



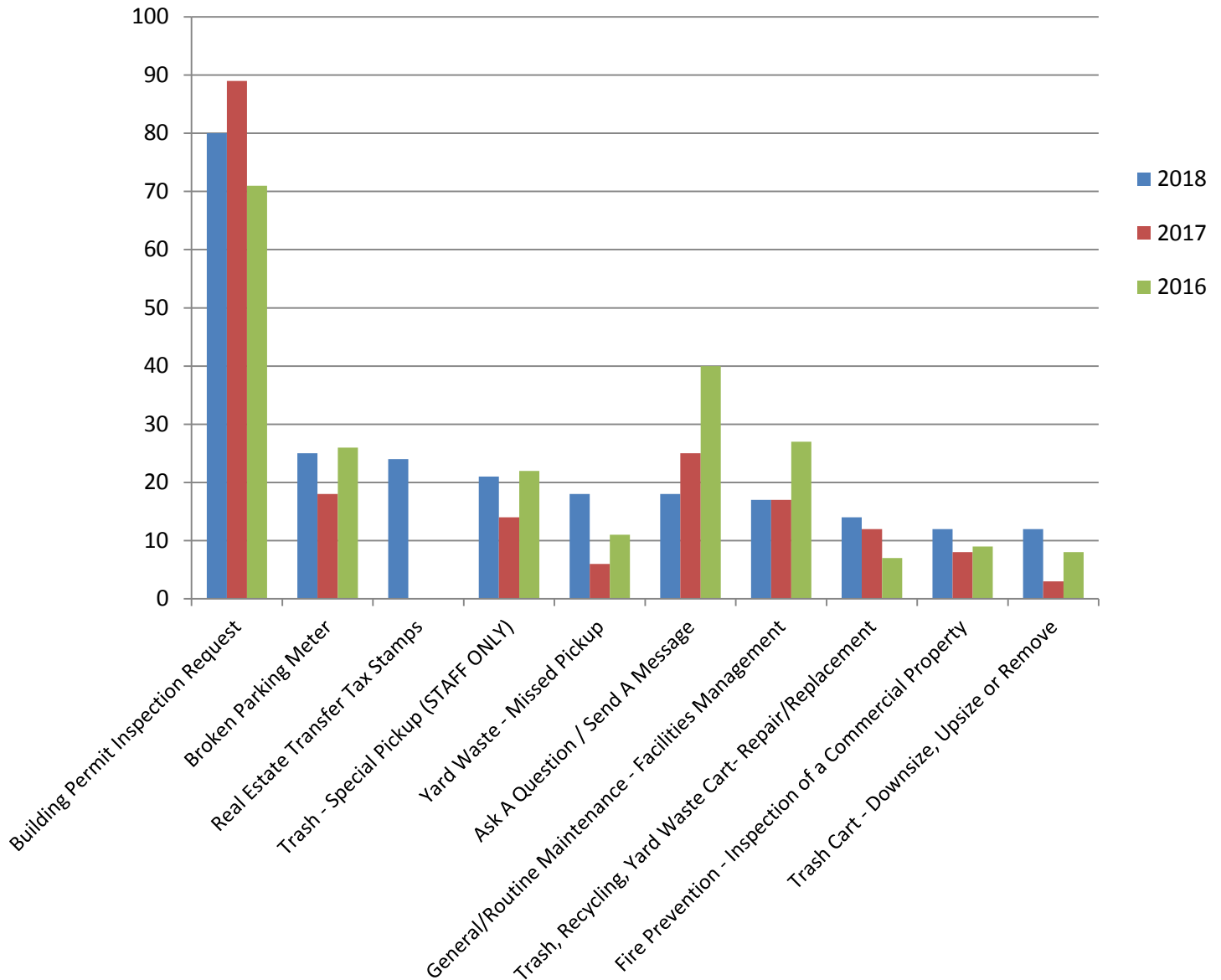
Weekly Report

April 19-25, 2018

	Current Week	Previous Week
Calls Handled	2665	2348
Service Requests	686	544
Total Chats	51	26
Total Text	32	12

Trending Requests
<ul style="list-style-type: none"> • Questions about MSYEP • Questions about water bills, payments, and shutoffs • Requests for trash cart repairs due to holes

2016-2018 Comparison Chart
For April 19-25



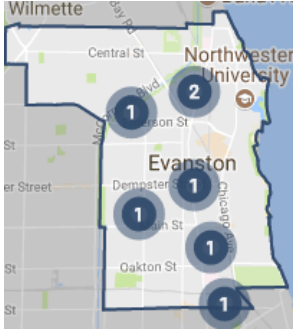


Weekly Report

April 19-25, 2018

Missed Garbage Pickup

This week 7; Last week 8
Below 3 year avg. of 14.2



Missed Recycling Pickup

This week 7; Last week 4
Below 3 year avg. of 13.1



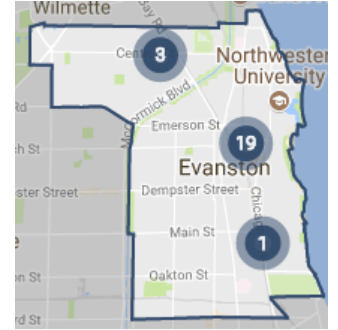
Rodents/Rats

This week 8; Last week 7
Below 3 year avg. of 20.3



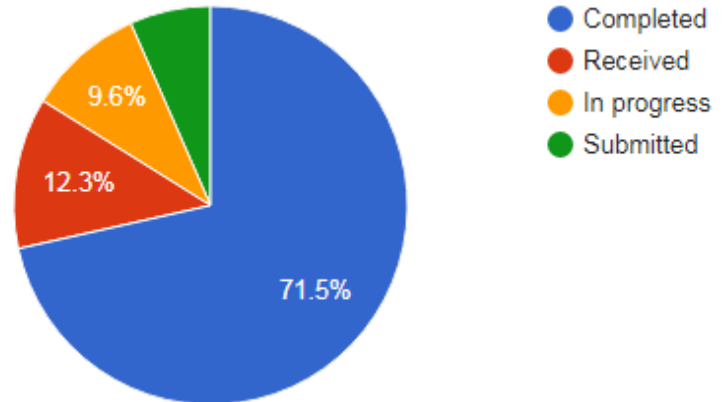
Broken Parking Meters

This week 23; Last week 31
Below 3 year avg. of 46.7



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Ask a Question/Send a Message	3	17%	83%
Bathroom Maintenance/City Parks	1	100%	0%
Construction/Engineering	1	50%	50%
Garage, Yard, or Estate Sale Permit	1	50%	50%
Public Transit Agency Issue	1	33%	67%
Sidewalk - Maintenance	2	50%	50%
Street Lights	1	100%	0%
Taxi Complaints	1	100%	0%
Traffic Signal/Back Plate	2	40%	60%
Trash - Garbage in Parks or ROW	2	29%	71%
Trash - Missed Bulk Pickup	1	13%	88%
Trash - Overflowing Dumpster	4	80%	20%



Upcoming Events – April 30-May 6

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
30 6:00 PM Special City Council	1 3:00 PM Vendor Fair 6:30 PM Climate Action Resilience Plan Working Group Meeting	2 2:30 PM Design and Project Review Committee 7:00 PM Citizen Police Complaint Assessment Committee	3 7:00 AM 3rd Ward Office Hours 11:00 AM Travel and Tourism Luncheon 6:00 PM Home Buyer Education: Pre-Purchase 7:00 PM Housing and Homelessness Commission	4	5	6