



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 7, 2014 through November 13, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2666	3268
SERVICE REQUESTS	998	703
TOTAL CHATS	46	53
TOTAL TEXT	5	13

Top 5 Service Requests

Total

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

- | | |
|--|-----|
| 1. Building Permit Inspection Request | 110 |
| 2. Trash – Special Pick-up | 53 |
| 3. Broken Parking Meter | 40 |
| 4. Water Bill – High Water Charge, or Report Error | 24 |
| 5. Tree Evaluation | 16 |
| Rodents - Rats | |

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	94
Administrative Services -HR	87
Administrative Services - Other	123
Call Transfer	105
City Manager's Office	58
ComDev / Economic Development	29
ComDev/ Bldg Inspections	211
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	18
Directions	11
Evanston Township	10
Fire Life Safety	30
PublicStuff Request	180
Health	95
Information	671
Law	5
Library	3
Mayor's Office	6
Other	109
Other – Social Services	5
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	5
Parks – Other	3
Parks/Recreation	20
Parks – Forestry	22
Parks- Recreation Programs	31
Police	122
Public Works / Fleet	4
Public Works / Street Sanitation	150
Public Works / Engineering	27
Utilities – Power	4
Utilities – Sewer	5
Utilities – Water	132
TOTAL	2666