



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 11, 2011 through November 17, 2011.

Total Calls Handled – 2,297

Total Service Requests – 380

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	102
Administrative Services -Finance	60
Administrative Services -HR	40
Administrative Services - Other	93
Call Transfer	131
City Manager's Office	18
ComDev / Economic Development	38
ComDev/ Bldg Inspections	206
ComDev / Housing Rehab	16
ComDev / Planning/Zoning	30
Directions	60
Engineering	5
Fire Life Safety	32
GovQA Request	157
Health	58
Information	544
Law	8
Library	4
Mayor's Office	8
Other	178
Other – Social Services	35
Parks/Recreation	100
Police	116
Public Works / Fleet	2
Public Works / Street Sanitation	110
Public Works / Transportation	46
Utilities	100
TOTAL	2,297

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	50
2. Trash Cart – Special Pick-Up	50
3. Trash – Fly (Illegal) Dumping	29
4. Broken Parking Meter	16
5. Water Bill - Final Bill or Final Move Out	15