



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of 10/4/13 through 10/10/13...

**Total Calls Handled – 2487**

**Total Service Requests – 501**

**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.*

<b>Weekly Telephone Wrap Up Data</b>	
<b>Category/Department</b>	<b>Total</b>
Administrative Services -Parking	217
Administrative Services -Finance	42
Administrative Services -HR	55
Administrative Services - Other	153
Call Transfer	123
City Manager's Office	59
ComDev / Economic Development	44
ComDev/ Bldg Inspections	264
ComDev / Housing Rehab	10
ComDev / Planning/Zoning	28
Directions	6
Fire Life Safety	40
GovQA Request	240
Health	95
Information	340
Law	8
Library	4
Mayor's Office	6
Other	150
Other – Social Services	9
Parks – Maintenance	5
Parks – Programs/Picnics/Permits	6
Parks – Other	5
Parks/Recreation	32
Parks – Forestry	26
Parks- Recreation Programs	32
Police	177
Public Works / Fleet	3
Public Works / Street Sanitation	120
Public Works / Engineering	48
Utilities – Power	3
Utilities – Sewer	3
Utilities – Water	134
<b>TOTAL</b>	<b>2487</b>

**Top 5 Service Requests****Total**

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

1. Building Inspections	90
2. Trash – Special Pick-up	49
3. Broken Parking Meters	22
4. Dead Animals/Pick-up	20
5. Water Bill – Final	15