# Weekly Report

**December 6 – 12, 2018**

<table>
<thead>
<tr>
<th></th>
<th>Current Week</th>
<th>Previous Week</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Calls Handled</strong></td>
<td>2258</td>
<td>2635</td>
</tr>
<tr>
<td><strong>Service Requests</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Including 98 Holiday Baskets</td>
<td>606</td>
<td>Including 115 Holiday Basket Requests</td>
</tr>
<tr>
<td><strong>Total Chats</strong></td>
<td>21</td>
<td>40</td>
</tr>
<tr>
<td><strong>Total Text</strong></td>
<td>13</td>
<td>31</td>
</tr>
</tbody>
</table>

## Trending Requests
- Holiday Baskets
- Wheel Tax
- Broken Parking Meters
- Questions about last day of Yard Waste Pick Up
- Questions about extra day of Street Cleaning

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### 2016-2018 Comparison Chart

*For December 6 - 12*

[Bar chart showing comparison of various requests from 2016 to 2018]
December 6 – 12, 2018

**Missed Garbage Pickup**
This week 12; Last week 29
Below 3 year avg. of 14.2

**Missed Recycling Pickup**
This week 8 ; Last week 34
Below 3 year avg. of 13.1

**Missed Yard Waste**
This week 11; Last week 59
Below 3 year avg. of 11.1

**Rodents/Rats**
This week 5; Last week 6
Below 3 year avg. of 20.3

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**SLA Analysis**

<table>
<thead>
<tr>
<th>Issue</th>
<th># Late</th>
<th>% Late</th>
<th>% Complete within SLA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Establishment - Unsanitary</td>
<td>2</td>
<td>67%</td>
<td>33%</td>
</tr>
<tr>
<td>Health Micellaneous</td>
<td>3</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Pot Hole - Alley</td>
<td>1</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Ask a Question/Send a Message</td>
<td>4</td>
<td>27%</td>
<td>73%</td>
</tr>
<tr>
<td>Rental Dwelling Inspection or</td>
<td>1</td>
<td>14%</td>
<td>86%</td>
</tr>
<tr>
<td>Street Lights</td>
<td>2</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Trash Cart, Recycling Cart - missing</td>
<td>1</td>
<td>20%</td>
<td>80%</td>
</tr>
<tr>
<td>Trash - Garbage in Parks or ROW</td>
<td>1</td>
<td>11%</td>
<td>89%</td>
</tr>
</tbody>
</table>

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**Pie Chart**

- Completed: 75.3%
- In progress: 14.7%
- Submitted: 0%
- Received: 0%
### Upcoming Events—December 17 - 23

<table>
<thead>
<tr>
<th>MONDAY</th>
<th>TUESDAY</th>
<th>WEDNESDAY</th>
<th>THURSDAY</th>
<th>FRIDAY</th>
<th>SATURDAY</th>
<th>SUNDAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>17</td>
<td>18</td>
<td>19</td>
<td>20</td>
<td>21</td>
<td>22</td>
<td>23</td>
</tr>
<tr>
<td>7:00 PM</td>
<td>7:00 PM</td>
<td>2:30 PM</td>
<td>6:30 PM</td>
<td>8:00 AM</td>
<td>3:00 PM</td>
<td></td>
</tr>
<tr>
<td>Zoning Board of Appeals Meeting</td>
<td>Board of Ethics</td>
<td>Design and Project Review Committee</td>
<td>Library Board</td>
<td>Indoor Farmers’ Market</td>
<td>The NUTCRACKER(ish)</td>
<td></td>
</tr>
<tr>
<td>7:00 PM</td>
<td>6:30 PM</td>
<td>6:30 PM</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housing &amp; Community Development Act Committee – CANCELED</td>
<td>Library Board</td>
<td>WW/EBE Development Committee</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Ask a Question—Word Cloud

- Services
- Yard
- Construction
- Recycling
- Health
- Police
- Not
- Traffic
- Utilities
- Waste
- Streets
- Fire
- Beaches
- Office
- Other
- Mayors
- Garbage
- Engineering
- Garbage
- Human
- Animals
- Parks
- Police
- Prevention
- Recreation
- Other
- Prevention
- Garbage
- Engineering
- Construction
- Recycling
- Health
- Police
- Not