



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of February 17, 2012 through February 23, 2012.

**Total Calls Handled – 2,187**

**Total Service Requests – 284**

**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	174
Administrative Services -Finance	66
Administrative Services -HR	43
Administrative Services - Other	185
Call Transfer	100
City Manager's Office	39
ComDev / Economic Development	47
ComDev/ Bldg Inspections	190
ComDev / Housing Rehab	12
ComDev / Planning/Zoning	31
Directions	47
Engineering	2
Fire Life Safety	50
GovQA Request	113
Health	52
Information	227
Law	3
Library	7
Mayor's Office	5
Other	154
Other – Social Services	15
Parks/Recreation	208
Police	72
Public Works / Fleet	2
Public Works / Street Sanitation	113
Public Works / Transportation	37
Utilities	193
<b>TOTAL</b>	<b>2,187</b>

**Top 5 Service Requests**

**Total**

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

1. Building Permit Inspection Request	50
2. Broken Parking Meter	28
3. Trash Cart – Special Pickup	31
4. Trash – Fly (Illegal) Dumping	15
5. Trash – Missed Garbage Pickup	13