



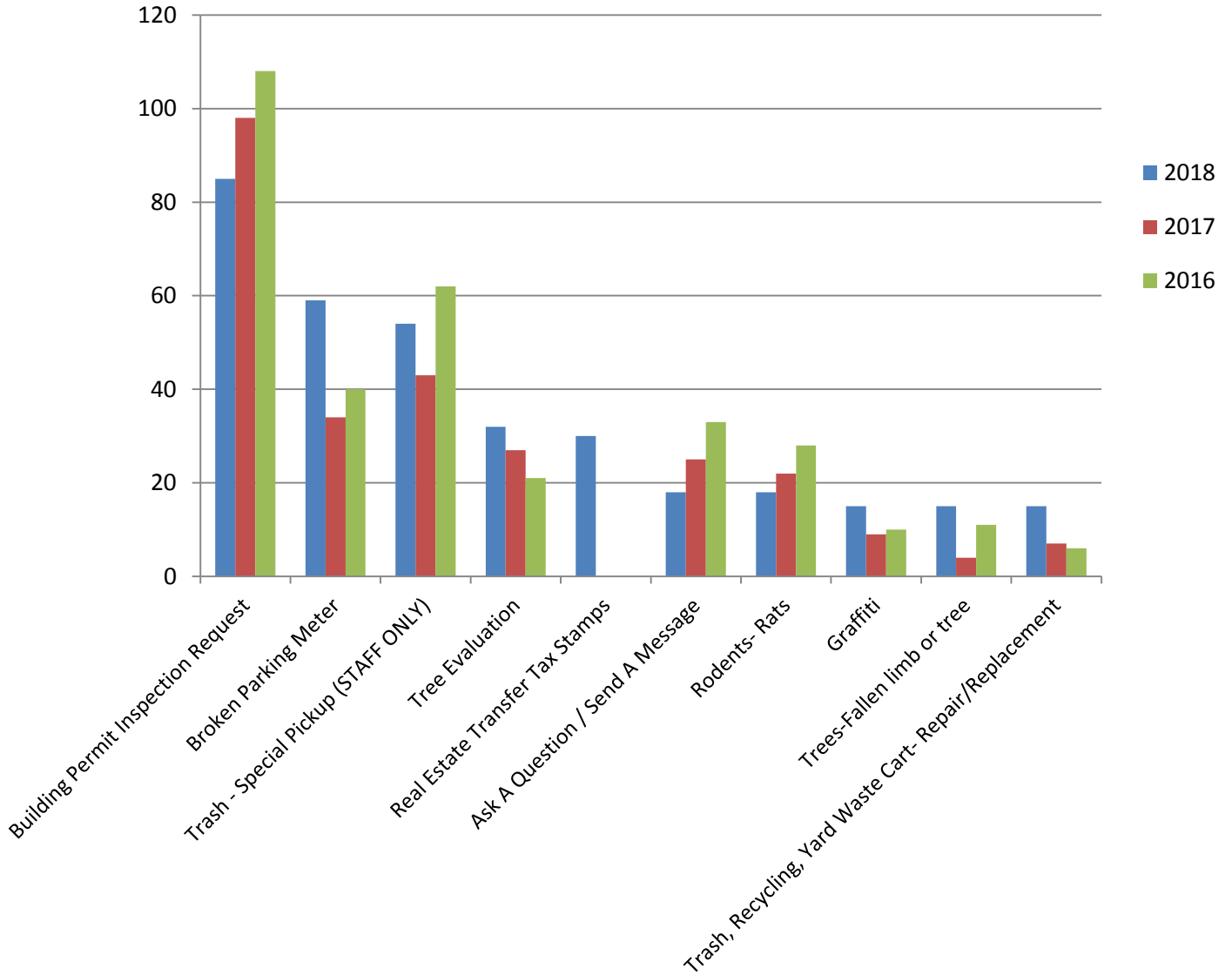
Weekly Report

August 23-29, 2018

| | Current Week | Previous Week |
|-------------------------|--------------|---------------|
| Calls Handled | 2522 | 2426 |
| Service Requests | 765 | 765 |
| Total Chats | 34 | 34 |
| Total Text | 51 | 34 |

| Trending Requests |
|--|
| <ul style="list-style-type: none"> Water shut off questions/payment |

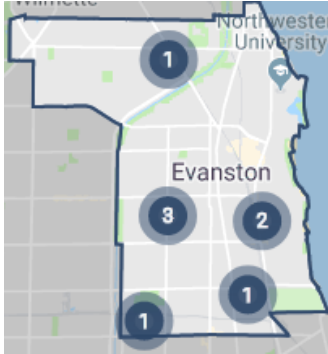
2016-2018 Comparison Chart
For August 23-29



August 23-29, 2018

Missed Garbage Pickup

This week 6; Last week 21
Below 3 year avg. of 14.2



Missed Recycling Pickup

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



Missed Yard Waste

This week 6; Last week 11
Below 3 year avg. of 11.1



Rodents/Rats

This week 18; Last week 15
Below 3 year avg. of 20.3



SLA Analysis

| Issue | # Late | % Late | % Complete within SLA |
|------------------------------------|--------|--------|-----------------------|
| Ask a Question/Send a Message | 7 | 39% | 61% |
| Broken Park/Playground Equipment | 1 | 33% | 67% |
| Fire Hydrant - Question or Concern | 1 | 50% | 50% |
| Leaf Blower Complaint | 1 | 100% | 0% |
| Sewer - Broken Sewer | 1 | 33% | 67% |
| Sidewalk - Maintenance | 1 | 33% | 67% |
| Traffic Signal/Back Plate | 2 | 33% | 67% |
| Trash Cart - Missing | 2 | 25% | 75% |
| Trash - Garbage in Parks or ROW | 2 | 17% | 83% |
| Trash - Missed Garbage Pickup | 1 | 13% | 88% |
| Yard Waste - Missed Pickup | 3 | 50% | 50% |

- Completed
- In progress
- Received
- Submitted

