



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 30, 2015 through February 5, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	4295	2104
SERVICE REQUESTS	613	457
TOTAL CHATS	108	113
TOTAL TEXT	48	14

Top 5 Service Requests

Total

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

1. Snow/Ice/Hazard Removal Broken Parking Meter	91
2. Building Permit Inspection Request	73
3. Snow Removal – City Sidewalk	42
4. Snow Removal	28
5. Trash-Missed Garbage Pickup	27

Note: A Snow Route Parking Ban was declared for February 1st and February 2nd. Additionally, a Snow Emergency was declared for February 2nd and February 3rd. The 311 center was open on Sunday, February 1st.

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	723
Administrative Services -Finance	87
Administrative Services -HR	105
Administrative Services - Other	222
Call Transfer	174
City Manager's Office	68
ComDev / Economic Development	28
ComDev/ Bldg Inspections	179
ComDev / Housing Rehab	10
ComDev / Planning/Zoning	30
Directions	12
Evanston Township	24
Fire Life Safety	51
PublicStuff Request	335
Health	121
Information	816
Law	15
Library	6
Mayor's Office	8
Other	157
Other – Social Services	5
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	9
Parks – Other	9
Parks/Recreation	54
Parks – Forestry	18
Parks- Recreation Programs	68
Police	166
Public Works / Fleet	9
Public Works / Street Sanitation	680
Public Works / Engineering	29
Utilities – Power	1
Utilities – Sewer	3
Utilities – Water	70
TOTAL	4295