



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 30, 2012 through December 6, 2012. **Total Calls Handled – 2235**

Total Service Requests – 353

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	189
Administrative Services -Finance	65
Administrative Services -HR	31
Administrative Services - Other	139
Call Transfer	117
City Manager's Office	27
ComDev / Economic Development	22
ComDev/ Bldg Inspections	174
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	10
Directions	23
Fire Life Safety	41
GovQA Request	115
Health	52
Information	590
Law	11
Library	1
Mayor's Office	2
Other	144
Other – Social Services	15
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	1
Parks – Other	13
Parks/Recreation	36
Parks – Forestry	14
Parks- Recreation Programs	32
Police	103
Public Works / Fleet	1
Public Works / Street Sanitation	102
Public Works / Engineering	22
Utilities – Power	1
Utilities – Sewer	0
Utilities – Water	134
TOTAL	2235

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	68
2. Trash Cart – Special Pick-up	45
3. Broken Parking Meter	29
4. Yard Waste – Missed Pick-up	21
5. Trash – Missed Garbage Pick-up	14