



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 24, 2013 through May 30, 2013.

**Total Calls Handled – 2239**

**Total Service Requests – 432**

**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	199
Administrative Services -Finance	41
Administrative Services -HR	63
Administrative Services - Other	220
Call Transfer	133
City Manager's Office	34
ComDev / Economic Development	26
ComDev/ Bldg Inspections	206
ComDev / Housing Rehab	9
ComDev / Planning/Zoning	30
Directions	4
Fire Life Safety	26
GovQA Request	226
Health	61
Information	331
Law	9
Library	3
Mayor's Office	1
Other	75
Other – Social Services	12
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	10
Parks – Other	13
Parks/Recreation	36
Parks – Forestry	27
Parks- Recreation Programs	91
Police	89
Public Works / Fleet	1
Public Works / Street Sanitation	118
Public Works / Engineering	61
Utilities – Power	5
Utilities – Sewer	5
Utilities – Water	72
<b>TOTAL</b>	<b>2239</b>

**Note: 311 Closed for Memorial Day Holiday.**

**Top 5 Service Requests**

**Total**

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

1. Building Permit Inspection Request	62
2. Broken Parking Meter	40
3. Trash Cart – Special Pick-up	38
4. Tree Evaluation	21
5. Trees	20