



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 13, 2011 through January 19, 2012. This week includes Martin Luther King Jr. holiday and continuation of Snow Route Parking Ban clean up.

**Total Calls Handled – 2,260**

**Total Service Requests – 362**

### 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	315
Administrative Services -Finance	44
Administrative Services -HR	34
Administrative Services - Other	88
Call Transfer	91
City Manager's Office	36
ComDev / Economic Development	45
ComDev/ Bldg Inspections	158
ComDev / Housing Rehab	14
ComDev / Planning/Zoning	24
Directions	33
Engineering	1
Fire Life Safety	51
GovQA Request	136
Health	66
Information	435
Law	6
Library	6
Mayor's Office	5
Other	88
Other – Social Services	24
Parks/Recreation	145
Police	81
Public Works / Fleet	1
Public Works / Street Sanitation	198
Public Works / Transportation	29
Utilities	106
<b>TOTAL</b>	<b>2,260</b>

**Top 5 Service Requests**

**Total**

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

1. Building Permit Inspection Request	45
2. Broken Parking Meter	43
3. Snow Removal	36
4. Trash Cart – Smaller Cart	29
5. Snow/Ice/Hazard Removal – from a City sidewalk Adjacent to a privately owned property; private sidewalks; Snow/ice on multifamily exterior egress stairs; or private Parking lots	29