



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of February 15, 2013 through February 21, 2013. **Total Calls Handled – 1990**

Total Service Requests – 254

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	170
Administrative Services -Finance	50
Administrative Services -HR	45
Administrative Services - Other	163
Call Transfer	131
City Manager's Office	32
ComDev / Economic Development	25
ComDev/ Bldg Inspections	123
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	16
Directions	37
Fire Life Safety	40
GovQA Request	122
Health	83
Information	384
Law	2
Library	5
Mayor's Office	2
Other	102
Other – Social Services	11
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	3
Parks – Other	9
Parks/Recreation	55
Parks – Forestry	6
Parks- Recreation Programs	82
Police	74
Public Works / Fleet	2
Public Works / Street Sanitation	95
Public Works / Engineering	25
Utilities – Power	1
Utilities – Sewer	3
Utilities – Water	85
TOTAL	1990

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	56
2. Trash Cart – Special Pick-up	44
3. Broken Parking Meter	25
4. Trash – Missed Garbage Pick –up	13
5. Graffiti – Private Property	11