



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 4, 2012 through May 10, 2012.

**Total Calls Handled – 2,619**

**Total Service Requests – 472**

### 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.*

<b>Weekly Telephone Wrap Up Data</b>	
<b>Category/Department</b>	<b>Total</b>
Administrative Services -Parking	245
Administrative Services -Finance	42
Administrative Services -HR	57
Administrative Services - Other	114
Call Transfer	129
City Manager's Office	44
ComDev / Economic Development	94
ComDev/ Bldg Inspections	240
ComDev / Housing Rehab	14
ComDev / Planning/Zoning	36
Directions	27
Engineering	1
Fire Life Safety	48
GovQA Request	205
Health	58
Information	269
Law	7
Library	3
Mayor's Office	4
Other	206
Other – Social Services	30
Parks/Recreation	267
Police	124
Public Works / Fleet	3
Public Works / Street Sanitation	165
Public Works / Transportation	50
Utilities	137
<b>TOTAL</b>	<b>2,619</b>

**Top 5 Service Requests**

**Total**

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

1. Building Permit Inspection Request	65
2. Broken Parking Meter	62
3. Trash Cart – Special Pick-up	27
4. Water Bill – Final Bill or final Move Out	20
5. Trash – Missed Garbage Pickup	17