



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of February 21, 2014 through February 27, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2265	2867
SERVICE REQUESTS	525	529
TOTAL CHATS	65	91
TOTAL TEXT	3	2

NOTE: Included is a day of flooding, Friday, February 21, 2014.

Top 5 Service Requests

Total

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

- | | |
|--|----|
| 1. Building Permit Inspection Request | 73 |
| 2. Broken Parking Meter or Pay Station | 56 |
| 3. Snow/Ice/Hazard Removal | 32 |
| 4. Trash – Missed Garbage Pickup | 31 |
| 5. Pot Hole | 28 |

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	261
Administrative Services -Finance	44
Administrative Services -HR	63
Administrative Services - Other	197
Call Transfer	111
City Manager's Office	46
ComDev / Economic Development	23
ComDev/ Bldg Inspections	156
ComDev / Housing Rehab	12
ComDev / Planning/Zoning	29
Directions	2
Evanston Township	43
Fire Life Safety	36
PublicStuff Request	152
Health	67
Information	465
Law	4
Library	2
Mayor's Office	2
Other	101
Other – Social Services	4
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	6
Parks – Other	5
Parks/Recreation	26
Parks – Forestry	13
Parks- Recreation Programs	87
Police	102
Public Works / Fleet	4
Public Works / Street Sanitation	73
Public Works / Engineering	37
Utilities – Power	1
Utilities – Sewer	6
Utilities – Water	85
TOTAL	2265