



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 26, 2013 through August 1, 2013.

Total Calls Handled – 2532

Total Service Requests – 480

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	274
Administrative Services -Finance	48
Administrative Services -HR	59
Administrative Services - Other	169
Call Transfer	129
City Manager's Office	28
ComDev / Economic Development	27
ComDev/ Bldg Inspections	233
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	18
Directions	15
Fire Life Safety	43
GovQA Request	204
Health	93
Information	280
Law	10
Library	3
Mayor's Office	6
Other	215
Other – Social Services	3
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	4
Parks – Other	6
Parks/Recreation	100
Parks – Forestry	29
Parks- Recreation Programs	63
Police	112
Public Works / Fleet	4
Public Works / Street Sanitation	135
Public Works / Engineering	88
Utilities – Power	4
Utilities – Sewer	4
Utilities – Water	118
TOTAL	2532

Top 5 Service Requests**Total**

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

1. Trash – Special Pick up	78
2. Building Inspections	75
3. Broken Parking Meter	30
4. Rodents	20
5. Water Bill/Final	15
6. Tree Evaluation	15