



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 6, 2013 through December 12, 2013.

Total Calls Handled – 2796

Total Service Requests – 500

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	474
Administrative Services -Finance	101
Administrative Services -HR	68
Administrative Services - Other	209
Call Transfer	133
City Manager's Office	71
ComDev / Economic Development	26
ComDev/ Bldg Inspections	171
ComDev / Housing Rehab	5
ComDev / Planning/Zoning	15
Directions	5
Fire Life Safety	59
Evanston Township	15
GovQA Request	246
Health	68
Information	546
Law	3
Library	3
Mayor's Office	4
Other	167
Other – Social Services	10
Parks – Maintenance	1
Parks – Programs/Picnics/Permits	28
Parks – Other	1
Parks/Recreation	0
Parks – Forestry	4
Parks- Recreation Programs	36
Police	114
Public Works / Fleet	4
Public Works / Street Sanitation	108
Public Works / Engineering	27
Utilities – Power	3
Utilities – Sewer	4
Utilities – Water	67
TOTAL	2796

Top 5 Service Requests**Total**

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

1. Holiday Basket/Toy Drive	91
2. Building Permit Inspection Request	71
3. Trash Cart – Smaller Cart	64
4. Trash – Special Pick up	62
5. Broken Parking Meter	53