



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 21, 2011 through October 27, 2011.

Total Calls Handled – 2,394

Total Service Requests – 440

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	108
Administrative Services -Finance	28
Administrative Services -HR	49
Administrative Services - Other	133
Call Transfer	105
City Manager's Office	42
ComDev / Economic Development	54
ComDev/ Bldg Inspections	203
ComDev / Housing Rehab	13
ComDev / Planning/Zoning	34
Directions	66
Engineering	5
Fire Life Safety	51
GovQA Request	180
Health	81
Information	498
Law	4
Library	2
Mayor's Office	3
Other	170
Other – Social Services	38
Parks/Recreation	101
Police	122
Public Works / Fleet	5
Public Works / Street Sanitation	91
Public Works / Transportation	46
Utilities	162
TOTAL	2,394

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	65
2. Trash Cart – Special Pick-Up	38
3. Broken Parking Meter	33
4. Trees	28
5. Recycling – Missed Pickup	20