



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of February 27, 2015 through March 5, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2185	2145
SERVICE REQUESTS	446	344
TOTAL CHATS	54	49
TOTAL TEXT	16	10

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	75
2. Broken Parking Meter	70
3. Trash – Special Pick-up	33
4. Snow/Ice/Hazard Removal	14
5. Graffiti	13

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	296
Administrative Services -Finance	63
Administrative Services -HR	56
Administrative Services - Other	85
Call Transfer	130
City Manager's Office	36
ComDev / Economic Development	21
ComDev/ Bldg Inspections	245
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	21
Directions	4
Evanston Township	6
Fire Life Safety	52
PublicStuff Request	212
Health	88
Information	338
Law	13
Library	3
Mayor's Office	8
Other	118
Other – Social Services	1
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	4
Parks – Other	10
Parks/Recreation	25
Parks – Forestry	5
Parks- Recreation Programs	45
Police	126
Public Works / Fleet	1
Public Works / Street Sanitation	69
Public Works / Engineering	25
Utilities – Power	0
Utilities – Sewer	1
Utilities – Water	73
TOTAL	2185