



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 16, 2012 through November 22, 2012. **Total Calls Handled – 1715**

Total Service Requests – 298

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	97
Administrative Services -Finance	51
Administrative Services -HR	29
Administrative Services - Other	97
Call Transfer	73
City Manager's Office	11
ComDev / Economic Development	16
ComDev/ Bldg Inspections	138
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	8
Directions	19
Fire Life Safety	33
GovQA Request	92
Health	37
Information	544
Law	3
Library	1
Mayor's Office	3
Other	134
Other – Social Services	13
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	6
Parks – Other	5
Parks/Recreation	33
Parks – Forestry	7
Parks- Recreation Programs	37
Police	57
Public Works / Fleet	3
Public Works / Street Sanitation	77
Public Works / Engineering	34
Utilities – Power	1
Utilities – Sewer	1
Utilities – Water	51
TOTAL	1715

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	65
2. Broken Parking Meter	17
3. Rodents- Rats	16
4. Yard Waste – Missed Pick-up	13
5. Trash Cart – Special Pick-up	9
Traffic Signal	9