



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of March 27, 2015 through April 2, 2015.

| | CURRENT WEEK'S TOTALS | PREVIOUS WEEK'S TOTALS |
|-------------------------|----------------------------------|-----------------------------------|
| CALLS HANDLED | 2590 | 2357 |
| SERVICE REQUESTS | 656 | 611 |
| TOTAL CHATS | 57 | 53 |
| TOTAL TEXT | 51 | 31 |

Top 5 Service Requests

Total

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

- | | |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 100 |
| 2. Trash – Special Pick-up | 71 |
| 3. Broken Parking Meter | 53 |
| 4. Trash – Missed Garbage Pick-up | 20 |
| 5. Fountain Square Visioning Part II | 15 |

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 | 374 |
| Administrative Services -Finance | 44 |
| Administrative Services -HR | 70 |
| Administrative Services - Other | 226 |
| Call Transfer | 133 |
| City Manager's Office | 79 |
| ComDev / Economic Development | 21 |
| ComDev/ Bldg Inspections | 267 |
| ComDev / Housing Rehab | 9 |
| ComDev / Planning/Zoning | 7 |
| Directions | 3 |
| Evanston Township | 15 |
| Fire Life Safety | 42 |
| PublicStuff Request | 187 |
| Health | 74 |
| Information | 528 |
| Law | 10 |
| Library | 7 |
| Mayor's Office | 6 |
| Other | 77 |
| Other – Social Services | 5 |
| Parks – Maintenance | 2 |
| Parks – Programs/Picnics/Permits | 20 |
| Parks – Other | 21 |
| Parks/Recreation | 37 |
| Parks – Forestry | 12 |
| Parks- Recreation Programs | 25 |
| Police | 117 |
| Public Works / Fleet | 3 |
| Public Works / Street Sanitation | 157 |
| Public Works / Engineering | 55 |
| Utilities – Power | 1 |
| Utilities – Sewer | 5 |
| Utilities – Water | 72 |
| TOTAL | 2590 |