



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 26, 2012 through November 1, 2012. **Total Calls Handled – 2698**

Total Service Requests – 303

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	164
Administrative Services -Finance	63
Administrative Services -HR	35
Administrative Services - Other	424
Call Transfer	105
City Manager's Office	33
ComDev / Economic Development	47
ComDev/ Bldg Inspections	230
ComDev / Housing Rehab	14
ComDev / Planning/Zoning	22
Directions	15
Fire Life Safety	42
GovQA Request	138
Health	53
Information	626
Law	9
Library	2
Mayor's Office	6
Other	161
Other – Social Services	6
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	2
Parks – Other	12
Parks/Recreation	42
Parks – Forestry	13
Parks- Recreation Programs	34
Police	103
Public Works / Fleet	2
Public Works / Street Sanitation	91
Public Works / Engineering	42
Utilities – Power	1
Utilities – Sewer	5
Utilities – Water	155
TOTAL	2698

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	70
2. Trash Cart – Special Pick-up	45
3. Broken Parking Meter	23
4. Rodents - Rats	17
5. Yard Waste – Missed Pick-up	15