



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 14, 2014 through November 20, 2014.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2375</b>	<b>2666</b>
<b>SERVICE REQUESTS</b>	<b>502</b>	<b>998</b>
<b>TOTAL CHATS</b>	<b>43</b>	<b>46</b>
<b>TOTAL TEXT</b>	<b>12</b>	<b>5</b>

## **Top 5 Service Requests**

**Total**

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

- |                                       |     |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 106 |
| 2. Trash – Special Pick-up            | 41  |
| 3. Broken Parking Meter               | 32  |
| 4. Animal Issue /Concern-General      | 17  |
| 5. Water Bill-Final Bill for Seller   | 16  |

NOTE: New request type, Animal Issue/Concern-General, was created to address all calls related to animals. Phone lines are directed to the 311 Center.

**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	313
Administrative Services -Finance	60
Administrative Services -HR	88
Administrative Services - Other	198
Call Transfer	88
City Manager's Office	56
ComDev / Economic Development	18
ComDev/ Bldg Inspections	203
ComDev / Housing Rehab	4
ComDev / Planning/Zoning	11
Directions	5
Evanston Township	11
Fire Life Safety	24
PublicStuff Request	43
Health	76
Information	712
Law	2
Library	6
Mayor's Office	2
Other	80
Other – Social Services	10
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	5
Parks – Other	2
Parks/Recreation	33
Parks – Forestry	16
Parks- Recreation Programs	32
Police	113
Public Works / Fleet	0
Public Works / Street Sanitation	118
Public Works / Engineering	27
Utilities – Power	5
Utilities – Sewer	5
Utilities – Water	8
<b>TOTAL</b>	<b>2375</b>