



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 20, 2014 through June 26, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	3085	2960
SERVICE REQUESTS	794	694
TOTAL CHATS	100	70
TOTAL TEXT	2	1

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	127
2. Broken Parking Meter	90
3. Trash – Special Pick up	63
4. Water Bill – Final for Seller	24
5. Alley – Maintenance	20

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	258
Administrative Services -Finance	46
Administrative Services -HR	107
Administrative Services - Other	236
Call Transfer	110
City Manager's Office	44
ComDev / Economic Development	19
ComDev/ Bldg Inspections	236
ComDev / Housing Rehab	4
ComDev / Planning/Zoning	22
Directions	29
Evanston Township	7
Fire Life Safety	25
PublicStuff Request	214
Health	57
Information	855
Law	4
Library	6
Mayor's Office	4
Other	158
Other – Social Services	7
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	10
Parks – Other	17
Parks/Recreation	43
Parks – Forestry	28
Parks- Recreation Programs	79
Police	159
Public Works / Fleet	2
Public Works / Street Sanitation	108
Public Works / Engineering	44
Utilities – Power	10
Utilities – Sewer	4
Utilities – Water	131
TOTAL	3085