



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of February 22, 2013 through February 28, 2013. **Total Calls Handled – 2348**

**Total Service Requests – 337**

**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	215
Administrative Services -Finance	55
Administrative Services -HR	61
Administrative Services - Other	196
Call Transfer	187
City Manager's Office	47
ComDev / Economic Development	36
ComDev/ Bldg Inspections	156
ComDev / Housing Rehab	11
ComDev / Planning/Zoning	34
Directions	38
Fire Life Safety	46
GovQA Request	114
Health	78
Information	395
Law	4
Library	2
Mayor's Office	5
Other	85
Other – Social Services	6
Parks – Maintenance	4
Parks – Programs/Picnics/Permits	5
Parks – Other	7
Parks/Recreation	94
Parks – Forestry	4
Parks- Recreation Programs	123
Police	95
Public Works / Fleet	0
Public Works / Street Sanitation	116
Public Works / Engineering	25
Utilities – Power	0
Utilities – Sewer	0
Utilities – Water	104
<b>TOTAL</b>	<b>2348</b>

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

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

1. Building Permit Inspection Request	54
2. Broken Parking Meter	46
3. Trash Cart – Special Pick-up	43
4. Snow/Ice/Hazard Removal	23
5. Trash – Missed Garbage Pick-up	17

\*NOTE: The hours in the 311 Center were extended on 2/22/13 and 2/26/13 due to snow.