



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 15, 2013 through November 21, 2013.

**Total Calls Handled – 2703**

**Total Service Requests – 488**

**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.*

<b>Weekly Telephone Wrap Up Data</b>	
<b>Category/Department</b>	<b>Total</b>
Administrative Services -Parking	382
Administrative Services -Finance	83
Administrative Services -HR	56
Administrative Services - Other	239
Call Transfer	137
City Manager's Office	67
ComDev / Economic Development	30
ComDev/ Bldg Inspections	236
ComDev / Housing Rehab	9
ComDev / Planning/Zoning	30
Directions	2
Fire Life Safety	36
GovQA Request	210
Health	122
Information	429
Law	9
Library	4
Mayor's Office	2
Other	132
Other – Social Services	17
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	0
Parks – Other	3
Parks/Recreation	25
Parks – Forestry	19
Parks- Recreation Programs	38
Police	76
Public Works / Fleet	1
Public Works / Street Sanitation	157
Public Works / Engineering	31
Utilities – Power	4
Utilities – Sewer	8
Utilities – Water	109
<b>TOTAL</b>	<b>2703</b>

**Top 5 Service Requests****Total**

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

1. Building Permit Inspection Report	104
2. Trash – Special Pick Up	62
3. Holiday Basket/Toy Drive	48
4. Broken Parking Meter	39
5. Yard Waste – Missed Pick up	34