



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 2, 2011 through September 8, 2011.

Total Calls Handled – 1976

Total Service Requests – 381

(Labor Day holiday)

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	102
Administrative Services -Finance	16
Administrative Services -HR	21
Administrative Services - Other	47
Call Transfer	117
City Manager's Office	26
ComDev / Economic Development	38
ComDev/ Bldg Inspections	186
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	27
Directions	4
Engineering	50
Fire Life Safety	31
GovQA Request	151
Health	72
Information	455
Law	2
Library	1
Mayor's Office	3
Other	210
Other – Social Services	30
Parks/Recreation	131
Police	86
Public Works / Fleet	1
Public Works / Street Sanitation	111
Public Works / Transportation	0
Utilities	55
TOTAL	1976

Top 5 Service Requests

Total

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

1. Trash – Special Pick-Up	75
2. Building Permit Inspection Form	53
3. Recycling – Missed Pick-up	25
4. Trash – Missed Garbage Pick-up	21
5. Water Bill – Final Bill or final Move Out	21