



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 19, 2017 through May 25, 2017.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2645</b>	<b>2683</b>
<b>SERVICE REQUESTS</b>	<b>710</b>	<b>780</b>
<b>TOTAL CHATS</b>	<b>29</b>	<b>32</b>
<b>TOTAL TEXT</b>	<b>30</b>	<b>34</b>

## **Top 5 Service Requests**

## **Total**

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

- |                                       |     |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 125 |
| 2. Broken Parking Meter               | 67  |
| 3. Trash – Special Pick Up            | 40  |
| 4. Tree Evaluation                    | 29  |
| 5. Trash – Missed Garbage Pick Up     | 26  |

**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	340
Administrative Services -Finance	17
Administrative Services –HR	43
Administrative Services - Other	72
City Clerk’s Office	46
City Manager’s Office	28
ComDev / Economic Development	16
ComDev/ Bldg Inspections	346
ComDev / Housing Rehab	9
ComDev / Planning/Zoning	29
General Assistance	2
Fire Life Safety	21
PublicStuff Request	322
Health	95
Information	501
Law	8
Library	1
Mayor’s Office	1
Other/311	277
Other – Social Services	6
Parks – Maintenance	5
Parks – Programs/Picnics/Permits	12
Parks – Other	2
Parks/Recreation	49
Parks – Forestry	30
Parks- Recreation Programs	52
Police	92
Public Works / Fleet	2
Public Works / Street Sanitation	87
Public Works / Engineering	32
Tax Assessment Office	3
Utilities – Power	3
Utilities – Sewer	6
Utilities – Water	90
<b>TOTAL</b>	<b>2645</b>