



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 9, 2014 through May 15, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2916	2845
SERVICE REQUESTS	579	567
TOTAL CHATS	77	57
TOTAL TEXT	0	1

Top 5 Service Requests

Total

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

- | | |
|--|----|
| 1. Building Permit Inspection Request | 90 |
| 2. Broken Parking Meter | 58 |
| 3. Trash – Special Pick-up | 31 |
| 4. Trash Cart – 65 Gallon Missing/Replacement
Or Downsizing | 20 |
| 5. Alleys – Maintenance | 15 |

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	288
Administrative Services -Finance	43
Administrative Services -HR	106
Administrative Services - Other	244
Call Transfer	181
City Manager's Office	81
ComDev / Economic Development	37
ComDev/ Bldg Inspections	240
ComDev / Housing Rehab	10
ComDev / Planning/Zoning	20
Directions	12
Evanston Township	17
Fire Life Safety	36
PublicStuff Request	118
Health	69
Information	695
Law	5
Library	1
Mayor's Office	1
Other	108
Other – Social Services	11
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	6
Parks – Other	12
Parks/Recreation	39
Parks – Forestry	16
Parks- Recreation Programs	81
Police	95
Public Works / Fleet	3
Public Works / Street Sanitation	139
Public Works / Engineering	42
Utilities – Power	1
Utilities – Sewer	7
Utilities – Water	150
TOTAL	2916