August 9-15, 2018

<table>
<thead>
<tr>
<th></th>
<th>Current Week</th>
<th>Previous Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Handled</td>
<td>2391</td>
<td>2437</td>
</tr>
<tr>
<td>Service Requests</td>
<td>806</td>
<td>889</td>
</tr>
<tr>
<td>Total Chats</td>
<td>34</td>
<td>27</td>
</tr>
<tr>
<td>Total Text</td>
<td>30</td>
<td>24</td>
</tr>
</tbody>
</table>

Trending Requests
- None

2016-2018 Comparison Chart
For August 9-15
### Missed Garbage Pickup
This week 23; Last week 13
Above 3 year avg. of 14.2

### Missed Recycling Pickup
This week 18; Last week 7
Above 3 year avg. of 13.1

### Missed Yard Waste
This week 9; Last week 8
Below 3 year avg. of 11.1

### Rodents/Rats
This week 25; Last week 15
Above 3 year avg. of 20.3

### SLA Analysis

<table>
<thead>
<tr>
<th>Issue</th>
<th># Late</th>
<th>% Late</th>
<th>% Complete within SLA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ask a Question/Send a Message</td>
<td>2</td>
<td>9%</td>
<td>91%</td>
</tr>
<tr>
<td>Broken Buffalo Box</td>
<td>1</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Birds</td>
<td>2</td>
<td>29%</td>
<td>71%</td>
</tr>
<tr>
<td>Broken Park/Playground Equipment</td>
<td>2</td>
<td>67%</td>
<td>33%</td>
</tr>
<tr>
<td>Dead Animal on Public Property</td>
<td>1</td>
<td>3%</td>
<td>97%</td>
</tr>
<tr>
<td>Fire Prevention - Fire Drill</td>
<td>1</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Fire Prevention - Knox Box</td>
<td>1</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Health - Miscellaneous</td>
<td>1</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Landlord/Tenant Inquiries</td>
<td>1</td>
<td>17%</td>
<td>83%</td>
</tr>
<tr>
<td>Park Lawn Maintenance</td>
<td>1</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Private Utility Service Issue</td>
<td>1</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Public Transit Agency Issue</td>
<td>2</td>
<td>67%</td>
<td>33%</td>
</tr>
<tr>
<td>Sewer - Broken Sewer</td>
<td>1</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Sidewalk - Maintenance</td>
<td>3</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Trash Cart - Missing</td>
<td>3</td>
<td>38%</td>
<td>63%</td>
</tr>
<tr>
<td>Trash - Special Pickup -</td>
<td>2</td>
<td>2%</td>
<td>98%</td>
</tr>
<tr>
<td>Water Main Break/Service Leak</td>
<td>1</td>
<td>50%</td>
<td>50%</td>
</tr>
</tbody>
</table>

- **Completed**: 63.5%
- **Submitted**: 14.6%
- **In progress**: 12%
- **Received**: 9.7%