



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 14, 2017 through July 20, 2017.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2855	2845
SERVICE REQUESTS	880	915
TOTAL CHATS	45	34
TOTAL TEXT	26	33

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	128
2. Broken Parking Meter	99
3. Trash-Special Pick-up	58
4. Tree Evaluation	34
5. Trash-Missed Garbage Pick-up	27

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	391
Administrative Services -Finance	33
Administrative Services -HR	45
Administrative Services – Other	73
City Manager’s Office	48
ComDev / Economic Development	29
ComDev/ Bldg Inspections	323
ComDev / Housing Rehab	19
ComDev / Planning/Zoning	41
General Assistance	2
Fire Life Safety	16
PublicStuff Request	383
Health	93
Information	591
Law	8
Library	3
Mayor’s Office	3
Other/311	145
Other – Social Services	1
Parks – Maintenance	7
Parks – Programs/Picnics/Permits	33
Parks – Other	1
Parks/Recreation	47
Parks – Forestry	30
Parks- Recreation Programs	61
Police	133
Public Works / Fleet	3
Public Works / Street Sanitation	120
Public Works / Engineering	36
Tax Assessment Office	9
Utilities – Power	6
Utilities – Sewer	7
Utilities – Water	115
TOTAL	2855