



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of February 8, 2013 through February 14, 2013. **Total Calls Handled – 2051**

Total Service Requests – 338

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	211
Administrative Services -Finance	75
Administrative Services -HR	42
Administrative Services - Other	160
Call Transfer	149
City Manager's Office	35
ComDev / Economic Development	30
ComDev/ Bldg Inspections	153
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	25
Directions	21
Fire Life Safety	51
GovQA Request	114
Health	68
Information	338
Law	5
Library	0
Mayor's Office	4
Other	114
Other – Social Services	2
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	45
Parks – Other	5
Parks/Recreation	0
Parks – Forestry	13
Parks- Recreation Programs	79
Police	113
Public Works / Fleet	1
Public Works / Street Sanitation	75
Public Works / Engineering	30
Utilities – Power	12
Utilities – Sewer	3
Utilities – Water	72
TOTAL	2051

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	64
2. Broken Parking Meter	40
3. Snow/Ice/Hazard Removal – From a City sidewalk	25
4. Trash Cart – Special Pick-up	17
5. Abandoned Vehicle	16