311 Weekly Report
March 7 - 13, 2019

Service Requests
- Calls
- Requests
- Chats
- Text

311 Weekly Report
March 7 - 13, 2019

Calls 2056 Requests 574 Chats 39 Text

Percentage Change From Last Week
- Service Requests 30.00 %
- Calls 6.00 %
- Text -58.00 %

SLA Analysis

# Late # OnTime
Broken Parking Meter 6 11
Building Permit Inspection Request 6 11
Broken Reg Station 5 11
Real Estate Transfer Tax Stamps 5 11
General/Boulevard Maintenance/Management 5 11
Ask A Question/Send A Message 5 11
Tags 5 11
Abandoned Vehicle 5 11
Trash, Recycling, Yard Waste Cart Repair/Replacement 5 11
Notice of Violation 5 11

Last Week (Feb 28-March 6) This Week (March 7-13) Two Weeks (Feb 21-27)

SLA Analysis

# Late # OnTime
Broken Parking Meter 0 12
Building Permit Inspection Request 0 12
Broken Reg Station 5 11
Real Estate Transfer Tax Stamps 5 11
General/Boulevard Maintenance/Management 5 11
Ask A Question/Send A Message 5 11
Tags 5 11
Abandoned Vehicle 5 11
Trash, Recycling, Yard Waste Cart Repair/Replacement 5 11
Notice of Violation 5 11

Missed Garbage Pickup
This week & Last week:
Below 3 year avg. of 14.2

Missed Recycling Pickup
This week & Last week:
Below 3 year avg. of 13.1

Rodents/Mice
This week & Last week:
Below 3 year avg. of 20.3

Upcoming Events—March
MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY SATURDAY SUNDAY
18 06:00 PM 19 06:30 PM 20 07:30 PM 21 02:00 PM 22 08:00 AM 23 02:00 PM
City Council 07:00 PM Council
Planning and Project Review Committee
Transportation and Planning Committee
Utilities Committee
4th Ward Member
3rd Ward Member
15 06:00 PM 16 04:00 PM 17 06:30 PM 18 06:00 PM 19 06:00 PM 20 04:00 PM
Health & Community Development
Building & Community Development
Utilities
3rd Ward Meeting
4th Ward Meeting