



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 22, 2013 through March 28, 2013.

**Total Calls Handled – 2030**

**Total Service Requests – 321**

**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	187
Administrative Services -Finance	56
Administrative Services -HR	54
Administrative Services - Other	222
Call Transfer	84
City Manager's Office	46
ComDev / Economic Development	31
ComDev/ Bldg Inspections	177
ComDev / Housing Rehab	10
ComDev / Planning/Zoning	21
Directions	19
Fire Life Safety	39
GovQA Request	178
Health	104
Information	198
Law	5
Library	3
Mayor's Office	2
Other	104
Other – Social Services	8
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	8
Parks – Other	11
Parks/Recreation	69
Parks – Forestry	18
Parks- Recreation Programs	72
Police	83
Public Works / Fleet	0
Public Works / Street Sanitation	97
Public Works / Engineering	34
Utilities – Power	5
Utilities – Sewer	4
Utilities – Water	79
<b>TOTAL</b>	<b>2030</b>

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

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

1. Building Permit Inspection Request	61
2. Trash Cart – Special Pick-up	48
3. Water Bill – Final Bill or Final Move Out	27
4. Broken Parking Meter	26
5. Trash – Missed Garbage Pick-up	18