



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 17, 2017 through March 23, 2017.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2212</b>	<b>2164</b>
<b>SERVICE REQUESTS</b>	<b>487</b>	<b>381</b>
<b>TOTAL CHATS</b>	<b>32</b>	<b>26</b>
<b>TOTAL TEXT</b>	<b>13</b>	<b>24</b>

## Top 5 Service Requests

**Total**

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

- |                                       |    |
|---------------------------------------|----|
| 1. Building Permit Inspection Request | 99 |
| 2. Trash – Special Pick-up            | 69 |
| 3. Broken Parking Meter               | 61 |
| 4. Water Bill – Final Bill for Seller | 20 |
| 5. Abandoned Vehicle                  | 11 |
| Tree Evaluation                       |    |
| Graffiti                              |    |

**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	341
Administrative Services -Finance	45
Administrative Services -HR	34
Administrative Services - Other	102
City Clerk's Office	74
City Manager's Office	17
ComDev / Economic Development	20
ComDev/ Bldg Inspections	237
ComDev / Housing Rehab	4
ComDev / Planning/Zoning	20
General Assistance	3
Fire Life Safety	19
PublicStuff Request	252
Health	75
Information	344
Law	12
Library	4
Mayor's Office	5
Other/311	162
Other – Social Services	11
Parks – Maintenance	5
Parks – Programs/Picnics/Permits	7
Parks – Other	9
Parks/Recreation	20
Parks – Forestry	13
Parks- Recreation Programs	52
Police	90
Public Works / Fleet	2
Public Works / Street Sanitation	74
Public Works / Engineering	28
Tax Assessment Office	18
Utilities – Power	1
Utilities – Sewer	4
Utilities – Water	108
<b>TOTAL</b>	<b>2212</b>