



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 24, 2011 through June 30, 2011

Total Calls Handled – 3070

Total Service Requests –546

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 | 128 |
| Administrative Services -Finance | 85 |
| Administrative Services -HR | 52 |
| Administrative Services - Other | 180 |
| Call Transfer | 168 |
| City Manager's Office | 16 |
| ComDev / Economic Development | 73 |
| ComDev/ Bldg Inspections | 161 |
| ComDev / Housing Rehab | 8 |
| ComDev / Planning/Zoning | 37 |
| Directions | 47 |
| Engineering | 45 |
| Fire Life Safety | 38 |
| GovQA Request | 193 |
| Health | 86 |
| Information | 589 |
| Law | 4 |
| Library | 3 |
| Mayor's Office | 5 |
| Other | 382 |
| Other – Social Services | 14 |
| Parks/Recreation | 256 |
| Police | 117 |
| Public Works / Fleet | 3 |
| Public Works / Street Sanitation | 191 |
| Public Works / Transportation | 4 |
| Utilities | 185 |
| TOTAL | 3070 |

Top 5 Service Requests

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

| | <u>Total</u> |
|--|---------------------|
| 1. Trash Cart - Special Pick up | 79 |
| 2. Recycling- Missed Pick up | 30 |
| 3. Trees | 23 |
| 4. Water Bill – New Account Request | 22 |
| 5. Water Bill – Final Bill or Move Out | 21 |