



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 2, 2011 through December 8, 2011.

Total Calls Handled – 2,222

Total Service Requests – 330

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	171
Administrative Services -Finance	69
Administrative Services -HR	36
Administrative Services - Other	115
Call Transfer	110
City Manager's Office	22
ComDev / Economic Development	57
ComDev/ Bldg Inspections	144
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	22
Directions	65
Engineering	5
Fire Life Safety	81
GovQA Request	121
Health	70
Information	375
Law	5
Library	3
Mayor's Office	11
Other	181
Other – Social Services	59
Parks/Recreation	95
Police	111
Public Works / Fleet	1
Public Works / Street Sanitation	133
Public Works / Transportation	31
Utilities	124
TOTAL	2,222

Top 5 Service Requests

Total

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

1. Trash Cart – Special Pickup	55
2. Building Permit Inspection Request	44
3. Alleys – Repair/Regrade	36
4. Yard Waste – Missed Pickup	18
5. Broken Parking Meter	17