



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 17, 2014 through October 23, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2475	2602
SERVICE REQUESTS	603	591
TOTAL CHATS	25	38
TOTAL TEXT	11	8

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	112
2. Trash – Special Pick-up	50
3. Broken Parking Meter	39
4. Recycling – Missed Pick-up	17
Rodents	
Trash Cart – Missing/Replacement	
5. Abandoned Vehicle	16

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	227
Administrative Services -Finance	47
Administrative Services -HR	62
Administrative Services - Other	114
Call Transfer	143
City Manager's Office	60
ComDev / Economic Development	15
ComDev/ Bldg Inspections	184
ComDev / Housing Rehab	6
ComDev / Planning/Zoning	24
Directions	8
Evanston Township	13
Fire Life Safety	19
PublicStuff Request	165
Health	90
Information	795
Law	2
Library	4
Mayor's Office	2
Other	133
Other – Social Services	5
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	4
Parks – Other	13
Parks/Recreation	14
Parks – Forestry	10
Parks- Recreation Programs	23
Police	80
Public Works / Fleet	1
Public Works / Street Sanitation	94
Public Works / Engineering	31
Utilities – Power	6
Utilities – Sewer	5
Utilities – Water	76
TOTAL	2475