



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 2, 2012 through November 8, 2012. **Total Calls Handled – 2666**

Total Service Requests – 326

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	165
Administrative Services -Finance	32
Administrative Services -HR	34
Administrative Services - Other	467
Call Transfer	104
City Manager's Office	36
ComDev / Economic Development	37
ComDev/ Bldg Inspections	177
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	13
Directions	15
Fire Life Safety	32
GovQA Request	143
Health	49
Information	738
Law	14
Library	3
Mayor's Office	2
Other	171
Other – Social Services	16
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	22
Parks – Other	11
Parks/Recreation	0
Parks – Forestry	10
Parks- Recreation Programs	41
Police	107
Public Works / Fleet	2
Public Works / Street Sanitation	82
Public Works / Engineering	34
Utilities – Power	0
Utilities – Sewer	5
Utilities – Water	97
TOTAL	2666

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	74
2. Trash Cart – Special Pick-up	40
3. Broken Parking Meter	16
4. Street Light	16
5. Yard Waste – Missed Pick-up	12*
Rodents – Rats	
Trash Cart – Large Cart	
Dead Animal on Public Property	

*A four-way tie for the fifth spot.