



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 25, 2011 through March 31, 2011.

***A full report detailing the month of March 2011 will be provided next week.*

Total Calls Handled - 2046

- Calls for Information – 1871
- Service Requests – 175

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. I would like to contest a parking ticket.	29 Views
2. Who does Evanston Police Department do fingerprinting for?	26 Views
3. Landlord tenant, Eviction	23 Views
4. What are the local sales tax rates on (clothing, shoes, restaurant food, liquor, etc)?	20 Views
5. How can I dispose of a dead animal?	15 Views
6. Can I trim my neighbor's tree if it encroaches onto my property?	11 Views
7. On which side of the street should I park during street cleaning and snow emergencies?	10 Views
8. Do I need a permit for a fence?	9 Views
9. How can I obtain Security Deposit interest rates?	9 Views
10. What are the street cleaning hours?	9 Views

Top 5 Service Requests

Most requested service requests (Source: Web QA)

	<u>Total</u>
1. Trash Cart – Special Pick Up	19
2. Recycling – Missed Pick Up	13
3. Trash Cart – Large Cart	12
4. Broken Parking Meter	12
5. Trash – Missed Garbage Pickup	10