



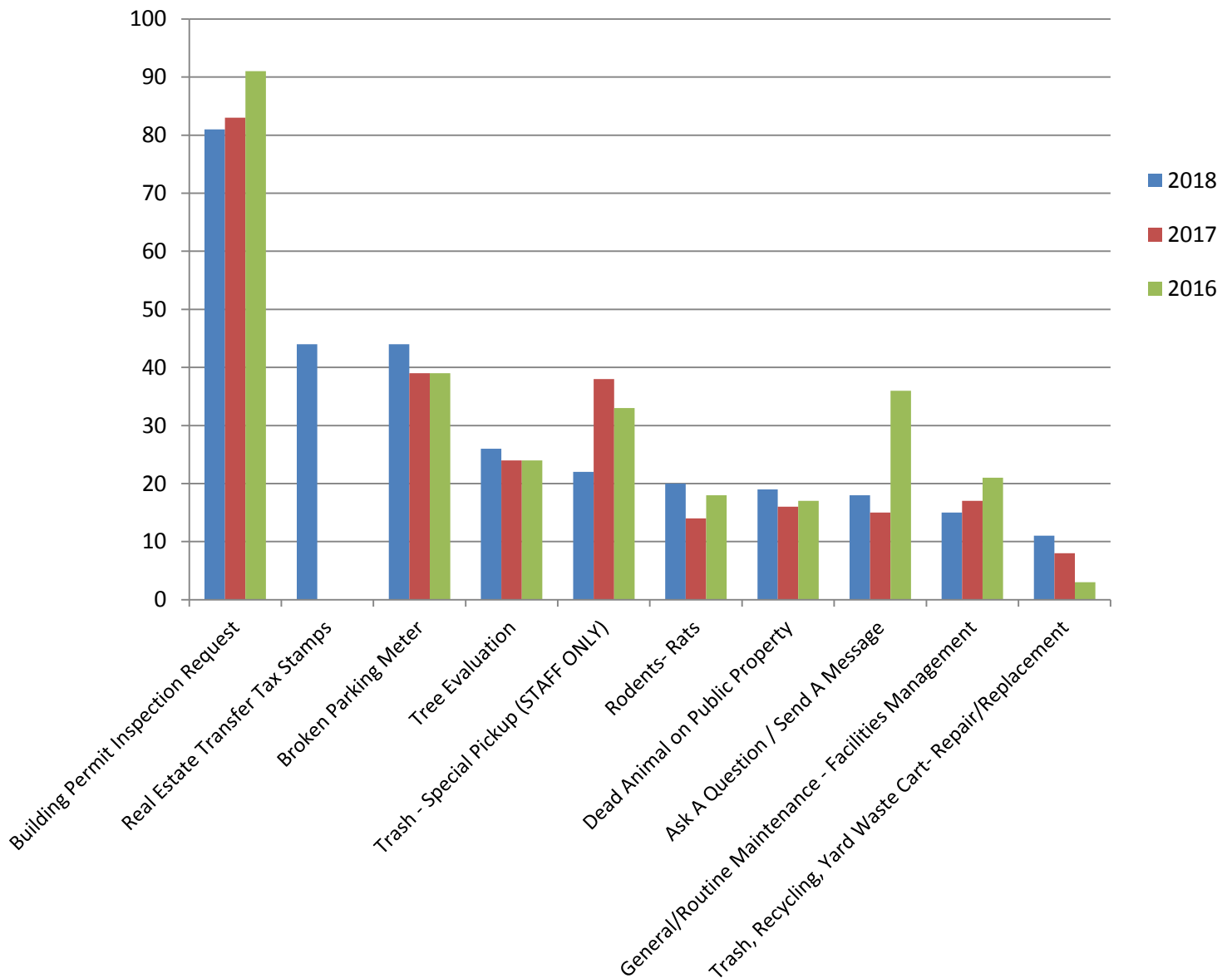
Weekly Report

September 20-26, 2018

	Current Week	Previous Week
Calls Handled	2653	2596
Service Requests	704	757
Total Chats	20	22
Total Text	23	35

Trending Requests
<ul style="list-style-type: none"> • High water charge questions/concerns • Past due alarm registrations (recent mailing)

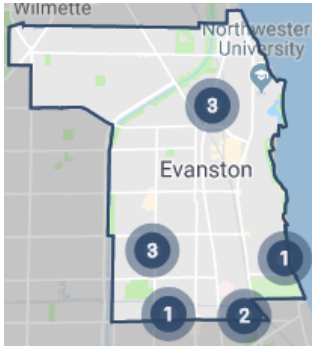
2016-2018 Comparison Chart
For September 20-26



September 20-26, 2018

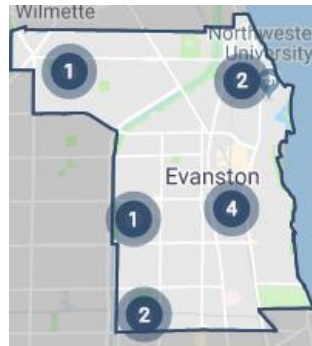
Missed Garbage Pickup

This week 10; Last week 18
Below 3 year avg. of 14.2



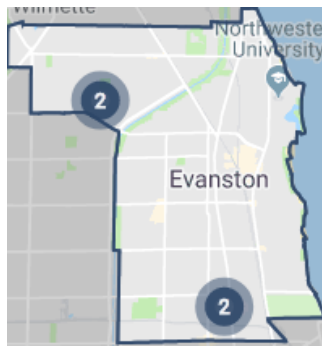
Missed Recycling Pickup

This week 10; Last week 5
Below 3 year avg. of 13.1



Missed Yard Waste

This week 4; Last week 7
Below 3 year avg. of 11.1



Rodents/Rats

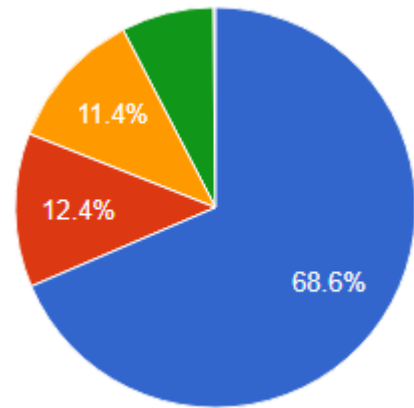
This week 20; Last week 21
Below 3 year avg. of 20.3



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Ask a Question/Send a Message	3	17%	83%
Broken Fence or Bench	1	100%	0%
Broken Park/Playground Equipment	1	33%	67%
Construction/Engineering	3	50%	50%
Fire Prevention - Fire Drill	1	50%	50%
Food Establishment - Unsanitary	1	100%	0%
Graffiti	2	29%	71%
Landlord/Tenant Inquiries	1	50%	50%
Park Lawn Maintenance	1	33%	67%
Power Outage	1	100%	0%
Repair Park or Play Lot Fountain	1	100%	0%
Sidewalk - Maintenance	2	67%	33%
Street Lights	3	50%	50%
Trash Recycling Cart - Missing	1	50%	50%
Trash - Missed Garbage Pickup	1	10%	90%

- Completed
- Received
- In progress
- Submitted





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Upcoming Events—October 1-7

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
1 6:00 PM Rules Committee 7:30 PM Human Services Committee	2 6:30 PM Climate Action Resilience Plan Working Group Meeting 7:00 PM Housing & Community Development Act Committee	3 2:30 PM Design and Project Review Committee 7:00 PM Citizen Police Complaint Assessment Committee - RESCHEDULED	4 7:00 AM 3rd Ward Office Hours 7:00 PM Housing and Homelessness Commission	5	6 7:30 AM Downtown Evanston Farmers' Market 9:00 AM Water Treatment Facility Tour 9:30 AM Five-0 Fitness 10:00 AM Watershed Learning: Swim for your life! 11:00 AM Water Treatment Facility Tour 1:00 PM Oaktober Festival	7 10:00 AM Walk a Mile in Her Shoes

Ask a Question – Word Cloud





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Ask a Question – Open

- Parking stops are in need of repair in McGaw YMCA city lot...poses a walking hazard especially in winter months.
- Request to patrol the area for drivers not stopping for pedestrians in the crosswalk at the intersection of Emerson St. & Dewey Ave.
- In south-central Evanston there is broken glass in all the alleys by every recycling pickup. Can confirm west of Ridge, north of Main, south of Lake. (Saw on street north of Dempster as well.)
- Caller states that the bikes riding between South Blvd Beach and going South to Chicago (Juneway Terr.) are always riding fast on the sidewalk. The caller is a runner from Chicago stating that every morning she runs from her home in Chicago to Evanston but the bikes along the cemetery do not have consideration to the runners and do not yield to pedestrians or ride cautious; she is requesting extra patrolling during the early morning hours.
- Caller states that she has an apartment over her garage that has a separate address of 118 Greenleaf Street. She would like to know that if they would be able to put out items for the bulk pickup for both addresses that would be 6 cubic yards for both addresses.
- I'm a homeowner at 1408 Dempster. We don't have off-street parking so we park on Dempster or Wesley. On multiple occasions over the past few years, our car(s) have been hit by other vehicles while legally parked in front of our house on Dempster. Fortunately nobody has been hurt so far but we've had tens of thousands of dollars in damage to our cars (not to mention the damage to the cars that hit ours). I'm wondering if there are any steps the City can take to prevent this from happening in the future. Additional signage? Parkway bump out?
- There is a handicap parking sign on our street that hasn't been used in at least 6-7 months, the person using it moved out long ago.
- Please void ticket - license plate number was entered incorrectly-should be: 188270EN. Caller lives in Algonquin IL - had similar plates years ago - but has never owned a red Toyota.

Ask a Question – Closed

- There are homemade signs on my street for a block party this Saturday from 2-8pm. Last year when the same people organized a block party, I went to move my car before it started and they still told me they were about to tow my car because I hadn't moved it sooner. There were no signs saying No Parking and again, I moved it BEFORE the party. Also, they put an inflatable bounce house on the street in front of my house. A few questions: Can they actually tow my car without any No Parking signs or hours being posted? I see on the permit application that inflatable bounce houses are not allowed. Should I call someone if they put one up again? Is there a way I can search to see if they actually did file for a permit? Since they had the bounce house I'm wondering if they ever even saw the application.
- Received invoice for alarm registration but the wrong name is on the account (Smith). Resident is making payment but would like the info updated.
- What is the simplest way to get a complete list of City Aldermens' city email addresses so that I might send them a joint email about an issue, please? I hope to avoid going to each individual list and then compiling my own list, copying and pasting one by one...May I request that you pass along my suggestion to compile a joint list, such as is available for the District 202 school board? Much more user-friendly!
- Caller states there was a pay station located at this address for meter parking that is now gone. Caller states this is inconvenient and will be hard to get to the other boxes in the winter.
- Caller is asking if Emergency Alert Systems are required by city code for buildings such as the YMCA. Caller reports they had the system installed in 2002 in the new addition, but are not sure if it was required or if they decided to add it. This is an intercom system that allows someone to press a button and be connected to the front desk to report an emergency. Caller would like information if this is a code requirement.



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- Caller reports there is a sink hole developing on the parkway, near the alley.
- Caller states that on the city's web page in the about Evanston/getting around page some of the bus information is outdated. She states that the route 205 bus doesn't run anymore and she also states that the 213 Pace bus route was incorrect as well.
- We have moved to a new location and do not want to receive street cleaning text alerts. I do not see how to unsubscribe. Please remove this number from your systems.
- Is there a bulk trash pickup in my area any time soon? Thank you.
- I bought this multifamily structure a few months back. I completely forgot to register this rental property with the city of Evanston. Is there a form available on the cityofevanston.org website?
- Is there anywhere to find the rules and regulations for this park? I have a group of 12 adults and 13 kids that would like to have a picnic here.
- Is the consumption of alcohol permitted in this park?