



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 5, 2014 through December 11, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2564	2728
SERVICE REQUESTS	682	698
TOTAL CHATS	70	45
TOTAL TEXT	9	14

Top 5 Service Requests

Total

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

1. Holiday Basket 2014	117
2. Building Permit Inspection Request	115
3. Trash – Special Pickup	73
4. Broken Parking Meter	44
5. Water Bill – Final Seller	15

NOTE: The 2014 Holiday Basket program was extended to 12-12-14.

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	66
Administrative Services -HR	63
Administrative Services - Other	173
Call Transfer	112
City Manager's Office	54
ComDev / Economic Development	19
ComDev/ Bldg Inspections	168
ComDev / Housing Rehab	9
ComDev / Planning/Zoning	6
Directions	8
Evanston Township	7
Fire Life Safety	19
PublicStuff Request	309
Health	62
Information	679
Law	2
Library	4
Mayor's Office	6
Other	141
Other – Social Services	0
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	20
Parks – Other	5
Parks/Recreation	36
Parks – Forestry	9
Parks- Recreation Programs	0
Police	78
Public Works / Fleet	3
Public Works / Street Sanitation	74
Public Works / Engineering	45
Utilities – Power	2
Utilities – Sewer	1
Utilities – Water	76
TOTAL	2564