



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 3, 2015 through April 9, 2015.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2413</b>	<b>2590</b>
<b>SERVICE REQUESTS</b>	<b>524</b>	<b>656</b>
<b>TOTAL CHATS</b>	<b>46</b>	<b>57</b>
<b>TOTAL TEXT</b>	<b>30</b>	<b>51</b>

## **Top 5 Service Requests**

**Total**

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

- |                                       |    |
|---------------------------------------|----|
| 1. Building Permit Inspection Request | 75 |
| 2. Broken Parking Meter               | 53 |
| 3. Trash – Special Pick-up            | 28 |
| 4. Graffiti                           | 17 |
| 5. Trash – Missed Garbage Pick-up     | 17 |

**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.*

<b>Weekly Telephone Wrap Up Data</b>	
<b>Category/Department</b>	<b>Total</b>
Administrative Services -Parking	287
Administrative Services -Finance	38
Administrative Services -HR	73
Administrative Services - Other	227
Call Transfer	128
City Manager's Office	107
ComDev / Economic Development	30
ComDev/ Bldg Inspections	233
ComDev / Housing Rehab	8
ComDev / Planning/Zoning	17
Directions	1
Evanston Township	5
Fire Life Safety	35
PublicStuff Request	77
Health	83
Information	415
Law	2
Library	3
Mayor's Office	8
Other	95
Other – Social Services	7
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	20
Parks – Other	15
Parks/Recreation	44
Parks – Forestry	17
Parks- Recreation Programs	42
Police	131
Public Works / Fleet	9
Public Works / Street Sanitation	127
Public Works / Engineering	37
Utilities – Power	2
Utilities – Sewer	7
Utilities – Water	84
<b>TOTAL</b>	<b>2413</b>