



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 14, 2012 through December 20, 2012. **Total Calls Handled – 1963**

Total Service Requests – 335

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	276
Administrative Services -Finance	48
Administrative Services -HR	29
Administrative Services - Other	142
Call Transfer	104
City Manager's Office	21
ComDev / Economic Development	12
ComDev/ Bldg Inspections	191
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	17
Directions	27
Fire Life Safety	45
GovQA Request	120
Health	84
Information	334
Law	5
Library	6
Mayor's Office	3
Other	77
Other – Social Services	8
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	2
Parks – Other	12
Parks/Recreation	36
Parks – Forestry	9
Parks- Recreation Programs	41
Police	119
Public Works / Fleet	2
Public Works / Street Sanitation	68
Public Works / Engineering	37
Utilities – Power	9
Utilities – Sewer	3
Utilities – Water	69
TOTAL	1963

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	77
2. Trash – Missed Garbage Pick-up	33
3. Broken Parking Meter	31
4. Trash Cart – Special Pick-up	25
5. Recycling – Missed Pick-up	17