



Weekly Update

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

Total Calls Handled – 3833* (record high)
Total Service Requests – 781* (record high)
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
911 Request	10
Administrative Services -Parking	104
Administrative Services -Finance	36
Administrative Services -HR	30
Administrative Services - Other	314
Call Transfer	169
City Manager's Office	27
ComDev / Economic Development	69
ComDev/ Bldg Inspections	140
ComDev / Housing Rehab	12
ComDev / Planning/Zoning	30
Directions	37
Engineering	61
Fire Life Safety	41
GovQA Request	258
Health	65
Information	654
Law	2
Library	5
Mayor's Office	15
Other	610
Other – Social Services	28
Parks/Recreation	421
Police	122
Public Works / Fleet	2
Public Works / Street Sanitation	205
Public Works / Transportation	61
Utilities	305
TOTAL	3833

Top 5 Service Requests

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

	<u>Total</u>
1. Trees	293
2. Trash Cart – Special Pick Up	56
3. Building Permit Inspection	26
4. Recycling – Missed Pick up	26
5. Water Bill – Final Bill or Final Move Out	19