

**UA Maricopa County  
Cooperative Extension**

**Plant Help Ticket Count**

**by Maricopa County  
Supervisor District**

By: Thomas Hornyman, MG  
Help Desk Volunteer

# Plant Help Desk Highlights

- ▶ Automated Ticket Management System installed May 2016
- ▶ 1804 Calls handled in 2016
- ▶ 2050 Calls handled in 2017
- ▶ 2045 Calls handled in 2018
- ▶ 32 Certified Help Desk Volunteers

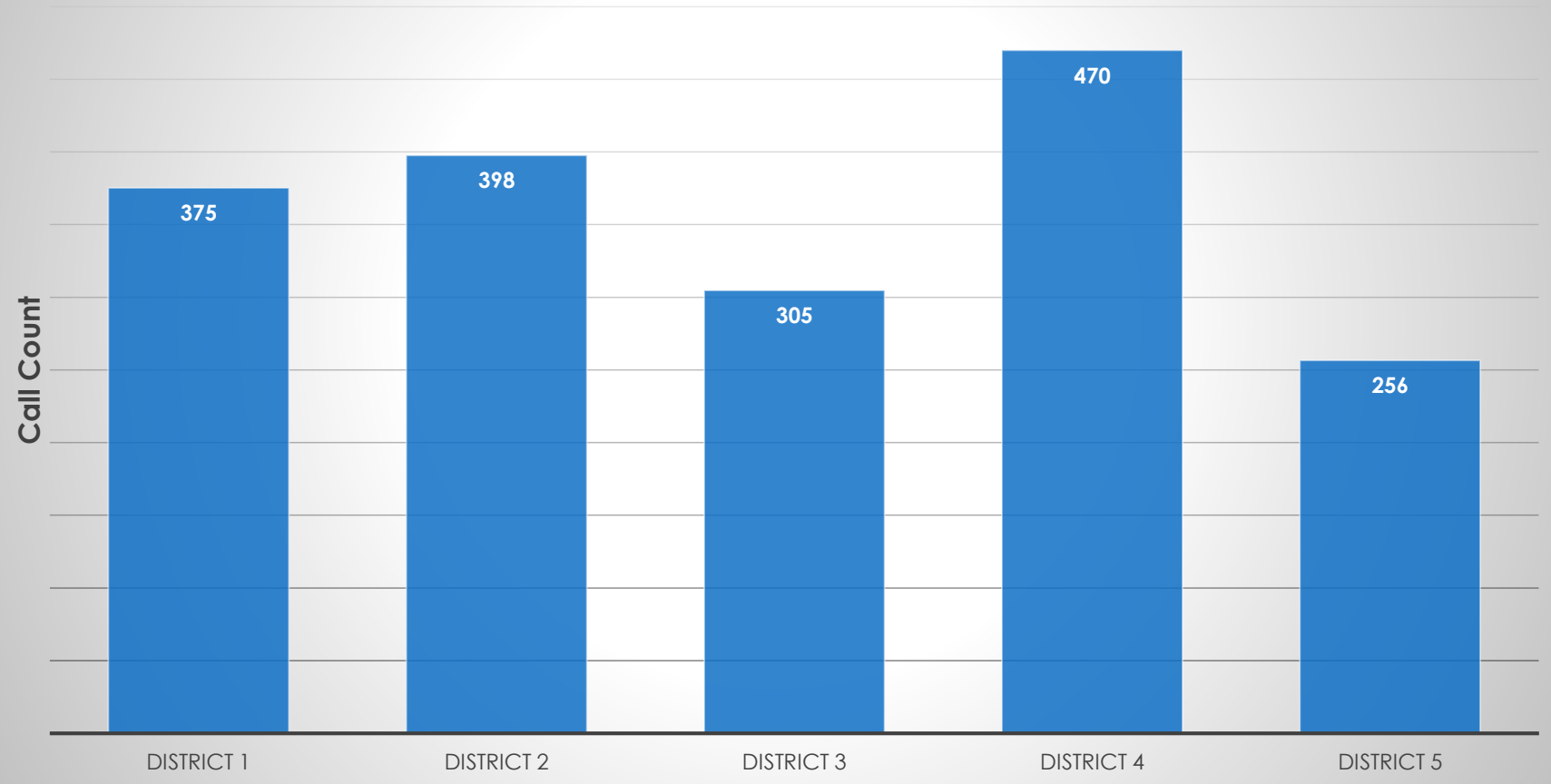
# Maricopa County Plant Help Desk Ticket Totals

2016	District 1	District 2	District 3	District 4	District 5	Total
% of Total	20.8%	22.0%	16.9%	26.0%	14.2%	100%
Zip Code Total	218	231	177	273	149	1048
No zip code	158	166	127	197	108	756
Total Count	376	397	304	470	257	1804

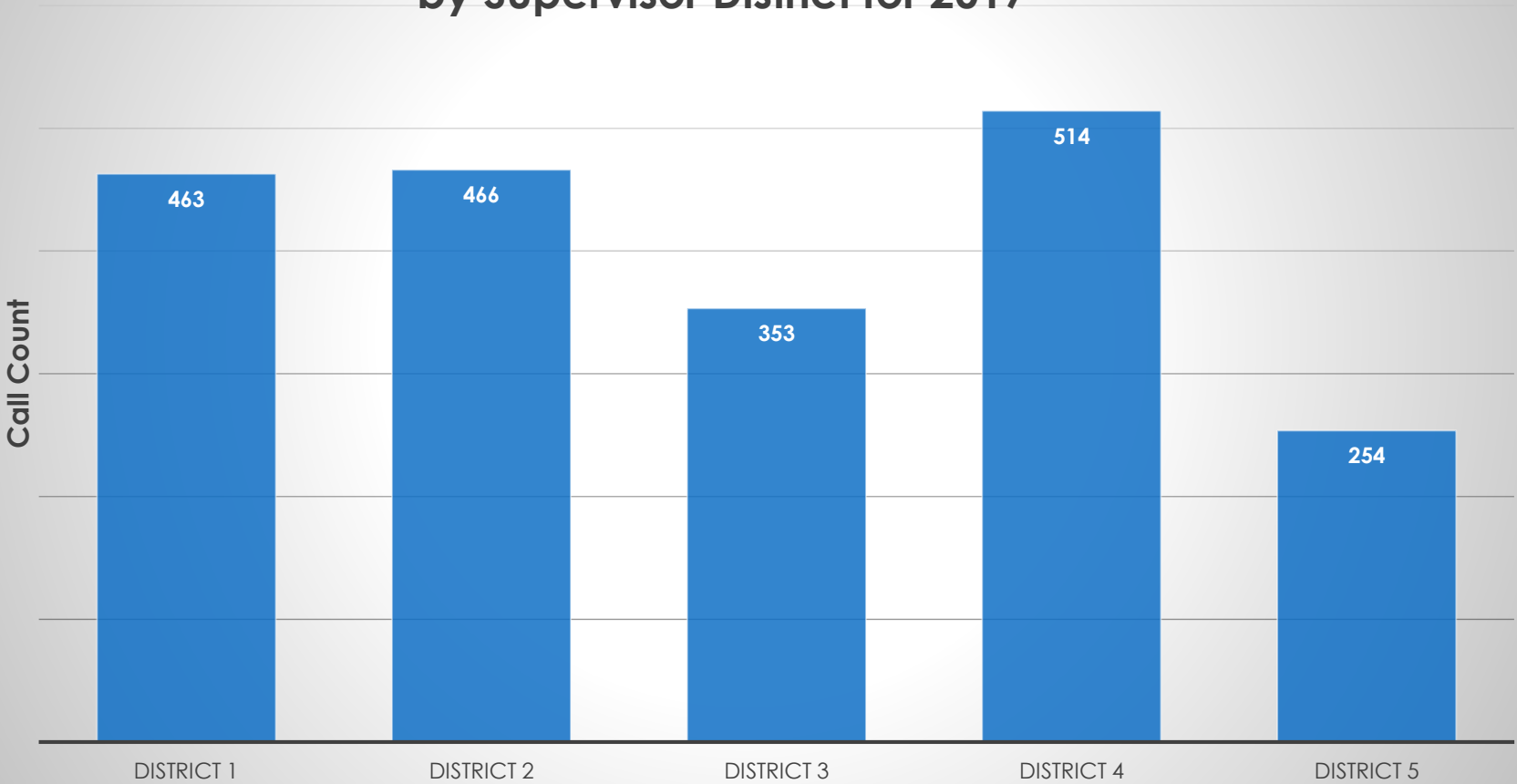
2017	District 1	District 2	District 3	District 4	District 5	Total
% of Total	22.6%	22.7%	17.2%	25.1%	12.4%	100%
Zip Code Total	279	281	213	310	153	1236
No zip code	184	185	141	204	101	815
Total Count	463	466	354	514	254	2051

2018	District 1	District 2	District 3	District 4	District 5	Total
% of Total	28.9%	26.9%	18.6%	20.9%	4.7%	100%
Zip Code Total	364	339	235	264	59	1261
No zip code	226	211	146	164	37	784
Total Count	590	550	381	428	96	2045

## Maricopa County Plant Help Ticket by Supervisor District for 2016



# Maricopa County Plant Help Ticket by Supervisor District for 2017



## Maricopa County Help Desk Ticket by Supervisor District for 2018

