



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 28, 2014 through April 3, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2945	2448
SERVICE REQUESTS	592	581
TOTAL CHATS	90	61
TOTAL TEXT	6	4

NOTE: 2014 Street Sweeping began on Tuesday, April 1.

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	95
2. Trash – Special Pick-up	61
3. Trash Cart – Missing/Replacement	52
4. Yard Waste – Missed Pick-up	38
5. Broken Parking Meter	26

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	295
Administrative Services -Finance	61
Administrative Services -HR	83
Administrative Services - Other	214
Call Transfer	133
City Manager's Office	54
ComDev / Economic Development	15
ComDev/ Bldg Inspections	204
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	30
Directions	10
Evanston Township	43
Fire Life Safety	39
PublicStuff Request	187
Health	76
Information	613
Law	6
Library	1
Mayor's Office	4
Other	149
Other – Social Services	11
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	5
Parks – Other	10
Parks/Recreation	33
Parks – Forestry	19
Parks- Recreation Programs	112
Police	110
Public Works / Fleet	8
Public Works / Street Sanitation	218
Public Works / Engineering	42
Utilities – Power	1
Utilities – Sewer	5
Utilities – Water	148
TOTAL	2945