



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 12, 2018 through January 18, 2018.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2082	2201
SERVICE REQUESTS	457	461
TOTAL CHATS	24	31
TOTAL TEXT	15	13

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	78
2. Broken Parking Meter	61
3. Trash – Special Pickup	48
4. Water Bill Reprint, Request Address or Name Change	16
5. Child Seat Installation or Inspection	14

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	270
Administrative Services –Finance	16
Administrative Services -HR	47
Administrative Services – Other	94
City Manager’s Office	166
ComDev / Economic Development	40
ComDev/ Bldg Inspections	193
ComDev / Housing Rehab	21
ComDev / Planning/Zoning	27
General Assistance	2
Fire Life Safety	21
PublicStuff Request	238
Health	85
Information	409
Law	10
Library	1
Mayor’s Office	1
Other/311	91
Other – Social Services	5
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	6
Parks – Other	0
Parks/Recreation	35
Parks – Forestry	8
Parks- Recreation Programs	19
Police	74
Public Works / Fleet	2
Public Works / Street Sanitation	84
Public Works / Engineering	16
Tax Assessment Office	19
Utilities – Power	0
Utilities – Sewer	4
Utilities – Water	78
TOTAL	2082