



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 9, 2011 through September 15, 2011.

Total Calls Handled – 2,744

Total Service Requests – 509

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	164
Administrative Services -Finance	42
Administrative Services -HR	30
Administrative Services - Other	97
Call Transfer	126
City Manager's Office	32
ComDev / Economic Development	55
ComDev/ Bldg Inspections	211
ComDev / Housing Rehab	1
ComDev / Planning/Zoning	33
Directions	17
Engineering	52
Fire Life Safety	56
GovQA Request	225
Health	89
Information	519
Law	9
Library	1
Mayor's Office	6
Other	249
Other – Social Services	30
Parks/Recreation	145
Police	126
Public Works / Fleet	3
Public Works / Street Sanitation	202
Public Works / Transportation	52
Utilities	172
TOTAL	2,744

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	85
2. Trash Cart – Special Pick-Up	75
3. Water Bill – Final Bill or Final Move Out	25
4. Recycling – Missed Pick-Up	25
5. Water Bill – Name or Address Correction	20