



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of February 14, 2014 through February 21, 2014.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2867</b>	<b>2594</b>
<b>SERVICE REQUESTS</b>	<b>529</b>	<b>469</b>
<b>TOTAL CHATS</b>	<b>91</b>	<b>91</b>
<b>TOTAL TEXT</b>	<b>2</b>	<b>5</b>

NOTE: Included is a Snow Route Parking Ban day, Monday, February 17, 2014 and a day of flooding, Thursday, February 20, 2014.

## **Top 5 Service Requests**

## **Total**

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

- |  |    |
|--|----|
| 1. Snow Removal                        | 74 |
| 2. Building Permit Inspection Request  | 54 |
| 3. Broken Parking Meter or Pay Station | 40 |
| 4. Trash – Missed Garbage Pickup       | 39 |
| 5. Sewer – Poor Drainage               | 32 |

**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	437
Administrative Services -Finance	54
Administrative Services -HR	97
Administrative Services - Other	191
Call Transfer	118
City Manager's Office	64
ComDev / Economic Development	27
ComDev/ Bldg Inspections	134
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	20
Directions	1
Evanston Township	38
Fire Life Safety	33
PublicStuff Request	151
Health	80
Information	630
Law	6
Library	6
Mayor's Office	2
Other	150
Other – Social Services	4
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	5
Parks – Other	4
Parks/Recreation	31
Parks – Forestry	17
Parks- Recreation Programs	68
Police	111
Public Works / Fleet	1
Public Works / Street Sanitation	213
Public Works / Engineering	33
Utilities – Power	2
Utilities – Sewer	13
Utilities – Water	117
<b>TOTAL</b>	<b>2867</b>