



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 30, 2011 through January 5, 2012. This week includes **New Year's Eve** and **New Year's Day**.

**Total Calls Handled – 2,323**

**Total Service Requests – 255**

### 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	394
Administrative Services -Finance	35
Administrative Services -HR	19
Administrative Services - Other	135
Call Transfer	118
City Manager's Office	11
ComDev / Economic Development	48
ComDev/ Bldg Inspections	143
ComDev / Housing Rehab	8
ComDev / Planning/Zoning	21
Directions	66
Engineering	1
Fire Life Safety	50
GovQA Request	115
Health	47
Information	464
Law	4
Library	4
Mayor's Office	2
Other	187
Other – Social Services	16
Parks/Recreation	111
Police	105
Public Works / Fleet	2
Public Works / Street Sanitation	121
Public Works / Transportation	21
Utilities	75
<b>TOTAL</b>	<b>2,323</b>

**Top 5 Service Requests**

**Total**

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

1. Building Permit Inspection Request	39
2. Trash Cart – Special Pickup	37
3. Trash Cart – Smaller Cart	22
4. Broken Parking Meter	21
5. Graffiti – Public Property	17