



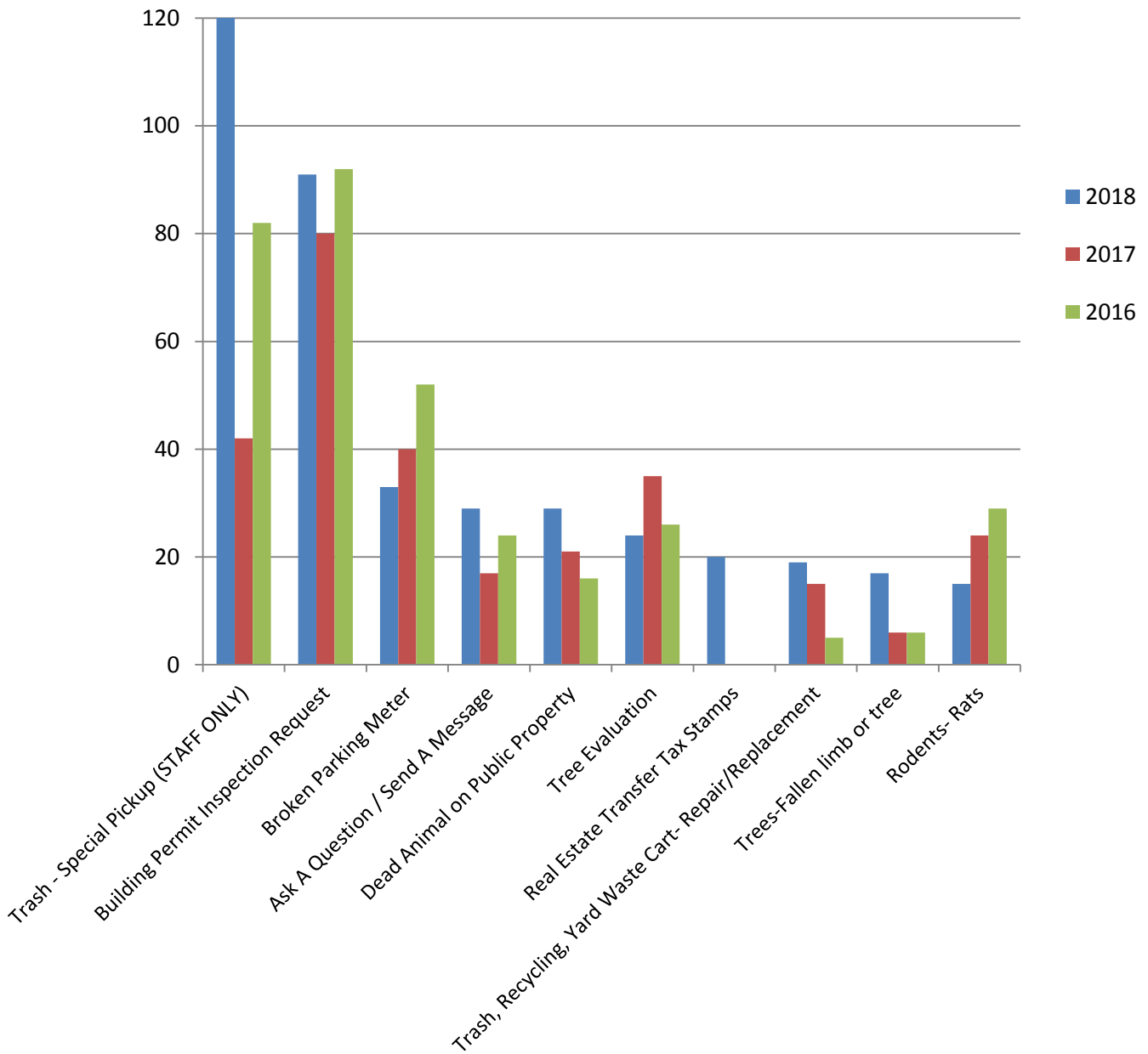
Weekly Report

August 2-8, 2018

	Current Week	Previous Week
Calls Handled	2437	2362
Service Requests	889	740
Total Chats	27	34
Total Text	24	30

Trending Requests
<ul style="list-style-type: none"> • Flooding Issues • Mosquito Spraying Questions

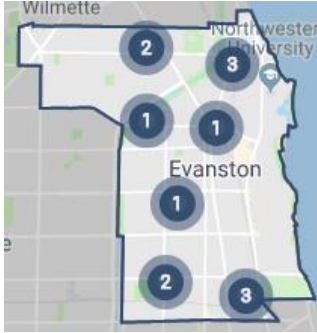
2016-2018 Comparison Chart
For August 2-8



August 2-8, 2018

Missed Garbage Pickup

This week 13; Last week 17
Below 3 year avg. of 14.2



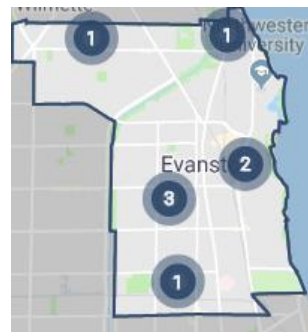
Missed Recycling Pickup

This week 7; Last week 9
Below 3 year avg. of 13.1



Missed Yard Waste

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



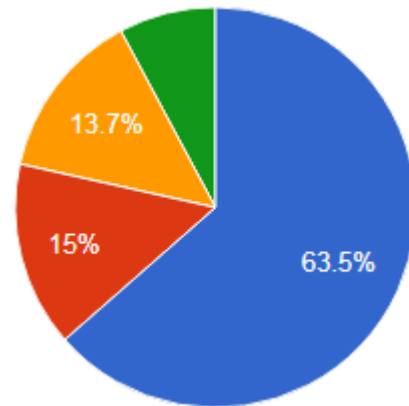
Rodents/Rats

This week 15; Last week 22
Below 3 year avg. of 20.3



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Amplified Sounds and/or Music	1	50%	50%
Ask a Question/Send a Message	6	21%	79%
Broken Buffalo Box	1	100%	0%
Broken Park/Playground Equipment	1	50%	50%
Construction/Engineering	1	33%	67%
Dead Animal on Public Property	3	10%	90%
Garbage - Overflow, odorous	1	25%	75%
Graffiti	1	25%	75%
Parkway Restoration following Water, Sewer Repair	1	100%	0%
Public Transit Agency Issue	1	100%	0%
Sidewalk - Maintenance	2	50%	50%
Taxi Complaints	1	100%	0%
Trash - Garbage in Parks or ROW	1	10%	90%
Water Quality - Question or Concern	1	100%	0%
Yard Waste - Missed Pickup	1	13%	88%



- Completed
- Submitted
- In progress
- Received