



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 3, 2017 through March 9, 2017.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2297</b>	<b>2498</b>
<b>SERVICE REQUESTS</b>	<b>539</b>	<b>480</b>
<b>TOTAL CHATS</b>	<b>28</b>	<b>42</b>
<b>TOTAL TEXT</b>	<b>19</b>	<b>26</b>

## **Top 5 Service Requests**

## **Total**

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

- |                                       |    |
|---------------------------------------|----|
| 1. Building Permit Inspection Request | 89 |
| 2. Trash Special Pick up              | 34 |
| 3. Broken Parking Meter               | 33 |
| 4. Tree Evaluation                    | 20 |
| Trash Cart – Repair/Replacement       |    |
| 5. Tree – Fallen Limbs or Tree        | 15 |

**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	315
Administrative Services -Finance	45
Administrative Services -HR	20
Administrative Services - Other	86
City Clerk’s Office	56
City Manager’s Office	21
ComDev / Economic Development	23
ComDev/ Bldg Inspections	224
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	31
General Assistance	0
Fire Life Safety	18
PublicStuff Request	328
Health	77
Information	449
Law	8
Library	1
Mayor’s Office	1
Other/311	145
Other – Social Services	9
Parks – Maintenance	4
Parks – Programs/Picnics/Permits	6
Parks – Other	6
Parks/Recreation	37
Parks – Forestry	20
Parks- Recreation Programs	46
Police	114
Public Works / Fleet	2
Public Works / Street Sanitation	101
Public Works / Engineering	20
Tax Assessment Office	17
Utilities – Power	3
Utilities – Sewer	3
Utilities – Water	55
<b>TOTAL</b>	<b>2297</b>