



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 5, 2017 through May 11, 2017.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2688</b>	<b>2622</b>
<b>SERVICE REQUESTS</b>	<b>587</b>	<b>616</b>
<b>TOTAL CHATS</b>	<b>31</b>	<b>32</b>
<b>TOTAL TEXT</b>	<b>26</b>	<b>32</b>

## **Top 5 Service Requests**

## **Total**

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

- |                                       |    |
|---------------------------------------|----|
| 1. Building Permit Inspection Request | 83 |
| 2. Broken Parking Meter               | 39 |
| 3. Trash – Special Pick Up            | 28 |
| 4. Sidewalk Evaluation                | 25 |
| 5. Recycling – Missed Pick Up         | 22 |

**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	329
Administrative Services -Finance	15
Administrative Services –HR	35
Administrative Services - Other	64
City Clerk’s Office	68
City Manager’s Office	18
ComDev / Economic Development	15
ComDev/ Bldg Inspections	285
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	14
General Assistance	1
Fire Life Safety	25
PublicStuff Request	392
Health	85
Information	532
Law	9
Library	1
Mayor’s Office	3
Other/311	182
Other – Social Services	10
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	19
Parks – Other	2
Parks/Recreation	64
Parks – Forestry	68
Parks- Recreation Programs	74
Police	98
Public Works / Fleet	0
Public Works / Street Sanitation	126
Public Works / Engineering	52
Tax Assessment Office	8
Utilities – Power	2
Utilities – Sewer	3
Utilities – Water	82
<b>TOTAL</b>	<b>2688</b>