



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 17, 2011 through June 23, 2011

**Total Calls Handled – 3167**

**Total Service Requests –633**

**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	113
Administrative Services -Finance	56
Administrative Services -HR	50
Administrative Services - Other	229
Call Transfer	179
City Manager's Office	24
ComDev / Economic Development	86
ComDev/ Bldg Inspections	184
ComDev / Housing Rehab	14
ComDev / Planning/Zoning	36
Directions	5
Engineering	55
Fire Life Safety	35
GovQA Request	257
Health	93
Information	748
Law	4
Library	2
Mayor's Office	10
Other	230
Other – Social Services	10
Parks/Recreation	234
Police	142
Public Works / Fleet	4
Public Works / Street Sanitation	143
Public Works / Transportation	55
Utilities	169
<b>TOTAL</b>	<b>3167</b>

**Top 5 Service Requests**

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

	<b><u>Total</u></b>
1. <i>Trees</i>	80
2. <i>Trash – Special Pick-up</i>	50
3. <i>Parking – Moving Truck</i>	29
4. <i>Parkway –Tree Trimming</i>	25
5. <i>Tree Evaluation</i>	25