



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 9, 2012 through November 15, 2012. **Total Calls Handled – 2166**

Total Service Requests – 378

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	149
Administrative Services -Finance	33
Administrative Services -HR	46
Administrative Services - Other	169
Call Transfer	124
City Manager's Office	24
ComDev / Economic Development	26
ComDev/ Bldg Inspections	189
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	19
Directions	13
Fire Life Safety	32
GovQA Request	153
Health	52
Information	559
Law	5
Library	2
Mayor's Office	2
Other	145
Other – Social Services	10
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	3
Parks – Other	6
Parks/Recreation	28
Parks – Forestry	9
Parks- Recreation Programs	29
Police	99
Public Works / Fleet	3
Public Works / Street Sanitation	120
Public Works / Engineering	33
Utilities – Power	0
Utilities – Sewer	2
Utilities – Water	76
TOTAL	2166

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	98
2. Trash Cart – Special Pick-up	39
3. Broken Parking Meter	29
4. Water Bill – Final Bill or Final Move Out	22
5. Rodents – Rats	18