



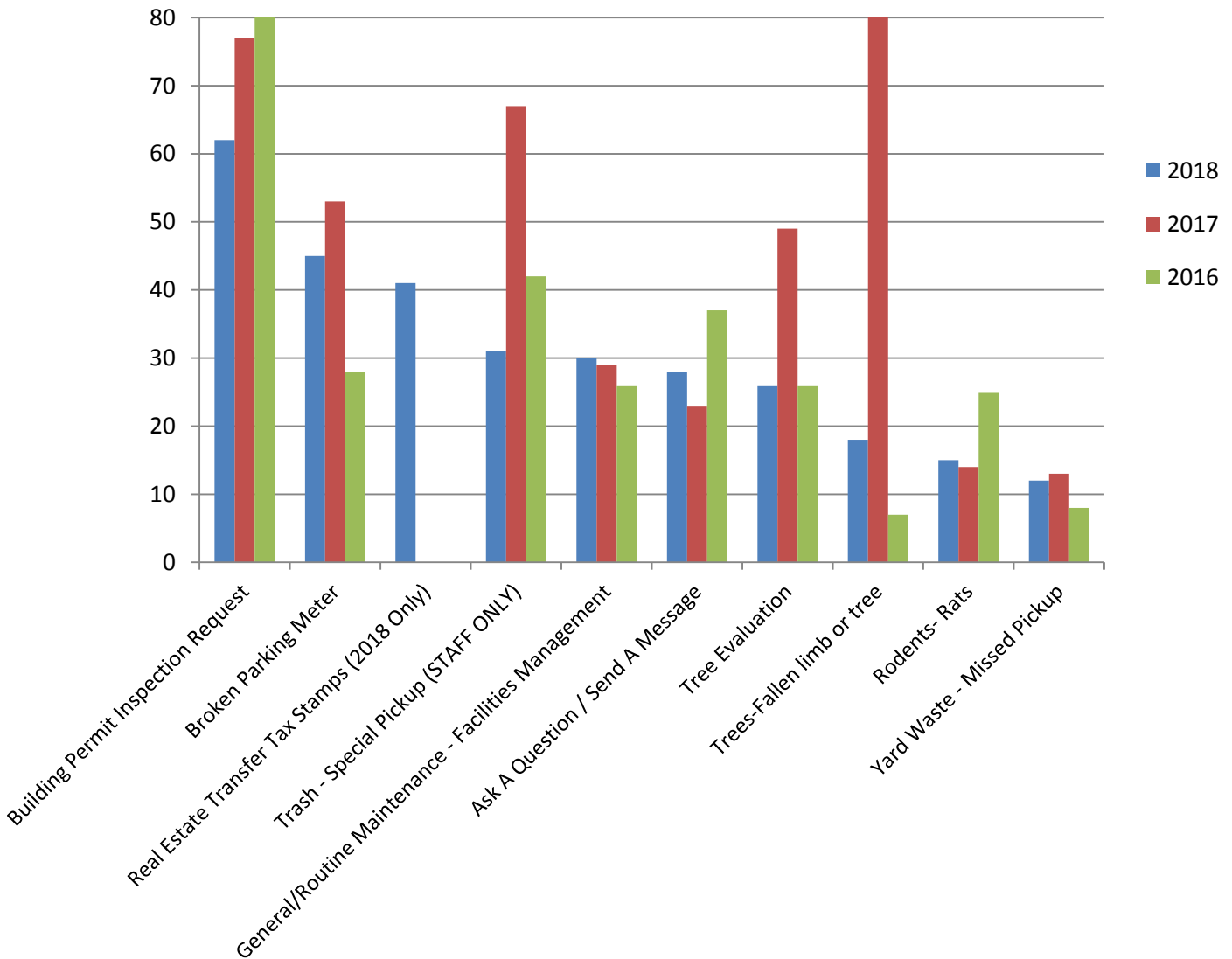
Weekly Report

June 14-20, 2018

	Current Week*	Previous Week
Calls Handled	2544	2404
Service Requests	883	747
Total Chats	29	30
Total Text	19	16

Trending Requests	
	<ul style="list-style-type: none"> • Street flooding • Down branches • Questions about 4th of July • Requests for real estate transfer stamps; building inspections

2016-2018 Comparison Chart
For June 14-20, 2018





Weekly Report

June 14-20, 2018

Missed Garbage Pickup

This week 11; Last week 8
Below 3 year avg. of 14.2



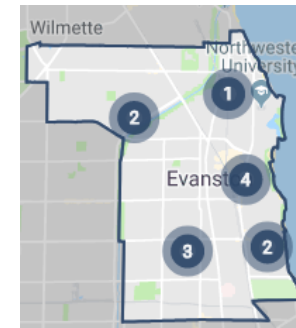
Missed Recycling Pickup

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



Missed Yard Waste

This week 12; Last week 5
Above 3 year avg. of 11.1



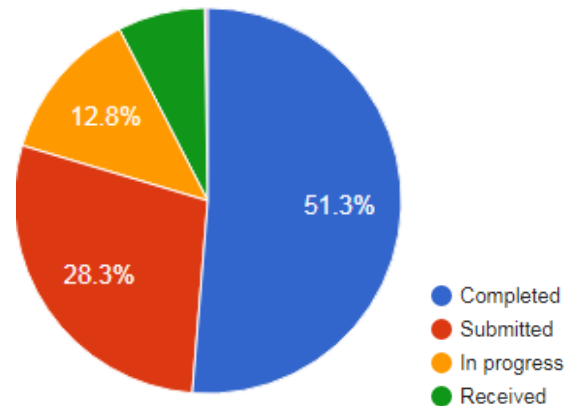
Rodents/Rats

This week 15; Last week 5
Below 3 year avg. of 20.3



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Ask a Question/Send a Message	5	18%	82%
Birds	1	33%	67%
Broken Park/Playground Equipment	1	33%	67%
Health/Miscellaneous	2	100%	0%
Mosquitoes	1	100%	0%
Sidewalk - Evaluation	1	100%	0%
Sidewalk - Maintenance	1	33%	67%
Trash - Garbage in Parks or ROW	1	14%	86%
Trash - Overflowing Dumpster	1	50%	50%
Trash - Special Pickup	3	10%	90%
Yard Waste - Missed Pickup	2	17%	83%



Upcoming Events— June 25-July 1

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
25 6:00 PM Administration and Public Works Committee 7:00 PM Planning & Development Committee 7:15 PM City Council	26 7:00 AM Adaptation Task Force of the Mayor's Climate Action and Resilience Plan Working Group 1:00 PM Veterans' Voice Coffee Collective 5:30 PM How to Adjourn Before Midnight 6:00 PM Starlight Concerts - Tangleweed	27 12:00 PM Lunch on the Lake: Cielito Lindo 1:30 PM Lighthouse Landing Committee 2:30 PM Design and Project Review Committee 6:00 PM Transportation and Parking Committee 7:00 PM Get the 411 on Calling 911 7:30 PM Economic Development Committee	28 9:00 AM Open Communities' Office Hours 6:30 PM Equity & Empowerment Commission 7:00 PM Thursday Night Live: Railheart	29 8:00 AM Kiwanis Golf Outing 8:00 AM Alternatives to Arrest Committee 1:00 PM Affordable Care Act Navigator 5:30 PM Main Street Summer Concert Series	30 7:30 AM Downtown Evanston Farmers' Market	1