



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 13, 2013 through December 19, 2013.

Total Calls Handled – 2628

Total Service Requests – 434

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	586
Administrative Services -Finance	95
Administrative Services -HR	73
Administrative Services - Other	235
Call Transfer	103
City Manager's Office	67
ComDev / Economic Development	17
ComDev/ Bldg Inspections	124
ComDev / Housing Rehab	3
ComDev / Planning/Zoning	12
Directions	3
Evanston Township	29
Fire Life Safety	39
GovQA Request	190
Health	54
Information	469
Law	6
Library	3
Mayor's Office	3
Other	70
Other – Social Services	14
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	46
Parks – Other	5
Parks/Recreation	0
Parks – Forestry	5
Parks- Recreation Programs	59
Police	86
Public Works / Fleet	1
Public Works / Street Sanitation	118
Public Works / Engineering	35
Utilities – Power	2
Utilities – Sewer	4
Utilities – Water	72
TOTAL	2628

Top 5 Service Requests**Total**

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

1. Trash Cart – Smaller Cart	101
2. Building Permit Inspection Request	84
3. Trash – Special Pick up	52
4. Broken Parking Meter	45
5. Trash – Missed Garbage Pick up	38