



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 20, 2017 through January 26, 2017.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2224	2272
SERVICE REQUESTS	532	549
TOTAL CHATS	44	47
TOTAL TEXT	25	12

Top 5 Service Requests

Total

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

1. Trash Special Pick up	64
2. Building Permit Inspection Request	63
3. Broken Parking Meter	60
4. Pot Hole	29
5. Fire Prevention- Inspection of Commercial Property	14
Graffiti	
Recycling-Missed Pick Up	

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	309
Administrative Services -Finance	36
Administrative Services -HR	31
Administrative Services - Other	119
City Clerk’s Office	87
City Manager’s Office	31
ComDev / Economic Development	4
ComDev/ Bldg Inspections	169
ComDev / Housing Rehab	8
ComDev / Planning/Zoning	10
General Assistance	6
Fire Life Safety	30
PublicStuff Request	238
Health	106
Information	395
Law	20
Library	2
Mayor’s Office	5
Other/311	206
Other – Social Services	7
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	7
Parks – Other	10
Parks/Recreation	24
Parks – Forestry	24
Parks- Recreation Programs	35
Police	97
Public Works / Fleet	5
Public Works / Street Sanitation	71
Public Works / Engineering	27
Tax Assessment Office	5
Utilities – Power	1
Utilities – Sewer	2
Utilities – Water	95
TOTAL	2224