



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 2, 2017 through June 8, 2017.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2888	2463
SERVICE REQUESTS	872	709
TOTAL CHATS	33	28
TOTAL TEXT	48	22

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 115 |
| 2. Trash – Special Pick Up | 67 |
| 3. Broken Parking Meter | 56 |
| 4. Tree Evaluation | 41 |
| 5. Recycling Missed Pickup | 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.*

Weekly Telephone Wrap Up Data	
Category/Department	Total
Administrative Services -Parking	363
Administrative Services -Finance	34
Administrative Services –HR	32
Administrative Services - Other	62
City Clerk’s Office	46
City Manager’s Office	36
ComDev / Economic Development	26
ComDev/ Bldg Inspections	307
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	31
General Assistance	2
Fire Life Safety	25
PublicStuff Request	373
Health	105
Information	533
Law	12
Library	6
Mayor’s Office	3
Other/311	248
Other – Social Services	4
Parks – Maintenance	6
Parks – Programs/Picnics/Permits	35
Parks – Other	2
Parks/Recreation	87
Parks – Forestry	27
Parks- Recreation Programs	87
Police	149
Public Works / Fleet	2
Public Works / Street Sanitation	107
Public Works / Engineering	28
Tax Assessment Office	2
Utilities – Power	4
Utilities – Sewer	4
Utilities – Water	95
TOTAL	2888