



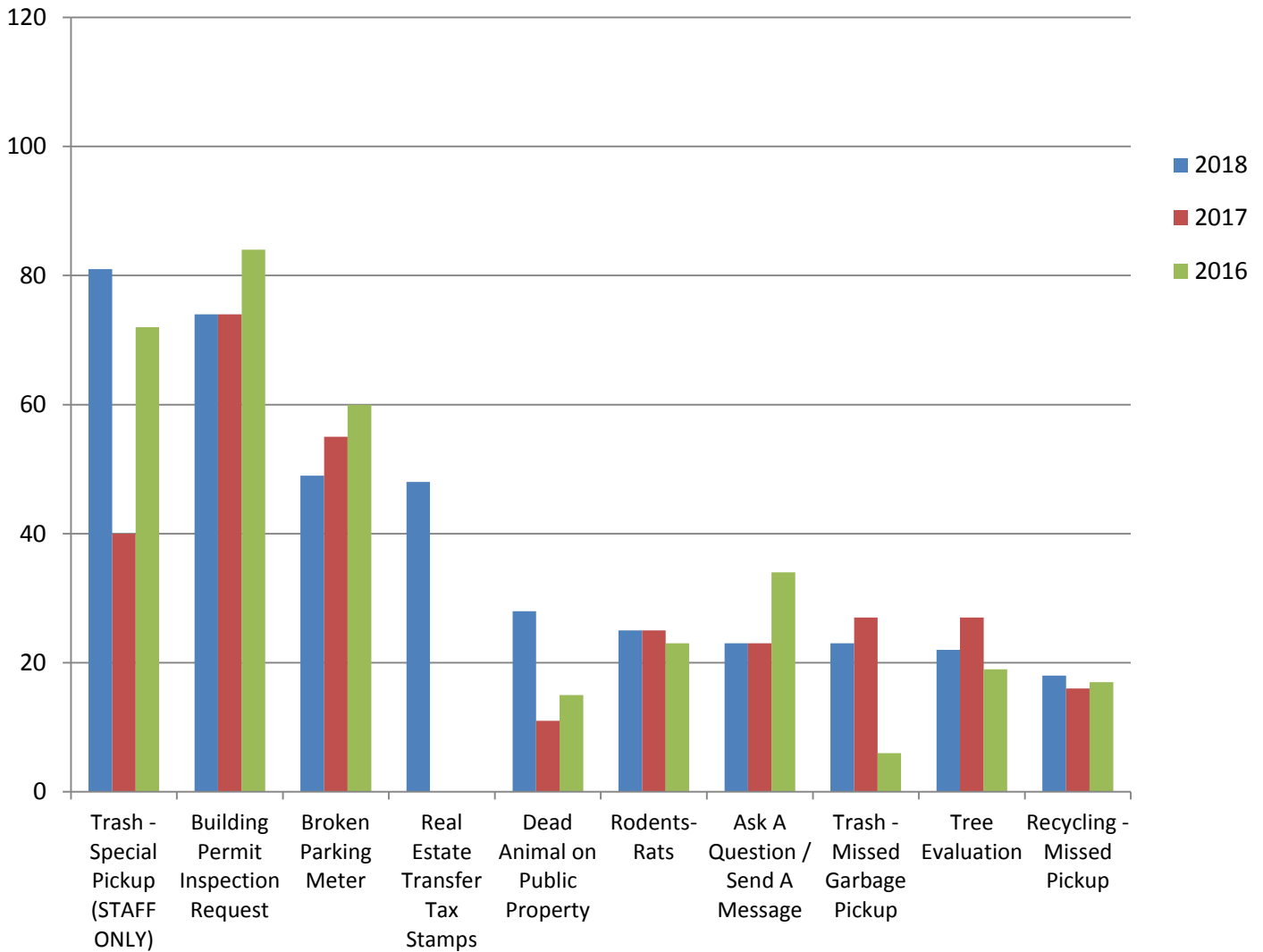
Weekly Report

August 9-15, 2018

	Current Week	Previous Week
Calls Handled	2391	2437
Service Requests	806	889
Total Chats	34	27
Total Text	30	24

Trending Requests	<ul style="list-style-type: none"> • None
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2016-2018 Comparison Chart
For August 9-15



August 9-15, 2018

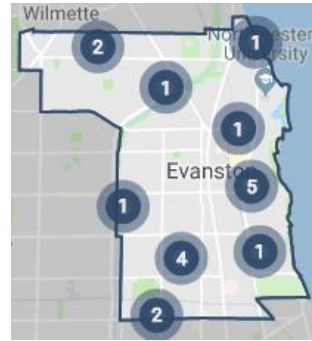
Missed Garbage Pickup

This week 23; Last week 13
Above 3 year avg. of 14.2



Missed Recycling Pickup

This week 18; Last week 7
Above 3 year avg. of 13.1



Missed Yard Waste

This week 9; Last week 8
Below 3 year avg. of 11.1



Rodents/Rats

This week 25; Last week 15
Above 3 year avg. of 20.3



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Ask a Question/Send a Message	2	9%	91%
Broken Buffalo Box	1	100%	0%
Birds	2	29%	71%
Broken Park/Playground Equipment	2	67%	33%
Dead Animal on Public Property	1	3%	97%
Fire Prevention - Fire Drill	1	100%	0%
Fire Prevention - Knox Box	1	50%	50%
Health - Miscellaneous	1	100%	0%
Landlord/Tenant Inquiries	1	17%	83%
Park Lawn Maintenance	1	50%	50%
Private Utility Service Issue	1	100%	0%
Public Transit Agency Issue	2	67%	33%
Sewer - Broken Sewer	1	100%	0%
Sidewalk - Maintenance	3	50%	50%
Trash Cart - Missing	3	38%	63%
Trash - Special Pickup -	2	2%	98%
Water Main Break/Service Leak	1	50%	50%

- Completed
- Submitted
- In progress
- Received

