



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of January 2, 2015 through January 8, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2404	1752
SERVICE REQUESTS	506	341
TOTAL CHATS	79	53
TOTAL TEXT	11	6

Top 5 Service Requests

Total

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

- | | |
|---|----|
| 1. Broken Parking Meter | 95 |
| 2. Building Permit Inspection Request | 93 |
| 3. Trash – Special Pick-up | 39 |
| 4. Building Permit Inspection Request for Contractors | 17 |
| 5. Recycling – Missed Pick-up | 13 |

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	414
Administrative Services -Finance	68
Administrative Services -HR	75
Administrative Services - Other	153
Call Transfer	145
City Manager's Office	64
ComDev / Economic Development	12
ComDev/ Bldg Inspections	142
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	13
Directions	12
Evanston Township	4
Fire Life Safety	24
PublicStuff Request	251
Health	56
Information	479
Law	3
Library	3
Mayor's Office	1
Other	165
Other – Social Services	1
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	3
Parks – Other	5
Parks/Recreation	23
Parks – Forestry	12
Parks- Recreation Programs	3
Police	97
Public Works / Fleet	3
Public Works / Street Sanitation	102
Public Works / Engineering	15
Utilities – Power	1
Utilities – Sewer	2
Utilities – Water	47
TOTAL	2404