



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of November 29, 2013 through December 5, 2013.

Total Calls Handled – 2526

Total Service Requests – 570

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 | 379 |
| Administrative Services -Finance | 95 |
| Administrative Services -HR | 91 |
| Administrative Services - Other | 245 |
| Call Transfer | 110 |
| City Manager's Office | 39 |
| ComDev / Economic Development | 22 |
| ComDev/ Bldg Inspections | 160 |
| ComDev / Housing Rehab | 3 |
| ComDev / Planning/Zoning | 19 |
| Directions | 7 |
| Evanston Township | 12 |
| Fire Life Safety | 33 |
| GovQA Request | 265 |
| Health | 64 |
| Information | 359 |
| Law | 2 |
| Library | 2 |
| Mayor's Office | 3 |
| Other | 82 |
| Other – Social Services | 12 |
| Parks – Maintenance | 1 |
| Parks – Programs/Picnics/Permits | 9 |
| Parks – Other | 4 |
| Parks/Recreation | 27 |
| Parks – Forestry | 10 |
| Parks- Recreation Programs | 57 |
| Police | 94 |
| Public Works / Fleet | 2 |
| Public Works / Street Sanitation | 174 |
| Public Works / Engineering | 35 |
| Utilities – Power | 1 |
| Utilities – Sewer | 1 |
| Utilities – Water | 107 |
| TOTAL | 2526 |

Top 5 Service Requests**Total**

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

| | |
|---------------------------------------|-----|
| 1. Building Permit Inspection Request | 102 |
| 2. Holiday Basket/Toy Drive | 69 |
| 3. Trash – Special Pick up | 64 |
| 4. Yard Waste – Missed Pick up | 37 |
| 5. Broken Parking Meter | 33 |

*The day after Thanksgiving Day (holiday) is included.