



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 27, 2012 through August 2, 2012.

Total Calls Handled – 2528 Total Service Requests – 508

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	188
Administrative Services -Finance	57
Administrative Services -HR	31
Administrative Services - Other	114
Call Transfer	121
City Manager's Office	34
ComDev / Economic Development	42
ComDev/ Bldg Inspections	274
ComDev / Housing Rehab	13
ComDev / Planning/Zoning	38
Directions	19
Fire Life Safety	47
GovQA Request	203
Health	84
Information	492
Law	3
Library	1
Mayor's Office	6
Other	179
Other – Social Services	9
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	25
Parks – Other	25
Parks/Recreation	81
Parks – Forestry	14
Parks- Recreation Programs	90
Police	114
Public Works / Fleet	2
Public Works / Street Sanitation	67
Public Works / Engineering	67
Utilities	85
TOTAL	2528

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	76
2. Trash –Special Pick-up	74
3. Broken Parking Meter	34
4. Rodents	31
5. Water Bill – Final Bill or Final Move Out	26