



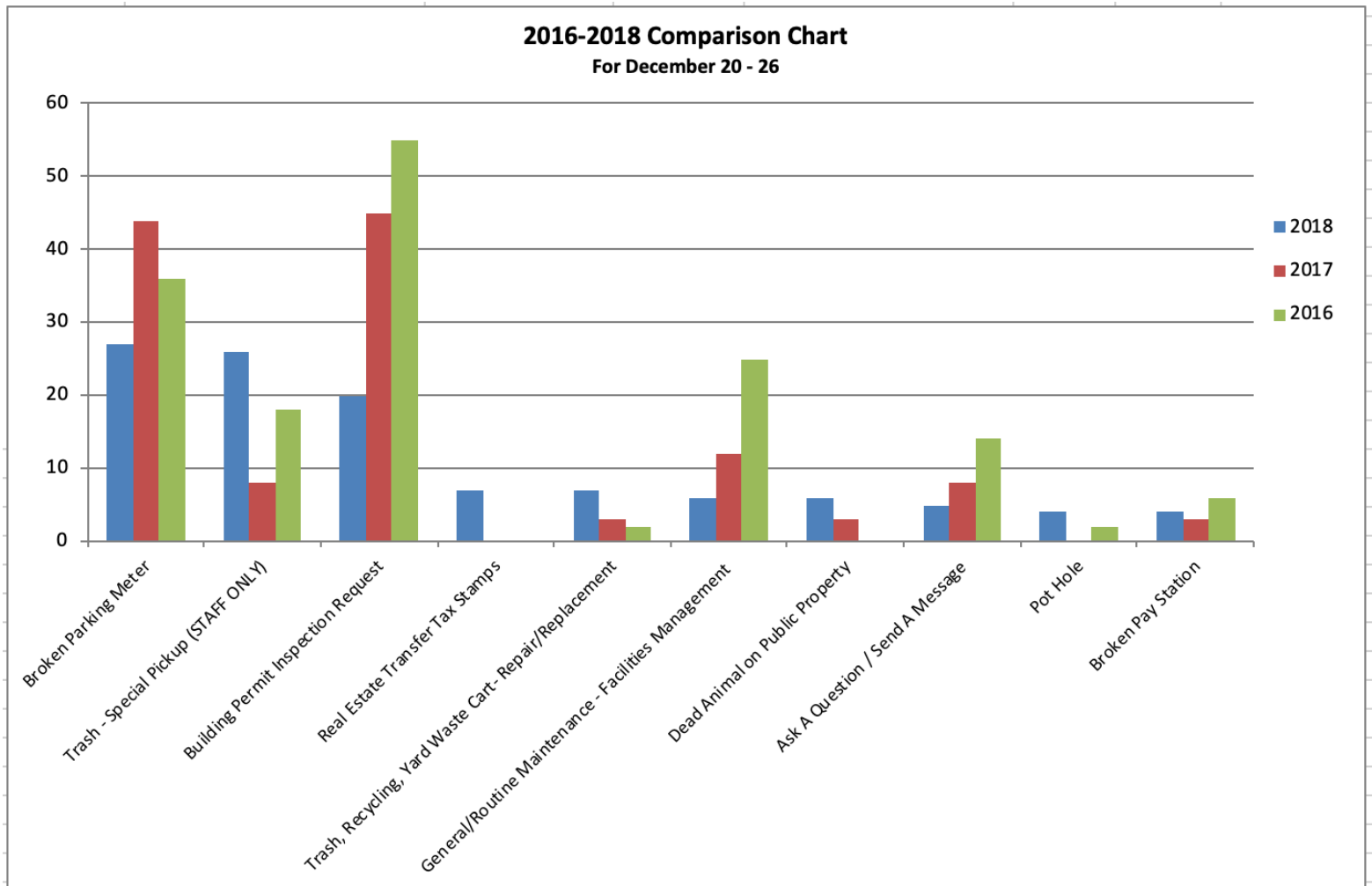
# Weekly Report

**December 20 - 26, 2018**

**Reduced hours 12.24 and closed 12.25**

	Current Week	Previous Week
<b>Calls Handled</b>	1307	2094
<b>Service Requests</b>	244	519
<b>Total Chats</b>	17	33
<b>Total Text</b>	11	28

Trending Requests
<ul style="list-style-type: none"> <li>Wheel tax</li> </ul>





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### Missed Garbage Pickup

This week 1; Last week 8  
Below 3 year avg. of 14.2

### Missed Recycling Pickup

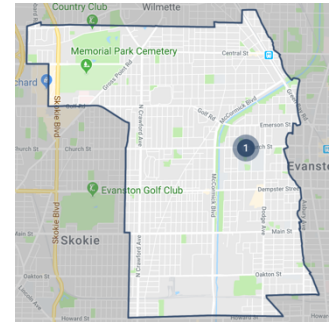
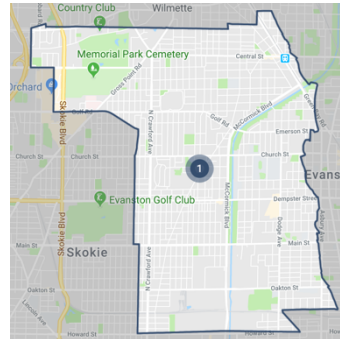
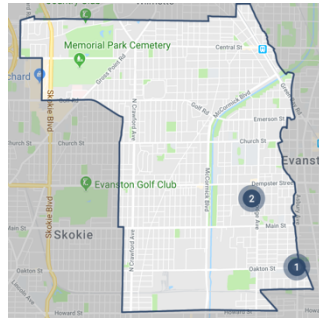
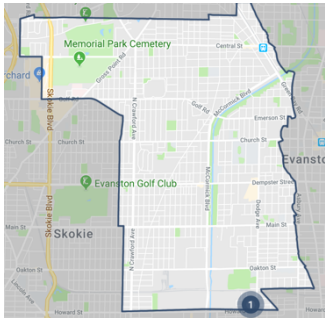
This week 3; Last week 9  
Below 3 year avg. of 13.1

### Missed Yard Waste

This week 1; Last week 10  
Below 3 year avg. of 11.1

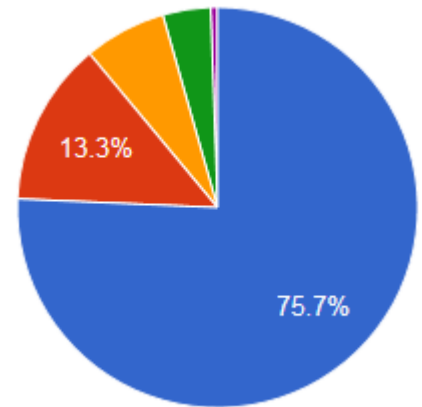
### Rodents/Rats

This week 1; Last week 6  
Below 3 year avg. of 20.3



### SLA Analysis

Issue	# Late	% Late	% Complete within SLA
broken pay station	1	25%	75%
Ask a Question/Send a Message	2	40%	60%
Construction/Engineering	1	100%	0%
Dead Animal on Public Property	3	50%	50%
Dropped Keys/Item in Drainage Structure	1	100%	0%
Garbage Overflow/Odororous	1	100%	0%
Graffiti	1	33%	67%
Pot Hole	1	25%	75%
Pot Hole - Alley	1	50%	50%
Rental Dwelling Inspection or Overcrowding	1	25%	75%
Traffic Signal/Traffic Signal Back Plate	2	67%	33%
Trash/Garbage in Parks/ROW	1	100%	0%
Trash Tire Pickup	1	100%	0%
Water Bill -High Charge or Error	1	100%	0%
Water Bill Reprint, Request Name Change or Ad	1	50%	50%
Yard Waste - Missed Pick up	1	100%	0%



- Completed
- In progress
- Received
- Submitted
- Other



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**Upcoming Events—January 3 - 9**

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
<b>3</b> 5:30 PM <a href="#">Housing &amp; Community Development Act Committee - CANCELED</a> 6:00 PM <a href="#">Rules Committee</a> 7:30 PM <a href="#">Human Services Committee</a>	<b>4</b> 7:00 PM <a href="#">1st Ward Meeting</a> 7:00 PM <a href="#">Garden Park Improvement Planning Meeting</a>	<b>5</b> 2:30 PM <a href="#">Design and Project Review Committee</a> 5:30 PM <a href="#">Grand Chanukah Menorah Lighting</a>	<b>6</b> 7:00 AM <a href="#">3rd Ward Office Hours - CANCELED</a> 4:00 PM <a href="#">Design and Project Review Committee - SPECIAL MEETING</a> 5:00 PM <a href="#">Warm Bevvv Walk</a> 7:00 PM <a href="#">Commission on Aging Meeting</a> 7:00 PM <a href="#">Housing and Homelessness Commission</a>	<b>7</b>	<b>8</b> 8:00 AM <a href="#">Indoor Farmers' Market</a> 11:00 AM <a href="#">Evanston Police Gun Buyback</a> 1:00 PM <a href="#">"Lorraine H. Morton: A Life Worthwhile" Screening</a> 5:00 PM <a href="#">Holiday Tree Lighting</a>	<b>9</b>