



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 5, 2013 through July 11, 2013.

Total Calls Handled – 2678

Total Service Requests – 562

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	293
Administrative Services -Finance	29
Administrative Services -HR	75
Administrative Services - Other	190
Call Transfer	106
City Manager's Office	70
ComDev / Economic Development	45
ComDev/ Bldg Inspections	276
ComDev / Housing Rehab	12
ComDev / Planning/Zoning	18
Directions	13
Fire Life Safety	46
GovQA Request	221
Health	84
Information	379
Law	13
Library	4
Mayor's Office	5
Other	103
Other – Social Services	5
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	10
Parks – Other	3
Parks/Recreation	55
Parks – Forestry	30
Parks- Recreation Programs	155
Police	139
Public Works / Fleet	1
Public Works / Street Sanitation	150
Public Works / Engineering	50
Utilities – Power	0
Utilities – Sewer	7
Utilities – Water	90
TOTAL	2678

Top 5 Service Requests**Total**

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

1. Trash – Special Pick-up	99
2. Building Permit Inspection Request	71
3. Broken Parking Meter	43
4. Water Bill – Final Bill or Final Move Out	29
5. Rodents – Rats	22

*July 5, 2013 – Holiday