



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 27, 2014 through July 3, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	3275	3085
SERVICE REQUESTS	803	794
TOTAL CHATS	101	100
TOTAL TEXT	6	2

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 120 |
| 2. Trash – Special Pick up | 92 |
| 3. Broken Parking Meter | 87 |
| 4. Trees- Fallen Tree/Limb | 27 |
| 5. Water Bill – New Account | 24 |

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	319
Administrative Services -Finance	95
Administrative Services -HR	115
Administrative Services - Other	322
Call Transfer	128
City Manager's Office	52
ComDev / Economic Development	19
ComDev/ Bldg Inspections	237
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	21
Directions	35
Evanston Township	37
Fire Life Safety	32
PublicStuff Request	242
Health	71
Information	672
Law	9
Library	1
Mayor's Office	3
Other	153
Other – Social Services	2
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	19
Parks – Other	19
Parks/Recreation	32
Parks – Forestry	31
Parks- Recreation Programs	116
Police	114
Public Works / Fleet	5
Public Works / Street Sanitation	168
Public Works / Engineering	47
Utilities – Power	3
Utilities – Sewer	7
Utilities – Water	145
TOTAL	3275