



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 20, 2015 through March 26, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2357	2525
SERVICE REQUESTS	611	650
TOTAL CHATS	53	56
TOTAL TEXT	31	6

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	68
2. Broken Parking Meter	65
3. Trash – Special Pick-up	45
4. Fountain Square Visioning Part II	39
5. Abandon Autos	19

Please see the following page for the Weekly Telephone Wrap up Data

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	295
Administrative Services -Finance	41
Administrative Services -HR	38
Administrative Services - Other	149
Call Transfer	98
City Manager's Office	43
ComDev / Economic Development	18
ComDev/ Bldg Inspections	183
ComDev / Housing Rehab	4
ComDev / Planning/Zoning	10
Directions	4
Evanston Township	4
Fire Life Safety	34
PublicStuff Request	188
Health	59
Information	574
Law	3
Library	3
Mayor's Office	5
Other	80
Other – Social Services	2
Parks – Maintenance	5
Parks – Programs/Picnics/Permits	12
Parks – Other	7
Parks/Recreation	35
Parks – Forestry	9
Parks- Recreation Programs	42
Police	117
Public Works / Fleet	1
Public Works / Street Sanitation	99
Public Works / Engineering	36
Utilities – Power	3
Utilities – Sewer	4
Utilities – Water	72
TOTAL	2357