



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 18, 2012 through January 24, 2013.

Total Calls Handled – 1981

Total Service Requests – 296

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	186
Administrative Services -Finance	53
Administrative Services -HR	28
Administrative Services - Other	184
Call Transfer	106
City Manager's Office	36
ComDev / Economic Development	18
ComDev/ Bldg Inspections	163
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	12
Directions	33
Fire Life Safety	38
GovQA Request	104
Health	83
Information	133
Law	7
Library	8
Mayor's Office	3
Other	328
Other – Social Services	11
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	4
Parks – Other	7
Parks/Recreation	51
Parks – Forestry	17
Parks- Recreation Programs	42
Police	73
Public Works / Fleet	3
Public Works / Street Sanitation	99
Public Works / Engineering	26
Utilities – Power	7
Utilities – Sewer	2
Utilities – Water	108
TOTAL	1981

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	59
2. Trash Cart – Special Pick-up	25
3. Broken Parking Meter	24
4. Rental Dwelling Inspection Request	16
5. Christmas Tree Pick-up	14