



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of December 20, 2013 through December 26, 2013.

Total Calls Handled – 1566

Total Service Requests – 369

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	313
Administrative Services -Finance	39
Administrative Services -HR	66
Administrative Services - Other	136
Call Transfer	59
City Manager's Office	23
ComDev / Economic Development	19
ComDev/ Bldg Inspections	53
ComDev / Housing Rehab	4
ComDev / Planning/Zoning	4
Directions	8
Evanston Township	11
Fire Life Safety	24
GovQA Request	156
Health	40
Information	296
Law	3
Library	4
Mayor's Office	3
Other	47
Other – Social Services	11
Parks – Maintenance	0
Parks – Programs/Picnics/Permits	10
Parks – Other	1
Parks/Recreation	0
Parks – Forestry	3
Parks- Recreation Programs	34
Police	67
Public Works / Fleet	0
Public Works / Street Sanitation	88
Public Works / Engineering	9
Utilities – Power	1
Utilities – Sewer	1
Utilities – Water	33
TOTAL	1566

Top 5 Service Requests**Total**

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

1. Trash Cart – Smaller Cart	218
2. Broken Parking Meter	70
3. Trash – Special Pick up	36
4. Building Permit Inspection Request	27
5. Trash – Missed Garbage Pick up	25

*This period includes Christmas Eve and Christmas Day. The 311 Center was open from 7:00a.m. until 5:00p.m. on Christmas Eve and Closed on Christmas Day.