	26
Parks- Recreation Programs	35
Police	103
Public Works / Fleet	1
Public Works / Street Sanitation	74
Public Works / Engineering	18
Tax Assessment Office	3
Utilities – Power	2
Utilities – Sewer	0
Utilities – Water	82
TOTAL	2220