

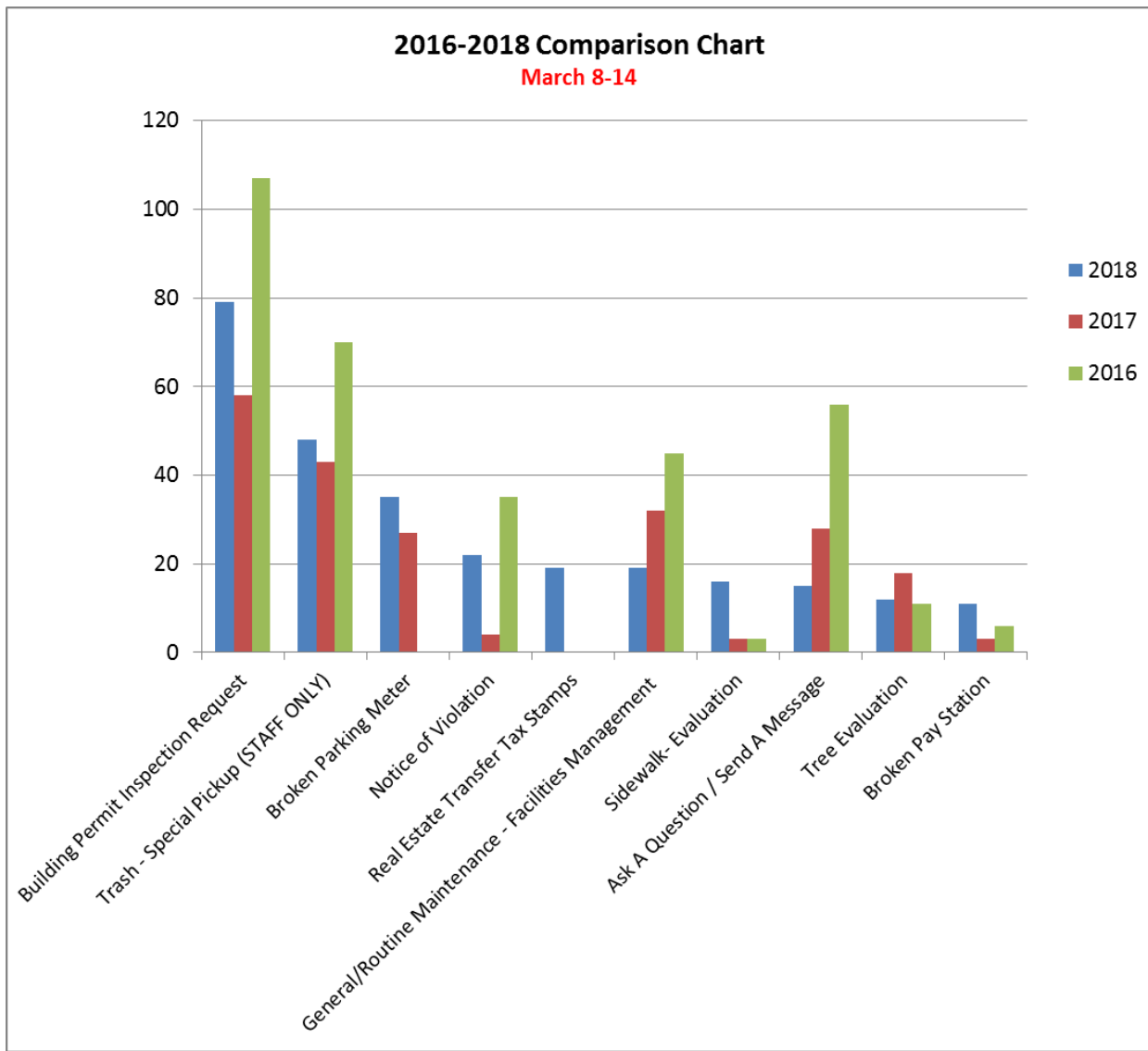


Weekly Report

March 8-14, 2018

	Current Week	Previous Week
Calls Handled	2318	2189
Service Requests	498	464
Total Chats	24	34
Total Text	11	9

Trending Issues	
	<ul style="list-style-type: none"> • Water Bills - high water change questions • Wheel Tax - general questions • Contest Tickets - general questions on process



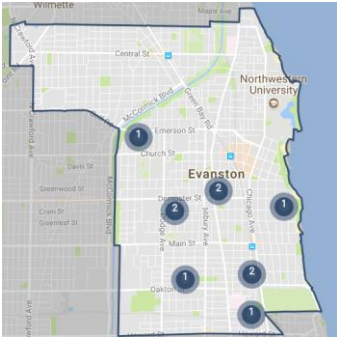


Weekly Report

March 8-14, 2018

Missed Garbage Pickup

This week 10; Last week 10
Below 3 year avg. of 14.2



Missed Recycling Pickup

This week 3; Last week 12
Below 3 year avg. of 13.1



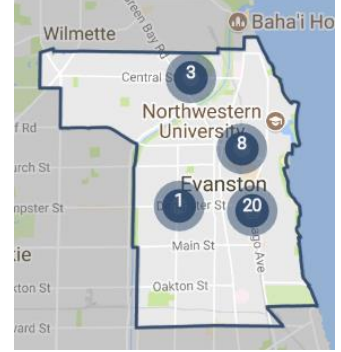
Rodents/Rats

This week 9; Last week 4
Below 3 year avg. of 20.3

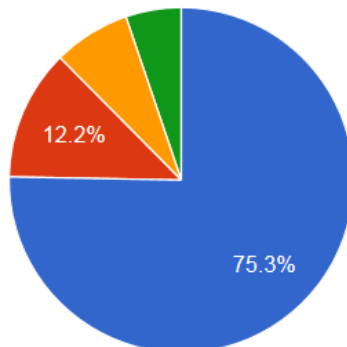


Broken Parking Meters

This week 32; Last week 46
Below 3 year avg. of 46.7



SLA Analysis			
Issue	# Late	% Late	% Complete within SLA
Ask a Question/Send a Message	2	13%	87%
Broken Buffalo Box	1	100%	0%
Broken Park Equipment	1	100%	0%
Child Seat Inspection	1	11%	89%
Graffiti	1	25%	75%
Health/Misc	1	100%	0%
Street Lights	1	50%	50%
Traffic Signal	1	25%	75%
Trash Accumulation	2	25%	75%
Trash Cart-Missing	1	33%	67%
Trash--Overflowing	3	75%	25%



- Completed
- Received
- In progress
- Submitted