



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 18, 2014 through July 24, 2014.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2977</b>	<b>2944</b>
<b>SERVICE REQUESTS</b>	<b>846</b>	<b>849</b>
<b>TOTAL CHATS</b>	<b>75</b>	<b>69</b>
<b>TOTAL TEXT</b>	<b>2</b>	<b>4</b>

## **Top 5 Service Requests**

## **Total**

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

- |                                       |     |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 100 |
| 2. Trash – Special Pick up            | 59  |
| 3. Broken Parking Meter               | 52  |
| 4. Rodents – Rats                     | 43  |
| 5. Dead Animal on Public Property     | 26  |

**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.*

<b>Weekly Telephone Wrap Up Data</b>	
<b>Category/Department</b>	<b>Total</b>
Administrative Services -Parking	275
Administrative Services -Finance	67
Administrative Services -HR	74
Administrative Services - Other	239
Call Transfer	147
City Manager's Office	33
ComDev / Economic Development	15
ComDev/ Bldg Inspections	236
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	25
Directions	29
Evanston Township	7
Fire Life Safety	34
PublicStuff Request	204
Health	93
Information	672
Law	6
Library	3
Mayor's Office	1
Other	119
Other – Social Services	4
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	24
Parks – Other	16
Parks/Recreation	64
Parks – Forestry	36
Parks- Recreation Programs	92
Police	151
Public Works / Fleet	7
Public Works / Street Sanitation	128
Public Works / Engineering	60
Utilities – Power	4
Utilities – Sewer	6
Utilities – Water	98
<b>TOTAL</b>	<b>2977</b>