



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of May 2, 2014 through May 8, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2845	3006
SERVICE REQUESTS	567	627
TOTAL CHATS	57	67
TOTAL TEXT	1	2

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	109
2. Broken Parking Meter	45
3. Trash – Special Pick-up	35
4. Pot Hole – Secondary	18
5. Trash – Missed Garbage Pick-up	16

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	299
Administrative Services -Finance	54
Administrative Services -HR	101
Administrative Services - Other	261
Call Transfer	118
City Manager's Office	72
ComDev / Economic Development	36
ComDev/ Bldg Inspections	187
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	25
Directions	16
Evanston Township	20
Fire Life Safety	18
PublicStuff Request	125
Health	92
Information	688
Law	8
Library	2
Mayor's Office	5
Other	134
Other – Social Services	9
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	9
Parks – Other	3
Parks/Recreation	36
Parks – Forestry	21
Parks- Recreation Programs	78
Police	121
Public Works / Fleet	7
Public Works / Street Sanitation	121
Public Works / Engineering	55
Utilities – Power	4
Utilities – Sewer	2
Utilities – Water	111
TOTAL	2845