

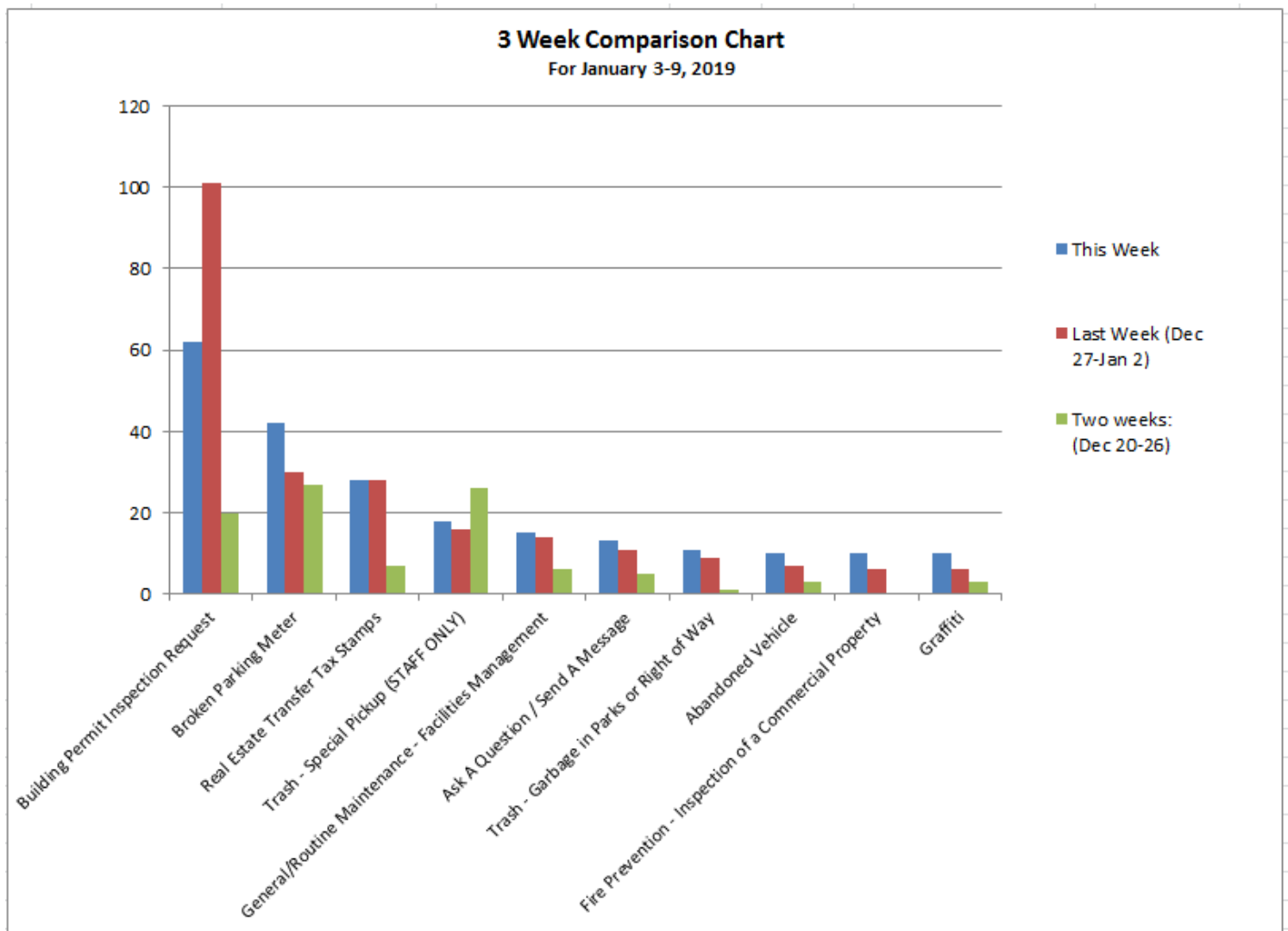


Weekly Report

January 3 - 9, 2019

	Current Week	Previous Week
Calls Handled	2170	2009
Service Requests	468	451
Total Chats	15	49
Total Text	8	26

Trending Requests	<ul style="list-style-type: none"> • Wheel Tax • Christmas Tree Pick Up
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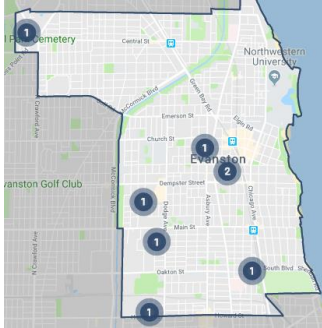


Weekly Report

January 3 - 9, 2019

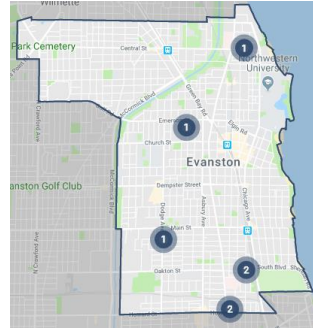
Missed Garbage Pickup

This week 8; Last week 9
Below 3 year avg. of 14.2



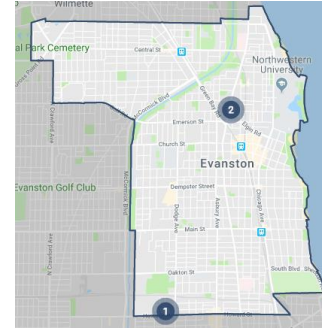
Missed Recycling Pickup

This week 7; Last week 13
Below 3 year avg. of 13.1



Rodents/Rats

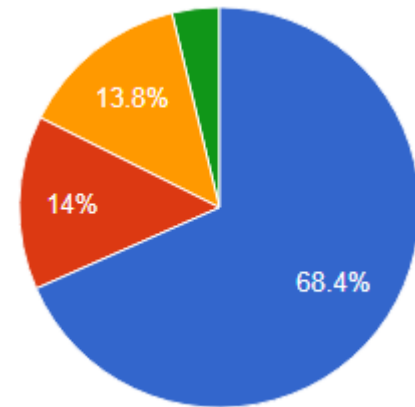
This week 3; Last week 5
Below 3 year avg. of 20.3



**** No longer providing yard waste pick up****

SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Broken Park/Playground Equipment	1	100%	0%
Ask a Question/Send a Message	3	23%	77%
Dead animal on Public Property	3	100%	0%
Health/Miscellaneous	1	100%	0%
Landlord/Tenant Inquiries	1	25%	75%
Open Noisy Manhole Cover on a City Street or Parkway	1	100%	0%
Trash Cart, Recycling Cart - Missing	1	25%	75%
Trash/Garbage in Parks/ROW	2	18%	82%
Trash- Missed Garbage Pickup	3	38%	63%
Trash Overflowing Garbage Dumpster	1	100%	0%
Water Quality - Question or Concern	1	100%	0%



- Completed
- In progress
- Received
- Submitted
- Other



Weekly Report

January 3 - 9, 2019

Ask a Question—Word cloud



Upcoming Events—January 14 - 20

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
14 3:00 PM Community HIV & STI Screening 6:00 PM Administration & Public Works Committee 7:00 PM Planning & Development Committee 7:15 PM City Council	15 6:30 PM Arts Council 7:00 PM Housing & Community Development Act Committee - CANCELED 7:00 PM Zoning Board of Appeals Meeting 7:00 PM Northwestern-City Committee	16 2:30 PM Design and Project Review Committee 6:00 PM "Your Seat On The Council" 6:30 PM M/W/EBE Development Committee	17 6:00 PM Parks, Recreation and Community Services Board 6:30 PM Equity & Empowerment Commission	18		20