



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 21, 2014 through November 27, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	1912	2375
SERVICE REQUESTS	514	502
TOTAL CHATS	64	43
	7	12

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	77
2. Trash – Special Pick up	71
3. Broken Parking Meter	45
4. Trash – Tire Pick up	12
5. Animal Issue/Concern - General	10

NOTE: Thanksgiving Day, Thursday, November 27th, is included in this week's report.

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	211
Administrative Services -Finance	47
Administrative Services -HR	46
Administrative Services - Other	93
Call Transfer	92
City Manager's Office	31
ComDev / Economic Development	14
ComDev/ Bldg Inspections	131
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	7
Directions	6
Evanston Township	6
Fire Life Safety	22
PublicStuff Request	165
Health	54
Information	525
Law	3
Library	1
Mayor's Office	0
Other	159
Other – Social Services	0
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	1
Parks – Other	1
Parks/Recreation	21
Parks – Forestry	7
Parks- Recreation Programs	25
Police	83
Public Works / Fleet	0
Public Works / Street Sanitation	81
Public Works / Engineering	23
Utilities – Power	5
Utilities – Sewer	1
Utilities – Water	49
TOTAL	1912