



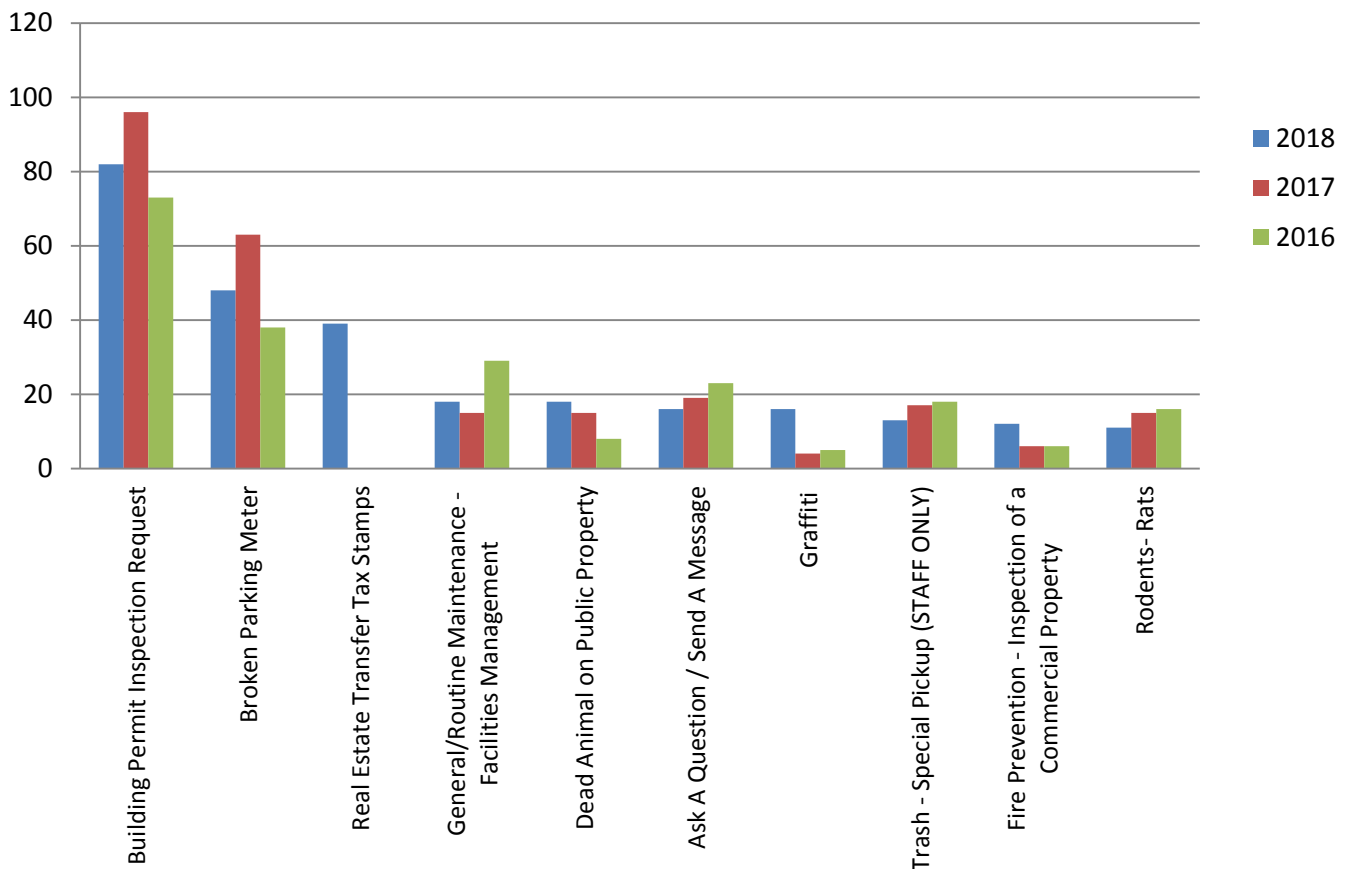
Weekly Report

October 18-24, 2018

	Current Week	Previous Week
Calls Handled	2417	2227
Service Requests	576	595
Total Chats	23	15
Total Text	11	6

Trending Requests	<ul style="list-style-type: none"> • Tree Planting Selections • Water Shut Off • Early Voting
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2016-2018 Comparison Chart
For October 18-24





Weekly Report

October 18-24, 2018

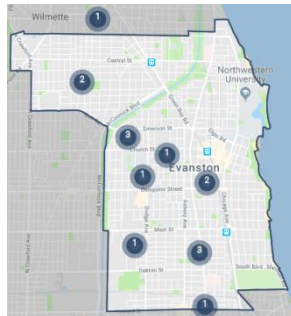
Missed Garbage Pickup

This week 7; Last week 11
Below 3 year avg. of 14.2



Missed Recycling Pickup

This week 15; Last week 6
Above 3 year avg. of 13.1



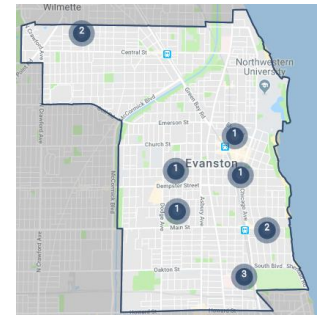
Missed Yard Waste

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



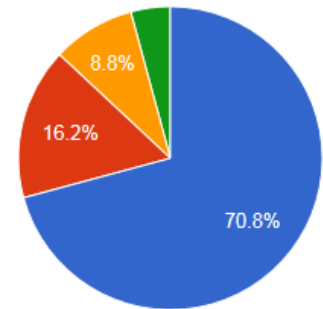
Rodents/Rats

This week 11; Last week 8
Below 3 year avg. of 20.3



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Ask a Question/Send a Message	2	14%	86%
Broken Buffalo Box	1	100%	0%
Heat Issue	1	50%	50%
Parking App Question or Concern	1	50%	50%
Graffiti	2	13%	88%
Payment Arrangement- Water Bill	1	20%	80%
Sidewalk Maintenance	1	33%	67%
Street Lights	1	33%	67%
Trash Accumulation	1	50%	50%
Trash Cart, Recycling Cart - Missing	2	100%	0%
Trash - Garbage in Parks or ROW	4	57%	43%
Trash - Overflowing Garbage Dumpster	1	33%	67%



- Completed
- In progress
- Received
- Submitted



Weekly Report

October 18-24, 2018

Upcoming Events—October 29 – November 4

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
29 6:00 PM Special City Council Meeting (including Budget Discussion)	30 5:00 PM Pizzafest 6:00 PM Boards, Commissions, and Committees Ceremony 7:00 PM Random Acts of Flowers BOO-Quets	31 2:30 PM Design and Project Review Committee 3:00 PM Trick or Treat Toy Drive 4:00 PM Trick-or-Treat	1 7:00 AM 3rd Ward Office Hours 7:00 PM Housing and Homelessness Commission 7:00 PM Street Light Master Plan Study Meeting	2 5:30 PM EPFF Happy Hour Fun(d)raiser	3 Northwestern Wildcats Football v. Notre Dame 7:30 AM Downtown Evanston Farmers' Market 9:00 AM Fall Flea Market	4 2:00 AM Daylight Savings Time

Ask a Question – Word Cloud

