



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 13, 2013 through September 19, 2013.

Total Calls Handled – 2436

Total Service Requests – 517

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	230
Administrative Services -Finance	49
Administrative Services -HR	54
Administrative Services - Other	204
Call Transfer	135
City Manager's Office	72
ComDev / Economic Development	34
ComDev/ Bldg Inspections	177
ComDev / Housing Rehab	12
ComDev / Planning/Zoning	15
Directions	10
Fire Life Safety	39
GovQA Request	199
Health	83
Information	441
Law	7
Library	5
Mayor's Office	3
Other	86
Other – Social Services	6
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	11
Parks – Other	10
Parks/Recreation	29
Parks – Forestry	20
Parks- Recreation Programs	34
Police	147
Public Works / Fleet	3
Public Works / Street Sanitation	93
Public Works / Engineering	54
Utilities – Power	2
Utilities – Sewer	3
Utilities – Water	166
TOTAL	2436

Top 5 Service Requests

Total

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

1. Trash – Special Pick-up	85
2. Building Permit Inspection Report	83
3. Broken Parking Meter	35
4. Rodents – Rats	28
5. Water Bill – Final Bill or Final ve Out	20