



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 28, 2012 through January 3, 2013.*

Total Calls Handled – 1952

Total Service Requests – 307

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	354
Administrative Services -Finance	95
Administrative Services -HR	30
Administrative Services - Other	131
Call Transfer	78
City Manager's Office	33
ComDev / Economic Development	15
ComDev/ Bldg Inspections	91
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	6
Directions	12
Fire Life Safety	32
GovQA Request	101
Health	53
Information	321
Law	9
Library	3
Mayor's Office	3
Other	111
Other – Social Services	10
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	4
Parks – Other	8
Parks/Recreation	53
Parks – Forestry	16
Parks- Recreation Programs	65
Police	55
Public Works / Fleet	0
Public Works / Street Sanitation	171
Public Works / Engineering	15
Utilities – Power	2
Utilities – Sewer	1
Utilities – Water	67
TOTAL	1952

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	49
2. Trash – Missed Garbage Pick-up	47
3. Recycling – Missed Pick-up	29
4. Broken Parking Meter	23
5. Trash Cart – Special Pick-up	22

*This week includes New Year's Day holiday.