



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of 10/11/13 through 10/17/13...

Total Calls Handled – 2140

Total Service Requests – 391

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	219
Administrative Services -Finance	29
Administrative Services -HR	59
Administrative Services - Other	184
Call Transfer	132
City Manager's Office	55
ComDev / Economic Development	32
ComDev/ Bldg Inspections	274
ComDev / Housing Rehab	17
ComDev / Planning/Zoning	20
Directions	5
Fire Life Safety	36
GovQA Request	193
Health	63
Information	298
Law	8
Library	3
Mayor's Office	8
Other	11
Other – Social Services	10
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	30
Parks – Other	11
Parks/Recreation	30
Parks – Forestry	23
Parks- Recreation Programs	28
Police	117
Public Works / Fleet	2
Public Works / Street Sanitation	106
Public Works / Engineering	48
Utilities – Power	1
Utilities – Sewer	1
Utilities – Water	86
TOTAL	2140

Top 5 Service Requests**Total**

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

1. Building Inspections	82
2. Trash – Special Pick-up	30
3. Broken Parking Meters	16
4. Dead Animals/Pick-up	13
5. Trash – Missed /Pick-up	13