



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 20, 2012 through April 26, 2012.

**Total Calls Handled – 2,439**

**Total Service Requests – 256**

### 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	227
Administrative Services -Finance	42
Administrative Services -HR	51
Administrative Services - Other	156
Call Transfer	104
City Manager's Office	41
ComDev / Economic Development	59
ComDev/ Bldg Inspections	216
ComDev / Housing Rehab	19
ComDev / Planning/Zoning	29
Directions	43
Engineering	1
Fire Life Safety	37
GovQA Request	114
Health	83
Information	222
Law	4
Library	2
Mayor's Office	3
Other	185
Other – Social Services	28
Parks/Recreation	266
Police	123
Public Works / Fleet	4
Public Works / Street Sanitation	131
Public Works / Transportation	68
Utilities	181
<b>TOTAL</b>	<b>2,439</b>

**Top 5 Service Requests**

**Total**

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

1. Building Permit Inspection Request	58
2. Broken Parking Meter	27
3. Trash Cart – Special Pick-up	19
4. Trees	13
5. Tree Evaluation	13