



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 14, 2012 through September 20, 2012. **Total Calls Handled – 2490**

Total Service Requests – 468

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	190
Administrative Services -Finance	64
Administrative Services -HR	35
Administrative Services - Other	193
Call Transfer	127
City Manager's Office	30
ComDev / Economic Development	21
ComDev/ Bldg Inspections	230
ComDev / Housing Rehab	12
ComDev / Planning/Zoning	18
Directions	40
Fire Life Safety	35
GovQA Request	151
Health	68
Information	489
Law	12
Library	6
Mayor's Office	7
Other	167
Other – Social Services	48
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	10
Parks – Other	7
Parks/Recreation	38
Parks – Forestry	25
Parks- Recreation Programs	51
Police	125
Public Works / Fleet	2
Public Works / Street Sanitation	113
Public Works / Engineering	59
Utilities – Power	3
Utilities – Sewer	6
Utilities – Water	107
TOTAL	2490

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	90
2. Trash Cart – Special Pick-up	39
3. Tree Evaluation	28
4. Rodents – Rats	26
5. Broken Parking Meter	23