



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 19, 2011 through August 25, 2011

**Total Calls Handled – 2615**

**Total Service Requests – 498**

## 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
Administrative Services -Parking	99
Administrative Services -Finance	56
Administrative Services -HR	34
Administrative Services - Other	87
Call Transfer	215
City Manager's Office	24
ComDev / Economic Development	44
ComDev/ Bldg Inspections	196
ComDev / Housing Rehab	10
ComDev / Planning/Zoning	29
Directions	8
Engineering	18
Fire Life Safety	42
GovQA Request	183
Health	127
Information	599
Law	3
Library	5
Mayor's Office	4
Other	200
Other – Social Services	29
Parks/Recreation	181
Police	113
Public Works / Fleet	3
Public Works / Street Sanitation	113
Public Works / Transportation	72
Utilities	121
<b>TOTAL</b>	<b>2615</b>

**Top 5 Service Requests**

**Total**

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

1. Building Inspections/Permits	89
2. Trash – Special Pick-Up	85
3. Parking – Moving Truck	25
4. Trees	22
5. Trash – Illegal Dumping	21