



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 31, 2017 through April 6, 2017.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2581</b>	<b>2262</b>
<b>SERVICE REQUESTS</b>	<b>595</b>	<b>582</b>
<b>TOTAL CHATS</b>	<b>29</b>	<b>29</b>
<b>TOTAL TEXT</b>	<b>17</b>	<b>32</b>

## **Top 5 Service Requests**

## **Total**

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

1. Building Permit Inspection Request	85
2. Broken Parking Meter	54
3. Trash – Special Pick-up	33
4. Trash – Missed Garbage Pick-up	21
5. Water Bill – Final Bill for Seller	18

**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	357
Administrative Services -Finance	41
Administrative Services -HR	39
Administrative Services - Other	111
City Clerk's Office	66
City Manager's Office	21
ComDev / Economic Development	13
ComDev/ Bldg Inspections	266
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	32
General Assistance	2
Fire Life Safety	24
PublicStuff Request	338
Health	95
Information	444
Law	11
Library	3
Mayor's Office	3
Other/311	198
Other – Social Services	2
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	8
Parks – Other	22
Parks/Recreation	26
Parks – Forestry	20
Parks- Recreation Programs	59
Police	92
Public Works / Fleet	0
Public Works / Street Sanitation	111
Public Works / Engineering	22
Tax Assessment Office	11
Utilities – Power	2
Utilities – Sewer	4
Utilities – Water	135
<b>TOTAL</b>	<b>2581</b>