



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 4, 2014 through April 10, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2576	2945
SERVICE REQUESTS	578	592
TOTAL CHATS	67	90
TOTAL TEXT	1	4

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 116 |
| 2. Broken Parking Meter | 49 |
| 3. Rodents | 38 |
| 4. Trash – Special Pick-up | 36 |
| 5. Trash – Missing/Replacement Cart | 31 |

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	255
Administrative Services -Finance	61
Administrative Services -HR	66
Administrative Services - Other	170
Call Transfer	155
City Manager's Office	51
ComDev / Economic Development	18
ComDev/ Bldg Inspections	193
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	16
Directions	4
Evanston Township	36
Fire Life Safety	32
PublicStuff Request	143
Health	58
Information	473
Law	2
Library	3
Mayor's Office	3
Other	219
Other – Social Services	3
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	31
Parks – Other	15
Parks/Recreation	31
Parks – Forestry	19
Parks- Recreation Programs	92
Police	96
Public Works / Fleet	5
Public Works / Street Sanitation	166
Public Works / Engineering	37
Utilities – Power	5
Utilities – Sewer	6
Utilities – Water	105
TOTAL	2576