



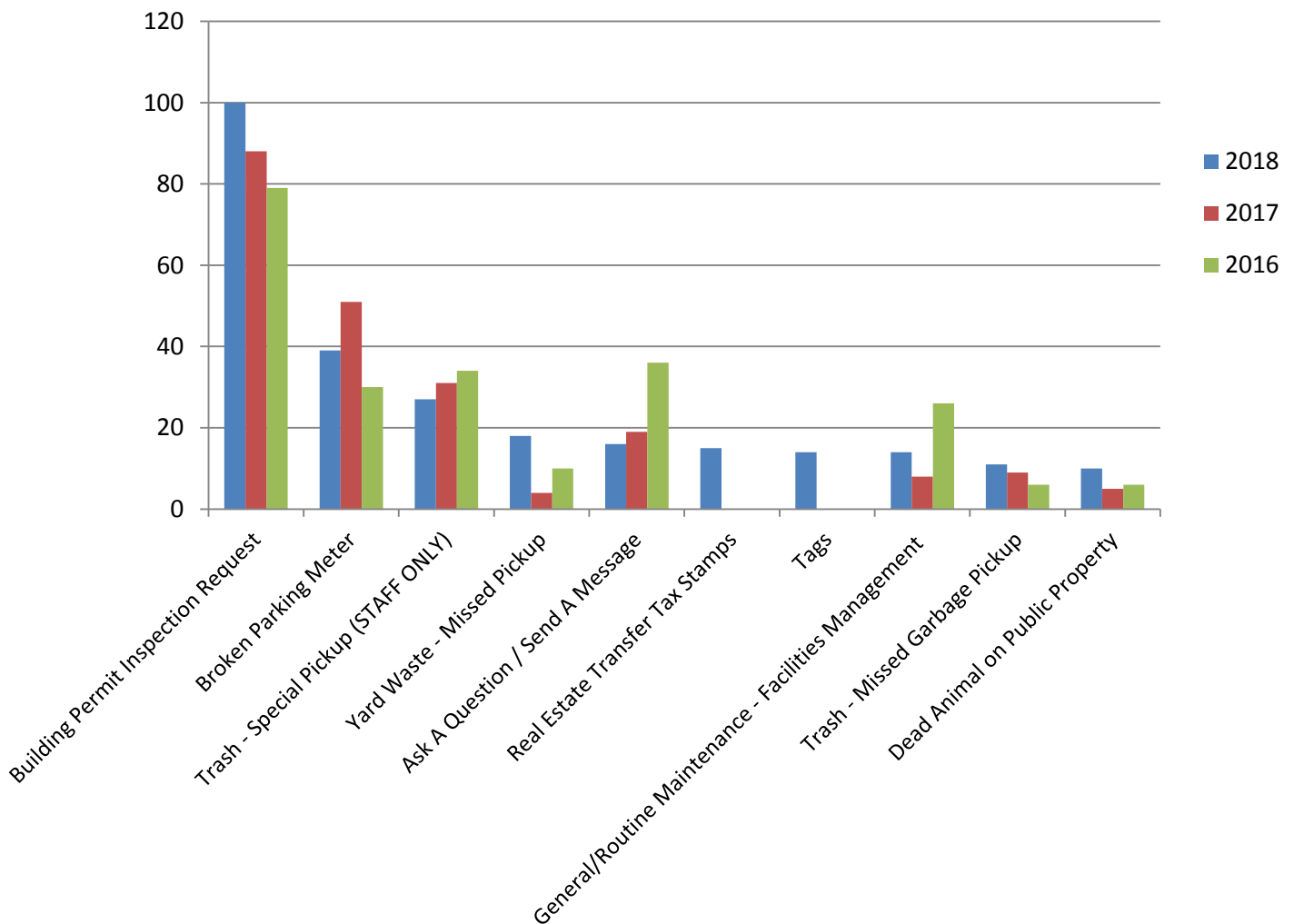
Weekly Report

November 8 - 14, 2018

	Current Week	Previous Week
Calls Handled	2350	2613
Service Requests	609	598
Total Chats	18	31
Total Text	20	20

Trending Requests	<ul style="list-style-type: none"> • Water Bill – high usage and yard waste charge • Yard waste last collection questions • Street cleaning questions • Snow shoveling assistance
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2016-2018 Comparison Chart
For November 8 - 14



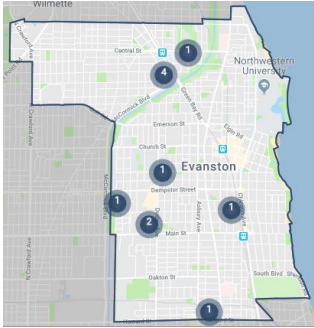


Weekly Report

November 8 - 14, 2018

Missed Garbage Pickup

This week 11; Last week 3
Below 3 year avg. of 14.2



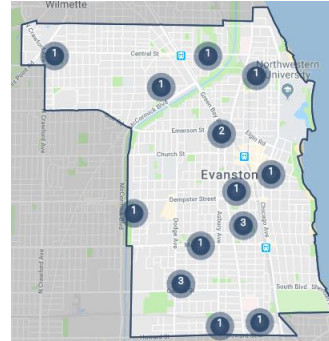
Missed Recycling Pickup

This week 3 ; Last week 8
Below 3 year avg. of 13.1



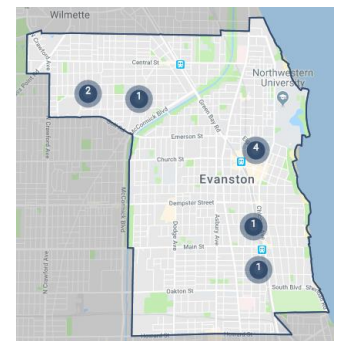
Missed Yard Waste

This week 18; Last week 12
Above 3 year avg. of 11.1



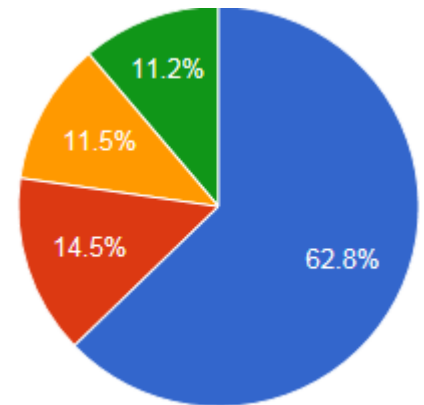
Rodents/Rats

This week 9; Last week 7
Below 3 year avg. of 20.3



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Food Establishment - Unsanitary conditions	1	100%	0%
Ask a Question/Send a Message	3	14%	86%
Health/Miscellaneous	1	33%	67%
Street Lights	3	75%	25%
Trash - Garbage in Parks or ROW	1	17%	83%
Trash - Overflowing Dumpster	2	50%	50%
Park Light(s)	1	25%	75%
Sidewalk Maintenance	1	50%	50%



- Completed
- In progress
- Received
- Submitted