



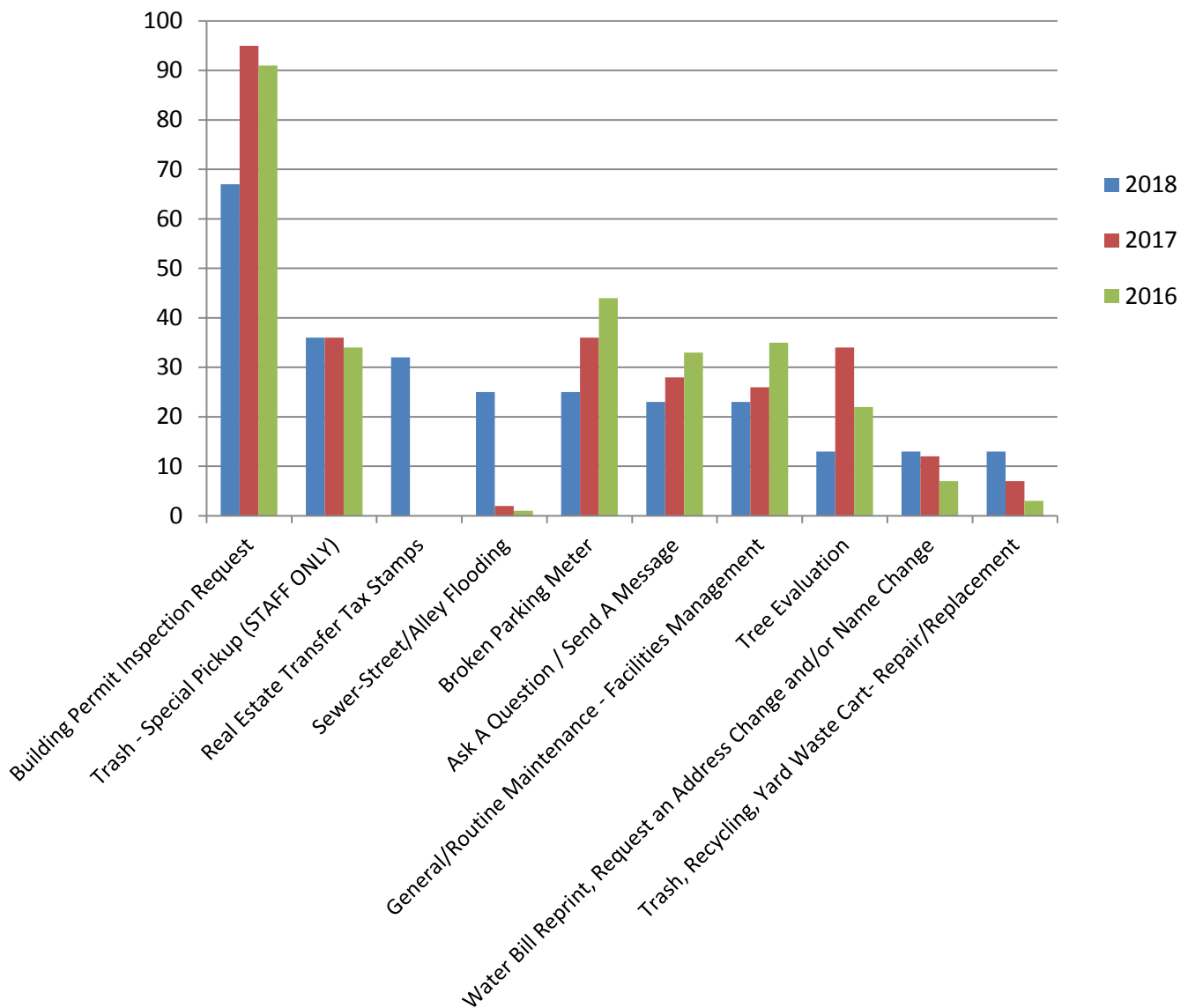
Weekly Report

May 17-23, 2018

	Current Week	Previous Week
Calls Handled	2458	2504
Service Requests	774	774
Total Chats	28	28
Total Text	24	21

Trending Requests	<ul style="list-style-type: none"> • Flooding issues from rain on Monday • Questions about beach opening and beach tokens • Requests for special refuse pickups • Requests for tree evaluations • Requests sidewalk evaluations
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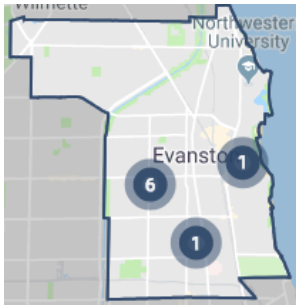
2016-2018 Comparison Chart
For May 17-23



May 17-23, 2018

Missed Garbage Pickup

This week 8; Last week 10
Below 3 year avg. of 14.2



Missed Recycling Pickup

This week 5; Last week 2
Below 3 year avg. of 13.1



Missed Yard Waste

This week 5; Last week 10
Below 3 year avg. of 11.1



Rodents/Rats

This week 9; Last week 14
Below 3 year avg. of 20.3



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Ask a Question/Send a Message	3	13%	87%
Birds	2	100%	0%
Broken Park/Playground Equip.	2	67%	33%
Construction/Engineering	2	100%	0%
Dead Animal on Public Property	1	11%	89%
Insects	1	100%	0%
Parking App - Question/Concern	1	100%	0%
Pot Hole	1	17%	83%
Sidewalk - Maintenance	1	33%	67%
Trash Cart - Missing	2	67%	33%
Trash - Garbage in Parks or ROW	3	50%	50%
Water Quality - Question/Concern	1	50%	50%

