



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 13, 2015 through March 19, 2015.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2525</b>	<b>2204</b>
<b>SERVICE REQUESTS</b>	<b>650</b>	<b>597</b>
<b>TOTAL CHATS</b>	<b>56</b>	<b>55</b>
<b>TOTAL TEXT</b>	<b>6</b>	<b>9</b>

## **Top 5 Service Requests**

## **Total**

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

1. Building Permit Inspection Request	75
2. Trash – Special Pick-up	72
3. Broken Parking Meter	68
4. Trash – Accumulation	27
5. Rodents – Rats	17
Tree Evaluation	

**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	329
Administrative Services -Finance	40
Administrative Services -HR	61
Administrative Services - Other	129
Call Transfer	117
City Manager's Office	55
ComDev / Economic Development	29
ComDev/ Bldg Inspections	209
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	15
Directions	6
Evanston Township	6
Fire Life Safety	21
PublicStuff Request	246
Health	78
Information	438
Law	1
Library	5
Mayor's Office	9
Other	149
Other – Social Services	4
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	13
Parks – Other	10
Parks/Recreation	35
Parks – Forestry	15
Parks- Recreation Programs	59
Police	139
Public Works / Fleet	6
Public Works / Street Sanitation	127
Public Works / Engineering	45
Utilities – Power	2
Utilities – Sewer	9
Utilities – Water	111
<b>TOTAL</b>	<b>2525</b>