



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 13, 2017 through January 19, 2017. Note: This report includes January 16, 2017 which was a City Holiday.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2272</b>	<b>2220</b>
<b>SERVICE REQUESTS</b>	<b>549</b>	<b>518</b>
<b>TOTAL CHATS</b>	<b>47</b>	<b>80</b>
<b>TOTAL TEXT</b>	<b>12</b>	<b>4</b>

## Top 5 Service Requests

## Total

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

1. Building Permit Inspection Request	77
2. Trash Special Pick up	59
3. Broken Parking Meter	47
4. Pot Hole	25
5. Sewer – Poor Drainage	20

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	370
Administrative Services -Finance	61
Administrative Services -HR	29
Administrative Services - Other	76
City Clerk’s Office	55
City Manager’s Office	25
ComDev / Economic Development	31
ComDev/ Bldg Inspections	186
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	10
General Assistance	6
Fire Life Safety	34
PublicStuff Request	269
Health	103
Information	333
Law	13
Library	1
Mayor’s Office	2
Other/311	209
Other – Social Services	6
Parks – Maintenance	5
Parks – Programs/Picnics/Permits	7
Parks – Other	8
Parks/Recreation	36
Parks – Forestry	19
Parks- Recreation Programs	34
Police	93
Public Works / Fleet	4
Public Works / Street Sanitation	108
Public Works / Engineering	38
Tax Assessment Office	8
Utilities – Power	0
Utilities – Sewer	7
Utilities – Water	84
<b>TOTAL</b>	<b>2272</b>