



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 21, 2011 through July 28, 2011

Total Calls Handled – 3495

Total Service Requests –720

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	121
Administrative Services -Finance	27
Administrative Services -HR	46
Administrative Services - Other	254
Call Transfer	183
City Manager's Office	66
ComDev / Economic Development	84
ComDev/ Bldg Inspections	215
ComDev / Housing Rehab	34
ComDev / Planning/Zoning	54
Directions	8
Engineering	57
Fire Life Safety	48
GovQA Request	423
Health	111
Information	669
Law	8
Library	2
Mayor's Office	5
Other	273
Other – Social Services	25
Parks/Recreation	296
Police	151
Public Works / Fleet	7
Public Works / Street Sanitation	199
Public Works / Transportation	0
Utilities	129
TOTAL	3495

Top 5 Service Requests

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

	<u>Total</u>
1. <i>Trash – Special Pick-up</i>	70
2. <i>Trees</i>	41
3. <i>Broken Parking Meter</i>	29
4. <i>Trash – Recycling</i>	24
5. <i>Power Outage</i>	21