



# Weekly Report

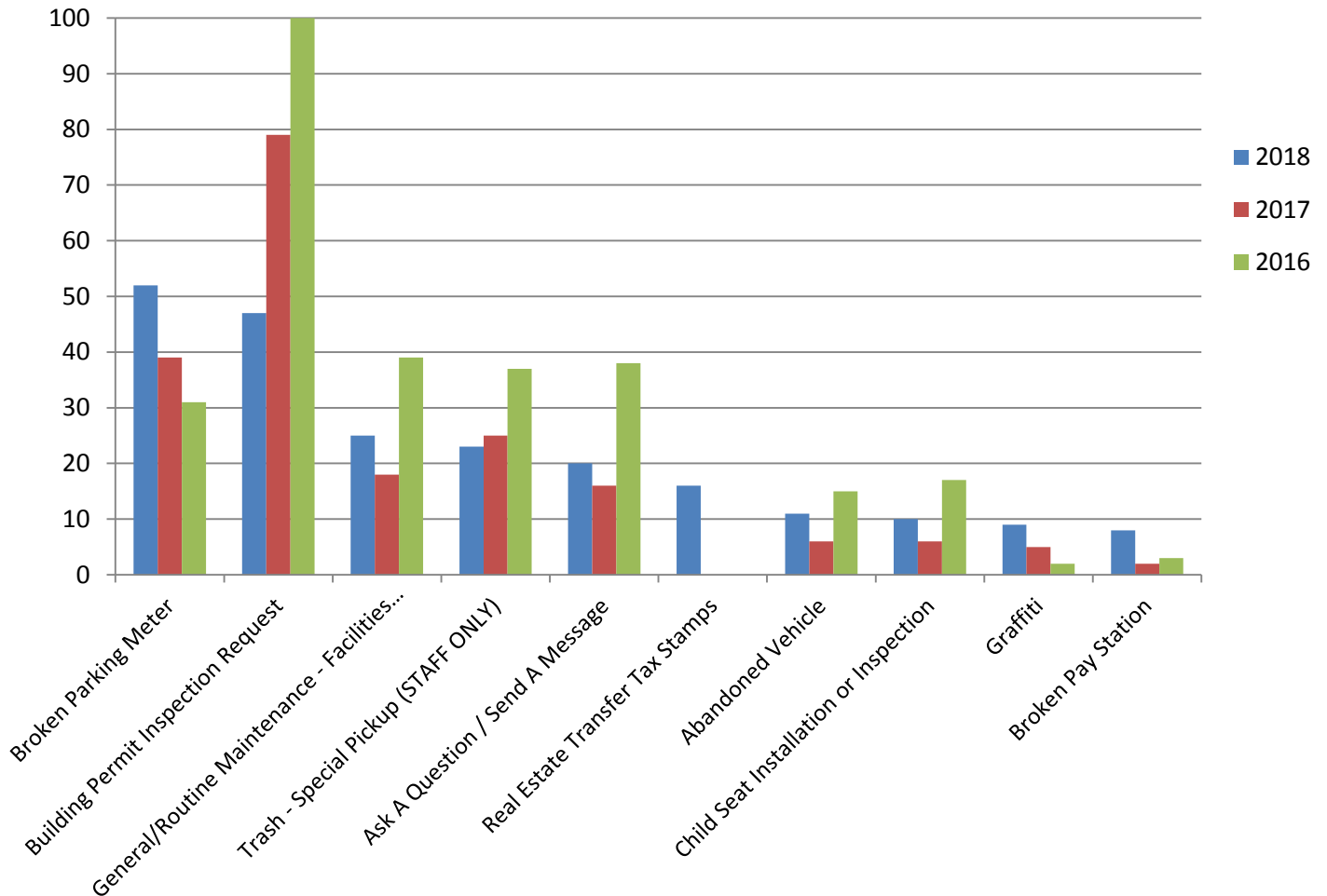
## February 15-21, 2018

	Current Week	Previous Week
<b>Calls Handled</b>	2416*	3086*
<b>Service Requests</b>	491	434
<b>Total Chats</b>	34	49
<b>Total Text</b>	19	58

\*311 Center was open on Sat. and Sun. 2/10-2/11, and Sat. 2/17

Trending Issues	
	<ul style="list-style-type: none"> <li>• Questions about paying parking tickets and scheduling hearings</li> <li>• Summer camp questions</li> <li>• Questions about trash collection on Monday (President's Day)</li> </ul>

**2016-2018 Comparison Chart**  
For February 15-21



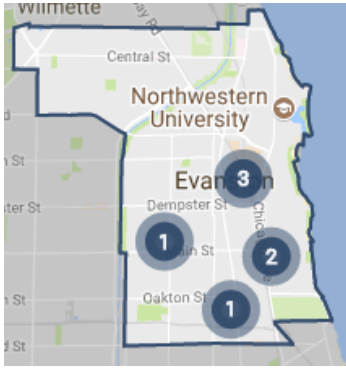


# Weekly Report

February 15-21, 2018

### Missed Garbage Pickup

This week 7; Last week 5



### Missed Recycling Pickup

This week 5; Last week 1



### Rodents/Rats

This week 8; Last week 0



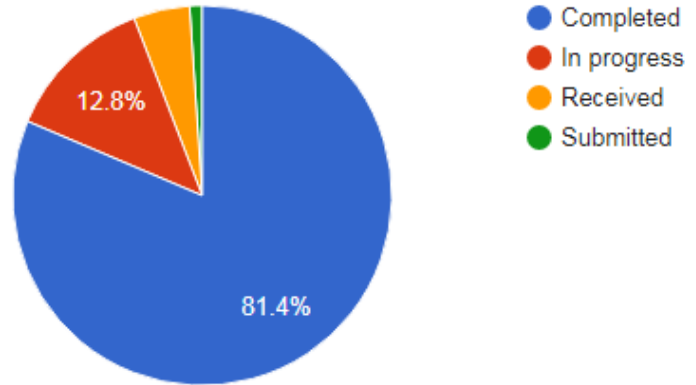
### Broken Parking Meters

This week 52; Last week 42



### SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Ask a Question/Send a Message	4	20%	80%
Broken Park/Playground Equip.	1	100%	0%
Construction/Engineering	1	100%	0%
Fire - Commercial Inspection	4	100%	0%
Graffiti	1	11%	89%
Sidewalk - Maintenance	2	50%	50%
Trash - Appliance Pickup	1	50%	50%
Trash - Missed Garbage Pickup	1	14%	86%
Trash - Overflowing Dumpster	1	25%	75%
Trash - Special Pickup	1	4%	96%



### Upcoming Events – February 26-March 4

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
<b>26</b> 6:00 PM <a href="#">Administration and Public Works Committee</a> 7:00 PM <a href="#">Red Summer</a> 7:15 PM <a href="#">Planning &amp; Development Committee</a> 7:30 PM <a href="#">City Council</a>	<b>27</b> 2:00 PM <a href="#">Age Friendly Task Force Meeting</a> 6:30 PM <a href="#">Engagement Task Force of the Mayor's Climate Action and Resilience Plan Working Group</a> 7:00 PM <a href="#">Proposed Eruv Plan Community Meeting</a>	<b>28</b> 2:30 PM <a href="#">Design and Project Review Committee</a> 5:00 PM <a href="#">Hagerty Huddle</a> 6:00 PM <a href="#">Transportation and Parking Committee</a> 7:00 PM <a href="#">Economic Development Committee</a> 7:00 PM <a href="#">Housing and Homelessness Commission</a>	<b>1</b> 7:00 AM <a href="#">3rd Ward Office Hours</a> 6:30 PM <a href="#">ETHS Career Options Night</a> 7:00 PM <a href="#">Housing and Homelessness Commission - RESCHEDULED</a>	<b>2</b> 7:00 PM <a href="#">Wild &amp; Scenic Film Festival</a>	<b>3</b> 8:00 AM <a href="#">Mayor's Summer Youth Employment Program Job Fair</a> 8:00 AM <a href="#">Indoor Winter Market</a> 3:20 PM <a href="#">Try Hockey for Free Day</a> 6:00 PM <a href="#">Y.O.U. Benefit</a>	<b>4</b>