



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 6, 2012 through July 12, 2012.

Total Calls Handled – 3006 Total Service Requests – 534

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	252
Administrative Services -Finance	62
Administrative Services -HR	58
Administrative Services - Other	192
Call Transfer	165
City Manager's Office	84
ComDev / Economic Development	60
ComDev/ Bldg Inspections	268
ComDev / Housing Rehab	19
ComDev / Planning/Zoning	31
Directions	32
Fire Life Safety	39
GovQA Request	194
Health	113
Information	296
Law	4
Library	4
Mayor's Office	5
Other	205
Other – Social Services	41
Parks – Maintenance	11
Parks – Programs/Picnics/Permits	47
Parks – Other	39
Parks/Recreation	51
Parks – Forestry	34
Parks- Recreation Programs	100
Police	175
Public Works / Fleet	2
Public Works / Street Sanitation	152
Public Works / Engineering	59
Utilities	212
TOTAL	3006

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	78
2. Trash Cart – Special Pick up	61
3. Rodents - Rats	36
4. Broken Parking Meter	29
5. Recycling – Missed Pick up	27