



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 17, 2014 through January 23, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2768	2917
SERVICE REQUESTS	404	655
TOTAL CHATS	69	76
TOTAL TEXT	3	1

NOTE: Included are 1 Snow Route Parking Ban day, January 21, 2014 and 2 Snow Emergency days, January 22-23, 2014.

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|----|
| 1. Building Permit Inspection Request | 83 |
| 2. Broken Parking Meter | 57 |
| 3. Snow Removal | 43 |
| 4. Snow/Ice/Hazard Removal | 36 |
| 5. Trash – Special Pick-up | 29 |

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	464
Administrative Services -Finance	74
Administrative Services -HR	112
Administrative Services - Other	241
Call Transfer	153
City Manager's Office	72
ComDev / Economic Development	24
ComDev/ Bldg Inspections	145
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	15
Directions	11
Evanston Township	42
Fire Life Safety	40
PublicStuff Request	160
Health	80
Information	278
Law	5
Library	8
Mayor's Office	4
Other	90
Other – Social Services	10
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	2
Parks – Other	6
Parks/Recreation	36
Parks – Forestry	26
Parks- Recreation Programs	51
Police	131
Public Works / Fleet	1
Public Works / Street Sanitation	308
Public Works / Engineering	18
Utilities – Power	6
Utilities – Sewer	6
Utilities – Water	143
TOTAL	2768