



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 16, 2011 through December 22, 2011.

Total Calls Handled – 2,060

Total Service Requests – 318

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	198
Administrative Services -Finance	68
Administrative Services -HR	43
Administrative Services - Other	77
Call Transfer	117
City Manager's Office	21
ComDev / Economic Development	39
ComDev/ Bldg Inspections	140
ComDev / Housing Rehab	9
ComDev / Planning/Zoning	11
Directions	63
Engineering	5
Fire Life Safety	60
GovQA Request	132
Health	43
Information	416
Law	1
Library	3
Mayor's Office	4
Other	179
Other – Social Services	40
Parks/Recreation	97
Police	127
Public Works / Fleet	2
Public Works / Street Sanitation	58
Public Works / Transportation	43
Utilities	64
TOTAL	2,060

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	79
2. Trash Cart – Special Pickup	44
3. Broken Parking Meter	21
4. Abandoned Vehicle	19
5. Recycling – Missed Pickup	15