



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 2, 2013 through August 8, 2013.

Total Calls Handled – 2569

Total Service Requests – 568

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	300
Administrative Services -Finance	44
Administrative Services -HR	61
Administrative Services - Other	241
Call Transfer	126
City Manager's Office	89
ComDev / Economic Development	30
ComDev/ Bldg Inspections	265
ComDev / Housing Rehab	11
ComDev / Planning/Zoning	28
Directions	13
Fire Life Safety	42
GovQA Request	193
Health	100
Information	227
Law	6
Library	4
Mayor's Office	7
Other	170
Other – Social Services	8
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	6
Parks – Other	9
Parks/Recreation	51
Parks – Forestry	48
Parks- Recreation Programs	80
Police	122
Public Works / Fleet	2
Public Works / Street Sanitation	115
Public Works / Engineering	52
Utilities – Power	1
Utilities – Sewer	2
Utilities – Water	113
TOTAL	2569

Top 5 Service Requests**Total**

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

1. Building Inspections	117
2. Trash – Special Pick-up	80
3. Rodents	27
4. Water Bill – Final	21
5. Broken Parking Meter	19