



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 12, 2014 through December 18, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2686	2564
SERVICE REQUESTS	603	682
TOTAL CHATS	92	70
TOTAL TEXT	13	9

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	122
2. Broken Parking Meter	78
3. Trash – Special Pick-up	58
4. Power Outage	32
5. Trash Accumulation	26

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	382
Administrative Services -Finance	59
Administrative Services -HR	70
Administrative Services - Other	158
Call Transfer	119
City Manager's Office	47
ComDev / Economic Development	23
ComDev/ Bldg Inspections	208
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	13
Directions	13
Evanston Township	5
Fire Life Safety	38
PublicStuff Request	196
Health	48
Information	781
Law	3
Library	2
Mayor's Office	2
Other	151
Other – Social Services	4
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	1
Parks – Other	4
Parks/Recreation	26
Parks – Forestry	5
Parks- Recreation Programs	30
Police	99
Public Works / Fleet	1
Public Works / Street Sanitation	67
Public Works / Engineering	51
Utilities – Power	30
Utilities – Sewer	1
Utilities – Water	41
TOTAL	2686