



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 21, 2012 through September 27, 2012. **Total Calls Handled – 2341**

Total Service Requests – 405

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	174
Administrative Services -Finance	44
Administrative Services -HR	31
Administrative Services - Other	191
Call Transfer	108
City Manager's Office	40
ComDev / Economic Development	25
ComDev/ Bldg Inspections	215
ComDev / Housing Rehab	10
ComDev / Planning/Zoning	19
Directions	59
Fire Life Safety	31
GovQA Request	121
Health	72
Information	510
Law	4
Library	5
Mayor's Office	4
Other	174
Other – Social Services	10
Parks – Maintenance	6
Parks – Programs/Picnics/Permits	5
Parks – Other	5
Parks/Recreation	28
Parks – Forestry	30
Parks- Recreation Programs	33
Police	131
Public Works / Fleet	4
Public Works / Street Sanitation	114
Public Works / Engineering	50
Utilities – Power	4
Utilities – Sewer	5
Utilities – Water	79
TOTAL	2341

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	73
2. Trash Cart – Special Pick-up	38
3. Broken Parking Meter	20
4. Tree Evaluation	15
5. Trees	14
Abandoned Vehicle	14