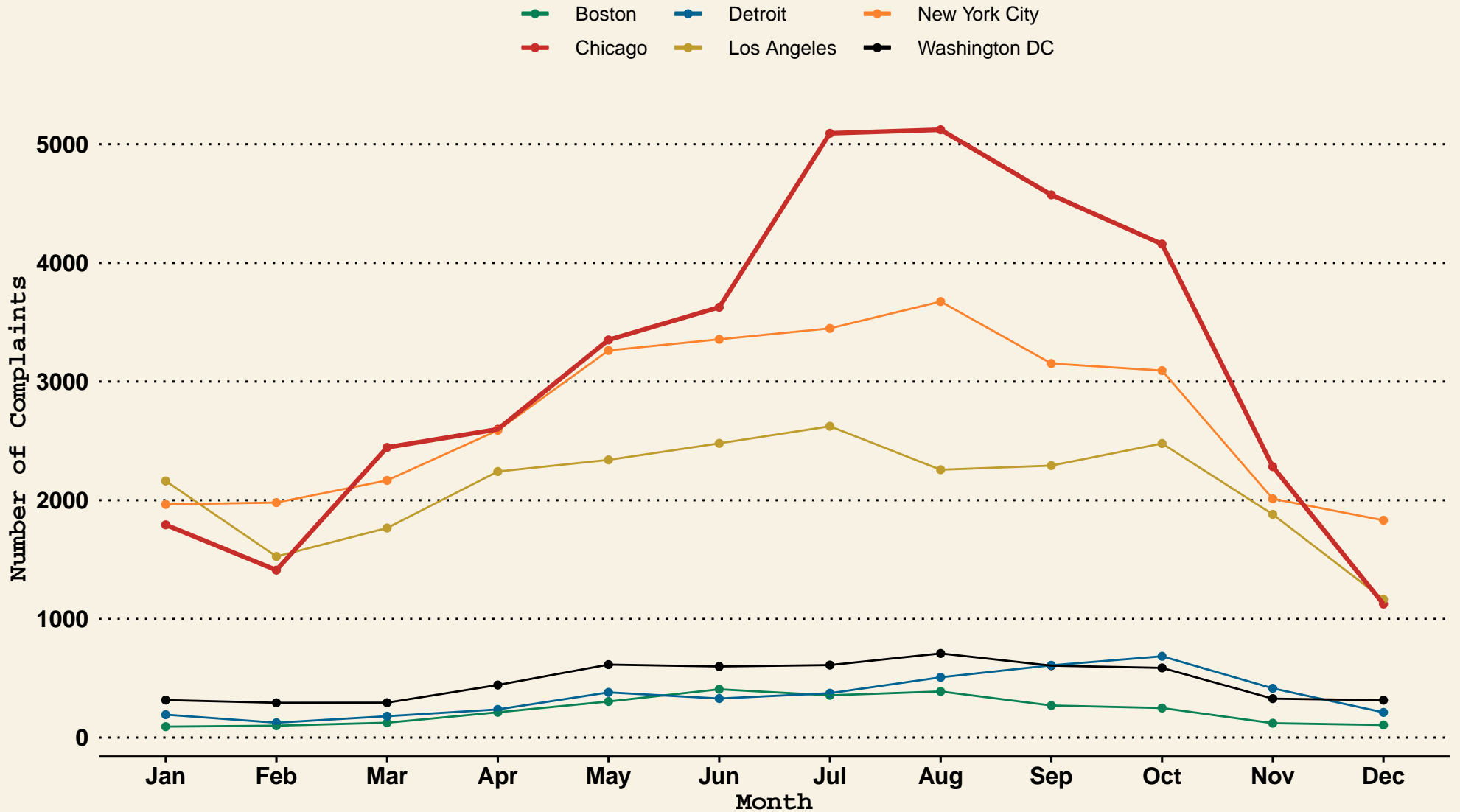


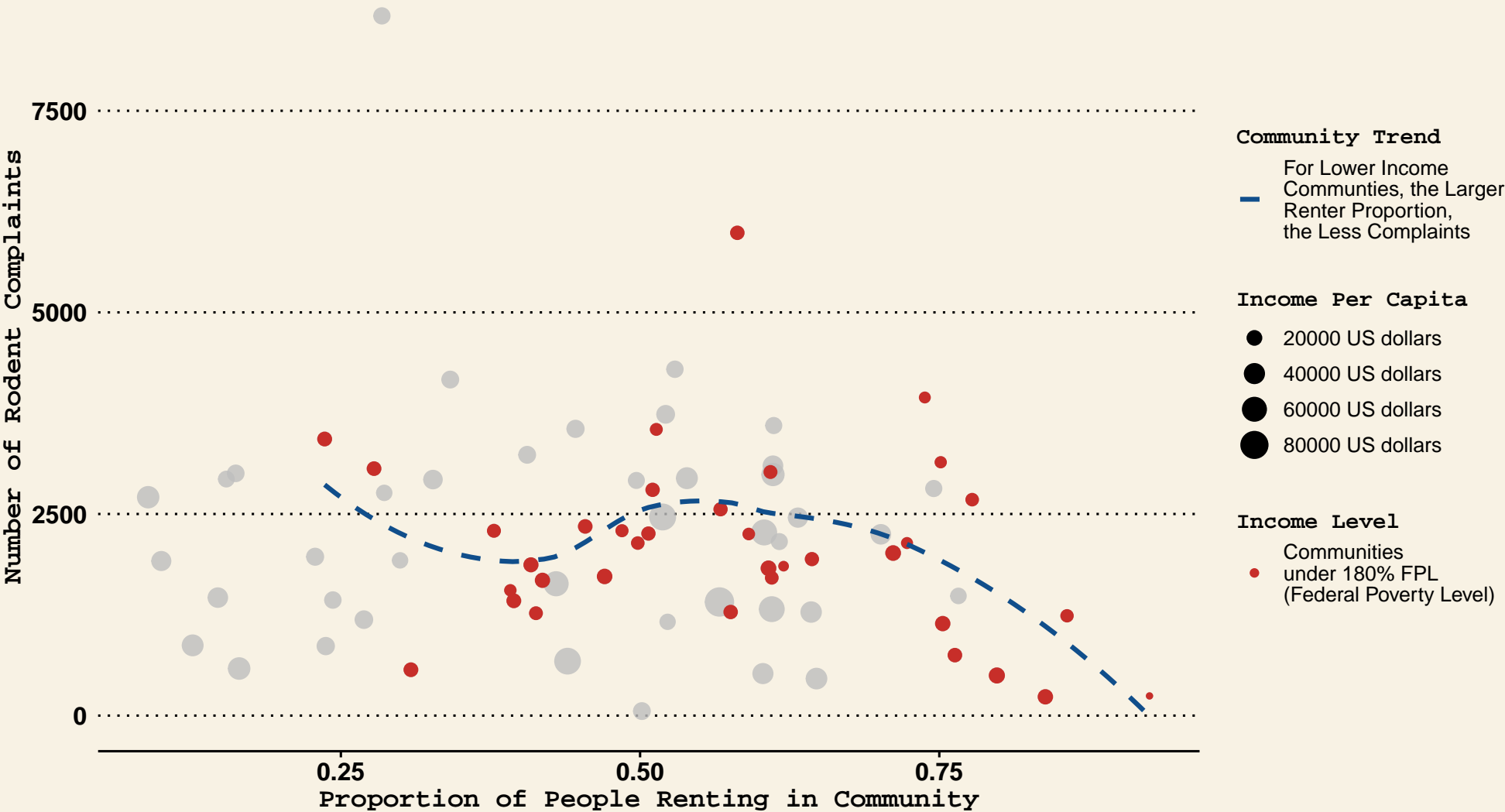
Rat Complaints by Highly Affected US Cities in 2018

Chicago generally has the most rat complaints all year round



Lower-income Communities with More Renters Are Less Likely to Complain about Rats in Chicago (2017)

Lower-income renters may care more about other socioeconomic issues than rat problems



Source: Chicago Data Portal & American Community Survey

Time to Respond to Rat Complaints Has Dropped over the Past Few Years in Chicago (2014 to 2018)

Since 2017, most rat complaints are resolved within 7 days

