



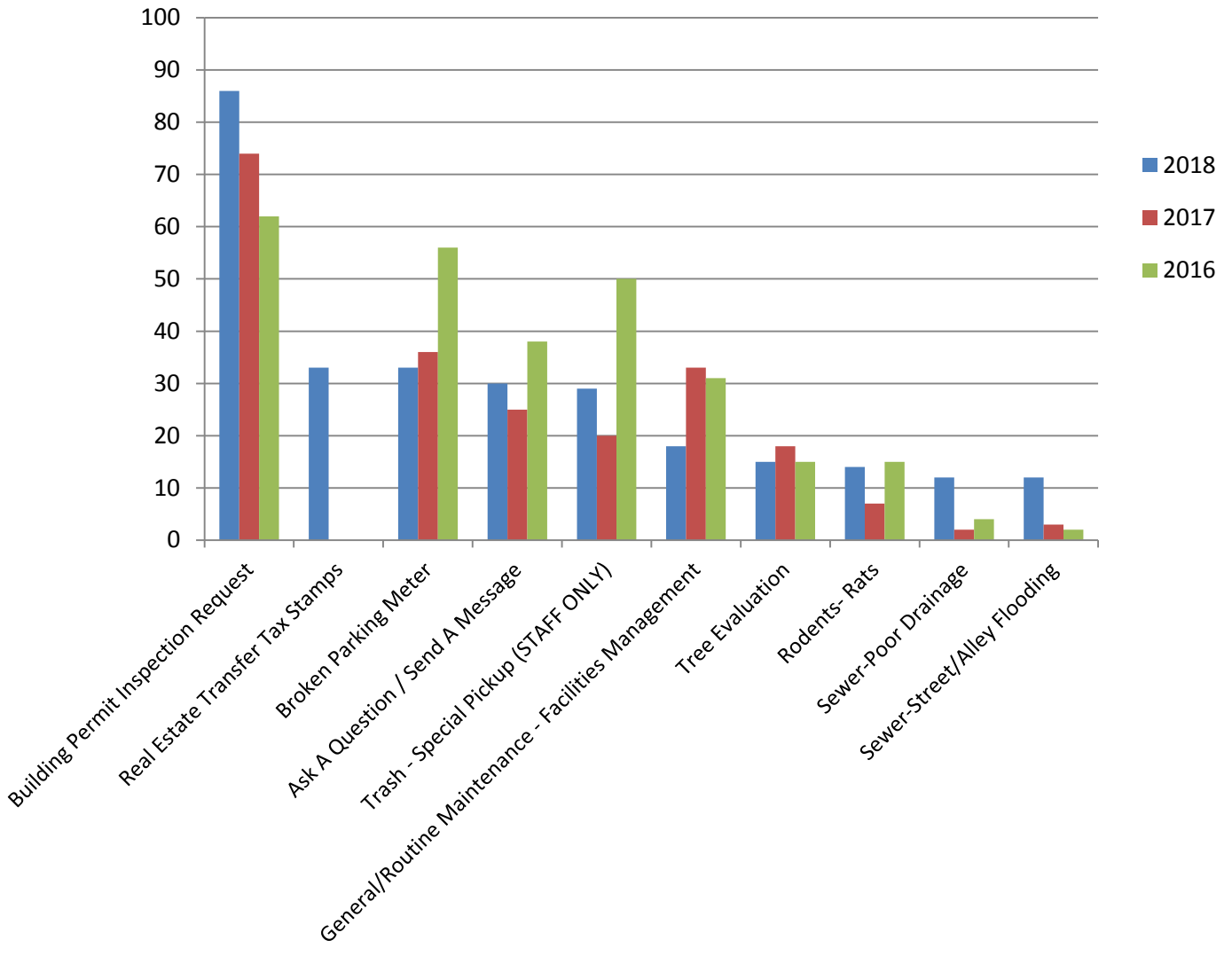
Weekly Report

May 10-16, 2018

	Current Week	Previous Week
Calls Handled	2504	2532
Service Requests	774	671
Total Chats	28	24
Total Text	21	21

Trending Requests	<ul style="list-style-type: none"> • Questions about dog beach • Questions about boat ramp • Wildlife sightings • Flooding (weather related)
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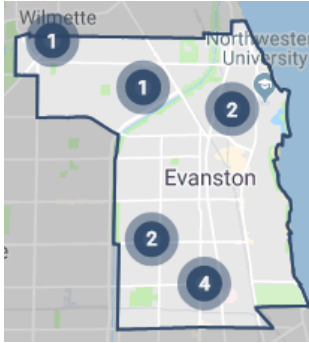
2016-2018 Comparison Chart
For May 10-16, 2018



May 10-16, 2018

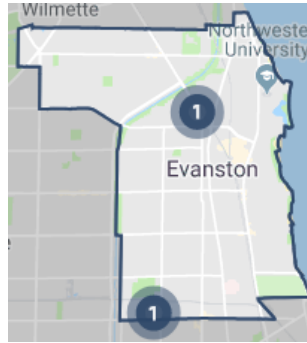
Missed Garbage Pickup

This week 10; Last week 12
Below 3 year avg. of 14.2



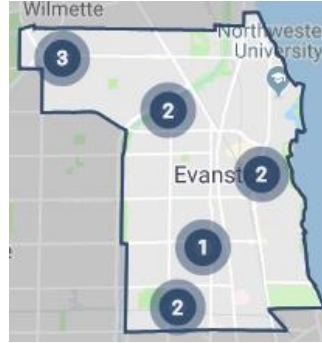
Missed Recycling Pickup

This week 2; Last week 9
Below 3 year avg. of 13.1



Missed Yard Waste

This week 10; Last week 12
Below 3 year avg. of 11.1



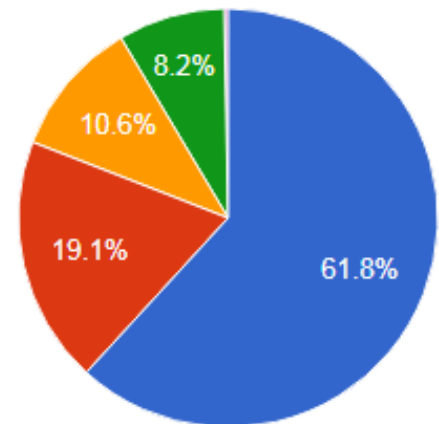
Rodents/Rats

This week 14; Last week 10
Below 3 year avg. of 20.3



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Ask a Question/Send a Message	9	30%	70%
Broken Buffalo Box	1	50%	50%
Broken Park/Playground Equip.	1	100%	0%
Construction/Engineering	3	38%	63%
Dead Animal on Public Property	1	17%	83%
Dead Rodent-Rat	1	25%	75%
Mosquitos	1	100%	0%
Parking App - Question/Concern	1	100%	0%
Pot Hole - Alley	1	33%	67%
Sewer - Basement Flooding	1	20%	80%
Sewer - Broken Sewer	1	50%	50%
Sewer - Street/Alley Flooding	2	17%	83%
Sidewalk - Maintenance	1	50%	50%
Trash - Missed Garbage Pickup	2	100%	0%
Trash - Overflowing Dumpster	1	33%	67%
Yard Waste - Missed Pickup	2	20%	80%



- Completed
- Submitted
- In progress
- Received