



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 25, 2017 through August 31, 2017.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2678	2505
SERVICE REQUESTS	729	717
TOTAL CHATS	24	20
TOTAL TEXT	29	31

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	110
2. Broken Parking Meter	49
3. Trash-Special Pick-up	46
4. Tree Evaluation	37
5. Rodents-Rats	29

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	218
Administrative Services –Finance	32
Administrative Services -HR	47
Administrative Services – Other	104
City Manager’s Office	60
ComDev / Economic Development	66
ComDev/ Bldg Inspections	272
ComDev / Housing Rehab	33
ComDev / Planning/Zoning	38
General Assistance	6
Fire Life Safety	29
PublicStuff Request	316
Health	162
Information	520
Law	9
Library	4
Mayor’s Office	2
Other/311	161
Other – Social Services	2
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	18
Parks – Other	2
Parks/Recreation	40
Parks – Forestry	26
Parks- Recreation Programs	31
Police	133
Public Works / Fleet	7
Public Works / Street Sanitation	98
Public Works / Engineering	29
Tax Assessment Office	14
Utilities – Power	7
Utilities – Sewer	8
Utilities – Water	183
TOTAL	2678