



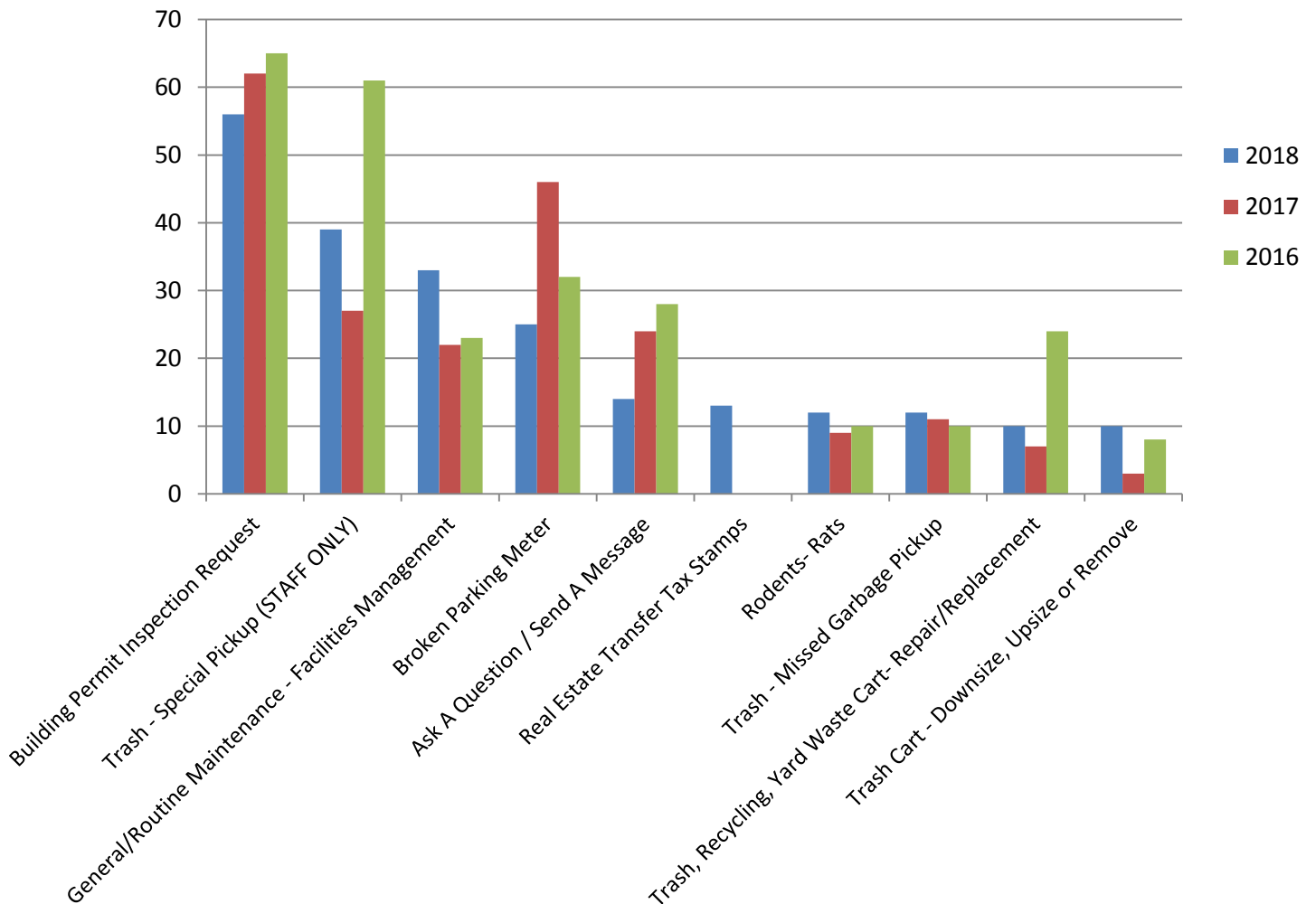
# Weekly Report

**March 29-April 4, 2018**

	Current Week	Previous Week
<b>Calls Handled</b>	2272	2109
<b>Service Requests</b>	554	518
<b>Total Chats</b>	24	31
<b>Total Text</b>	16	14

Trending Issues
<ul style="list-style-type: none"> <li>• Questions from MSYEP Applicants</li> <li>• Questions about Passport parking system</li> <li>• Requests for Transfer Tax</li> </ul>

**2016-2018 Comparison Chart**  
For March 29-April 4





# Weekly Report

**March 29-April 4, 2018**

**Missed Garbage Pickup**

This week 12; Last week 9  
Below 3 year avg. of 14.2



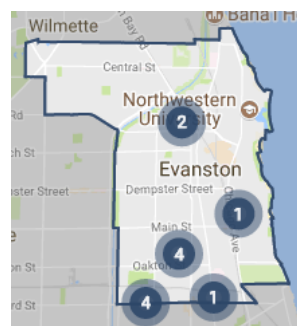
**Missed Recycling Pickup**

This week 2; Last week 5  
Below 3 year avg. of 13.1



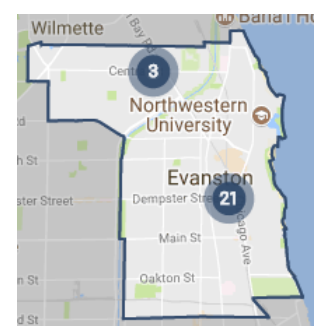
**Rodents/Rats**

This week 12; Last week 13  
Below 3 year avg. of 20.3



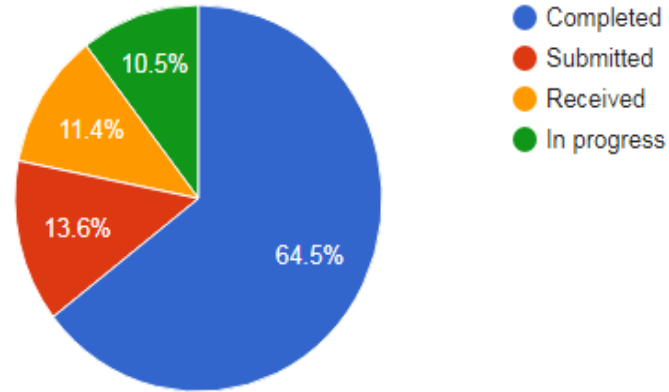
**Broken Parking Meters**

This week 24; Last week 29  
Below 3 year avg. of 46.7



**SLA Analysis**

Issue	# Late	% Late	% Complete within SLA
Abandoned Vehicle	1	13%	88%
Animal Issue/Concern - General	1	33%	67%
Animals - Odors, Unsanitary	1	100%	0%
Ask A Question/Send A Message	2	14%	86%
Broken Buffalo Box	2	100%	0%
Broken Parking Meter	1	4%	96%
Dead Animal on Public Property	1	10%	90%
Graffiti	2	50%	50%
Traffic Signal/Back Plate	1	25%	75%
Trash - Accumulation	1	13%	88%
Trash Cart - Missing	1	50%	50%
Trash - Overflowing Dumpster	1	50%	50%
Trash - Special Pickup	1	3%	97%



**Upcoming Events – April 9-15**

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
<b>9</b> 5:30 PM <a href="#">Art After Hours</a>  6:00 PM <a href="#">Administration and Public Works Committee</a>  7:15 PM <a href="#">Planning &amp; Development Committee</a>  7:30 PM <a href="#">City Council</a>	<b>10</b> 2:00 PM <a href="#">Board of Local Improvements - CANCELED</a>  5:30 PM <a href="#">Pathways to Peace</a>  6:30 PM <a href="#">Evanston Arts Council Meeting</a>  7:00 PM <a href="#">Preservation Commission Meeting</a>  7:00 PM <a href="#">Engineered Food, Pesticides, and Your Health</a>	<b>11</b> 2:30 PM <a href="#">Design and Project Review Committee</a>  7:00 PM <a href="#">Plan Commission Meeting</a>  7:00 PM <a href="#">Citizens' Police Advisory Committee</a>  7:00 PM <a href="#">Animal Welfare Board</a>	<b>12</b> 9:00 AM <a href="#">YWCA Racial Justice Summit</a>  5:00 PM <a href="#">OTR Opening Reception</a>  7:00 PM <a href="#">Mental Health Board</a>  7:00 PM <a href="#">2nd Ward Meeting</a>  7:00 PM <a href="#">Environment Board</a>  7:00 PM <a href="#">ESO Young Persons' Concert</a>	<b>13</b> 7:15 AM <a href="#">Utilities Commission Meeting</a>	<b>14</b> 8:00 AM <a href="#">Indoor Winter Market</a>  10:00 AM <a href="#">Watershed Learning</a>	