



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 12, 2017 through May 18, 2017.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2683	2688
SERVICE REQUESTS	780	587
TOTAL CHATS	32	31
TOTAL TEXT	34	26

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	105
2. Trees-Fallen limb or tree	58
3. Trash – Special Pick Up	33
4. Tree Evaluation	31
5. Brokem Parking Meter	30

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	312
Administrative Services -Finance	32
Administrative Services –HR	27
Administrative Services - Other	58
City Clerk’s Office	31
City Manager’s Office	24
ComDev / Economic Development	20
ComDev/ Bldg Inspections	266
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	25
General Assistance	1
Fire Life Safety	28
PublicStuff Request	474
Health	93
Information	504
Law	12
Library	3
Mayor’s Office	3
Other/311	183
Other – Social Services	7
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	16
Parks – Other	1
Parks/Recreation	42
Parks – Forestry	65
Parks- Recreation Programs	48
Police	116
Public Works / Fleet	1
Public Works / Street Sanitation	108
Public Works / Engineering	48
Tax Assessment Office	2
Utilities – Power	0
Utilities – Sewer	8
Utilities – Water	117
TOTAL	2683