



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of February 1, 2013 through February 7, 2013.

**Total Calls Handled – 2224**

**Total Service Requests – 328**

**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	248
Administrative Services -Finance	71
Administrative Services -HR	40
Administrative Services - Other	153
Call Transfer	122
City Manager's Office	37
ComDev / Economic Development	42
ComDev/ Bldg Inspections	171
ComDev / Housing Rehab	9
ComDev / Planning/Zoning	19
Directions	14
Fire Life Safety	44
GovQA Request	131
Health	82
Information	389
Law	3
Library	1
Mayor's Office	7
Other	126
Other – Social Services	6
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	4
Parks – Other	12
Parks/Recreation	61
Parks – Forestry	8
Parks- Recreation Programs	89
Police	74
Public Works / Fleet	2
Public Works / Street Sanitation	122
Public Works / Engineering	23
Utilities – Power	2
Utilities – Sewer	1
Utilities – Water	108
<b>TOTAL</b>	<b>2224</b>

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

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

1. Building Permit Inspection Request	69
2. Broken Parking Meter	60
3. Trash Cart – Special Pick-up	27
4. Trash – Missed Garbage Pick-up	17
5. Snow/Ice/Hazard Removal – From a City sidewalk	15

NOTE: Thursday, February 7, 2013, 311 was open for extended hours due to the snow.