311 Weekly Report

For the two weeks of November 21-December 4

311 Channels by Week 1

- Calls: 2,200
- Requests: 643
- Chats: 1
- Texts: 0

311 Channels by Week 2

- Calls: 1,784
- Requests: 501
- Chats: 1
- Texts: 0
Ask a Question - by request status

- **COMPLETED**: 19
- **RECEIVED**: 10
- **SUBMITTED**: 7

Filters (1)
Trending Topics

November 21-November 27

- Holiday Baskets
- Special Pickups
- Missed Garbage Pickups

November 28-December 4

- Wheel Tax
- Holiday Baskets
- Reparations
### Top 10 Requests this Week

<table>
<thead>
<tr>
<th>Request Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broken Parking</td>
<td>35</td>
</tr>
<tr>
<td>Broken Pay St</td>
<td>32</td>
</tr>
<tr>
<td>Ask A Question</td>
<td>30</td>
</tr>
<tr>
<td>Trash, Recycling</td>
<td>24</td>
</tr>
<tr>
<td>Yard Waste</td>
<td>17</td>
</tr>
<tr>
<td>Trash - Garbage</td>
<td>15</td>
</tr>
<tr>
<td>Trash - Missed</td>
<td>14</td>
</tr>
<tr>
<td>Tree Evaluation</td>
<td>12</td>
</tr>
<tr>
<td>Graffiti</td>
<td>10</td>
</tr>
</tbody>
</table>

[Link to the report](https://data.cityofevanston.org/stories/s/311-Weekly-Report/m5ab-z3pp/preview?print=true)
Top 6 Requests Trends

- Broken Parking Meter
- Ask A Question / Send A Message
- Broken Pay Station
- Tree Evaluation
- Graffiti
- Dead Animal on Public Property
Top 10 - First Quarter

- Broken Parking: 500
- Broken Pay St: 100
- Ask A Question: 100
- Snow/Ice/Hazard: 100
- Trash - Missed: 100
- Graffiti: 100
- Trash, Recycling: 100
- Trash Cart - Disposal: 100
- Water Bill Report: 100

Top 10 - Second Quarter

- Broken Parking: 500
- Ask A Question: 300
- Tree Evaluation: 300
- Broken Pay St: 300
- Trash, Recycling: 300
- Graffiti: 300
- Trees-Fallen limbs: 300
- Dead Animal: 300
- Recycling - Missed: 300
- Rodents - Rats: 300

Top 10 - Third Quarter

- Tree Evaluation: 200
- Broken Parking: 200
- Ask A Question: 200
- Broken Pay St: 200
- Dead Animal: 200
- Graffiti: 200
- Rodents: 200
- Trash, Recycling: 200
- Garbage: 200
- Trash Cart - Disposal: 200

Top 10 - Fourth Quarter

- Broken Parking: 200
- Broken Pay St: 200
- Ask A Question: 200
- Trees-Fallen limbs: 200
- Tree Evaluation: 200
- Trash, Recycling: 200
- Dead Animal: 200
- Graffiti: 200
- Rodents: 200
- Fire Prevention: 200
Sanitation Trends

- Recycling - Missed Pickup
- Rodents - Rats
- Trash - Missed Garbage Pickup
- Yard Waste - Missed Pickup

Filters (2)