



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 13, 2011 through May 19, 2011

Total Calls Handled – 2401

Total Service Requests – 450

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 -Parking	40
Administrative Services -Finance	17
Administrative Services -HR	26
Administrative Services - Other	163
Call Transfer	118
City Manager's Office	9
ComDev / Economic Development	66
ComDev/ Bldg Inspections	146
ComDev / Housing Rehab	12
ComDev / Planning/Zoning	38
Directions	4
Engineering	45
Fire Life Safety	56
GovQA Request	185
Health	66
Information	561
Law	2
Library	1
Mayor's Office	2
Other	344
Other – Social Services	8
Parks/Recreation	181
Police	78
Public Works / Fleet	2
Public Works / Street Sanitation	124
Public Works / Transportation	45
Utilities	62
TOTAL	2401

Top 5 Service Requests

Total

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

1. Trash – Special Pick up	46
2. Broken Parking Meter	20
3. Trash Cart – Large	17
4. Tree Evaluation	17
5. Parking – Moving Truck	15