



Weekly Update

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

Total Calls Handled – 2125

Total Service Requests – 327

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	218
Administrative Services -Finance	55
Administrative Services -HR	64
Administrative Services - Other	195
Call Transfer	103
City Manager's Office	38
ComDev / Economic Development	26
ComDev/ Bldg Inspections	204
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	34
Directions	64
Fire Life Safety	33
GovQA Request	138
Health	86
Information	293
Law	4
Library	1
Mayor's Office	9
Other	72
Other – Social Services	4
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	8
Parks – Other	12
Parks/Recreation	75
Parks – Forestry	7
Parks- Recreation Programs	85
Police	73
Public Works / Fleet	0
Public Works / Street Sanitation	73
Public Works / Engineering	59
Utilities – Power	5
Utilities – Sewer	6
Utilities – Water	73
TOTAL	2125

Top 5 Service Requests**Total**

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

1. Broken Parking Meter	70
2. Building Permit Inspection Request	67
3. Trash Cart – Special Pick-up	48
4. Trash – Fly (Illegal) Dumping	15
Water Bill- Final Bill or Final Move Out	15
5. Trash – Missed Garbage Pick-up	13