



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 23, 2013 through August 29, 2013.

**Total Calls Handled – 2664**

**Total Service Requests – 550**

**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.*

<b>Weekly Telephone Wrap Up Data</b>	
<b>Category/Department</b>	<b>Total</b>
Administrative Services -Parking	306
Administrative Services -Finance	37
Administrative Services -HR	67
Administrative Services - Other	199
Call Transfer	131
City Manager's Office	91
ComDev / Economic Development	32
ComDev/ Bldg Inspections	209
ComDev / Housing Rehab	12
ComDev / Planning/Zoning	22
Directions	9
Fire Life Safety	48
GovQA Request	217
Health	83
Information	352
Law	3
Library	6
Mayor's Office	6
Other	106
Other – Social Services	4
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	20
Parks – Other	4
Parks/Recreation	73
Parks – Forestry	26
Parks- Recreation Programs	68
Police	136
Public Works / Fleet	0
Public Works / Street Sanitation	118
Public Works / Engineering	75
Utilities – Power	4
Utilities – Sewer	8
Utilities – Water	192
<b>TOTAL</b>	<b>2664</b>

**Top 5 Service Requests**

**Total**

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

1. Building Inspections	102
2. Trash – Special Pick-up	101
3. Broken Parking Meter	36
4. Recycling – Missed Pickup	22
5. Rodents – Rats	21