



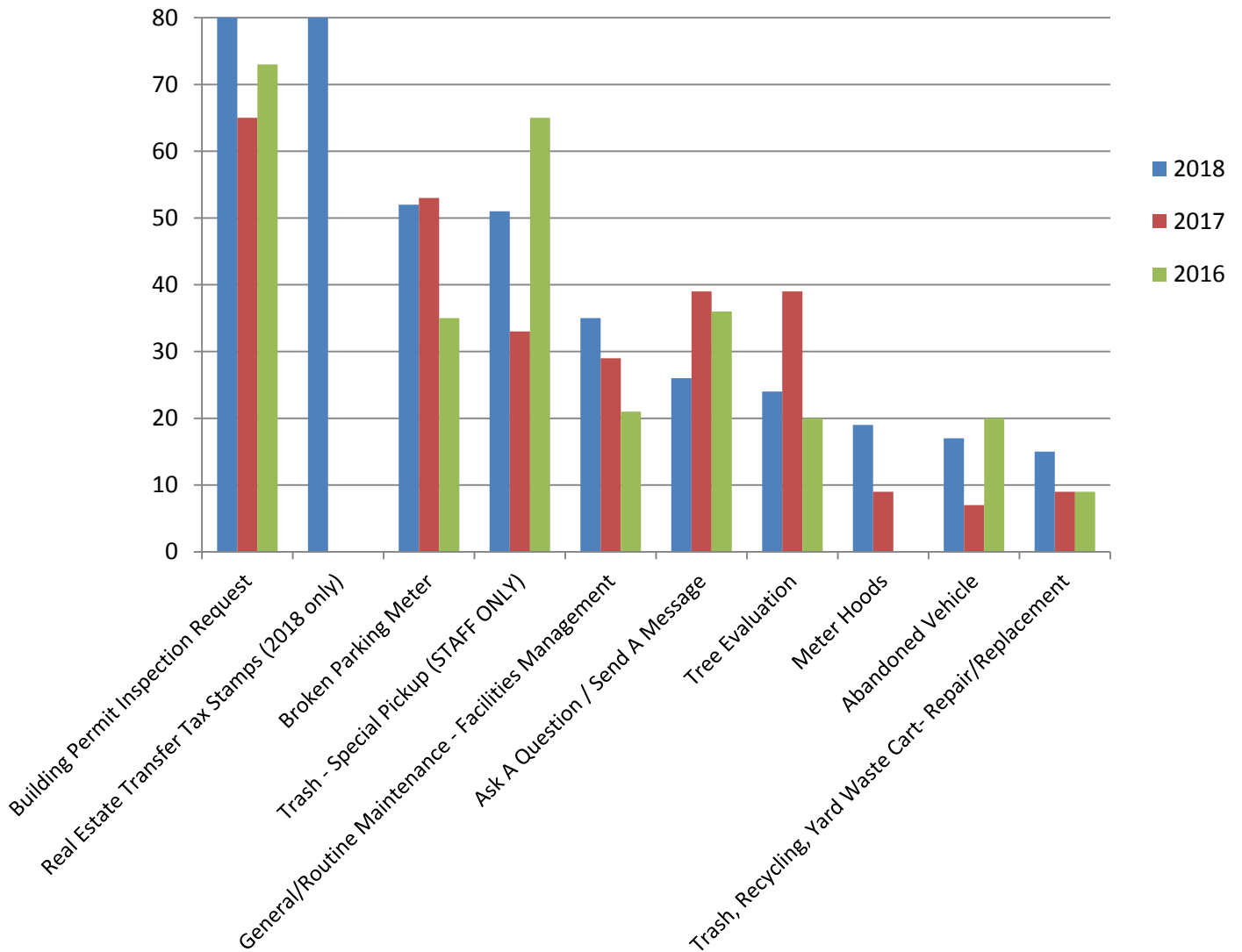
# Weekly Report

**June 7-13, 2018**

	Current Week*	Previous Week
<b>Calls Handled</b>	2404	2767
<b>Service Requests</b>	747	751
<b>Total Chats</b>	30	41
<b>Total Text</b>	16	20

<b>Trending Requests</b>	<ul style="list-style-type: none"> <li>• Refuse special pickups</li> <li>• Overgrown grass</li> <li>• Questions about summer camps and beaches</li> </ul>
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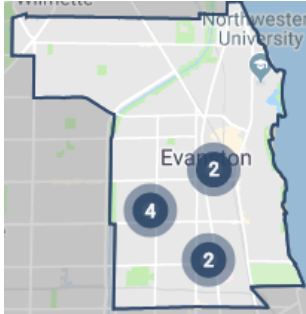
**2016-2018 Comparison Chart**  
For May 31-June 6, 2018



**June 7-13, 2018**

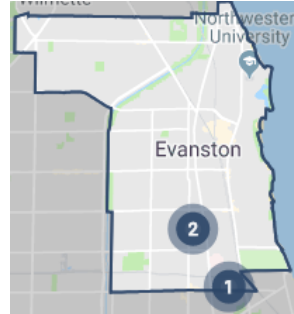
**Missed Garbage Pickup**

This week 8; Last week 14  
Below 3 year avg. of 14.2



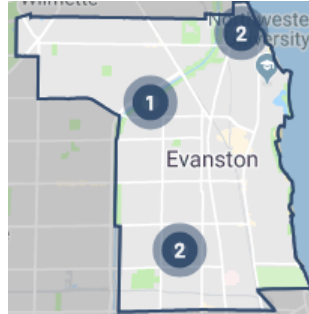
**Missed Recycling Pickup**

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



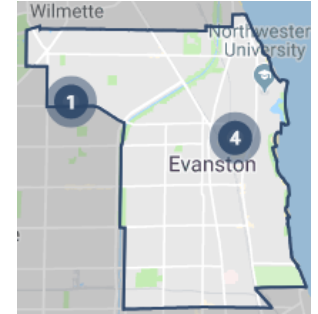
**Missed Yard Waste**

This week 5; Last week 18  
Above 3 year avg. of 11.1



**Rodents/Rats**

This week 5; Last week 6  
Below 3 year avg. of 20.3



**SLA Analysis**

Issue	# Late	% Late	% Complete within SLA
Abandoned Vehicle	3	25%	75%
Amplified Sounds/Music	1	100%	0%
Ask a Question/Send a Message	7	32%	68%
Bathroom Maintenance - Parks	1	50%	50%
Birds	1	50%	50%
Broken Park/Playground Equip.	1	50%	50%
Construction/Engineering	3	75%	25%
Food Establishment - Unsanitary	1	50%	50%
General Payment Question - Water	1	100%	0%
Health/Miscellaneous	1	50%	50%
Park Lawn Maintenance	1	25%	75%
Power Outage	1	33%	67%
Private Utility Service Issue	2	100%	0%
Public Transit Agency Issue	2	100%	0%
Repair Park or Play Lot Fountain	2	67%	33%
Sidewalk - Maintenance	1	50%	50%
Taxi Complaints	1	100%	0%
Trash Cart - Missing	1	50%	50%
Trash - Missed Garbage Pickup	2	100%	0%

- Completed
- In progress
- Received
- Submitted

