



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 14, 2017 through April 20, 2017.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2525	2369
SERVICE REQUESTS	596	629
TOTAL CHATS	31	17
TOTAL TEXT	21	19

Top 5 Service Requests

Total

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

- | | |
|--|----|
| 1. Building Permit Inspection Request | 89 |
| 2. Broken Parking Meter | 50 |
| 3. Trash – Missed Garbage Pick-up | 22 |
| Trash – Garbage in the Parks or Right of Way | |
| 4. Trash – Special Pick-up | 20 |
| 5. Recycling – Missed Pick-up | 19 |

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	287
Administrative Services -Finance	29
Administrative Services -HR	25
Administrative Services - Other	86
City Clerk's Office	44
City Manager's Office	3
ComDev / Economic Development	19
ComDev/ Bldg Inspections	210
ComDev / Housing Rehab	1
ComDev / Planning/Zoning	25
General Assistance	2
Fire Life Safety	22
PublicStuff Request	413
Health	90
Information	585
Law	12
Library	2
Mayor's Office	3
Other/311	188
Other – Social Services	5
Parks – Maintenance	6
Parks – Programs/Picnics/Permits	8
Parks – Other	18
Parks/Recreation	38
Parks – Forestry	25
Parks- Recreation Programs	50
Police	98
Public Works / Fleet	3
Public Works / Street Sanitation	93
Public Works / Engineering	27
Tax Assessment Office	1
Utilities – Power	3
Utilities – Sewer	4
Utilities – Water	100
TOTAL	2525