



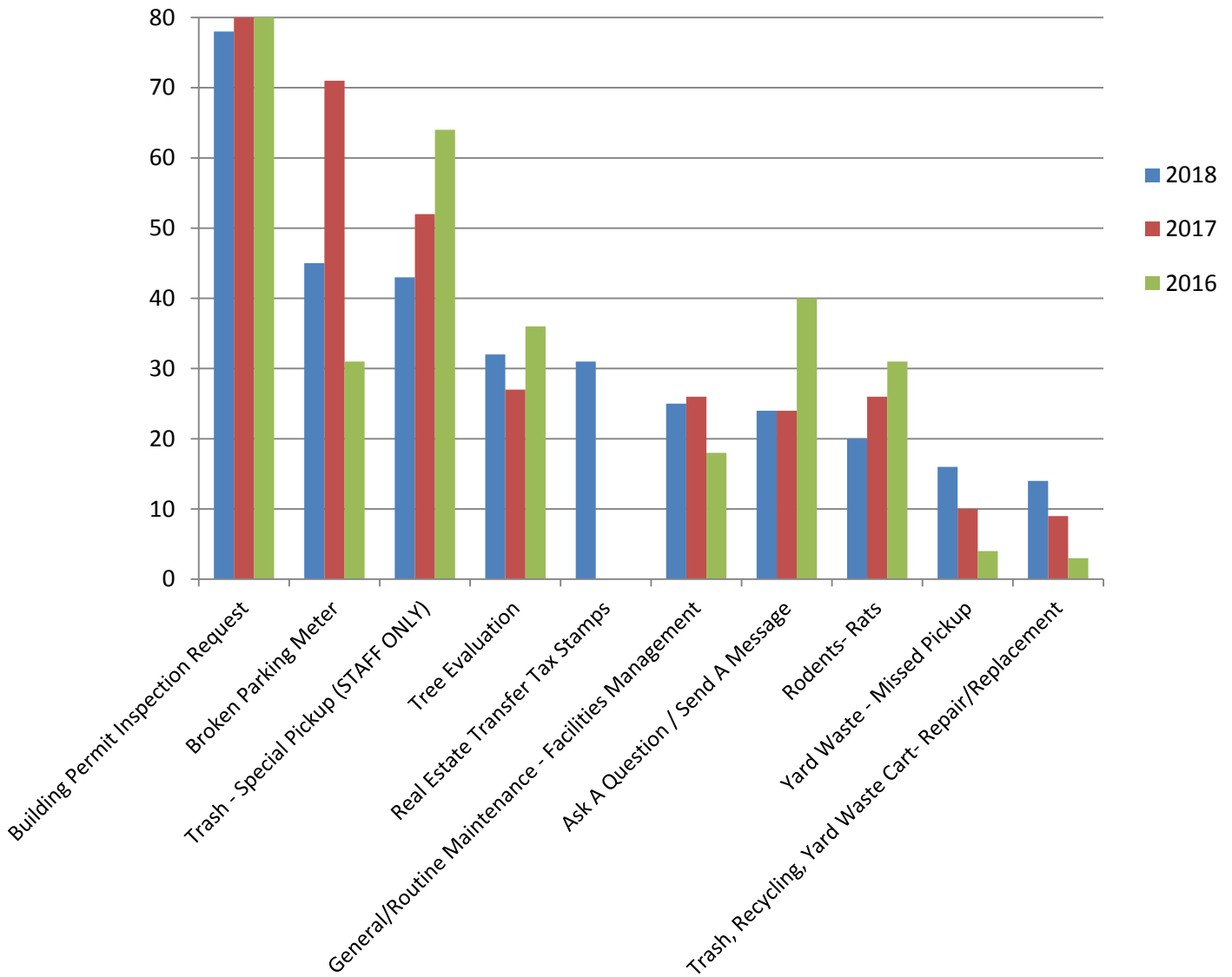
Weekly Report

July 5-11, 2018

	Current Week	Previous Week
Calls Handled	2696	2211
Service Requests	795	573
Total Chats	42	33
Total Text	37	27

Trending Requests	<ul style="list-style-type: none"> • Special Pickups • Transfer Stamps • Building Inspections
--------------------------	--

2016-2018 Comparison Chart
For July 5-11



July 5-11, 2018

Missed Garbage Pickup

This week 10; Last week 12
Below 3 year avg. of 14.2



Missed Recycling Pickup

This week 12; Last week 11
Below 3 year avg. of 13.1



Missed Yard Waste

This week 16; Last week 11
Above 3 year avg. of 11.1



Rodents/Rats

This week 20; Last week 16
Below 3 year avg. of 20.3



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Ask a Question/Send a Message	4	17%	83%
Fire Prevention - Public Education	1	100%	0%
Food Establishment - Unsanitary	2	67%	33%
Health - Miscellaneous	1	100%	0%
Illegal Trespass at Vacant Building	1	50%	50%
Mosquitoes	2	100%	0%
Pot Hole	1	100%	0%
Sidewalk - Maintenance	1	100%	0%
Street Lights	1	50%	50%
Trash Cart - Missing	5	50%	50%
Trash - Garbage in Parks or ROW	3	33%	67%
Trash - Tire Pickup	1	100%	0%
Water Quality - Question or Concern	1	100%	0%
Yard Waste - Missed Pickup	1	6%	94%

