



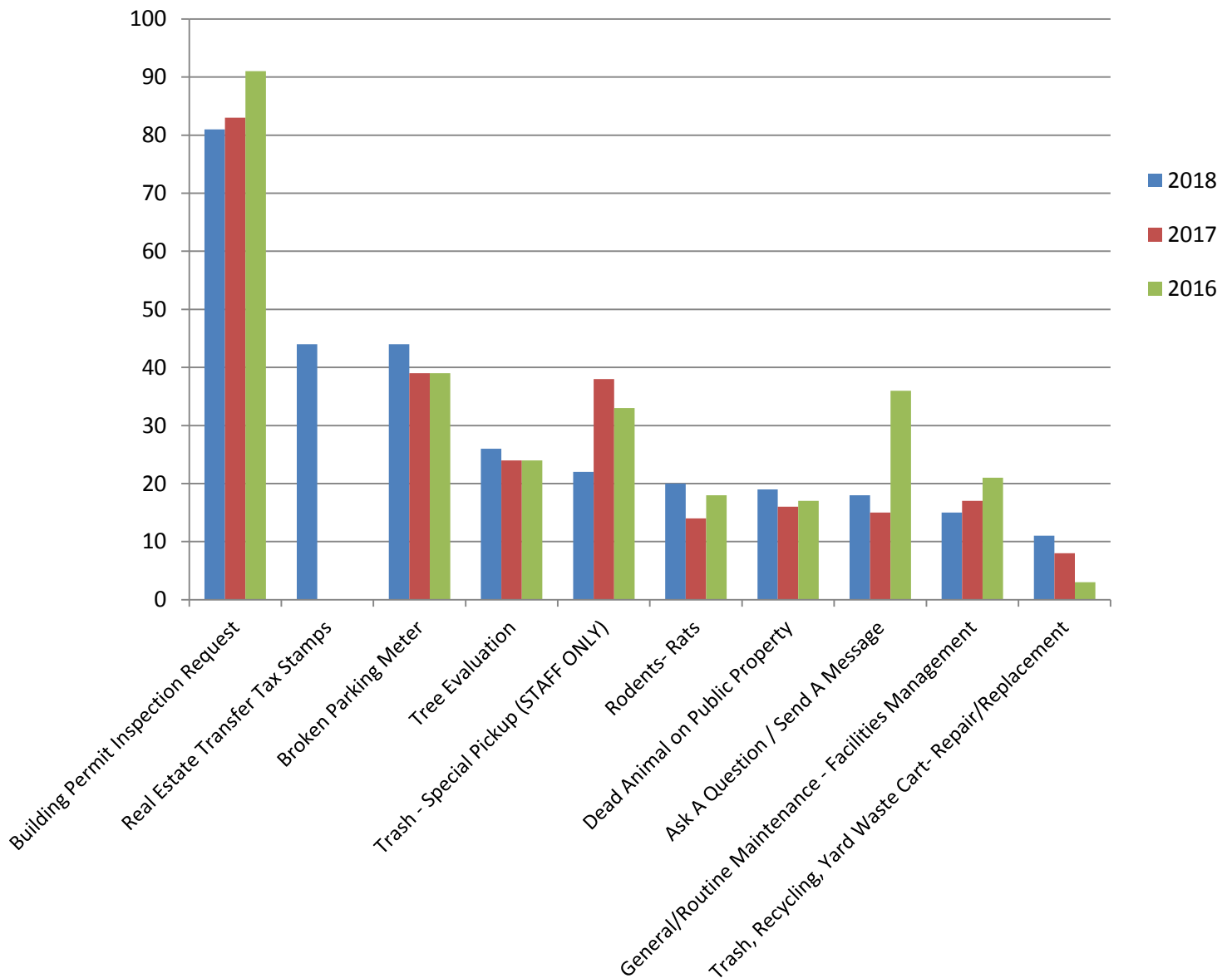
# Weekly Report

**September 20-26, 2018**

	Current Week	Previous Week
<b>Calls Handled</b>	2653	2596
<b>Service Requests</b>	704	757
<b>Total Chats</b>	20	22
<b>Total Text</b>	23	35

Trending Requests
<ul style="list-style-type: none"> <li>• High water charge questions/concerns</li> <li>• Past due alarm registrations (recent mailing)</li> </ul>

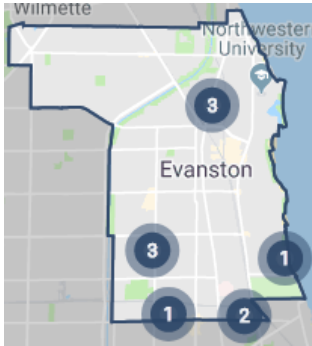
**2016-2018 Comparison Chart**  
For September 20-26



**September 20-26, 2018**

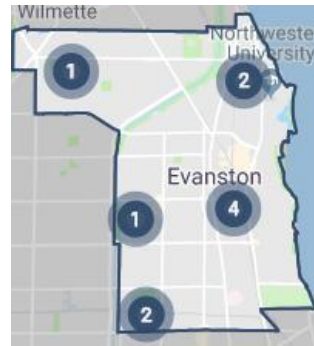
**Missed Garbage Pickup**

This week 10; Last week 18  
Below 3 year avg. of 14.2



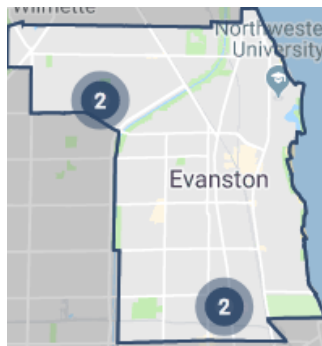
**Missed Recycling Pickup**

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



**Missed Yard Waste**

This week 4; Last week 7  
Below 3 year avg. of 11.1



**Rodents/Rats**

This week 20; Last week 21  
Below 3 year avg. of 20.3



**SLA Analysis**

Issue	# Late	% Late	% Complete within SLA
Ask a Question/Send a Message	3	17%	83%
Broken Fence or Bench	1	100%	0%
Broken Park/Playground Equipment	1	33%	67%
Construction/Engineering	3	50%	50%
Fire Prevention - Fire Drill	1	50%	50%
Food Establishment - Unsanitary	1	100%	0%
Graffiti	2	29%	71%
Landlord/Tenant Inquiries	1	50%	50%
Park Lawn Maintenance	1	33%	67%
Power Outage	1	100%	0%
Repair Park or Play Lot Fountain	1	100%	0%
Sidewalk - Maintenance	2	67%	33%
Street Lights	3	50%	50%
Trash Recycling Cart - Missing	1	50%	50%
Trash - Missed Garbage Pickup	1	10%	90%

- Completed
- Received
- In progress
- Submitted

