



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 27, 2011 through February 2, 2012.

Total Calls Handled – 1,977

Total Service Requests – 292

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	160
Administrative Services -Finance	46
Administrative Services -HR	38
Administrative Services - Other	132
Call Transfer	111
City Manager's Office	33
ComDev / Economic Development	60
ComDev/ Bldg Inspections	196
ComDev / Housing Rehab	10
ComDev / Planning/Zoning	28
Directions	43
Engineering	2
Fire Life Safety	67
GovQA Request	110
Health	60
Information	369
Law	5
Library	1
Mayor's Office	7
Other	102
Other – Social Services	21
Parks/Recreation	109
Police	76
Public Works / Fleet	1
Public Works / Street Sanitation	82
Public Works / Transportation	25
Utilities	83
TOTAL	1,977

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	48
2. Recycling – Missed Pickup	32
3. Trash Cart – Special Pickup	32
4. Broken Parking Meter	29
5. Trash Cart – Smaller Cart	16