



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 19, 2014 through December 25, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	1486	2686
SERVICE REQUESTS	312	603
TOTAL CHATS	50	92
TOTAL TEXT	9	13

Top 5 Service Requests

Total

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

1. Broken Parking Meter	57
2. Building Permit Inspection Request	55
3. Trash – Special Pick-up	40
4. Fire Prevention - Inspection of a Commercial Property	9
5. Abandoned Vehicle	8

Note: There are two holidays included in this report, Christmas Eve 12/24/2014, and Christmas Day 12/25/2014.

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	227
Administrative Services -Finance	44
Administrative Services -HR	48
Administrative Services - Other	72
Call Transfer	74
City Manager's Office	32
ComDev / Economic Development	12
ComDev/ Bldg Inspections	97
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	6
Directions	5
Evanston Township	9
Fire Life Safety	19
PublicStuff Request	162
Health	45
Information	196
Law	1
Library	4
Mayor's Office	8
Other	113
Other – Social Services	7
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	1
Parks – Other	0
Parks/Recreation	38
Parks – Forestry	7
Parks- Recreation Programs	20
Police	100
Public Works / Fleet	2
Public Works / Street Sanitation	85
Public Works / Engineering	14
Utilities – Power	3
Utilities – Sewer	1
Utilities – Water	31
TOTAL	1486