



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 3, 2014 through October 9, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2575	2687
SERVICE REQUESTS	619	607
TOTAL CHATS	56	49
TOTAL TEXT	2	9

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	140
2. Trash – Special Pick up	34
3. Broken Parking Meter	30
4. Rodents - Rats	17
5. Dead Animal on Public Property	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	253
Administrative Services -Finance	56
Administrative Services -HR	90
Administrative Services - Other	149
Call Transfer	142
City Manager's Office	63
ComDev / Economic Development	15
ComDev/ Bldg Inspections	214
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	11
Directions	20
Evanston Township	8
Fire Life Safety	28
PublicStuff Request	130
Health	85
Information	676
Law	3
Library	4
Mayor's Office	4
Other	121
Other – Social Services	2
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	3
Parks – Other	4
Parks/Recreation	15
Parks – Forestry	29
Parks- Recreation Programs	18
Police	116
Public Works / Fleet	3
Public Works / Street Sanitation	150
Public Works / Engineering	55
Utilities – Power	9
Utilities – Sewer	3
Utilities – Water	94
TOTAL	2575