



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 27, 2013 through October 3, 2013.

Total Calls Handled – 2249

Total Service Requests – 421

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	46
Administrative Services -HR	83
Administrative Services - Other	216
Call Transfer	113
City Manager's Office	80
ComDev / Economic Development	29
ComDev/ Bldg Inspections	190
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	16
Directions	6
Fire Life Safety	37
GovQA Request	175
Health	73
Information	440
Law	9
Library	5
Mayor's Office	6
Other	79
Other – Social Services	14
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	7
Parks – Other	9
Parks/Recreation	26
Parks – Forestry	33
Parks- Recreation Programs	32
Police	88
Public Works / Fleet	2
Public Works / Street Sanitation	78
Public Works / Engineering	46
Utilities – Power	4
Utilities – Sewer	2
Utilities – Water	86
TOTAL	2249

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Report	89
2. Trash – Special Pick-up	48
3. Rodents – Rats	38
4. Broken Parking Meter	22
5. Street Light	15