



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 4, 2011 through November 10, 2011.

Total Calls Handled – 2,204

Total Service Requests – 390

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	111
Administrative Services -Finance	45
Administrative Services -HR	40
Administrative Services - Other	101
Call Transfer	128
City Manager's Office	25
ComDev / Economic Development	42
ComDev/ Bldg Inspections	203
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	26
Directions	52
Engineering	5
Fire Life Safety	44
GovQA Request	167
Health	68
Information	432
Law	5
Library	5
Mayor's Office	4
Other	183
Other – Social Services	65
Parks/Recreation	95
Police	124
Public Works / Fleet	6
Public Works / Street Sanitation	95
Public Works / Transportation	37
Utilities	89
TOTAL	2,204

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	57
2. Trash Cart – Special Pick-Up	53
3. Yard Waste – Missed Pickup	25
4. Broken Parking Meter	24
5. Trash – Missed Garbage Pickup	21