



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 11, 2014 through April 17, 2014.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2565</b>	<b>2576</b>
<b>SERVICE REQUESTS</b>	<b>433</b>	<b>578</b>
<b>TOTAL CHATS</b>	<b>101</b>	<b>67</b>
<b>TOTAL TEXT</b>	<b>0</b>	<b>1</b>

## **Top 5 Service Requests**

## **Total**

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

1. Building Permit Inspection Request	96
2. Broken Parking Meter	66
3. Trash – Special Pick-up	37
4. Trash – Missing/Replacement Cart	31
5. Water Bill – Final Bill for Seller	29

**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	255
Administrative Services -Finance	74
Administrative Services -HR	68
Administrative Services - Other	192
Call Transfer	150
City Manager's Office	55
ComDev / Economic Development	13
ComDev/ Bldg Inspections	198
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	22
Directions	8
Evanston Township	24
Fire Life Safety	38
PublicStuff Request	175
Health	77
Information	511
Law	9
Library	3
Mayor's Office	4
Other	120
Other – Social Services	2
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	5
Parks – Other	16
Parks/Recreation	32
Parks – Forestry	28
Parks- Recreation Programs	77
Police	120
Public Works / Fleet	2
Public Works / Street Sanitation	151
Public Works / Engineering	46
Utilities – Power	3
Utilities – Sewer	1
Utilities – Water	83
<b>TOTAL</b>	<b>2565</b>