



Weekly Report

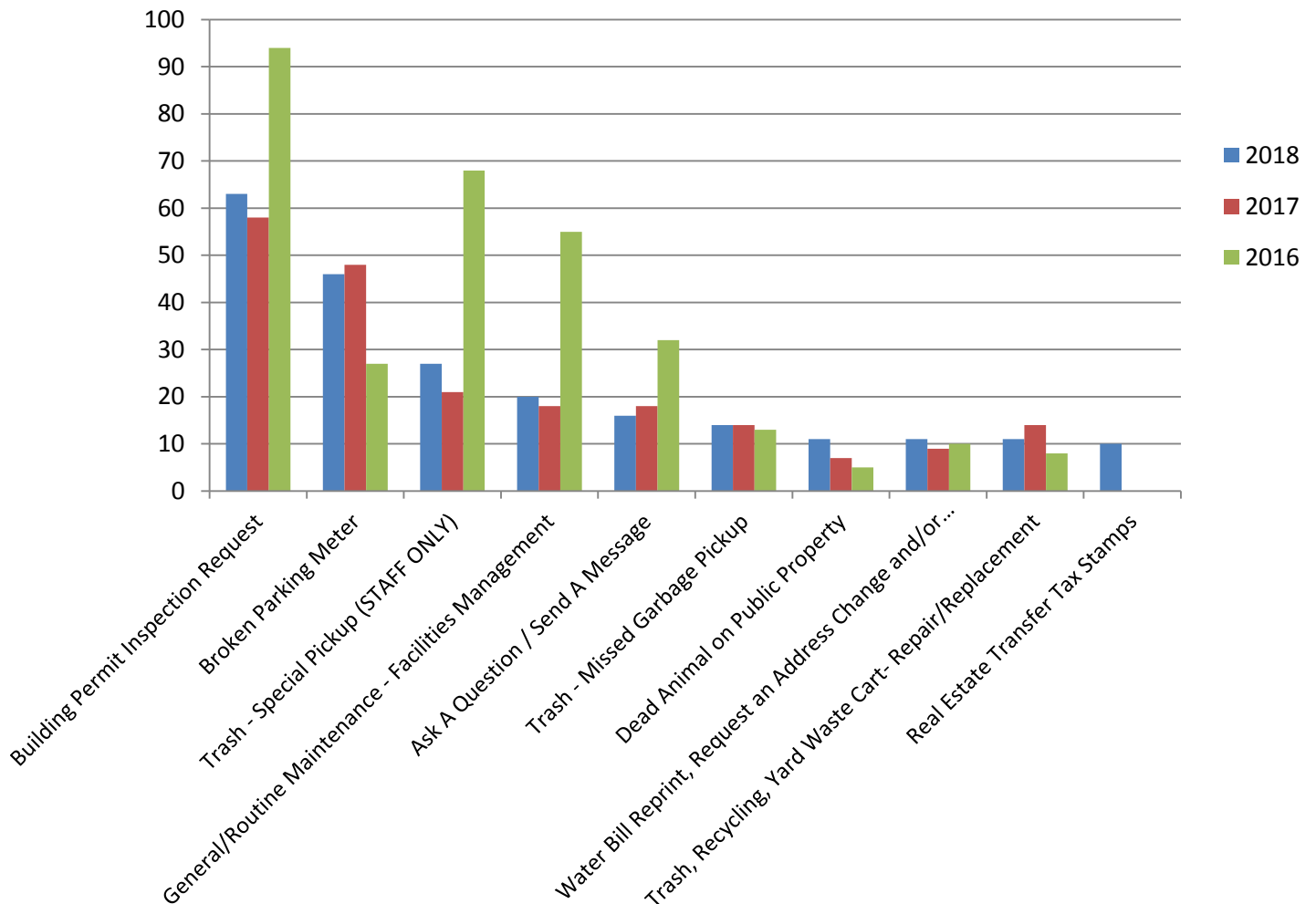
February 22-28, 2018

	Current Week	Previous Week
Calls Handled	2343	2416*
Service Requests	511	491
Total Chats	23	34
Total Text	30	19

*311 Center was open on Sat. 2/17

Trending Issues	
	<ul style="list-style-type: none"> • Passport system – Issues with paying parking tickets or contesting parking tickets • Questions about 2018 Yard Waste season

2016-2018 Comparison Chart
For February 22-28





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Missed Garbage Pickup

This week 14; Last week 7
Below 3 year avg. of 14.2



Missed Recycling Pickup

This week 10; Last week 5
Below 3 year avg. of 13.1



Rodents/Rats

This week 8; Last week 0
Below 3 year avg. of 20.3



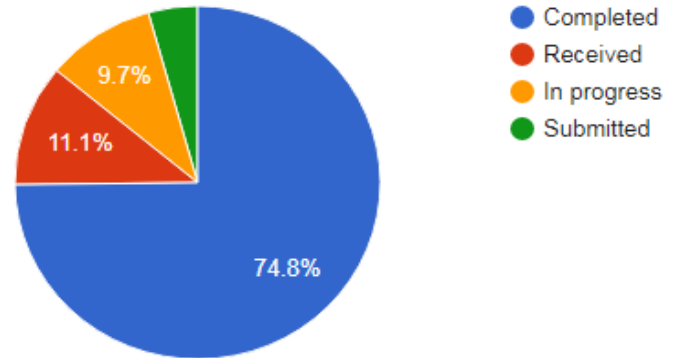
Broken Parking Meters

This week 43; Last week 52
Below 3 year avg. of 46.7



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Ask a Question/Send a Message	2	13%	88%
Construction/Engineering	1	50%	50%
Food Establishment - Unsanitary	1	100%	0%
Heat Issue	1	50%	50%
Payment Arrangement - Water Bill	1	100%	0%
Sidewalk - Maintenance	1	33%	67%
Speed Bumps/Humps	1	33%	67%
Street Lights	2	67%	33%
Trash Cart - Missing	1	50%	50%
Garbage in Parks or ROW	2	25%	75%
Missed Garbage Pickup	7	50%	50%
Overflowing Garbage Dumpster	2	67%	33%
Trash - Tire Pickup	1	25%	75%



Upcoming Events – March 5-11

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
5 6:00 PM Human Services Committee	6 6:30 PM Climate Action Resilience Plan Working Group Meeting 7:00 PM 1st Ward Meeting	7 2:30 PM Design and Project Review Committee 6:00 PM Inclusionary Housing Ordinance Subcommittee - CANCELED 7:00 PM Citizen Police Complaint Assessment Committee	8 2:00 PM ITA Open House 5:00 PM OTR Gallery Reception 5:30 PM Water Pumping Station Tour 7:00 PM Mental Health Board 7:00 PM 7th Ward Meeting 7:00 PM 2nd Ward Meeting 7:00 PM Environment Board 8:00 PM All Things REconsidered	9 7:15 AM Utilities Commission Meeting 12:00 PM State of the City Luncheon 8:00 PM All Things REconsidered	10 8:00 AM Indoor Winter Market 10:00 AM Watershed Learning 11:00 AM Winter HeARTH Art Project Event 8:00 PM All Things REconsidered	11 1:00 PM Frances Willard House Reopening