



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 16, 2014 through May 22, 2014. Please note 311 was closed for Memorial Day 5/26/2014.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2653</b>	<b>2751</b>
<b>SERVICE REQUESTS</b>	<b>614</b>	<b>562</b>
<b>TOTAL CHATS</b>	<b>45</b>	<b>67</b>
<b>TOTAL TEXT</b>	<b>14</b>	<b>4</b>

## **Top 5 Service Requests**

**Total**

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

1. Building Permit Inspection Request	114
2. Broken Parking Meter	59
3. Trash – Special Pick-up	30
4. Tree Evaluation	25
5. Yard Waste	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.*

<b>Weekly Telephone Wrap Up Data</b>	
<b>Category/Department</b>	<b>Total</b>
Administrative Services -Parking	289
Administrative Services -Finance	50
Administrative Services -HR	113
Administrative Services - Other	226
Call Transfer	151
City Manager's Office	77
ComDev / Economic Development	24
ComDev/ Bldg Inspections	270
ComDev / Housing Rehab	8
ComDev / Planning/Zoning	13
Directions	10
Evanston Township	18
Fire Life Safety	17
PublicStuff Request	96
Health	69
Information	491
Law	3
Library	9
Mayor's Office	3
Other	36
Other – Social Services	12
Parks – Maintenance	23
Parks – Programs/Picnics/Permits	41
Parks – Other	22
Parks/Recreation	93
Parks – Forestry	96
Parks- Recreation Programs	39
Police	69
Public Works / Fleet	1
Public Works / Street Sanitation	121
Public Works / Engineering	96
Utilities – Power	8
Utilities – Sewer	8
Utilities – Water	51
<b>TOTAL</b>	<b>2653</b>