



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 17, 2012 through August 23, 2012. **Total Calls Handled – 2590**

Total Service Requests – 467

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	217
Administrative Services -Finance	73
Administrative Services -HR	26
Administrative Services - Other	167
Call Transfer	89
City Manager's Office	47
ComDev / Economic Development	44
ComDev/ Bldg Inspections	224
ComDev / Housing Rehab	9
ComDev / Planning/Zoning	40
Directions	41
Fire Life Safety	50
GovQA Request	186
Health	94
Information	499
Law	5
Library	3
Mayor's Office	1
Other	191
Other – Social Services	20
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	15
Parks – Other	22
Parks/Recreation	34
Parks – Forestry	16
Parks- Recreation Programs	98
Police	108
Public Works / Fleet	0
Public Works / Street Sanitation	78
Public Works / Engineering	51
Utilities – Power	7
Utilities – Sewer	6
Utilities – Water	127
TOTAL	2590

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	92
2. Trash Cart – Special Pick up	87
3. Dead Animal on Public Property	22
4. Broken Parking Meter	20
5. Water Bill – New Account Request	21