



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 20, 2011 through January 26, 2012. This week includes Snow Route Parking Ban.

Total Calls Handled – 2,273

Total Service Requests – 345

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	283
Administrative Services -Finance	47
Administrative Services -HR	31
Administrative Services - Other	124
Call Transfer	104
City Manager's Office	41
ComDev / Economic Development	52
ComDev/ Bldg Inspections	171
ComDev / Housing Rehab	9
ComDev / Planning/Zoning	36
Directions	46
Engineering	1
Fire Life Safety	58
GovQA Request	143
Health	81
Information	400
Law	6
Library	5
Mayor's Office	5
Other	101
Other – Social Services	26
Parks/Recreation	119
Police	100
Public Works / Fleet	4
Public Works / Street Sanitation	175
Public Works / Transportation	23
Utilities	82
TOTAL	2,273

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	43
2. Trash Cart – Smaller Cart	38
3. Trash Cart – Special Pickup	33
4. Broken Parking Meter	27
5. Snow Removal	23
Christmas Tree Pick-Up	23