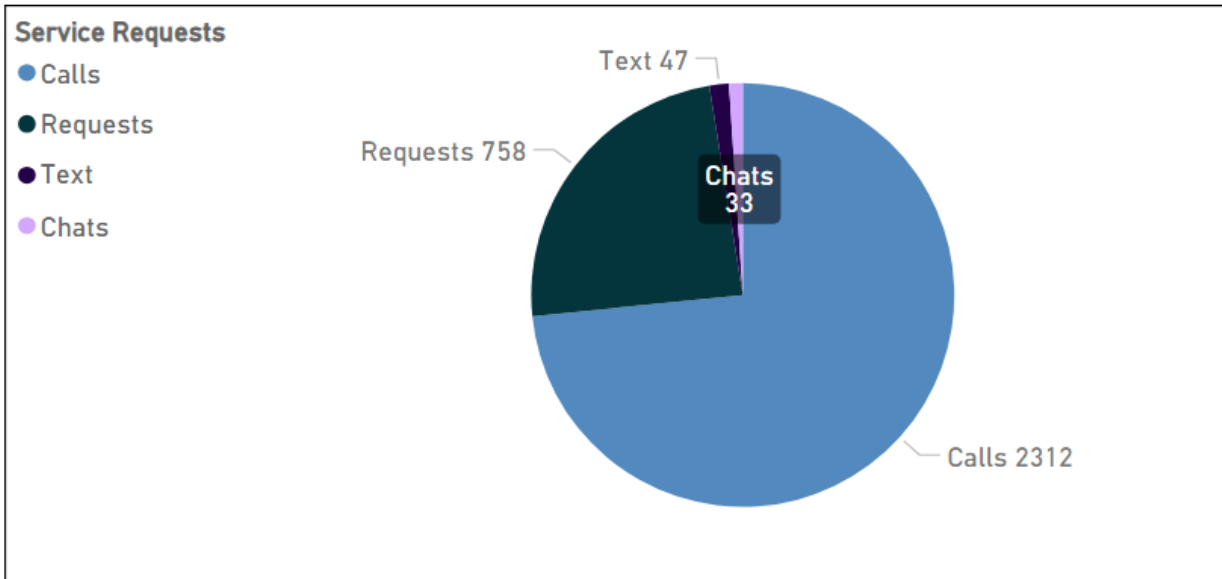




Weekly Report

March 14 - 20, 2019



Percentage Change From Last Week	
Service Requests	Difference
Text	62.00 %
Requests	32.00 %
Calls	12.00 %
Chats	-15.00 %

Trending

Property Tax Appeal Appointments

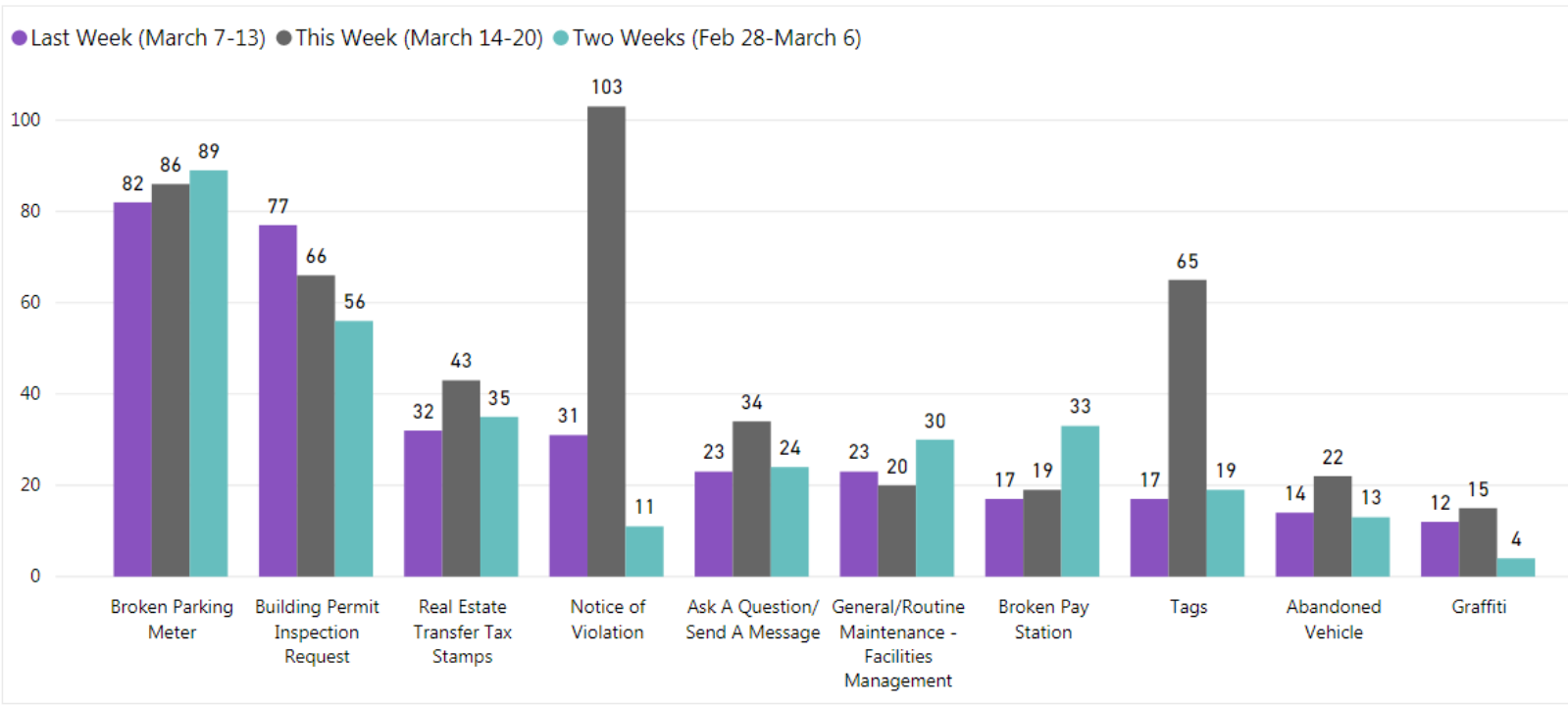
Requests to Sign up for Street Cleaning Text Alerts

Spring Bulk Trash Dates

Dates for Yard Waste Collection

Transitions to New Parking Functions

March 14 - 20, 2019



Missed Garbage Pickup

This week 13; Last week 6
Below 3 year avg. of 14.2

Missed Recycling Pickup

This week 0; Last week 8
Below 3 year avg. of 13.1

Rodents/Rats

This week 5; Last week 8
Below 3 year avg. of 20.3



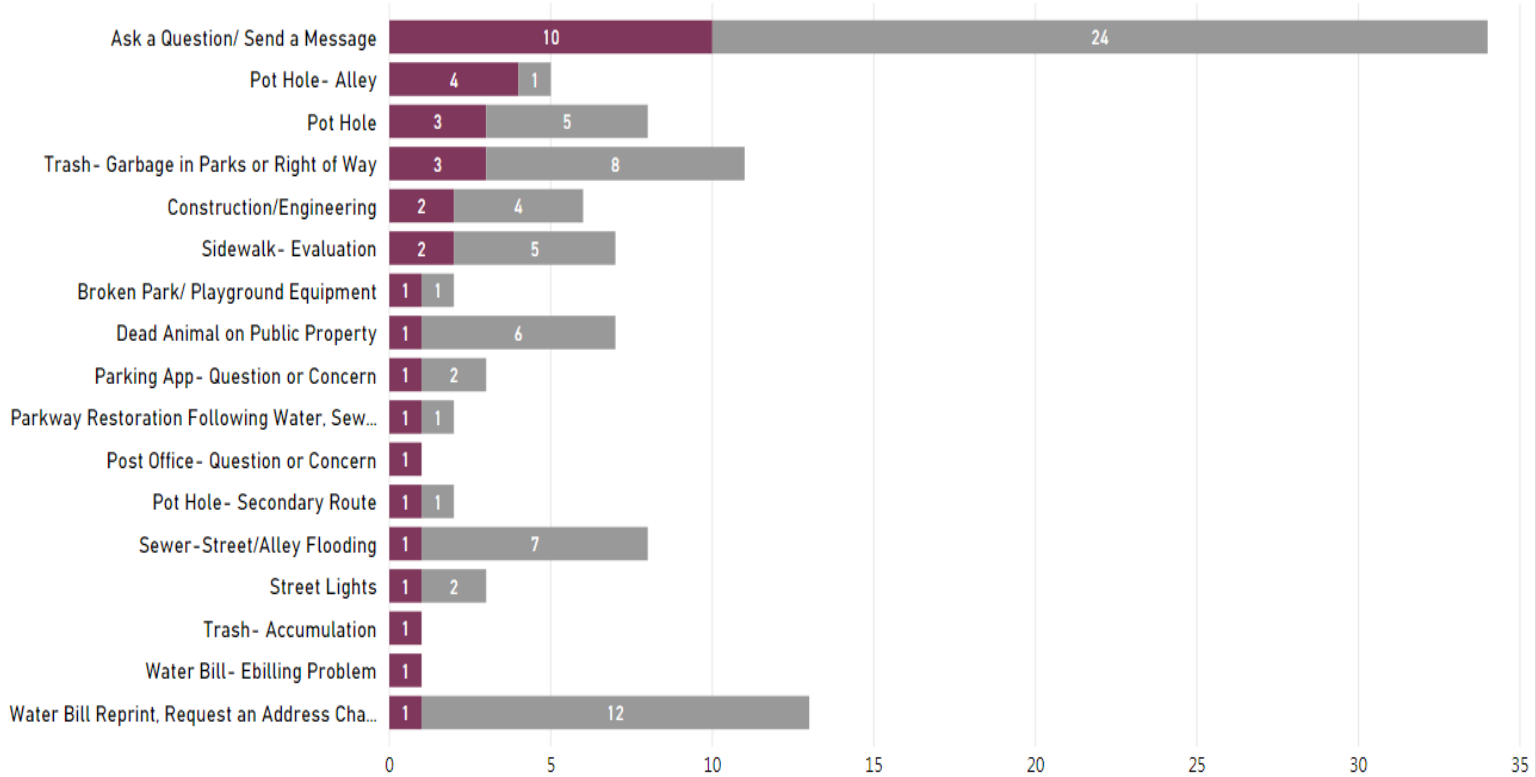


Weekly Report

March 14 - 20, 2019

SLA Analysis

● # Late ● # OnTime



Upcoming Events—March

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
25	26 2:00 PM Age-Friendly Task Force Meeting	27 2:30 PM Design and Project Review Committee	28 5:30 PM Emergency Telephone System Board	29	30 8:00 AM Indoor Farmers' Market	31



Weekly Report

March 14 - 20, 2019