

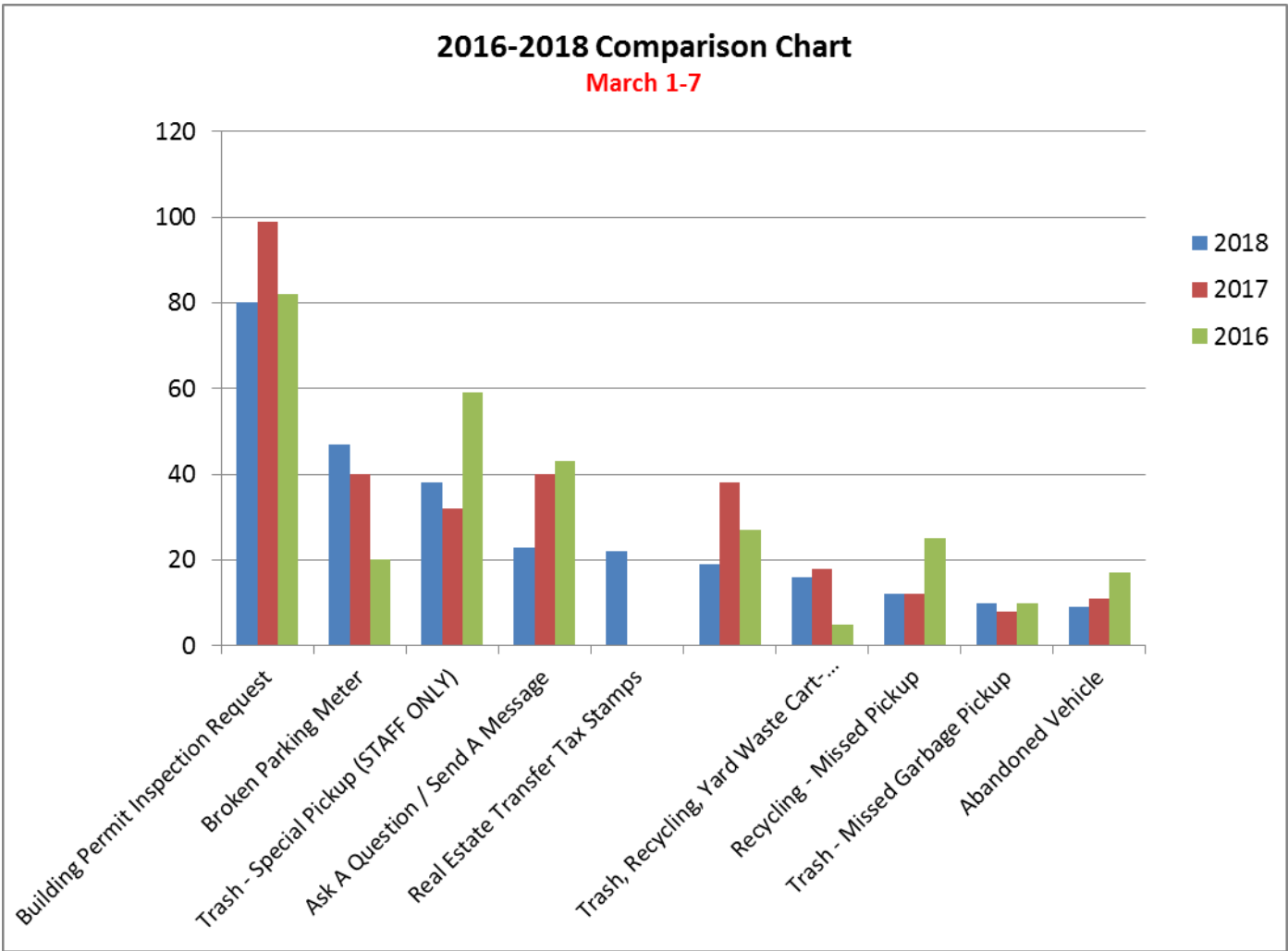


Weekly Report

March 1-7, 2018

	Current Week	Previous Week
Calls Handled	2189	2343
Service Requests	464	511
Total Chats	34	23
Total Text	9	30

Trending Issues	
	<ul style="list-style-type: none"> • Early Voting questions • Appointments with Mitzi Gibbs • Questions about Wheel Tax tickets





Weekly Report

March 1-7, 2018

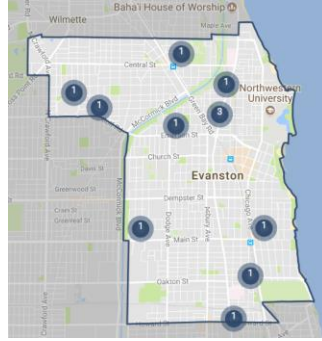
Missed Garbage Pickup

This week 10; Last week 14
Below 3 year avg. of 14.2



Missed Recycling Pickup

This week 12; Last week 10
Below 3 year avg. of 13.1



Rodents/Rats

This week 4; Last week 8
Below 3 year avg. of 20.3



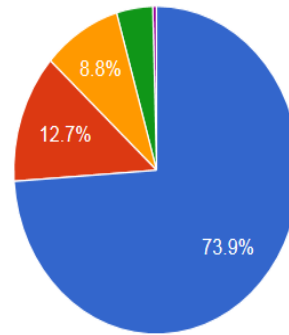
Broken Parking Meters

This week 46; Last week 43
Below 3 year avg. of 46.7



Service Level Agreement Analysis

Issue	# Late	% Late	% Complete within SLA
Animals	2	100.0%	0.0%
Ask a Question	4	17.4%	82.6%
Broken Pay Station	2	40.0%	60.0%
Parkway Restoration	1	25.0%	75.0%
Pot Hole in Alley	1	20.0%	80.0%
Property Zoning Information	1	50.0%	50.0%
Rental Dwelling Inspection	1	33.3%	66.7%
Sewer	1	50.0%	50.0%
Traffic Signal	1	20.0%	80.0%
Trash Cart Missing	2	66.7%	33.3%
Trash in Parks/ROW	1	25.0%	75.0%



- Completed
- In progress
- Received
- Submitted
- Other

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

SUNDAY

Upcoming Events – March 12-18

<p>12 6:00 PM Administration and Public Works Committee</p> <p>7:15 PM Planning & Development Committee</p> <p>7:30 PM City Council</p>	<p>13 2:00 PM Board of Local Improvements</p> <p>6:30 PM Evanston Property Tax Workshop</p> <p>7:00 PM Preservation Commission Meeting</p>	<p>14 1:30 PM Lighthouse Landing Complex Committee</p> <p>2:30 PM Design and Project Review Committee</p> <p>7:00 PM Plan Commission Meeting</p> <p>7:00 PM Citizens' Police Advisory Committee</p>	<p>15 7:00 PM Parks, Recreation and Community Services Board</p> <p>7:00 PM 5th Ward Meeting</p> <p>7:00 PM 9th Ward Meeting</p> <p>7:00 PM Evanston Dance Ensemble: A MIDSUMMER NIGHT'S DREAM</p> <p>8:00 PM All Things REconsidered</p>	<p>16 1:30 PM ESO Musical Insights</p> <p>7:00 PM Wild & Scenic Film Festival</p> <p>7:00 PM Evanston Dance Ensemble: A MIDSUMMER NIGHT'S DREAM</p> <p>8:00 PM All Things REconsidered</p>	<p>17 8:00 AM Indoor Winter Market</p> <p>1:00 PM Evanston Dance Ensemble: A MIDSUMMER NIGHT'S DREAM</p> <p>4:00 PM Evanston Dance Ensemble: A MIDSUMMER NIGHT'S DREAM</p> <p>8:00 PM All Things REconsidered</p>	<p>18 1:00 PM Evanston Dance Ensemble: A MIDSUMMER NIGHT'S DREAM</p> <p>2:30 PM ESO Imperial London Concert</p> <p>4:00 PM Evanston Dance Ensemble: A MIDSUMMER NIGHT'S DREAM</p>
--	---	--	--	---	--	--



Weekly Report

March 1-7, 2018