



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 27, 2012 through May 3, 2012.

Total Calls Handled – 2,373

Total Service Requests – 348

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	232
Administrative Services -Finance	41
Administrative Services -HR	57
Administrative Services - Other	138
Call Transfer	110
City Manager's Office	35
ComDev / Economic Development	68
ComDev/ Bldg Inspections	224
ComDev / Housing Rehab	13
ComDev / Planning/Zoning	47
Directions	41
Engineering	1
Fire Life Safety	41
GovQA Request	153
Health	73
Information	232
Law	2
Library	5
Mayor's Office	3
Other	186
Other – Social Services	32
Parks/Recreation	199
Police	110
Public Works / Fleet	4
Public Works / Street Sanitation	174
Public Works / Transportation	50
Utilities	102
TOTAL	2,373

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	63
2. Broken Parking Meter	37
3. Trash Cart – Special Pick-up	23
4. Recycling – Missed Pick-up	17
5. Trash – Fly (Illegal) Dumping	15