



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 5, 2014 through September 11, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	3269	2430
SERVICE REQUESTS	946	645
TOTAL CHATS	62	53
TOTAL TEXT	12	13

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	125
2. Trees – Fallen tree or limb	98
3. Trash – Special Pick up	87
4. Broken Parking Meter	54
5. Parkway Tree Trimming	21

Friday, September 5, 2014, was a rain/storm event.

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	276
Administrative Services -Finance	57
Administrative Services -HR	75
Administrative Services - Other	250
Call Transfer	100
City Manager's Office	57
ComDev / Economic Development	18
ComDev/ Bldg Inspections	228
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	13
Directions	13
Evanston Township	18
Fire Life Safety	29
PublicStuff Request	236
Health	62
Information	976
Law	11
Library	4
Mayor's Office	4
Other	148
Other – Social Services	2
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	11
Parks – Other	7
Parks/Recreation	49
Parks – Forestry	100
Parks- Recreation Programs	35
Police	151
Public Works / Fleet	3
Public Works / Street Sanitation	114
Public Works / Engineering	65
Utilities – Power	29
Utilities – Sewer	1
Utilities – Water	122
TOTAL	3269