



Weekly Update

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

Total Calls Handled – 2450

Total Service Requests – 331

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	386
Administrative Services -Finance	63
Administrative Services -HR	54
Administrative Services - Other	177
Call Transfer	154
City Manager's Office	33
ComDev / Economic Development	30
ComDev/ Bldg Inspections	164
ComDev / Housing Rehab	15
ComDev / Planning/Zoning	25
Directions	48
Fire Life Safety	34
GovQA Request	101
Health	58
Information	373
Law	4
Library	5
Mayor's Office	4
Other	84
Other – Social Services	4
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	3
Parks – Other	8
Parks/Recreation	58
Parks – Forestry	11
Parks- Recreation Programs	95
Police	101
Public Works / Fleet	1
Public Works / Street Sanitation	212
Public Works / Engineering	34
Utilities – Power	2
Utilities – Sewer	4
Utilities – Water	105
TOTAL	2450

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	59
2. Trash Cart – Special Pick-up	55
3. Broken Parking Meter	45
4. Snow/Ice/Hazard Removal	29
5. Snow Removal	10

*NOTE: The hours in the 311 Center were extended on 3/5/13 and 3/6/13 due to snow.