



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 24, 2012 through August 30, 2012. **Total Calls Handled – 2711**

Total Service Requests – 516

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	201
Administrative Services -Finance	41
Administrative Services -HR	26
Administrative Services - Other	165
Call Transfer	88
City Manager's Office	34
ComDev / Economic Development	31
ComDev/ Bldg Inspections	286
ComDev / Housing Rehab	15
ComDev / Planning/Zoning	27
Directions	41
Fire Life Safety	43
GovQA Request	169
Health	80
Information	558
Law	14
Library	10
Mayor's Office	3
Other	189
Other – Social Services	9
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	18
Parks – Other	26
Parks/Recreation	43
Parks – Forestry	29
Parks- Recreation Programs	61
Police	149
Public Works / Fleet	2
Public Works / Street Sanitation	114
Public Works / Engineering	50
Utilities – Power	1
Utilities – Sewer	1
Utilities – Water	186
TOTAL	2711

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	87
2. Trash Cart – Special Pick up	65
3. Rodents – Rats	36
4. Broken Parking Meter	24
5. Water Bill – New Account Request	21