



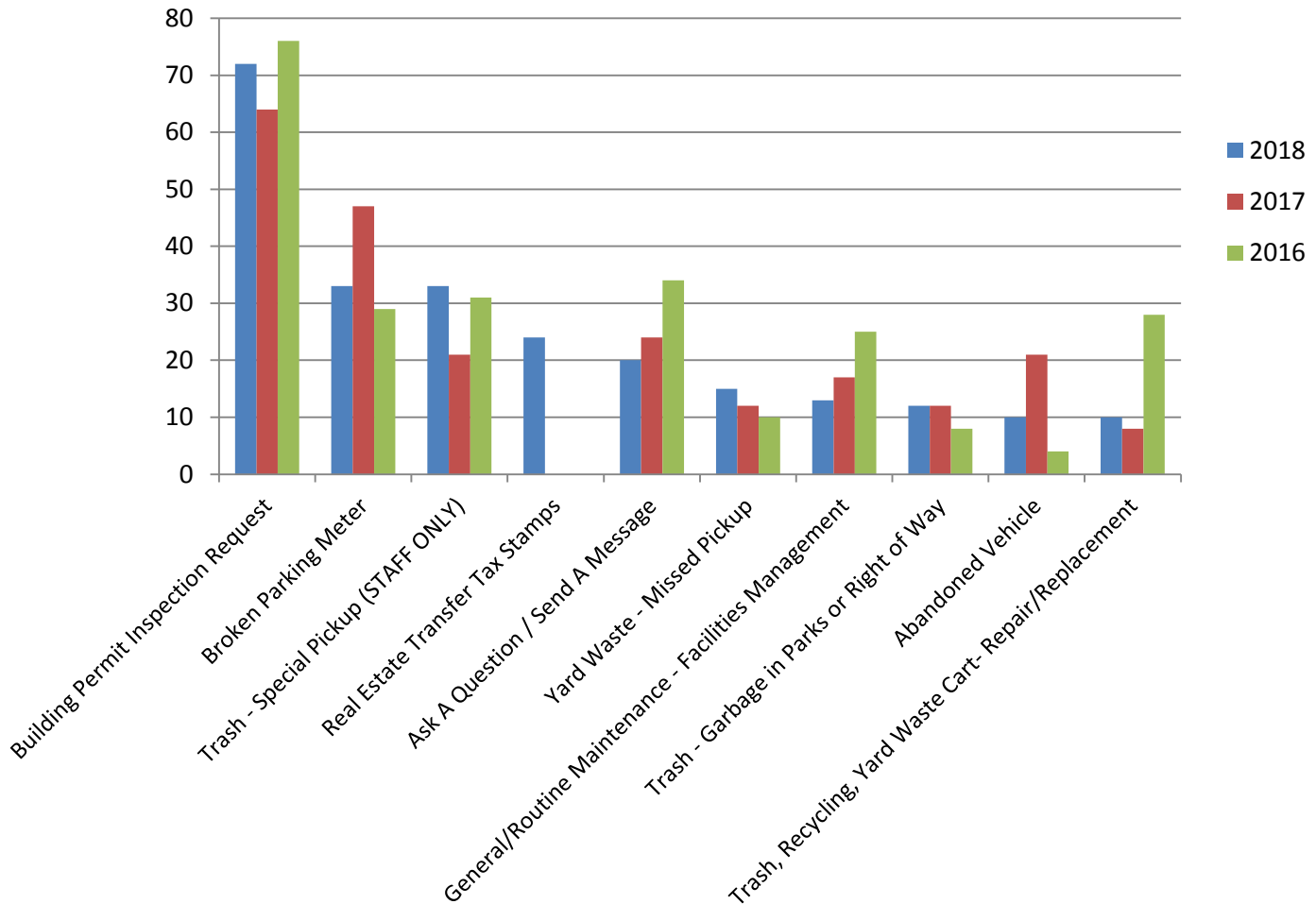
Weekly Report

April 12-18, 2018

	Current Week	Previous Week
Calls Handled	2348	2273
Service Requests	544	510
Total Chats	26	24
Total Text	12	12

Trending Requests
<ul style="list-style-type: none"> • Questions about water bills • Questions about yard waste carts

2016-2018 Comparison Chart
For April 12-18



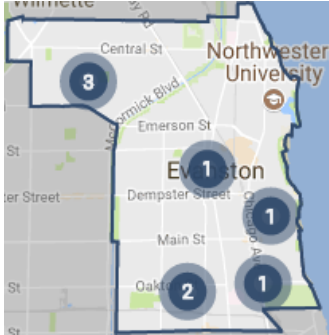


Weekly Report

April 12-18, 2018

Missed Garbage Pickup

This week 8; Last week 7
Below 3 year avg. of 14.2



Missed Recycling Pickup

This week 4; Last week 7
Below 3 year avg. of 13.1



Rodents/Rats

This week 7; Last week 8
Below 3 year avg. of 20.3



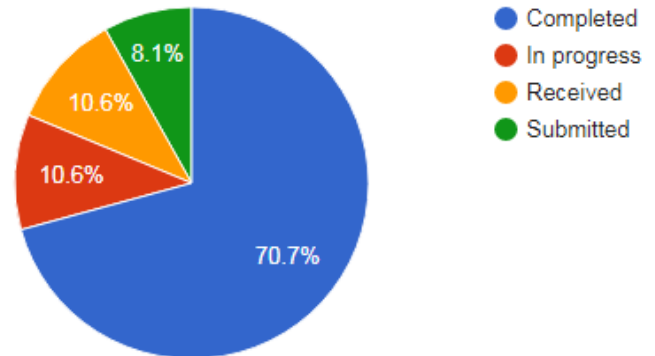
Broken Parking Meters

This week 31; Last week 30
Below 3 year avg. of 46.7



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Animals - Too Many, Offensive	1	50%	50%
Ask a Question/Send a Message	4	20%	80%
Broken Pay Station	1	25%	75%
Graffiti	1	50%	50%
Open/Noisy Manhole Cover	1	100%	0%
Sewer	1	50%	50%
Sewer - Basement Flooding	1	100%	0%
Taxi Complaints	3	100%	0%
Trash Cart - Missing	2	100%	0%
Trash - Garbage in Parks or ROW	1	8%	92%
Trash - Special Pickup	1	3%	97%
Yard Waste - Missed Pickup	1	7%	93%



Upcoming Events – April 23-29

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
23 6:00 PM Administration and Public Works Committee 7:00 PM Adaptation Task Force of the Mayor's Climate Action and Resilience Plan Working Group 7:15 PM Planning & Development Committee 7:30 PM City Council	24 4:30 PM Public Hearing: Proposed Discontinuation of Bus Route #205 5:30 PM Mitigation Task Force of the Mayor's Climate Action and Resilience Plan Working Group	25 2:30 PM Design and Project Review Committee 6:00 PM Transportation and Parking Committee 7:00 PM Economic Development Committee	26 5:30 PM City-School Liaison Committee 6:30 PM Equity & Empowerment Commission Meeting 7:00 PM 3rd Ward Town Hall Meeting 7:00 PM Police Town Hall Meeting 7:00 PM Evanston Aging Well Film Night	27 7:00 PM Interfaith Action of Evanston Comedy Night	28 1:00 PM North Shore Mental Health/Wellness Fair	29