



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of June 28, 2012 through July 5, 2012.

Total Calls Handled – 2572 Total Service Requests – 426

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	238
Administrative Services -Finance	47
Administrative Services -HR	47
Administrative Services - Other	156
Call Transfer	142
City Manager's Office	48
ComDev / Economic Development	49
ComDev/ Bldg Inspections	219
ComDev / Housing Rehab	9
ComDev / Planning/Zoning	31
Directions	40
Fire Life Safety	40
GovQA Request	192
Health	62
Information	259
Law	6
Library	3
Mayor's Office	1
Other	239
Other – Social Services	22
Parks – Maintenance*	9
Parks – Programs/Picnics/Permits*	122
Parks – Other*	53
Parks/Recreation**	0
Parks – Forestry**	0
Parks- Recreation Programs	100
Police	175
Public Works / Fleet	2
Public Works / Street Sanitation	114
Public Works / Engineering*	41
Utilities	106
TOTAL	2572

Top 5 Service Requests**Total**

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

1. Building Permit Inspection Request	74
2. Trash Cart – Special Pick up	65
3. Power Outage	41
4. Tree Evaluation	22
5. Rodents	19

*NOTE: Wednesday, July 4, 2012 the City of Evanston experienced power outages.

** These two categories are not available in the 311 call wrap-up menu. However, effective Monday, July 9, 2012, they will become a part of the wrap-up menu selection.