



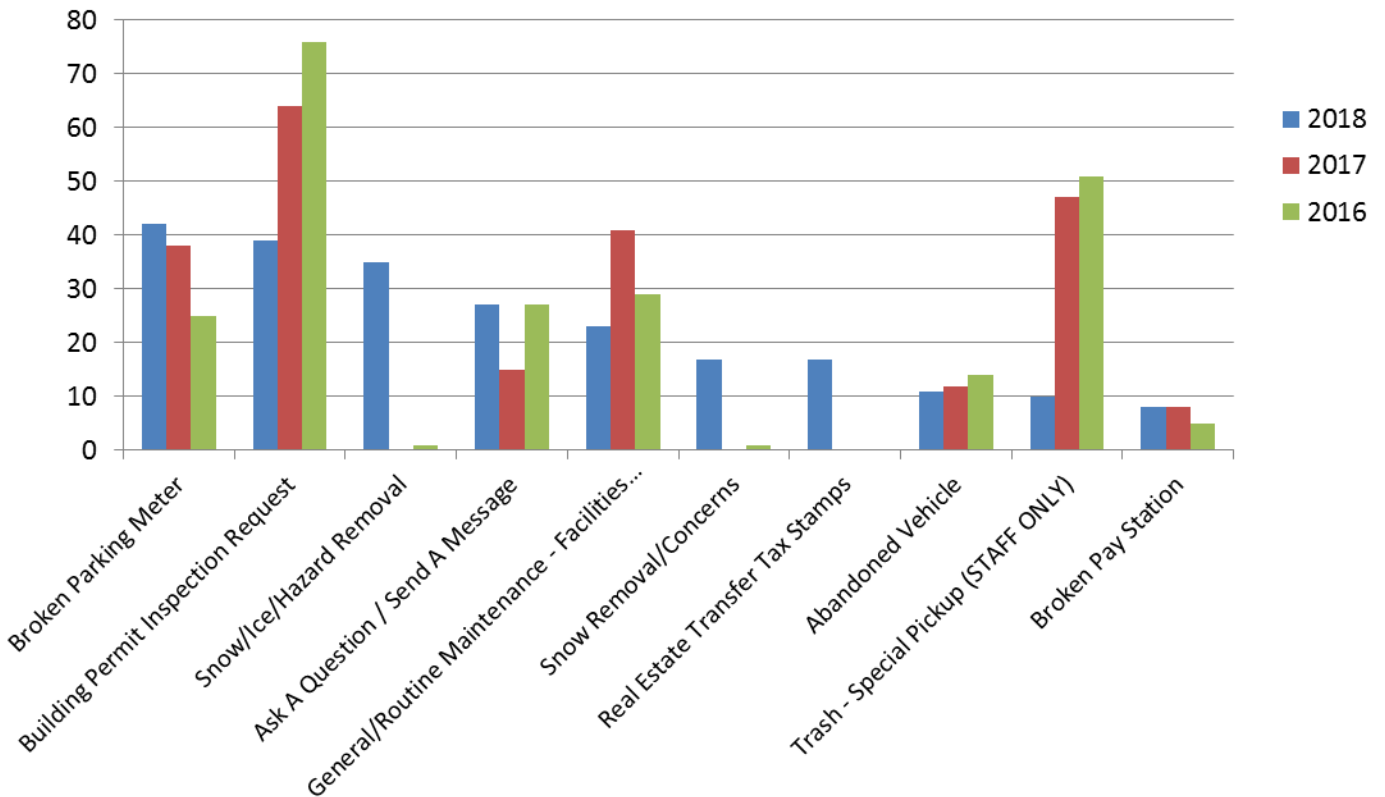
# Weekly Report

**February 8-14, 2018**

	Current Week	Previous Week
<b>Calls Handled</b>	3086	2067
<b>Service Requests</b>	434	436
<b>Total Chats</b>	49	19
<b>Total Text</b>	58	20

<b>Trending Issues</b>	<ul style="list-style-type: none"> <li>• Increase in scheduling hearings to contest parking tickets</li> <li>• Questions about wheel tax</li> <li>• RecTrac login issues and questions</li> <li>• Reports of broken parking meters</li> </ul>
<b>Snow Event Questions</b>	<ul style="list-style-type: none"> <li>• Does the City plow driveways/alleys?</li> <li>• Questions/Concerns about snow blocking parking meters</li> <li>• General parking questions during snow event</li> </ul>

**2016-2018 Comparison Chart**  
For February 8-14



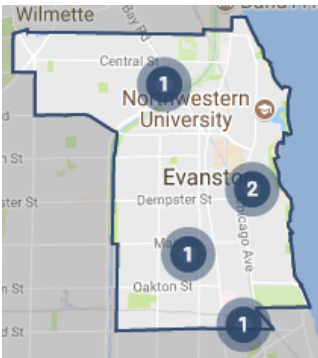


# Weekly Report

**February 8-14, 2018**

**Missed Garbage Pickup**

This week 0; Last week 3



**Missed Recycling Pickup**

This week 1; Last week 7



**Rodents/Rats**

This week 0; Last week 6



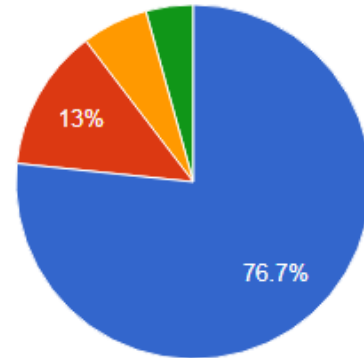
**Broken Parking Meters**

This week 42; Last week 51



**SLA Analysis**

Issue	# Late	% Late	% Complete within SLA
Animal Issue/Concern - General	1	25%	75%
Ask a Question/Send a Message	6	22%	78%
Broken Park/Playground Equip.	1	100%	0%
Wheel Tax Payment Status	1	100%	0%
Fire Hydrant - Question/Concern	1	50%	50%
Fire Commercial Inspection	8	100%	0%
Fire SF Home Inspection	1	50%	50%
Fire Prevention - NU	1	100%	0%
Food Establishment - Unsanitary	1	33%	67%
Graffiti	1	100%	0%
Heat Issue	1	50%	50%
Snow/Ice/Hazard Removal	3	9%	91%
Snow Removal - City Lots	1	50%	50%
Snow Removal - City Sidewalk	2	50%	50%
Snow Removal/Concerns	1	6%	94%
Trash Cart - Missing	2	100%	0%
Trash - Missed Garbage Pickup	2	40%	60%
Trash - Overflowing Dumpster	1	100%	0%
Water Bill - E-Billing Problem	1	100%	0%



- Completed
- In progress
- Received
- Submitted