



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 18, 2012 through May 24,, 2012.

**Total Calls Handled – 2620 Total Service Requests – 451**

\*The Center received 3 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	271
Administrative Services -Finance	42
Administrative Services -HR	52
Administrative Services - Other	132
Call Transfer	143
City Manager's Office	67
ComDev / Economic Development	70
ComDev/ Bldg Inspections	260
ComDev / Housing Rehab	16
ComDev / Planning/Zoning	51
Directions	9
Engineering	63
Fire Life Safety	42
GovQA Request	191
Health	88
Information	246
Law	4
Library	5
Mayor's Office	5
Other	111
Other – Social Services	23
Parks/Recreation	308
Police	109
Public Works / Fleet	3
Public Works / Street Sanitation	161
Public Works / Transportation	63
Utilities	85
<b>TOTAL</b>	<b>2620</b>

**Top 5 Service Requests**

**Total**

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

1. Building Permit Inspection Request	58
2. Trash Cart – Special Pick-up	49
3. Parking Meter	29
4. Tree Evaluation	29
5. Trash – Fly Dumping	23