



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 28, 2017 through May 4, 2017.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2622	2780
SERVICE REQUESTS	616	634
TOTAL CHATS	32	31
TOTAL TEXT	32	18

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 104 |
| 2. Broken Parking Meter | 53 |
| 3. Trash – Special Pick Up | 30 |
| 4. Sidewalk Evaluation | 27 |
| 5. Trash Cart – Repair/Replacement | 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.*

Weekly Telephone Wrap Up Data	
Category/Department	Total
Administrative Services -Parking	365
Administrative Services -Finance	24
Administrative Services –HR	20
Administrative Services - Other	85
City Clerk’s Office	54
City Manager’s Office	24
ComDev / Economic Development	13
ComDev/ Bldg Inspections	332
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	16
General Assistance	54
Fire Life Safety	27
PublicStuff Request	344
Health	92
Information	450
Law	21
Library	2
Mayor’s Office	5
Other/311	187
Other – Social Services	6
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	20
Parks – Other	2
Parks/Recreation	57
Parks – Forestry	35
Parks- Recreation Programs	3
Police	105
Public Works / Fleet	1
Public Works / Street Sanitation	133
Public Works / Engineering	29
Tax Assessment Office	2
Utilities – Power	2
Utilities – Sewer	8
Utilities – Water	94
TOTAL	2622