



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 8, 2014 through August 14, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2715	2807
SERVICE REQUESTS	746	798
TOTAL CHATS	69	72
TOTAL TEXT	8	1

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 117 |
| 2. Trash – Special Pick up | 62 |
| 3. Broken Parking Meter | 41 |
| 4. Rodents – Rats | 35 |
| 5. Dead Animal on Public Property | 20 |
| Parkway Tree Trimming | |
| Water Bill – final Bill For Seller | |

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	226
Administrative Services -Finance	41
Administrative Services -HR	76
Administrative Services - Other	228
Call Transfer	107
City Manager's Office	32
ComDev / Economic Development	24
ComDev/ Bldg Inspections	240
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	21
Directions	41
Evanston Township	21
Fire Life Safety	18
PublicStuff Request	164
Health	111
Information	685
Law	8
Library	2
Mayor's Office	6
Other	92
Other – Social Services	2
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	20
Parks – Other	8
Parks/Recreation	31
Parks – Forestry	36
Parks- Recreation Programs	37
Police	136
Public Works / Fleet	4
Public Works / Street Sanitation	105
Public Works / Engineering	86
Utilities – Power	10
Utilities – Sewer	4
Utilities – Water	88
TOTAL	2715