



# Weekly Report

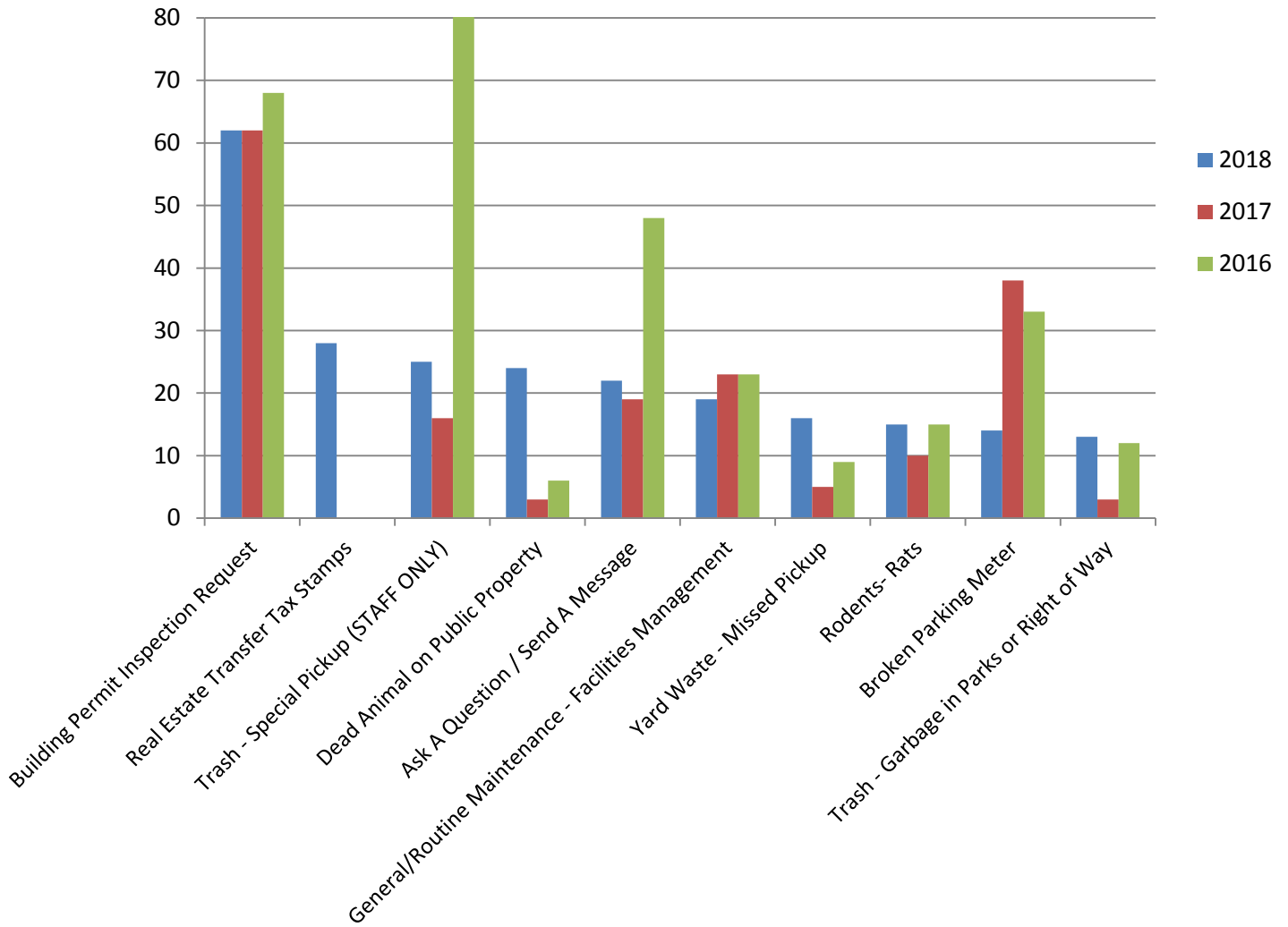
**May 24-30, 2018**

|                         | Current Week* | Previous Week |
|-------------------------|---------------|---------------|
| <b>Calls Handled</b>    | 2182          | 2458          |
| <b>Service Requests</b> | 741           | 774           |
| <b>Total Chats</b>      | 23            | 28            |
| <b>Total Text</b>       | 17            | 24            |

\*The 311 Center was closed on Monday, May 28<sup>th</sup> for Memorial Day

| Trending Requests |  |
|-------------------|--|
|                   | <ul style="list-style-type: none"> <li>• Questions about trash pick-up on the Memorial Day holiday</li> <li>• Questions about purchasing beach tokens</li> <li>• Questions about park permits</li> </ul> |

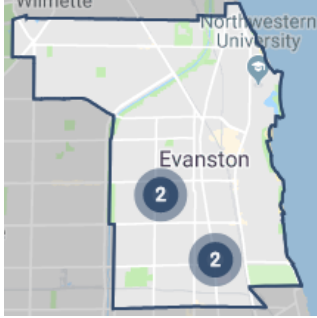
**2016-2018 Comparison Chart**  
For May 24-30, 2018



**May 24-30, 2018**

**Missed Garbage Pickup**

This week 4; Last week 8  
Below 3 year avg. of 14.2



**Missed Recycling Pickup**

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



**Missed Yard Waste**

This week 16; Last week 5  
Above 3 year avg. of 11.1



**Rodents/Rats**

This week 15; Last week 9  
Below 3 year avg. of 20.3



**SLA Analysis**

| Issue                            | # Late | % Late | % Complete within SLA |
|----------------------------------|--------|--------|-----------------------|
| Amplified Sounds/Music           | 1      | 100%   | 0%                    |
| Ask a Question/Send a Message    | 3      | 14%    | 86%                   |
| Birds                            | 1      | 100%   | 0%                    |
| Broken Park/Playground Equip.    | 2      | 100%   | 0%                    |
| Construction/Engineering         | 1      | 50%    | 50%                   |
| Dead Animal on Public Property   | 2      | 8%     | 92%                   |
| Graffiti                         | 2      | 40%    | 60%                   |
| Mosquitoes                       | 1      | 50%    | 50%                   |
| Plastic Bag Ordinance - Question | 1      | 100%   | 0%                    |
| Pot Hole                         | 1      | 33%    | 67%                   |
| Rental Dwelling Inspection       | 1      | 20%    | 80%                   |
| Repair Park or Play Lot Fountain | 1      | 33%    | 67%                   |
| Sidewalk - Maintenance           | 2      | 67%    | 33%                   |
| Trash Cart - Missing             | 1      | 33%    | 67%                   |
| Trash - Garbage in Parks or ROW  | 3      | 23%    | 77%                   |
| Water Bill - High Charge, Error  | 1      | 25%    | 75%                   |
| Water Main Break/Service Leak    | 1      | 100%   | 0%                    |
| Yard Waste - Missed Pickup       | 5      | 31%    | 69%                   |

- Completed
- Submitted
- In progress
- Received

