



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 30, 2017 through July 6, 2017.

NOTE: This report includes the 4th of July holiday.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2516	2895
SERVICE REQUESTS	571	815
TOTAL CHATS	31	45
TOTAL TEXT	42	49

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|----|
| 1. Building Permit Inspection Request | 70 |
| 2. Trash – Special Pick-up | 59 |
| 3. Broken Parking Meter | 46 |
| 4. Tree Evaluation | 28 |
| 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.

Weekly Telephone Wrap Up Data	
Category/Department	Total
Administrative Services -Parking	353
Administrative Services -Finance	57
Administrative Services -HR	59
Administrative Services – Other	62
City Clerk’s Office	48
City Manager’s Office	51
ComDev / Economic Development	46
ComDev/ Bldg Inspections	185
ComDev / Housing Rehab	39
ComDev / Planning/Zoning	43
General Assistance	1
Fire Life Safety	19
PublicStuff Request	257
Health	96
Information	457
Law	5
Library	2
Mayor’s Office	4
Other/311	159
Other – Social Services	1
Parks – Maintenance	4
Parks – Programs/Picnics/Permits	32
Parks – Other	2
Parks/Recreation	75
Parks – Forestry	37
Parks- Recreation Programs	46
Police	136
Public Works / Fleet	1
Public Works / Street Sanitation	118
Public Works / Engineering	24
Tax Assessment Office	11
Utilities – Power	4
Utilities – Sewer	6
Utilities – Water	76
TOTAL	2516