



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 19, 2013 through July 25, 2013.

Total Calls Handled – 2845

Total Service Requests – 581

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	206
Administrative Services -Finance	23
Administrative Services -HR	48
Administrative Services - Other	181
Call Transfer	130
City Manager's Office	28
ComDev / Economic Development	37
ComDev/ Bldg Inspections	266
ComDev / Housing Rehab	14
ComDev / Planning/Zoning	27
Directions	9
Fire Life Safety	57
GovQA Request	241
Health	118
Information	510
Law	15
Library	2
Mayor's Office	2
Other	134
Other – Social Services	7
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	9
Parks – Other	11
Parks/Recreation	70
Parks – Forestry	42
Parks- Recreation Programs	119
Police	167
Public Works / Fleet	2
Public Works / Street Sanitation	149
Public Works / Engineering	102
Utilities – Power	8
Utilities – Sewer	3
Utilities – Water	105
TOTAL	2845

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	100
2. Trash – Special Pick up	82
3. Trees	31
4. Tree Evaluation	30
5. Broken Parking Meter	28