



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 6, 2011 through May 12, 2011

**Total Calls Handled – 2368\***

**Total Service Requests – 507**

**\*Telephones/Out of Service – 5/10/2011 8:30am – 11:30am**  
**Phone service provider Access One had an outage, which caused 311 to have no phone service**

### 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	342
City Manager's Office	7
ComDev / Economic Development	51
ComDev/ Bldg Inspections	162
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	26
Fire Life Safety	43
GovQA Request	179
Health	50
Law	2
Library	1
Mayor's Office	6
Parks/Recreation	147
Police	79
Public Works / Fleet	3
Public Works / Street Sanitation	138
Public Works / Transportation	23
Utilities	67
Other/ Non-City / No Category	1037
<b>TOTAL</b>	<b>2368</b>

**Top 5 Service Requests**

**Total**

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

1. Trash – Special Pick up	50
2. Trash – Missed Garbage Pickup	43
3. Trash Cart – Large Cart	41
4. Alleys - Repairs/Regrade	21
5. Trash – Missed Recycling	19