



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 23, 2011 through December 29, 2011. This week includes **Christmas Eve, Christmas Day, and Post Christmas Day.**

Total Calls Handled – 1,631

Total Service Requests – 228

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	156
Administrative Services -Finance	49
Administrative Services -HR	20
Administrative Services - Other	56
Call Transfer	96
City Manager's Office	18
ComDev / Economic Development	19
ComDev/ Bldg Inspections	86
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	10
Directions	49
Engineering	3
Fire Life Safety	31
GovQA Request	90
Health	34
Information	396
Law	4
Library	1
Mayor's Office	3
Other	169
Other – Social Services	20
Parks/Recreation	88
Police	93
Public Works / Fleet	1
Public Works / Street Sanitation	93
Public Works / Transportation	14
Utilities	29
TOTAL	1,631

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	31
2. Trash Cart – Special Pickup	28
3. Recycling – Missed Pickup	15
4. Broken Parking Meter	14
5. Trash – Fly (Illegal) Dumping	10