



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 24, 2014 through January 30, 2014.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2100</b>	<b>2768</b>
<b>SERVICE REQUESTS</b>	<b>420</b>	<b>404</b>
<b>TOTAL CHATS</b>	<b>59</b>	<b>69</b>
<b>TOTAL TEXT</b>	<b>3</b>	<b>3</b>

## **Top 5 Service Requests**

## **Total**

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

- |                                       |    |
|---------------------------------------|----|
| 1. Building Permit Inspection Request | 75 |
| 2. Broken Parking Meter               | 56 |
| 3. Trash – Special Pick-up            | 32 |
| 4. Snow Removal                       | 15 |
| 5. Trash – Missing/Replacement Cart   | 14 |

**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.

<b>Weekly Telephone Wrap Up Data</b>	
<b>Category/Department</b>	<b>Total</b>
Administrative Services -Parking	266
Administrative Services -Finance	75
Administrative Services -HR	83
Administrative Services - Other	194
Call Transfer	121
City Manager's Office	71
ComDev / Economic Development	26
ComDev/ Bldg Inspections	122
ComDev / Housing Rehab	8
ComDev / Planning/Zoning	18
Directions	5
Evanston Township	43.
Fire Life Safety	46
PublicStuff Request	114
Health	88
Information	303
Law	13
Library	2
Mayor's Office	3
Other	2
Other – Social Services	11
Parks – Maintenance	15
Parks – Programs/Picnics/Permits	22
Parks – Other	15
Parks/Recreation	6
Parks – Forestry	19
Parks- Recreation Programs	51
Police	93
Public Works / Fleet	3
Public Works / Street Sanitation	118
Public Works / Engineering	13
Utilities – Power	3
Utilities – Sewer	5
Utilities – Water	125
<b>TOTAL</b>	<b>2100</b>