



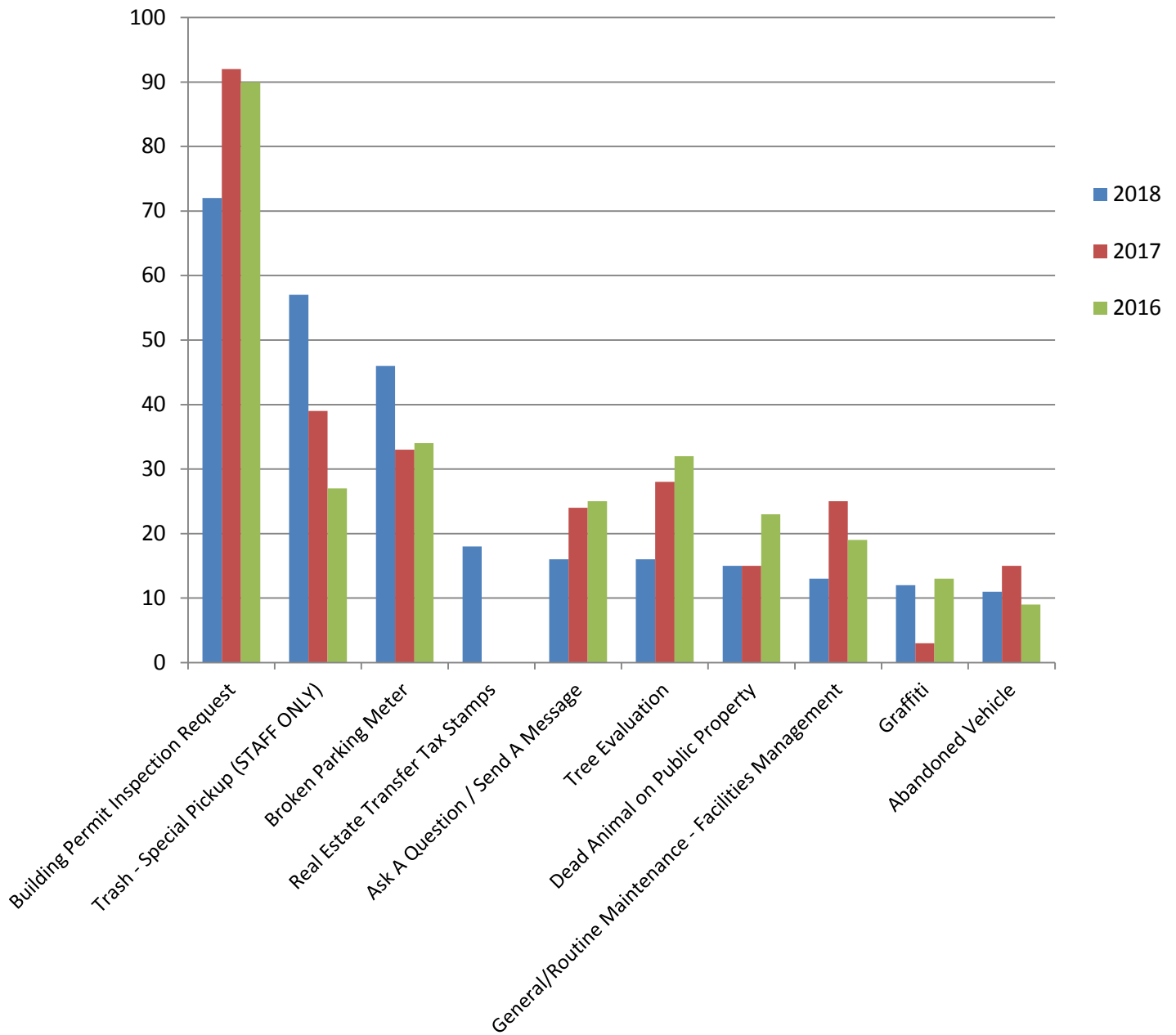
Weekly Report

September 27-October 3, 2018

	Current Week	Previous Week
Calls Handled	2210	2653
Service Requests	601	704
Total Chats	27	20
Total Text	9	23

Trending Requests
<ul style="list-style-type: none"> Early voting questions

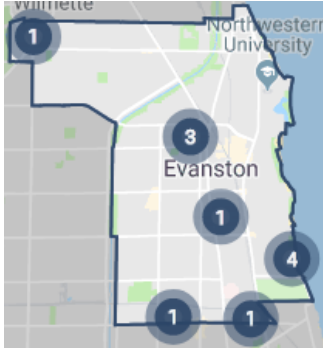
2016-2018 Comparison Chart
For September 27-October 3



September 27-October 3, 2018

Missed Garbage Pickup

This week 11; Last week 10
Below 3 year avg. of 14.2



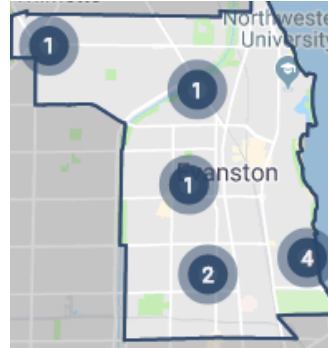
Missed Recycling Pickup

This week 6; Last week 10
Below 3 year avg. of 13.1



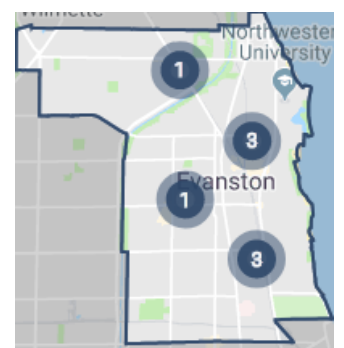
Missed Yard Waste

This week 9; Last week 4
Below 3 year avg. of 11.1



Rodents/Rats

This week 8; Last week 20
Below 3 year avg. of 20.3



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Amplified Sounds and/or Music	1	50%	50%
Ask a Question/Send a Message	2	13%	88%
Birds	1	50%	50%
Dead Animal on Public Property	1	7%	93%
Sidewalk - Maintenance	2	50%	50%
Traffic signal/back plate	1	25%	75%
Trash - Missed garbage pickup	1	9%	91%
Overflowing garbage dumpster	2	67%	33%
Trash - Special Pickup	1	2%	98%

- Completed
- In progress
- Received
- Submitted

