



# Weekly Update

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

|                         | <b>CURRENT WEEK'S<br/>TOTALS</b> | <b>PREVIOUS WEEK'S<br/>TOTALS</b> |
|-------------------------|----------------------------------|-----------------------------------|
| <b>CALLS HANDLED</b>    | <b>2772</b>                      | <b>2553</b>                       |
| <b>SERVICE REQUESTS</b> | <b>528</b>                       | <b>411</b>                        |
| <b>TOTAL CHATS</b>      | <b>85</b>                        | <b>76</b>                         |
| <b>TOTAL TEXT</b>       | <b>2</b>                         | <b>0</b>                          |

## **Top 5 Service Requests**

## **Total**

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

|  |    |
|--|----|
| 1. Building Permit Inspection Request                                | 75 |
| 2. Water Bill – High Water Charge, Report Error, Change Name/Address | 46 |
| 3. Trash – Special Pickup  | 40 |
| 4. Broken Parking Meter or Pay Station                               | 32 |
| 5. Trash Cart – Missing/Replacement                                  | 25 |

**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     | 291          |
| Administrative Services -Finance     | 63           |
| Administrative Services -HR          | 101          |
| Administrative Services - Other      | 209          |
| Call Transfer                        | 144          |
| City Manager's Office                | 53           |
| ComDev / Economic Development        | 28           |
| ComDev/ Bldg Inspections             | 160          |
| ComDev / Housing Rehab               | 6            |
| ComDev / Planning/Zoning             | 20           |
| Directions                           | 14           |
| Evanston Township                    | 21           |
| Fire Life Safety                     | 36           |
| PublicStuff Request                  | 164          |
| Health                               | 70           |
| Information                          | 595          |
| Law                                  | 9            |
| Library                              | 2            |
| Mayor's Office                       | 2            |
| Other                                | 132          |
| Other – Social Services              | 7            |
| Parks – Maintenance                  | 1            |
| Parks – Programs/Picnics/Permits     | 6            |
| Parks – Other                        | 4            |
| Parks/Recreation                     | 31           |
| Parks – Forestry                     | 13           |
| Parks- Recreation Programs           | 67           |
| Police                               | 94           |
| Public Works / Fleet                 | 4            |
| Public Works / Street Sanitation     | 125          |
| Public Works / Engineering           | 24           |
| Utilities – Power                    | 3            |
| Utilities – Sewer                    | 11           |
| Utilities – Water                    | 262          |
| <b>TOTAL</b>                         | <b>2772</b>  |