



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 23, 2012 through November 29, 2012. **Total Calls Handled – 1993**

**Total Service Requests – 329**

**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	142
Administrative Services -Finance	47
Administrative Services -HR	32
Administrative Services - Other	177
Call Transfer	92
City Manager's Office	26
ComDev / Economic Development	23
ComDev/ Bldg Inspections	148
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	13
Directions	19
Fire Life Safety	34
GovQA Request	152
Health	41
Information	524
Law	3
Library	2
Mayor's Office	1
Other	113
Other – Social Services	12
Parks – Maintenance	4
Parks – Programs/Picnics/Permits	5
Parks – Other	9
Parks/Recreation	49
Parks – Forestry	12
Parks- Recreation Programs	33
Police	82
Public Works / Fleet	0
Public Works / Street Sanitation	114
Public Works / Engineering	13
Utilities – Power	0
Utilities – Sewer	0
Utilities – Water	66
<b>TOTAL</b>	<b>1993</b>

**Top 5 Service Requests****Total**

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

1. Building Permit Inspection Request	69
2. Trash Cart – Special Pick-up	50
3. Broken Parking Meter	22
4. Yard Waste – Missed Pick-up	21
5. Water Bill – Final Bill or Final Move Out	13