



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 7, 2012 through September 13, 2012. **Total Calls Handled – 2725**

**Total Service Requests – 566**

**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	208
Administrative Services -Finance	60
Administrative Services -HR	19
Administrative Services - Other	209
Call Transfer	124
City Manager's Office	42
ComDev / Economic Development	25
ComDev/ Bldg Inspections	262
ComDev / Housing Rehab	11
ComDev / Planning/Zoning	27
Directions	48
Fire Life Safety	46
GovQA Request	151
Health	82
Information	501
Law	11
Library	1
Mayor's Office	5
Other	158
Other – Social Services	9
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	13
Parks – Other	9
Parks/Recreation	30
Parks – Forestry	36
Parks- Recreation Programs	57
Police	133
Public Works / Fleet	3
Public Works / Street Sanitation	127
Public Works / Engineering	64
Utilities – Power	57
Utilities – Sewer	11
Utilities – Water	183
<b>TOTAL</b>	<b>2725</b>

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

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

1. Building Permit Inspection Request	91
2. Trash Cart – Special Pick-up	67
3. Rodents – Rats	35
4. Broken Parking Meter	24
5. Water Bill – New Account Request	20