



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 27, 2013 through January 2, 2014

Total Calls Handled – 2527 **Total Chats Handled 106**
Total Service Requests – 370 **Total Text Handled 5**

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	608
Administrative Services -Finance	89
Administrative Services -HR	76
Administrative Services - Other	147
Call Transfer	102
City Manager's Office	44
ComDev / Economic Development	11
ComDev/ Bldg Inspections	84
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	14
Directions	3
Evanston Township	53
Fire Life Safety	42
GovQA/PublicStuff Request	163
Health	69
Information	121
Law	8
Library	3
Mayor's Office	4
Other	69
Other – Social Services	4
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	2
Parks – Other	0
Parks/Recreation	19
Parks – Forestry	16
Parks- Recreation Programs	39
Police	69
Public Works / Fleet	1
Public Works / Street Sanitation	316
Public Works / Engineering	18
Utilities – Power	2
Utilities – Sewer	3
Utilities – Water	43
TOTAL	2527

Top 5 Service Requests**Total**

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

1. Trash Cart – Smaller Cart	279
2. Rodents – Rats	86
3. Trash – Missed Garbage Pick up	43
4. Broken Parking Meter	35
5. Building Permit Inspection Request	31

*This period includes New Year's Day and Snow Emergency, January 2nd. The 311 Center was open from 1:00pm. until 5:00p.m. on New Year's Day.