



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 1, 2011 through April 7, 2011.

**Total Calls Handled - 2520**  
**Total Service Requests –356**

**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.*

| <b>Weekly Telephone Wrap Up Data</b> |              |
|--------------------------------------|--------------|
| <b>Category/Department</b>           | <b>Total</b> |
| Administrative Services              | 434          |
| City Manager’s Office                | 5            |
| ComDev / Economic Development        | 164          |
| ComDev / Housing Rehab               | 8            |
| ComDev / Planning/Zoning             | 27           |
| Fire Life Safety                     | 48           |
| GovQA Request                        | 144          |
| Health                               | 47           |
| Law                                  | 5            |
| Mayor’s Office                       | 1            |
| Parks/Recreation                     | 116          |
| Police                               | 57           |
| Public Works / Fleet                 | 2            |
| Public Works / Street Sanitation     | 158          |
| Public Works / Transportation        | 11           |
| Utilities                            | 77           |
| Other/ Non-City / No Category        | 1216         |
| <b>TOTAL</b>                         | <b>2520</b>  |

**Top 5 Service Requests**

*Most requested service requests (Source: Gov QA)*

|                                  | <b><u>Total</u></b> |
|----------------------------------|---------------------|
| 1. Trash Cart – Special Pick Up  | 41                  |
| 2. Recycling – Missed Pick Up    | 25                  |
| 3. Trash – Missed Garbage Pickup | 25                  |
| 4. Trash – Large Cart            | 24                  |
| 5. Pot Hole – Secondary          | 17                  |