



Weekly Report

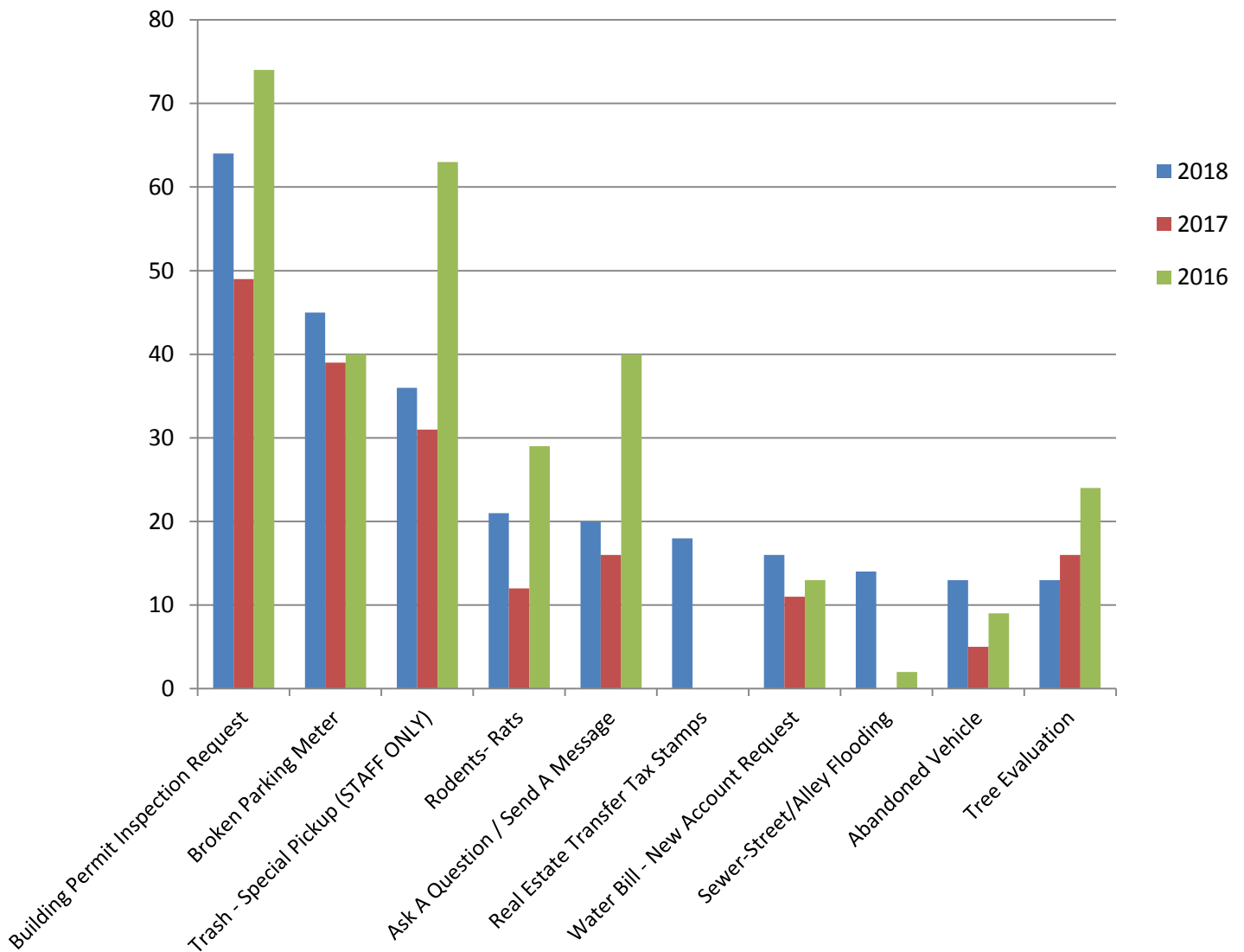
August 30-September 5, 2018

	Current Week	Previous Week
Calls Handled	2001*	2522
Service Requests	666	765
Total Chats	26	34
Total Text	34	51

Trending Requests	<ul style="list-style-type: none"> • None
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*This report includes Labor Day.

2016-2018 Comparison Chart
For August 30-Sept 5



August 30-September 5, 2018

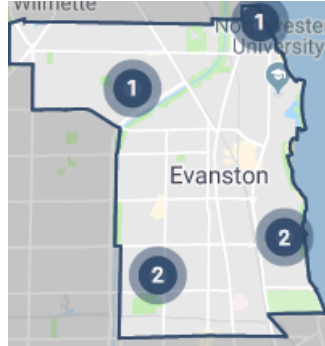
Missed Garbage Pickup

This week 8; Last week 6
Below 3 year avg. of 14.2



Missed Recycling Pickup

This week 6; Last week 8
Below 3 year avg. of 13.1



Missed Yard Waste

This week 7; Last week 6
Below 3 year avg. of 11.1



Rodents/Rats

This week 21; Last week 18
Above 3 year avg. of 20.3



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Ask a Question/Send a Message	6	30%	70%
Birds	1	100%	0%
Broken Fence or Bench	1	100%	0%
Broken Park/Playground Equipment	1	33%	67%
Broken Pay Station	1	17%	83%
Building Permit Inspection Request	2	3%	97%
Building Permit for Contractors	1	100%	0%
Dead Animal on Public Property	1	33%	67%
Graffiti	1	33%	67%
Pot Hole	1	50%	50%
Private Utility Service Issue	1	33%	67%
Sewer - Poor Drainage	1	13%	88%
Sidewalk - Maintenance	3	75%	25%
Street Lights	1	100%	0%
Structure - Damage Danger	1	100%	0%
Taxi Complaints	1	100%	0%
Traffic Signal/Back Plate	2	40%	60%
Trash Cart - Missing	2	50%	50%
Trash - Garbage in Parks or ROW	2	22%	78%
Trash - Missed Garbage Pickup	1	13%	88%
Trash - Overflowing Dumpster	2	100%	0%
Yard Waste - Missed Pickup	5	71%	29%

- Completed
- Received
- Submitted
- In progress

