



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 8, 2012 through June 14, 2012. *Public Works/Transportation is now Public Works/Engineering.

Total Calls Handled – 2888

Total Service Requests – 439

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	303
Administrative Services -Finance	53
Administrative Services -HR	64
Administrative Services - Other	173
Call Transfer	98
City Manager's Office	60
ComDev / Economic Development	49
ComDev/ Bldg Inspections	281
ComDev / Housing Rehab	13
ComDev / Planning/Zoning	34
Directions	43
Fire Life Safety	45
GovQA Request	232
Health	106
Information	204
Law	11
Library	7
Mayor's Office	7
Other	193
Other – Social Services	35
Parks/Recreation	398
Police	162
Public Works / Fleet	3
Public Works / Street Sanitation	149
Public Works / Engineering*	74
Utilities	91
TOTAL	2888

Top 5 Service Requests

Total

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

1. Trash Cart – Special Pick-up	64
2. Building Permit Inspection Request	59
3. Broken Parking Meter	34
4. Tree Evaluation	32
5. Parkway Tree Trimming	29