



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 13, 2017 through October 19, 2017.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2268	2178
SERVICE REQUESTS	650	574
TOTAL CHATS	22	21
TOTAL TEXT	21	12

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	110
2. Broken Parking Meter	54
3. Rental Registration Question/Concern	24
4. Rodent - Rats	23
5. Tree Evaluation	23

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	239
Administrative Services –Finance	33
Administrative Services -HR	32
Administrative Services – Other	55
City Manager’s Office	67
ComDev / Economic Development	54
ComDev/ Bldg Inspections	228
ComDev / Housing Rehab	22
ComDev / Planning/Zoning	30
General Assistance	1
Fire Life Safety	22
PublicStuff Request	358
Health	110
Information	444
Law	6
Library	5
Mayor’s Office	2
Other/311	196
Other – Social Services	3
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	4
Parks – Other	5
Parks/Recreation	24
Parks – Forestry	27
Parks- Recreation Programs	13
Police	77
Public Works / Fleet	1
Public Works / Street Sanitation	118
Public Works / Engineering	17
Tax Assessment Office	5
Utilities – Power	4
Utilities – Sewer	3
Utilities – Water	60
TOTAL	2268