



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 26, 2011 through June 2, 2011

Total Calls Handled – 2303
Total Service Requests –421

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	122
Administrative Services -Finance	33
Administrative Services -HR	46
Administrative Services - Other	128
Call Transfer	153
City Manager's Office	19
ComDev / Economic Development	81
ComDev/ Bldg Inspections	154
ComDev / Housing Rehab	15
ComDev / Planning/Zoning	25
Directions	9
Engineering	27
Fire Life Safety	60
GovQA Request	239
Health	80
Information	218
Law	7
Library	3
Mayor's Office	12
Other	216
Other – Social Services	14
Parks/Recreation	256
Police	118
Public Works / Fleet	3
Public Works / Street Sanitation	140
Public Works / Transportation	27
Utilities	97
TOTAL	2303

Top 5 Service Requests

Total

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

1. Trash – Special Pick-up	46
2. Trash – Large Cart	34
3. Street/Alley - Flooding	23
4. Recycling – Missed Pick-up	21
5. Alley – Repair	19