



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 30, 2013 through September 5, 2013.

Total Calls Handled –2023

Total Service Requests – 435

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	202
Administrative Services -Finance	43
Administrative Services -HR	44
Administrative Services - Other	145
Call Transfer	80
City Manager’s Office	54
ComDev / Economic Development	28
ComDev/ Bldg Inspections	178
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	28
Directions	8
Fire Life Safety	38
GovQA Request	189
Health	83
Information	321
Law	2
Library	3
Mayor’s Office	1
Other	78
Other – Social Services	5
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	15
Parks – Other	6
Parks/Recreation	36
Parks – Forestry	21
Parks- Recreation Programs	62
Police	97
Public Works / Fleet	1
Public Works / Street Sanitation	134
Public Works / Engineering	43
Utilities – Power	2
Utilities – Sewer	4
Utilities – Water	101
TOTAL	2023

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	89
2. Trash – Special Pick up	62
3. Broken Parking Meter	20
4. Dead Animal/Public Property	17
5. Water Bill- Final/Move Out	16

NOTE:

311 closed on Monday September 2, 2013 for Labor Day.