



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 11, 2012 through May 17, 2012.

**Total Calls Handled – 2,677**

**Total Service Requests – 458**

\*The Center received 6 calls for Electric Aggregation (included in **Other** total)

## 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	240
Administrative Services -Finance	52
Administrative Services -HR	39
Administrative Services - Other	119
Call Transfer	127
City Manager's Office	51
ComDev / Economic Development	36
ComDev/ Bldg Inspections	255
ComDev / Housing Rehab	10
ComDev / Planning/Zoning	42
Directions	43
Engineering	1
Fire Life Safety	44
GovQA Request	195
Health	62
Information	292
Law	2
Library	1
Mayor's Office	3
Other	206
Other – Social Services	36
Parks/Recreation	295
Police	176
Public Works / Fleet	4
Public Works / Street Sanitation	177
Public Works / Transportation	62
Utilities	107
<b>TOTAL</b>	<b>2,677</b>

**Top 5 Service Requests**

**Total**

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

1. Building Permit Inspection Request	78
2. Trash Cart – Special Pick-up	33
3. Trash – Missed Bulk Pick-up	26
4. Water Bill – Final Bill or Final Move Out	22
5. Broken Parking Meter	20