



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 12, 2013 through July 18, 2013.

Total Calls Handled – 2842

Total Service Requests – 624

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	298
Administrative Services -Finance	44
Administrative Services -HR	56
Administrative Services - Other	211
Call Transfer	157
City Manager's Office	91
ComDev / Economic Development	39
ComDev/ Bldg Inspections	289
ComDev / Housing Rehab	9
ComDev / Planning/Zoning	33
Directions	12
Fire Life Safety	43
GovQA Request	222
Health	109
Information	354
Law	7
Library	6
Mayor's Office	2
Other	118
Other – Social Services	5
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	6
Parks – Other	11
Parks/Recreation	49
Parks – Forestry	35
Parks- Recreation Programs	112
Police	121
Public Works / Fleet	2
Public Works / Street Sanitation	175
Public Works / Engineering	67
Utilities – Power	4
Utilities – Sewer	2
Utilities – Water	150
TOTAL	2842

Top 5 Service Requests**Total**

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

1. Trash – Special Pick-up	169
2. Building Permit Inspection Request	94
3. Rodents – Rats	33
4. Broken Parking Meter	28
5. Water Bill – Final Bill or Final Move Out	25