



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 3, 2013 through May 9, 2013.

Total Calls Handled – 2470

Total Service Requests – 441

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	187
Administrative Services -Finance	47
Administrative Services -HR	57
Administrative Services - Other	191
Call Transfer	96
City Manager's Office	45
ComDev / Economic Development	41
ComDev/ Bldg Inspections	189
ComDev / Housing Rehab	8
ComDev / Planning/Zoning	38
Directions	17
Fire Life Safety	42
GovQA Request	179
Health	76
Information	413
Law	7
Library	3
Mayor's Office	3
Other	153
Other – Social Services	11
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	7
Parks – Other	12
Parks/Recreation	49
Parks – Forestry	47
Parks- Recreation Programs	96
Police	139
Public Works / Fleet	5
Public Works / Street Sanitation	151
Public Works / Engineering	65
Utilities – Power	2
Utilities – Sewer	6
Utilities – Water	88
TOTAL	2470

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	64
2. Trash Cart – Special Pick-up	41
3. Broken Parking Meter	28
4. Tree Evaluation	18
5. Yard Waste – Missed Pick-up	17