



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 17, 2013 through May 23, 2013.

**Total Calls Handled – 2667**

**Total Service Requests – 541**

**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.*

<b>Weekly Telephone Wrap Up Data</b>	
<b>Category/Department</b>	<b>Total</b>
Administrative Services -Parking	237
Administrative Services -Finance	53
Administrative Services -HR	70
Administrative Services - Other	224
Call Transfer	134
City Manager's Office	62
ComDev / Economic Development	42
ComDev/ Bldg Inspections	214
ComDev / Housing Rehab	9
ComDev / Planning/Zoning	27
Directions	11
Fire Life Safety	22
GovQA Request	216
Health	82
Information	496
Law	6
Library	3
Mayor's Office	8
Other	149
Other – Social Services	6
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	4
Parks – Other	12
Parks/Recreation	39
Parks – Forestry	40
Parks- Recreation Programs	83
Police	143
Public Works / Fleet	2
Public Works / Street Sanitation	102
Public Works / Engineering	68
Utilities – Power	4
Utilities – Sewer	10
Utilities – Water	88
<b>TOTAL</b>	<b>2667</b>

**Top 5 Service Requests****Total**

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

1. Building Permit Inspection Request	84
2. Trash Cart – Special Pick – Up	57
3. Broken Parking Meter	55
4. Trees	35
5. Tree Evaluation	22

\*High winds on Thursday, May 23, 2013 contributed to high volume of calls for fallen tree limbs.