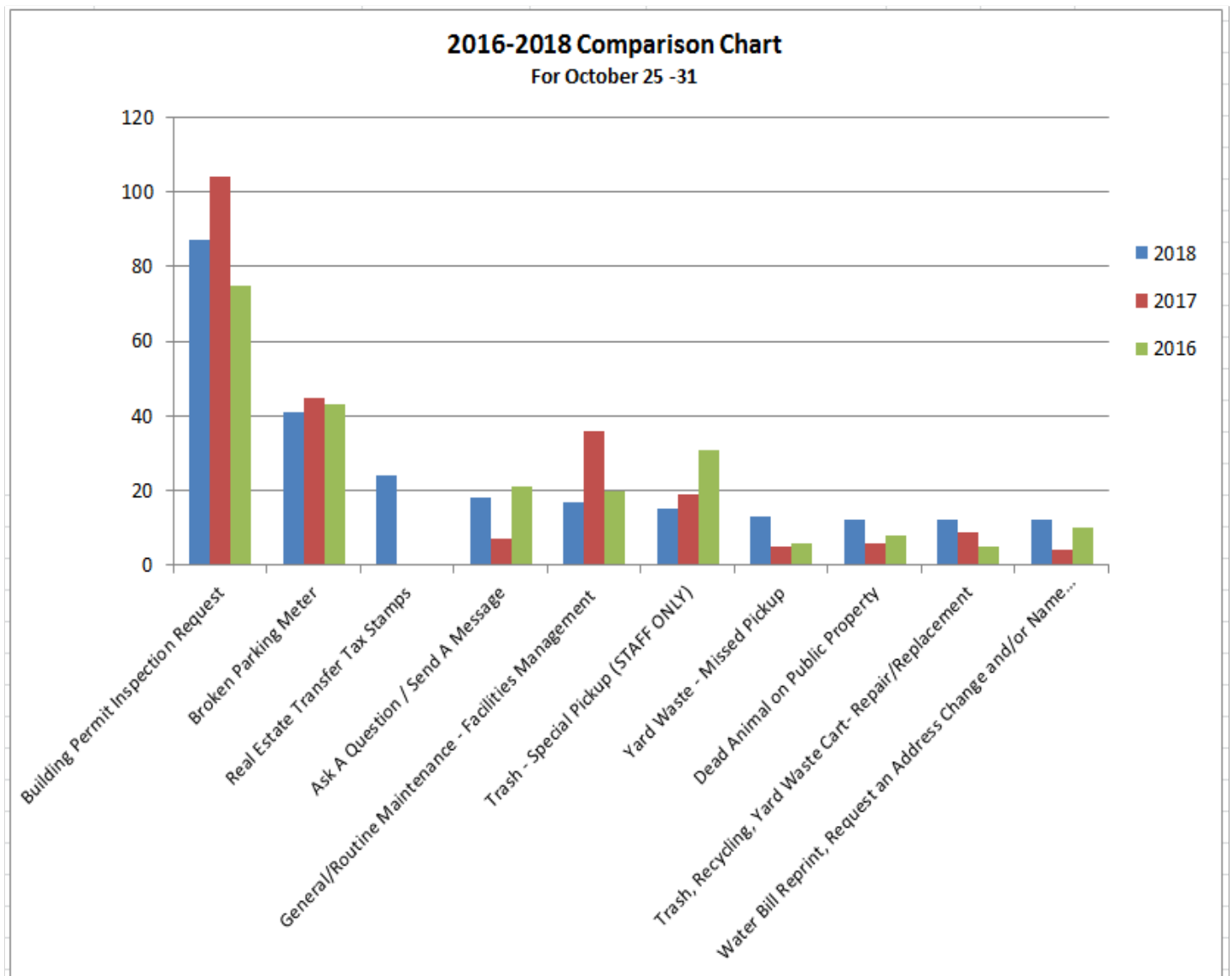


October 25-31, 2018

	Current Week	Previous Week
Calls Handled	2526	2417
Service Requests	595	576
Total Chats	15	23
Total Text	13	11

Trending Requests
<ul style="list-style-type: none"> • Wheel Tax Questions • Early Voting • Water Bill Questions • Trick or Treat Hours





Weekly Report

October 25-31, 2018

Missed Garbage Pickup

This week 5; Last week 7
Below 3 year avg. of 14.2



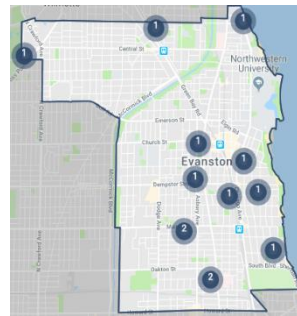
Missed Recycling Pickup

This week 9; Last week 15
Below 3 year avg. of 13.1



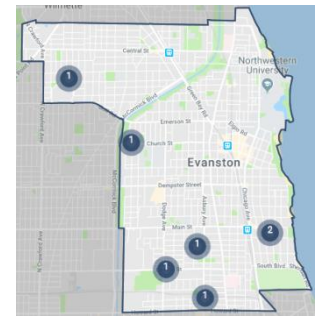
Missed Yard Waste

This week 13; Last week 8
Above 3 year avg. of 11.1



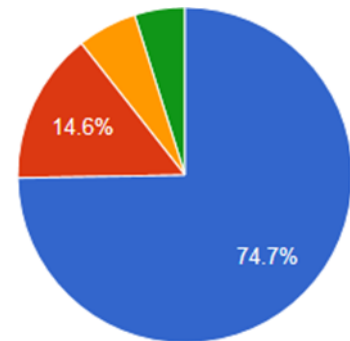
Rodents/Rats

This week 7; Last week 11
Below 3 year avg. of 20.3



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
ADA/Inclusion Aids	1	100%	0%
Ask a Question/Send a Message	1	6%	94%
Broken Buffalo Box	1	100%	0%
Construction/Engineering	1	20%	80%
Elevator Concern	1	50%	50%
Fire Hydrant Question or Concern	1	100%	0%
Heat Issue	1	50%	50%
Private Utility Service Issue	1	100%	0%
Sidewalk Evaluation	1	100%	0%
Street Lights	1	100%	0%
Trash Cart, Recycling Cart - Missing	1	20%	80%
Trash - Garbage in Parks or ROW	1	11%	89%
Trash - Overflowing Garbage Dumpster	1	100%	0%



- Completed
- In progress
- Received
- Submitted