



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of September 19, 2014 through September 25, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2722	2801
SERVICE REQUESTS	843	816
TOTAL CHATS	71	62
TOTAL TEXT	7	4

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	129
2. Trash – Special Pick up	76
3. Special Pick-up/Northwestern	41
4. Broken Parking Meter	36
5. Water Bill – New Account Request	23

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	225
Administrative Services -Finance	49
Administrative Services -HR	69
Administrative Services - Other	186
Call Transfer	108
City Manager's Office	53
ComDev / Economic Development	24
ComDev/ Bldg Inspections	242
ComDev / Housing Rehab	4
ComDev / Planning/Zoning	24
Directions	10
Evanston Township	26
Fire Life Safety	41
PublicStuff Request	170
Health	75
Information	759
Law	2
Library	3
Mayor's Office	3
Other	116
Other – Social Services	5
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	4
Parks – Other	4
Parks/Recreation	19
Parks – Forestry	39
Parks- Recreation Programs	30
Police	166
Public Works / Fleet	3
Public Works / Street Sanitation	127
Public Works / Engineering	54
Utilities – Power	1
Utilities – Sewer	1
Utilities – Water	80
TOTAL	2722