



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 13, 2012 through July 19, 2012.

Total Calls Handled – 2749 Total Service Requests – 489

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	249
Administrative Services -Finance	45
Administrative Services -HR	30
Administrative Services - Other	169
Call Transfer	119
City Manager's Office	57
ComDev / Economic Development	42
ComDev/ Bldg Inspections	273
ComDev / Housing Rehab	20
ComDev / Planning/Zoning	38
Directions	12
Fire Life Safety	43
GovQA Request	189
Health	59
Information	580
Law	5
Library	2
Mayor's Office	4
Other	159
Other – Social Services	6
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	22
Parks – Other	24
Parks/Recreation	62
Parks – Forestry	31
Parks- Recreation Programs	98
Police	131
Public Works / Fleet	2
Public Works / Street Sanitation	96
Public Works / Engineering	52
Utilities	117
TOTAL	2749

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	67
2. Broken Parking Meter	59
3. Trash –Special Pick-up	39
4. Recycling – Missed Pick up	22
5. Water – New Account	20