



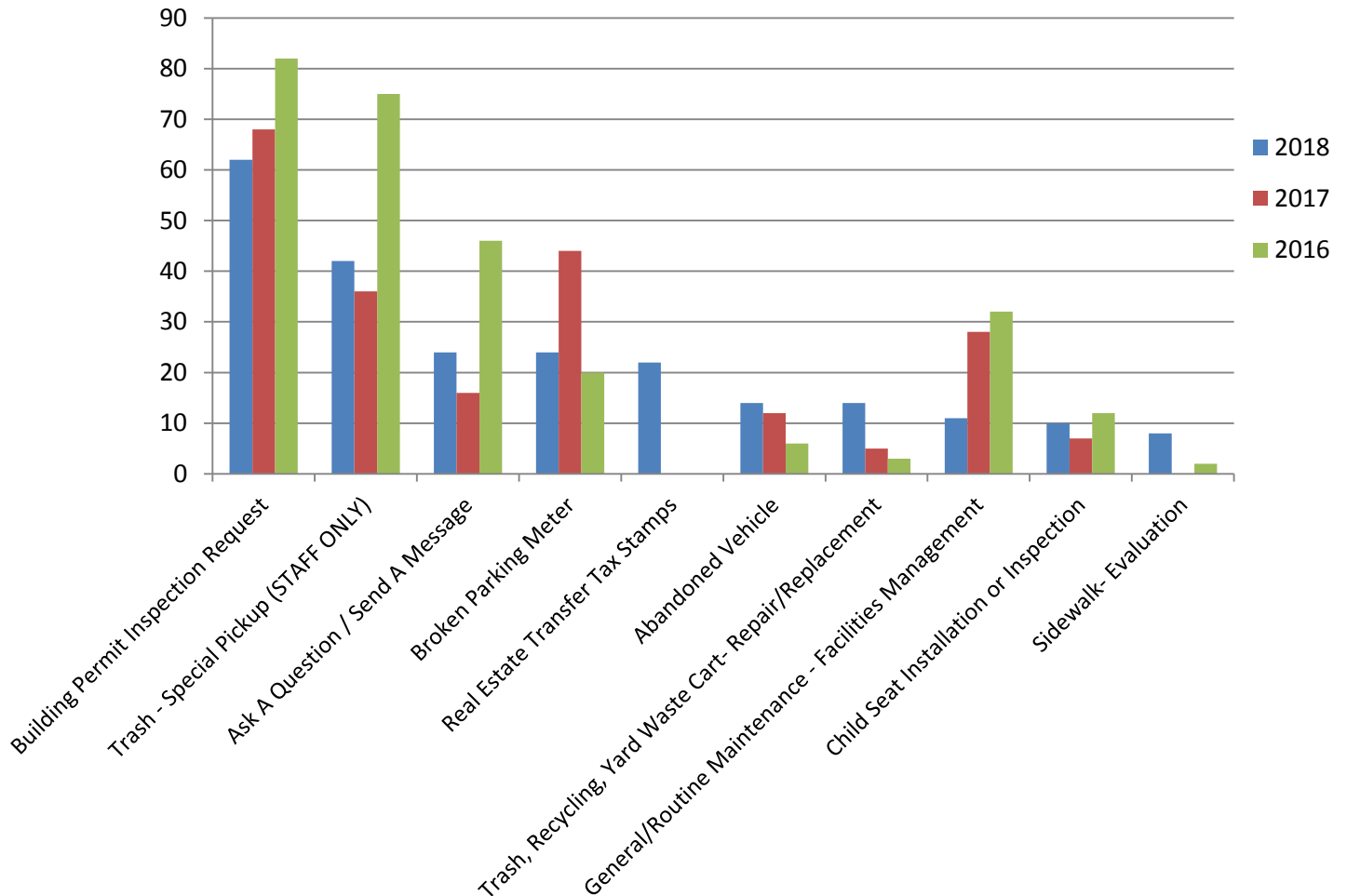
# Weekly Report

**March 15-21, 2018**

	Current Week	Previous Week
<b>Calls Handled</b>	2258	2318
<b>Service Requests</b>	557	498
<b>Total Chats</b>	26	24
<b>Total Text</b>	17	11

Trending Issues
<ul style="list-style-type: none"> <li>• Voting Questions</li> <li>• Water Bill Questions</li> <li>• Property Tax Assessment appointments</li> <li>• Requests for real estate transfer stamp</li> </ul>

**2016-2018 Comparison Chart**  
For March 15-21





# Weekly Report

**March 15-21, 2018**

**Missed Garbage Pickup**

This week 7; Last week 10  
Below 3 year avg. of 14.2



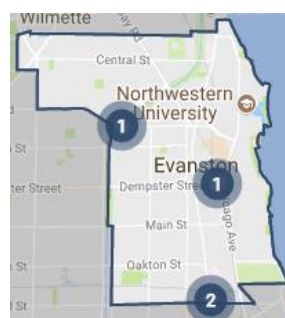
**Missed Recycling Pickup**

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



**Rodents/Rats**

This week 4; Last week 9  
Below 3 year avg. of 20.3



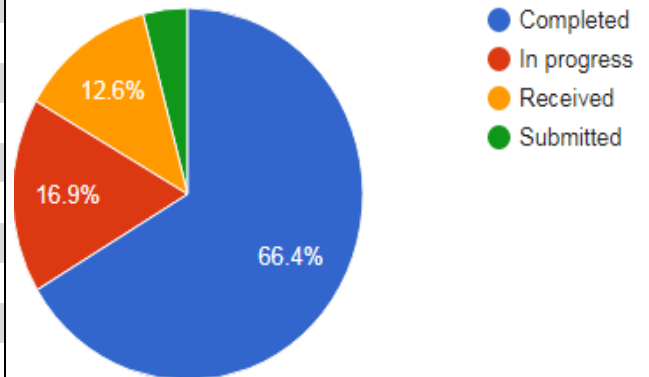
**Broken Parking Meters**

This week 24; Last week 32  
Below 3 year avg. of 46.7



**SLA Analysis**

Issue	# Late	% Late	% Complete within SLA
ADA/Inclusion Aids	1	100%	0%
Animal Issue/Concern - General	1	17%	83%
Ask a Question/Send a Message	5	21%	79%
Garbage - Overflow, odorous	1	100%	0%
Graffiti	2	50%	50%
Pot hole	1	50%	50%
Property Zoning Information	1	100%	0%
Public Transit Agency Issue	1	100%	0%
Speed Bumps/Speed Humps	1	100%	0%
Trash - Accumulation	2	100%	0%
Trash Cart - Missing	1	25%	75%
Trash - Garbage in Parks or ROW	2	40%	60%
Trash - Missed Garbage Pickup	2	29%	71%
Trash - Tire Pickup	2	100%	0%



**Upcoming Events – March 26-April 1**

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
<b>26</b> 1:30 PM <a href="#">Developing Cultural Competence Workshop</a>  6:00 PM <a href="#">Administration and Public Works Committee - CANCELED</a>  7:15 PM <a href="#">Planning &amp; Development Committee - CANCELED</a>  7:30 PM <a href="#">City Council - CANCELED</a>	<b>27</b> 2:00 PM <a href="#">Age Friendly Task Force Meeting</a>	<b>28</b> 2:30 PM <a href="#">Design and Project Review Committee</a>	<b>29</b> 1:30 PM <a href="#">Understanding White Privilege Workshop</a>	<b>30</b> 11:00 AM <a href="#">Marshmallow Drop</a>	<b>31</b> 8:00 AM <a href="#">Indoor Winter Market</a>	<b>1</b>