



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of February 24, 2017 through March 2, 2017.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2498</b>	<b>2407</b>
<b>SERVICE REQUESTS</b>	<b>480</b>	<b>413</b>
<b>TOTAL CHATS</b>	<b>42</b>	<b>37</b>
<b>TOTAL TEXT</b>	<b>26</b>	<b>30</b>

## **Top 5 Service Requests**

## **Total**

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

- |  |    |
|--|----|
| 1. Building Permit Inspection Request                        | 99 |
| 2. Broken Parking Meter                                      | 63 |
| 3. Trash Special Pick up                                     | 34 |
| 4. Trash Cart – Repair/Replacement                           | 16 |
| 5. Water Bill Reprint, Request and Address Change/NameChange | 12 |

**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.

<b>Weekly Telephone Wrap Up Data</b>	
<b>Category/Department</b>	<b>Total</b>
Administrative Services –Parking	285
Administrative Services -Finance	48
Administrative Services -HR	30
Administrative Services - Other	125
City Clerk’s Office	52
City Manager’s Office	24
ComDev / Economic Development	19
ComDev/ Bldg Inspections	213
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	15
General Assistance	18
Fire Life Safety	23
PublicStuff Request	356
Health	108
Information	540
Law	16
Library	3
Mayor’s Office	3
Other/311	176
Other – Social Services	8
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	3
Parks – Other	4
Parks/Recreation	24
Parks – Forestry	16
Parks- Recreation Programs	52
Police	84
Public Works / Fleet	1
Public Works / Street Sanitation	86
Public Works / Engineering	25
Tax Assessment Office	18
Utilities – Power	2
Utilities – Sewer	7
Utilities – Water	108
<b>TOTAL</b>	<b>2498</b>