



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 26, 2011 through September 1, 2011.

**Total Calls Handled – 2596**

**Total Service Requests – 492**

## 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.*

<b>Weekly Telephone Wrap Up Data</b>	
<b>Category/Department</b>	<b>Total</b>
Administrative Services -Parking	135
Administrative Services -Finance	47
Administrative Services -HR	89
Administrative Services - Other	33
Call Transfer	119
City Manager's Office	23
ComDev / Economic Development	50
ComDev/ Bldg Inspections	175
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	37
Directions	64
Engineering	80
Fire Life Safety	48
GovQA Request	215
Health	100
Information	632
Law	7
Library	1
Mayor's Office	4
Other	72
Other – Social Services	24
Parks/Recreation	170
Police	132
Public Works / Fleet	2
Public Works / Street Sanitation	111
Public Works / Transportation	80
Utilities	139
<b>TOTAL</b>	<b>2596</b>

**Top 5 Service Requests**

**Total**

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

1. Trash – Special Pick-Up	85
2. Building Permit Inspection Form	75
3. Trash Cart – Large	40
4. Recycling – Missed Pick-up	22
5. Tree Evaluation	17