



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 1, 2014 through August 7, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2807	2884
SERVICE REQUESTS	798	841
TOTAL CHATS	72	68
TOTAL TEXT	1	1

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 105 |
| 2. Trash – Special Pick up | 73 |
| 3. Broken Parking Meter | 39 |
| 4. Rodents – Rats | 38 |
| 5. Dead Animal on Public Property | 24 |

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	282
Administrative Services -Finance	55
Administrative Services -HR	87
Administrative Services - Other	224
Call Transfer	110
City Manager's Office	49
ComDev / Economic Development	11
ComDev/ Bldg Inspections	232
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	22
Directions	43
Evanston Township	15
Fire Life Safety	32
PublicStuff Request	171
Health	86
Information	664
Law	4
Library	2
Mayor's Office	6
Other	101
Other – Social Services	3
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	26
Parks – Other	24
Parks/Recreation	40
Parks – Forestry	35
Parks- Recreation Programs	43
Police	125
Public Works / Fleet	3
Public Works / Street Sanitation	140
Public Works / Engineering	51
Utilities – Power	6
Utilities – Sewer	1
Utilities – Water	112
TOTAL	2807