



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 16, 2012 through March 22, 2012.

Total Calls Handled – 2, 395

Total Service Requests – 380

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	229
Administrative Services -Finance	46
Administrative Services -HR	49
Administrative Services - Other	213
Call Transfer	115
City Manager's Office	53
ComDev / Economic Development	65
ComDev/ Bldg Inspections	195
ComDev / Housing Rehab	14
ComDev / Planning/Zoning	37
Directions	35
Engineering	2
Fire Life Safety	38
GovQA Request	165
Health	76
Information	218
Law	3
Library	1
Mayor's Office	8
Other	157
Other – Social Services	34
Parks/Recreation	192
Police	159
Public Works / Fleet	2
Public Works / Street Sanitation	156
Public Works / Transportation	37
Utilities	96
TOTAL	2,395

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	52
2. Trash Cart – Special Pickup	39
3. Trash –Fly (Illegal) Dumping	21
4. Trash – Missed Garbage Pickup	20
5. Broken Parking Meter	19