



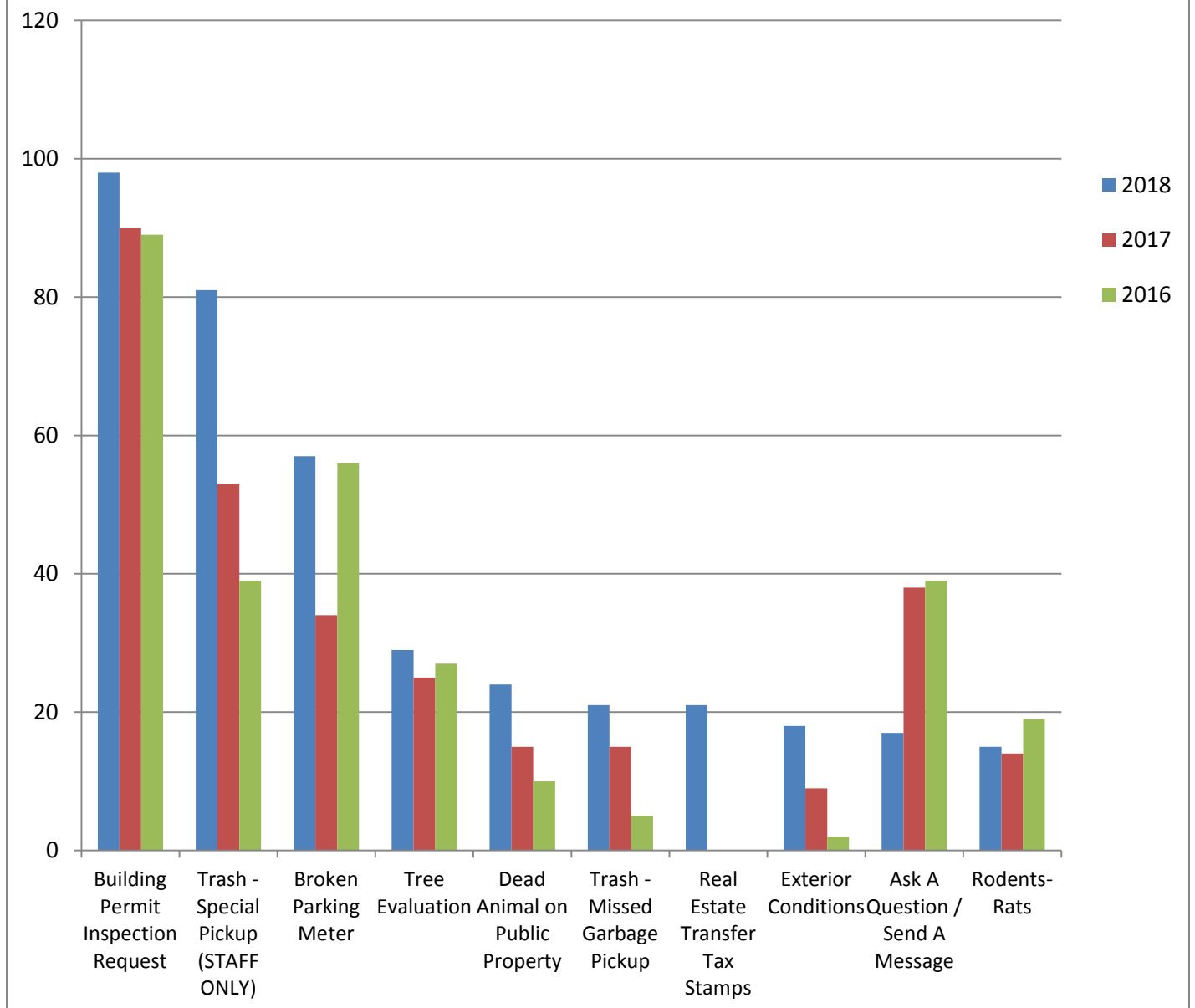
Weekly Report

August 16-22, 2018

	Current Week	Previous Week
Calls Handled	2426	2391
Service Requests	765	806
Total Chats	34	34
Total Text	34	30

Trending Requests
<ul style="list-style-type: none"> • Water Bill Questions • Street Cleaning Questions

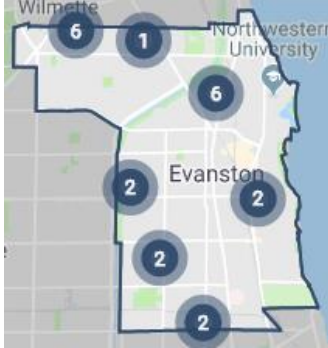
2016-2018 Comparison Chart
For August 16-22



August 16-22, 2018

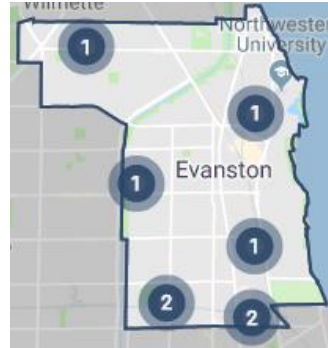
Missed Garbage Pickup

This week 21; Last week 23
Above 3 year avg. of 14.2



Missed Recycling Pickup

This week 8; Last week 18
Below 3 year avg. of 13.1



Missed Yard Waste

This week 11; Last week 9
Below 3 year avg. of 11.1



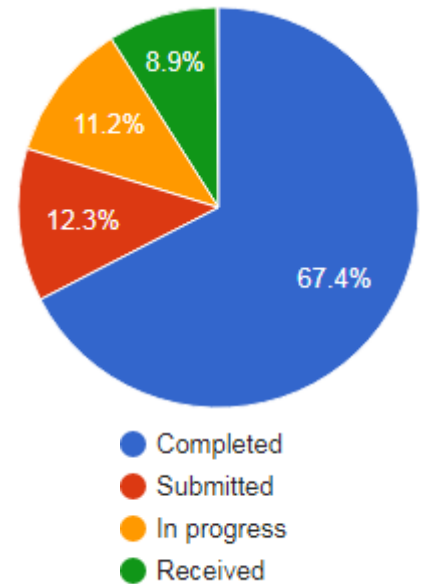
Rodents/Rats

This week 15; Last week 25
Below 3 year avg. of 20.3



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Ask a Question/Send a Message	1	6%	94%
Bathroom Maintenance/City Parks	1	100%	0%
Bats	1	100%	0%
Broken Fence or Bench	1	100%	0%
Dead Rodent-Rat	2	33%	67%
Health/Miscellaneous	1	50%	50%
Power Outage	1	100%	0%
Sidewalk - Maintenance	2	100%	0%
Street Lights	1	50%	50%
Street Sweeping	1	100%	0%
Trash Cart - Missing	1	33%	67%
Trash - Garbage in Parks or ROW	2	25%	75%
Trash - Special Pickup	2	2%	98%



Upcoming Events—August 27-Sept 2

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
27	28 7:00 PM Zoning Board of Appeals Meeting	29 2:30 PM Design and Project Review Committee 6:00 PM Transportation and Parking Committee	30 5:30 PM Jalisco en Evanston	31 1:00 PM Affordable Care Act Navigator	1 7:30 AM Downtown Evanston Farmers' Market 3:00 PM Richard III 8:00 PM Starlight Movies - Black Panther	2 11:00 AM Soccerfest 3:00 PM Richard III