



# Weekly Update

Below is a brief summary of activities in the 311 Center for the period of April 24, 2015 through April 30, 2015.

	<b>CURRENT WEEK'S TOTALS</b>	<b>PREVIOUS WEEK'S TOTALS</b>
<b>CALLS HANDLED</b>	<b>2983</b>	<b>2677</b>
<b>SERVICE REQUESTS</b>	<b>643</b>	<b>601</b>
<b>TOTAL CHATS</b>	<b>49</b>	<b>44</b>
<b>TOTAL TEXT</b>	<b>19</b>	<b>16</b>

## **Top 5 Service Requests**

**Total**

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

1. Building Permit Inspection Request	106
2. Broken Parking Meter	63
3. Trash – Special Pick-up	36
4. Rodents	22
5. Trash Cart – Missing/Replacement Tree Evaluation	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	355
Administrative Services -Finance	54
Administrative Services -HR	55
Administrative Services - Other	210
Call Transfer	112
City Manager's Office	79
ComDev / Economic Development	23
ComDev/ Bldg Inspections	338
ComDev / Housing Rehab	10
ComDev / Planning/Zoning	27
Directions	4
Evanston Township	6
Fire Life Safety	27
PublicStuff Request	227
Health	114
Information	332
Law	3
Library	6
Mayor's Office	3
Other	166
Other – Social Services	3
Parks – Maintenance	5
Parks – Programs/Picnics/Permits	31
Parks – Other	29
Parks/Recreation	63
Parks – Forestry	26
Parks- Recreation Programs	52
Police	164
Public Works / Fleet	8
Public Works / Street Sanitation	171
Public Works / Engineering	65
Utilities – Power	2
Utilities – Sewer	8
Utilities – Water	205
<b>TOTAL</b>	<b>2983</b>