



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 9, 2012 through March 15, 2012.

**Total Calls Handled – 2, 136**

**Total Service Requests – 356**

### 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	198
Administrative Services -Finance	44
Administrative Services -HR	46
Administrative Services - Other	202
Call Transfer	78
City Manager's Office	47
ComDev / Economic Development	44
ComDev/ Bldg Inspections	185
ComDev / Housing Rehab	9
ComDev / Planning/Zoning	30
Directions	41
Engineering	1
Fire Life Safety	37
GovQA Request	139
Health	56
Information	193
Law	1
Library	4
Mayor's Office	4
Other	167
Other – Social Services	29
Parks/Recreation	178
Police	112
Public Works / Fleet	1
Public Works / Street Sanitation	139
Public Works / Transportation	50
Utilities	101
<b>TOTAL</b>	<b>2,136</b>

**Top 5 Service Requests**

**Total**

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

1. Building Permit Inspection Request	44
2. Trash Cart – Special Pickup	42
3. Trash Cart – Smaller Cart	21
4. Trash – Missed Garbage Pickup	19
5. Trash Accumulation	18