



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 20, 2013 through September 26, 2013.

Total Calls Handled – 2349

Total Service Requests – 436

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	212
Administrative Services -Finance	40
Administrative Services -HR	46
Administrative Services - Other	174
Call Transfer	157
City Manager's Office	48
ComDev / Economic Development	32
ComDev/ Bldg Inspections	214
ComDev / Housing Rehab	18
ComDev / Planning/Zoning	25
Directions	5
Fire Life Safety	46
GovQA Request	204
Health	79
Information	395
Law	2
Library	3
Mayor's Office	6
Other	98
Other – Social Services	13
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	8
Parks – Other	6
Parks/Recreation	23
Parks – Forestry	32
Parks- Recreation Programs	46
Police	150
Public Works / Fleet	1
Public Works / Street Sanitation	95
Public Works / Engineering	52
Utilities – Power	2
Utilities – Sewer	3
Utilities – Water	111
TOTAL	2349

Top 5 Service Requests

Total

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

1. Trash – Special Pick-up	94
2. Building Permit Inspection Report	86
3. Rodents – Rats	25
4. Broken Parking Meter	24
5. Trees	18