



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 4, 2012 through January 10, 2013. **Total Calls Handled – 2196**

Total Service Requests – 357

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 | 261 |
| Administrative Services -Finance | 79 |
| Administrative Services -HR | 47 |
| Administrative Services - Other | 203 |
| Call Transfer | 117 |
| City Manager's Office | 30 |
| ComDev / Economic Development | 49 |
| ComDev/ Bldg Inspections | 209 |
| ComDev / Housing Rehab | 4 |
| ComDev / Planning/Zoning | 25 |
| Directions | 22 |
| Fire Life Safety | 43 |
| GovQA Request | 118 |
| Health | 87 |
| Information | 289 |
| Law | 8 |
| Library | 4 |
| Mayor's Office | 0 |
| Other | 111 |
| Other – Social Services | 5 |
| Parks – Maintenance | 1 |
| Parks – Programs/Picnics/Permits | 1 |
| Parks – Other | 8 |
| Parks/Recreation | 54 |
| Parks – Forestry | 17 |
| Parks- Recreation Programs | 62 |
| Police | 91 |
| Public Works / Fleet | 1 |
| Public Works / Street Sanitation | 88 |
| Public Works / Engineering | 19 |
| Utilities – Power | 2 |
| Utilities – Sewer | 1 |
| Utilities – Water | 140 |
| TOTAL | 2196 |

Top 5 Service Requests**Total**

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

| | |
|---------------------------------------|----|
| 1. Building Permit Inspection Request | 66 |
| 2. Trash Cart – Special Pick-up | 37 |
| 3. Broken Parking Meter | 30 |
| 4. Trash – Missed Garbage Pick-up | 24 |
| 5. Recycling – Missed Pick-up | 14 |