



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 25, 2012 through May 31, 2012.

Total Calls Handled – 2362

Total Service Requests – 403

*The Center received 1 call 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	215
Administrative Services -Finance	38
Administrative Services -HR	34
Administrative Services - Other	15
Call Transfer	129
City Manager's Office	34
ComDev / Economic Development	37
ComDev/ Bldg Inspections	243
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	40
Directions	16
Engineering	53
Fire Life Safety	36
GovQA Request	238
Health	61
Information	193
Law	8
Library	5
Mayor's Office	4
Other	183
Other – Social Services	13
Parks/Recreation	354
Police	131
Public Works / Fleet	3
Public Works / Street Sanitation	142
Public Works / Transportation	53
Utilities	78
TOTAL	2362

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	44
2. Trash – Special Pick-up	44
3. Broken Parking Meter	41
4. Trash – Yard Waste	25
5. Water – Final Bill	21