



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 11, 2014 through July 17, 2014.

| | CURRENT WEEK'S TOTALS | PREVIOUS WEEK'S TOTALS |
|-------------------------|----------------------------------|-----------------------------------|
| CALLS HANDLED | 2944 | 2783 |
| SERVICE REQUESTS | 849 | 691 |
| TOTAL CHATS | 69 | 75 |
| TOTAL TEXT | 4 | 3 |

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 135 |
| 2. Trash – Special Pick up | 66 |
| 3. Broken Parking Meter | 50 |
| 4. Rodents – Rats | 31 |
| 5. Trash – Accumulation | 25 |

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 | 211 |
| Administrative Services -Finance | 65 |
| Administrative Services -HR | 26 |
| Administrative Services - Other | 179 |
| Call Transfer | 147 |
| City Manager's Office | 16 |
| ComDev / Economic Development | 16 |
| ComDev/ Bldg Inspections | 261 |
| ComDev / Housing Rehab | 5 |
| ComDev / Planning/Zoning | 19 |
| Directions | 43 |
| Evanston Township | 23 |
| Fire Life Safety | 33 |
| PublicStuff Request | 209 |
| Health | 113 |
| Information | 671 |
| Law | 5 |
| Library | 5 |
| Mayor's Office | 8 |
| Other | 137 |
| Other – Social Services | 3 |
| Parks – Maintenance | 0 |
| Parks – Programs/Picnics/Permits | 12 |
| Parks – Other | 13 |
| Parks/Recreation | 61 |
| Parks – Forestry | 34 |
| Parks- Recreation Programs | 68 |
| Police | 124 |
| Public Works / Fleet | 6 |
| Public Works / Street Sanitation | 198 |
| Public Works / Engineering | 53 |
| Utilities – Power | 5 |
| Utilities – Sewer | 6 |
| Utilities – Water | 169 |
| TOTAL | 2944 |