



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of July 25, 2014 through July 31, 2014.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2884</b>	<b>2977</b>
<b>SERVICE REQUESTS</b>	<b>841</b>	<b>846</b>
<b>TOTAL CHATS</b>	<b>68</b>	<b>75</b>
<b>TOTAL TEXT</b>	<b>1</b>	<b>2</b>

## **Top 5 Service Requests**

**Total**

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

- |                                       |     |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 118 |
| 2. Trash – Special Pick up            | 70  |
| 3. Rodents – Rats                     | 31  |
| 4. Broken Parking Meter               | 29  |
| 5. Water Bill – Final For Seller      | 21  |

**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	229
Administrative Services -Finance	52
Administrative Services -HR	90
Administrative Services - Other	223
Call Transfer	125
City Manager's Office	58
ComDev / Economic Development	21
ComDev/ Bldg Inspections	248
ComDev / Housing Rehab	10
ComDev / Planning/Zoning	20
Directions	43
Evanston Township	15
Fire Life Safety	32
PublicStuff Request	184
Health	87
Information	662
Law	8
Library	6
Mayor's Office	3
Other	146
Other – Social Services	6
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	24
Parks – Other	13
Parks/Recreation	34
Parks – Forestry	27
Parks- Recreation Programs	45
Police	136
Public Works / Fleet	2
Public Works / Street Sanitation	136
Public Works / Engineering	74
Utilities – Power	21
Utilities – Sewer	5
Utilities – Water	96
<b>TOTAL</b>	<b>2884</b>