



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 6, 2017 through October 12, 2017.

| | CURRENT WEEK'S TOTALS | PREVIOUS WEEK'S TOTALS |
|-------------------------|----------------------------------|-----------------------------------|
| CALLS HANDLED | 2178 | 2267 |
| SERVICE REQUESTS | 574 | 655 |
| TOTAL CHATS | 21 | 16 |
| TOTAL TEXT | 12 | 11 |

Top 5 Service Requests

Total

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

| | |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 118 |
| 2. Broken Parking Meter | 54 |
| 3. Rodents - Rats | 29 |
| 4. Tree Evaluation | 26 |
| 5. Trash – Special Pickup | 21 |

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 | 274 |
| Administrative Services –Finance | 20 |
| Administrative Services -HR | 22 |
| Administrative Services – Other | 47 |
| City Manager’s Office | 80 |
| ComDev / Economic Development | 45 |
| ComDev/ Bldg Inspections | 239 |
| ComDev / Housing Rehab | 17 |
| ComDev / Planning/Zoning | 28 |
| General Assistance | 0 |
| Fire Life Safety | 20 |
| PublicStuff Request | 390 |
| Health | 81 |
| Information | 455 |
| Law | 7 |
| Library | 1 |
| Mayor’s Office | 4 |
| Other/311 | 144 |
| Other – Social Services | 3 |
| Parks – Maintenance | 0 |
| Parks – Programs/Picnics/Permits | 7 |
| Parks – Other | 0 |
| Parks/Recreation | 24 |
| Parks – Forestry | 19 |
| Parks- Recreation Programs | 13 |
| Police | 64 |
| Public Works / Fleet | 2 |
| Public Works / Street Sanitation | 90 |
| Public Works / Engineering | 20 |
| Tax Assessment Office | 5 |
| Utilities – Power | 4 |
| Utilities – Sewer | 3 |
| Utilities – Water | 50 |
| TOTAL | 2178 |