



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of February 24, 2012 through March 1, 2012. This includes a Snow Route Parking Ban on Thursday night, February 23, 2012.

Total Calls Handled – 2,226

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.

Weekly Telephone Wrap Up Data	
Category/Department	Total
Administrative Services -Parking	229
Administrative Services -Finance	38
Administrative Services -HR	40
Administrative Services - Other	185
Call Transfer	95
City Manager's Office	39
ComDev / Economic Development	62
ComDev/ Bldg Inspections	209
ComDev / Housing Rehab	12
ComDev / Planning/Zoning	41
Directions	27
Engineering	2
Fire Life Safety	62
GovQA Request	141
Health	60
Information	288
Law	7
Library	3
Mayor's Office	7
Other	159
Other – Social Services	17
Parks/Recreation	171
Police	80
Public Works / Fleet	2
Public Works / Street Sanitation	85
Public Works / Transportation	28
Utilities	137
TOTAL	2,226

Top 5 Service Requests

Total

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

1. Broken Parking Meter	61
2. Building Permit Inspection Request	48
3. Trash Cart – Special Pickup	48
4. Trash – Missed Garbage Pickup	26
5. Water Bill – Final Bill or Final Move Out	16