



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 21, 2012 through December 27, 2012.* **Total Calls Handled – 1419**

Total Service Requests – 209

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	161
Administrative Services -Finance	42
Administrative Services -HR	16
Administrative Services - Other	93
Call Transfer	62
City Manager's Office	8
ComDev / Economic Development	13
ComDev/ Bldg Inspections	87
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	6
Directions	14
Fire Life Safety	30
GovQA Request	80
Health	27
Information	283
Law	3
Library	3
Mayor's Office	2
Other	70
Other – Social Services	7
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	5
Parks – Other	9
Parks/Recreation	27
Parks – Forestry	8
Parks- Recreation Programs	52
Police	72
Public Works / Fleet	0
Public Works / Street Sanitation	162
Public Works / Engineering	13
Utilities – Power	1
Utilities – Sewer	5
Utilities – Water	55
TOTAL	1419

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	40
2. Broken Parking Meter	34
3. Trash Cart – Special Pick-up	30
4. Trash – Missed Garbage Pick-up	24
5. Recycling – Missed Pick-up	11

*This week includes Christmas Eve and Christmas Day holidays.