



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 31, 2014 through February 6, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	3599	2100
SERVICE REQUESTS	518	420
TOTAL CHATS	88	59
TOTAL TEXT	1	3

NOTE: Included are 2 Snow Route Parking Ban days, February 5-6, 2014 and 4 Snow Emergency days, January 31, 2014 and February 1-2, 2014 and February 6, 2014.

Top 5 Service Requests

Total

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

- | | |
|--|-----|
| 1. Snow Removal | 101 |
| 2. Building Permit Inspection Request | 61 |
| 3. Broken Parking Meter or Pay Station | 42 |
| 4. Snow/Ice/Hazard Removal | 38 |
| 5. Trash – Missed Garbage Pickup | 31 |

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	649
Administrative Services -Finance	53
Administrative Services -HR	103
Administrative Services - Other	253
Call Transfer	150
City Manager's Office	73
ComDev / Economic Development	19
ComDev/ Bldg Inspections	160
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	20
Directions	12
Evanston Township	62
Fire Life Safety	43
PublicStuff Request	200
Health	65
Information	645
Law	15
Library	5
Mayor's Office	4
Other	167
Other – Social Services	16
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	1
Parks – Other	5
Parks/Recreation	89
Parks – Forestry	19
Parks- Recreation Programs	65
Police	145
Public Works / Fleet	4
Public Works / Street Sanitation	407
Public Works / Engineering	24
Utilities – Power	2
Utilities – Sewer	3
Utilities – Water	114
TOTAL	3599