



Weekly Report

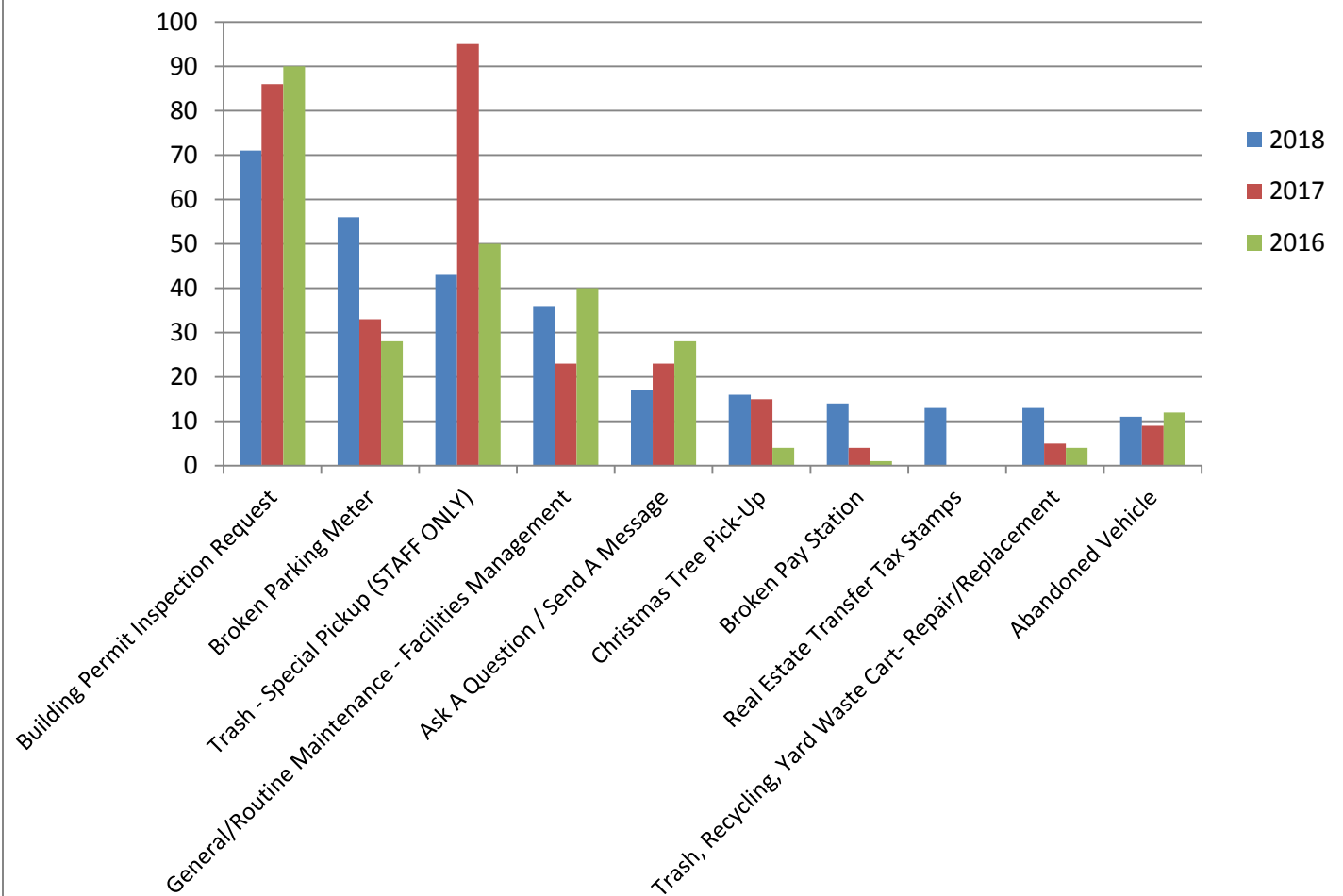
January 25-31, 2018

	Current Week	Previous Week
Calls Handled	2001	2054
Service Requests	501	545
Total Chats	21	20
Total Text	15	16

Trending Issues	Delays in passport processing
------------------------	-------------------------------

2016-2018 Comparison Chart

For January 25-31



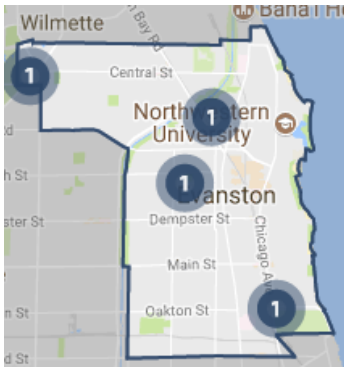


Weekly Report

January 25-31, 2018

Missed Garbage Pickup

This week 4; Last week 8



Missed Recycling Pickup

This week 7; Last week 8



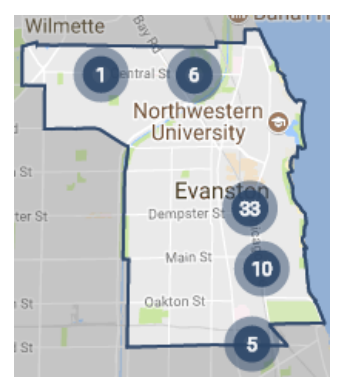
Rodents/Rats

This week 5; Last week 6



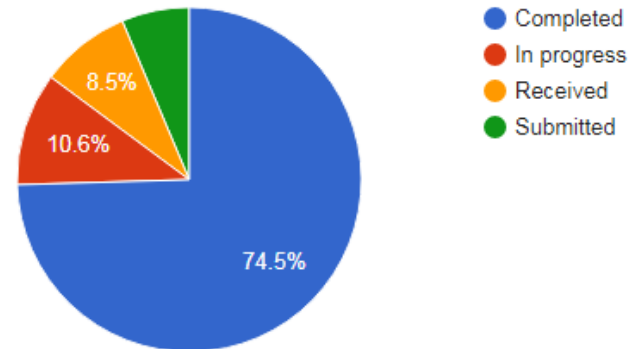
Broken Parking Meters

This week 56; Last week 81



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Animal Issue/Concern	1	50%	50%
Broken Parking Meter	2	3%	97%
Broken Pay Station	1	7%	93%
Construction/Engineering	2	50%	50%
Dead Animal on Public Property	3	75%	25%
Traffic Signal/Back Plate	1	17%	83%



Upcoming Events – February 5-11

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
5 6:00 PM Human Services Committee - CANCELED 7:00 PM Dear Ruby Black History Month Celebration 7:30 PM "I.D." Performance - SOLD OUT	6 6:30 PM Climate Action Resilience Plan Working Group Meeting 6:30 PM Mayor's Climate Action and Resilience Plan Working Group 7:30 PM "I.D." Performance	7 2:30 PM Design and Project Review Committee 6:00 PM Inclusionary Housing Ordinance Subcommittee 7:00 PM Citizen Police Complaint Assessment Committee 7:30 PM "I.D." Performance	8 5:00 PM OTR Gallery Opening 7:00 PM Mental Health Board 7:00 PM 2nd Ward Meeting 7:00 PM Environment Board	9 7:15 AM Utilities Commission Meeting 7:30 PM Evanston Chamber Opera Company: For Those in Peril	10 8:00 AM Indoor Winter Market 9:00 AM EFD Recruitment Session 10:00 AM Watershed Learning 12:00 PM We Love Evanston Party 7:30 PM Evanston Chamber Opera Company: For Those in Peril	11 3:00 PM Daddy-Daughter Dance