



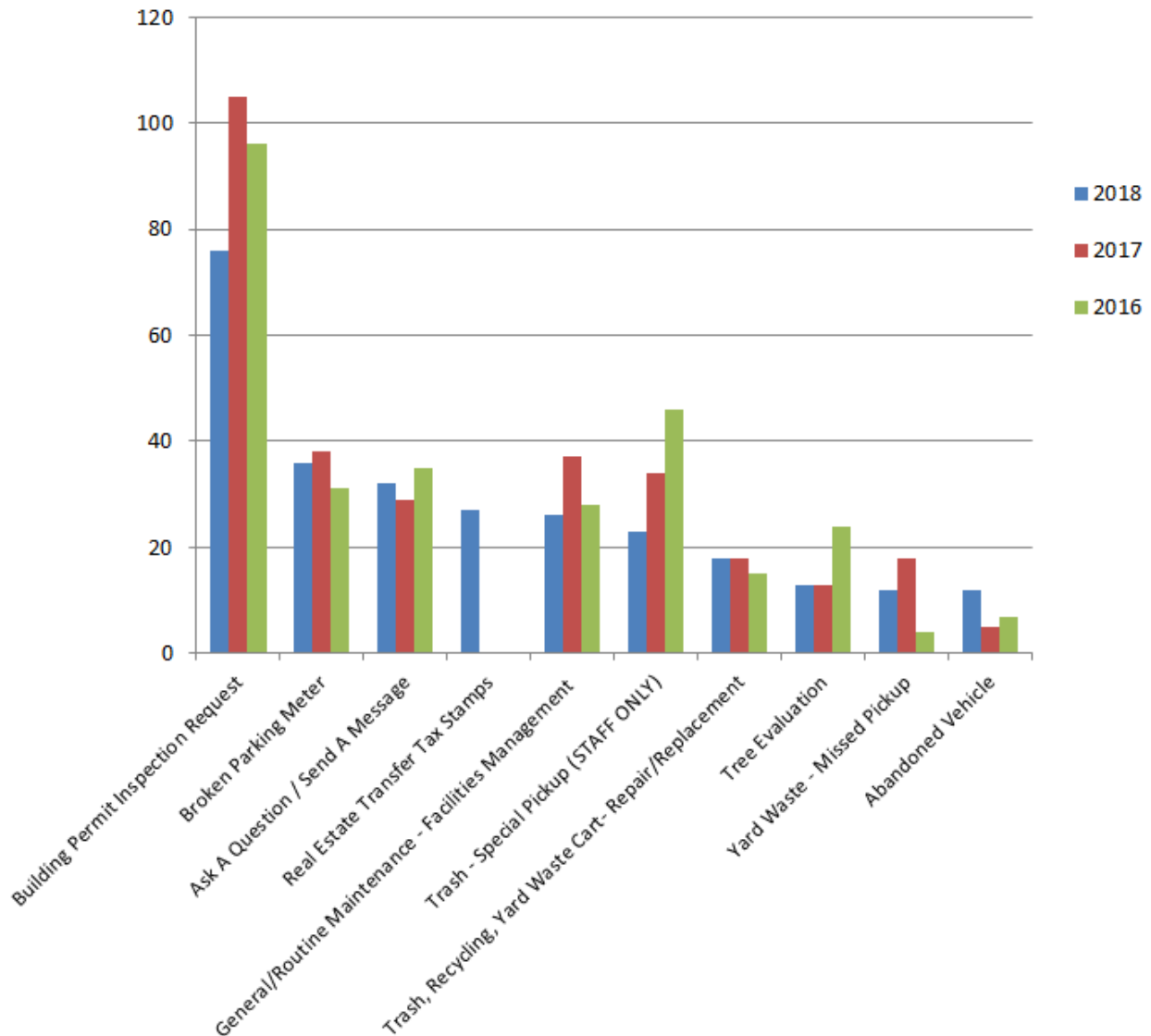
# Weekly Report

**May 3-9, 2018**

	Current Week	Previous Week
<b>Calls Handled</b>	2532	2621
<b>Service Requests</b>	671	608
<b>Total Chats</b>	24	34
<b>Total Text</b>	21	18

<b>Trending Requests</b>	<ul style="list-style-type: none"> <li>• Questions about camp fees</li> <li>• Questions about camp scholarships</li> <li>• Questions about free beach tokens</li> <li>• Questions about reservations for parties in the parks</li> </ul>
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**2016-2018 Comparison Chart**  
For May 3-9, 2018





# Weekly Report

**May 3-9, 2018**

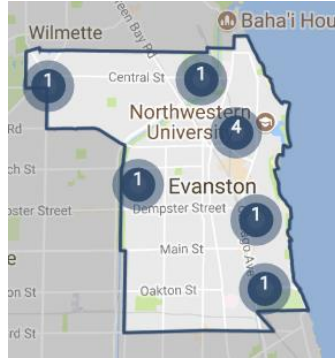
**Missed Garbage Pickup**

This week 12; Last week 5  
Below 3 year avg. of 14.2



**Missed Recycling Pickup**

This week 9; Last week 7  
Below 3 year avg. of 13.1



**Missed Yard Waste**

This week 12; Last week 10  
Above 3 year avg. of 11.1



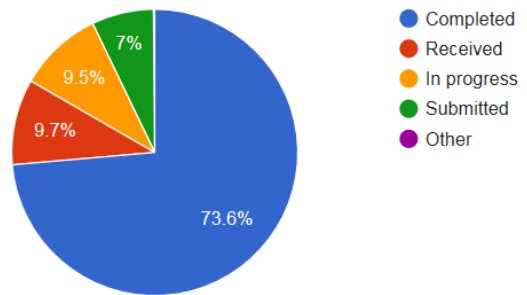
**Rodents/Rats**

This week 10; Last week 8  
Below 3 year avg. of 20.3



**SLA Analysis**

Issue	# Late	% Late	% Complete within SLA
Abandoned Vehicle	1	7%	93%
Animal Issue/Concert	2	20%	80%
Ask a Question	6	15%	85%
Construction/Engineering	2	29%	71%
Graffiti	1	20%	80%
Parking App Question/Concern	1	100%	0%
Parkway Restoration	1	20%	80%
Pot Hole	4	57%	43%
Pot Hole-- Alley	1	25%	75%
Private Utility Service Issue	1	100%	0%
Sewer--Basement Flooding	2	50%	50%
Sidewalk Maintenance	2	50%	50%
Street Lights	1	20%	80%
Trash-- Missed Garbage	2	40%	60%
Water Main Break/Leak	1	25%	75%
Yard Waste--Missed Pickup	1	7%	93%





# Weekly Report

**May 3-9, 2018**

**Upcoming Events—May 14-20**

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
<p><b>14</b></p> <p>3:00 PM <a href="#">Community HIV &amp; STI Screening</a></p> <p>6:00 PM <a href="#">Administration and Public Works Committee</a></p> <p>7:15 PM <a href="#">Planning &amp; Development Committee</a></p> <p>7:30 PM <a href="#">City Council</a></p>	<p><b>15</b></p> <p>7:00 PM <a href="#">Housing &amp; Community Development Act Committee</a></p> <p>7:00 PM <a href="#">Zoning Board of Appeals Meeting</a></p> <p>7:00 PM <a href="#">Board of Ethics</a></p>	<p><b>16</b></p> <p>2:30 PM <a href="#">Design and Project Review Committee</a></p> <p>6:30 PM <a href="#">Library Board</a></p> <p>6:30 PM <a href="#">M/W/EBE Development Committee</a></p> <p>6:30 PM <a href="#">RENT Evanston Training</a></p> <p>6:30 PM <a href="#">4th Ward Meeting</a></p> <p>7:00 PM <a href="#">Police Department Awards Ceremony</a></p> <p>7:00 PM <a href="#">Affordable Housing in Evanston</a></p>	<p><b>17</b></p> <p>9:00 AM <a href="#">Open Communities' Office Hours</a></p> <p>5:30 PM <a href="#">Emergency Telephone System Board - CANCELED</a></p> <p>5:30 PM <a href="#">Sauce Walk Art &amp; Dessert Crawl</a></p> <p>7:00 PM <a href="#">Parks, Recreation and Community Services Board</a></p> <p>7:00 PM <a href="#">5th Ward Meeting</a></p> <p>7:00 PM <a href="#">9th Ward Meeting</a></p>	<p><b>18</b></p> <p>8:00 AM <a href="#">Garden Club Plant Sale</a></p> <p>7:00 PM <a href="#">Nature's Night Out</a></p>	<p><b>19</b></p> <p>7:30 AM <a href="#">Downtown Evanston Farmers' Market</a></p> <p>8:00 AM <a href="#">Garden Club Plant Sale</a></p> <p>10:00 AM <a href="#">Young Evanston Artists Festival</a></p> <p>10:00 AM <a href="#">The Officer &amp; Gentlemen Academy Empowerment Breakfast</a></p> <p>10:00 AM <a href="#">More Than a Shelter Clinic</a></p> <p>10:00 AM <a href="#">We're Out Walking Kickoff</a></p> <p>1:00 PM <a href="#">Buddhist Arts Festival</a></p> <p>6:00 PM <a href="#">Senior Motown Party</a></p>	<p><b>20</b></p> <p>9:00 AM <a href="#">Willard School Fun Run</a></p>