



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 14, 2013 through June 20, 2013.

Total Calls Handled – 2703

Total Service Requests – 557

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	284
Administrative Services -Finance	56
Administrative Services -HR	70
Administrative Services - Other	208
Call Transfer	149
City Manager's Office	51
ComDev / Economic Development	31
ComDev/ Bldg Inspections	232
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	20
Directions	14
Fire Life Safety	58
GovQA Request	244
Health	87
Information	333
Law	7
Library	3
Mayor's Office	4
Other	128
Other – Social Services	6
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	23
Parks – Other	16
Parks/Recreation	57
Parks – Forestry	39
Parks- Recreation Programs	121
Police	141
Public Works / Fleet	0
Public Works / Street Sanitation	127
Public Works / Engineering	65
Utilities – Power	2
Utilities – Sewer	7
Utilities – Water	115
TOTAL	2703

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	96
2. Trash – Special Pick-up	72
3. Broken Parking Meter	38
4. Yard Waste – Missed Pick-up	27
5. Tree Evaluation	25