



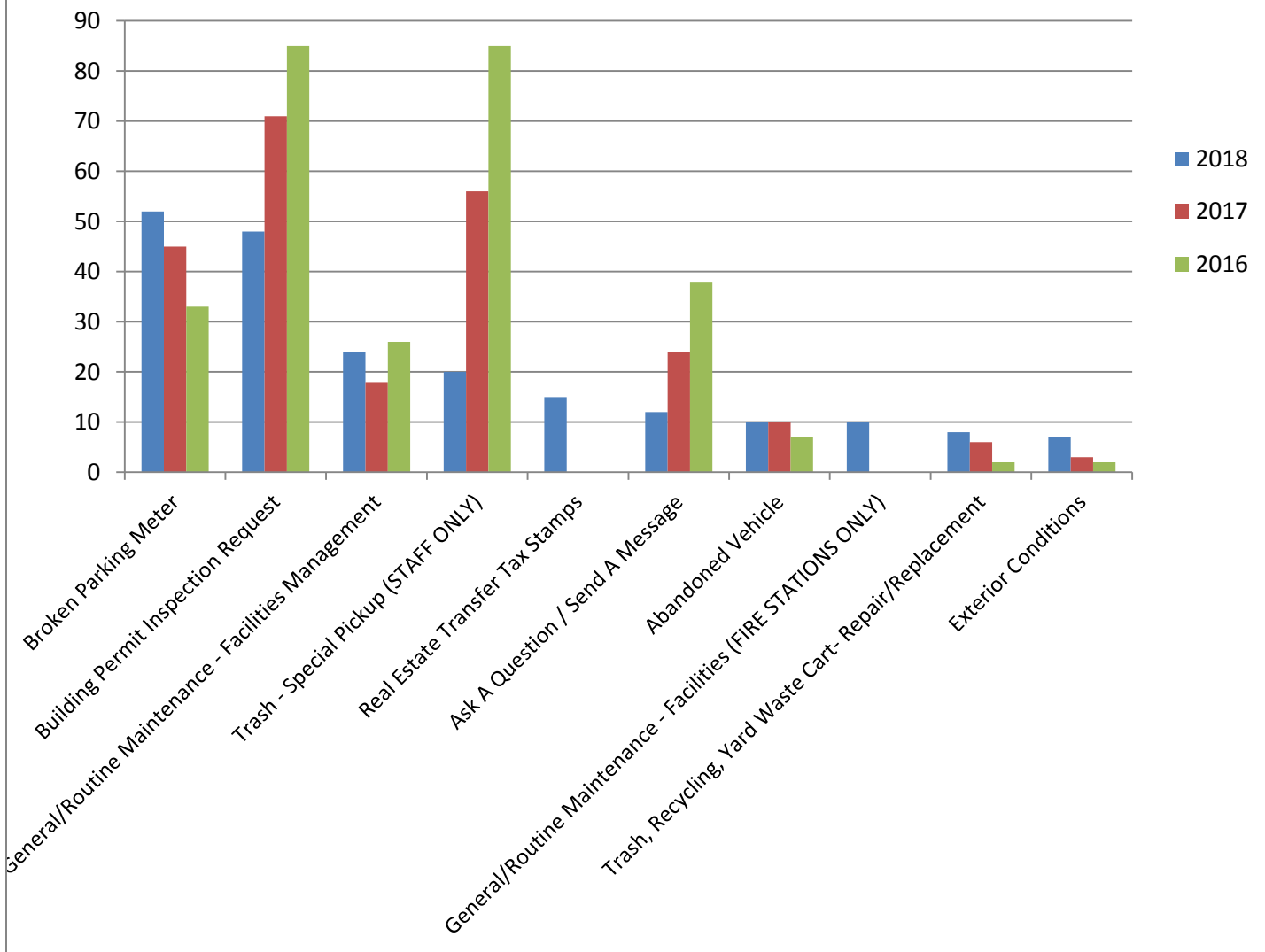
Weekly Report

February 1-7, 2018

	Current Week	Previous Week
Calls Handled	2067	2001
Service Requests	436	501
Total Chats	19	21
Total Text	20	15

Trending Issues	Increase in snow related questions. Calls about outstanding balances in Duncan, TMA, EIS when payments have been made.
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2016-2018 Comparison Chart
For February 1-7



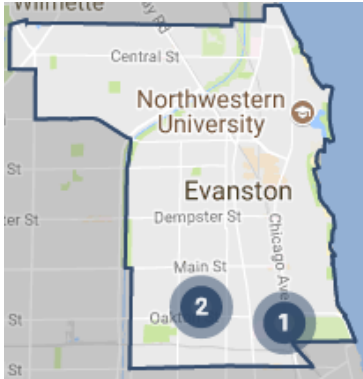


Weekly Report

February 1-7, 2018

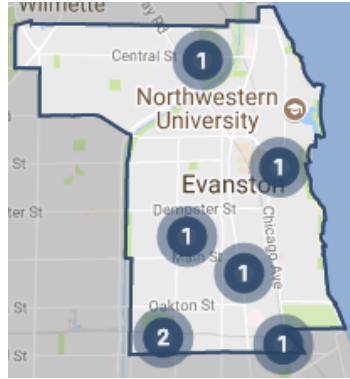
Missed Garbage Pickup

This week 3; Last week 4



Missed Recycling Pickup

This week 7; Last week 7



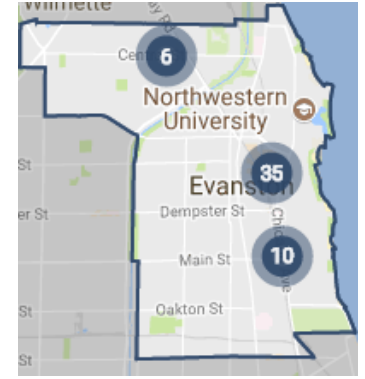
Rodents/Rats

This week 6; Last week 5



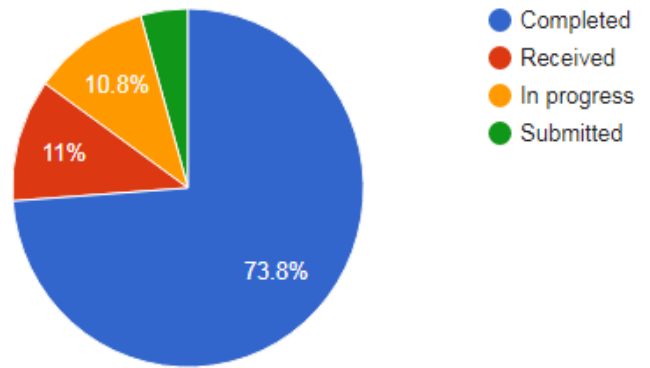
Broken Parking Meters

This week 51; Last week 56



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Ask a Question/Send a Message	2	17%	83%
Fire Commercial Inspection	2	67%	33%
Food Establishment - Unsanitary	1	100%	0%
Insects	1	100%	0%
Low Water Pressure	1	100%	0%
Street Lights	2	50%	50%
Taxi Complaints	1	100%	0%
Trash - Accumulation	1	100%	0%
Trash Cart - Missing	1	33%	67%



Upcoming Events – February 12-18

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
12 6:00 PM Administration and Public Works Committee 7:00 PM Black Evanstonian History Makers Up Close 7:15 PM Planning & Development Committee 7:30 PM City Council	13 2:00 PM Board of Local Improvements 2:00 PM Board of Local Improvements 4:30 PM Pizzamania 7:00 PM Preservation Commission Meeting	14 2:30 PM Design and Project Review Committee - CANCELED 7:00 PM Plan Commission Meeting 7:00 PM Citizens' Police Advisory Committee	15 7:00 PM Parks, Recreation and Community Services Board - RESCHEDULED 7:00 PM 5th Ward Meeting	16 7:30 PM Evanston Chamber Opera Company: For Those in Peril	17 8:00 AM Indoor Winter Market 9:00 AM 9th Ward Meeting 7:30 PM Evanston Chamber Opera Company: For Those in Peril	18