



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 11, 2012 through January 17, 2013.

**Total Calls Handled – 1917**

**Total Service Requests – 330**

**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.*

<b>Weekly Telephone Wrap Up Data</b>	
<b>Category/Department</b>	<b>Total</b>
Administrative Services -Parking	189
Administrative Services -Finance	60
Administrative Services -HR	45
Administrative Services - Other	172
Call Transfer	123
City Manager's Office	28
ComDev / Economic Development	34
ComDev/ Bldg Inspections	170
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	16
Directions	20
Fire Life Safety	38
GovQA Request	108
Health	77
Information	297
Law	3
Library	3
Mayor's Office	4
Other	98
Other – Social Services	5
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	3
Parks – Other	9
Parks/Recreation	39
Parks – Forestry	10
Parks- Recreation Programs	62
Police	101
Public Works / Fleet	0
Public Works / Street Sanitation	62
Public Works / Engineering	23
Utilities – Power	3
Utilities – Sewer	3
Utilities – Water	106
<b>TOTAL</b>	<b>1917</b>

**Top 5 Service Requests****Total**

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

1. Building Permit Inspection Request	67
2. Broken Parking Meter	44
3. Trash Cart – Special Pick-up	30
4. Christmas Tree Pick-up	23
5. Trash – Missed Garbage Pick-up	14