



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 15, 2014 through August 21, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2808	2715
SERVICE REQUESTS	730	746
TOTAL CHATS	68	69
TOTAL TEXT	16	8

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 131 |
| 2. Trash – Special Pick up | 66 |
| 3. Rodents – Rats | 50 |
| 4. Broken Parking Meter | 37 |
| 5. Recycling - Missed Pick up | 24 |

On Friday, August 15, 2014, we launched our new SMS/Texting application.

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	285
Administrative Services -Finance	54
Administrative Services -HR	76
Administrative Services - Other	212
Call Transfer	127
City Manager's Office	45
ComDev / Economic Development	9
ComDev/ Bldg Inspections	242
ComDev / Housing Rehab	4
ComDev / Planning/Zoning	24
Directions	23
Evanston Township	13
Fire Life Safety	22
PublicStuff Request	166
Health	107
Information	676
Law	3
Library	2
Mayor's Office	5
Other	146
Other – Social Services	6
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	26
Parks – Other	11
Parks/Recreation	37
Parks – Forestry	18
Parks- Recreation Programs	47
Police	120
Public Works / Fleet	2
Public Works / Street Sanitation	110
Public Works / Engineering	64
Utilities – Power	1
Utilities – Sewer	2
Utilities – Water	122
TOTAL	2808