



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 19, 2012 through October 25, 2012. **Total Calls Handled – 2528**

Total Service Requests – 364

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	171
Administrative Services -Finance	61
Administrative Services -HR	42
Administrative Services - Other	396
Call Transfer	111
City Manager's Office	31
ComDev / Economic Development	26
ComDev/ Bldg Inspections	186
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	19
Directions	26
Fire Life Safety	43
GovQA Request	154
Health	55
Information	570
Law	6
Library	2
Mayor's Office	6
Other	168
Other – Social Services	15
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	3
Parks – Other	13
Parks/Recreation	39
Parks – Forestry	13
Parks- Recreation Programs	42
Police	118
Public Works / Fleet	0
Public Works / Street Sanitation	82
Public Works / Engineering	43
Utilities – Power	2
Utilities – Sewer	7
Utilities – Water	72
TOTAL	2528

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	53
2. Trash Cart – Special Pick-up	48
3. Broken Parking Meter	36
4. Street Light	20
5. Rodents – Rats	19