



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 21, 2013 through June 27, 2013.

Total Calls Handled – 3034

Total Service Requests – 664

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	291
Administrative Services -Finance	44
Administrative Services -HR	91
Administrative Services - Other	275
Call Transfer	171
City Manager's Office	89
ComDev / Economic Development	32
ComDev/ Bldg Inspections	230
ComDev / Housing Rehab	12
ComDev / Planning/Zoning	25
Directions	14
Fire Life Safety	41
GovQA Request	322
Health	82
Information	359
Law	5
Library	2
Mayor's Office	4
Other	120
Other – Social Services	9
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	10
Parks – Other	5
Parks/Recreation	59
Parks – Forestry	39
Parks- Recreation Programs	134
Police	153
Public Works / Fleet	3
Public Works / Street Sanitation	139
Public Works / Engineering	75
Utilities – Power	7
Utilities – Sewer	10
Utilities – Water	181
TOTAL	3034

Top 5 Service Requests**Total**

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

1. Trash – Special Pick-up	91
2. Building Permit Inspection Request	77
3. Broken Parking Meter	64
4. Trees	46
5. Yard Waste – Missed Pick-up	33

*Power outage and thunderstorms