



# Weekly Update

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

**Total Calls Handled – 2,322**  
**Total Service Requests – 427**

**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 -Parking	102
Administrative Services -Finance	44
Administrative Services -HR	36
Administrative Services - Other	148
Call Transfer	131
City Manager's Office	22
ComDev / Economic Development	43
ComDev/ Bldg Inspections	138
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	28
Directions	36
Engineering	16
Fire Life Safety	34
GovQA Request	147
Health	75
Information	361
Law	0
Library	0
Mayor's Office	7
Other	331
Other – Social Services	10
Parks/Recreation	245
Police	141
Public Works / Fleet	3
Public Works / Street Sanitation	126
Public Works / Transportation	16
Utilities	75
<b>TOTAL</b>	<b>2322</b>

**Top 5 Service Requests**

**Total**

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

1. Trash Cart - Special Pick up	62
2. Trees	46
3. Parkway Tree Trimming	21
4. Water Bill – Final Bill or Move Out	17
5. Parking Moving Truck	16