



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 18, 2011 through November 24, 2011. (**Thanksgiving Day is included in this week's update**)

Total Calls Handled – 1,638

Total Service Requests – 290

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	101
Administrative Services -Finance	34
Administrative Services -HR	24
Administrative Services - Other	72
Call Transfer	100
City Manager's Office	14
ComDev / Economic Development	37
ComDev/ Bldg Inspections	133
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	17
Directions	41
Engineering	2
Fire Life Safety	26
GovQA Request	82
Health	55
Information	437
Law	4
Library	1
Mayor's Office	6
Other	87
Other – Social Services	12
Parks/Recreation	74
Police	90
Public Works / Fleet	4
Public Works / Street Sanitation	103
Public Works / Transportation	20
Utilities	59
TOTAL	1,638

Top 5 Service Requests

Total

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

1. Trash Cart – Special Pick-Up	51
2. Building Permit Inspection Request	50
3. Recycling – Missed Pickup	18
4. Broken Parking Meter	15
5. Water Bill - Final Bill or Final Move Out	10