



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 9, 2013 through August 15, 2013.

Total Calls Handled – 2559

Total Service Requests – 516

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	309
Administrative Services -Finance	41
Administrative Services -HR	64
Administrative Services - Other	240
Call Transfer	126
City Manager's Office	77
ComDev / Economic Development	32
ComDev/ Bldg Inspections	242
ComDev / Housing Rehab	8
ComDev / Planning/Zoning	18
Directions	7
Fire Life Safety	49
GovQA Request	178
Health	120
Information	343
Law	8
Library	5
Mayor's Office	5
Other	105
Other – Social Services	7
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	7
Parks – Other	10
Parks/Recreation	61
Parks – Forestry	51
Parks- Recreation Programs	75
Police	105
Public Works / Fleet	2
Public Works / Street Sanitation	109
Public Works / Engineering	66
Utilities – Power	5
Utilities – Sewer	2
Utilities – Water	81
TOTAL	2559

Top 5 Service Requests**Total**

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

1. Building Inspections	102
2. Trash – Special Pick-up	76
3. Broken Parking Meter	23
4. Rodents – Rats	19
5. Parkway Tree Trimming	18