



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 31, 2013 through June 6, 2013.

Total Calls Handled – 2960

Total Service Requests – 561

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	273
Administrative Services -Finance	48
Administrative Services -HR	80
Administrative Services - Other	280
Call Transfer	188
City Manager's Office	65
ComDev / Economic Development	45
ComDev/ Bldg Inspections	225
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	22
Directions	11
Fire Life Safety	37
GovQA Request	199
Health	116
Information	527
Law	4
Library	1
Mayor's Office	6
Other	106
Other – Social Services	6
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	8
Parks – Other	21
Parks/Recreation	48
Parks – Forestry	49
Parks- Recreation Programs	119
Police	137
Public Works / Fleet	0
Public Works / Street Sanitation	139
Public Works / Engineering	73
Utilities – Power	3
Utilities – Sewer	6
Utilities – Water	110
TOTAL	2960

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	87
2. Trash Cart – Special Pick-up	65
Trees	65
3. Broken Parking Meter	43
4. Tree Evaluation	31
5. Parkway Tree Trimming	30