



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 26, 2014 through October 2, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2687	2722
SERVICE REQUESTS	607	843
TOTAL CHATS	49	71
TOTAL TEXT	9	7

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	116
2. Trash – Special Pick up	34
3. Rodents – Rats	32
4. Tree Evaluation	26
5. Broken Parking Meter	23

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	264
Administrative Services -Finance	49
Administrative Services -HR	84
Administrative Services - Other	277
Call Transfer	137
City Manager's Office	53
ComDev / Economic Development	24
ComDev/ Bldg Inspections	252
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	17
Directions	13
Evanston Township	8
Fire Life Safety	29
PublicStuff Request	168
Health	77
Information	671
Law	4
Library	4
Mayor's Office	9
Other	111
Other – Social Services	7
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	7
Parks – Other	12
Parks/Recreation	23
Parks – Forestry	25
Parks- Recreation Programs	33
Police	130
Public Works / Fleet	3
Public Works / Street Sanitation	93
Public Works / Engineering	45
Utilities – Power	2
Utilities – Sewer	3
Utilities – Water	49
TOTAL	2687