

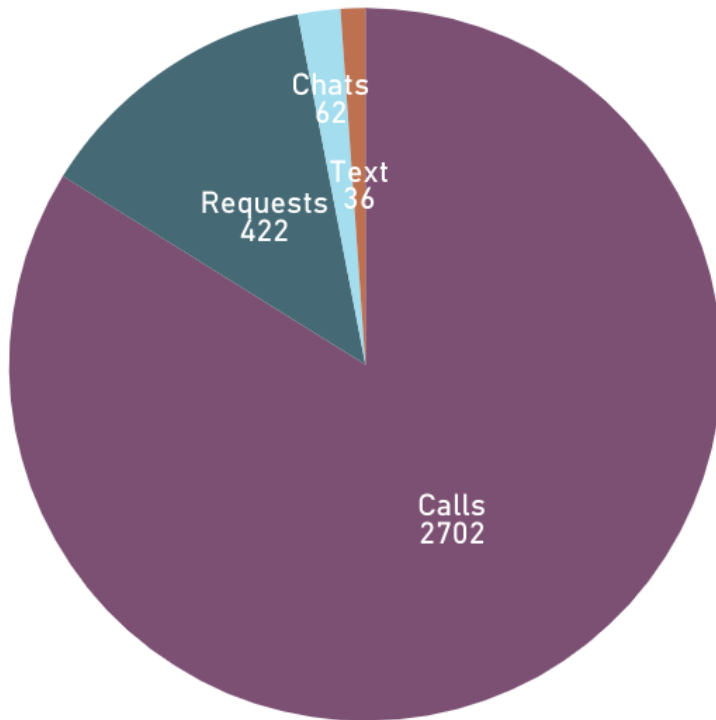


Weekly Report

January 24 -30, 2019

Includes one day of limited services

Service Requests ● Calls ● Requests ● Chats ● Text



Percent Change From Last Week

Calls
5.0%

Chats
43.5%

Requests
4.0%

Text
66.7%

Trending:

Snow Parking Questions

Snow Shoveling Program

Senior Tax Appointments

Questions about warming centers/shelters

Heat Complaints

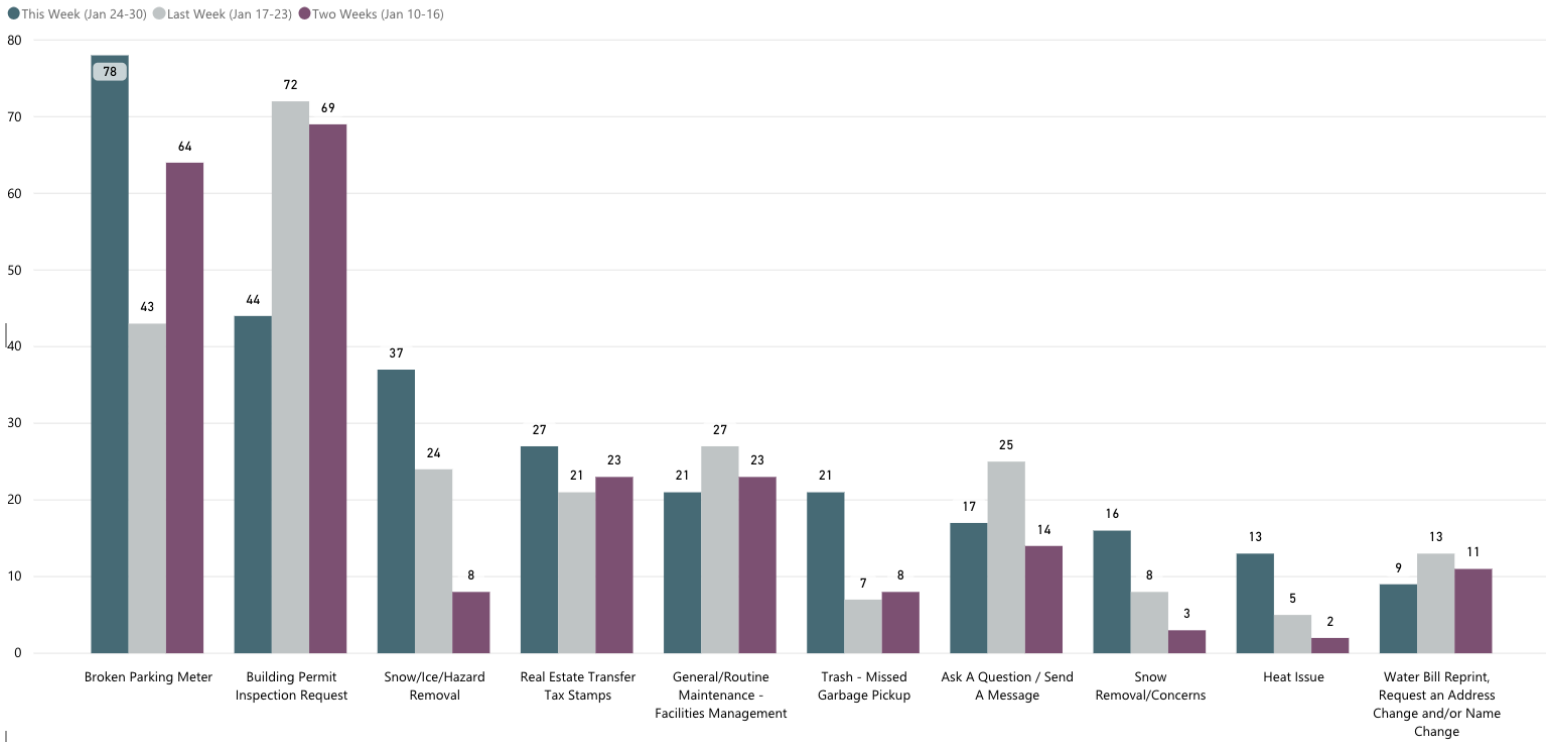
Frozen pipes



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3 Week Comparison Chart for January 24-30



Missed Garbage Pickup

This week 20; Last week 7
 Above 3 year avg. of 14.2



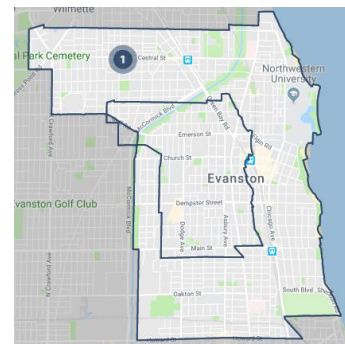
Missed Recycling Pickup

This week 0; Last week 3
 Below 3 year avg. of 13.1



Rodents/Rats

This week 1; Last week 2
 Below 3 year avg. of 20.3



Either we didn't miss any recycling pickups or the data isn't correct.



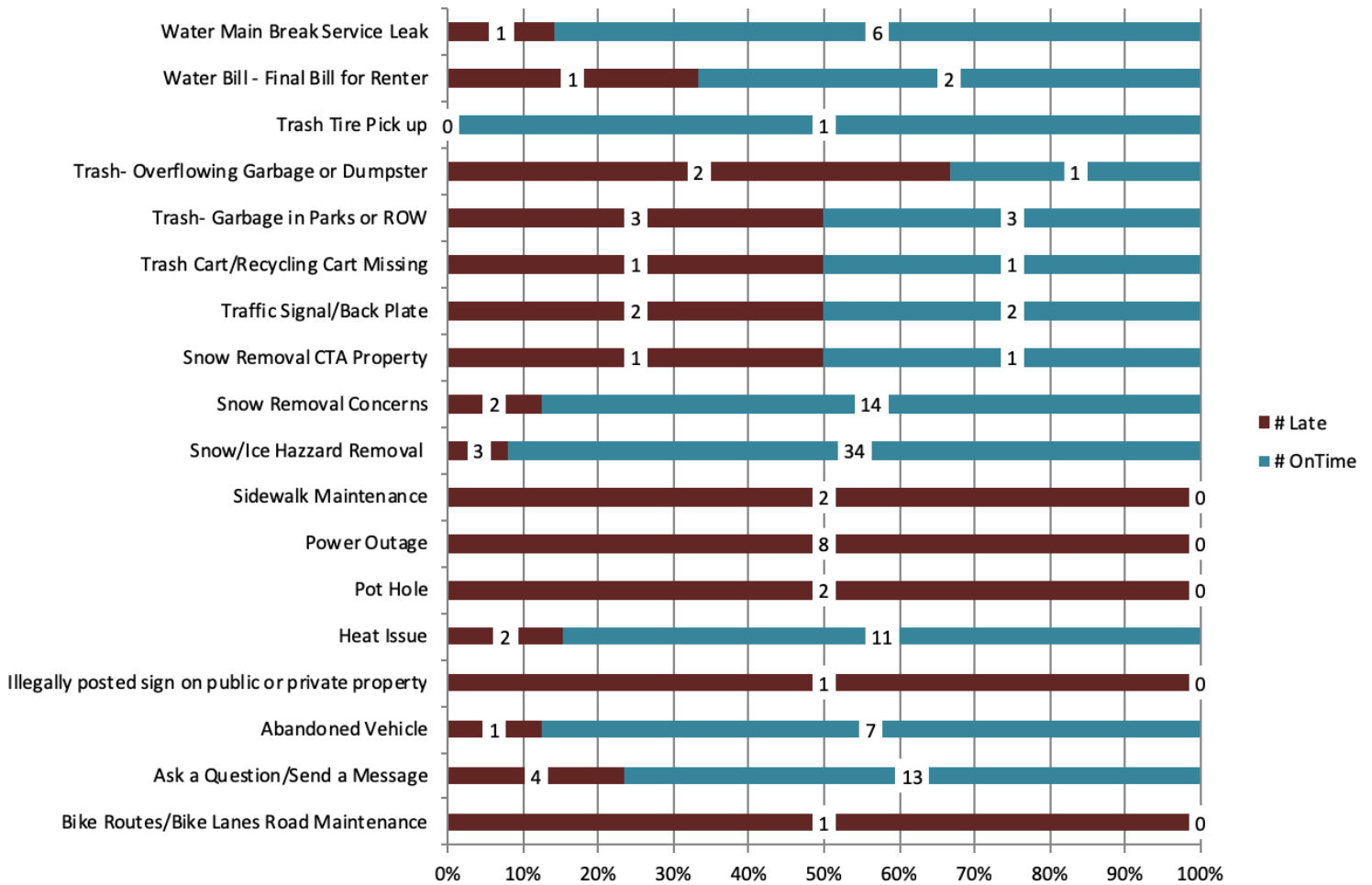
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SLA Analysis

SLA Analysis: Late vs OnTime



Upcoming Events—February 4-10

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
4 6:00 PM Human Services Committee 7:00 PM Special City Council (Affordable Housing) 7:00 PM Black Evanstonian History Makers Up Close	5	6 11:00 AM Liquor Control Review Board Meeting	7 5:00 PM Gallery OTR 7:00 PM Housing and Homelessness Commission 7:00 PM 2nd Ward Meeting	8 7:15 AM Utilities Commission Meeting	9 8:00 AM Indoor Farmers' Market	10