



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 8, 2011 through April 14, 2011.

**Total Calls Handled - 2589**  
**Total Service Requests - 374**

### Telephone Wrap-up Data

*At the end of each call the 311 staff select 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	583
City Manager's Office	4
ComDev / Economic Development	28
ComDev/ Bldg Inspections	156
ComDev / Housing Rehab	12
ComDev / Planning/Zoning	41
Fire Life Safety	43
GovQA Request	156
Health	52
Law	1
Library	3
Mayor's Office	3
Parks/Recreation	135
Police	65
Public Works / Fleet	5
Public Works / Street Sanitation	170
Public Works / Transportation	29
Utilities	106
Other/ Non-City / No Category	997
<b>TOTAL</b>	<b>2589</b>

### Top 5 Service Requests

*Most requested service requests (Source: Gov QA)*

	<u><b>Total</b></u>
1. Trash Cart – Special Pick Up	61
2. Trash Cart – Large	33
3. Trash – Missed Recycling Cart	23
4. Trash – Missed Garbage Cart	21
5. Broken Parking Meter	20