



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 8, 2013 through November 14, 2013.

Total Calls Handled – 2989

Total Service Requests – 478

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	423
Administrative Services -Finance	100
Administrative Services -HR	55
Administrative Services - Other	298
Call Transfer	121
City Manager's Office	80
ComDev / Economic Development	43
ComDev/ Bldg Inspections	214
ComDev / Housing Rehab	13
ComDev / Planning/Zoning	38
Directions	2
Fire Life Safety	29
GovQA Request	227
Health	149
Information	341
Law	8
Library	1
Mayor's Office	6
Other	117
Other – Social Services	18
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	0
Parks – Other	7
Parks/Recreation	30
Parks – Forestry	24
Parks- Recreation Programs	41
Police	106
Public Works / Fleet	2
Public Works / Street Sanitation	184
Public Works / Engineering	51
Utilities – Power	2
Utilities – Sewer	4
Utilities – Water	255
TOTAL	2989

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Report	88
2. Trash – Special Pick Up	46
3. Broken Parking Meter	33
4. Water Bill – High Water Usage	25
5. Yard Waste – Missed Pick up	22