



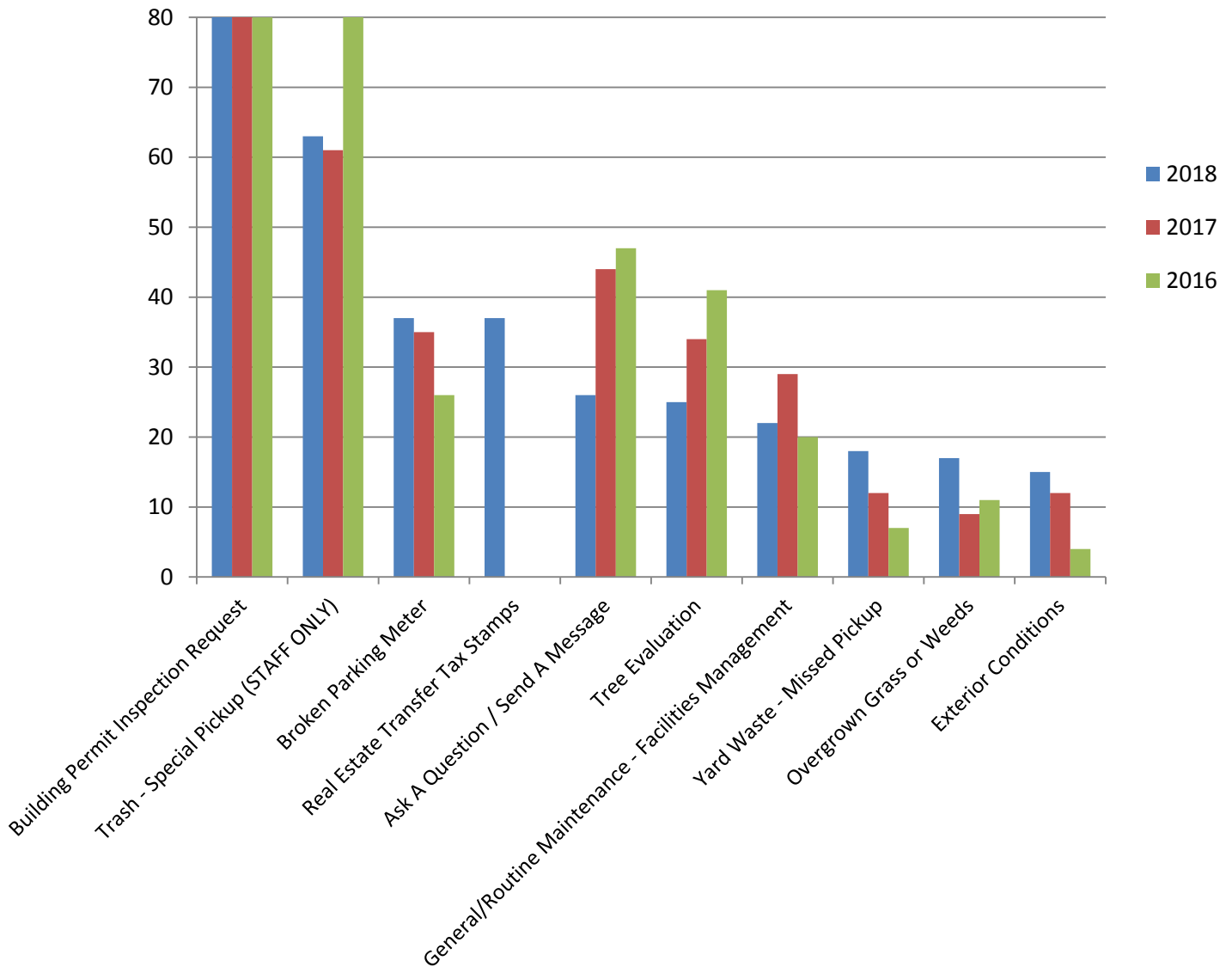
Weekly Report

May 31-June 6, 2018

	Current Week*	Previous Week
Calls Handled	2767	2182
Service Requests	751	741
Total Chats	41	23
Total Text	20	17

Trending Requests	<ul style="list-style-type: none"> • Questions about new Transportation Program • Questions about beach tokens and boat launch • Questions about summer camps
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2016-2018 Comparison Chart
For May 31-June 6, 2018



May 31-June 6, 2018

Missed Garbage Pickup

This week 14; Last week 4
Below 3 year avg. of 14.2



Missed Recycling Pickup

This week 10; Last week 5
Below 3 year avg. of 13.1



Missed Yard Waste

This week 18; Last week 16
Above 3 year avg. of 11.1



Rodents/Rats

This week 6; Last week 15
Below 3 year avg. of 20.3



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Ask a Question/Send a Message	4	15%	85%
Graffiti	2	29%	71%
Mosquitoes	1	100%	0%
Property Zoning Information	2	100%	0%
Sidewalk - Evaluation	4	67%	33%
Sidewalk - Maintenance	1	100%	0%
Street Sweeping	2	67%	33%
Trash - Garbage in Parks or ROW	2	25%	75%
Trash - Missed Garbage Pickup	2	14%	86%
Overflowing Garbage Dumpster	2	50%	50%
Trash - Special Pickup	3	5%	95%
Trash - Tire Pickup	1	50%	50%
Water Service - Question/Concern	1	25%	75%
Yard Waste - Missed Pickup	2	11%	89%

