



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of February 6, 2015 through February 12, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2545	4295
SERVICE REQUESTS	665	613
TOTAL CHATS	57	108
TOTAL TEXT	18	48

Top 5 Service Requests

Total

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

1. Broken Parking Meter	85
2. Building Permit Inspection Request	81
3. Snow/Ice/Hazard Removal	71
4. Trash – Missed Garbage Pickup	58
5. Recycling – Missed Pickup	41

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	326
Administrative Services -Finance	73
Administrative Services -HR	70
Administrative Services - Other	141
Call Transfer	109
City Manager's Office	67
ComDev / Economic Development	22
ComDev/ Bldg Inspections	176
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	18
Directions	11
Evanston Township	5
Fire Life Safety	44
PublicStuff Request	307
Health	104
Information	448
Law	7
Library	2
Mayor's Office	9
Other	127
Other – Social Services	3
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	7
Parks – Other	5
Parks/Recreation	36
Parks – Forestry	13
Parks- Recreation Programs	54
Police	89
Public Works / Fleet	1
Public Works / Street Sanitation	181
Public Works / Engineering	20
Utilities – Power	0
Utilities – Sewer	2
Utilities – Water	60
TOTAL	2545