



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 10, 2014 through October 16, 2014.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2602</b>	<b>2575</b>
<b>SERVICE REQUESTS</b>	<b>591</b>	<b>619</b>
<b>TOTAL CHATS</b>	<b>38</b>	<b>56</b>
<b>TOTAL TEXT</b>	<b>8</b>	<b>2</b>

## **Top 5 Service Requests**

**Total**

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

1. Building Permit Inspection Request	103
2. Broken Parking Meter	57
3. Trash – Special Pick-up	46
4. Recycling – Missed Pick-up	19
5. Rodents - Rats	18

**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	249
Administrative Services -Finance	39
Administrative Services -HR	89
Administrative Services - Other	161
Call Transfer	149
City Manager's Office	65
ComDev / Economic Development	23
ComDev/ Bldg Inspections	218
ComDev / Housing Rehab	4
ComDev / Planning/Zoning	21
Directions	14
Evanston Township	8
Fire Life Safety	32
PublicStuff Request	147
Health	91
Information	709
Law	4
Library	1
Mayor's Office	2
Other	116
Other – Social Services	2
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	3
Parks – Other	6
Parks/Recreation	21
Parks – Forestry	20
Parks- Recreation Programs	33
Police	105
Public Works / Fleet	2
Public Works / Street Sanitation	143
Public Works / Engineering	56
Utilities – Power	1
Utilities – Sewer	2
Utilities – Water	66
<b>TOTAL</b>	<b>2602</b>