



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 7, 2013 through June 13, 2013.

Total Calls Handled – 2612

Total Service Requests – 515

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	244
Administrative Services -Finance	38
Administrative Services -HR	69
Administrative Services - Other	221
Call Transfer	133
City Manager's Office	54
ComDev / Economic Development	44
ComDev/ Bldg Inspections	195
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	26
Directions	6
Fire Life Safety	44
GovQA Request	203
Health	90
Information	424
Law	4
Library	0
Mayor's Office	4
Other	142
Other – Social Services	7
Parks – Maintenance	4
Parks – Programs/Picnics/Permits	24
Parks – Other	22
Parks/Recreation	79
Parks – Forestry	33
Parks- Recreation Programs	120
Police	135
Public Works / Fleet	1
Public Works / Street Sanitation	103
Public Works / Engineering	56
Utilities – Power	0
Utilities – Sewer	9
Utilities – Water	75
TOTAL	2612

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	69
2. Trash – Special Pick-up	60
3. Broken Parking Meter	39
4. Parkway Tree Trimming	35
5. Overgrown Grass or Weeds	26