



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of February 10, 2012 through February 16, 2012.

Total Calls Handled – 1,883

Total Service Requests – 281

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	203
Administrative Services -Finance	53
Administrative Services -HR	40
Administrative Services - Other	149
Call Transfer	50
City Manager's Office	32
ComDev / Economic Development	51
ComDev/ Bldg Inspections	146
ComDev / Housing Rehab	12
ComDev / Planning/Zoning	28
Directions	39
Engineering	3
Fire Life Safety	53
GovQA Request	102
Health	66
Information	261
Law	7
Library	4
Mayor's Office	11
Other	146
Other – Social Services	16
Parks/Recreation	130
Police	68
Public Works / Fleet	7
Public Works / Street Sanitation	72
Public Works / Transportation	20
Utilities	114
TOTAL	1,883

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	55
2. Broken Parking Meter	33
3. Trash Cart – Special Pickup	22
4. Recycling – Missed Pickup	13
5. Abandoned Vehicle	12