



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 31, 2014 through November 6, 2014.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>3268</b>	<b>3073</b>
<b>SERVICE REQUESTS</b>	<b>703</b>	<b>618</b>
<b>TOTAL CHATS</b>	<b>53</b>	<b>72</b>
<b>TOTAL TEXT</b>	<b>13</b>	<b>10</b>

## **Top 5 Service Requests**

**Total**

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

- |                                       |     |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 128 |
| 2. Trash – Special Pick-up            | 66  |
| 3. Broken Parking Meter               | 30  |
| 4. Recycling – Missed Pick up         | 24  |
| 5. Tree Evaluation                    | 21  |

**Please see the following page for the Weekly Telephone Wrap up Data**

NOTE: Weather conditions resulting in high winds on Friday, October 31, 2014.

**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	328
Administrative Services -Finance	100
Administrative Services -HR	93
Administrative Services - Other	230
Call Transfer	133
City Manager's Office	64
ComDev / Economic Development	22
ComDev/ Bldg Inspections	212
ComDev / Housing Rehab	7
ComDev / Planning/Zoning	12
Directions	9
Evanston Township	13
Fire Life Safety	37
PublicStuff Request	190
Health	79
Information	1066
Law	8
Library	3
Mayor's Office	5
Other	179
Other – Social Services	6
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	5
Parks – Other	6
Parks/Recreation	21
Parks – Forestry	55
Parks- Recreation Programs	30
Police	153
Public Works / Fleet	1
Public Works / Street Sanitation	84
Public Works / Engineering	33
Utilities – Power	15
Utilities – Sewer	1
Utilities – Water	67
<b>TOTAL</b>	<b>3268</b>