



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 26, 2013 through May 2, 2013.

Total Calls Handled – 2486

Total Service Requests – 346

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	202
Administrative Services -Finance	37
Administrative Services -HR	49
Administrative Services - Other	159
Call Transfer	124
City Manager's Office	59
ComDev / Economic Development	33
ComDev/ Bldg Inspections	196
ComDev / Housing Rehab	12
ComDev / Planning/Zoning	21
Directions	11
Fire Life Safety	32
GovQA Request	158
Health	62
Information	478
Law	8
Library	0
Mayor's Office	6
Other	182
Other – Social Services	17
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	10
Parks – Other	22
Parks/Recreation	55
Parks – Forestry	20
Parks- Recreation Programs	81
Police	142
Public Works / Fleet	4
Public Works / Street Sanitation	172
Public Works / Engineering	60
Utilities – Power	6
Utilities – Sewer	4
Utilities – Water	62
TOTAL	2486

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	72
2. Trash Cart – Special Pick-up	34
3. Trash – Missed Bulk Pick-up	28
4. Broken Parking Meter	27
5. Yard Waste – Missed Pick-up	18