



Weekly Report

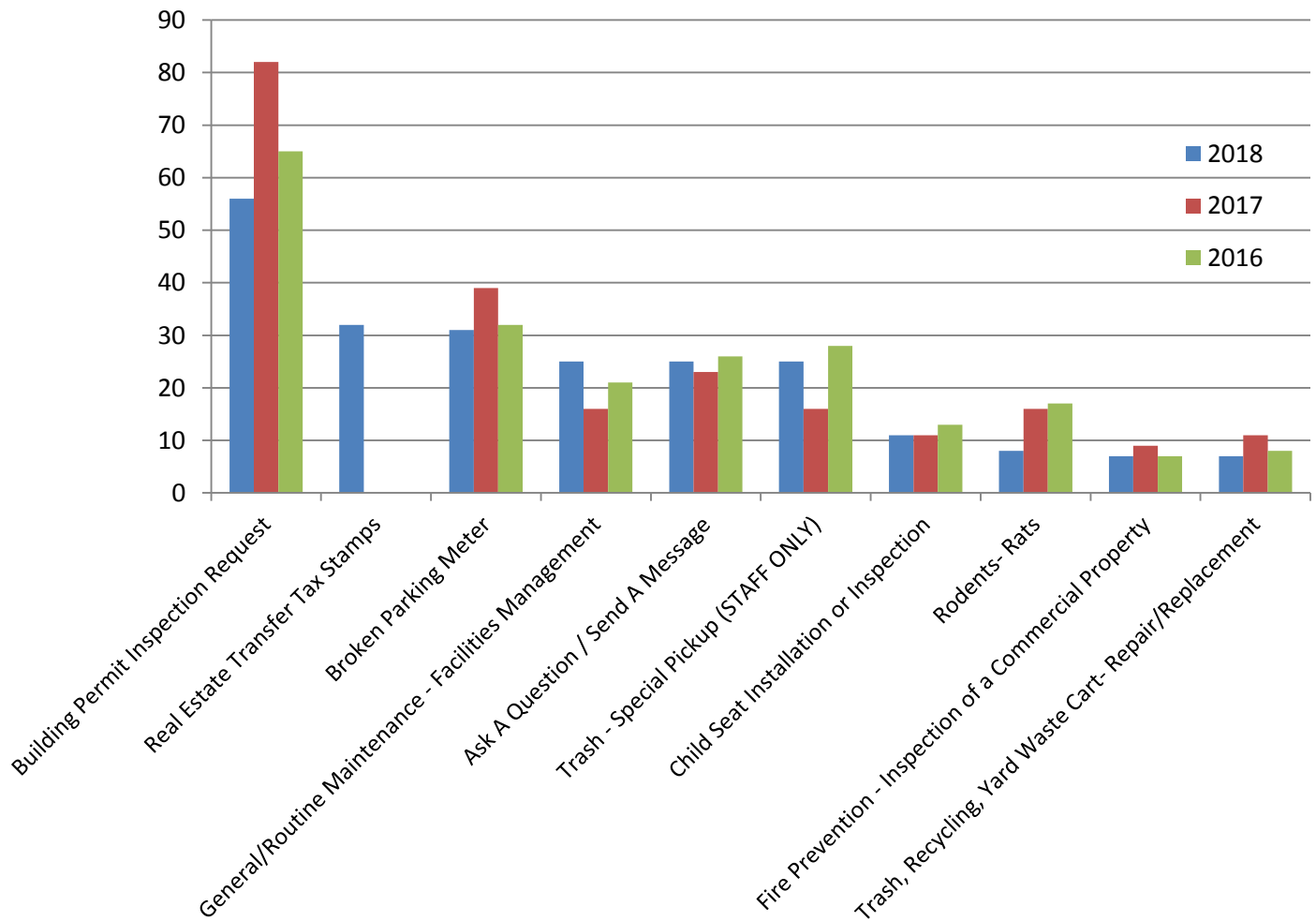
April 5-11, 2018

	Current Week	Previous Week
Calls Handled	2273	2272
Service Requests	510	554
Total Chats	24	24
Total Text	12	16

Trending Requests	<ul style="list-style-type: none"> • Building Inspections • Youth job list • Real Estate Transfer Stamp • General parking ticket questions
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2016-2018 Comparison Chart

For April 5-11



April 5-11, 2018

Missed Garbage Pickup

This week 7; Last week 12
Below 3 year avg. of 14.2



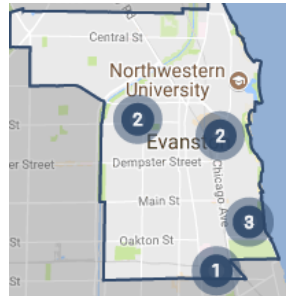
Missed Recycling Pickup

This week 7; Last week 2
Below 3 year avg. of 13.1



Rodents/Rats

This week 8; Last week 12
Below 3 year avg. of 20.3



Broken Parking Meters

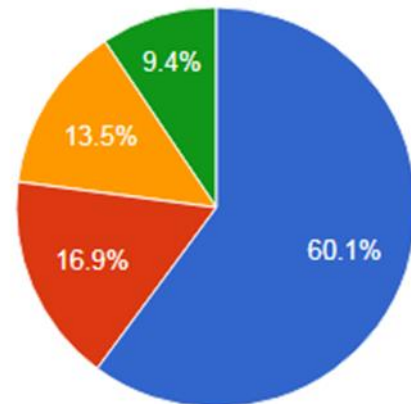
This week 30; Last week 24
Below 3 year avg. of 46.7



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Animal Issue/Concern General	1	25%	75%
Ask a Question/Send a Message	3	12%	88%
Broken Buffalo Box	1	100%	0%
Broken Park/Playground Equip.	1	100%	0%
Constuction/Engineering	1	50%	50%
Dropped Keys/Item in Drainage	1	100%	0%
Food Establishment - Unsanitary	1	100%	0%
Graffiti	1	33%	67%
Health/Miscellaneous	2	100%	0%
Street Lights	1	50%	50%
Traffic Signal/Back Plate	1	17%	83%
Trash Cart - Missing	2	100%	0%
Trash - Garbage in Parks or ROW	1	20%	80%
Trash - Missed Garbage Pickup	1	14%	86%
Trash - Overflowing Dumpster	1	50%	50%
Yard Waste - Missed Pickup	1	50%	50%

- Completed
- In progress
- Submitted
- Received



Upcoming Events – April 9-15

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
16 7:00 PM City Council - CANCELED	17 7:00 PM Housing & Community Development Act Committee - CANCELED 7:00 PM Zoning Board of Appeals Meeting 7:00 PM Board of Ethics - CANCELED 7:00 PM 7th Ward Meeting	18 2:30 PM Design and Project Review Committee 6:30 PM Library Board 6:30 PM M/W/EBE Development Committee 7:00 PM Special Plan Commission Meeting	19 6:00 PM Weatherization Workshop 6:30 PM C-Change: Climate Conversations – Get on Board 7:00 PM Parks, Recreation and Community Services Board 7:00 PM 5th Ward Meeting	20	21 8:00 AM Indoor Winter Market 9:00 AM 9th Ward Meeting 9:00 AM Earth Day/Arbor Day Cleanup & Tree Planting 9:00 AM Healthy Kids Day 1:00 PM 'unCovered' Public Art Event	22