



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 5, 2018 through January 11, 2018.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2201	2049
SERVICE REQUESTS	461	332
TOTAL CHATS	31	39
TOTAL TEXT	13	21

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	89
2. Broken Parking Meter	61
3. Trash – Special Pickup	21
4. Broken Pay Stations	13
5. Real Estate Transfer Tax Stamp	12
Child Seat Installation or Inspection	

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	315
Administrative Services –Finance	38
Administrative Services -HR	37
Administrative Services – Other	85
City Manager’s Office	136
ComDev / Economic Development	25
ComDev/ Bldg Inspections	197
ComDev / Housing Rehab	10
ComDev / Planning/Zoning	28
General Assistance	3
Fire Life Safety	31
PublicStuff Request	326
Health	91
Information	431
Law	6
Library	2
Mayor’s Office	2
Other/311	131
Other – Social Services	4
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	4
Parks – Other	0
Parks/Recreation	24
Parks – Forestry	15
Parks- Recreation Programs	41
Police	53
Public Works / Fleet	3
Public Works / Street Sanitation	32
Public Works / Engineering	17
Tax Assessment Office	7
Utilities – Power	4
Utilities – Sewer	3
Utilities – Water	100
TOTAL	2201