



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 23, 2011 through September 29, 2011.

Total Calls Handled – 2,352

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	123
Administrative Services -Finance	46
Administrative Services -HR	25
Administrative Services - Other	89
Call Transfer	123
City Manager's Office	31
ComDev / Economic Development	49
ComDev/ Bldg Inspections	209
ComDev / Housing Rehab	14
ComDev / Planning/Zoning	40
Directions	37
Engineering	20
Fire Life Safety	53
GovQA Request	177
Health	76
Information	412
Law	5
Library	11
Mayor's Office	7
Other	190
Other – Social Services	33
Parks/Recreation	146
Police	124
Public Works / Fleet	1
Public Works / Street Sanitation	129
Public Works / Transportation	63
Utilities	119
TOTAL	2,352

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	72
2. Trash Cart – Special Pick-Up	38
3. Broken Parking Meter	22
4. Trash – Fly (Illegal) Dumping	19
5. Water Bill – Final Bill or Final Move Out	12