Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 23, 2012 through March 29, 2012.

Total Calls Handled – 2, 260
Total Service Requests – 321

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	40
Administrative Services -HR	41
Administrative Services - Other	147
Call Transfer	121
City Manager's Office	66
ComDev / Economic Development	61
ComDev/ Bldg Inspections	216
ComDev / Housing Rehab	17
ComDev / Planning/Zoning	44
Directions	54
Engineering	1
Fire Life Safety	31
GovQA Request	140
Health	76
Information	212
Law	4
Library	1
Mayor's Office	7
Other	122
Other – Social Services	24
Parks/Recreation	180
Police	123
Public Works / Fleet	3
Public Works / Street Sanitation	154
Public Works / Transportation	48
Utilities	98
TOTAL	**2,260**

Top 5 Service Requests	**Total**
Most requested service requests (Source: Gov QA- Open/Closed)	
1. Building Permit Inspection Request	61
2. Trash Cart – Special Pickup	41
3. Broken Parking Meter	29
4. Trash – Missed Garbage Pickup	22
5. Trash – Fly (Illegal) Dumping	13
Trash Cart – Smaller Cart	13