



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 23, 2017 through June 29, 2017.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2895</b>	<b>2973</b>
<b>SERVICE REQUESTS</b>	<b>815</b>	<b>895</b>
<b>TOTAL CHATS</b>	<b>45</b>	<b>28</b>
<b>TOTAL TEXT</b>	<b>49</b>	<b>46</b>

## **Top 5 Service Requests**

## **Total**

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

1. Building Permit Inspection Request	106
2. Broken Parking Meter	67
3. Trash – Special Pick Up	55
4. Tree Evaluation	41
5. Trash – Missed Garbage Pick Up	29

**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	350
Administrative Services -Finance	33
Administrative Services –HR	33
Administrative Services - Other	72
City Clerk’s Office	69
City Manager’s Office	62
ComDev / Economic Development	43
ComDev/ Bldg Inspections	322
ComDev / Housing Rehab	32
ComDev / Planning/Zoning	52
General Assistance	6
Fire Life Safety	23
PublicStuff Request	355
Health	95
Information	490
Law	7
Library	6
Mayor’s Office	9
Other/311	190
Other – Social Services	1
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	17
Parks – Other	3
Parks/Recreation	54
Parks – Forestry	44
Parks- Recreation Programs	34
Police	133
Public Works / Fleet	3
Public Works / Street Sanitation	129
Public Works / Engineering	48
Tax Assessment Office	6
Utilities – Power	8
Utilities – Sewer	9
Utilities – Water	155
<b>TOTAL</b>	<b>2895</b>