



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 15, 2011 through July 21, 2011

Total Calls Handled – 2732

Total Service Requests – 447

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	4
Administrative Services -Parking	92
Administrative Services -Finance	37
Administrative Services -HR	36
Administrative Services - Other	180
Call Transfer	282
City Manager's Office	20
ComDev / Economic Development	61
ComDev/ Bldg Inspections	150
ComDev / Housing Rehab	20
ComDev / Planning/Zoning	50
Directions	36
Engineering	65
Fire Life Safety	41
GovQA Request	90
Health	92
Information	607
Law	4
Library	2
Mayor's Office	12
Other	164
Other – Social Services	15
Parks/Recreation	241
Police	193
Public Works / Fleet	4
Public Works / Street Sanitation	132
Utilities	102
TOTAL	2732

Top 5 Service Requests

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

	<u>Total</u>
1. Trash Cart – Special Pick Up	48
2. Building Permit Inspection	46
3. Trees	24
4. Parking – Moving Truck	23
5. Graffiti – Public Property	22