



Weekly Report

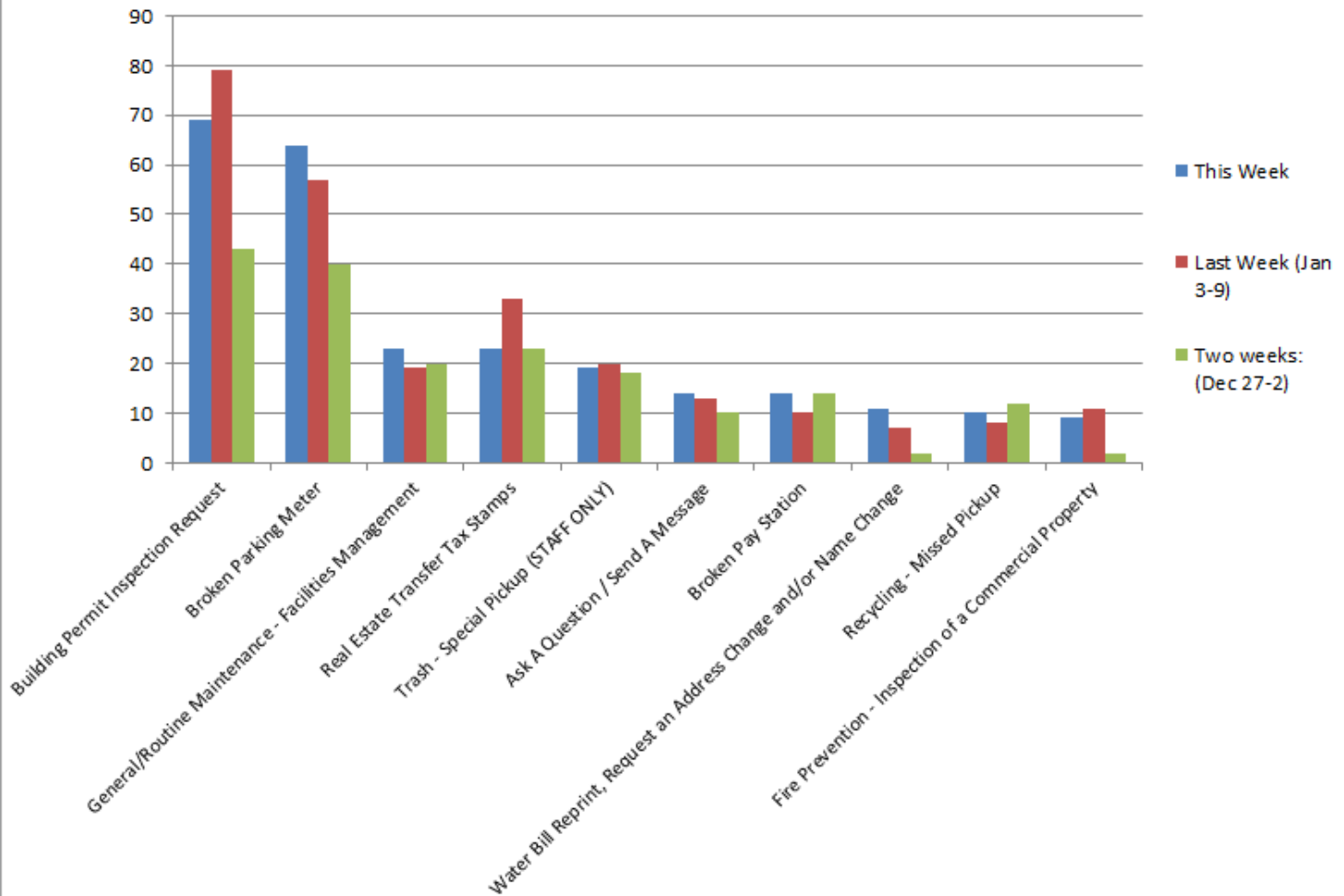
January 10 - 16, 2019

	Current Week	Previous Week
Calls Handled	1982	2170
Service Requests	439	468
Total Chats	22	15
Total Text	15	8

Trending Requests	<ul style="list-style-type: none"> • Income Tax Appointments • Wheel Tax Questions • Parking Ticket Questions
--------------------------	--

3 Week Comparison Chart

For January 10-16, 2019





Weekly Report

January 10 - 16, 2019

Missed Garbage Pickup

This week 6; Last week 8
Below 3 year avg. of 14.2



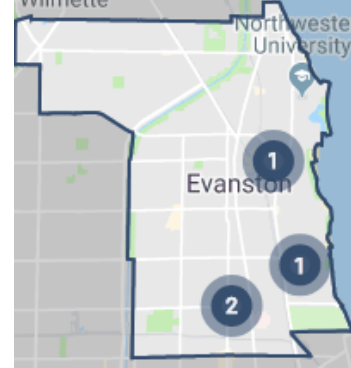
Missed Recycling Pickup

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



Rodents/Rats

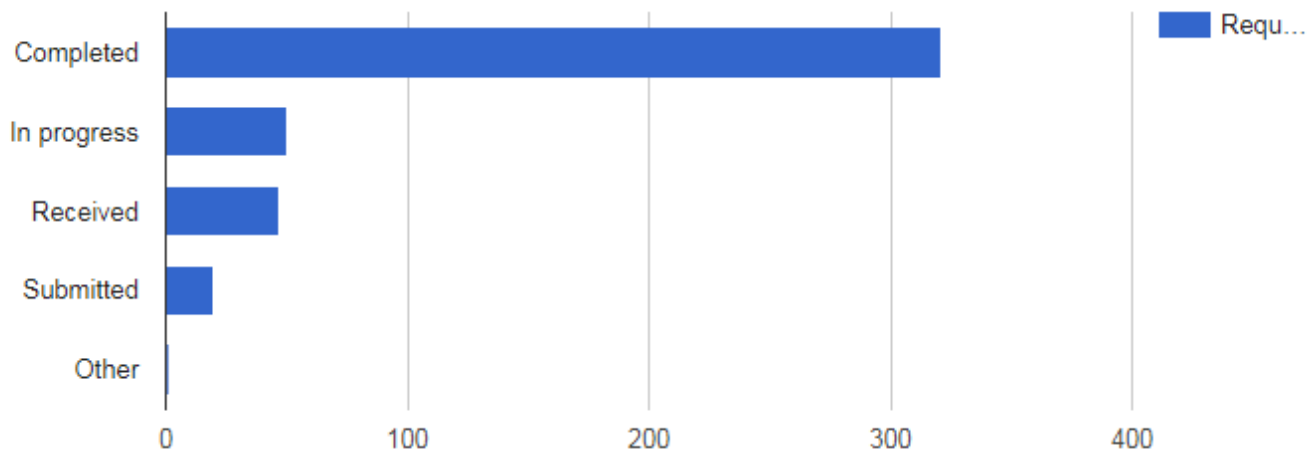
This week 4; Last week 3
Below 3 year avg. of 20.3



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

SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Open/Noisy Manhole Cover on a City Street	1	100%	0%
Ask a Question/Send a Message	2	14%	86%
Parking App Question/Concern	1	100%	0%
Snow Removal - City Parking Lots	1	50%	50%
Traffic Signal/Traffic Signal Back Plate	1	25%	75%
Trash Appliance Pickup	1	100%	0%
Trash/Garbage in Parks/ROW	2	33%	67%





Weekly Report

January 10 - 16, 2019

Ask a Question—Word cloud



Upcoming Events—January 21-27

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
21	22 2:00 PM Age-Friendly Task Force Meeting 6:00 PM Special Rules Committee 6:30 PM City Council - CANCELED	23 2:30 PM Design and Project Review Committee 6:00 PM Transportation and Parking Committee Meeting	24 5:30 PM Emergency Telephone System Board 5:30 PM City-School Liaison Committee 7:00 PM 7th Ward Meeting 7:00 PM 9th Ward Meeting 7:00 PM 3rd Ward Meeting	25	26 8:00 AM Indoor Farmers' Market 11:00 AM Officer & Gentlemen Academy 3rd Annual Kickoff	27