



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 17, 2015 through April 23, 2015.

	CURRENT WEEK'S TOTALS	PREVIOUS WEEK'S TOTALS
CALLS HANDLED	2677	2604
SERVICE REQUESTS	601	651
TOTAL CHATS	44	55
TOTAL TEXT	16	64

Top 5 Service Requests

Total

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

1. Building Permit Inspection Request	111
2. Broken Parking Meter	75
3. Trash – Special Pick-up	22
4. Rodents - Rats	21
5. Tree Evaluations	18
Water Bill – Final Bill for Seller	

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	285
Administrative Services -Finance	47
Administrative Services -HR	34
Administrative Services - Other	174
Call Transfer	135
City Manager's Office	50
ComDev / Economic Development	16
ComDev/ Bldg Inspections	302
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	29
Directions	3
Evanston Township	10
Fire Life Safety	45
PublicStuff Request	224
Health	95
Information	308
Law	3
Library	0
Mayor's Office	11
Other	151
Other – Social Services	1
Parks – Maintenance	2
Parks – Programs/Picnics/Permits	24
Parks – Other	8
Parks/Recreation	75
Parks – Forestry	28
Parks- Recreation Programs	75
Police	166
Public Works / Fleet	4
Public Works / Street Sanitation	188
Public Works / Engineering	54
Utilities – Power	0
Utilities – Sewer	5
Utilities – Water	122
TOTAL	2677