



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 30, 2011 through October 6, 2011.

**Total Calls Handled – 2,497**

**Total Service Requests – 376**

### 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	183
Administrative Services -Finance	31
Administrative Services -HR	44
Administrative Services - Other	98
Call Transfer	120
City Manager's Office	27
ComDev / Economic Development	48
ComDev/ Bldg Inspections	229
ComDev / Housing Rehab	18
ComDev / Planning/Zoning	27
Directions	60
Engineering	25
Fire Life Safety	67
GovQA Request	140
Health	95
Information	395
Law	4
Library	10
Mayor's Office	7
Other	200
Other – Social Services	35
Parks/Recreation	139
Police	141
Public Works / Fleet	8
Public Works / Street Sanitation	171
Public Works / Transportation	50
Utilities	125
<b>TOTAL</b>	<b>2,497</b>

**Top 5 Service Requests**

**Total**

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

1. Building Permit Inspection Request	67
2. Trash Cart – Special Pick-Up	41
3. Broken Parking Meter	19
4. Street Light	19
5. Recycling – Missed Pick-Up	18