



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 26, 2014 through January 1, 2015.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>1752</b>	<b>1486</b>
<b>SERVICE REQUESTS</b>	<b>341</b>	<b>312</b>
<b>TOTAL CHATS</b>	<b>53</b>	<b>50</b>
<b>TOTAL TEXT</b>	<b>6</b>	<b>9</b>

## **Top 5 Service Requests**

## **Total**

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

1. Building Permit Inspection Request	59
2. Broken Parking Meter	56
3. Trash – Special Pick-up	49
4. Recycling - Missed Pick up	20
5. Water Bill – New Account Request	14

Note: There is one holiday included in this report, New Year's Day, January 1, 2015.

**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.*

<b>Weekly Telephone Wrap Up Data</b>	
<b>Category/Department</b>	<b>Total</b>
Administrative Services -Parking	299
Administrative Services -Finance	72
Administrative Services -HR	57
Administrative Services - Other	101
Call Transfer	68
City Manager's Office	37
ComDev / Economic Development	10
ComDev/ Bldg Inspections	96
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	6
Directions	12
Evanston Township	7
Fire Life Safety	22
PublicStuff Request	214
Health	64
Information	293
Law	2
Library	3
Mayor's Office	0
Other	140
Other – Social Services	0
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	0
Parks – Other	6
Parks/Recreation	13
Parks – Forestry	13
Parks- Recreation Programs	0
Police	78
Public Works / Fleet	1
Public Works / Street Sanitation	79
Public Works / Engineering	11
Utilities – Power	3
Utilities – Sewer	1
Utilities – Water	38
<b>TOTAL</b>	<b>1752</b>