



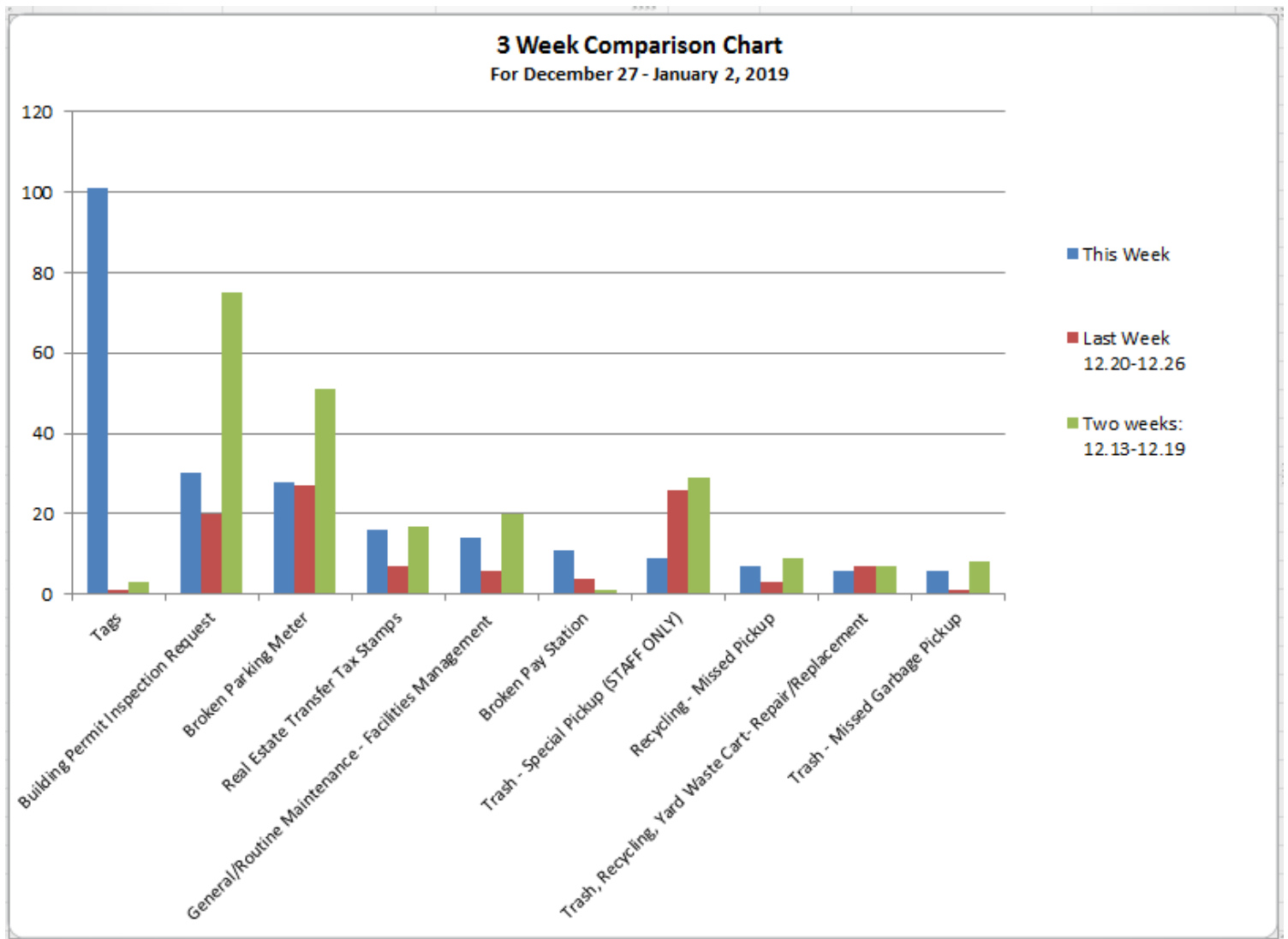
Weekly Report

December 27, 2018 – January 2, 2019

Closed January 1

	Current Week	Previous Week
Calls Handled	2009	1307
Service Requests	451	244
Total Chats	49	17
Total Text	26	11

Trending Requests
<ul style="list-style-type: none"> • Wheel tax question and online id numbers • Boots on cars • Holiday trash pickup schedule • 2019 Schedules for various things, free bulk trash, recycling shredding event, etc.





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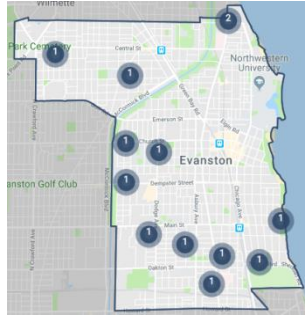
Missed Garbage Pickup

This week 9; Last week 1
Below 3 year avg. of 14.2



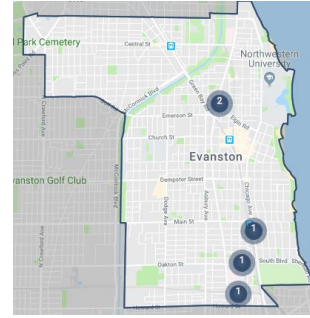
Missed Recycling Pickup

This week 13; Last week 3
Below 3 year avg. of 13.1



Rodents/Rats

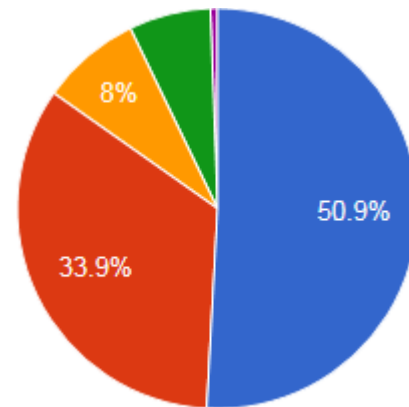
This week 5; Last week 1
Below 3 year avg. of 20.3



**** No longer providing yard waste pick up****

SLA Analysis

Issue	# Late	% Late	% Complete within SLA
abandoned Vehicle	2	40%	60%
Ask a Question/Send a Message	1	25%	75%
Broken Parking Meter	1	4%	96%
Building Permit Inspection Request	3	10%	90%
Construction Engineering	1	100%	0%
Sidewalk Evaluation	1	100%	0%
Graffiti	2	50%	50%
Street Lights	2	50%	50%
Traffic Signal/Traffic Signal Back Plate	1	100%	0%
Rental Dwelling Inspection or Overcrowding	1	50%	50%
Trash Cart, Recycling Cart - Missing	3	100%	0%
Trash/Garbage in Parks/ROW	1	100%	0%
Trash- Missed Garbage Pickup	2	33%	67%
Water Bill Reprint, Request an Address Change and/or NameChange	1	50%	50%



- Completed
- In progress
- Received
- Submitted
- Other



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Upcoming Events—January 7 - 13

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
7 6:00 PM Human Services Committee	8 Board of Local Improvements - CANCELED 9:30 AM Producemobile 7:00 PM Garden Park Improvement Planning Meeting 7:00 PM Preservation Commission Meeting	9 7:00 PM Animal Welfare Board 7:00 PM 8th Ward Meeting 7:00 PM Plan Commission 7:00 PM 5th Ward Meeting	10 1:00 PM Public Art Subcommittee 6:30 PM Environment Board 7:00 PM Housing and Homelessness Commission 7:00 PM Mental Health Board 7:00 PM 2nd Ward Meeting	11 7:15 AM Utilities Commission Meeting	12 8:00 AM Indoor Farmers' Market	13