



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 13, 2012 through April 19, 2012.

Total Calls Handled – 2,367

Total Service Requests – 344

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	248
Administrative Services -Finance	37
Administrative Services -HR	66
Administrative Services - Other	152
Call Transfer	119
City Manager's Office	67
ComDev / Economic Development	76
ComDev/ Bldg Inspections	238
ComDev / Housing Rehab	18
ComDev / Planning/Zoning	43
Directions	41
Engineering	1
Fire Life Safety	31
GovQA Request	112
Health	76
Information	210
Law	4
Library	3
Mayor's Office	2
Other	175
Other – Social Services	28
Parks/Recreation	243
Police	129
Public Works / Fleet	1
Public Works / Street Sanitation	126
Public Works / Transportation	37
Utilities	84
TOTAL	2,367

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	62
2. Trash Cart – Special Pick up	39
3. Broken Parking Meter	21
4. Trees	16
5. Trash – Missed Garbage Pickup	13