



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 7, 2017 through July 13, 2017.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2845	2516
SERVICE REQUESTS	915	571
TOTAL CHATS	34	31
TOTAL TEXT	33	42

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	110
2. Broken Parking Meter	104
3. Trash-Special Pick-up	51
4. Trash-Missed Garbage Pick-up	47
5. Tree Evaluation	40

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	421
Administrative Services -Finance	48
Administrative Services -HR	40
Administrative Services – Other	68
City Manager’s Office	24
ComDev / Economic Development	32
ComDev/ Bldg Inspections	285
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	27
General Assistance	0
Fire Life Safety	33
PublicStuff Request	350
Health	138
Information	490
Law	16
Library	2
Mayor’s Office	2
Other/311	178
Other – Social Services	10
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	35
Parks – Other	1
Parks/Recreation	77
Parks – Forestry	44
Parks- Recreation Programs	51
Police	118
Public Works / Fleet	9
Public Works / Street Sanitation	161
Public Works / Engineering	43
Tax Assessment Office	21
Utilities – Power	7
Utilities – Sewer	3
Utilities – Water	102
TOTAL	2845