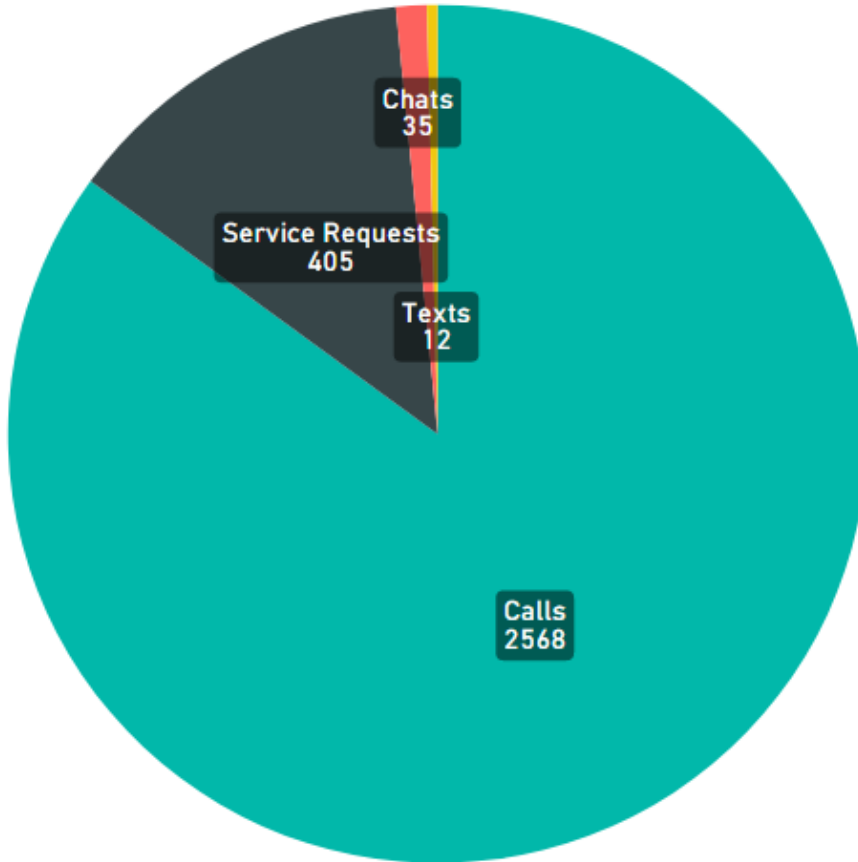


**January 17-23, 2019**  
**Included: MLK Day and Two Snow Days**

## Service Requests



3020
Current Week
<b>Calls Handled</b>
9.49 %
Previous Week % difference from Current Week
<b>Service Requests</b>
6.61 %
Previous Week % difference from Current Week
<b>Total Chats</b>
-31.82 %
Previous Week % difference from Current Week
<b>Total Text</b>
-46.67 %
Previous Week % difference from Current Week

## Trending:

Parking Ticket Questions

Snow Tow Questions

Wheel Tax Questions

Snow Shoveling Assistance

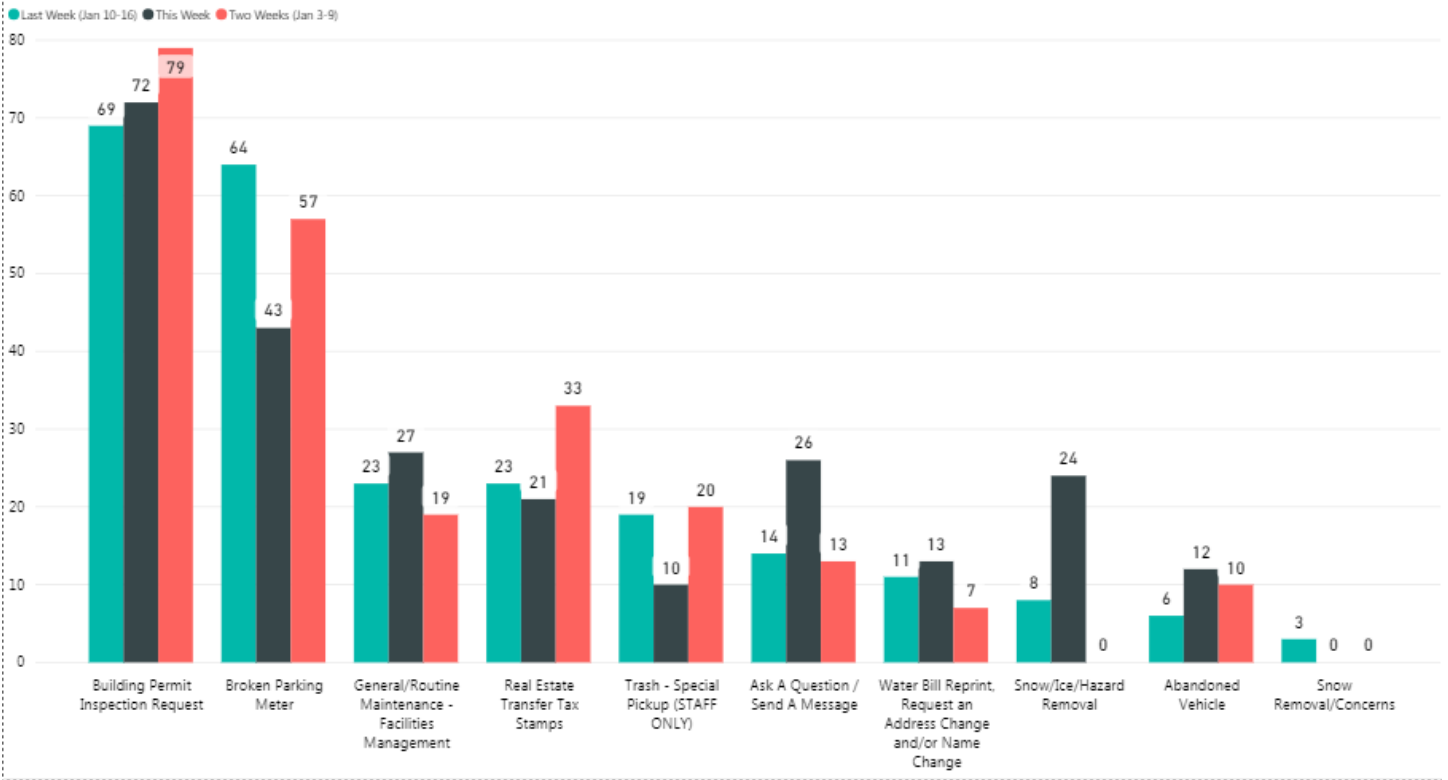
Snow Shoveling Volunteers



# Weekly Report

**January 17-23, 2019**  
**Included: MLK Day and Two Snow Days**

Three Week Comparison Chart



**Missed Garbage Pickup**

This week 7; Last week 6  
 Below 3 year avg. of 14.2



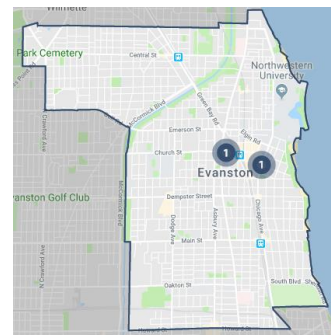
**Missed Recycling Pickup**

This week 3; Last week 7  
 Below 3 year avg. of 13.1



**Rodents/Rats**

This week 2; Last week 4  
 Below 3 year avg. of 20.3



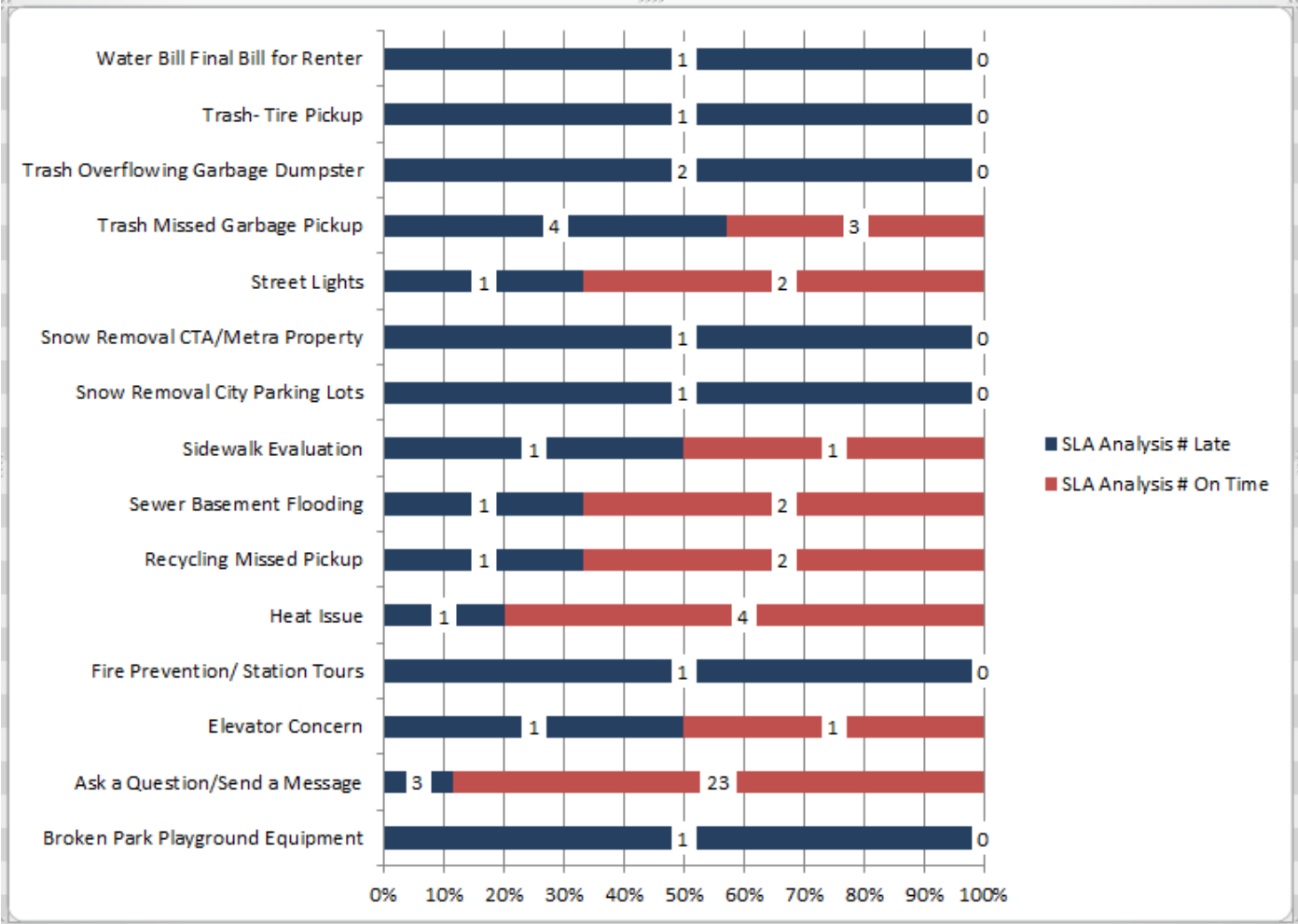
**\* No longer providing yard waste pickup\*\***



# Weekly Report

**January 17-23, 2019**  
**Included: MLK Day and Two Snow Days**

## SLA Analysis



## Upcoming Events—January 28 – February 3

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
<b>28</b> 6:00 PM <a href="#">Administration &amp; Public Works Committee</a> 6:30 PM <a href="#">Planning &amp; Development Committee</a> 7:00 PM <a href="#">City Council</a>	<b>29</b> 7:00 PM <a href="#">Board of Ethics</a> 7:00 PM <a href="#">Affordable Housing Plan Steering Committee</a>	<b>30</b> 11:00 AM <a href="#">Liquor Control Review Board Meeting</a> 2:30 PM <a href="#">Design and Project Review Committee</a> 6:00 PM <a href="#">Special City Council</a> 6:30 PM <a href="#">Four Years of Flowers</a>	<b>31</b> 1:00 PM <a href="#">Transportation Program Resource Fair</a>	<b>1</b>	<b>2</b> 8:00 AM <a href="#">Indoor Farmers' Market</a> 8:00 AM <a href="#">Summer Camp Registration Day</a>	<b>3</b>