



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 25, 2013 through October 31, 2013.

Total Calls Handled – 2510

Total Service Requests – 430

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	436
Administrative Services -Finance	77
Administrative Services -HR	59
Administrative Services - Other	191
Call Transfer	135
City Manager's Office	71
ComDev / Economic Development	33
ComDev/ Bldg Inspections	235
ComDev / Housing Rehab	25
ComDev / Planning/Zoning	24
Directions	6
Fire Life Safety	40
GovQA Request	166
Health	81
Information	358
Law	4
Library	8
Mayor's Office	4
Other	73
Other – Social Services	9
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	3
Parks – Other	6
Parks/Recreation	64
Parks – Forestry	21
Parks- Recreation Programs	33
Police	110
Public Works / Fleet	2
Public Works / Street Sanitation	105
Public Works / Engineering	47
Utilities – Power	5
Utilities – Sewer	2
Utilities – Water	77
TOTAL	2510

Top 5 Service Requests**Total***Most requested service requests (Source: Gov QA- Open/Closed)*

1. Building Permit Inspection Report	103
2. Trash – Special Pick up	50
3. Broken Parking Meter	33
4. Rodents	21
5. Water Bill – Final Bill or Final Move Out	15