



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 16, 2011 through September 22, 2011.

**Total Calls Handled – 2,387**

**Total Service Requests – 374**

## 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	140
Administrative Services -Finance	30
Administrative Services -HR	24
Administrative Services - Other	85
Call Transfer	144
City Manager's Office	43
ComDev / Economic Development	51
ComDev/ Bldg Inspections	227
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	32
Directions	25
Engineering	15
Fire Life Safety	52
GovQA Request	165
Health	95
Information	435
Law	6
Library	0
Mayor's Office	5
Other	176
Other – Social Services	23
Parks/Recreation	144
Police	106
Public Works / Fleet	6
Public Works / Street Sanitation	164
Public Works / Transportation	57
Utilities	132
<b>TOTAL</b>	<b>2387</b>

**Top 5 Service Requests**

**Total**

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

1. Building Permit Inspection Request	57
2. Trash Cart – Special Pick-Up	46
3. Recycling – Missed Pick-Up	23
4. Trash Cart – Large Cart	17
5. Rodents	15