



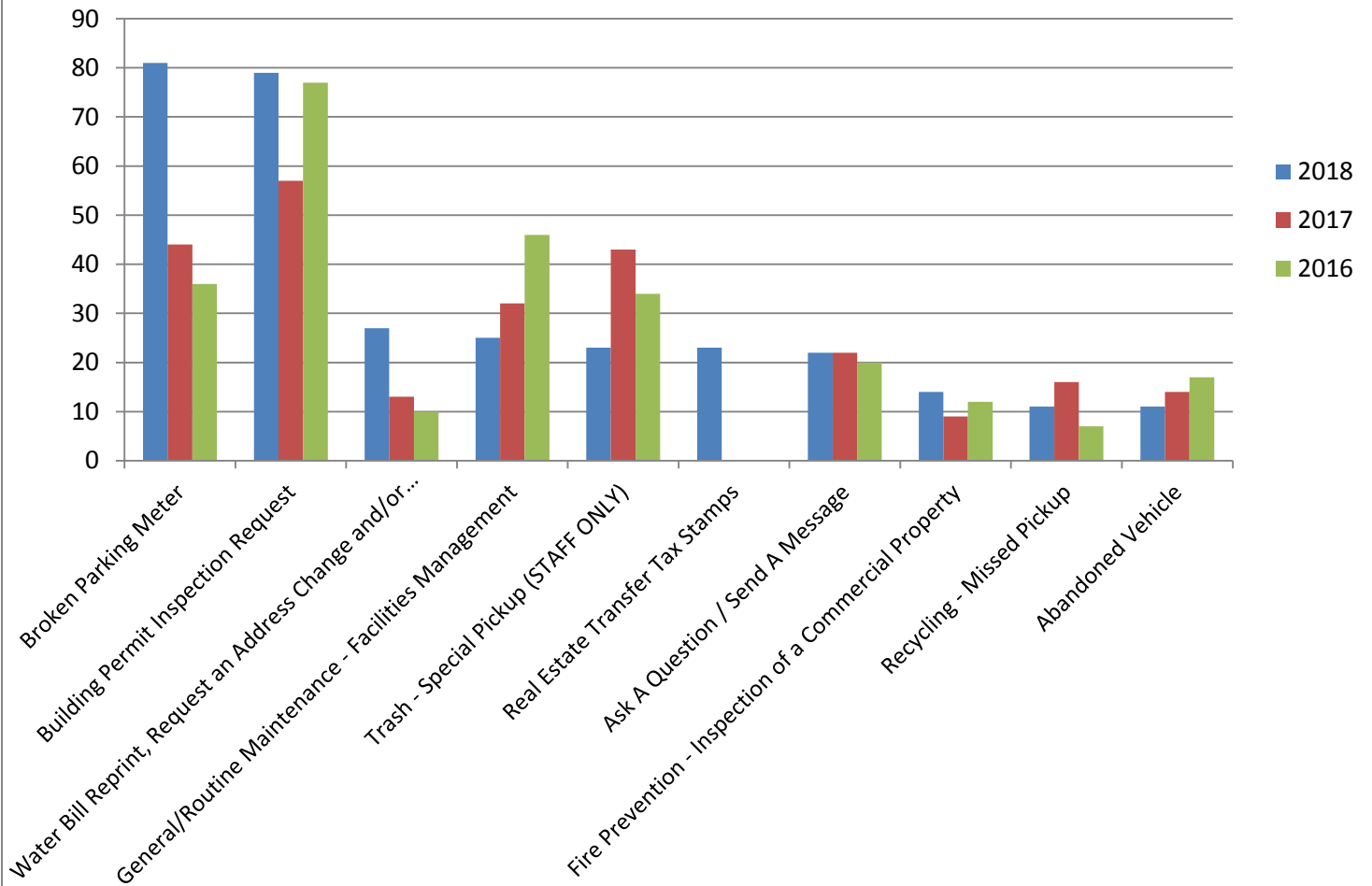
Weekly Report

January 18- 24, 2018

	Current Week	Previous Week
Calls Handled	2054	2082
Service Requests	545	457
Total Chats	20	24
Total Text	16	15

Trending Issues	Broken parking meters
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2016-2018 Comparison Chart





Weekly Report

January 18-24, 2018

Missed Garbage Pickup

This week 8; Last week 6



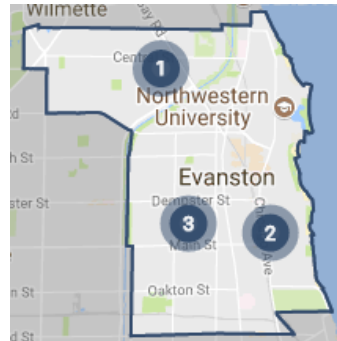
Missed Recycling Pickup

This week 8; Last week 4



Rodents/Rats

This week 6; Last week 5



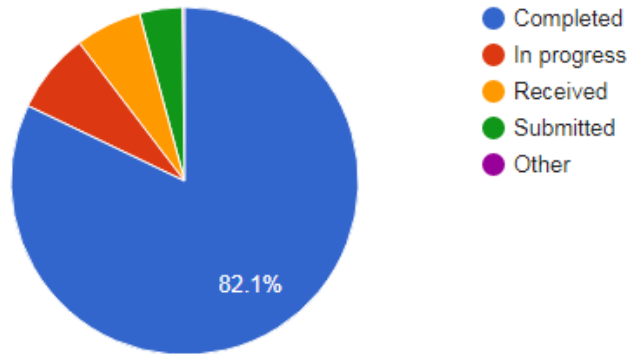
Broken Parking Meters

This week 81; Last week 53



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Advanced Disposal Complaint	1	100%	0%
Ask a Question/Send a Message	3	17%	83%
Broken Parking Meter	3	3%	97%
Fire - Commercial Inspection	5	45%	55%
Fire Prevention - NU	1	100%	0%
Health/Miscellaneous	1	100%	0%
Traffic Signal/Back Plate	2	67%	33%
Trash - Accumulation	1	33%	67%
Trash - Missed Garbage Pickup	3	38%	63%



Upcoming Events – January 29-February 4

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
29 6:00 PM City Council	30	31 11:00 AM Liquor Control Review Board 2:30 PM Design and Project Review Committee - CANCELED 7:00 PM Economic Development Committee	1 7:00 AM 3rd Ward Office Hours 11:00 AM Veteran Program and Luncheon 7:00 PM Housing and Homelessness Commission 7:00 PM Commission on Aging Meeting	2 1:30 PM Evanston Symphony Orchestra Lecture	3 8:00 AM Indoor Winter Market	4 2:30 PM Evanston Symphony Orchestra: Rodrigo Guitar Concerto