January 24 - 30, 2019
Includes one day of limited services

Service Requests: Calls, Requests, Chats, Text

Trending:
- Snow Parking Questions
- Snow Shoveling Program
- Senior Tax Appointments
- Questions about warming centers/shelters
- Heat Complaints
- Frozen pipes

Percent Change From Last Week:
- Calls: 5.0%
- Chats: 43.5%
- Requests: 4.0%
- Text: 66.7%
January 24 - 30, 2019
Includes one day of limited services

Missed Garbage Pickup
This week 20; Last week 7
Above 3 year avg. of 14.2

Missed Recycling Pickup
This week 0; Last week 3
Below 3 year avg. of 13.1

Rodents/Rats
This week 1; Last week 2
Below 3 year avg. of 20.3

Either we didn’t miss any recycling pickups or the data isn’t correct.
 SLA Analysis

 SLA Analysis: Late vs OnTime

- Water Main Break Service Leak: 1 Late, 6 OnTime
- Water Bill - Final Bill for Renter: 1 Late, 2 OnTime
- Trash Tire Pick up: 1 Late, 1 OnTime
- Trash- Overflowing Garbage or Dumpster: 2 Late, 1 OnTime
- Trash- Garbage in Parks or ROW: 3 Late, 3 OnTime
- Trash Cart/Recycling Cart Missing: 1 Late, 1 OnTime
- Traffic Signal/Back Plate: 2 Late, 2 OnTime
- Snow Removal CTA Property: 1 Late, 1 OnTime
- Snow Removal Concerns: 2 Late, 14 OnTime
- Snow/Ice Hazzard Removal: 3 Late, 34 OnTime
- Sidewalk Maintenance: 2 Late, 0 OnTime
- Power Outage: 8 Late, 0 OnTime
- Pot Hole: 2 Late, 0 OnTime
- Heat Issue: 2 Late, 11 OnTime
- Illegally posted sign on public or private property: 0 Late, 0 OnTime
- Abandoned Vehicle: 1 Late, 7 OnTime
- Ask a Question/Send a Message: 4 Late, 13 OnTime
- Bike Routes/Bike Lanes Road Maintenance: 1 Late, 0 OnTime

 Upcoming Events—February 4-10

<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>4 6:00 PM Human Services Committee</td>
<td>5</td>
<td>6 11:00 AM Liquor Control Review Board Meeting</td>
<td>7 5:00 PM Gallery OTR</td>
<td>8 7:15 AM Utilities Commission Meeting</td>
<td>9 8:00 AM Indoor Farmers' Market</td>
<td>10</td>
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</tbody>
</table>