



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 28, 2014 through December 4, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2728	1912
SERVICE REQUESTS	698	514
TOTAL CHATS	45	64
	14	7

Top 5 Service Requests

Total

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

1. Holiday Basket 2014	187
2. Building Permit Inspection Request	99
3. Broken Parking Meter	51
4. Trash – Special Pick-up	42
5. Yard Waste – Missed Pick-up	24

NOTE: The day after Thanksgiving, Friday, November 28th, is included in this week's report.

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	307
Administrative Services -Finance	52
Administrative Services -HR	59
Administrative Services - Other	177
Call Transfer	110
City Manager's Office	35
ComDev / Economic Development	12
ComDev/ Bldg Inspections	214
ComDev / Housing Rehab	1
ComDev / Planning/Zoning	6
Directions	7
Evanston Township	7
Fire Life Safety	22
PublicStuff Request	205
Health	71
Information	775
Law	3
Library	1
Mayor's Office	5
Other	140
Other – Social Services	8
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	35
Parks – Other	3
Parks/Recreation	34
Parks – Forestry	11
Parks- Recreation Programs	46
Police	116
Public Works / Fleet	3
Public Works / Street Sanitation	145
Public Works / Engineering	23
Utilities – Power	8
Utilities – Sewer	1
Utilities – Water	85
TOTAL	2728