



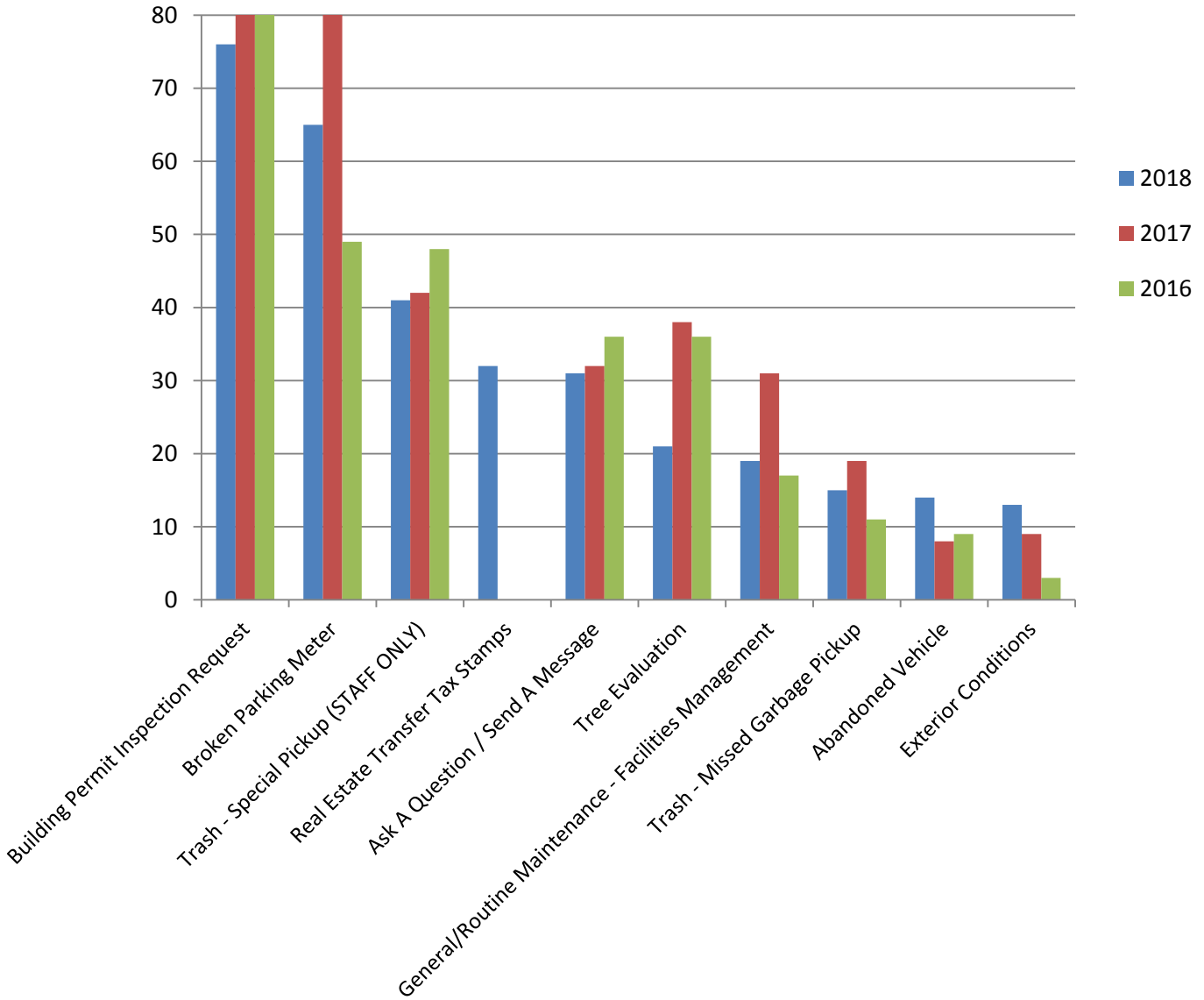
# Weekly Report

**July 12-18, 2018**

	Current Week	Previous Week
<b>Calls Handled</b>	2566	2696
<b>Service Requests</b>	737	795
<b>Total Chats</b>	21	42
<b>Total Text</b>	19	37

Trending Requests
<ul style="list-style-type: none"> <li>• Tree Issues</li> <li>• Water Meter Replacement Program</li> </ul>

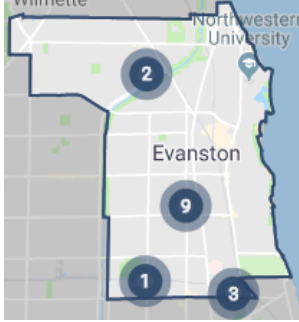
**2016-2018 Comparison Chart**  
For July 12-18



July 12-18, 2018

**Missed Garbage Pickup**

This week 15; Last week 10  
Above 3 year avg. of 14.2



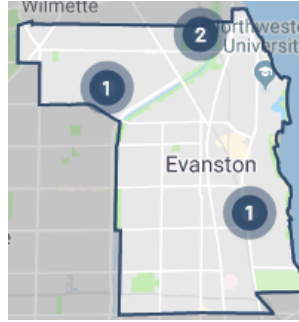
**Missed Recycling Pickup**

This week 10; Last week 12  
Below 3 year avg. of 13.1



**Missed Yard Waste**

This week 4; Last week 16  
Below 3 year avg. of 11.1



**Rodents/Rats**

This week 10; Last week 20  
Below 3 year avg. of 20.3



**SLA Analysis**

Issue	# Late	% Late	% Complete within SLA
Ask a Question/Send a Message	12	39%	61%
Child Seat Installation/Inspection	1	9%	91%
Fire Prevention - Public Education	1	33%	67%
Fire Prevention - Station Tours	1	33%	67%
Mosquitoes	1	100%	0%
Public Transit Agency Issue	2	100%	0%
Repair Park or Play Lot Fountain	1	20%	80%
Sewer-Street/Alley Flooding	1	100%	0%
Sidewalk- Evaluation	1	100%	0%
Sidewalk - Maintenance	1	100%	0%
Trash Cart - Missing	2	50%	50%
Trash - Garbage in Parks or ROW	2	18%	82%
Trash - Overflowing Dumpster	5	83%	17%
Trash - Tire Pickup	1	100%	0%
Water Main Break/Service Leak	1	50%	50%
Yard Waste - Missed Pickup	1	25%	75%

- Completed
- In progress
- Received
- Submitted

