



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 3, 2014 through January 9, 2014

Total Calls Handled – 3875 **Total Chats Handled 112**

Total Service Requests – 562 **Total Text Handled 2**

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	670
Administrative Services -Finance	109
Administrative Services -HR	131
Administrative Services - Other	285
Call Transfer	152
City Manager's Office	87
ComDev / Economic Development	29
ComDev/ Bldg Inspections	148
ComDev / Housing Rehab	15
ComDev / Planning/Zoning	18
Directions	7
Evanston Township	16
Fire Life Safety	53
PublicStuff Request	285
Health	115
Information	540
Law	9
Library	8
Mayor's Office	6
Other	177
Other – Social Services	14
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	38
Parks – Other	12
Parks/Recreation	0
Parks – Forestry	37
Parks- Recreation Programs	84
Police	132
Public Works / Fleet	5
Public Works / Street Sanitation	567
Public Works / Engineering	22
Utilities – Power	4
Utilities – Sewer	4
Utilities – Water	95
TOTAL	3875

Top 5 Service Requests**Total**

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

1. Snow Removal	150
2. Trash – Missed Garbage Pick up	68
3. Building Permit Inspection Request	46
4. Snow/Ice/Hazard Removal	44
5. Broken Parking Meter	43

*This period includes a Snow Emergency, January 3rd. The 311 Center was open from 11:00a.m. until 3:00p.m. on Sunday, January 5, 2014 due to snow.