



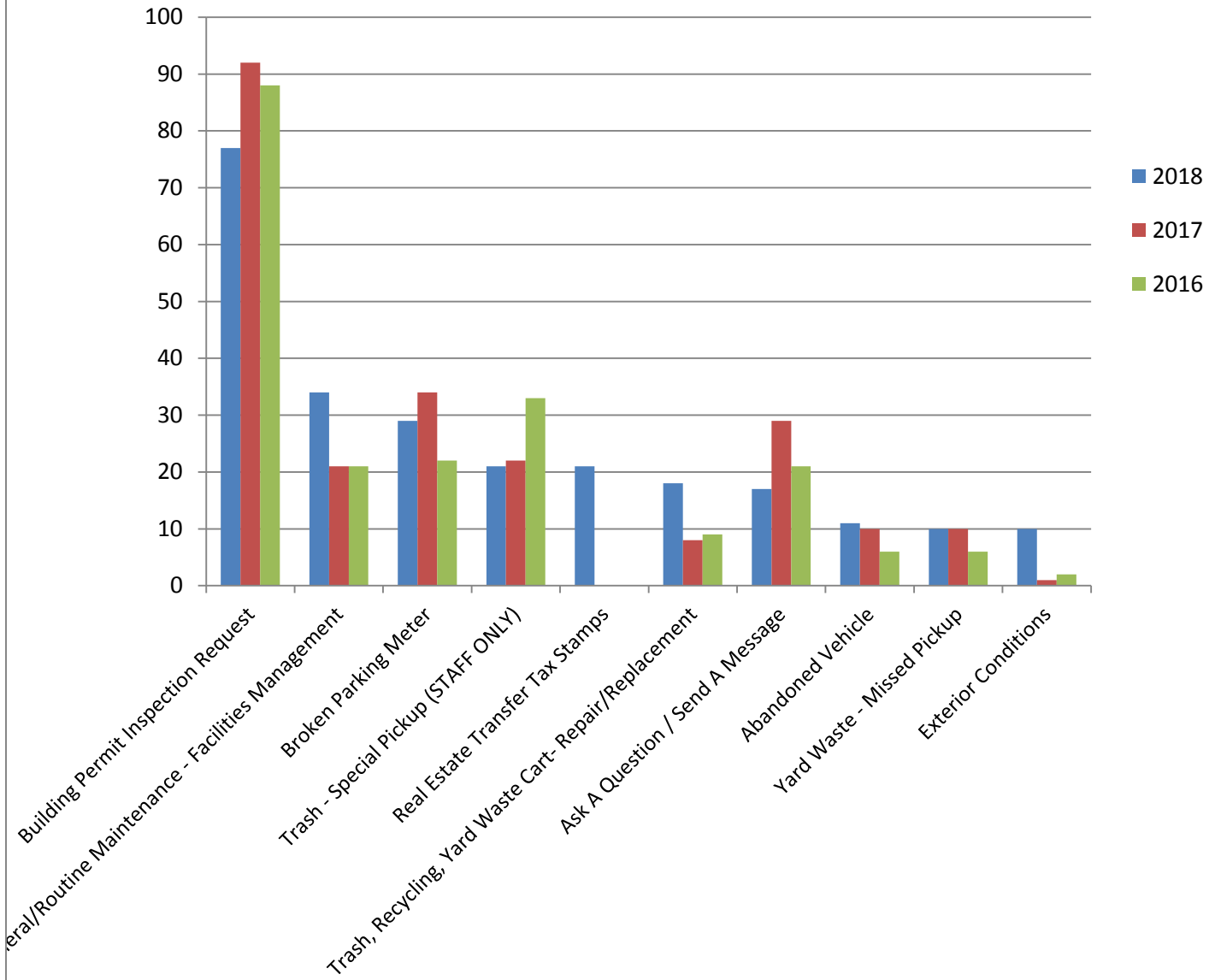
Weekly Report

April 26-May 2, 2018

	Current Week	Previous Week
Calls Handled	2621	2665
Service Requests	608	686
Total Chats	34	51
Total Text	18	32

Trending Requests	<ul style="list-style-type: none"> • Callers requesting tree species for the Tree Planting Program • Building Department questions/concerns
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2016-2018 Comparison Chart
For April 26-May 2



April 26-May 2, 2018

Missed Garbage Pickup

This week 5; Last week 7
Below 3 year avg. of 14.2



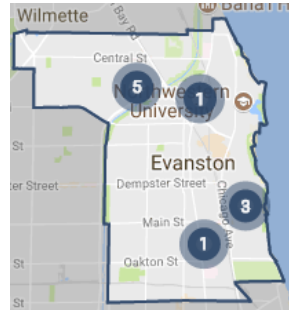
Missed Recycling Pickup

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



Missed Yard Waste

This week 10; Last week 18
Below 3 year avg. of 11.1



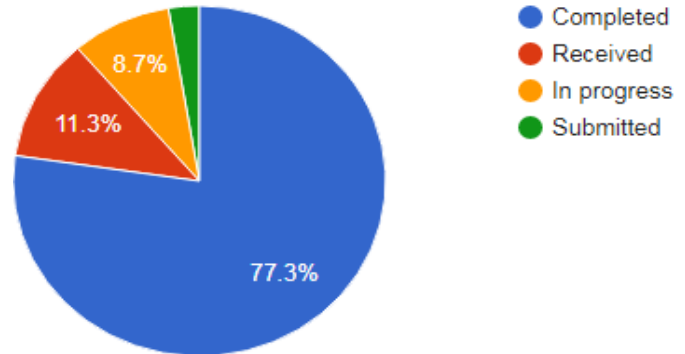
Rodents/Rats

This week 9; Last week 8
Below 3 year avg. of 20.3



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Ask a Question/Send a Message	8	47%	53%
Broken Pay Station	1	11%	89%
Child Seat Installation or Inspection	1	17%	83%
Health/Miscellaneous	3	100%	0%
Parking App - Question/Concern	2	100%	0%
Power Utility Service Issue	1	50%	50%
Public Transit Agency Issue	1	50%	50%
Taxi Complaints	1	100%	0%
Traffic Signal/Back Plate	1	20%	80%
Trash - Garbage in Parks or ROW	1	14%	86%
Trash - Overflowing Dumpster	1	50%	50%
Trash - Special Pickup	1	5%	95%
Water Meter Question/Concern	1	33%	67%



Upcoming Events – May 7-13

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
7 6:00 PM Human Services Committee	8 2:00 PM Board of Local Improvements - CANCELED 7:00 PM Preservation Commission Meeting	9 2:30 PM Design and Project Review Committee 7:00 PM Plan Commission Meeting - CANCELED 7:00 PM Citizens' Police Advisory Committee	10 7:00 PM Mental Health Board 7:00 PM 2nd Ward Meeting 7:00 PM Environment Board	11 7:15 AM Utilities Commission Meeting 8:30 AM Procurement 101 Workshop 1:30 PM ESO Musical Insights	12 7:30 AM Downtown Evanston Farmers' Market (with shredding event) 9:00 AM Evanston Water Treatment Facility Tours 9:30 AM Home Buyer Education: Credit and Budgeting 10:00 AM Watershed Learning	13 12:00 PM EHC Mother's Day Walk 2:30 PM ESO Brahm's Piano Concerto 1