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

<table>
<thead>
<tr>
<th>Public Works</th>
<th></th>
<th>Parks &amp; Recreation</th>
<th></th>
<th>Neighborhood &amp; Housing</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Civil Engineering</td>
<td>29</td>
<td>12</td>
<td>94</td>
<td>159</td>
<td>705</td>
</tr>
<tr>
<td>Operations</td>
<td>8,997</td>
<td>8,314</td>
<td>Department Total</td>
<td>94</td>
<td>159</td>
</tr>
<tr>
<td>Solid Waste</td>
<td>65,249</td>
<td>72,768</td>
<td>Housing/Rental</td>
<td>705</td>
<td>1,160</td>
</tr>
<tr>
<td>Traffic Engineering</td>
<td>1,784</td>
<td>2,073</td>
<td>Premise Group</td>
<td>8,318</td>
<td>17,324</td>
</tr>
<tr>
<td></td>
<td>Department Total</td>
<td>76,059</td>
<td>83,168</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Planning &amp; Zoning</th>
<th></th>
<th>Animal Services</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Codes</td>
<td>27</td>
<td>23</td>
<td>Animal Services</td>
<td>5,721</td>
</tr>
<tr>
<td>Zoning Code</td>
<td>123</td>
<td>166</td>
<td>Department Total</td>
<td>5,721</td>
</tr>
<tr>
<td>Department Total</td>
<td>150</td>
<td>189</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Code Enforcement

REQUESTS

<table>
<thead>
<tr>
<th>Category</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing/Rental</td>
<td>705</td>
<td>1,160</td>
</tr>
<tr>
<td>High Grass &amp; Weeds</td>
<td>1,898</td>
<td>5,581</td>
</tr>
<tr>
<td>Trash/Rubbish/Debris</td>
<td>1,313</td>
<td>3,201</td>
</tr>
<tr>
<td>Special Project Pick-ups</td>
<td>3,673</td>
<td>5,759</td>
</tr>
</tbody>
</table>
Requests entered by Code Officer

- Special Project pick-up: 2,327 (2015), 2,526 (2016)
Special Project Pickups

Pick up by Ward

- Ward 1: 3,138
- Ward 2: 991
- Ward 3: 223
- Ward 4: 117
- Ward 5: 76
- Ward 6: 634
- Ward 7: 491
Special Project Pickups

January: 472
February: 600
March: 464
April: 456
May: 573
June: 532
July: 499
August: 344
September: 786
October: 457
November: 308
December: 268

2016
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

- Bulky Item: 2015 - 28,084, 2016 - 29,660
- Knuckleboom: 2015 - 6,249, 2016 - 7,559
- Garbage Cart Issues: 2015 - 7,774, 2016 - 7,452
- Missed Garbage: 2015 - 9,634, 2016 - 9,616
Solid Waste

2016 Bulky Item pick-up
Solid Waste

Bulky Item pickup by Ward

- Ward 1: 5,932
- Ward 2: 4,391
- Ward 3: 3,698
- Ward 4: 3,034
- Ward 5: 2,907
- Ward 6: 4,784
- Ward 7: 4,878
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.

### 2016 Missed Garbage Complaints

<table>
<thead>
<tr>
<th>WARD 1</th>
<th>WARD 2</th>
<th>WARD 3</th>
<th>WARD 4</th>
<th>WARD 5</th>
<th>WARD 6</th>
<th>WARD 7</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,800</td>
<td>925</td>
<td>1,734</td>
<td>954</td>
<td>1,337</td>
<td>1,536</td>
<td>1,318</td>
</tr>
</tbody>
</table>
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.