



Weekly Update

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

Total Calls Handled – 2276

Total Service Requests – 399

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	214
Administrative Services -Finance	65
Administrative Services -HR	40
Administrative Services - Other	185
Call Transfer	116
City Manager's Office	32
ComDev / Economic Development	20
ComDev/ Bldg Inspections	202
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	28
Directions	37
Fire Life Safety	40
GovQA Request	104
Health	72
Information	380
Law	4
Library	4
Mayor's Office	1
Other	130
Other – Social Services	5
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	4
Parks – Other	10
Parks/Recreation	79
Parks – Forestry	14
Parks- Recreation Programs	102
Police	100
Public Works / Fleet	3
Public Works / Street Sanitation	70
Public Works / Engineering	48
Utilities – Power	11
Utilities – Sewer	5
Utilities – Water	143
TOTAL	2276

Top 5 Service Requests**Total**

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

1. Broken Parking Meter	56
2. Trash Cart – Special Pick-up	54
3. Building Permit Inspection Request	53
4. Power Outage	18
5. Snow/Ice/Hazard Removal	15