



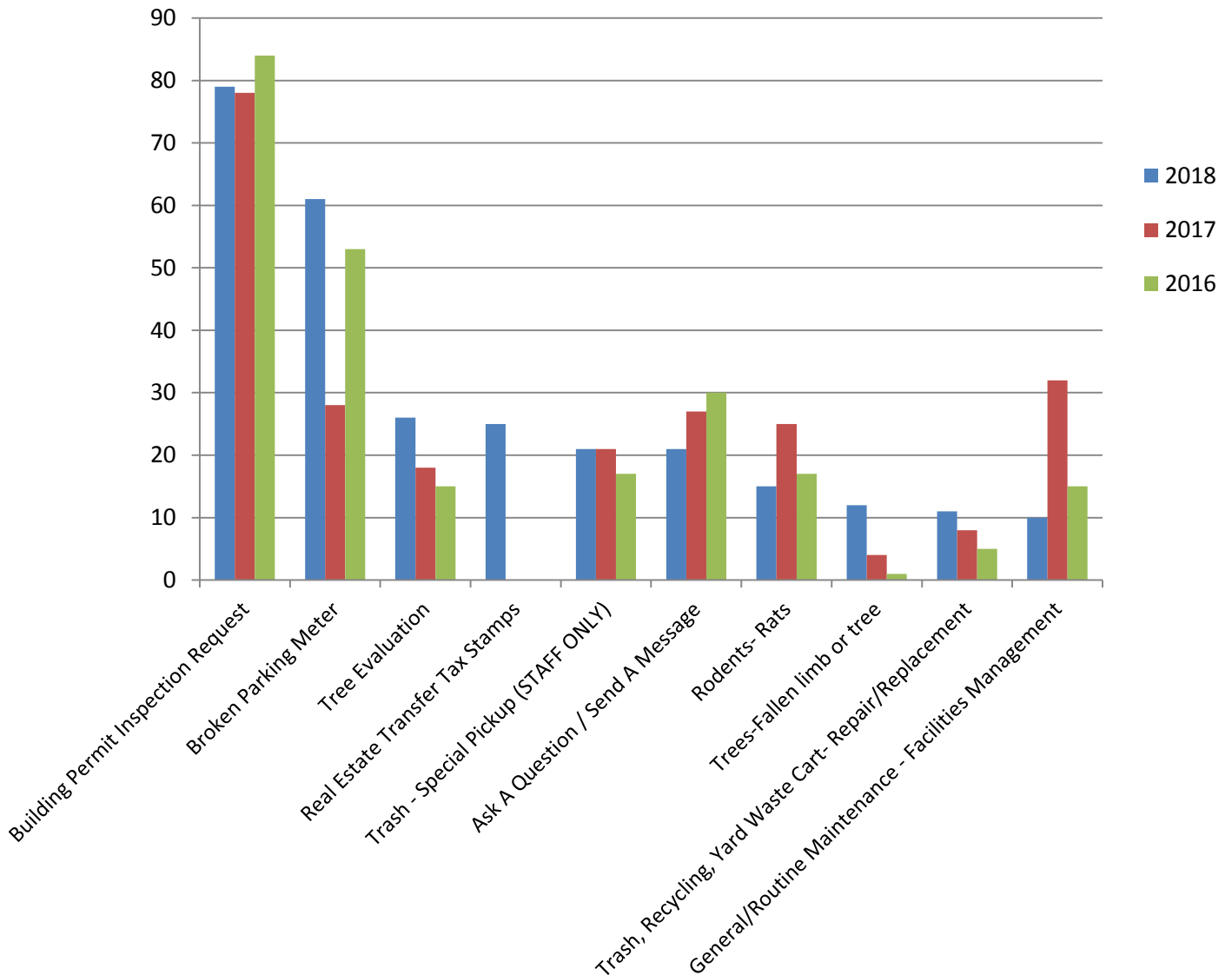
Weekly Report

October 4-10, 2018

	Current Week	Previous Week
Calls Handled	2337	2210
Service Requests	677	601
Total Chats	24	27
Total Text	16	9

Trending Requests	<ul style="list-style-type: none"> • Early voting questions • Bulk trash pickup dates • Street flooding
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2016-2018 Comparison Chart
For October 4-10





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Missed Garbage Pickup

This week 7; Last week 11
Below 3 year avg. of 14.2



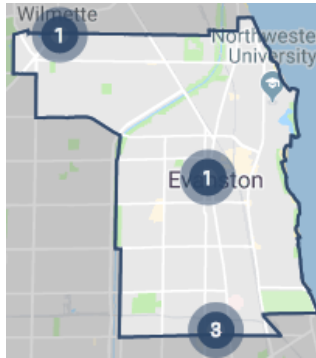
Missed Recycling Pickup

This week 2; Last week 6
Below 3 year avg. of 13.1



Missed Yard Waste

This week 5; Last week 9
Below 3 year avg. of 11.1



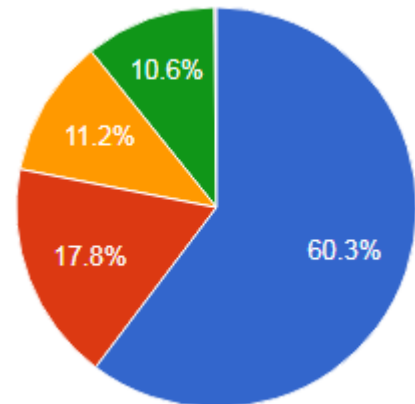
Rodents/Rats

This week 15; Last week 8
Below 3 year avg. of 20.3



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Ask a Question/Send a Message	4	19%	81%
Broken Parking Meter	2	3%	97%
Broken Park/Playground Equipment	1	25%	75%
Dead Animal on Public Property	1	11%	89%
Illegally Posted Sign	1	100%	0%
Rental Dwelling Inspection	1	33%	67%
Sidewalk - Evaluation	1	50%	50%
Sidewalk - Maintenance	1	100%	0%
Street Lights	3	60%	40%
Street Sweeping	1	100%	0%
Trash - Appliance Pickup	1	100%	0%
Trash, Recycling Cart Missing	1	50%	50%
Trash - Garbage in Parks or ROW	2	33%	67%
Trash - Missed Garbage Pickup	1	14%	86%
Overflowing Garbage Dumpster	1	100%	0%
Yard Waste - Missed Pickup	1	20%	80%



- Completed
- In progress
- Submitted
- Received



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Upcoming Events—October 15-21

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
15 10:00 AM Community Budget Meeting 6:00 PM City Council	16 2:00 PM Community Budget Meeting 6:00 PM Community Budget Meeting 6:00 PM 2nd Ward Meeting 7:00 PM Zoning Board of Appeals Meeting 7:00 PM Board of Ethics 7:00 PM Northwestern University-City Committee	17 2:30 PM Design and Project Review Committee 5:30 PM Mayor's Holiday Card Event 6:00 PM Home Buyer Education: Credit and Budgeting 6:00 PM Community Budget Meeting 6:30 PM Library Board (Truth in Taxation Hearing) 6:30 PM M/W/EBE Development Committee	18 6:30 PM Rodent Control Presentation 7:00 PM Parks, Recreation and Community Services Board	19 EPL Storytelling Festival 1:30 PM ESO Musical Insights	20 EPL Storytelling Festival Zombie Scramble 7:30 AM Downtown Evanston Farmers' Market 10:30 AM Repair Clinic 1:00 PM Evanston Memory Café	21 EPL Storytelling Festival 8:00 AM Step Up for Recovery 2:30 PM ESO Virtuosos Concert 4:00 PM Lorraine Hairston Morton: A Life Worthwhile

Ask a Question – Word Cloud



October 4-10, 2018

Ask a Question – Open

- Another great experience at Dodson Brummel Park! Instead of cleaning up broken beer bottles, I spent an hour picking up pieces of a downed tree from a storm earlier this week.
- There was an image posted to your twitter of a rainbow in October of last year over the Giordano's and the Merion. I was hoping that I could get permission to use it for a newspaper article.
- During garbage pickup today a Groot truck drove up on the lawn of address and left a large groove in the lawn and broke branches off tree.
- Caller states his synagogue has a Groot dumpster which he has tried to have removed and they have not responded for a month.
- 11pm lights too bright. Yet again the museum has left their lights on. It's too bright. No one is there. How many times have they done this already.
- Resident requesting traffic patrol for vehicles frequently speeding in excess of 35 mph on this street.
- Caller would like to know when the tree on his parkway is going to be removed and when the dirt on his parkway will be replaced after the removal.
- I received a notice to put my address on the garage facing the alley & I need help! I painted the old address I had but I need help putting it on the garage. I spoke with Callie Sadler (Ombudsman Assistant) she will call Kathy T. to make arraignments through the Handyman program.
- A set of four pull-up bars over by the tennis court is always flooding when it rains and it takes days for the mud to dry up so people can't use them. He would like to know if we could place wood chips down to help with this issue.

Ask a Question – Closed

- I am on the list to get the docket for the bi-weekly administrative hearings. But I have not received it lately. Please tell me why. Thanks.
- FOUNTAIN SQUARE: Caller said his daughter (8) was hurt while playing in the fountain - she received a big gash on her foot from a sharp object in the fountain - this happened on 10/3. While he was home attending to his daughters foot another child received the same type of injury.
- I live close to the border. Are we prepared for the Van Dyke Verdict?
- Can I use an accessory dwelling unit as an Airbnb rental?
- My neighbor's children scream in the yard at all hours. Not like a playful squeal, but an incoherent, unnecessary screaming. Is that something that I could file a noise complaint for?
- Please advise the caller if he can dispose of top soil in his yard waste can, in yard waste bags or if he is able to do it at all.
- Caller would like to know the diameter of the water supply line at this residence.
- I am writing to the Evanston Police Dept. after inquiring about the parking garage charges at Evanston Hospital/Medical Buildings. I was told that the City of Evanston manages these parking garages. After numerous doctor appointments, going for various tests (at the Kellogg Cancer Center and the Graham Medical Building) and spending many weeks at Evanston Hospital where my husband was extremely ill, I remain very upset about the parking fees charged. It is grossly unfair to charge even the minimum (\$4) to be with a hospitalized family member! Even with the discount for being at the hospital more than 6 hours, the fees added up over a long-

October 4-10, 2018

term hospitalization. This continued daily fee added to my stress and feeling of unfairness at not having parking available with NO fees like at all the other North Shore Hospitals in other suburbs.

- There has been no parking on this section of Emerson for 2 weeks. The barricades are still up, and they say it ended Friday Oct 5, however the barricades are still up. We have 6 business directly impacted by this lack of parking. When will this end? And do these barricades have to remain during weekends when we have customers?
- I am a little frustrated with the parking area by the Potbelly. I was parallel parking and was going to move my car a bit and I smashed the side of my car on the pole. My frustration comes in because those poles are so low to the ground that I couldn't even see it to see what my car hit. I now have to pay for damage to my car that could have been prevented if the poles were actually built so that someone trying to park would have a clear view of them.
- My alley is being paved. It looks to be complete, but I'm not sure if it's officially opened and wondering when alley trash pick up will resume.
- Caller states the north side flowing from the west towards the east, there is a strange stream of water from an unknown source.
- Caller states that their alley was repaved and that there was supposed to be dirt put down on this patch that was dug up but they placed gravel down instead. He says other houses got dirt put down and he was wondering why he didn't receive the same thing.
- Caller states that their alley was repaved so the garbage was being picked up in the front. The alley looks complete and he would like to know if the garbage is going to be picked up in the alley again this week.
- Please forward to the proper department. Please address the unknown wires in the east west alley behind 2815 Hartzell. It is not an electric wire, nor a cable, or phone line. It is described as coming out of the alley. The resident at the location would like for it to be looked at.
- Our condo association would like to get the architectural blueprints for the building. Which department in the city government would have them on file?