



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 18, 2011 through March 24, 2011:

Total Calls Handled - 1858

- Calls for Information – 1630
- Service Requests – 228

Top 10 Frequently Asked Questions (FAQ)

The following are the top 10 frequently asked questions utilized by our 311 call takers and online customers. (Source: Web QA)

| <u>Question</u> | <u>Views</u> |
|---|---------------------|
| 1. What are the local sales tax rates on (clothing, shoes, restaurant food, liquor, etc)? | 28 Views |
| 2. I would like to contest a parking ticket. | 23 Views |
| 3. Can I trim my neighbor's tree if it encroaches onto my property? | 23 Views |
| 4. I have no water throughout my house. | 19 Views |
| 5. Landlord tenant, Eviction | 14 Views |
| 6. How can I dispose of a dead animal? | 11 Views |
| 7. Who does Evanston Police Department do fingerprinting for? | 11 Views |
| 8. Do I need a permit for a fence? | 10 Views |
| 9. What is the Bulk Trash Pick Up schedule for 2011? | 6 Views |
| 10. What are the street cleaning hours? | 5 Views |

Top 5 Service Requests

Most requested service requests (Source: Web QA)

| | <u>Total</u> |
|-----------------------------------|---------------------|
| 1. Broken Parking Meter | 21 |
| 2. Trash Cart – Special Pick Up | 14 |
| 3. Recycling – Missed Pick Up | 13 |
| 4. Trash – Cart Repair | 10 |
| 5. Trash – Missed Garbage Pick Up | 10 |