



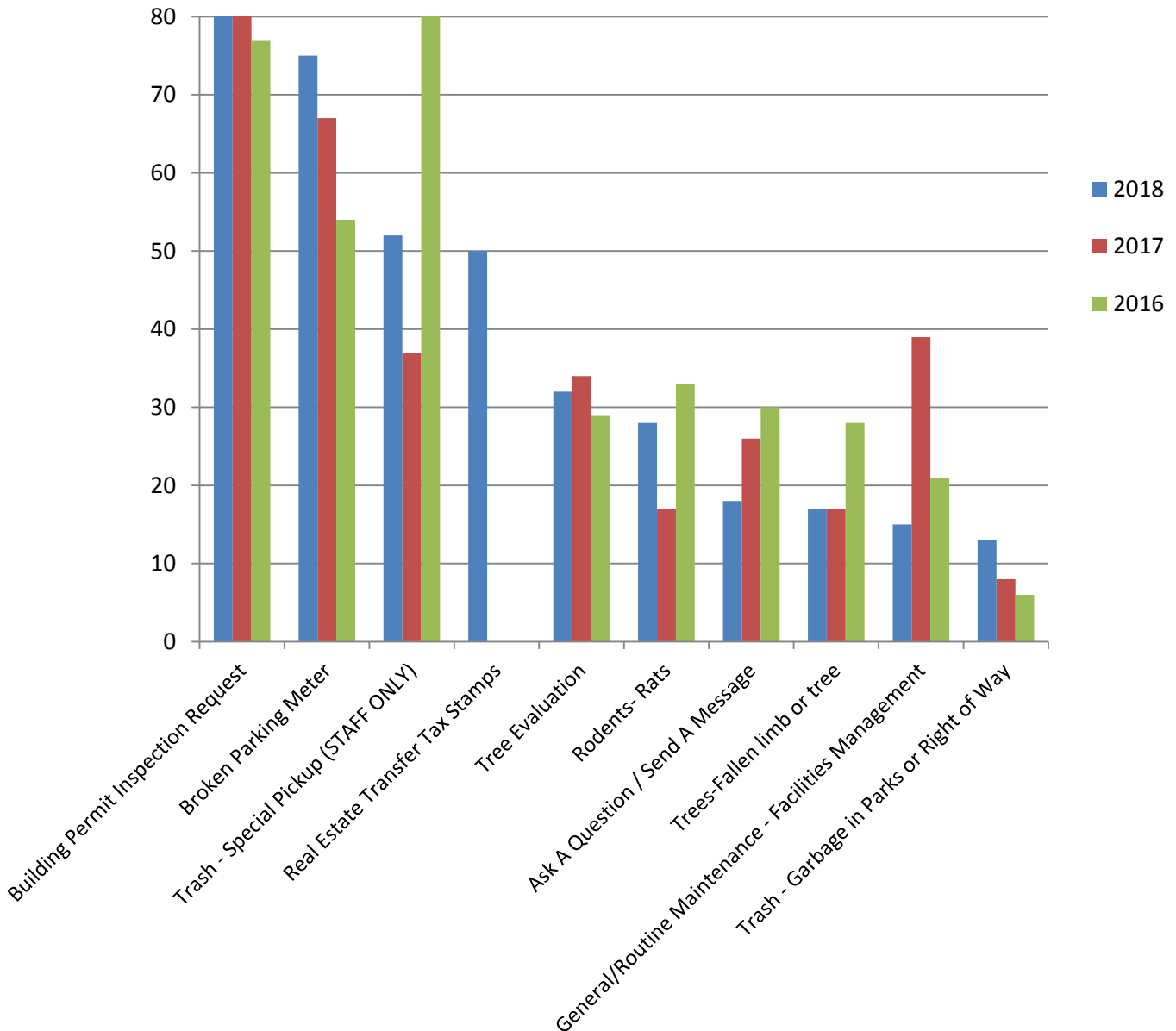
Weekly Report

July 19-25, 2018

	Current Week	Previous Week
Calls Handled	2475	2566
Service Requests	771	737
Total Chats	32	21
Total Text	18	19

Trending Requests
<ul style="list-style-type: none"> Water Meter Replacement Program

2016-2018 Comparison Chart
For July 19-25





Weekly Report

July 19-25, 2018

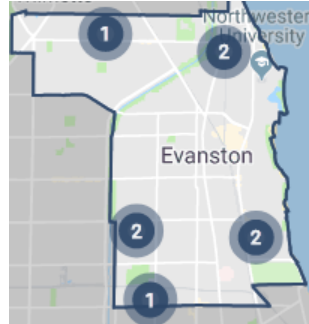
Missed Garbage Pickup

This week 11; Last week 15
Below 3 year avg. of 14.2



Missed Recycling Pickup

This week 8; Last week 10
Below 3 year avg. of 13.1



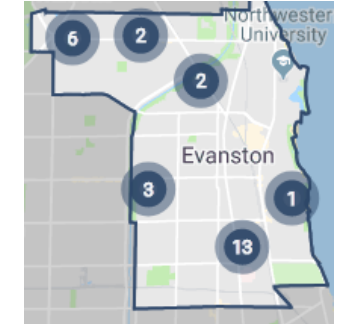
Missed Yard Waste

This week 8; Last week 4
Below 3 year avg. of 11.1



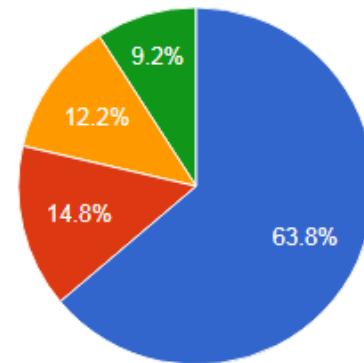
Rodents/Rats

This week 27; Last week 10
Above 3 year avg. of 20.3



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Advanced Disposal Complaint	1	25%	75%
Ask a Question/Send a Message	2	11%	89%
Birds	1	20%	80%
Construction/Engineering	1	20%	80%
Public Transit Agency Issue	4	100%	0%
Repair Park or Play Lot Fountain	1	100%	0%
Sewer - Broken Sewer	1	100%	0%
Sewer - Street/Alley Flooding	1	25%	75%
Sidewalk - Maintenance	2	67%	33%
Taxi Complaints	1	50%	50%
Trash Cart - Missing	4	80%	20%
Trash - Garbage in Parks or ROW	2	15%	85%
Trash - Overflowing Dumpster	1	50%	50%
Trash - Special Pickup	2	4%	96%
Water Bill Reprint, Change	1	11%	89%



- Completed
- In progress
- Received
- Submitted

Upcoming Events—July 30-August 5

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
30 11:30 AM 'Lorraine H. Morton: A Life Worthwhile' Documentary 12:30 PM 'Lorraine H. Morton: A Life Worthwhile' Documentary 4:00 PM 'Into the Woods, Jr.' 6:00 PM Special City Council	31 7:00 PM Starlight Concerts - Rosie & the Rivets'	1 7:00 PM Citizen Police Complaint Assessment Committee	2 7:00 AM 3rd Ward Office Hours 6:00 PM Mitigation Task Force of the Climate Action and Resilience Plan Working Group 7:00 PM Housing and Homelessness Commission 7:00 PM Starlight Movies - Moana 7:00 PM Thursday Night Live: Kaleidoscope Eyes	3 1:00 PM Affordable Care Act Navigator 5:30 PM Main Street Summer Concert Series	4 7:30 AM Downtown Evanston Farmers' Market 7:00 PM Shakespeare on the Ridge 8:00 PM Starlight Movies - Black Panther	5 8:00 AM McGaw YMCA Youth Triathlon 7:00 PM Shakespeare on the Ridge