



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 21, 2017 through April 27, 2017.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2780</b>	<b>2525</b>
<b>SERVICE REQUESTS</b>	<b>634</b>	<b>596</b>
<b>TOTAL CHATS</b>	<b>31</b>	<b>31</b>
<b>TOTAL TEXT</b>	<b>18</b>	<b>21</b>

## **Top 5 Service Requests**

## **Total**

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

- |                                       |     |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 131 |
| 2. Sidewalk Evaluation                | 49  |
| 3. Broken Parking Meter               | 27  |
| 4. Tree Evaluation                    | 23  |
| 5. Trash – Special Pick Up            | 21  |

**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	435
Administrative Services -Finance	17
Administrative Services -HR	38
Administrative Services - Other	117
City Clerk's Office	65
City Manager's Office	33
ComDev / Economic Development	12
ComDev/ Bldg Inspections	266
ComDev / Housing Rehab	4
ComDev / Planning/Zoning	28
General Assistance	5
Fire Life Safety	26
PublicStuff Request	360
Health	74
Information	565
Law	16
Library	3
Mayor's Office	7
Other/311	214
Other – Social Services	1
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	21
Parks – Other	2
Parks/Recreation	18
Parks – Forestry	19
Parks- Recreation Programs	43
Police	87
Public Works / Fleet	1
Public Works / Street Sanitation	116
Public Works / Engineering	21
Tax Assessment Office	7
Utilities – Power	0
Utilities – Sewer	5
Utilities – Water	154
<b>TOTAL</b>	<b>2780</b>