



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 25, 2014 through May 1, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	3006	2640
SERVICE REQUESTS	627	563
TOTAL CHATS	67	69
TOTAL TEXT	2	1

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|----|
| 1. Building Permit Inspection Request | 90 |
| 2. Broken Parking Meter | 56 |
| 3. Notice of Violation (Internal) | 45 |
| 4. Trash – Special Pick-up | 25 |
| 5. Trash – Missed Garbage Pick-up | 23 |

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	343
Administrative Services -Finance	54
Administrative Services -HR	95
Administrative Services - Other	280
Call Transfer	129
City Manager's Office	49
ComDev / Economic Development	18
ComDev/ Bldg Inspections	231
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	23
Directions	15
Evanston Township	27
Fire Life Safety	19
PublicStuff Request	104
Health	75
Information	616
Law	5
Library	2
Mayor's Office	6
Other	152
Other – Social Services	3
Parks – Maintenance	3
Parks – Programs/Picnics/Permits	3
Parks – Other	10
Parks/Recreation	37
Parks – Forestry	21
Parks- Recreation Programs	55
Police	100
Public Works / Fleet	2
Public Works / Street Sanitation	136
Public Works / Engineering	52
Utilities – Power	10
Utilities – Sewer	6
Utilities – Water	321
TOTAL	3006