



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 5, 2013 through April 11, 2013.

**Total Calls Handled – 2287**

**Total Service Requests – 441**

**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     | 205          |
| Administrative Services -Finance     | 53           |
| Administrative Services -HR          | 62           |
| Administrative Services - Other      | 262          |
| Call Transfer                        | 109          |
| City Manager's Office                | 62           |
| ComDev / Economic Development        | 43           |
| ComDev/ Bldg Inspections             | 182          |
| ComDev / Housing Rehab               | 10           |
| ComDev / Planning/Zoning             | 12           |
| Directions                           | 30           |
| Fire Life Safety                     | 36           |
| GovQA Request                        | 269          |
| Health                               | 60           |
| Information/311                      | 392          |
| Law                                  | 4            |
| Library                              | 4            |
| Mayor's Office                       | 4            |
| Other                                | 186          |
| Other – Social Services              | 5            |
| Parks – Maintenance                  | 2            |
| Parks – Programs/Picnics/Permits     | 80           |
| Parks – Other                        | 2            |
| Parks/Recreation                     | 68           |
| Parks – Forestry                     | 24           |
| Parks- Recreation Programs           | 8            |
| Police                               | 73           |
| Public Works / Fleet                 | 2            |
| Public Works / Street Sanitation     | 139          |
| Public Works / Engineering           | 46           |
| Utilities – Power                    | 3            |
| Utilities – Sewer                    | 1            |
| Utilities – Water                    | 70           |
| <b>TOTAL</b>                         | <b>2287</b>  |

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

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

|                                   |    |
|-----------------------------------|----|
| 1. Broken Parking Meter           | 50 |
| 2. Building Permit                | 44 |
| 3. Trash – Special Pick-up        | 44 |
| 4. Trash – Missed Garbage Pick-up | 27 |
| 5. Yard Waste – Missed Pick up    | 20 |