



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of February 20, 2015 through February 26, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2145	2174
SERVICE REQUESTS	344	452
TOTAL CHATS	49	54
TOTAL TEXT	10	9

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	65
2. Broken Parking Meter	55
3. Trash – Special Pick-up	26
4. Trash – Missed Garbage Pick-up	24
5. Abandon Vehicle	12

Please see the following page for the Weekly Telephone Wrap up Data

Telephone Wrap-up Data At the end of each call the 311 staff selects 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	259
Administrative Services -Finance	45
Administrative Services -HR	43
Administrative Services - Other	94
Call Transfer	98
City Manager's Office	90
ComDev / Economic Development	41
ComDev/ Bldg Inspections	175
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	23
Directions	4
Evanston Township	13
Fire Life Safety	32
PublicStuff Request	204
Health	90
Information	373
Law	1
Library	3
Mayor's Office	4
Other	126
Other – Social Services	3
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	3
Parks – Other	3
Parks/Recreation	30
Parks – Forestry	8
Parks- Recreation Programs	50
Police	104
Public Works / Fleet	4
Public Works / Street Sanitation	80
Public Works / Engineering	21
Utilities – Power	5
Utilities – Sewer	0
Utilities – Water	108
TOTAL	2145