



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 30, 2016 through January 5, 2017. Please note: 311 hours were reduced on December 31, 2017 and January 2, 2017.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2257</b>	<b>1968</b>
<b>SERVICE REQUESTS</b>	<b>324</b>	<b>327</b>
<b>TOTAL CHATS</b>	<b>106</b>	<b>62</b>
<b>TOTAL TEXT</b>	<b>29</b>	<b>14</b>

## Top 5 Service Requests

## Total

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

- |   |    |
|---|----|
| 1. Building Permit Inspection Request       | 54 |
| 2. Trash Special Pick up                    | 31 |
| 3. Broken Parking Meter                     | 29 |
| 4. Abandoned Vehicle                        | 9  |
| 5. Trash – Garbage in Parks or Right of Way | 8  |

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	438
Administrative Services -Finance	54
Administrative Services -HR	17
Administrative Services - Other	76
City Clerk’s Office	54
City Manager’s Office	15
ComDev / Economic Development	10
ComDev/ Bldg Inspections	142
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	9
General Assistance	11
Fire Life Safety	23
PublicStuff Request	359
Health	88
Information	446
Law	8
Library	4
Mayor’s Office	5
Other/311	215
Other – Social Services	2
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	3
Parks – Other	7
Parks/Recreation	16
Parks – Forestry	19
Parks- Recreation Programs	31
Police	68
Public Works / Fleet	1
Public Works / Street Sanitation	65
Public Works / Engineering	13
Tax Assessment Office	1
Utilities – Power	0
Utilities – Sewer	0
Utilities – Water	53
<b>TOTAL</b>	<b>2257</b>