



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 30, 2014 through June 5, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	3342	2653
SERVICE REQUESTS	698	614
TOTAL CHATS	83	45
TOTAL TEXT	0	14

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	114
2. Trash – Special Pick-up	54
3. Broken Parking Meter or Pay Station	48
4. Trash – Missed Garbage Pick up	32
5. Notice of Violation (Internal)	30

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	322
Administrative Services -Finance	48
Administrative Services -HR	119
Administrative Services - Other	244
Call Transfer	160
City Manager's Office	72
ComDev / Economic Development	35
ComDev/ Bldg Inspections	293
ComDev / Housing Rehab	9
ComDev / Planning/Zoning	41
Directions	26
Evanston Township	16
Fire Life Safety	30
PublicStuff Request	188
Health	77
Information	700
Law	2
Library	7
Mayor's Office	6
Other	149
Other – Social Services	3
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	10
Parks – Other	30
Parks/Recreation	71
Parks – Forestry	37
Parks- Recreation Programs	140
Police	153
Public Works / Fleet	6
Public Works / Street Sanitation	145
Public Works / Engineering	60
Utilities – Power	1
Utilities – Sewer	2
Utilities – Water	139
TOTAL	3342