



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 24, 2014 through October 30, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	3073	2475
SERVICE REQUESTS	618	603
TOTAL CHATS	72	25
TOTAL TEXT	10	11

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|----|
| 1. Building Permit Inspection Request | 80 |
| 2. Trash – Special Pick-up | 41 |
| 3. Broken Parking Meter | 39 |
| 4. Tree Evaluation | 17 |
| 5. Animal Issue Concern- General | 16 |

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

NOTE: 2015 Wheel Tax went on sale Monday, October 27, 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.*

Weekly Telephone Wrap Up Data	
Category/Department	Total
Administrative Services -Parking	312
Administrative Services -Finance	77
Administrative Services -HR	91
Administrative Services - Other	160
Call Transfer	128
City Manager's Office	59
ComDev / Economic Development	12
ComDev/ Bldg Inspections	194
ComDev / Housing Rehab	4
ComDev / Planning/Zoning	14
Directions	6
Evanston Township	19
Fire Life Safety	15
PublicStuff Request	209
Health	83
Information	951
Law	3
Library	5
Mayor's Office	2
Other	174
Other – Social Services	4
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	12
Parks – Other	8
Parks/Recreation	22
Parks – Forestry	10
Parks- Recreation Programs	23
Police	157
Public Works / Fleet	4
Public Works / Street Sanitation	82
Public Works / Engineering	31
Utilities – Power	4
Utilities – Sewer	2
Utilities – Water	196
TOTAL	3073