



# Weekly Update

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

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2448</b>	<b>2462</b>
<b>SERVICE REQUESTS</b>	<b>581</b>	<b>574</b>
<b>TOTAL CHATS</b>	<b>61</b>	<b>70</b>
<b>TOTAL TEXT</b>	<b>4</b>	<b>2</b>

## **Top 5 Service Requests**

## **Total**

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

- |                                       |    |
|---------------------------------------|----|
| 1. Trash Cart – Missing/Replacement   | 98 |
| 2. Trash – Special Pick-up            | 70 |
| 3. Building Permit Inspection Request | 69 |
| 4. Broken Parking Meter               | 30 |
| 5. Pot Hole                           | 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.*

<b>Weekly Telephone Wrap Up Data</b>	
<b>Category/Department</b>	<b>Total</b>
Administrative Services -Parking	238
Administrative Services -Finance	58
Administrative Services -HR	71
Administrative Services - Other	183
Call Transfer	94
City Manager's Office	58
ComDev / Economic Development	25
ComDev/ Bldg Inspections	167
ComDev / Housing Rehab	16
ComDev / Planning/Zoning	19
Directions	8
Evanston Township	23
Fire Life Safety	24
PublicStuff Request	162
Health	87
Information	522
Law	11
Library	2
Mayor's Office	6
Other	123
Other – Social Services	9
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	27
Parks – Other	11
Parks/Recreation	4
Parks – Forestry	20
Parks- Recreation Programs	62
Police	96
Public Works / Fleet	1
Public Works / Street Sanitation	141
Public Works / Engineering	47
Utilities – Power	2
Utilities – Sewer	2
Utilities – Water	129
<b>TOTAL</b>	<b>2448</b>