



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 23, 2015 through January 29, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2104	2244
SERVICE REQUESTS	457	543
TOTAL CHATS	113	44
TOTAL TEXT	14	7

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	84
2. Broken Parking Meter	61
3. Trash Special Pick-up	38
4. Recycling – Missed Pick up	13
5. Fire Prevention – Inspection of a Commercial Property	13

Note: The first day of camp lottery, 01/27/2015, is included in this report.

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	241
Administrative Services -Finance	55
Administrative Services -HR	65
Administrative Services - Other	119
Call Transfer	114
City Manager's Office	41
ComDev / Economic Development	16
ComDev/ Bldg Inspections	160
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	14
Directions	18
Evanston Township	10
Fire Life Safety	41
PublicStuff Request	220
Health	94
Information	357
Law	6
Library	3
Mayor's Office	6
Other	146
Other – Social Services	1
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	5
Parks – Other	14
Parks/Recreation	33
Parks – Forestry	13
Parks- Recreation Programs	49
Police	102
Public Works / Fleet	5
Public Works / Street Sanitation	68
Public Works / Engineering	17
Utilities – Power	3
Utilities – Sewer	7
Utilities – Water	54
TOTAL	2104