



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 25, 2012 through January 31, 2013.

Total Calls Handled – 1948

Total Service Requests – 370

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	189
Administrative Services -Finance	79
Administrative Services -HR	41
Administrative Services - Other	112
Call Transfer	114
City Manager's Office	44
ComDev / Economic Development	31
ComDev/ Bldg Inspections	149
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	15
Directions	18
Fire Life Safety	63
GovQA Request	130
Health	81
Information	383
Law	5
Library	7
Mayor's Office	3
Other	104
Other – Social Services	5
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	4
Parks – Other	12
Parks/Recreation	38
Parks – Forestry	13
Parks- Recreation Programs	49
Police	66
Public Works / Fleet	1
Public Works / Street Sanitation	75
Public Works / Engineering	33
Utilities – Power	4
Utilities – Sewer	1
Utilities – Water	73
TOTAL	1948

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	65
2. Broken Parking Meter	37
3. Trash Cart – Special Pick-up	26
4. Rental Dwelling Inspection Request	19
5. Trash – Missed Garbage Pick-up	16