



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 20, 2011 through May 26, 2011

Total Calls Handled – 2457

Total Service Requests –506

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.

Weekly Telephone Wrap Up Data	
Category/Department	Total
Administrative Services -Parking	89
Administrative Services -Finance	26
Administrative Services -HR	45
Administrative Services - Other	106
Call Transfer	154
City Manager's Office	7
ComDev / Economic Development	76
ComDev/ Bldg Inspections	128
ComDev / Housing Rehab	9
ComDev / Planning/Zoning	26
Directions	14
Engineering	39
Fire Life Safety	40
GovQA Request	213
Health	54
Information	384
Law	7
Library	0
Mayor's Office	6
Other	542
Other – Social Services	16
Parks/Recreation	146
Police	107
Public Works / Fleet	10
Public Works / Street Sanitation	120
Public Works / Transportation	39
Utilities	54
TOTAL	2457

Top 5 Service Requests

Total

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

1. Trash – Special Pick-up	52
2. Yard Waste – Missed Pick-up	34
3. Trash – Missed Recycle Pick-up	25
4. Water – Final/Move Bill	20
5. Broken Meter	19