



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 9, 2011 through December 15, 2011.

**Total Calls Handled – 2,408**

**Total Service Requests – 312**

## 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.*

<b>Weekly Telephone Wrap Up Data</b>	
<b>Category/Department</b>	<b>Total</b>
Administrative Services -Parking	230
Administrative Services -Finance	58
Administrative Services -HR	32
Administrative Services - Other	131
Call Transfer	144
City Manager's Office	29
ComDev / Economic Development	49
ComDev/ Bldg Inspections	187
ComDev / Housing Rehab	11
ComDev / Planning/Zoning	26
Directions	82
Engineering	5
Fire Life Safety	74
GovQA Request	105
Health	76
Information	418
Law	5
Library	4
Mayor's Office	4
Other	187
Other – Social Services	40
Parks/Recreation	112
Police	129
Public Works / Fleet	4
Public Works / Street Sanitation	109
Public Works / Transportation	59
Utilities	98
<b>TOTAL</b>	<b>2,408</b>

**Top 5 Service Requests**

**Total**

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

1. Building Permit Inspection Request	65
2. Trash Cart – Special Pickup	54
3. Trash Cart – Smaller Cart	26
4. Broken Parking Meter	22
5. Trash Cart – Large Cart	16