



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 1, 2012 through June 7, 2012.

**Total Calls Handled – 2959**

**Total Service Requests – 491**

**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	333
Administrative Services -Finance	49
Administrative Services -HR	50
Administrative Services - Other	176
Call Transfer	133
City Manager's Office	45
ComDev / Economic Development	35
ComDev/ Bldg Inspections	296
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	44
Directions	25
Engineering	1
Fire Life Safety	31
GovQA Request	211
Health	98
Information	164
Law	3
Library	6
Mayor's Office	2
Other	210
Other – Social Services	20
Parks/Recreation	458
Police	143
Public Works / Fleet	2
Public Works / Street Sanitation	192
Public Works / Transportation	77
Utilities	152
<b>TOTAL</b>	<b>2959</b>

**Top 5 Service Requests****Total**

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

1. Broken Parking Meter	54
2. Building Permit Inspection Request	50
3. Trash Cart – Special Pick-up	48
4. Recycling – Missed Pick-up	30
5. Yard Waste – Missed Pick-up	25