



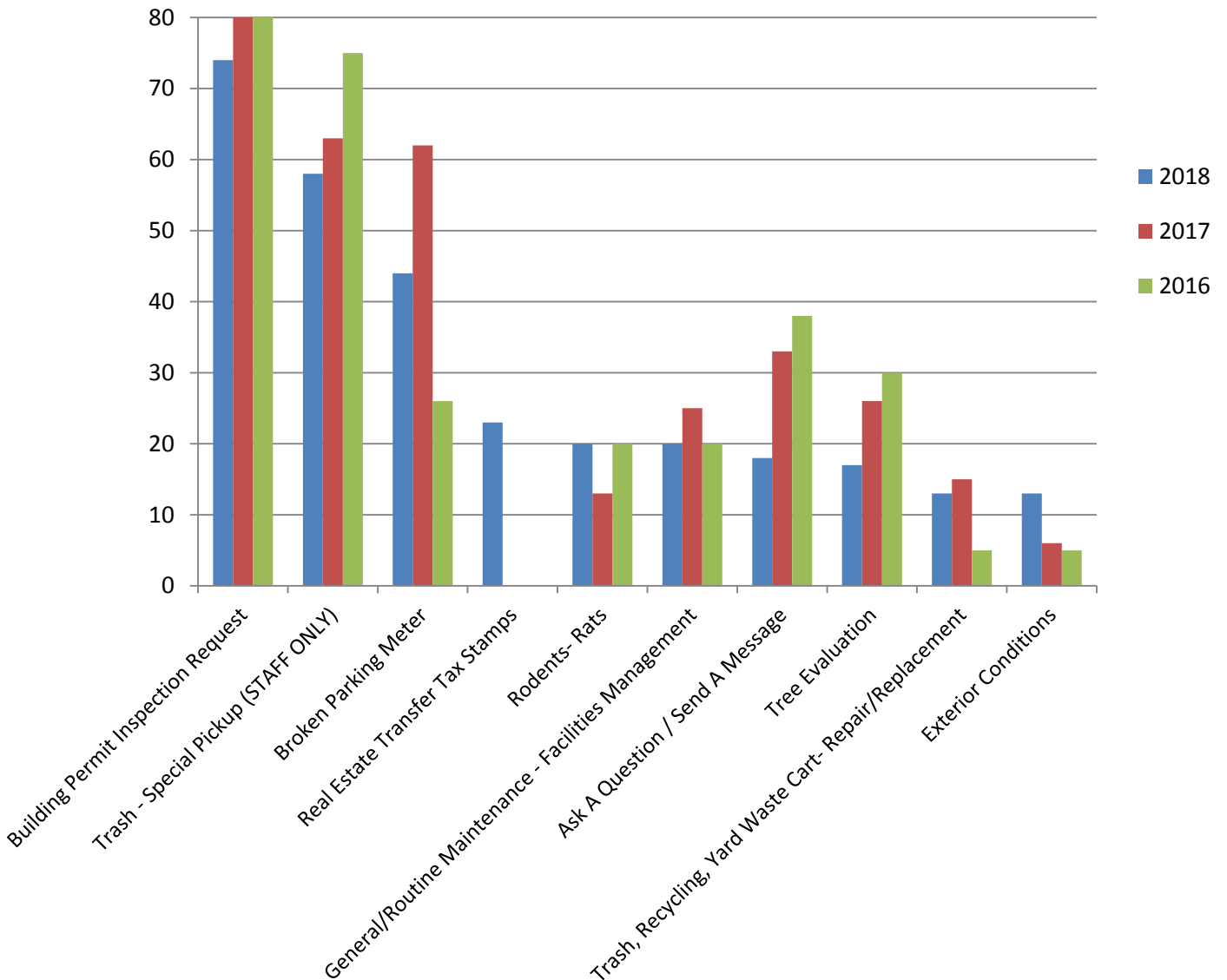
Weekly Report

June 21-27, 2018

	Current Week	Previous Week
Calls Handled	2585	2544
Service Requests	709	883
Total Chats	41	29
Total Text	35	19

Trending Requests
<ul style="list-style-type: none"> • Questions about Water Bills • Requests for Special Pickups • Requests for Real Estate Transfer Stamps • Questions about Starlight Concert (rain location)

2016-2018 Comparison Chart
For June 21-27, 2018



June 21-27, 2018

Missed Garbage Pickup

This week 12; Last week 11
Below 3 year avg. of 14.2



Missed Recycling Pickup

This week 6; Last week 7
Below 3 year avg. of 13.1



Missed Yard Waste

This week 11; Last week 12
Below 3 year avg. of 11.1



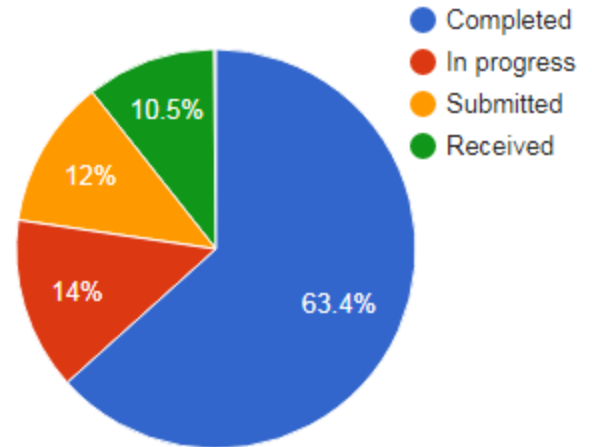
Rodents/Rats

This week 20; Last week 15
Below 3 year avg. of 20.3



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Ask a Question/Send a Message	6	33%	67%
Broken Park/Playground Equipment	2	50%	50%
Construction/Engineering	3	75%	25%
Food Establishment - Unsanitary	2	100%	0%
General Payment Question - Water	1	50%	50%
Health/Miscellaneous	3	100%	0%
Mosquitoes	1	100%	0%
Sidewalk - Maintenance	2	100%	0%
Trash - Missed Garbage Pickup	1	8%	92%
Trash - Special Pickup	1	2%	98%
Yard Waste - Missed Pickup	1	9%	91%



Upcoming Events—July 2-8

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
2 6:00 PM Human Services Committee - CANCELED	3	4 9:00 AM Fourth of July Celebration	5 7:00 PM Housing and Homelessness Commission - RESCHEDULED	6 1:00 PM Affordable Care Act Navigator	7 7:30 AM Downtown Evanston Farmers' Market 9:00 AM Evanston Recycles	8 4:00 PM Taste of Evanston