



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 7, 2012 through December 13, 2012. **Total Calls Handled – 2090**

Total Service Requests – 322

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	227
Administrative Services -Finance	75
Administrative Services -HR	36
Administrative Services - Other	169
Call Transfer	92
City Manager's Office	23
ComDev / Economic Development	23
ComDev/ Bldg Inspections	208
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	25
Directions	28
Fire Life Safety	41
GovQA Request	110
Health	58
Information	435
Law	9
Library	7
Mayor's Office	6
Other	124
Other – Social Services	7
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	1
Parks – Other	24
Parks/Recreation	49
Parks – Forestry	5
Parks- Recreation Programs	32
Police	73
Public Works / Fleet	5
Public Works / Street Sanitation	86
Public Works / Engineering	28
Utilities – Power	5
Utilities – Sewer	2
Utilities – Water	69
TOTAL	2090

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	82
2. Trash Cart – Special Pick-up	43
3. Broken Parking Meter	25
4. Trash – Missed Garbage Pick-up	20
5. Recycling – Missed Pick-up	16