



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 14, 2014 through March 20, 2014.

|                         | <b>CURRENT WEEK'S<br/>TOTALS</b> | <b>PREVIOUS WEEK'S<br/>TOTALS</b> |
|-------------------------|----------------------------------|-----------------------------------|
| <b>CALLS HANDLED</b>    | <b>2462</b>                      | <b>2772</b>                       |
| <b>SERVICE REQUESTS</b> | <b>574</b>                       | <b>528</b>                        |
| <b>TOTAL CHATS</b>      | <b>70</b>                        | <b>85</b>                         |
| <b>TOTAL TEXT</b>       | <b>2</b>                         | <b>2</b>                          |

## **Top 5 Service Requests**

## **Total**

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

|                                       |    |
|---------------------------------------|----|
| 1. Building Permit Inspection Request | 78 |
| 2. Trash – Special Pick-up            | 71 |
| 3. Trash Cart – Missing/Replacement   | 34 |
| 4. Broken Parking Meter               | 30 |
| 5. Trash- Missed Pick-up              | 19 |

**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     | 239          |
| Administrative Services -Finance     | 55           |
| Administrative Services -HR          | 105          |
| Administrative Services - Other      | 214          |
| Call Transfer                        | 133          |
| City Manager's Office                | 61           |
| ComDev / Economic Development        | 28           |
| ComDev/ Bldg Inspections             | 169          |
| ComDev / Housing Rehab               | 7            |
| ComDev / Planning/Zoning             | 17           |
| Directions                           | 18           |
| Evanston Township                    | 30           |
| Fire Life Safety                     | 37           |
| PublicStuff Request                  | 136          |
| Health                               | 74           |
| Information                          | 470          |
| Law                                  | 7            |
| Library                              | 4            |
| Mayor's Office                       | 5            |
| Other                                | 160          |
| Other – Social Services              | 4            |
| Parks – Maintenance                  | 1            |
| Parks – Programs/Picnics/Permits     | 23           |
| Parks – Other                        | 10           |
| Parks/Recreation                     | 15           |
| Parks – Forestry                     | 9            |
| Parks- Recreation Programs           | 68           |
| Police                               | 105          |
| Public Works / Fleet                 | 2            |
| Public Works / Street Sanitation     | 112          |
| Public Works / Engineering           | 26           |
| Utilities – Power                    | 5            |
| Utilities – Sewer                    | 4            |
| Utilities – Water                    | 109          |
| <b>TOTAL</b>                         | <b>2462</b>  |