



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 19, 2013 through April 25, 2013.

Total Calls Handled – 2704

Total Service Requests – 462

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	223
Administrative Services -Finance	64
Administrative Services -HR	67
Administrative Services - Other	208
Call Transfer	109
City Manager's Office	55
ComDev / Economic Development	29
ComDev/ Bldg Inspections	202
ComDev / Housing Rehab	10
ComDev / Planning/Zoning	27
Directions	21
Fire Life Safety	36
GovQA Request	165
Health	84
Information	361
Law	7
Library	4
Mayor's Office	5
Other	227
Other – Social Services	8
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	6
Parks – Other	16
Parks/Recreation	42
Parks – Forestry	17
Parks- Recreation Programs	84
Police	118
Public Works / Fleet	5
Public Works / Street Sanitation	268
Public Works / Engineering	10
Utilities – Power	4
Utilities – Sewer	15
Utilities – Water	202
TOTAL	2839

Top 5 Service Requests**Total**

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

1. Broken Parking Meter	66
2. Building Permit Inspection Request	59
3. Sewer-Basement Flooding	31
4. Trash – Missed Pick-up	16
5. Alley - Reconstruction	13