



DEVELOPMENT SERVICES

CITY OF FRISCO

GEORGE A. PUREFOY MUNICIPAL CENTER
6101 FRISCO SQUARE BLVD · 3RD FLOOR
FRISCO, TEXAS 75034
TEL 972.292.5300 · FAX 972.292.5388
WWW.FRISCOTEXAS.GOV

Governance Monitoring Staff Report

To: **Honorable Mayor Maso and the Frisco City Council**
From: **Greg Carr**, Code Enforcement Administrator
C: **George Purefoy**, City Manager
John Lettelleir, Director of Development Services
Date: **April 1, 2011**
Re: **Monitoring Ends Statement Request IV**

Report Summary:

The report provides an evaluation of City of Frisco properties, including, but not limited to right of ways, city entrances, and city-owned facilities.

Comparative Data:

The historical data provided is from the prior Monitoring Ends Statement IV report (chart) for the period December 1, 2010 through December 31, 2011.

Report Analysis:

Code Enforcement Officers continues to patrol City right of ways and city-owned properties for illegally posted signage, litter & debris, illegal dumping, tall vegetation, and other nuisances.

Supporting Documents:

Nuisance Abatement Ordinance No. 01-09-62

Staff Recommendation:

Thank you for your consideration of the report. If I can be of any support, please contact me at 972.292.5369 or via e-mail at gcarr@friscotexas.gov

ENDS MONITORING STATEMENT REQUEST IV (Period ending 03/31/11)

- 4. The community is attractive, clean and aesthetically pleasing.
 - 4.1 Neighborhoods are aesthetically pleasing.
 - 4.2 City entrances and public facilities are attractive.
 - 4.3 The city is well maintained.
 - 4.4 There is a balance of green and developed space.

SOUTHEAST QUADRANT Week A RIGHT-OF-WAYS

CUSTER ROAD (MAIN TO SH 121)

- A. TRASH RATING: (1) INTERMITTENT LITTER
- B. ROADWAY RATING: TRAFFIC ENGINEER
- C. GRASS/LANDSCAPING RATING: (1) MAINTAINED

COIT ROAD (MAIN TO SH 121)

- A. TRASH RATING: (1) INTERMITTENT LITTER
- B. ROADWAY RATING: TRAFFIC ENGINEER
- C. GRASS/LANDSCAPING RATING: (1) MAINTAINED

HILLCREST ROAD (MAIN TO SH 121)

- A. TRASH RATING: (1) INTERMITTENT LITTER
- B. ROADWAY RATING: TRAFFIC ENGINEER
- C. GRASS/LANDSCAPING RATING:(1) MAINTAINED
- D.

PRESTON ROAD (MAIN TO SH 121)

- A. TRASH RATING: (1) INTERMITTENT LITTER
- B. ROADWAY RATING: TRAFFIC ENGINEER
- C. GRASS/LANDSCAPING RATING: (1) MAINTAINED

ROLATOR ROAD (PRESTON TO COIT ROAD)

- A. TRASH RATING: (1) INTERMITTENT LITTER
- B. ROADWAY RATING: TRAFFIC ENGINEER
- C. GRASS/LANDSCAPING RATING: (1) MAINTAINED

COLLEGE PARKWAY (HILLCREST TO COIT)

- A. TRASH RATING: (1) INTERMITTENT LITTER
- B. ROADWAY RATING: TRAFFIC ENGINEER
- C. GRASS/LANDSCAPING RATING: (1) MAINTAINED

WADE BOULEVARD (PRESTON TO HILLCREST)

- A. TRASH RATING: (1) INTERMITTENT LITTER
- B. ROADWAY RATING: TRAFFIC ENGINEER
- C. GRASS/LANDSCAPING RATING: (1) MAINTAINED

LEBANON ROAD (PRESTON TO COIT)

- A. TRASH RATING: (1) INTERMITTENT LITTER
- B. ROADWAY RATING: TRAFFIC ENGINEER
- C. GRASS/LANDSCAPING RATING: (1) MAINTAINED

CITY ENTRANCES

CUSTER @ SH 121

- A. TRASH RATING: (1) INTERMITTENT LITTER
- B. SIGNAGE/FAÇADE RATING: TRAFFIC ENGINEER
- C. TRAFFIC CONTROL RATING: TRAFFIC ENGINEER

PRESTON ROAD @ SH 121

- A. TRASH RATING: (1) INTERMITTENT LITTER
- B. SIGNAGE/FAÇADE RATING: TRAFFIC ENGINEER
- C. TRAFFIC CONTROL RATING: TRAFFIC ENGINEER

CITY FACILITIES

SHAWNEE TRAIL PARK

- A. TRASH RATING: (1) MINIMAL LITTER (AFTER EVENTS & WEEKENDS)
- B. PAINT/FAÇADE RATING: (1) BUILDINGS MAINTAINED
- C. LAWN/LANDSCAPING RATING: (1) MAINTAINED

SUPERDROME

- A. TRASH RATING: (1) MINIMAL LITTER
- B. PAINT/FAÇADE RATING: (1) CURRENT AND CLEAN
- C. LAWN/LANDSCAPING RATING: (1) MAINTAINED

EXTERIOR OF TANK FARM AT CUSTER/SH 121 (WEST SIDE OF CUSTER ½ MILE NORTH OF HWY 121)

- A. TRASH RATING: (1) MINIMAL LITTER
- B. PAINT/FAÇADE RATING: (1) MAINTAINED / CURRENT
- C. LAWN/LANDSCAPING RATING: N/A - NO LANDSCAPE

750k GAL. ELEVATED STORAGE TANK (ACROSS FROM SHAWNEE TRAIL PARK ON HILLCREST)

- A. TRASH RATING: (1) CLEAN
- B. PAINT/FAÇADE RATING: (1) MAINTAINED
- C. LAWN/LANDSCAPING RATING: (1) MAINTAINED

FIRE STATION #2 ON OHIO DRIVE

- A. TRASH RATING: (1) CLEAN
- B. PAINT/FAÇADE RATING: (1) MAINTAINED
- C. LAWN/LANDSCAPING RATING: (1) MAINTAINED

SOUTHWEST QUADRANT
RIGHT OF WAYS

STONEBROOK PARKWAY (PRESTON – WEST)

- A. TRASH RATING: (1) INTERMITTENT LITTER
- B. ROADWAY RATING: TRAFFIC ENGINEER (EXTENSION OF THE ROADWAY CURRENTLY UNDERWAY TO 423)
- C. GRASS/LANDSCAPING RATING: (1) MAINTAINED

LEBANON ROAD (PRESTON – WEST)

- A. TRASH RATING: (1) INTERMITTENT LITTER
- B. ROADWAY RATING: TRAFFIC ENGINEER (WIDENING OF THE ROADWAY UNDERWAY TO ACROSS 423)
- C. GRASS/LANDSCAPING RATING: (1) MAINTAINED

WARREN PARKWAY (PRESTON TO LEGACY)

- A. TRASH RATING: (1) INTERMITTENT LITTER
- B. ROADWAY RATING: TRAFFIC ENGINEER
- C. GRASS/LANDSCAPING RATING: (1) MAINTAINED

GAYLORD PARKWAY (PRESTON TO DALLAS NORTH TOLLWAY)

- A. TRASH RATING: (1) MAINTAINED
- B. ROADWAY RATING: TRAFFIC ENGINEER
- C. GRASS/LANDSCAPING RATING: (1) MAINTAINED

LEGACY (SH 121 – NORTH TO ELDORADO)

- A. TRASH RATING: (1) INTERMITTENT LITTER
- B. ROADWAY RATING: TRAFFIC ENGINEER (Between Warren and Lebanon some road widening work being done)
- C. GRASS/LANDSCAPING RATING: (1) MAINTAINED

DALLAS NORTH TOLLWAY (SH 121 – Main)

- A. TRASH RATING: (1) Intermittent litter
- B. ROADWAY RATING: TRAFFIC ENGINEER
- C. GRASS/LANDSCAPING RATING: (1) MAINTAINED

PARKWOOD/5TH STREET (STONEBROOK PARKWAY – MAIN)

- A. TRASH RATING: (1) INTERMITTENT LITTER
- B. ROADWAY RATING: TRAFFIC ENGINEER
- C. GRASS/LANDSCAPING RATING: (1) MAINTAINED

CITY ENTRANCES

LEGACY ROAD @ SH 121

- A. TRASH RATING: (1) MAINTAINED
- B. ROADWAY RATING: TRAFFIC ENGINEER
- C. TRAFFIC CONTROL RATING: TRAFFIC ENGINEER

CITY FACILITIES

CENTRAL PARK

- A. TRASH RATING: (1) MAINTAINED
- B. PAINT/FAÇADE RATING: (1) MAINTAINED
- C. LAWN/LANDSCAPING RATING: (1) MAINTAINED

2 MILLION GALLON ELEVATED STORAGE TANK (at Parkwood, north of Warren Parkway on the east side)

- A. TRASH RATING: (1) MAINTAINED
- B. PAINT/FAÇADE RATING: (1) MAINTAINED
- C. LAWN/LANDSCAPING RATING: (1) MAINTAINED

FRISCO RACCOON WATER STORAGE TANK (located at NWC of Gary Burns Drive & Preston Road)

- A. TRASH RATING: (1) MAINTAINED
- B. PAINT/FAÇADE RATING: (2) MASCOT FADED (POSSIBLE REPLACEMENT OF THIS TANK WITH NEW EVELATED TANK)
- C. LAWN/LANDSCAPING RATING: (1) MAINTAINED

CITY HALL

- A. TRASH RATING: (1) MAINTAINED
- B. PAINT/FAÇADE RATING: (1) MAINTAINED
- C. LAWN/LANDSCAPING RATING: (1) MAINTAINED –

GAZEBO/CLOCK

- A. TRASH RATING: (1) MAINTAINED
- B. PAINT/FAÇADE RATING: (1) MAINTAINED
- C. LAWN/LANDSCAPING RATING: (1) MAINTAINED

DOWNTOWN HISTORIC H2O TANK AREA (BEHIND THE ABBEY GRILL)

- A. TRASH RATING: (1) MAINTAINED
- B. PAINT/FAÇADE RATING: (2) ATTENTION NEEDED FOR Roof shingles on building are missing and others are worn/weathered.
- C. LAWN/LANDSCAPING RATING: (1) MAINTAINED

CENTRAL FIRE STATION

- A. TRASH RATING: (1) MAINTAINED
- B. PAINT/FAÇADE RATING: (1) MAINTAINED
- C. LAWN/LANDSCAPING RATING: (1) MAINTAINED

FIRE STATION #3

- A. TRASH RATING: (1) MAINTAINED
- B. PAINT/FAÇADE RATING: (1) MAINTAINED
- C. LAWN/LANDSCAPING RATING: (1) MAINTAINED

**NORTHWEST QUADRANT
RIGHT OF WAYS**

FIRE STATION #4

- A. TRASH RATING: (1) MAINTAINED
- B. PAINT/FAÇADE RATING: (1) MAINTAINED
- C. LAWN/LANDSCAPING RATING: (1) MAINTAINED

MAIN (FM 423 TO PRESTON)

- A. TRASH RATING: (1) MAINTAINED
- B. ROADWAY RATING: TRAFFIC ENGINEER
- C. GRASS/LANDSCAPING RATING: (1) MAINTAINED

ELDORADO PARKWAY (FM 423 TO CUSTER ROAD)

- A. TRASH RATING: (2) INTERMITTENT LITTER
- B. ROADWAY RATING: TRAFFIC ENGINEER. BETWEEN DALLAS PKWY TO PRESTON TXDOT WORKING ON WIDENING THE ROADWAY.
- C. GRASS/LANDSCAPING RATING: (1) MAINTAINED

FRISCO ST. (MAIN – EL DORADO PARKWAY)

- A. TRASH RATING: (1) MAINTAINED
- B. ROADWAY RATING: TRAFFIC ENGINEER
- C. GRASS/LANDSCAPING RATING: (1) MAINTAINED

US 380 (FM 423 TO PRESTON – SOUTHSIDE OF 380)

- A. TRASH RATING: (1) INTERMITTENT LITTER (STATE'S RESPONSIBILITY)
- B. ROADWAY RATING: TRAFFIC ENGINEER
- C. GRASS/LANDSCAPING RATING: (1) TxDOT CURENTLY RESPONSIBLE FOR SOUTH SIDE OF 380

DALLAS PARKWAY / SERVICE ROAD (FROM MAIN NORTH)

- A. TRASH RATING: (1) MAINTAINED
- B. ROADWAY RATING: TRAFFIC ENGINEER
- C. GRASS/LANDSCAPING RATING: (1) MAINTAINED

TEEL PARKWAY (LEBANON TO PANTHER CREEK PKWY)

- A. TRASH RATING: (1) MAINTAINED
- B. ROADWAY RATING: TRAFFIC ENGINEER
- C. GRASS/LANDSCAPING RATING: (1) MAINTAINED

CITY ENTRANCES

PRESTON ROAD AT US 380

- A. TRASH RATING: (1) MAINTAINED
- B. SIGNAGE/FAÇADE RATING: TRAFFIC ENGINEER
- C. TRAFFIC CONTROL RATING: TRAFFIC ENGINEER

FM 423 AT US 380

- A. TRASH RATING: (1) MAINTAINED
- B. SIGNAGE/FAÇADE RATING: TRAFFIC ENGINEER
- C. TRAFFIC CONTROL RATING: TRAFFIC ENGINEER

FM 423 AT MAIN

- A. TRASH RATING: (1) MAINTAINED
- B. SIGNAGE/FAÇADE RATING: TRAFFIC ENGINEER
- C. TRAFFIC CONTROL RATING: TRAFFIC ENGINEER (Roadwork underway to widen 423)

CITY FACILITIES

FRISCO MUNICIPAL COMPLEX - (BOYS & GIRLS CLUB)

- A. TRASH RATING: (1) MAINTAINED
- B. PAINT/FAÇADE RATING: (1) MAINTAINED
- C. LAWN/LANDSCAPING RATING: (1) MAINTAINED

PARKS & RECREATION FACILITY (Walnut Street)

- A. TRASH RATING: (1) MAINTAINED
- B. PAINT/FAÇADE RATING: (1) MAINTAINED
- C. LAWN/LANDSCAPING RATING: (1) MAINTAINED

WARREN SPORTS COMPLEX

- A. TRASH RATING: (1) MAINTAINED
- B. PAINT/FAÇADE RATING: (1) MAINTAINED
- C. LAWN/LANDSCAPING RATING: (1) MAINTAINED

NORTHEAST QUADRANT RIGHT OF WAY

MAIN (PRESTON TO CUSTER)

- A. TRASH RATING: (1) INTERMITTENT LITTER
- B. ROADWAY RATING: TRAFFIC ENGINEER
- C. GRASS/LANDSCAPING RATING: (1) MAINTAINED

US 380 (PRESTON TO CUSTER)

- A. TRASH RATING: (1) MAINTAINED
- B. ROADWAY RATING: TRAFFIC ENGINEER
- C. GRASS/LANDSCAPING RATING: (1) MAINTAINED BY TXDOT CUSTER ROAD (FM 3537 TO US 380)

CITY OF FRISCO RESPONSIBLE FOR CUSTER ROAD ON WEST SIDE; MCKINNEY ON EAST SIDE

- A. TRASH RATING: (1) MAINTAINED
- B. ROADWAY RATING: TRAFFIC ENGINEER (Widening of roadway between 380 and Stonebridge)
- C. GRASS/LANDSCAPING RATING: (1) MAINTAINED

PRESTON ROAD (MAIN – US 380)

- A. TRASH RATING: (1) MAINTAINED
- B. ROADWAY RATING: TRAFFIC ENGINEER. BETWEEN MAIN TO 380 TXDOT WORKING ON WIDENING THE ROADWAY
- C. GRASS/LANDSCAPING RATING: (1) MAINTAINED

CITY ENTRANCES
CUSTER ROAD @ US 380

INTERSECTION NOT FRISCO'S JURISDICTION; CITY OF MCKINNEY JURISDICTION

- A. TRASH RATING: (1) MAINTAINED
- B. ROADWAY RATING: TRAFFIC ENGINEER
- C. TRAFFIC CONTROL RATING: TRAFFIC ENGINEER

SCALE

1 = ACCEPTABLE / GOOD

2 = ATTENTION NEEDED

3 = UNSIGHTLY; UNAESTHETICALLY PLEASING; EYESORE

TE = TRAFFIC ENGINEER'S

N/A = NOT APPLICABLE



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CODE ENFORCEMENT – MONTHLY STANDARD REPORT 2011

Standards	Frisco
Nuisance Abatement Ordinance #01-09-62 No recognized standard	Area monitoring investigations & complaint reactive basis of high vegetation, unsightly &/or unsanitary matter
Erosion Control Ordinance #89-04-02	Area monitoring investigations & complaint reactive basis of construction lots; ensure wind & silt fences, and construction debris is contained on lot under construction
Industrial Waste Disposal Ordinance #185	Area monitoring investigations and complaint reactive in undeveloped and developed areas of City for illegal dumping of contaminants and debris
Sign Ordinance #06-10-109	Area monitoring investigations, on-call & complaint reactive basis
International Property Maintenance Code (Abatement of Dangerous Building Ordinance) Creates minimum standards of structures	Monitor City and abate violations in developed and undeveloped areas to maintain property values & standards; complaint reactive basis; distribute complaints to building inspector of subdivision where complaint located
International Property Maintenance Code (Housing Code Ordinance) Creates minimum habitation standards	Abate residents who occupy dwellings that lack minimum housing standards (i.e, lack of water) as reported by Water Department, Police Department or complaint reactive basis

JANUARY 2011 CODE CASE INFORMATION	NUISANCE	ZONING	DUMPING	SIGNS	BUILDING ABATEMENT	HOUSING CODE	
CASES OPENED FOR MONTH OF JANUARY	154	5	1	80	0	0	240
CASES COMPLIED FOR MONTH OF JANUARY (& prior months)	112	6	1	84	0	0	203
CASES THAT REMAIN OPEN FOR MONTH OF JANUARY	81	1	0	3	0	0	85
TOTAL ON THIS LINE INCLUDES CATEGORIES NOT SHOWN ABOVE (HOME OCCUPATION, BUILDING, TREES, LIFE/SAFETY, & ABANDONED VEHICLES AND R.V.S)							26
WORKING CASES REMAINING 'OPEN' AND WORKING TOWARD COMPLIANCE. THESE CASES ARE FROM PRIOR REPORTING PERIODS, INCLUDING OTHER CATEGORIES IN ADDITION TO THE ONES DISPLAYED ABOVE.							113

FEBRUARY 2011 CODE CASE INFORMATION	NUISANCE	ZONING	DUMPING	SIGNS	BUILDING ABATEMENT	HOUSING CODE	
CASES OPENED FOR MONTH OF FEBRUARY	102	8	0	50	2	0	162
CASES COMPLIED FOR MONTH OF FEBRUARY (& prior months)	107	3	0	51	2	0	163
CASES THAT REMAIN OPEN FOR MONTH OF FEBRUARY	62	6	0	5	0	0	73
TOTAL ON THIS LINE INCLUDES CATEGORIES NOT SHOWN ABOVE (HOME OCCUPATION, BUILDING, TREES, LIFE/SAFETY, & ABANDONED VEHICLES AND R.V.S)							7
WORKING CASES REMAINING 'OPEN' AND WORKING TOWARD COMPLIANCE. THESE CASES ARE FROM PRIOR REPORTING PERIODS, INCLUDING OTHER CATEGORIES IN ADDITION TO THE ONES DISPLAYED ABOVE.							133

MARCH 2011 CODE CASE INFORMATION	NUISANCE	ZONING	DUMPING	SIGNS	BUILDING ABATEMENT	HOUSING CODE	
CASES OPENED FOR MONTH OF MARCH	231	5	6	50	0	1	293
CASES COMPLIED FOR MONTH OF MARCH (& prior months)	68	7	5	51	0	1	132
CASES THAT REMAIN OPEN FOR MONTH OF MARCH	91	3	1	4	0	0	99
TOTAL ON THIS LINE INCLUDES CATEGORIES NOT SHOWN ABOVE (HOME OCCUPATION, BUILDING, TREES, LIFE/SAFETY, & ABANDONED VEHICLES AND R.V.S)							14
WORKING CASES REMAINING 'OPEN' AND WORKING TOWARD COMPLIANCE. THESE CASES ARE FROM PRIOR REPORTING PERIODS, INCLUDING OTHER CATEGORIES IN ADDITION TO THE ONES DISPLAYED ABOVE.							147

CODE ENFORCEMENT
OPENED CASE COUNT TOTALS
(FISCAL YEAR)



MONTH	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
OCT		64	58	103	110	111	201	208	208	229	339	275			
NOV		53	35	63	83	92	216	172	172	163	198	214			
DEC		48	25	52	76	84	92	109	126	186	206	209			
JAN		58	69	79	110	205	193	198	185	196	250	266			
FEB		50	86	82	83	170	174	184	193	219	238	169			
MAR		97	79	111	136	196	200	309	279	309	295	307			
APR		103	119	166	172	212	220	236	384	362	391				
MAY		97	108	149	141	160	186	217	249	307	292				
JUN		65	130	191	155	172	242	263	281	289	309				
JUL	87	73	100	135	141	145	161	181	275	313	282				
AUG	117	95	123	134	154	190	200	254	338	292	316				
SEPT	86	28	175	185	163	189	230	242	343	250	352				
TOTALS	290	831	1107	1450	1524	1926	2315	2573	3033	5124					

CODE ENFORCEMENT
OPEN CASES
(CALENDAR YEAR)

MONTH	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
JAN		58	69	79	110	205	193	198	185	196	250	266			
FEB		50	86	82	83	170	174	184	193	219	238	169			
MAR		97	79	111	136	196	200	309	279	309	295	307			
APR		103	119	166	172	212	220	236	384	362	391				
MAY		97	108	149	141	160	186	217	249	307	292				
JUN		65	130	191	155	172	242	263	281	289	309				
JUL	87	73	100	135	141	145	161	181	275	313	282				
AUG	117	95	123	134	154	190	200	254	338	292	316				
SEPT	86	28	175	185	163	189	230	242	343	250	352				
OCT	64	58	103	110	111	201	208	208	229	339	275				
NOV	53	35	63	83	92	216	172	172	163	198	214				
DEC	48	25	52	76	84	92	109	126	186	206	209				
TOTALS	455	784	1207	1501	1542	2148	2295	2590	3105	3280					



DEVELOPMENT SERVICES

Animal Control
 6101 Frisco Square Blvd
 Frisco TX 75034
 Phone (972) 292-5303
 Fax (972) 292-5388

City of Frisco
Animal Control Activity Report
For the Period 3/1/2011 thru 3/31/2011

Category	Dog	Cat	Livestock	Wildlife
Impounds - Stray At Large	39	8	0	33
Impounds - Stray Surrender	26	5	0	0
Protective Custody	0	0	0	0
Deceased	6	6	0	62
Potential Rabies Exposure	9	0	0	0
Rabies Shipment	0	0	0	0
Euthanized	1	0	0	4
Returned to Owner/Guardian	22	0	1	
Home Quarantine Checks	17	1	0	
Transport to Shelter	42	12	0	2
Transport to Vet	0	0	0	0
Transport to Rehab	0	0	0	0
Complaints: Dangerous Animal	0		Restraint	19
Limit	0		Unsanitary	0
Noise	19		WC	6
Prohibited	1		Total Complaints	45
Wildlife Released	27		Total Dispatched Calls	84
Police/Fire Assist	7		Total Initiated Calls	209
Citations	6		Total Proactive Calls	357
Verbal Warnings	12		Total Calls	650
Written Warnings	6			
Total On Call Requests	2		Total Cases Opened	355
Total Contacts	151		Total Cases Closed	354



DEVELOPMENT SERVICES

City of Frisco Animal Control Activity Summary For the Period 3/1/2011 thru 3/31/2011

Animal Control
6101 Frisco Square Blvd
Frisco TX 75034
Phone: (972) 292-5303
Fax: (972) 292-5388

	Mar 2010	Mar 2011	YTD	FYTD
Total Dogs Impounded	87	65	150	315
Total Cats Impounded	6	13	32	62
Total Livestock Impounded	2	0	13	24
Total Wildlife Impounded	32	33	50	120
Total Animals Picked Up	127	111	245	521
Total Potential Rabies Exposure	17	9	26	55
Total Deceased Picked Up	91	74	187	363
Total Animals Euthanized	12	5	9	26
Total Complains Run	44	45	164	310
Total Dispatched Calls	76	84	237	493
Total Initiated Calls	245	209	542	1,109
Total Proactive Calls	451	357	957	1,893
Total Calls	772	650	1,736	3,495
Total On Call Requests	0	2	7	16
Total Contacts	163	151	459	894
Total Cases Opened	390	355	904	1,851
Total Cases Closed	381	354	904	1,854

Prepared by: _____

