



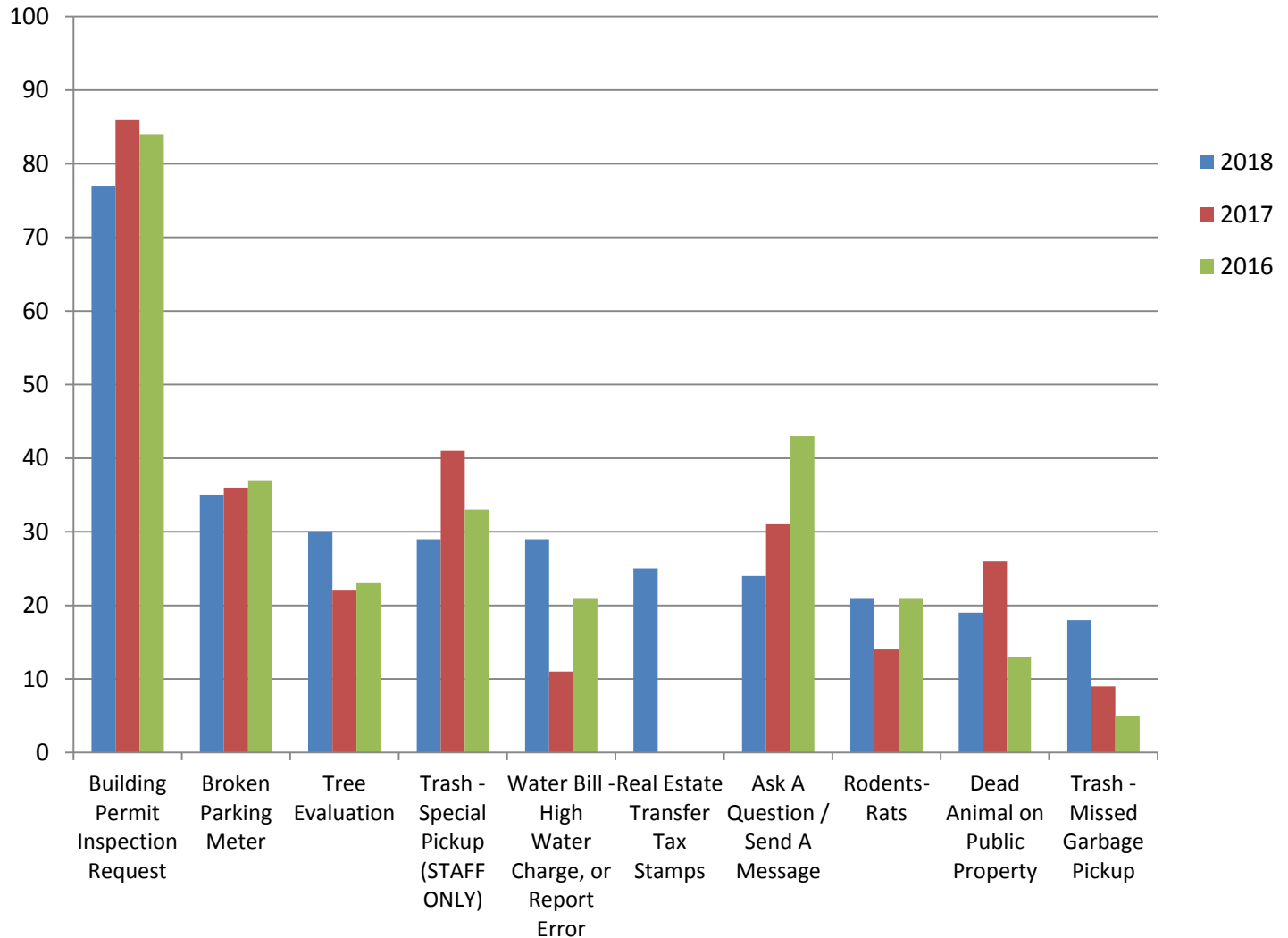
Weekly Report

September 13-19, 2018

	Current Week	Previous Week
Calls Handled	2596	2260
Service Requests	757	740
Total Chats	22	23
Total Text	35	25

Trending Requests	
	<ul style="list-style-type: none"> • High water charge questions/concerns • Past due alarm registration (recent mailing) • Water meter replacement – final notice (recent mailing) • Bulk trash pick-up – fall dates

**2016-2018 Comparison Chart
For September 13-19**



September 13-19, 2018

Missed Garbage Pickup

This week 18; Last week 10

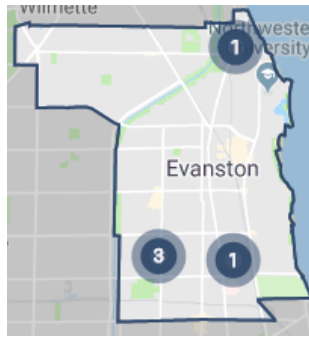
Above 3 year avg. of 14.2



Missed Recycling Pickup

This week 5; Last week 9

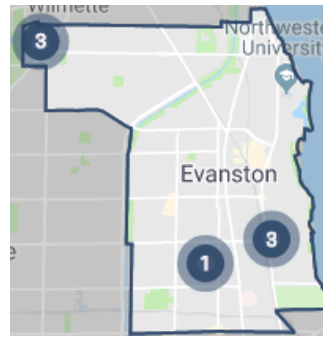
Below 3 year avg. of 13.1



Missed Yard Waste

This week 7; Last week 10

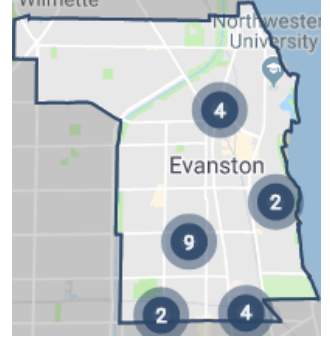
Below 3 year avg. of 11.1



Rodents/Rats

This week 21; Last week 28

Above 3 year avg. of 20.3



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Amplified Sounds and/or music	1	100%	0%
Ask a Question/Send a Message	4	17%	83%
Broken Park/Playground Equipment	3	60%	40%
Construction/Engineering	1	100%	0%
Dead Animal on Public Property	4	21%	79%
Dead Rodent-Rat	1	100%	0%
Elevator Concern	1	50%	50%
Health/Miscellaneous	2	50%	50%
Pot Hole - Secondary Route	1	33%	67%
Refuse Cart Placement	1	50%	50%
Rental Dwelling Inspection	2	67%	33%
Sidewalk - Evaluation	2	40%	60%
Sidewalk - Maintenance	5	100%	0%
Street Lights	1	50%	50%
Street Sweeping	1	100%	0%
Taxi Complaints	1	50%	50%
Traffic Signal/Back Plate	2	100%	0%
Trash - Appliance Pickup	1	100%	0%
Trash Cart, Recycling Cart - Missing	4	100%	0%
Trash - Missed Garbage Pickup	1	6%	94%
Trash - Overflowing Dumpster	2	100%	0%

