



# Weekly Report

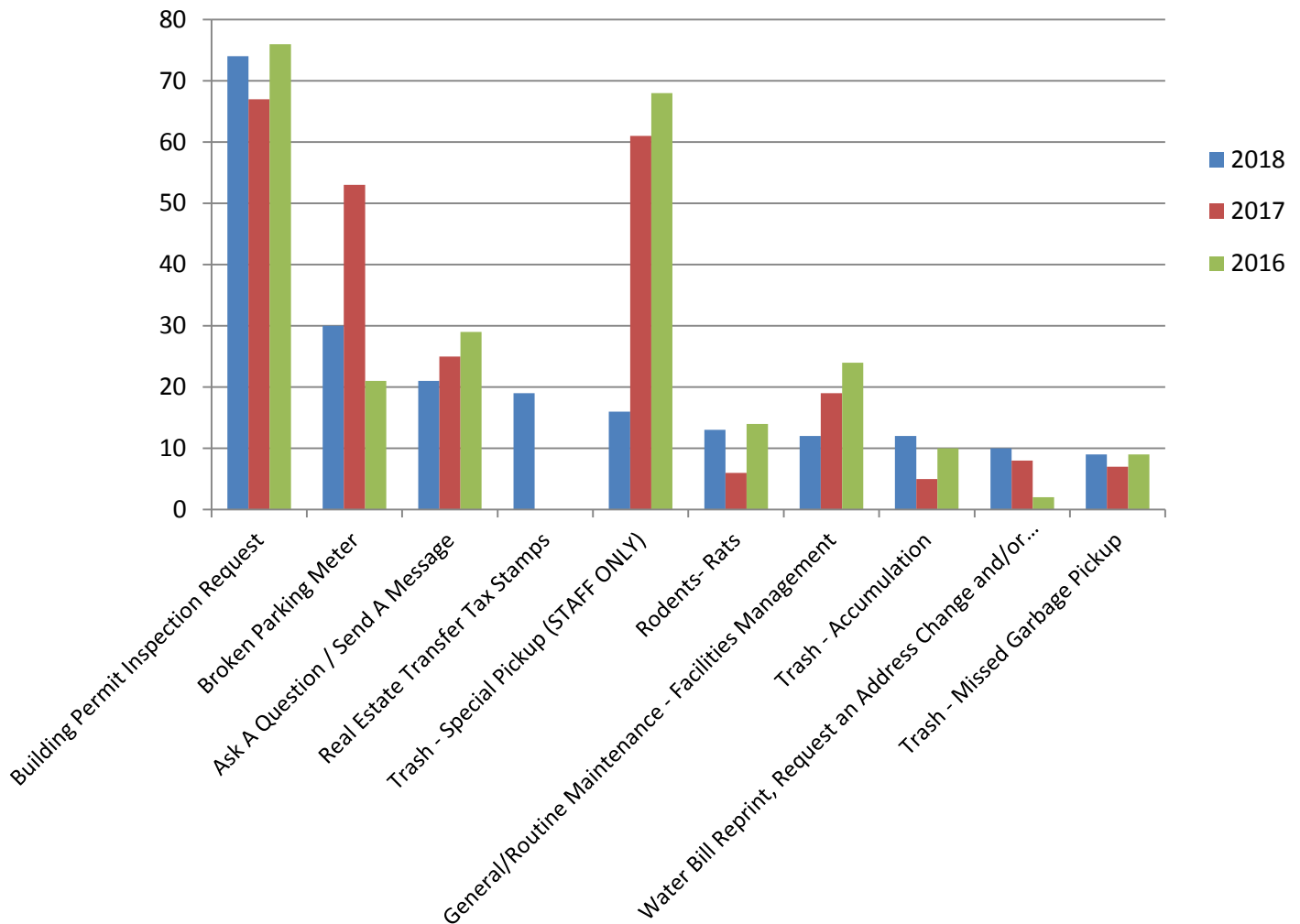
**March 22-28, 2018**

	Current Week	Previous Week
<b>Calls Handled</b>	2109	2258
<b>Service Requests</b>	518	557
<b>Total Chats</b>	31	26
<b>Total Text</b>	14	17

Trending Issues
<ul style="list-style-type: none"> <li>• Questions about food scrap composting in yard waste containers</li> <li>• Changes in street cleaning/new signs in Zone 4</li> </ul>

## 2016-2018 Comparison Chart

For March 22-28





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**March 22-28, 2018**

**Missed Garbage Pickup**

This week 9; Last week 7  
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 13; Last week 4  
Below 3 year avg. of 20.3



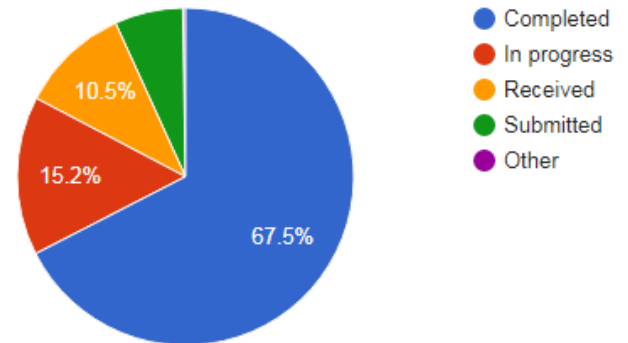
**Broken Parking Meters**

This week 29; Last week 24  
Below 3 year avg. of 46.7



**SLA Analysis**

Issue	# Late	% Late	% Complete within SLA
Abandoned Vehicle	1	20%	80%
Animals - Too many, odors, etc.	1	50%	50%
Ask a Question/Send a Message	7	33%	67%
Construction/Engineering	1	50%	50%
Dead Rodent-Rat	1	50%	50%
Food Establishment - Unsanitary	1	100%	0%
Public Transit Agency Issue	1	100%	0%
Sidewalk - Evaluation	1	20%	80%
Sidewalk - Maintenance	1	50%	50%
Street Lights	1	50%	50%
Taxi Complaints	1	100%	0%
Trash - Accumulation	8	67%	33%
Trash - Garbage in Parks/ROW	3	50%	50%
Trash - Missed Garbage Pickup	1	11%	89%
Trash - Overflowing Dumpster	1	100%	0%



**Upcoming Events – April 2-8**

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
<b>2</b> 6:00 PM <a href="#">Human Services Committee - CANCELED</a>	<b>3</b> 6:30 PM <a href="#">Climate Action Resilience Plan Working Group Meeting</a> 7:00 PM <a href="#">Mayor's Town Hall Meeting</a>	<b>4</b> 11:00 AM <a href="#">Liquor Control Review Board</a> 2:30 PM <a href="#">Design and Project Review Committee</a> 6:30 PM <a href="#">Citizen Police Complaint Assessment Committee</a>	<b>5</b> 7:00 AM <a href="#">3rd Ward Office Hours</a> 7:00 PM <a href="#">Housing and Homelessness Commission</a>	<b>6</b>	<b>7</b> 8:00 AM <a href="#">Indoor Winter Market</a> 9:00 AM <a href="#">Spring Flea Market</a> 6:00 PM <a href="#">Tails in Bloom Gala</a>	<b>8</b>