



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 10, 2013 through May 16, 2013.

Total Calls Handled – 2488

Total Service Requests – 493

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 | 36 |
| Administrative Services -HR | 48 |
| Administrative Services - Other | 165 |
| Call Transfer | 112 |
| City Manager's Office | 59 |
| ComDev / Economic Development | 33 |
| ComDev/ Bldg Inspections | 214 |
| ComDev / Housing Rehab | 10 |
| ComDev / Planning/Zoning | 24 |
| Directions | 16 |
| Fire Life Safety | 25 |
| GovQA Request | 183 |
| Health | 49 |
| Information | 512 |
| Law | 11 |
| Library | 2 |
| Mayor's Office | 1 |
| Other | 163 |
| Other – Social Services | 8 |
| Parks – Maintenance | 6 |
| Parks – Programs/Picnics/Permits | 11 |
| Parks – Other | 12 |
| Parks/Recreation | 39 |
| Parks – Forestry | 31 |
| Parks- Recreation Programs | 112 |
| Police | 141 |
| Public Works / Fleet | 3 |
| Public Works / Street Sanitation | 107 |
| Public Works / Engineering | 39 |
| Utilities – Power | 3 |
| Utilities – Sewer | 2 |
| Utilities – Water | 109 |
| TOTAL | 2488 |

Top 5 Service Requests**Total**

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

| | |
|---|----|
| 1. Building Permit Inspection Request | 87 |
| 2. Broken Parking Meter | 65 |
| 3. Trash Cart – Special Pick-up | 53 |
| 4. Tree Evaluation | 19 |
| 5. Water Bill- Final Bill or Final Move Out | 18 |