



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 5, 2012 through October 11, 2012.

**Total Calls Handled – 2494**

**Total Service Requests – 428**

**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	156
Administrative Services -Finance	49
Administrative Services -HR	34
Administrative Services - Other	274
Call Transfer	96
City Manager's Office	34
ComDev / Economic Development	27
ComDev/ Bldg Inspections	204
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	16
Directions	37
Fire Life Safety	51
GovQA Request	194
Health	57
Information	560
Law	4
Library	1
Mayor's Office	13
Other	160
Other – Social Services	16
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	4
Parks – Other	7
Parks/Recreation	33
Parks – Forestry	18
Parks- Recreation Programs	32
Police	143
Public Works / Fleet	2
Public Works / Street Sanitation	115
Public Works / Engineering	46
Utilities – Power	14
Utilities – Sewer	1
Utilities – Water	88
<b>TOTAL</b>	<b>2494</b>

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

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

1. Building Permit Inspection Request	81
2. Broken Parking Meter	38
3. Rodents – Rats	27
4. Power Outage	18
5. Trash Cart – Special Pick-up	16
Trash – Missed Garbage Pick-up	

\*Power outage on Tuesday, October 9, 2012.