



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 26, 2017 through June 1, 2017.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2463	2645
SERVICE REQUESTS	709	710
TOTAL CHATS	28	29
TOTAL TEXT	22	30

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|----|
| 1. Building Permit Inspection Request | 97 |
| 2. Trash – Special Pick Up | 51 |
| 3. Tree Evaluation | 46 |
| 4. Broken Parking Meter | 35 |
| 5. Rodents-Rats | 31 |

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	456
Administrative Services -Finance	28
Administrative Services –HR	32
Administrative Services - Other	71
City Clerk’s Office	34
City Manager’s Office	16
ComDev / Economic Development	26
ComDev/ Bldg Inspections	258
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	18
General Assistance	1
Fire Life Safety	16
PublicStuff Request	273
Health	110
Information	383
Law	6
Library	6
Mayor’s Office	1
Other/311	201
Other – Social Services	5
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	28
Parks – Other	2
Parks/Recreation	57
Parks – Forestry	43
Parks- Recreation Programs	57
Police	112
Public Works / Fleet	1
Public Works / Street Sanitation	123
Public Works / Engineering	32
Tax Assessment Office	1
Utilities – Power	1
Utilities – Sewer	5
Utilities – Water	51
TOTAL	2463