

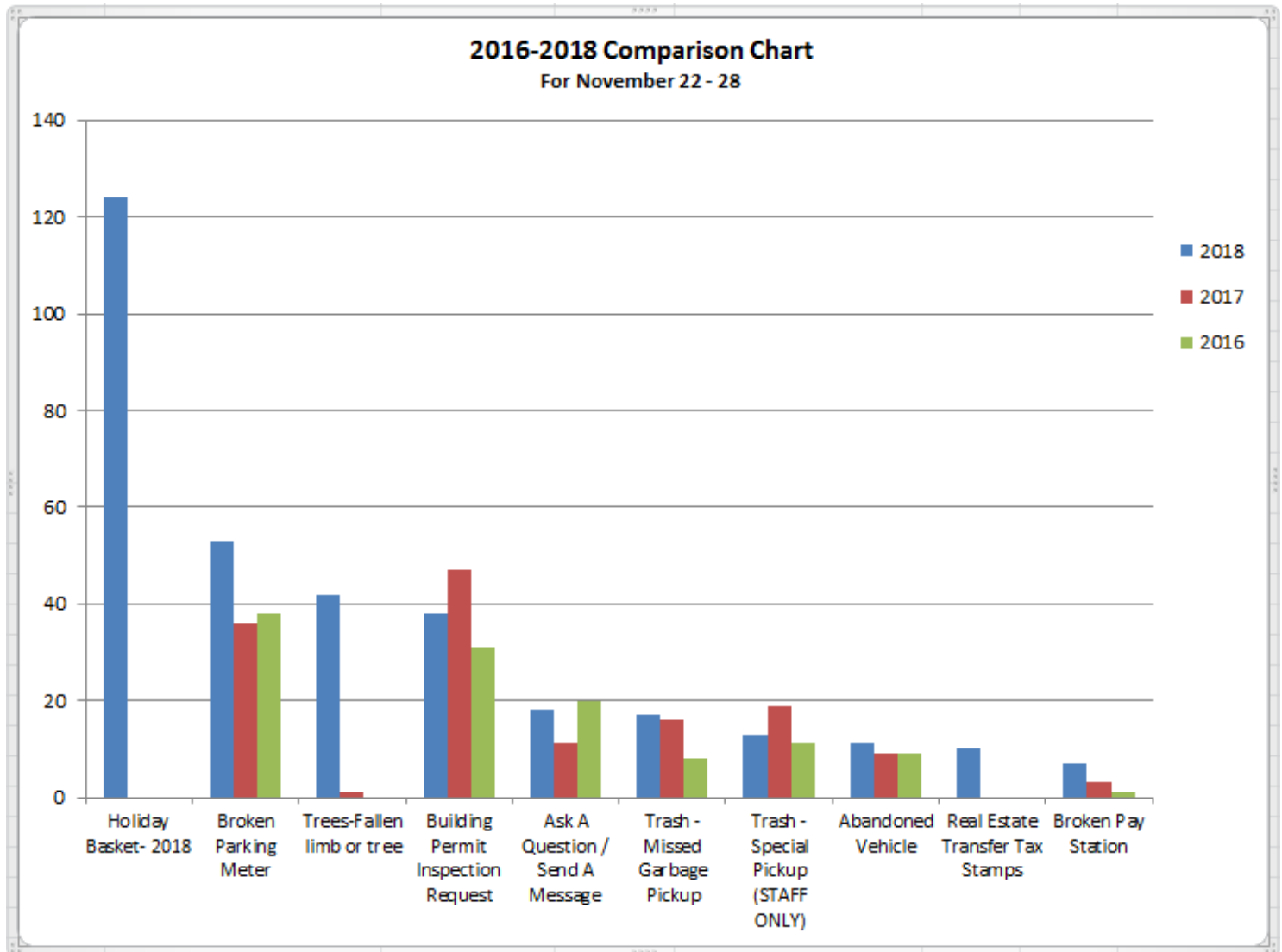


Weekly Report

November 23 - 28, 2018 (closed for Thanksgiving 11.22)

	Current Week	Previous Week
Calls Handled	2267	2082
Service Requests	625 including 147 Holiday Basket Requests	536
Total Chats	21	23
Total Text	26	18

Trending Requests	<ul style="list-style-type: none"> • Holiday Baskets • Snow Questions • Street Cleaning Questions
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Weekly Report

November 23 - 28, 2018 (closed for Thanksgiving 11.22)

Missed Garbage Pickup

This week 17; Last week 11

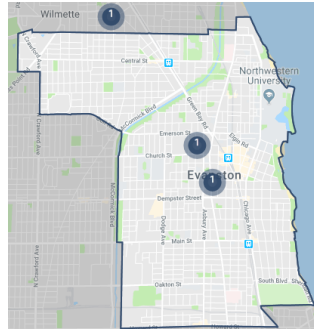
Above 3 year avg. of 14.2



Missed Recycling Pickup

This week 3 ; Last week 3

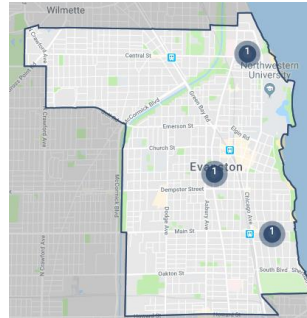
Below 3 year avg. of 13.1



Missed Yard Waste

This week 3; Last week 20

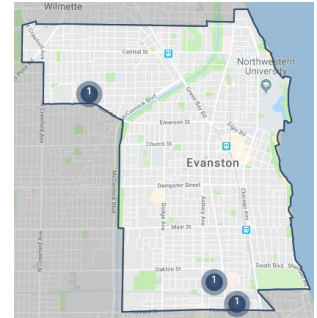
Below 3 year avg. of 11.1



Rodents/Rats

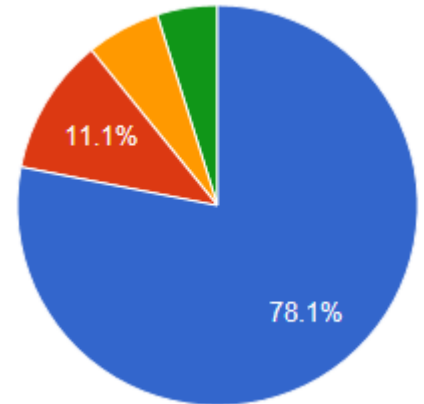
This week 3; Last week 6

Below 3 year avg. of 20.3



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Birds	1	50%	50%
Dropped Keys/Item in Drainage	1	100%	0%
Building Permit Request	2	5%	95%
Ask a Question/Send a Message	5	28%	72%
Health Miscellaneous	1	33%	67%
Power Outage	2	50%	50%
Sidewalk Maintenance	1	100%	0%
Snow Removal City Sidewalk	1	100%	0%
Trash Cart, Recycling Cart - Missing	2	50%	50%
Trash - Missed Garbage Pickup	11	65%	35%
Yard Waste - Missed Pickup	3	100%	0%
Trash - Garbage in Parks or ROW	1	100%	0%



- Completed
- In progress
- Received
- Submitted



Weekly Report

November 23 - 28, 2018 (closed for Thanksgiving 11.22)

Upcoming Events—December 3 - 9

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
3 6:00 PM Rules Committee 7:30 PM Human Services Committee	4 6:30 PM Climate Action Resilience Plan Working Group Meeting 7:00 PM 1st Ward Meeting 7:00 PM Garden Park Improvement Planning Meeting	5 2:30 PM Design and Project Review Committee 5:30 PM Grand Chanukah Menorah Lighting	6 7:00 AM 3rd Ward Office Hours - CANCELED 5:00 PM Warm Bevy Walk 7:00 PM Commission on Aging Meeting 7:00 PM Housing and Homelessness Commission	7	8 11:00 AM Evanston Police Gun Buyback 5:00 PM Holiday Tree Lighting	9

Ask a Question—Word Cloud

