



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 1, 2012 through March 8, 2012.

Total Calls Handled – 2,500

Total Service Requests – 339

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	269
Administrative Services -Finance	50
Administrative Services -HR	46
Administrative Services - Other	180
Call Transfer	149
City Manager's Office	45
ComDev / Economic Development	63
ComDev/ Bldg Inspections	222
ComDev / Housing Rehab	9
ComDev / Planning/Zoning	40
Directions	9
Engineering	43
Fire Life Safety	60
GovQA Request	154
Health	90
Information	315
Law	8
Library	6
Mayor's Office	10
Other	129
Other – Social Services	21
Parks/Recreation	237
Police	106
Public Works / Fleet	3
Public Works / Street Sanitation	132
Public Works / Transportation	43
Utilities	111
TOTAL	2,500

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	75
2. Broken Parking Meters	38
3. Recycling – Missed Pick-Up	12
4. Trash – Accumulation	12
5. Trash – Missed Pick up	11