



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 29, 2017 through January 4, 2018. Please note: This report includes New Years Day, January 1, 2018.

| | CURRENT WEEK'S TOTALS | PREVIOUS WEEK'S TOTALS |
|-------------------------|----------------------------------|-----------------------------------|
| CALLS HANDLED | 2049 | 1599 |
| SERVICE REQUESTS | 332 | 306 |
| TOTAL CHATS | 39 | 23 |
| TOTAL TEXT | 21 | 15 |

Top 5 Service Requests

Total

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

| | |
|---------------------------------------|----|
| 1. Broken Parking Meter | 62 |
| 2. Building Permit Inspection Request | 48 |
| 3. Trash – Special Pickup | 19 |
| 4. Heat Issue | 13 |
| Real Estate Transfer Tax Stamps | 13 |
| 5. Trash – Missed Garbage Pickup | 11 |

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 | 364 |
| Administrative Services –Finance | 49 |
| Administrative Services -HR | 70 |
| Administrative Services – Other | 112 |
| City Manager’s Office | 165 |
| ComDev / Economic Development | 46 |
| ComDev/ Bldg Inspections | 164 |
| ComDev / Housing Rehab | 27 |
| ComDev / Planning/Zoning | 25 |
| General Assistance | 2 |
| Fire Life Safety | 21 |
| PublicStuff Request | 287 |
| Health | 45 |
| Information | 390 |
| Law | 2 |
| Library | 1 |
| Mayor’s Office | 0 |
| Other/311 | 119 |
| Other – Social Services | 1 |
| Parks – Maintenance | 0 |
| Parks – Programs/Picnics/Permits | 2 |
| Parks – Other | 0 |
| Parks/Recreation | 10 |
| Parks – Forestry | 7 |
| Parks- Recreation Programs | 10 |
| Police | 42 |
| Public Works / Fleet | 2 |
| Public Works / Street Sanitation | 26 |
| Public Works / Engineering | 6 |
| Tax Assessment Office | 2 |
| Utilities – Power | 3 |
| Utilities – Sewer | 2 |
| Utilities – Water | 47 |
| TOTAL | 2049 |