



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 21, 2011 through April 28, 2011.

Total Calls Handled – 2648

Total Service Requests – 351

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.

Weekly Telephone Wrap Up Data	
Category/Department	Total
Administrative Services	716
City Manager's Office	9
ComDev / Economic Development	53
ComDev/ Bldg Inspections	182
ComDev / Housing Rehab	8
ComDev / Planning/Zoning	30
Fire Life Safety	44
GovQA Request	170
Health	67
Law	3
Library	3
Mayor's Office	5
Parks/Recreation	200
Police	84
Public Works / Fleet	4
Public Works / Street Sanitation	215
Public Works / Transportation	20
Utilities	195
Other/ Non-City / No Category	640
TOTAL	2648

Top 5 Service Requests

Most requested service requests (Source: Gov QA)

	<u>Total</u>
1. Trash Cart – Large	47
2. Trash – Special Pick up	34
3. Abandon Bicycle – City Property	24
4. Sidewalk – Poor Condition	21
5. Trash – Missed Pick Up	20
6. Pot Hole – Secondary	20