



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 1, 2011 through March 10, 2011:

Total Calls Handled - 2287

- Calls for Information – 2000
- Service Requests – 287

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. How can I dispose of a dead animal?	97 views
2. Do I need a permit for a fence?	92 views
3. What are the local sales tax rates on (clothing, shoes, restaurant food, liquor, etc)?	81 views
4. Library falcon information?	77 views
5. Can I trim my neighbor's tree if it encroaches onto my property?	75 views
6. How can I obtain Security Deposit interest rates?	72 views
7. Landlord tenant, Eviction?	67 views
8. Who does Evanston Police Department do fingerprinting for?	65 views
9. I would like to contest a parking ticket.	62 views
10. I have no water throughout my house.	52 views

Top 5 Service Requests

Most requested service requests (Source: Web QA)

	<u>Total</u>
1. Broken Parking Meter	19
2. Trash – Cart Repair	19
3. Abandoned Vehicle	17
4. Trash – Missed Garbage Pick Up	17
5. Recycling – Missed Pick Up	17