



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 30, 2012 through April 5, 2012.

Total Calls Handled – 2, 546

Total Service Requests – 309

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	432
Administrative Services -Finance	63
Administrative Services -HR	41
Administrative Services - Other	177
Call Transfer	122
City Manager's Office	57
ComDev / Economic Development	58
ComDev/ Bldg Inspections	190
ComDev / Housing Rehab	19
ComDev / Planning/Zoning	34
Directions	39
Engineering	2
Fire Life Safety	32
GovQA Request	125
Health	76
Information	217
Law	3
Library	5
Mayor's Office	3
Other	181
Other – Social Services	36
Parks/Recreation	191
Police	108
Public Works / Fleet	6
Public Works / Street Sanitation	179
Public Works / Transportation	47
Utilities	103
TOTAL	2,546

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	51
2. Trash Cart – Special Pickup	36
3. Broken Parking Meter	30
4. Abandoned Vehicle	16
5. Trash – Missed Garbage Pickup	13