



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 6, 2013 through September 12, 2013.

Total Calls Handled – 2580

Total Service Requests – 522

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	273
Administrative Services -Finance	34
Administrative Services -HR	54
Administrative Services - Other	203
Call Transfer	185
City Manager's Office	73
ComDev / Economic Development	43
ComDev/ Bldg Inspections	229
ComDev / Housing Rehab	4
ComDev / Planning/Zoning	23
Directions	10
Fire Life Safety	55
GovQA Request	222
Health	73
Information	360
Law	7
Library	0
Mayor's Office	4
Other	120
Other – Social Services	4
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	16
Parks – Other	3
Parks/Recreation	52
Parks – Forestry	37
Parks- Recreation Programs	54
Police	147
Public Works / Fleet	1
Public Works / Street Sanitation	98
Public Works / Engineering	59
Utilities – Power	5
Utilities – Sewer	4
Utilities – Water	127
TOTAL	2580

Top 5 Service Requests**Total**

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

1. Building Inspections	96
2. Trash – Special Pick-up	94
3. Broken Parking Meter	34
4. Rodents – Rats	31
5. Tree Evaluation	24