



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of February 28, 2014 through March 6, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2553	2265
SERVICE REQUESTS	411	525
TOTAL CHATS	76	65
TOTAL TEXT	0	3

NOTE: Included is a Snow Route Parking Ban, Wednesday, March 5, 2014.

Top 5 Service Requests

Total

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

- | | |
|--|----|
| 1. Building Permit Inspection Request | 84 |
| 2. Broken Parking Meter or Pay Station | 64 |
| 3. Trash – Special Pick up | 38 |
| 4. Snow/Ice/Hazard Removal | 21 |
| Trash – Missed Garbage Pickup | |
| 5. Snow Removal | 17 |

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	377
Administrative Services -Finance	47
Administrative Services -HR	77
Administrative Services - Other	197
Call Transfer	147
City Manager's Office	57
ComDev / Economic Development	23
ComDev/ Bldg Inspections	139
ComDev / Housing Rehab	13
ComDev / Planning/Zoning	14
Directions	4
Evanston Township	37
Fire Life Safety	34
PublicStuff Request	177
Health	59
Information	546
Law	6
Library	4
Mayor's Office	10
Other	120
Other – Social Services	8
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	3
Parks – Other	4
Parks/Recreation	46
Parks – Forestry	7
Parks- Recreation Programs	88
Police	86
Public Works / Fleet	5
Public Works / Street Sanitation	96
Public Works / Engineering	24
Utilities – Power	4
Utilities – Sewer	4
Utilities – Water	90
TOTAL	2553