



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 16, 2013 through August 22, 2013.

Total Calls Handled – 2556

Total Service Requests – 515

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	288
Administrative Services -Finance	30
Administrative Services -HR	75
Administrative Services - Other	196
Call Transfer	122
City Manager's Office	98
ComDev / Economic Development	47
ComDev/ Bldg Inspections	248
ComDev / Housing Rehab	15
ComDev / Planning/Zoning	32
Directions	18
Fire Life Safety	40
GovQA Request	178
Health	100
Information	357
Law	8
Library	3
Mayor's Office	7
Other	117
Other – Social Services	4
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	12
Parks – Other	4
Parks/Recreation	61
Parks – Forestry	35
Parks- Recreation Programs	74
Police	98
Public Works / Fleet	4
Public Works / Street Sanitation	92
Public Works / Engineering	75
Utilities – Power	4
Utilities – Sewer	6
Utilities – Water	107
TOTAL	2556

Top 5 Service Requests**Total**

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

1. Building Inspections	109
2. Trash – Special Pick-up	73
3. Rodents – Rats	27
4. Parkway Tree Trimming	24
5. Water Bill – Final bill or final Move Out	21