



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 31, 2012 through September 6, 2012. **Total Calls Handled – 2320**

Total Service Requests – 470

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	145
Administrative Services -Finance	38
Administrative Services -HR	23
Administrative Services - Other	138
Call Transfer	94
City Manager's Office	40
ComDev / Economic Development	31
ComDev/ Bldg Inspections	162
ComDev / Housing Rehab	4
ComDev / Planning/Zoning	14
Directions	39
Fire Life Safety	30
GovQA Request	162
Health	69
Information	590
Law	5
Library	2
Mayor's Office	1
Other	187
Other – Social Services	25
Parks – Maintenance	5
Parks – Programs/Picnics/Permits	11
Parks – Other	11
Parks/Recreation	40
Parks – Forestry	12
Parks- Recreation Programs	51
Police	126
Public Works / Fleet	1
Public Works / Street Sanitation	123
Public Works / Engineering	42
Utilities – Power	3
Utilities – Sewer	3
Utilities – Water	93
TOTAL	2320

Top 5 Service Requests**Total**

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

1. Trash Cart – Special Pick up	77
2. Building Permit Inspection Request	65
3. Rodents – Rats	34
4. Dead Animal on Public Property	21
5. Trash Accumulation	18

*Labor Day, Monday, September 3, 2012, is included in this week's summary.