



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of February 3, 2012 through February 9, 2012.

**Total Calls Handled – 1,967**

**Total Service Requests – 276**

**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	208
Administrative Services -Finance	60
Administrative Services -HR	31
Administrative Services - Other	145
Call Transfer	99
City Manager's Office	44
ComDev / Economic Development	53
ComDev/ Bldg Inspections	191
ComDev / Housing Rehab	8
ComDev / Planning/Zoning	30
Directions	35
Engineering	2
Fire Life Safety	54
GovQA Request	111
Health	60
Information	300
Law	11
Library	3
Mayor's Office	8
Other	91
Other – Social Services	18
Parks/Recreation	152
Police	71
Public Works / Fleet	3
Public Works / Street Sanitation	60
Public Works / Transportation	31
Utilities	88
<b>TOTAL</b>	<b>1,967</b>

**Top 5 Service Requests**

**Total**

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

1. Building Permit Inspection Request	49
2. Broken Parking Meter	30
3. Trash Cart – Special Pickup	25
4. Recycling – Missed Pickup	22
5. Trash – Missed Garbage Pickup	12