



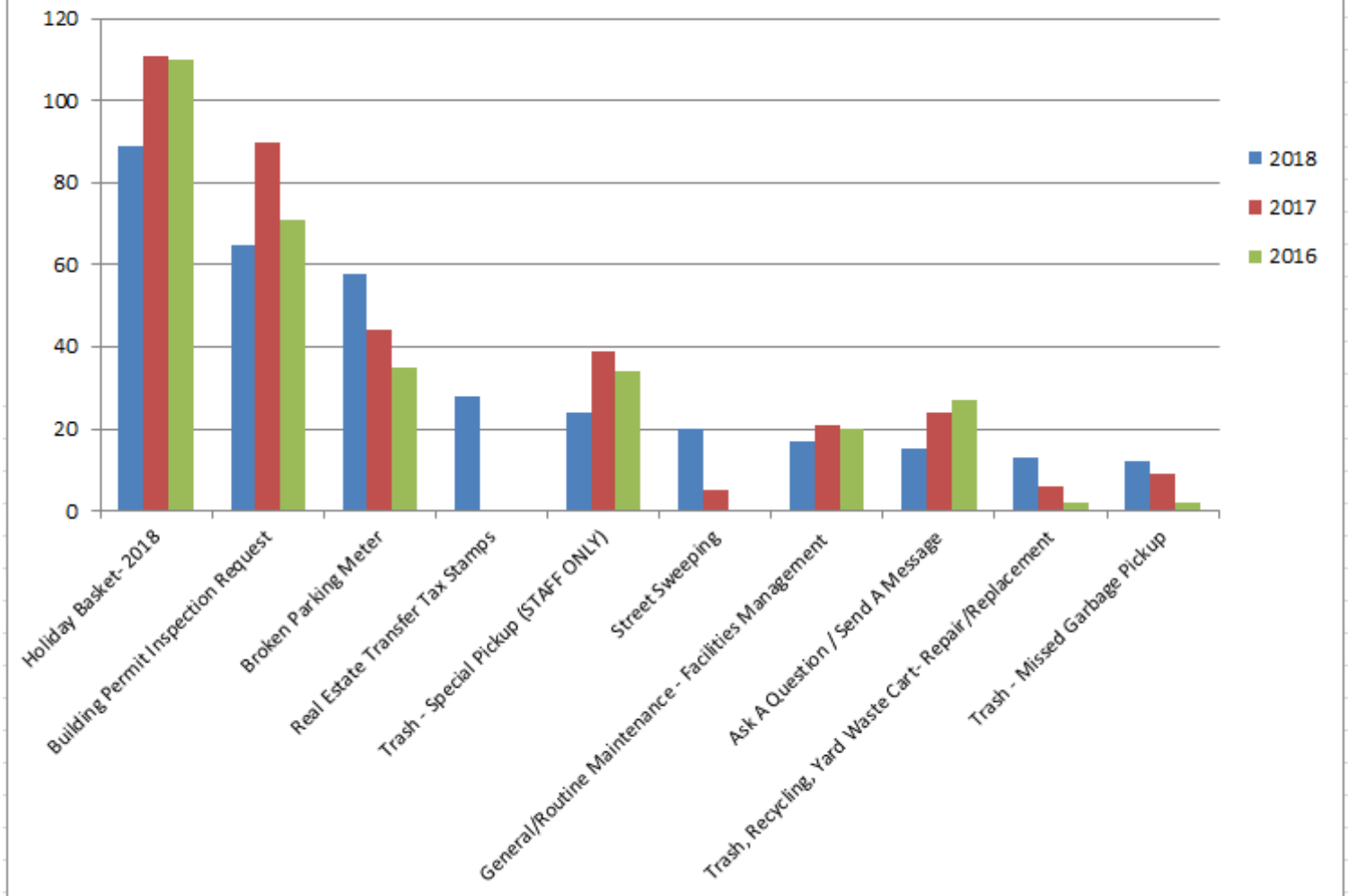
# Weekly Report

**December 6 – 12, 2018**

	Current Week	Previous Week
<b>Calls Handled</b>	2258	2635
<b>Service Requests</b>	606 Including 98 Holiday Baskets	820 Including 115 Holiday Basket Requests
<b>Total Chats</b>	21	40
<b>Total Text</b>	13	31

<b>Trending Requests</b>	
	<ul style="list-style-type: none"> <li>• Holiday Baskets</li> <li>• Wheel Tax</li> <li>• Broken Parking Meters</li> <li>• Questions about last day of Yard Waste Pick Up</li> <li>• Questions about extra day of Street Cleaning</li> </ul>

**2016-2018 Comparison Chart**  
For December 6 - 12



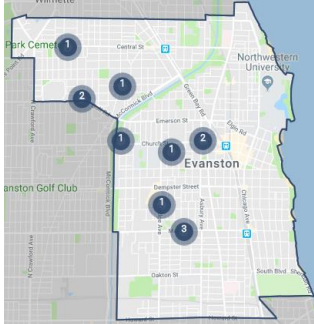


# Weekly Report

**December 6 – 12, 2018**

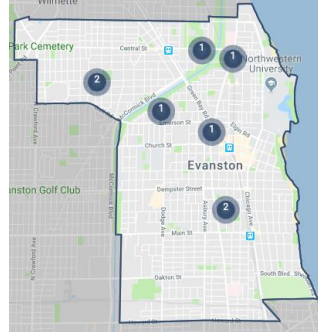
**Missed Garbage Pickup**

This week 12; Last week 29  
Below 3 year avg. of 14.2



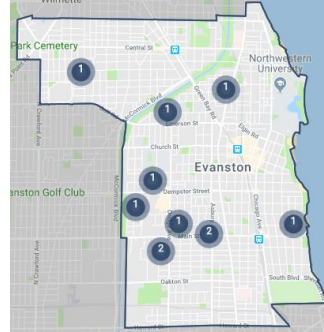
**Missed Recycling Pickup**

This week 8 ; Last week 34  
Below 3 year avg. of 13.1



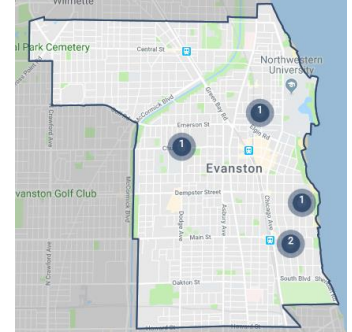
**Missed Yard Waste**

This week 11; Last week 59  
Below 3 year avg. of 11.1



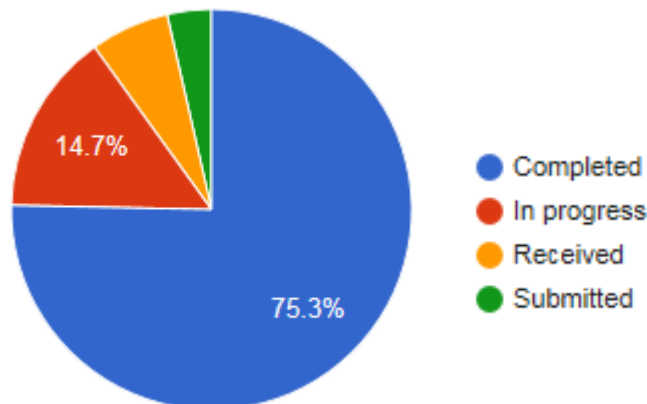
**Rodents/Rats**

This week 5; Last week 6  
Below 3 year avg. of 20.3



**SLA Analysis**

Issue	# Late	% Late	% Complete within SLA
Food Establishment - Unsanitary	2	67%	33%
Health Micellaneous	3	50%	50%
Pot Hole - Alley	1	100%	0%
Ask a Question/Send a Message	4	27%	73%
Rental Dwelling Inspection or	1	14%	86%
Street Lights	2	100%	0%
Trash Cart, Recycling Cart - missing	1	20%	80%
Trash - Garbage in Parks or ROW	1	11%	89%





# Weekly Report

December 6 – 12, 2018

## Upcoming Events—December 17 - 23

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
17	<b>18</b> 7:00 PM <a href="#">Zoning Board of Appeals Meeting</a>  7:00 PM <a href="#">Board of Ethics</a>  7:00 PM <a href="#">Housing &amp; Community Development Act Committee - CANCELED</a>	<b>19</b> 2:30 PM <a href="#">Design and Project Review Committee</a>  6:30 PM <a href="#">Library Board</a>  6:30 PM <a href="#">M/W/EBE Development Committee</a>	<b>20</b> 6:30 PM <a href="#">Equity &amp; Empowerment Commission</a>  7:00 PM <a href="#">Parks, Recreation and Community Services Board</a>	21	<b>22</b> 8:00 AM <a href="#">Indoor Farmers' Market</a>  7:00 PM <a href="#">The NUTCRACKER(ish)</a>	<b>23</b> 3:00 PM <a href="#">The NUTCRACKER(ish)</a>

## Ask a Question—Word Cloud

