



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 25, 2011 through December 1, 2011. **(Post- Thanksgiving Day is included in this week's update)**

Total Calls Handled – 2,099

Total Service Requests – 370

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	161
Administrative Services -Finance	29
Administrative Services -HR	35
Administrative Services - Other	98
Call Transfer	132
City Manager's Office	9
ComDev / Economic Development	54
ComDev/ Bldg Inspections	155
ComDev / Housing Rehab	16
ComDev / Planning/Zoning	22
Directions	49
Engineering	2
Fire Life Safety	31
GovQA Request	118
Health	58
Information	421
Law	6
Library	6
Mayor's Office	5
Other	172
Other – Social Services	22
Parks/Recreation	112
Police	113
Public Works / Fleet	2
Public Works / Street Sanitation	125
Public Works / Transportation	50
Utilities	96
TOTAL	2,099

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	67
2. Trash Cart – Special Pickup	39
3. Recycling – Missed Pickup	31
4. Trash – Missed Garage Pickup	24
5. Broken Parking Meter	16