



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 20, 2012 through July 26, 2012.

**Total Calls Handled – 2600      Total Service Requests – 543**

**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.*

<b>Weekly Telephone Wrap Up Data</b>	
<b>Category/Department</b>	<b>Total</b>
Administrative Services -Parking	231
Administrative Services -Finance	49
Administrative Services -HR	30
Administrative Services - Other	164
Call Transfer	123
City Manager's Office	55
ComDev / Economic Development	39
ComDev/ Bldg Inspections	268
ComDev / Housing Rehab	14
ComDev / Planning/Zoning	38
Directions	43
Fire Life Safety	47
GovQA Request	190
Health	68
Information	461
Law	4
Library	4
Mayor's Office	12
Other	135
Other – Social Services	11
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	14
Parks – Other	40
Parks/Recreation	47
Parks – Forestry	34
Parks- Recreation Programs	80
Police	120
Public Works / Fleet	2
Public Works / Street Sanitation	107
Public Works / Engineering	67
Utilities	100
<b>TOTAL</b>	<b>2600</b>

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

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

1. Building Permit Inspection Request	101
2. Trash –Special Pick-up	76
3. Broken Parking Meter	56
4. Rodents	30
5. Water Bill – Final Bill or Final Move Out	26