



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 3, 2012 through August 9, 2012. **Total Calls Handled – 2614**

**Total Service Requests – 482**

**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	219
Administrative Services -Finance	44
Administrative Services -HR	31
Administrative Services - Other	126
Call Transfer	111
City Manager's Office	48
ComDev / Economic Development	42
ComDev/ Bldg Inspections	299
ComDev / Housing Rehab	12
ComDev / Planning/Zoning	32
Directions	20
Fire Life Safety	49
GovQA Request	179
Health	91
Information	448
Law	7
Library	4
Mayor's Office	3
Other	193
Other – Social Services	20
Parks – Maintenance	4
Parks – Programs/Picnics/Permits	29
Parks – Other	36
Parks/Recreation	73
Parks – Forestry	38
Parks- Recreation Programs	62
Police	120
Public Works / Fleet	1
Public Works / Street Sanitation	113
Public Works / Engineering	43
Utilities – Power*	3
Utilities – Sewer*	6
Utilities – Water*	108
<b>TOTAL</b>	<b>2614</b>

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

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

1. Building Permit Inspection Request	81
2. Trash –Special Pick-up	74
3. Broken Parking Meter	32
4. Tree Evaluation	27
5. Sidewalk – Poor Condition	25

\*The Utilities Department is now broken down into 3 categories effective August 3, 2012.