



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 11, 2011 through March 17, 2011:

## **Total Calls Handled - 1901**

- Calls for Information –1639
- Service Requests – 262

## **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)*

<b><u>Question</u></b>	<b><u>Views</u></b>
1. What are the local sales tax rates on (clothing, shoes, restaurant food, liquor, etc)?	39 Views
2. How can I dispose of a dead animal?	27 Views
3. Do I need a permit for a fence?	24 Views
4. Can I trim my neighbor's tree if it encroaches onto my property?	23 views
5. I would like to contest a parking ticket.	20 views
6. Landlord tenant, Eviction?	18 views
7. How can I obtain Security Deposit interest rates?	17 Views
8. I have no water throughout my house?	16 Views
9. Library falcon Information?	16 Views
10. Who does Evanston Police Department do fingerprinting for?	13 Views

## **Top 5 Service Requests**

*Most requested service requests (Source: Web QA)*

	<b><u>Total</u></b>
1. Abandon Auto	14
2. Trash - Replace	12
3. Trash – Missed Garbage Pick Up	8
4. Parking – Broken Meters	7
5. Trash – Missed Recycling Pick Up	7