



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 9, 2015 through January 15, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2232	2404
SERVICE REQUESTS	577	506
TOTAL CHATS	69	79
TOTAL TEXT	15	11

Top 5 Service Requests

Total

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

- | | |
|---|----|
| 1. Broken Parking Meter | 96 |
| 2. Building Permit Inspection Request | 67 |
| 3. Trash – Special Pick-up | 53 |
| 4. Water Bill Reprint, Request an Address Change, Name Change | 17 |
| 5. Rental Dwelling Inspection or Overcrowding | 15 |

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	42
Administrative Services -HR	55
Administrative Services - Other	128
Call Transfer	134
City Manager's Office	49
ComDev / Economic Development	15
ComDev/ Bldg Inspections	120
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	12
Directions	19
Evanston Township	13
Fire Life Safety	43
PublicStuff Request	272
Health	84
Information	474
Law	1
Library	2
Mayor's Office	3
Other	100
Other – Social Services	3
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	5
Parks – Other	1
Parks/Recreation	32
Parks – Forestry	16
Parks- Recreation Programs	5
Police	94
Public Works / Fleet	3
Public Works / Street Sanitation	88
Public Works / Engineering	21
Utilities – Power	2
Utilities – Sewer	1
Utilities – Water	76
TOTAL	2232