



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 12, 2011 through August 18, 2011

Total Calls Handled – 2751

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	96
Administrative Services -Finance	58
Administrative Services -HR	38
Administrative Services - Other	108
Call Transfer	138
City Manager's Office	39
ComDev / Economic Development	45
ComDev/ Bldg Inspections	182
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	19
Directions	12
Engineering	62
Fire Life Safety	39
GovQA Request	197
Health	98
Information	587
Law	5
Library	2
Mayor's Office	7
Other	406
Other – Social Services	23
Parks/Recreation	178
Police	112
Public Works / Fleet	1
Public Works / Street Sanitation	124
Utilities	169
TOTAL	2751

Top 5 Service Requests

Total

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

1. Trash – Large Cart	55
2. Trash Cart – Special Pick Up	47
3. Building Inspections/Permits	44
4. Parking- Moving Truck	23
5. Water Bill – Incorrect Billing Amount	20