



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 5, 2011 through August 11, 2011

Total Calls Handled – 2520

Total Service Requests –496

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	119
Administrative Services -Finance	32
Administrative Services -HR	40
Administrative Services - Other	86
Call Transfer	149
City Manager's Office	50
ComDev / Economic Development	56
ComDev/ Bldg Inspections	176
ComDev / Housing Rehab	11
ComDev / Planning/Zoning	26
Directions	6
Engineering	63
Fire Life Safety	26
GovQA Request	197
Health	87
Information	595
Law	2
Library	1
Mayor's Office	11
Other	215
Other – Social Services	28
Parks/Recreation	177
Police	133
Public Works / Fleet	2
Public Works / Street Sanitation	112
Public Works / Transportation	63
Utilities	87
TOTAL	2520

Top 5 Service Requests

Total

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

1. Trash – Special Pick-up	117
2. Trash – Large Cart	79
3. Trees	51
4. Building Inspections/Permits	37
5. Water Billing – Final/Move Out	25