



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of February 13, 2015 through February 19, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2174	2545
SERVICE REQUESTS	452	665
TOTAL CHATS	54	57
TOTAL TEXT	9	18

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|----|
| 1. Broken Parking Meter | 66 |
| 2. Building Permit Inspection Request | 63 |
| 3. Trash – Special Pickup | 42 |
| 4. Trash – Missed Garbage Pickup | 27 |
| 5. Recycling – Missed Pickup | 23 |

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	313
Administrative Services -Finance	45
Administrative Services -HR	73
Administrative Services - Other	113
Call Transfer	122
City Manager's Office	66
ComDev / Economic Development	27
ComDev/ Bldg Inspections	170
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	11
Directions	9
Evanston Township	6
Fire Life Safety	38
PublicStuff Request	212
Health	79
Information	354
Law	4
Library	3
Mayor's Office	3
Other	166
Other – Social Services	1
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	3
Parks – Other	3
Parks/Recreation	27
Parks – Forestry	7
Parks- Recreation Programs	54
Police	103
Public Works / Fleet	1
Public Works / Street Sanitation	80
Public Works / Engineering	21
Utilities – Power	0
Utilities – Sewer	3
Utilities – Water	51
TOTAL	2174