November 15 - 21, 2018

	Current Week	Previous Week
Calls Handled	2082	2350
Service Requests	536	609
Total Chats	23	18
Total Text	18	20

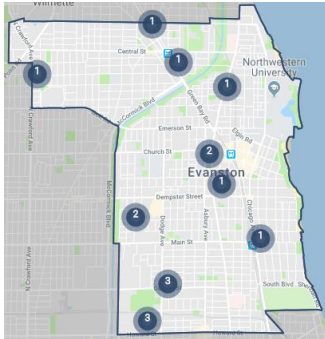| Trending Requests	- Last date for yard waste - Holiday Baskets

2016-2018 Comparison Chart
For November 15 - 21
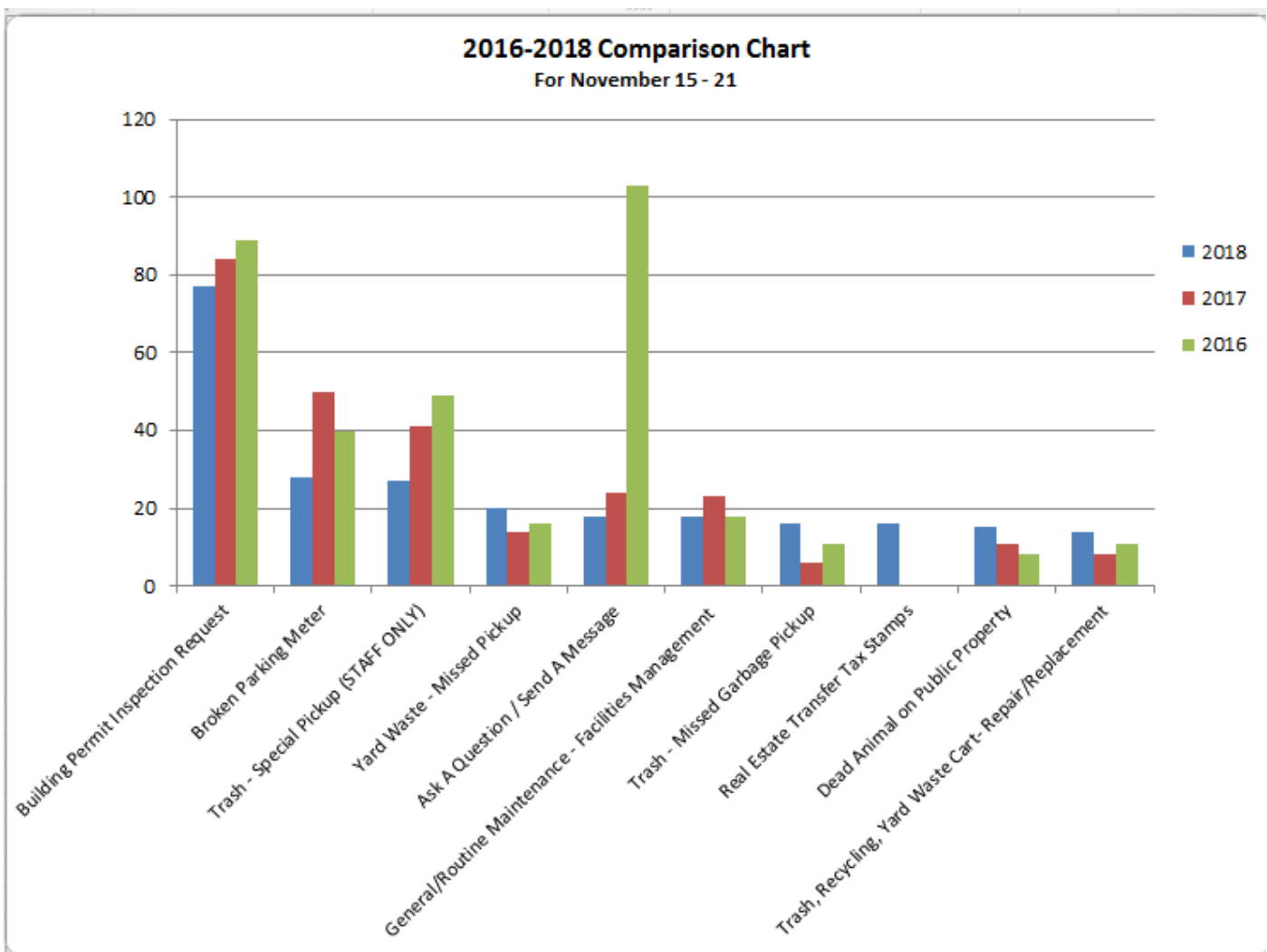
Missed Garbage Pickup
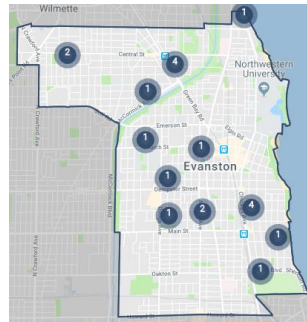This week 16; Last week 11
Above 3 year avg. of 14.2

Missed Recycling Pickup
This week 11 ; Last week 3
Below 3 year avg. of 13.1

Missed Yard Waste
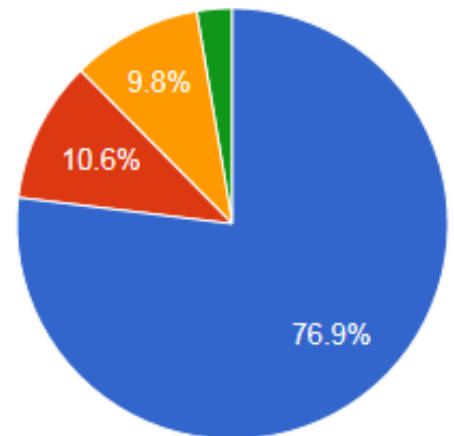This week 20; Last week 18
Above 3 year avg. of 11.1

Rodents/Rats
This week 6; Last week 9
Below 3 year avg. of 20.3

SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Fire Hydrant Question or Concern	2	100%	0%
General Payment Question - Water Bill	1	25%	75%
Power Outage	1	100%	0%
Ask a Question/Send a Message	9	50%	50%
Speed Bumps/Speed Humps	1	100%	0%
Broken Park/Playground Equipment	1	50%	50%
Street Lights	3	75%	25%
Street Sweeping	2	67%	33%
Child Seat Installation or Inspection	1	33%	67%
Taxi Complaints	1	100%	0%
Dead Animal on Public Property	1	7%	93%
Trash Accumulation	2	100%	0%
Trash - Garbage in Parks or ROW	1	25%	75%
Trash Overflowing Garbage Dumpster	1	100%	0%
Water Bill -High Water Charge, or Report Error	4	67%	33%
Water Bill - New Account Request	2	100%	0%
Water Meter Question or Concern	1	20%	80%

- Completed — 76.9%
- In progress — 10.6%
- Received — 9.8%
- Submitted

Upcoming Events—November 26 – December 2

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
26 9:00 AM Joint Review Board – RESCHEDULED 6:00 PM Administration and Public Works Committee - CANCELED 7:00 PM Planning & Development Committee - CANCELED 7:15 PM City Council – CANCELED	**27** 10:00 AM Veteran Coffee Collective 2:00 PM Age Friendly Task Force Meeting	**28** 2:30 PM Design and Project Review Committee 6:00 PM Transportation and Parking Committee 7:30 PM Economic Development Committee – CANCELED	**29** 7:00 PM Mental Health Board	**30**	**1**	**2** 3:00 PM ESO Holiday Concert 3:00 PM EHC Holiday Open House

Ask a Question – Word Cloud