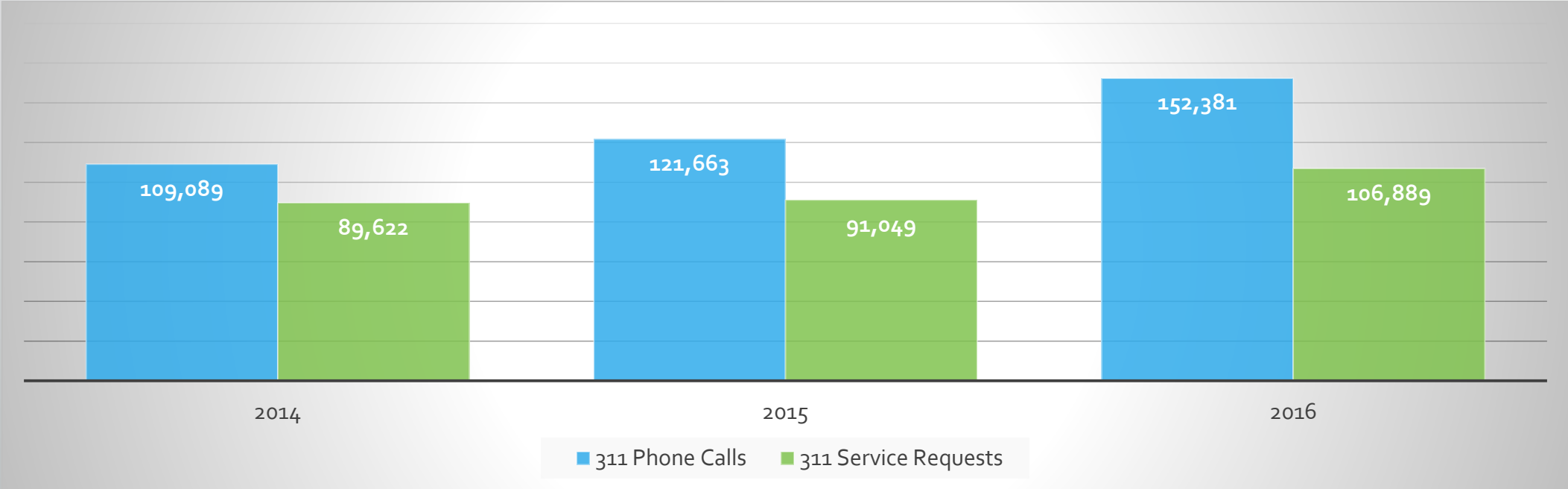





City of Little Rock

311 City Service Center

311 Service Center



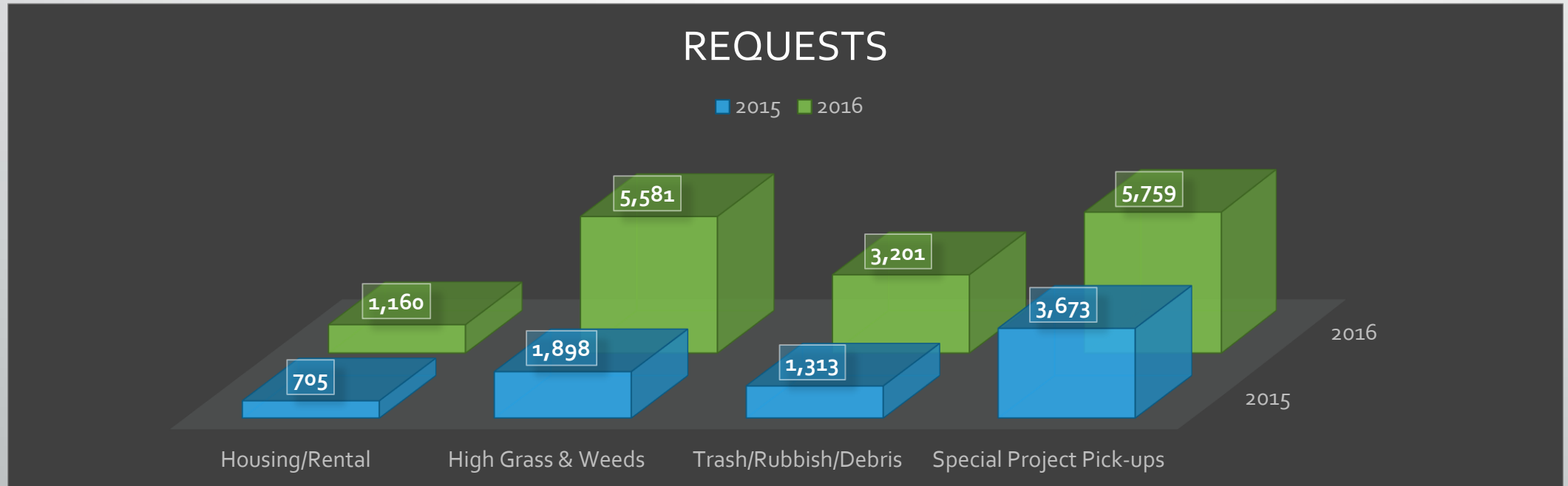


The 311 center has fielded **46,818** phone calls in 2017 year to date, which averages to 503 phone calls a day. In 2107, there have been a total of **46,143** service requests generated by either a citizen call in, mobile app entry, web intake, or entered by a city employee.

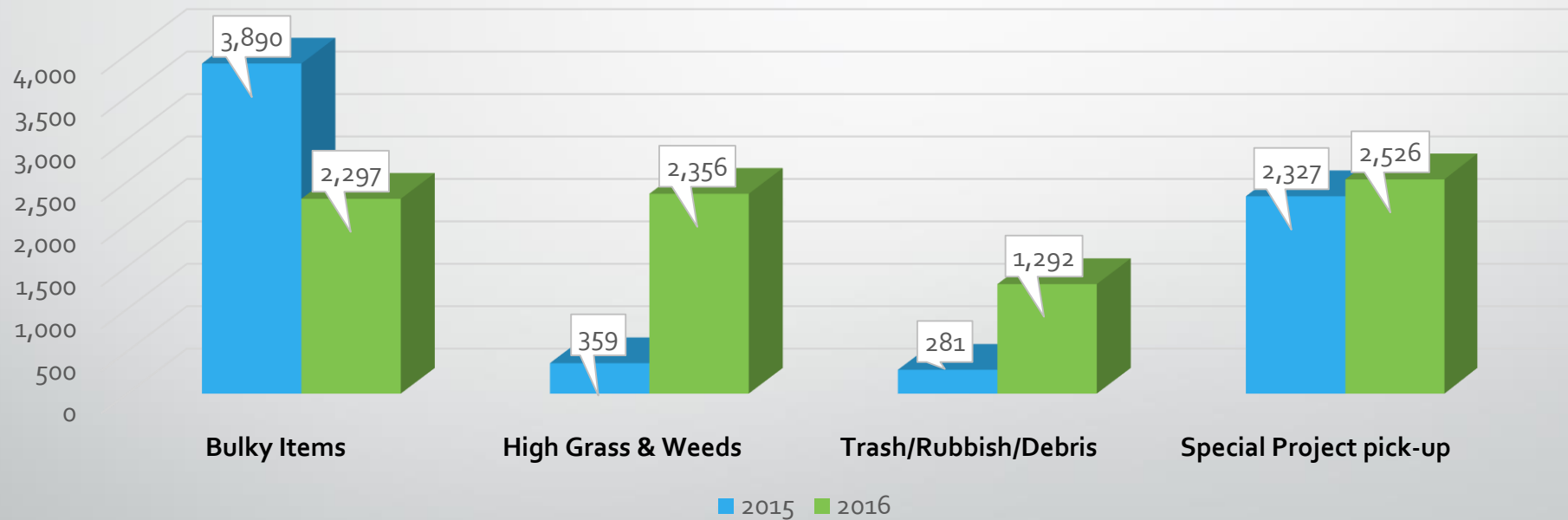
Department Summary

<u>Public Works</u>			<u>Parks & Recreation</u>			<u>Neighborhood & Housing</u>		
	<u>2015</u>	<u>2016</u>		<u>2015</u>	<u>2016</u>		<u>2015</u>	<u>2016</u>
Civil Engineering	29	12	Parks Maintenance	94	159	Housing/Rental	705	1,160
Operations	8,997	8,314	Department Total	94	159	Premise Group	8,318	17,324
Solid Waste	65,249	72,768				Department Total	9,023	18,485
Traffic Engineering	1,784	2,073						
Department Total	76,059	83,168						
<u>Planning & Zoning</u>			<u>Animal Services</u>					
	<u>2015</u>	<u>2016</u>		<u>2015</u>	<u>2016</u>			
Building Codes	27	23	Animal Services	5,721	4,886			
Zoning Code	123	166	Department Total	5,721	4,886			
Department Total	150	189						

Code Enforcement



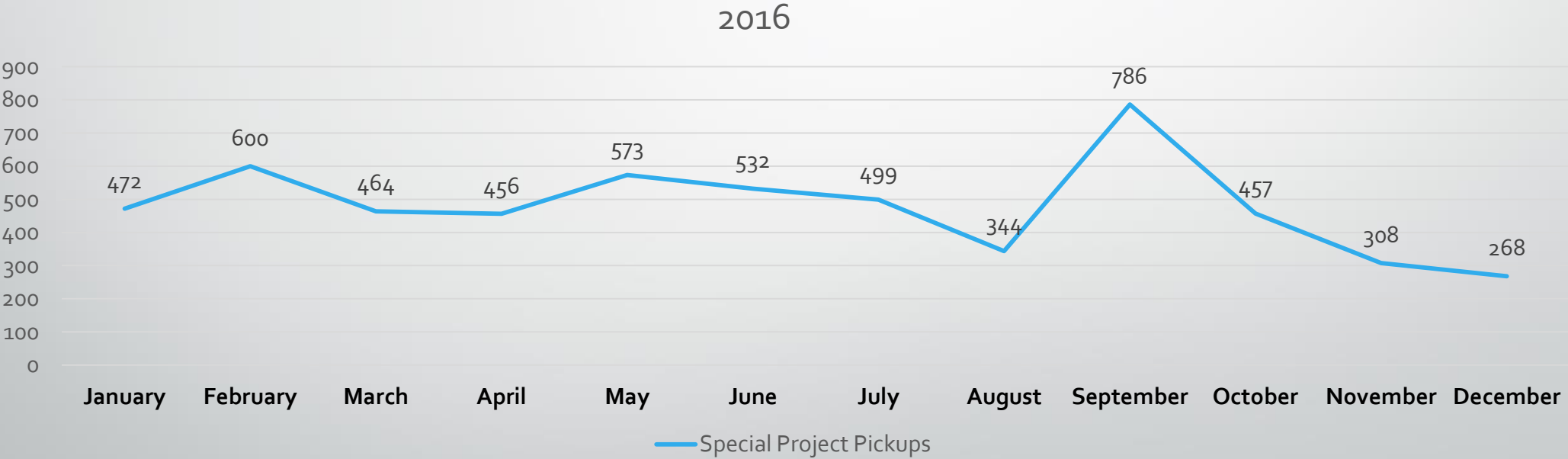
Requests entered by Code Officer



Special Project Pickups



Special Project Pickups

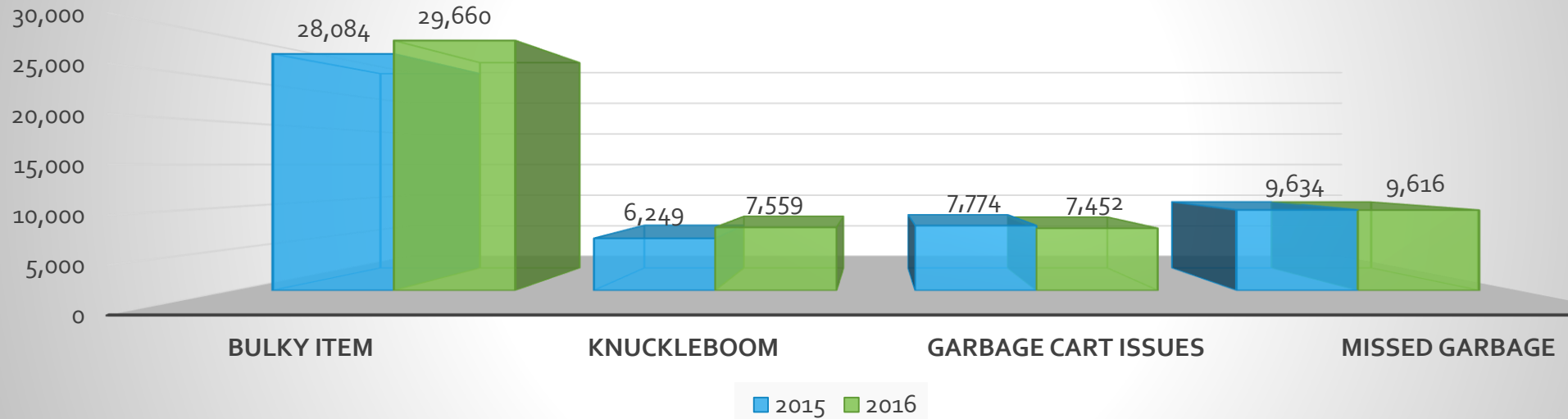


Code Enforcement Mobile App

- Code officers will have the ability to actively work a service request in the field
- Have the ability to enter service request in the field, real time.
- Re-configuring certain service request types to ensure more efficient and accurate tracking

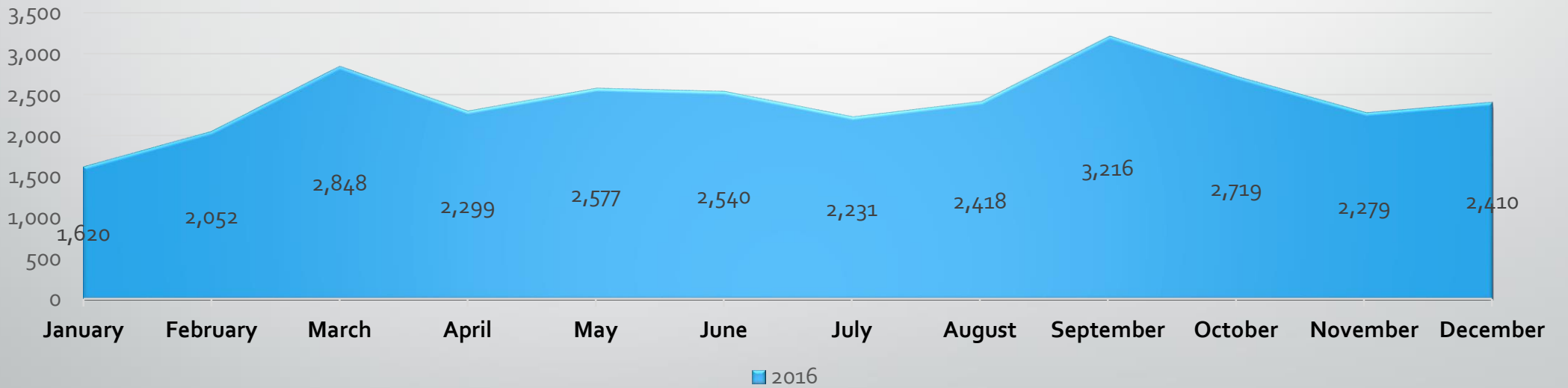
Solid Waste

Top Service Requests

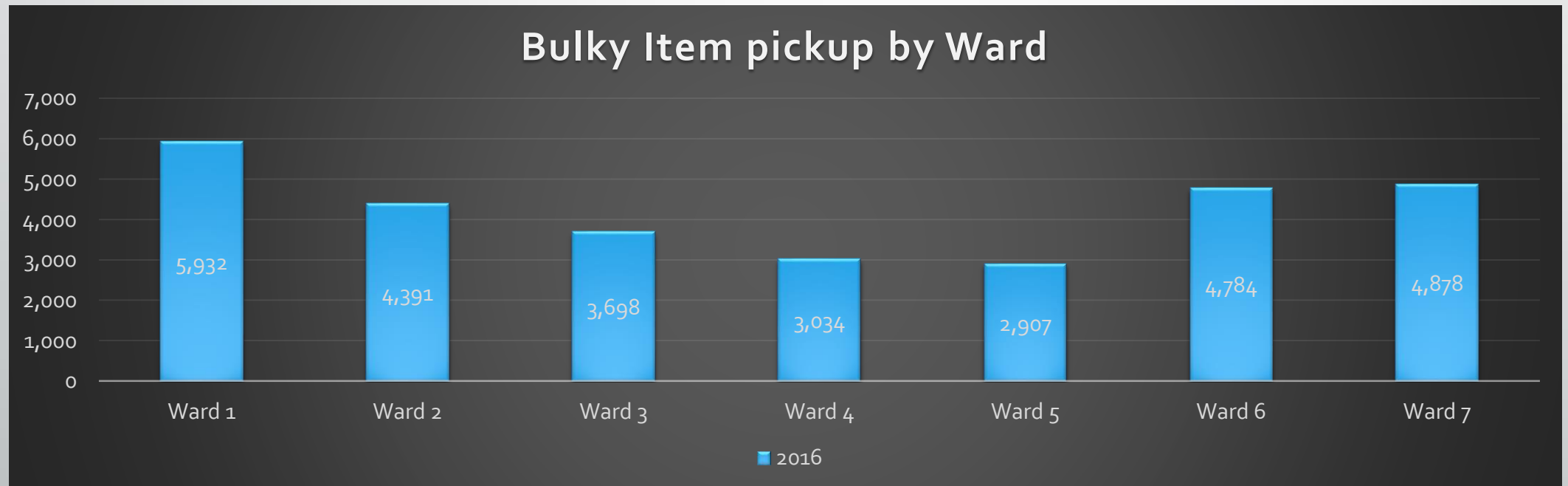


Solid Waste

2016 Bulky Item pick-up

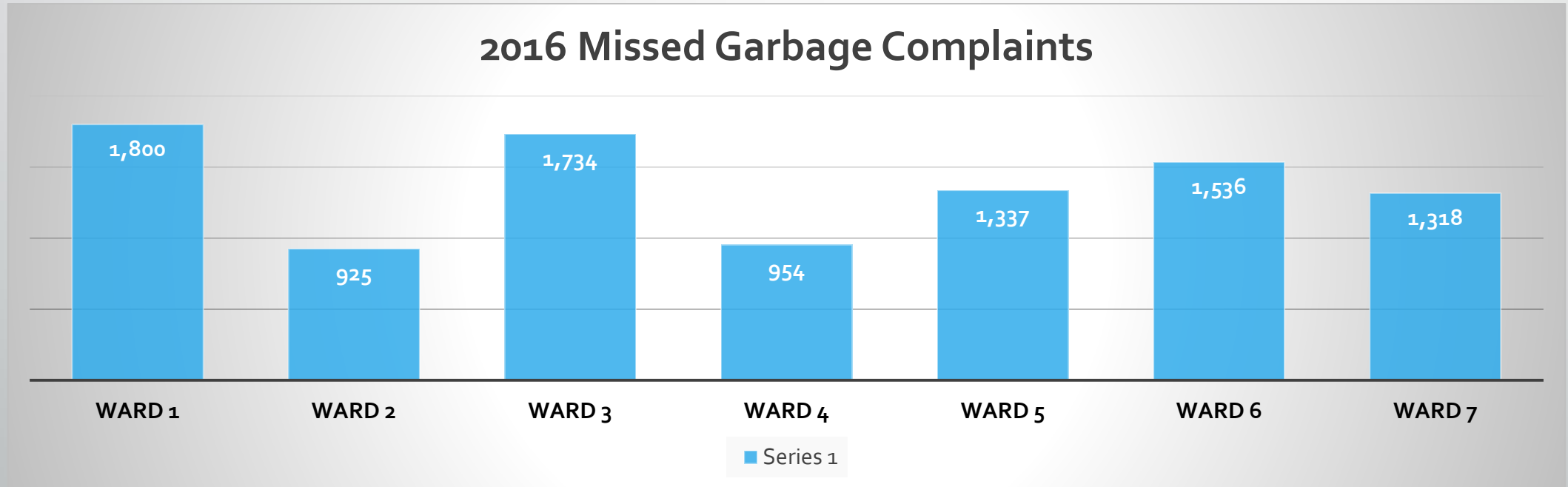


Solid Waste



Missed Garbage

There are approximately **58,747** households paying a monthly solid waste fee. Over a 52 week period, that equates to around **3,054,844** garbage container pick-ups in a year. There were **9,604** missed garbage pick-ups in 2016.



Conclusion..

In summary, the 311 center has seen an 11% increase in phone calls from 2014-2015 and a 25% increase from 2015-2016. It is a well utilized service by the citizens of Little Rock which allows residents to use a three digit number to quickly access virtually any city service.

My continuing goals for the service are to work to maintain open communication amongst all city departments; to achieve the same common goals; and to provide quality and efficient city services utilizing the resources that we already have.