



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 1, 2013 through November 7, 2013.

Total Calls Handled – 2511

Total Service Requests – 417

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	443
Administrative Services -Finance	83
Administrative Services -HR	57
Administrative Services - Other	190
Call Transfer	107
City Manager's Office	55
ComDev / Economic Development	32
ComDev/ Bldg Inspections	190
ComDev / Housing Rehab	10
ComDev / Planning/Zoning	36
Directions	6
Fire Life Safety	41
GovQA Request	200
Health	78
Information	337
Law	10
Library	0
Mayor's Office	5
Other	105
Other – Social Services	20
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	3
Parks – Other	6
Parks/Recreation	36
Parks – Forestry	23
Parks- Recreation Programs	33
Police	106
Public Works / Fleet	1
Public Works / Street Sanitation	107
Public Works / Engineering	48
Utilities – Power	7
Utilities – Sewer	3
Utilities – Water	133
TOTAL	2511

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Report	88
2. Broken Parking Meter	64
3. Trash – Special Pick Up	53
4. Water Bill – Final Bill or Final Move Out	17
5. Yard Waste – Missed Pick Up	10
Water Bill – Name or Address Correction	10