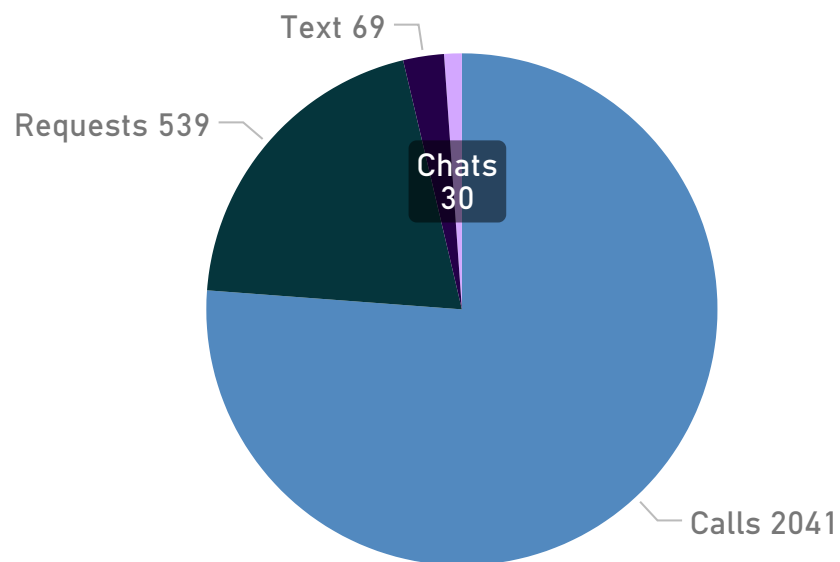


311 Weekly Report

February 28 - March 6, 2019

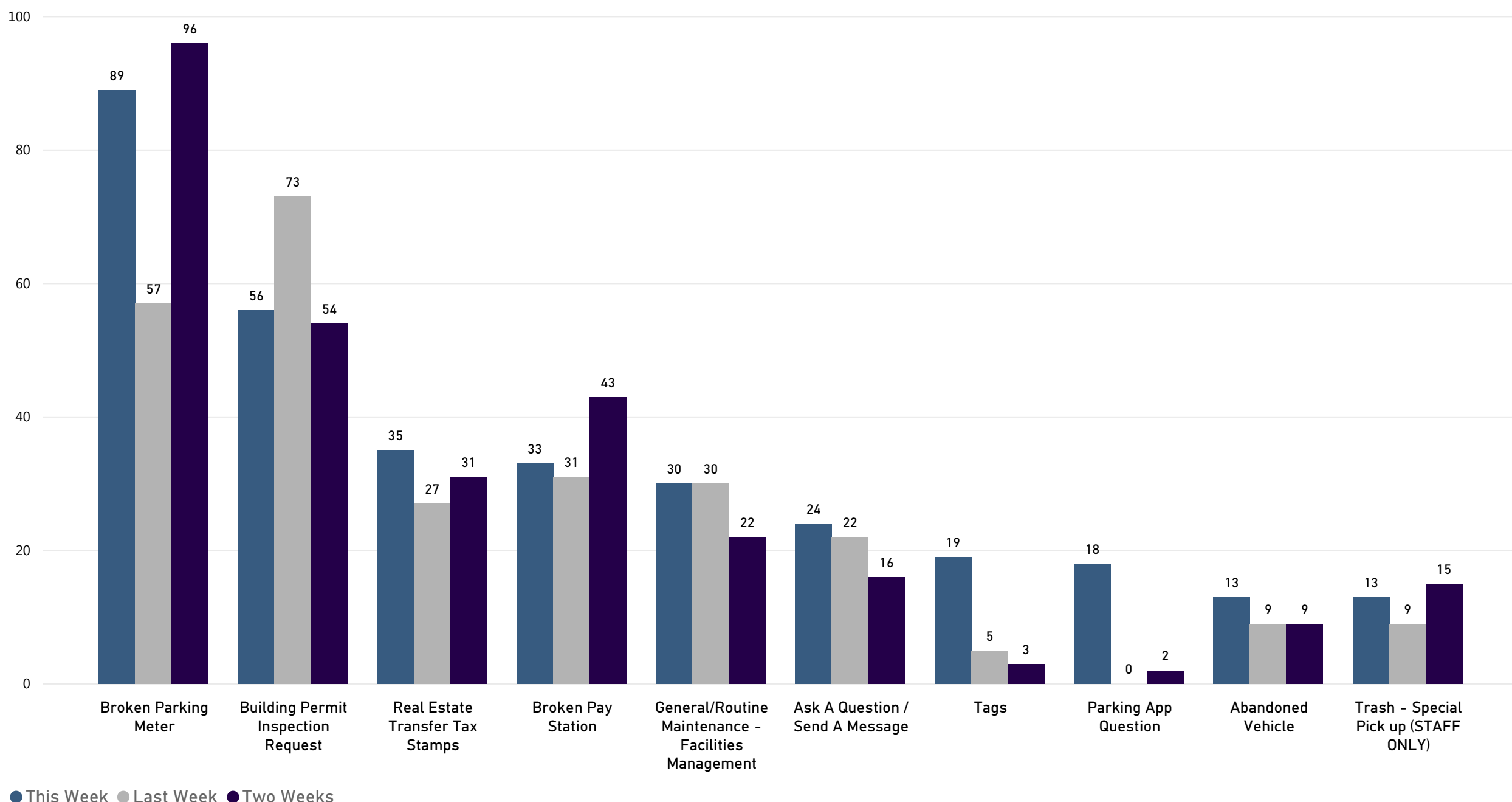
Service Requests

- Calls
- Requests
- Text
- Chats



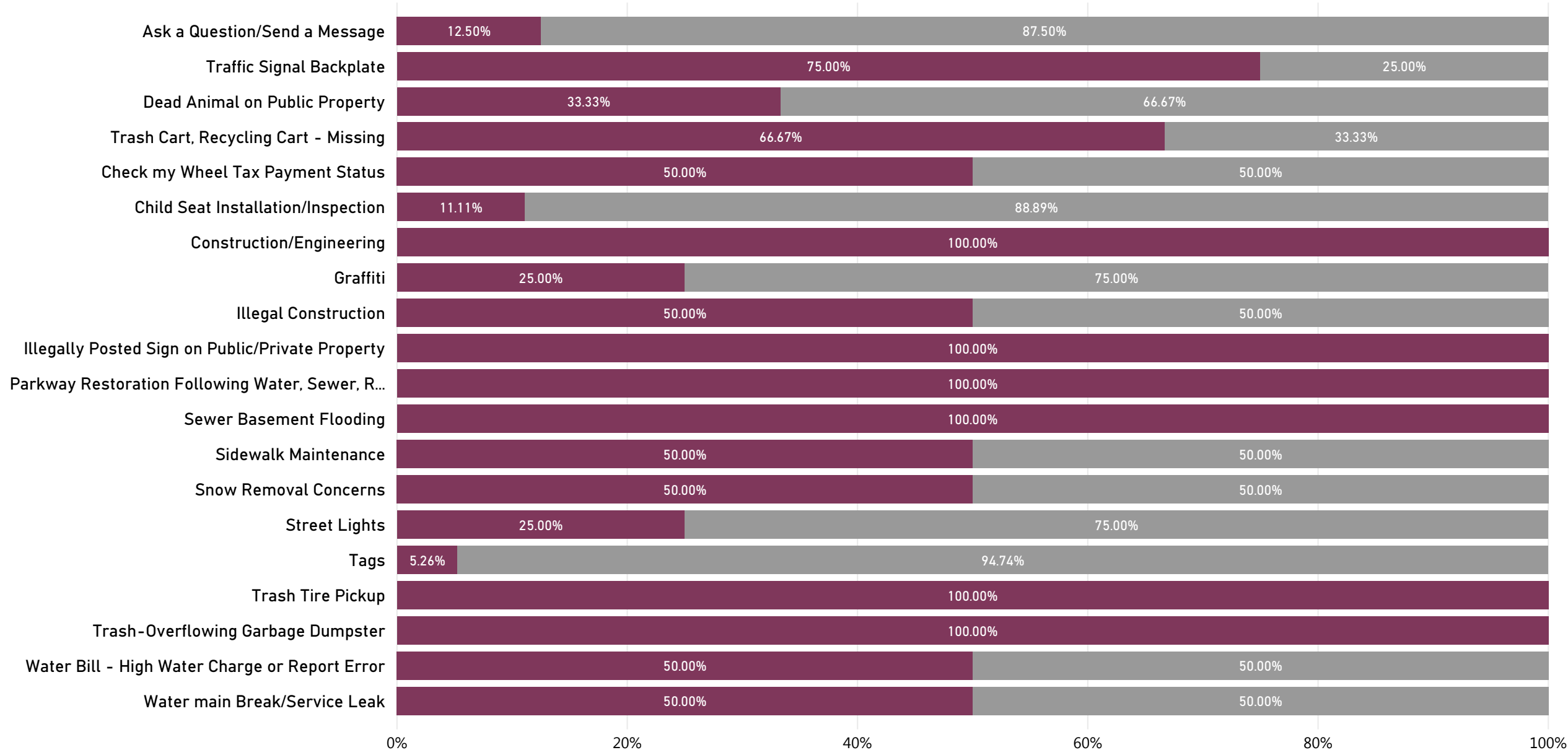
Percentage Change From Last Week

| Service Requests | Difference |
|------------------|------------|
| Text | 48.00 % |
| Requests | 22.00 % |
| Calls | -32.00 % |
| Chats | -107.00 % |



SLA Analysis

- # Late
- # OnTime



Missed Garbage Pickup

This week 9; Last week 9
Below 3 year avg. of 14.2



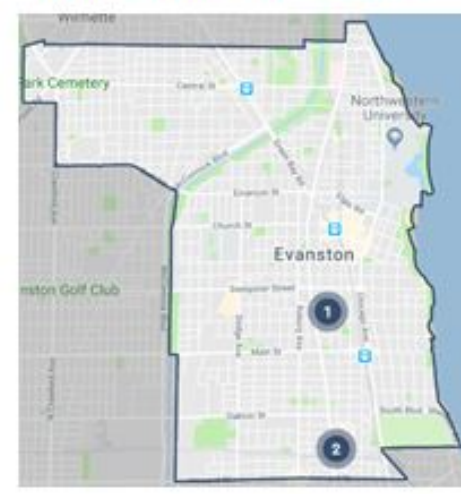
Missed Recycling Pickup

This week 3; Last week 7
Below 3 year avg. of 13.1



Rodents/Rats

This week 3; Last week 4
Below 3 year avg. of 20.3



Upcoming Events—March 11 - 17

| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY |
|--|--|---|--|---|---|---|
| 11 3:00 PM Community HIV & STI Screening 4:15 PM Ethics Subcommittee of the Rules Committee 6:00 PM Administration & Public Works Committee 7:00 PM Planning & Development Committee 7:15 PM City Council | 12 Preservation Commission Meeting Board of Local Improvements 9:30 AM ProduceMobile 4:00 PM Freedom in Congo Square Opening Reception 6:30 PM Arts Council | 13 1:30 PM Lighthouse Landing Complex Committee 2:30 PM Design and Project Review Committee 7:00 PM Plan Commission 7:00 PM 5th Ward Meeting | 14 6:00 PM ETHS Career Options Night 6:30 PM Environment Board 7:00 PM Mental Health Board 7:00 PM 2nd Ward Meeting | 15 7:00 PM Evanston Children's Theater Presents: The Twelve Dancing Princesses | 16 8:00 AM Indoor Farmers' Market 8:00 AM MSYEP Job Fair 3:00 PM Evanston Children's Theater Presents: The Twelve Dancing Princesses 7:00 PM Evanston Children's Theater Presents: The Twelve Dancing Princesses | 17 2:30 PM Evanston Symphony Orchestra: The Virtuoso Trumpet 3:00 PM Evanston Children's Theater Presents: The Twelve Dancing Princesses |