

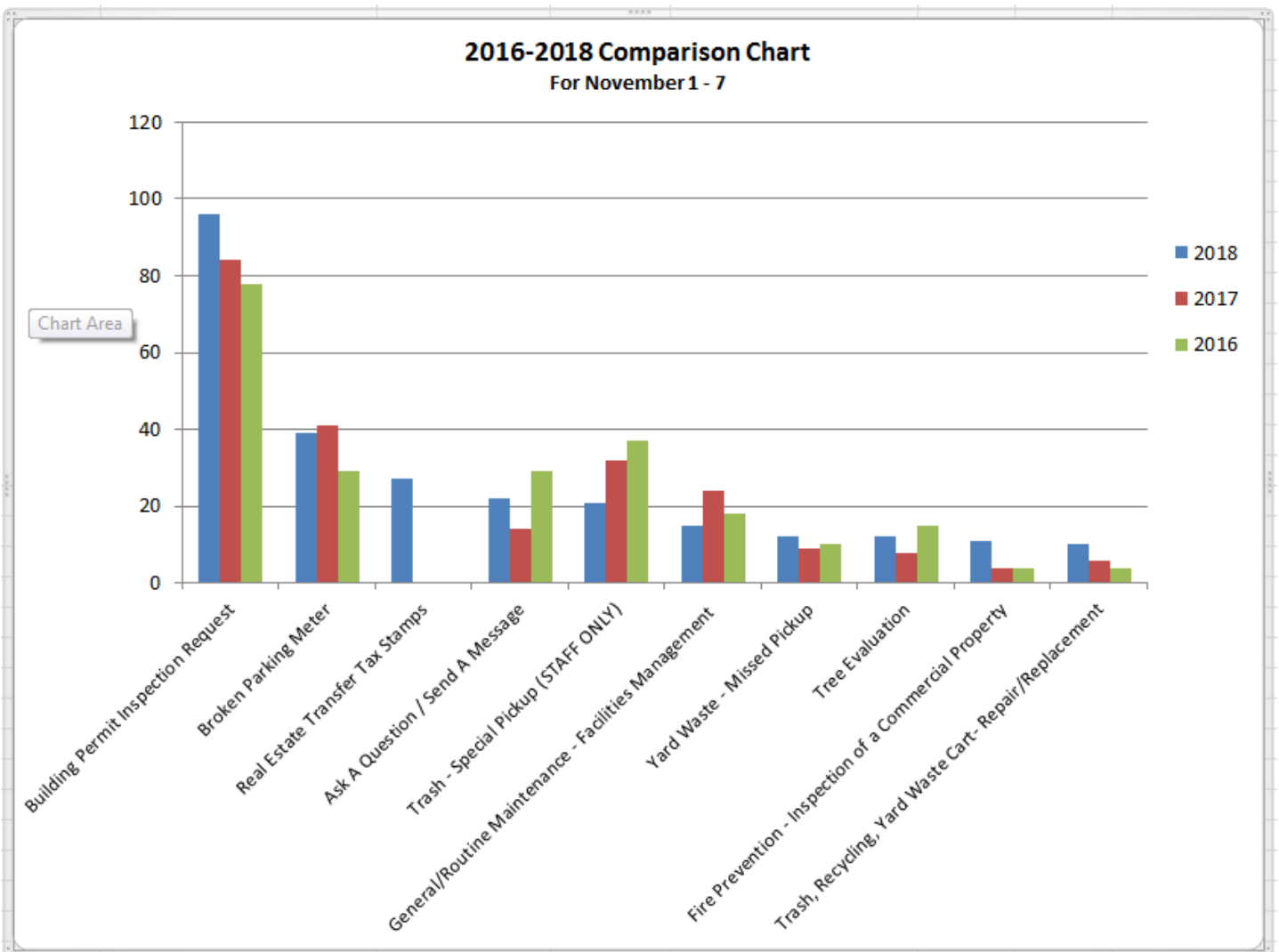


# Weekly Report

**November 1 - 7, 2018**

	Current Week	Previous Week
<b>Calls Handled</b>	2613	2526
<b>Service Requests</b>	598	595
<b>Total Chats</b>	31	15
<b>Total Text</b>	20	13

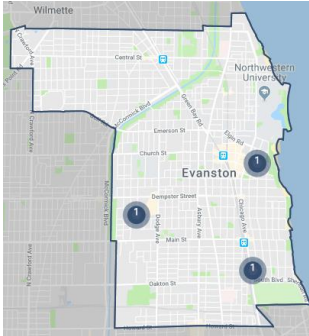
<b>Trending Requests</b>	<ul style="list-style-type: none"> <li>• Voting Questions</li> <li>• Wheel Tax</li> <li>• Holiday Baskets</li> </ul>
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**November 1 - 7, 2018**

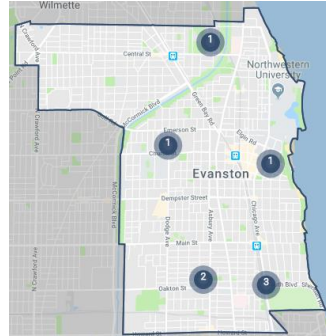
**Missed Garbage Pickup**

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



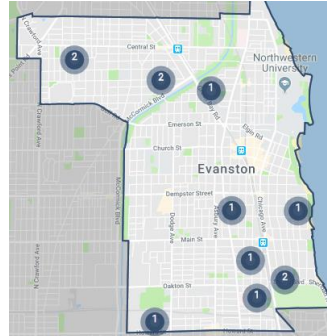
**Missed Recycling Pickup**

This week 8; Last week 9  
Below 3 year avg. of 13.1



**Missed Yard Waste**

This week 12; Last week 13  
Above 3 year avg. of 11.1



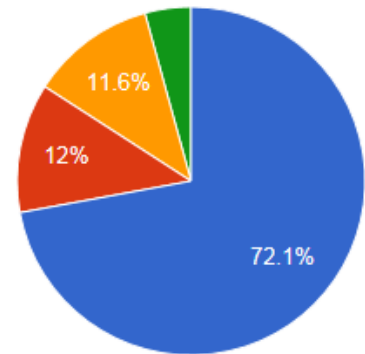
**Rodents/Rats**

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



**SLA Analysis**

Issue	# Late	% Late	% Complete within SLA
Broken Parking Meter	1	3%	97%
Ask a Question/Send a Message	7	32%	68%
Broken Pay Station	1	33%	67%
Construction/Engineering	1	25%	75%
Dead Animal on Public Property	3	43%	57%
Dead Rodent Rat	1	50%	50%
Park Light(s)	1	50%	50%
Property Zoning Information	1	100%	0%
Sewer - Poor Drainage	1	50%	50%
Sidewalk Evaluation	1	100%	0%
Sidewalk Maintenance	1	100%	0%
Water Quality - Question or Concern	1	33%	67%



- Completed
- In progress
- Received
- Submitted