



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 12, 2014 through September 18, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2801	3269
SERVICE REQUESTS	816	946
TOTAL CHATS	62	62
TOTAL TEXT	4	12

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 128 |
| 2. Trash – Special Pick up | 87 |
| 3. Rodents – Rats | 32 |
| 4. Broken Parking Meter | 30 |
| 5. Special Pick-up/Northwestern | 25 |

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	281
Administrative Services -Finance	31
Administrative Services -HR	69
Administrative Services - Other	195
Call Transfer	85
City Manager's Office	39
ComDev / Economic Development	22
ComDev/ Bldg Inspections	234
ComDev / Housing Rehab	2
ComDev / Planning/Zoning	27
Directions	14
Evanston Township	28
Fire Life Safety	32
PublicStuff Request	211
Health	84
Information	774
Law	11
Library	1
Mayor's Office	10
Other	149
Other – Social Services	3
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	6
Parks – Other	2
Parks/Recreation	27
Parks – Forestry	37
Parks- Recreation Programs	29
Police	108
Public Works / Fleet	5
Public Works / Street Sanitation	101
Public Works / Engineering	70
Utilities – Power	2
Utilities – Sewer	7
Utilities – Water	105
TOTAL	2801