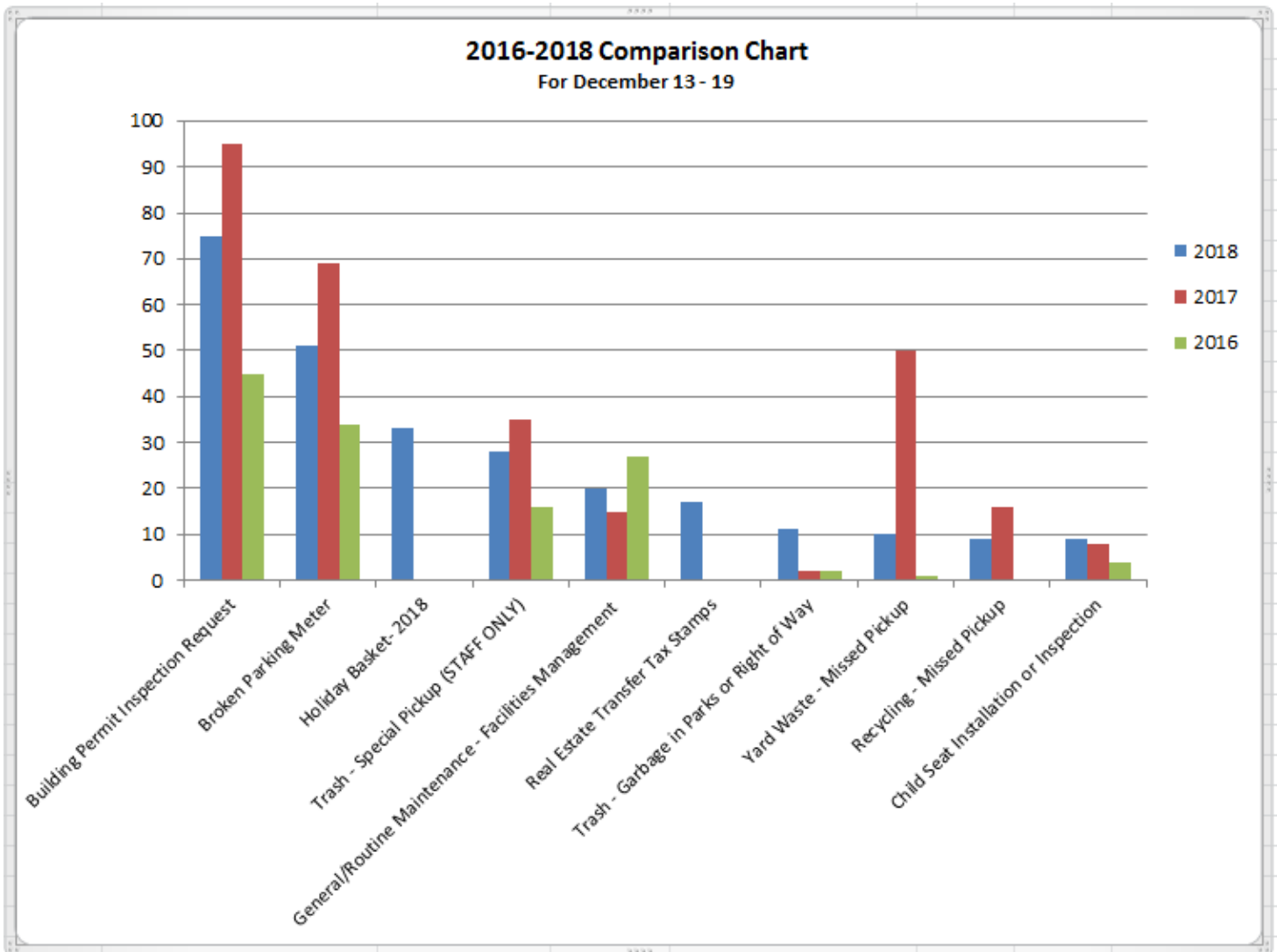


December 13 – 19, 2018

	Current Week	Previous Week
Calls Handled	2094	2258
Service Requests	519	606
Total Chats	33	21
Total Text	28	13

Trending Requests
<ul style="list-style-type: none"> • Questions about Holiday Basket Pick Up • Questions about Street Cleaning



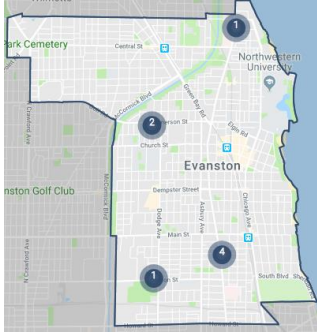


Weekly Report

December 13 – 19, 2018

Missed Garbage Pickup

This week 8; Last week 12
Below 3 year avg. of 14.2



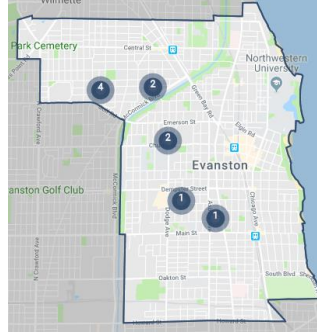
Missed Recycling Pickup

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



Missed Yard Waste

This week 10; Last week 11
Below 3 year avg. of 11.1



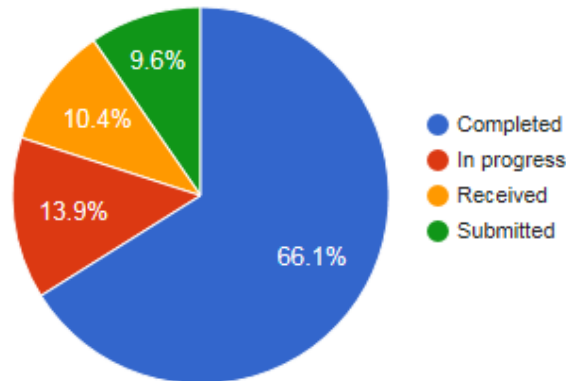
Rodents/Rats

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



SLA Analysis

Issue	# Late	% Late	% Complete within SLA
Amplified Sounds and/or Music	1	50%	50%
Ask a Question/Send a Message	2	22%	78%
Dead Animal on Public Property	1	25%	75%
Health Miscellaneous	1	100%	0%
Property Zoning Info	1	100%	0%
Sidewalk Evaluation	1	100%	0%
Sidewalk - Maintenance	1	100%	0%
Street Lights	3	75%	25%
Trash - Garbage in Parks/ROW	5	45%	55%





Weekly Report

December 13 – 19, 2018

Upcoming Events—December 24 - 30

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
24	25	26 2:30 PM Design and Project Review Committee - CANCELED 6:00 PM Kwanzaa Celebration	27	28	29 8:00 AM Indoor Farmers' Market 7:00 PM The NUTCRACKER (ish)	30 3:00 PM The NUTCRACKER (ish)

Ask a Question—Word Cloud

