



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 22, 2012 through June 28, 2012.

Total Calls Handled – 2808 Total Service Requests – 495

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	226
Administrative Services -Finance	50
Administrative Services -HR	47
Administrative Services - Other	179
Call Transfer	106
City Manager's Office	61
ComDev / Economic Development	54
ComDev/ Bldg Inspections	241
ComDev / Housing Rehab	20
ComDev / Planning/Zoning	42
Directions	49
Fire Life Safety	33
GovQA Request	217
Health	77
Information	216
Law	3
Library	2
Mayor's Office	6
Other	240
Other – Social Services	39
Parks – Maintenance*	4
Parks – Programs/Picnics/Permits*	29
Parks – Other*	9
Parks/Recreation	218
Parks – Forestry	0
Parks- Recreation Programs	13
Police	173
Public Works / Fleet	6
Public Works / Street Sanitation	140
Public Works / Engineering*	59
Utilities	249
TOTAL	2808

Top 5 Service Requests**Total**

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

1. Trash Cart – Special Pick-up	70
2. Building Permit Inspection Request	66
3. Broken Parking Meter	37
4. Tree Evaluation	30
5. Water Bill – Final Bill or Final Move Out	29

*NOTE: The following new wrap-up categories have been added:

- Parks - Maintenance
- Parks - Programs
- Recreation Programs
- Forestry
- PRCS - Other

Tracking began for these on Wednesday, June 27, 2012.