



Weekly Report

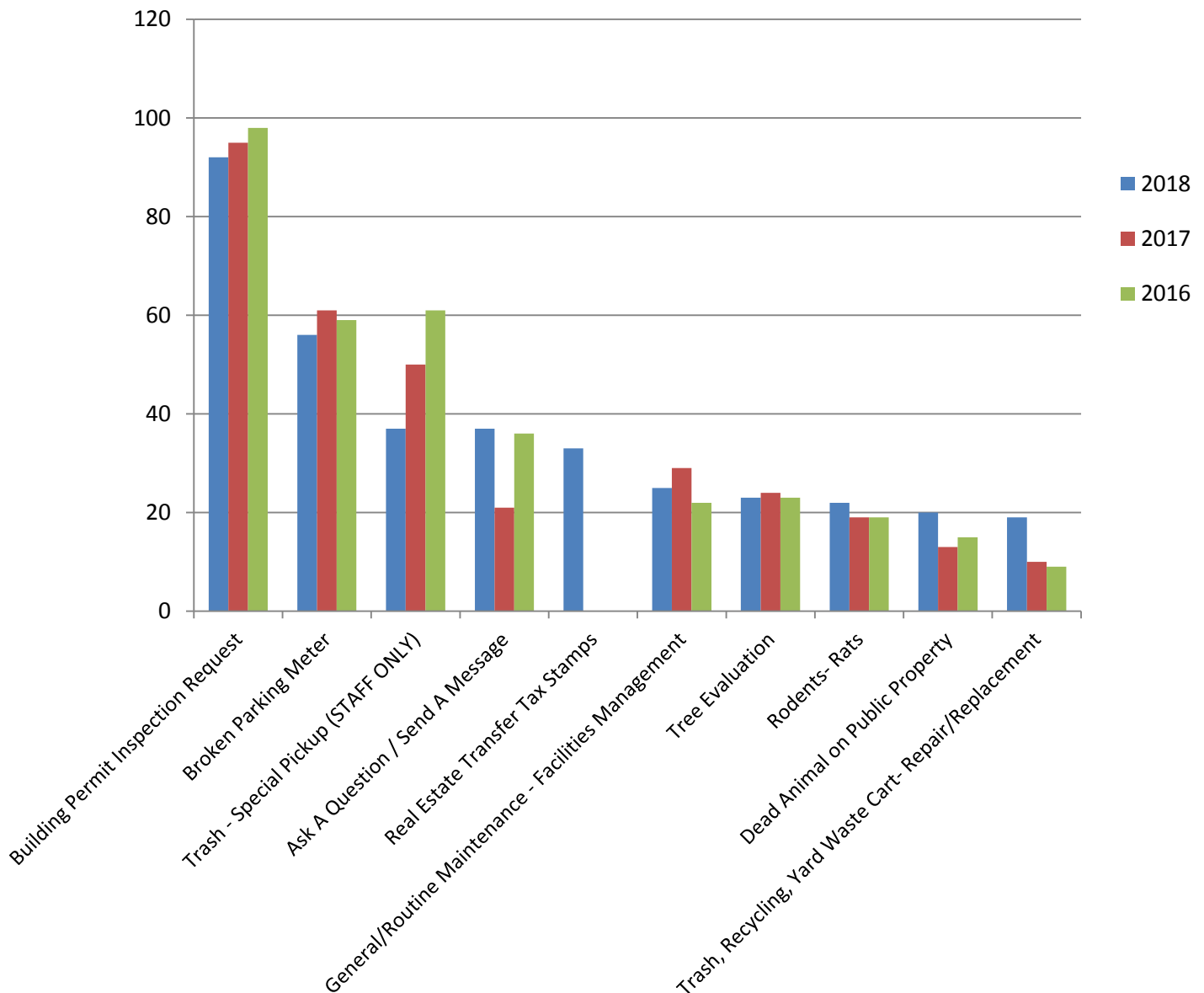
September 6-12, 2018

	Current Week	Previous Week
Calls Handled	2260	2001*
Service Requests	740	666
Total Chats	23	26
Total Text	25	34

Trending Requests	<ul style="list-style-type: none"> Funeral arrangements for Mayor Morton.
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*Previous week included Labor Day.

2016-2018 Comparison Chart
For September 6-12



September 6-12, 2018

Missed Garbage Pickup

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



Missed Recycling Pickup

This week 9; Last week 6
Below 3 year avg. of 13.1



Missed Yard Waste

This week 10; Last week 7
Below 3 year avg. of 11.1



Rodents/Rats

This week 28; Last week 21
Above 3 year avg. of 20.3



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Ask a Question/Send a Message	5	12%	88%
Birds	1	100%	0%
Broken Buffalo Box	1	33%	67%
Broken Park/Playground Equipment	1	50%	50%
Fire Prevention/Public Education	1	100%	0%
Garage, Yard, or Estate Sale Permit	1	50%	50%
Graffiti	1	10%	90%
Repair Park or Play Lot Fountain	2	100%	0%
Trash Cart - Missing	1	20%	80%
Trash - Garbage in Parks or ROW	1	13%	88%
Street Lights	1	14%	86%
Structure - Damage Danger	1	100%	0%
Sidewalk - Maintenance	1	25%	75%

