



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 14, 2011 through October 20, 2011.

**Total Calls Handled – 2,264**

**Total Service Requests – 474**

## 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	143
Administrative Services -Finance	34
Administrative Services -HR	46
Administrative Services - Other	92
Call Transfer	101
City Manager's Office	21
ComDev / Economic Development	75
ComDev/ Bldg Inspections	218
ComDev / Housing Rehab	9
ComDev / Planning/Zoning	39
Directions	52
Engineering	5
Fire Life Safety	57
GovQA Request	172
Health	83
Information	447
Law	7
Library	5
Mayor's Office	12
Other	184
Other – Social Services	28
Parks/Recreation	116
Police	114
Public Works / Fleet	5
Public Works / Street Sanitation	90
Public Works / Transportation	43
Utilities	66
<b>TOTAL</b>	<b>2,264</b>

**Top 5 Service Requests**

**Total**

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

1. Building Permit Inspection Request	61
2. Trash Cart – Special Pick-Up	41
3. Trees	32
4. Broken Parking Meter	30
5. Graffiti – Public Property	16