



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 10, 2012 through August 16, 2012. **Total Calls Handled – 2413**

Total Service Requests – 438

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	233
Administrative Services -Finance	61
Administrative Services -HR	33
Administrative Services - Other	155
Call Transfer	143
City Manager's Office	41
ComDev / Economic Development	35
ComDev/ Bldg Inspections	238
ComDev / Housing Rehab	10
ComDev / Planning/Zoning	35
Directions	36
Fire Life Safety	46
GovQA Request	138
Health	77
Information	385
Law	5
Library	3
Mayor's Office	2
Other	164
Other – Social Services	14
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	24
Parks – Other	29
Parks/Recreation	54
Parks – Forestry	26
Parks- Recreation Programs	81
Police	114
Public Works / Fleet	4
Public Works / Street Sanitation	95
Public Works / Engineering	52
Utilities – Power	9
Utilities – Sewer	5
Utilities – Water	64
TOTAL	2413

Top 5 Service Requests**Total**

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

1. Trash –Special Pick-up	70
2. Building Permit Inspection Request	69
3. Rodents - Rats	33
4. Broken Parking Meter	22
5. Tree Evaluation	21
Recycling – Missed Pick-up	21