



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 29, 2013 through April 4, 2013.

**Total Calls Handled – 2194**

**Total Service Requests – 373**

**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	197
Administrative Services -Finance	62
Administrative Services -HR	38
Administrative Services - Other	216
Call Transfer	95
City Manager's Office	37
ComDev / Economic Development	37
ComDev/ Bldg Inspections	154
ComDev / Housing Rehab	9
ComDev / Planning/Zoning	27
Directions	34
Fire Life Safety	36
GovQA Request	123
Health	86
Information	326
Law	7
Library	3
Mayor's Office	5
Other	108
Other – Social Services	3
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	3
Parks – Other	6
Parks/Recreation	61
Parks – Forestry	24
Parks- Recreation Programs	93
Police	88
Public Works / Fleet	1
Public Works / Street Sanitation	160
Public Works / Engineering	38
Utilities – Power	1
Utilities – Sewer	1
Utilities – Water	115
<b>TOTAL</b>	<b>2194</b>

**Top 5 Service Requests**

**Total**

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

1. Building Permit Inspection Request	52
2. Trash Cart – Special Pick-up	51
3. Broken Parking Meter	19
4. Trash – Missed Garbage Pick-up	16
5. Water Bill – Final Bill or Final Move Out	15