



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 28, 2012 through October 4, 2012.

Total Calls Handled – 2583

Total Service Requests – 403

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	202
Administrative Services -Finance	42
Administrative Services -HR	45
Administrative Services - Other	240
Call Transfer	114
City Manager's Office	53
ComDev / Economic Development	32
ComDev/ Bldg Inspections	230
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	11
Directions	7
Fire Life Safety	44
GovQA Request	133
Health	81
Information	523
Law	7
Library	3
Mayor's Office	9
Other	159
Other – Social Services	4
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	10
Parks – Other	8
Parks/Recreation	123
Parks – Forestry	20
Parks- Recreation Programs	57
Police	123
Public Works / Fleet	1
Public Works / Street Sanitation	97
Public Works / Engineering	59
Utilities – Power	0
Utilities – Sewer	5
Utilities – Water	132
TOTAL	2583

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	81
2. Trash Cart – Special Pick-up	19
3. Parkway Tree Trimming	18
4. Broken Parking Meter	17
5. Tree Evaluation	13