



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 28, 2013 through July 4, 2013.

**Total Calls Handled – 2459**

**Total Service Requests – 487**

**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	278
Administrative Services -Finance	36
Administrative Services -HR	48
Administrative Services - Other	191
Call Transfer	136
City Manager's Office	67
ComDev / Economic Development	32
ComDev/ Bldg Inspections	188
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	21
Directions	8
Fire Life Safety	21
GovQA Request	194
Health	53
Information	433
Law	8
Library	5
Mayor's Office	2
Other	103
Other – Social Services	6
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	15
Parks – Other	16
Parks/Recreation	63
Parks – Forestry	34
Parks- Recreation Programs	72
Police	154
Public Works / Fleet	3
Public Works / Street Sanitation	126
Public Works / Engineering	49
Utilities – Power	1
Utilities – Sewer	5
Utilities – Water	83
<b>TOTAL</b>	<b>2459</b>

**Top 5 Service Requests**

**Total**

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

1. Trash – Special Pick-up	93
2. Building Permit Inspection Request	54
3. Tree Evaluation	31
4. Broken Parking Meter	28
5. Trees	23
Water Bill – Final Bill or Final Move Out	

\*4<sup>th</sup> of July – Holiday