



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 16, 2017 through June 22, 2017.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2973	3137
SERVICE REQUESTS	895	894
TOTAL CHATS	28	89
TOTAL TEXT	46	41

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	118
2. Trash – Special Pick Up	97
3. Broken Parking Meter	74
4. Tree – Fallen Limb or Tree	52
5. Tree Evaluation	46

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	288
Administrative Services -Finance	53
Administrative Services –HR	40
Administrative Services - Other	69
City Clerk’s Office	71
City Manager’s Office	44
ComDev / Economic Development	18
ComDev/ Bldg Inspections	245
ComDev / Housing Rehab	8
ComDev / Planning/Zoning	20
General Assistance	2
Fire Life Safety	22
PublicStuff Request	555
Health	97
Information	613
Law	6
Library	4
Mayor’s Office	1
Other/311	256
Other – Social Services	77
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	6
Parks – Other	2
Parks/Recreation	69
Parks – Forestry	57
Parks- Recreation Programs	44
Police	120
Public Works / Fleet	4
Public Works / Street Sanitation	73
Public Works / Engineering	33
Tax Assessment Office	2
Utilities – Power	1
Utilities – Sewer	11
Utilities – Water	59
TOTAL	2973