



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 6, 2011 through January 12, 2012. This week includes the Snow Route Parking Ban day.

Total Calls Handled – 2,483

Total Service Requests – 299

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	367
Administrative Services -Finance	43
Administrative Services -HR	42
Administrative Services - Other	117
Call Transfer	97
City Manager's Office	23
ComDev / Economic Development	52
ComDev/ Bldg Inspections	176
ComDev / Housing Rehab	8
ComDev / Planning/Zoning	19
Directions	43
Engineering	5
Fire Life Safety	58
GovQA Request	98
Health	84
Information	490
Law	5
Library	6
Mayor's Office	6
Other	181
Other – Social Services	22
Parks/Recreation	137
Police	115
Public Works / Fleet	5
Public Works / Street Sanitation	133
Public Works / Transportation	44
Utilities	107
TOTAL	2,483

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	48
2. Trash Cart – Smaller Cart	30
3. Trash Cart – Special Pickup	28
4. Broken Parking Meter	15
5. Water Bill – Name or Address Correction	15