



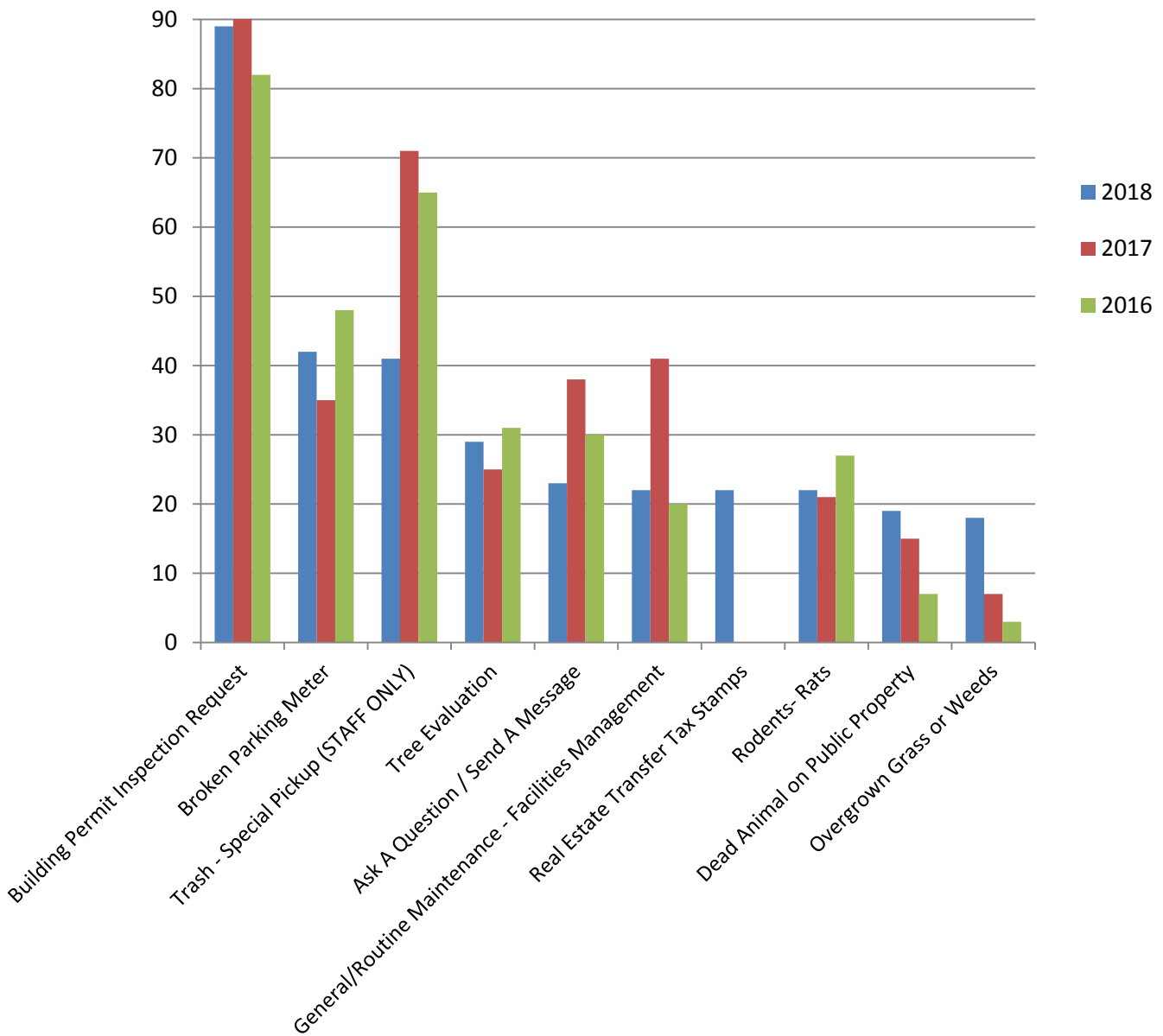
Weekly Report

July 26-August 1, 2018

	Current Week	Previous Week
Calls Handled	2362	2475
Service Requests	740	771
Total Chats	34	32
Total Text	30	18

Trending Requests	<ul style="list-style-type: none"> None
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2016-2018 Comparison Chart
For July 26-August 1



July 26-August 1, 2018

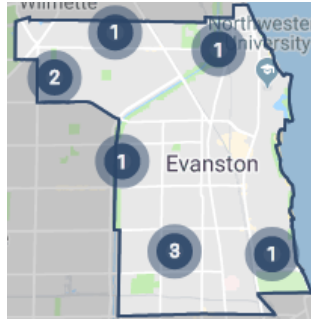
Missed Garbage Pickup

This week 17; Last week 11
Above 3 year avg. of 14.2



Missed Recycling Pickup

This week 9; Last week 8
Below 3 year avg. of 13.1



Missed Yard Waste

This week 11; Last week 8
Below 3 year avg. of 11.1



Rodents/Rats

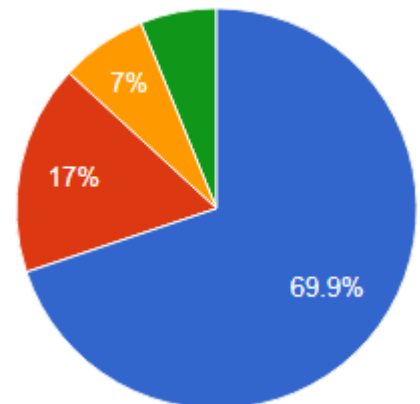
This week 22; Last week 27
Above 3 year avg. of 20.3



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Ask a Question/Send a Message	9	39%	61%
Birds	2	50%	50%
Construction/Engineering	1	50%	50%
Dead Animal on Public Property	1	5%	95%
Leaf Blower Complaint	1	50%	50%
Pot Hole	1	100%	0%
Pot Hole - Secondary Route	1	33%	67%
Public Transit Agency Issue	3	100%	0%
Repair Park or Play Lot Fountain	1	100%	0%
Traffic Signal/Back Plate	2	40%	60%
Trash - Garbage in Parks or ROW	1	10%	90%
Trash - Missed Garbage Pickup	3	19%	81%
Trash - Special Pickup	1	2%	98%
Water Service - Question or Concern	1	50%	50%
Yard Waste - Missed Pickup	3	27%	73%

- Completed
- In progress
- Received
- Submitted



Upcoming Events—August 6-12

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
6 6:00 PM Rules Committee 7:30 PM Human Services Committee	7 5:30 PM National Night Out 6:30 PM Climate Action Resilience Plan Working Group Meeting 8:00 PM Starlight Movies - Star Wars: The Last Jedi	8 2:30 PM Design and Project Review Committee - CANCELED 7:00 PM Citizens' Police Advisory Committee 7:00 PM Joint Plan Commission & Zoning Board of Appeals Meeting	9 7:00 PM Environment Board 7:00 PM Thursday Night Live: Rick Lindy & the Wild Ones 7:00 PM Mental Health Board	10 7:15 AM Utilities Commission Meeting 8:00 AM Alternatives to Arrest Committee 1:00 PM Affordable Care Act Navigator	11 7:30 AM Downtown Evanston Farmers' Market 3:00 PM Richard III 7:00 PM Shakespeare on the Ridge 7:00 PM EJT's 'Crowns' 8:00 PM Starlight Movies - Kubo and the Two Strings	12 3:00 PM Richard III 3:00 PM EJT's 'Crowns' 7:00 PM Shakespeare on the Ridge