



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 4, 2014 through July 10, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2783	3275
SERVICE REQUESTS	691	803
TOTAL CHATS	75	101
TOTAL TEXT	3	6

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	95
2. Trash – Special Pick up	77
3. Broken Parking Meter	73
4. Graffiti	27
5. Rodents – Rats	21

Please note that the 4th of July holiday is included in this week's 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	260
Administrative Services -Finance	53
Administrative Services -HR	50
Administrative Services - Other	194
Call Transfer	164
City Manager's Office	28
ComDev / Economic Development	18
ComDev/ Bldg Inspections	210
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	14
Directions	51
Evanston Township	18
Fire Life Safety	23
PublicStuff Request	175
Health	84
Information	621
Law	4
Library	3
Mayor's Office	2
Other	142
Other – Social Services	5
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	11
Parks – Other	5
Parks/Recreation	57
Parks – Forestry	20
Parks- Recreation Programs	87
Police	132
Public Works / Fleet	0
Public Works / Street Sanitation	149
Public Works / Engineering	49
Utilities – Power	10
Utilities – Sewer	17
Utilities – Water	118
TOTAL	2783