



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 16, 2015 through January 22, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2244	2232
SERVICE REQUESTS	543	577
TOTAL CHATS	44	69
TOTAL TEXT	7	15

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	80
2. Broken Parking Meter	75
3. Trash Special Pick-up	48
4. Graffiti	17
5. Abandon Vehicle	17

Note: There was a city holiday included in this report, Martin Luther King, Jr. 01/19/2015. The 311 Center was open for regular business.

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	267
Administrative Services -Finance	55
Administrative Services -HR	73
Administrative Services - Other	130
Call Transfer	102
City Manager's Office	33
ComDev / Economic Development	21
ComDev/ Bldg Inspections	166
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	15
Directions	15
Evanston Township	15
Fire Life Safety	39
PublicStuff Request	231
Health	74
Information	451
Law	4
Library	5
Mayor's Office	4
Other	115
Other – Social Services	1
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	11
Parks – Other	12
Parks/Recreation	27
Parks – Forestry	17
Parks- Recreation Programs	27
Police	113
Public Works / Fleet	3
Public Works / Street Sanitation	101
Public Works / Engineering	31
Utilities – Power	1
Utilities – Sewer	2
Utilities – Water	78
TOTAL	2244