Week 1-7, 2018

<table>
<thead>
<tr>
<th></th>
<th>Current Week</th>
<th>Previous Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Handled</td>
<td>2189</td>
<td>2343</td>
</tr>
<tr>
<td>Service Requests</td>
<td>464</td>
<td>511</td>
</tr>
<tr>
<td>Total Chats</td>
<td>34</td>
<td>23</td>
</tr>
<tr>
<td>Total Text</td>
<td>9</td>
<td>30</td>
</tr>
</tbody>
</table>

**Trending Issues**
- 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**

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

---

**Upcoming Events – March 12-18**

**MONDAY**
- 6:00 PM Administration and Public Works Committee
- 7:15 PM Planning & Development Committee
- 7:30 PM City Council

**TUESDAY**
- 13 PM Board of Local Improvements
- 6:30 PM Evanston Property Tax Workshop
- 7:00 PM Preservation Commission Meeting

**WEDNESDAY**
- 14 PM Lighthouse Landing Complete Committee
- 2:30 PM Design and Project Review Committee
- 7:00 PM Plan Commission Meeting
- 7:00 PM Citizens’ Police Advisory Committee

**THURSDAY**
- 15 PM Parks, Recreation and Community Services Board
- 7:00 PM 4th Ward Meeting
- 7:00 PM 4th Ward Meeting
- 7:00 PM Evanston Dance Ensemble: A MIDSUMMER NIGHT’S DREAM
- 8:00 PM All Things Reconsidered

**FRIDAY**
- 16 PM ESO Musical Insights
- 7:00 PM Wild & Scenic Film Festival
- 7:00 PM Evanston Dance Ensemble: A MIDSUMMER NIGHT’S DREAM
- 8:00 PM All Things Reconsidered

**SATURDAY**
- 17 PM Indoor Winter Market
- 12:00 PM Evanston Dance Ensemble: A MIDSUMMER NIGHT’S DREAM
- 2:30 PM ESO Imperial London Concert
- 4:00 PM Evanston Dance Ensemble: A MIDSUMMER NIGHT’S DREAM
- 8:00 PM All Things Reconsidered

**SUNDAY**
- 18 PM Evanston Dance Ensemble: A MIDSUMMER NIGHT’S DREAM