



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 22, 2014 through August 28, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	3037	2808
SERVICE REQUESTS	836	730
TOTAL CHATS	71	68
TOTAL TEXT	17	16

Top 5 Service Requests

Total

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

- | | |
|--|----|
| 1. Building Permit Inspection Request | 96 |
| 2. Trash – Special Pick up
Broken Parking Meter | 69 |
| 3. Rodents – Rats | 47 |
| 4. Dead Animal on Public Property | 35 |
| 5. Graffiti | 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	315
Administrative Services -Finance	49
Administrative Services -HR	77
Administrative Services - Other	244
Call Transfer	154
City Manager's Office	42
ComDev / Economic Development	20
ComDev/ Bldg Inspections	223
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	21
Directions	7
Evanston Township	19
Fire Life Safety	32
PublicStuff Request	179
Health	100
Information	687
Law	1
Library	5
Mayor's Office	7
Other	175
Other – Social Services	8
Parks – Maintenance	4
Parks – Programs/Picnics/Permits	28
Parks – Other	7
Parks/Recreation	37
Parks – Forestry	38
Parks- Recreation Programs	52
Police	132
Public Works / Fleet	3
Public Works / Street Sanitation	114
Public Works / Engineering	64
Utilities – Power	1
Utilities – Sewer	4
Utilities – Water	181
TOTAL	3037