



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 29, 2011 through August 4, 2011

Total Calls Handled – 2563

Total Service Requests –534

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	89
Administrative Services -Finance	27
Administrative Services -HR	44
Administrative Services - Other	118
Call Transfer	206
City Manager's Office	33
ComDev / Economic Development	65
ComDev/ Bldg Inspections	142
ComDev / Housing Rehab	13
ComDev / Planning/Zoning	24
Directions	11
Engineering	35
Fire Life Safety	29
GovQA Request	269
Health	75
Information	608
Law	4
Library	25
Mayor's Office	4
Other	281
Other – Social Services	25
Parks/Recreation	196
Police	134
Public Works / Fleet	4
Public Works / Street Sanitation	134
Public Works / Transportation	0
Utilities	68
TOTAL	2563

Top Service Requests

Total

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

1. Trees (Branches)	140
2. Trash – Special Pick-up	86
3. Tree Trimming	32
4. Building/Permit Inspection Request (New Request Form)	28
5. Broken Parking Meter	24
6. Trash – Missed Recycling Pick-Up	18