



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 10, 2017 through March 16, 2017.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2164	2297
SERVICE REQUESTS	381	539
TOTAL CHATS	26	28
TOTAL TEXT	24	19

Top 5 Service Requests

Total

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

- | | |
|---|----|
| 1. Building Permit Inspection Request | 57 |
| 2. Trash – Special Pick-up | 43 |
| 3. Broken Parking Meter | 32 |
| 4. Water Bill – Final Bill for Seller | 12 |
| 5. Recycling – Missed Pick-up | 10 |
| Abandoned Vehicle | |
| Water Bill Reprint, Request an Address Change/Name Change | |

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	289
Administrative Services -Finance	48
Administrative Services -HR	28
Administrative Services - Other	94
City Clerk's Office	66
City Manager's Office	17
ComDev / Economic Development	23
ComDev/ Bldg Inspections	194
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	23
General Assistance	2
Fire Life Safety	26
PublicStuff Request	212
Health	89
Information	375
Law	13
Library	5
Mayor's Office	3
Other/311	170
Other – Social Services	11
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	12
Parks – Other	19
Parks/Recreation	28
Parks – Forestry	11
Parks- Recreation Programs	39
Police	87
Public Works / Fleet	0
Public Works / Street Sanitation	149
Public Works / Engineering	36
Tax Assessment Office	16
Utilities – Power	3
Utilities – Sewer	1
Utilities – Water	69
TOTAL	2164