



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 6, 2015 through March 12, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2204	2185
SERVICE REQUESTS	597	446
TOTAL CHATS	55	54
TOTAL TEXT	9	16

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|----|
| 1. Broken Parking Meter | 94 |
| 2. Trash – Special Pick-up | 73 |
| 3. Building Permit Inspection Request | 67 |
| 4. Recycling – Missed Pick-up | 18 |
| 5. Animal Issue/Concern – General | 16 |

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	268
Administrative Services -Finance	36
Administrative Services -HR	41
Administrative Services - Other	91
Call Transfer	147
City Manager's Office	38
ComDev / Economic Development	19
ComDev/ Bldg Inspections	163
ComDev / Housing Rehab	8
ComDev / Planning/Zoning	10
Directions	3
Evanston Township	6
Fire Life Safety	29
PublicStuff Request	246
Health	54
Information	438
Law	2
Library	0
Mayor's Office	4
Other	161
Other – Social Services	2
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	11
Parks – Other	4
Parks/Recreation	40
Parks – Forestry	20
Parks- Recreation Programs	40
Police	112
Public Works / Fleet	3
Public Works / Street Sanitation	70
Public Works / Engineering	27
Utilities – Power	1
Utilities – Sewer	9
Utilities – Water	99
TOTAL	2204