



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 12, 2012 through October 18, 2012.

Total Calls Handled – 2214

Total Service Requests – 336

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	146
Administrative Services -Finance	41
Administrative Services -HR	33
Administrative Services - Other	247
Call Transfer	83
City Manager's Office	32
ComDev / Economic Development	38
ComDev/ Bldg Inspections	187
ComDev / Housing Rehab	8
ComDev / Planning/Zoning	29
Directions	44
Fire Life Safety	40
GovQA Request	142
Health	62
Information	480
Law	2
Library	5
Mayor's Office	3
Other	165
Other – Social Services	10
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	3
Parks – Other	11
Parks/Recreation	32
Parks – Forestry	16
Parks- Recreation Programs	27
Police	105
Public Works / Fleet	1
Public Works / Street Sanitation	88
Public Works / Engineering	52
Utilities – Power	2
Utilities – Sewer	3
Utilities – Water	77
TOTAL	2214

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	60
2. Broken Parking Meter	32
3. Rodents – Rats	28
4. Trash Cart – Special Pick-up	27
5. Yard Waste – Missed Pick –up	16