



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 18, 2013 through October 24, 2013.

Total Calls Handled – 2200

Total Service Requests – 406

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	232
Administrative Services -Finance	29
Administrative Services -HR	48
Administrative Services - Other	212
Call Transfer	131
City Manager's Office	80
ComDev / Economic Development	40
ComDev/ Bldg Inspections	230
ComDev / Housing Rehab	16
ComDev / Planning/Zoning	28
Directions	6
Fire Life Safety	27
GovQA Request	149
Health	75
Information	367
Law	7
Library	10
Mayor's Office	6
Other	79
Other – Social Services	9
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	3
Parks – Other	1
Parks/Recreation	23
Parks – Forestry	13
Parks- Recreation Programs	12
Police	123
Public Works / Fleet	1
Public Works / Street Sanitation	91
Public Works / Engineering	48
Utilities – Power	1
Utilities – Sewer	7
Utilities – Water	95
TOTAL	2200

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Report	98
2. Broken Parking Meter	55
3. Trash – Special Pick up	45
4. Yard Waste – Missed Pick up	15
5. Water Bill – Final Bill or Final Move Out	14
Trash – Missed Garbage Pick up	14