



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of February 7, 2014 through February 13, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2594	3599
SERVICE REQUESTS	469	518
TOTAL CHATS	91	88
TOTAL TEXT	5	1

NOTE: Included is a Snow Emergency day, Friday, February 7, 2014.

Top 5 Service Requests

Total

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

- | | |
|--|----|
| 1. Building Permit Inspection Request | 59 |
| 2. Broken Parking Meter or Pay Station | 50 |
| 3. Snow Removal | 48 |
| 4. Trash – Missed Garbage Pickup | 36 |
| 5. Recycling – Missed Pickup | 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	441
Administrative Services -Finance	66
Administrative Services -HR	71
Administrative Services - Other	218
Call Transfer	125
City Manager's Office	53
ComDev / Economic Development	28
ComDev/ Bldg Inspections	136
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	14
Directions	9
Evanston Township	35
Fire Life Safety	47
PublicStuff Request	151
Health	79
Information	391
Law	4
Library	5
Mayor's Office	6
Other	95
Other – Social Services	7
Parks – Maintenance	4
Parks – Programs/Picnics/Permits	4
Parks – Other	8
Parks/Recreation	45
Parks – Forestry	9
Parks- Recreation Programs	78
Police	127
Public Works / Fleet	5
Public Works / Street Sanitation	212
Public Works / Engineering	19
Utilities – Power	1
Utilities – Sewer	3
Utilities – Water	91
TOTAL	2594