



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 6, 2012 through April 12, 2012.

Total Calls Handled – 2, 189

Total Service Requests – 300

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	241
Administrative Services -Finance	28
Administrative Services -HR	37
Administrative Services - Other	143
Call Transfer	104
City Manager's Office	57
ComDev / Economic Development	47
ComDev/ Bldg Inspections	206
ComDev / Housing Rehab	18
ComDev / Planning/Zoning	34
Directions	31
Engineering	1
Fire Life Safety	44
GovQA Request	121
Health	57
Information	231
Law	6
Library	2
Mayor's Office	5
Other	174
Other – Social Services	21
Parks/Recreation	227
Police	105
Public Works / Fleet	5
Public Works / Street Sanitation	136
Public Works / Transportation	37
Utilities	71
TOTAL	2,189

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	46
2. Broken Parking Meter	29
3. Trash Cart – Special Pick up	25
4. Trash – Missed Garbage Pickup	13
5. Trash – Accumulation	10