



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 24, 2017 through March 30, 2017.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2262	2212
SERVICE REQUESTS	582	487
TOTAL CHATS	29	32
TOTAL TEXT	32	13

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|----|
| 1. Building Permit Inspection Request | 82 |
| 2. Broken Parking Meter | 63 |
| 3. Trash – Special Pick-ups | 34 |
| 4. Tree Evaluation | 11 |
| 5. Abandon Auto | 10 |

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	260
Administrative Services -Finance	47
Administrative Services -HR	35
Administrative Services - Other	82
City Clerk's Office	61
City Manager's Office	24
ComDev / Economic Development	20
ComDev/ Bldg Inspections	237
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	12
General Assistance	2
Fire Life Safety	24
PublicStuff Request	110
Health	121
Information	323
Law	13
Library	2
Mayor's Office	1
Other/311	136
Other – Social Services	3
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	6
Parks – Other	7
Parks/Recreation	34
Parks – Forestry	17
Parks- Recreation Programs	44
Police	78
Public Works / Fleet	3
Public Works / Street Sanitation	112
Public Works / Engineering	31
Tax Assessment Office	24
Utilities – Power	2
Utilities – Sewer	7
Utilities – Water	122
TOTAL	2262