



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 10, 2015 through April 16, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2604	2413
SERVICE REQUESTS	651	524
TOTAL CHATS	55	46
TOTAL TEXT	64	30

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	97
2. Broken Parking Meter	74
3. Trash – Special Pick-up	36
4. Water Bill – Final Bill for Seller	19
5. Rodents – Rats	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.*

Weekly Telephone Wrap Up Data	
Category/Department	Total
Administrative Services -Parking	343
Administrative Services -Finance	52
Administrative Services -HR	59
Administrative Services - Other	174
Call Transfer	166
City Manager's Office	51
ComDev / Economic Development	12
ComDev/ Bldg Inspections	236
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	14
Directions	3
Evanston Township	4
Fire Life Safety	40
PublicStuff Request	254
Health	97
Information	256
Law	7
Library	4
Mayor's Office	3
Other	119
Other – Social Services	5
Parks – Maintenance	8
Parks – Programs/Picnics/Permits	26
Parks – Other	8
Parks/Recreation	82
Parks – Forestry	22
Parks- Recreation Programs	82
Police	152
Public Works / Fleet	4
Public Works / Street Sanitation	189
Public Works / Engineering	50
Utilities – Power	5
Utilities – Sewer	5
Utilities – Water	67
TOTAL	2604