



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 16, 2014 through May 22, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2751	2845
SERVICE REQUESTS	562	597
TOTAL CHATS	67	57
TOTAL TEXT	4	1

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 103 |
| 2. Broken Parking Meter | 51 |
| 3. Trash – Special Pick-up | 36 |
| 4. Rodents – Rats | 14 |
| 5. Dead Animals - Public Property | 14 |

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	75
Administrative Services -Finance	54
Administrative Services -HR	98
Administrative Services - Other	200
Call Transfer	153
City Manager's Office	68
ComDev / Economic Development	20
ComDev/ Bldg Inspections	207
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	19
Directions	16
Evanston Township	17
Fire Life Safety	43
PublicStuff Request	283
Health	65
Information	554
Law	1
Library	2
Mayor's Office	2
Other	244
Other – Social Services	13
Parks – Maintenance	16
Parks – Programs/Picnics/Permits	39
Parks – Other	37
Parks/Recreation	87
Parks – Forestry	20
Parks- Recreation Programs	59
Police	101
Public Works / Fleet	3
Public Works / Street Sanitation	104
Public Works / Engineering	41
Utilities – Power	1
Utilities – Sewer	3
Utilities – Water	99
TOTAL	2751