



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 6, 2014 through June 12, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	3017	3342
SERVICE REQUESTS	715	698
TOTAL CHATS	86	83
TOTAL TEXT	1	0

Top 5 Service Requests

Total

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

- | | |
|--|-----|
| 1. Building Permit Inspection Request | 125 |
| 2. Notice of Violation (Internal) | 59 |
| 3. Trash – Special Pick Up | 55 |
| 4. Broken Parking Meter or Pay Station | 52 |
| 5. Alleys – Maintenance | 21 |

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	279
Administrative Services -Finance	56
Administrative Services -HR	107
Administrative Services - Other	277
Call Transfer	143
City Manager's Office	60
ComDev / Economic Development	18
ComDev/ Bldg Inspections	229
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	28
Directions	22
Evanston Township	25
Fire Life Safety	31
PublicStuff Request	167
Health	67
Information	687
Law	3
Library	2
Mayor's Office	2
Other	128
Other – Social Services	3
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	9
Parks – Other	26
Parks/Recreation	55
Parks – Forestry	30
Parks- Recreation Programs	129
Police	150
Public Works / Fleet	4
Public Works / Street Sanitation	141
Public Works / Engineering	42
Utilities – Power	5
Utilities – Sewer	8
Utilities – Water	78
TOTAL	3017