



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 7, 2011 through October 13, 2011.

Total Calls Handled – 2,281

Total Service Requests – 370

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	133
Administrative Services -Finance	43
Administrative Services -HR	21
Administrative Services - Other	98
Call Transfer	93
City Manager's Office	18
ComDev / Economic Development	42
ComDev/ Bldg Inspections	191
ComDev / Housing Rehab	9
ComDev / Planning/Zoning	28
Directions	68
Engineering	6
Fire Life Safety	38
GovQA Request	149
Health	71
Information	481
Law	5
Library	1
Mayor's Office	6
Other	170
Other – Social Services	57
Parks/Recreation	105
Police	157
Public Works / Fleet	7
Public Works / Street Sanitation	146
Public Works / Transportation	48
Utilities	90
TOTAL	2,281

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	68
2. Trash Cart – Special Pick-Up	33
3. Broken Parking Meter	16
4. Trash –Fly (Illegal) Dumping	16
5. Recycling – Missed Pick-Up	15