



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 12, 2013 through April 18, 2013.

Total Calls Handled – 2839

Total Service Requests – 683

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	220
Administrative Services -Finance	58
Administrative Services -HR	63
Administrative Services - Other	201
Call Transfer	130
City Manager's Office	58
ComDev / Economic Development	37
ComDev/ Bldg Inspections	186
ComDev / Housing Rehab	12
ComDev / Planning/Zoning	23
Directions	73
Fire Life Safety	37
GovQA Request	229
Health	83
Information	197
Law	6
Library	3
Mayor's Office	3
Other	270
Other – Social Services	8
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	5
Parks – Other	10
Parks/Recreation	68
Parks – Forestry	18
Parks- Recreation Programs	120
Police	114
Public Works / Fleet	5
Public Works / Street Sanitation	152
Public Works / Engineering	56
Utilities – Power	5
Utilities – Sewer	306
Utilities – Water	234
TOTAL	2839

Top 5 Service Requests**Total**

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

1. Sewer – Basement Flooding	147
2. Broken Parking Meter	98
3. Building Permit Inspection Request	64
4. Trash Cart – Special Pick-up	36
5. Yard Waste – Missed Pick-up	24