



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of August 29, 2014 through September 4, 2014.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2430	3037
SERVICE REQUESTS	645	836
TOTAL CHATS	53	71
TOTAL TEXT	13	17

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	90
2. Trash – Special Pick up	70
3. Broken Parking Meter	45
4. Water Bill – New Account Request	25
5. Dead Animal on Public Property	19

Monday, September 1, 2014 was a holiday, Labor Day

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	227
Administrative Services -Finance	43
Administrative Services -HR	53
Administrative Services - Other	143
Call Transfer	105
City Manager's Office	42
ComDev / Economic Development	10
ComDev/ Bldg Inspections	194
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	13
Directions	16
Evanston Township	16
Fire Life Safety	24
PublicStuff Request	124
Health	82
Information	697
Law	2
Library	1
Mayor's Office	7
Other	117
Other – Social Services	2
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	15
Parks – Other	5
Parks/Recreation	18
Parks – Forestry	30
Parks- Recreation Programs	41
Police	119
Public Works / Fleet	4
Public Works / Street Sanitation	126
Public Works / Engineering	80
Utilities – Power	2
Utilities – Sewer	2
Utilities – Water	67
TOTAL	2430