

Customer Service Report
December 4 to December 17, 2017

BI-WEEKLY CUSTOMER SERVICE REPORT

Service Requests and Statistics
For the Weeks of 12/4/17 & 12/11/17



**Customer Service Report
December 4 to December 17, 2017**

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Significant Events for the Bi-week

- Solution for abandoned boats without trailers remains an issue. Working with departments to identify proper service request routing.
- No significant weather events, and call volume is in the moderate range for this time of year.

Bi-weekly Statistics

Number of	
• Service request by calls	2,680
• Service request by mobile application	369
• Other	219
Service requests opened	3,268
Informational calls	1,570
Transferred calls	3,541
Service request closed	3,690
Average days to close service request	18

Bi-weekly Top Service Requests by Type

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/ Garbage	4	33	157	90	42	326
Waste Management/ Illegal Dumping	46	144	67	25	37	319
Missed Service/Green Waste	8	38	105	39	13	203
Missed Service/Recycle	2	25	61	34	8	130
Total	60	240	390	188	100	978

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Bi-weekly Top Service Request Types Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Pavement/Pothole /Chuckhole Repair	4	41	200	43	52	340
Missed Service/ Garbage	4	33	158	91	42	328
Missed Service/ Green Waste	8	38	104	39	13	202
Waste Management/ Illegal Dumping	19	66	43	26	19	173
Private Property Complaint/Other	30	47	38	43	13	171
Total	65	225	543	242	139	1,214

Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Abandoned Vehicles/ Inoperable	25	26	212	147	7	417
Other Transportation/ Roadway Problems/ Miscellaneous - Other Unknown Maintenance Needs	17	107	248	114	73	559
Pavement/Pothole/ Chuckhole Repair	24	24	226	89	41	404
Private Property Complaint/Junk/ Rubbish	15	63	192	76	12	358
Private Property Complaint/Other	33	71	277	124	28	533
Total	114	291	1,155	550	161	2,271

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Board of Supervisor District Information

Service Request by District *

District	Count
District 1 – Serna	56
District 2 - Kennedy	618
District 3 – Peters	1,104
District 4 – Frost	503
District 5 - Nottoli	444
Other	376
Total	3,101

* Excludes service requests not identified by District

Top Service Request Opened by District (> 10 requests)

	Count
District 1 – Serna	
Waste Management/Illegal Dumping	46
Sacramento Area Sewer District/Dispatch Log	10
District 2 – Kennedy	
Waste Management/Illegal Dumping	144
Missed Service/Green Waste	38
Stray/Roam	34
Missed Service/Garbage	33
Missed Service/Recycle	25
Animal Care/Dead Animal	24
Private Property Complaint/Other	19
Private Property Complaint/Junk/Rubbish	18
Abandoned Vehicles/Inoperable	18
Investigations/Barking (Dogs Only)	13
Investigations/Negligence/Cruelty	12
Shopping Cart/By Vendor	11
Water Resources/Water Dispatch Log	11

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District 3 – Peters	
Missed Service/Garbage	157
Missed Service/Green Waste	105
Waste Management/Illegal Dumping	67
Missed Service/Recycle	61
Animal Care/Dead Animal	31
Abandoned Vehicles/Inoperable	29
Investigations/Barking (Dogs Only)	27
Abandoned Vehicles/Wrecked	26
Private Property Complaint/Junk/Rubbish	25
Private Property Complaint/Other	25
Pavement/Pothole/Chuckhole Repair	22
Sacramento Area Sewer District/Dispatch Log	20
Investigations/Negligence/Cruelty	20
Water Resources/Drainage Dispatch Log	20
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	19
Owned/Aggressive - Not Happening Now	15
Notify Supervisor/Garbage	14
Private Property Vehicle/Parked on Lawn	14
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) - Immediate	14
Street Lights/Street Light Out	13
Stray/Roam	13
Water Resources/Water Dispatch Log	13
Sub-Standard Housing/Other	12
Missed Service/Neighborhood Clean Up (NCU)	12
Encroachment Violations/Basketball Hoop/Garbage Cans	12
Shopping Cart/By Vendor	11
Traffic Sign/New Sign Request	11
Stray/Confined	11

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District 4 – Frost	
Missed Service/Garbage	90
Missed Service/Green Waste	39
Missed Service/Recycle	34
Private Property Complaint/Other	31
Abandoned Vehicles/Inoperable	27
Waste Management/Illegal Dumping	25
Sacramento Area Sewer District/Dispatch Log	20
Investigations/Barking (Dogs Only)	19
Pavement/Pothole/Chuckhole Repair	16
Animal Care/Dead Animal	14
Private Property Complaint/Junk/Rubbish	12
Stray/Confined	11
Stray/Roam	10
Abandoned Vehicles/Wrecked	10
District 5 – Nottoli	
Water Resources/Water Dispatch Log	68
Missed Service/Garbage	42
Waste Management/Illegal Dumping	37
Stray/Roam	20
Facilities Management/Engineer Dispatch Log	17
Alarms/Fire	14
Alarms/Burglary	14
Missed Service/Green Waste	13
Sacramento Area Sewer District/Dispatch Log	13
Stray/Confined	10

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No District Specified	
County Coroner/Dispatch Log	1
Adult Protective Services/Dispatch Log	88
Magistrate/Dispatch Log	69
State Warning Center (NAWAS)/Dispatch Log	16
Child Protective Services/Dispatch Log	15
Sacramento Area Sewer District/Dispatch Log	11
Service Desk/Information	10
District Attorney/Dispatch Log	10
Conservator/Dispatch Log	10

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Average Number of Days to Close a Service Request

Closed Service Request Types for Week	Avg Days Open
Assist (On-Scene Only)/Animal Control Agency	0
Assist (On-Scene Only)/Police/Sheriff	0
Adult Protective Services/Dispatch Log	0
Alarms/Burglary	0
Alarms/CCURE	0
Alarms/Fire	0
Animal Care/Rescue	0
Child Protective Services/Dispatch Log	0
Child Support Services/Transfer	0
Conservator/Dispatch Log	0
County Clerk/Transfer	0
County Coroner/Dispatch Log	0
District Attorney/Dispatch Log	0
Environmental Compliance/EMD On-Call Hazmat	0
Facilities Management/CAFM/Dispatch	0
Facilities Management/Engineer Dispatch Log	0
Investigations/Animal Left in Vehicle	0
Investigations/Illegal Sales	0
Missed Service/Garbage	0
Missed Service/Green Waste	0
Missed Service/Neighborhood Clean Up (NCU)	0
Missed Service/Recycle	0
Notify Supervisor/Garbage	0
Notify Supervisor/Green Waste	0
Notify Supervisor/Recycle	0
Notify Supervisor/Supervisor Dispute (Sorry Tag/Other Issue)	0
Magistrate/Dispatch Log	0
Pick Up/License/Specimen Pick Up	0
Primary Care/Primary Care Clinic Dispatch Log	0
Public Health/Public Health Doctor Dispatch Log	0

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Closed Service Request Types for Week	Avg Days Open
Service Desk/Information	0
Service Desk/Transfer	0
Shopping Cart/By Vendor	0
Stray/Aggressive - Happening Now	0
Stray/Injured	0
Stray/Sick	0
Stray/Tied	0
Stray/Traffic	0
Stray/Trapped	0
Stray/Aggressive - Not Happening Now	0
Transportation/Other Transportation/Roadway Problems	0
Water Resources/Drainage Dispatch Log	0
Water Resources/Water Dispatch Log	0
Wild/Aggressive - Happening Now	0
Wild/Injured	0
Wild/Sick	0
Wild/Trapped	0
Wild/Confined	0
Wild/Traffic	1
Waste Management/Missed Sweeper Request	1
Stray/Confined	1
Stray/Roam	1
State Warning Center (NAWAS)/Dispatch Log	1
Risk Management/County Vehicle Accident Log	1
Regional Parks/Graffiti	1
Investigations/Abandoned Animal	1
Investigations/Barking (Dogs Only)	1
Business Licenses/Business Operating Without License	1
Animal Care/Dead Animal	1
Environmental Compliance/Hazardous Substances	2
Investigations/Tethered	2
Radio/Dispatch Log	2

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Closed Service Request Types for Week	Avg Days Open
Owned/Aggressive - Happening Now	2
Traffic Signal/Traffic Signal Knock Down	2
Priority Housing/Collapsing Building Roof or Ceiling	3
Priority Housing/Total Lack of Heat	3
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	4
Owned/Nuisance (Dog Only)	4
Waste Management/Illegal Dumping	4
Owned/Aggressive - Not Happening Now	5
Investigations/Negligence/Cruelty	5
Service Desk/After Hours	6
Regional Parks/Trash and Debris	7
Regional Parks/Illegal Camp	7
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	7
Sacramento Area Sewer District/Dispatch Log	8
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	9
Investigations/Bite - Not Happening Now	9
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	10
Priority Housing/Surfacing Sewage	11
Street Lights/Group of Street Lights Out	13
Regional Parks/Other	13
Regional Parks/Illegal Activity	13
Bridge Complaints/Soundwall Repair	14
Ditches/Culverts/Shoulder Erosion/Drop-Off/Repair	14
Environmental Health (All Jurisdictions)/Food Facility Complaint	15
Regional Parks/Maintenance Request	18
Elevator/Dispatch Log	19
Bridge Complaints/Bridge Maintenance, Fence & Guard Rail Repair	19
Abandoned Vehicles/Wrecked	20

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Closed Service Request Types for Week	Avg Days Open
Office of Emergency Services/Emergency Alert Officer Notification	22
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	22
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	23
Hazmat/Hydraulic Spill	24
Sub-Standard Housing/Structural Defects	25
Tree Complaint/Tree Obstructing County Sign/Pole	25
Traffic Signal/Traffic Signal Misc. Issues	26
Street Lights/Street Light Out	26
Traffic Investigations/New Sign Request	26
Street Lights/Street Light Knock Down	26
Aggregate Dumping/Trash Pick Up/Visual Blight-Trash and Homeless Camp Clean Up	26
Aggregate Dumping/Trash Pick Up/Illegal Dumping	27
Barricades/Road Flooding	27
Ditches/Culverts/Drainage Problem	27
Road Markings/Request for New Legends or Markings	28
Street Lights/Street Light Cycling On and Off	29
Traffic Investigations/Speeding/New Speed Bumps	29
Tree Complaint/Tree Limb Down Obstructing Bike Lane or Sidewalk	29
Traffic Sign/New Sign Request	30
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	32
Sweeper Request/Landscape/Median Clean Up and Debris Removal	32
Street Lights/Street Light Miscellaneous Problem	32
Pavement/Pothole/Chuckhole Repair	32
Private Property Complaint/Overflowing Dumpster	32
Sidewalk/Sidewalk Obstruction	33
Ditches/Culverts/Ditch Cleaning	33
Tree Complaint/Request to Abate a Visibility Obstruction by Tree	33
Traffic Signal/Traffic Signal Light Out	34

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Closed Service Request Types for Week	Avg Days Open
Graffiti/Public Right-of-Way	34
Hazmat/Hazmat	35
Street Lights/Street Light or Pole Damaged	35
Street Lights/Street Light Cover Missing/Wires Exposed	35
Pavement/Pothole/Sunken Spot on Roadway	35
Sidewalk/Curb, Gutter and Sidewalk Repair	35
Sidewalk/Request for New Sidewalk (Traffic Investigation)	35
Traffic Signal/Pedestrian Signal Inoperative	35
Traffic Sign/Graffiti	36
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) - Immediate	36
Barricades/Road End Barricade	36
Graffiti/Private Property	38
Sub-Standard Housing/Vector Infestation	38
Pavement/Pothole/Paving Needed on Street	38
Encroachment Violations/Basketball Hoop/Garbage Cans	39
Other Transportation/Roadway Problems/Roadway Hazard Callout if Potential for Injury or Damage	40
Sub-Standard Housing/Electrical Malfunction	40
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	40
Tree Complaint/Request for Arden Park Ash Tree Removal and Replacement	41
Private Property Vehicle/Occupied Mobile Homes/Trailers	43
Occupied Out-Building/Garage/Shed/Other	43
Barricades/Needed for Emergency, Barricade-End-Sidewalk End	43
Priority Housing/VOA (Vacant, Open, Accessible) Properties	43
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	44
Traffic Signal/Traffic Signal Cycling Problem	44
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) - Immediate	45
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	47

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Closed Service Request Types for Week	Avg Days Open
Tree Complaint/Misc. Tree Calls	47
Waste Management/Report Scavenging	49
Private Property Complaint/Other	49
Private Property Vehicle/Non-Operable (Commercial Included)	50
Private Property Vehicle/Parked on Lawn	50
Ditches/Culverts/Off Road - Other Unknown Maintenance Needs	50
Private Property Complaint/Vacant, Unmaintained - Commercial	51
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	51
Traffic Investigations/Parking Restriction/No Parking Sign	51
Zoning/Rooster (in Residential Zone)	51
Marijuana/Cultivation	52
Abandoned Vehicles/Inoperable	53
Sub-Standard Housing/Rodent Harborage	53
Traffic Signal/Traffic Signal Detection Problem	53
Waste Management/Calendar Request	57
Private Property Complaint/Junk/Rubbish	57
Private Property Complaint/Illegal Signage - Other	62
Abandoned Vehicles/Dismantled	63
Fence/Missing Fence in/at/for Multi-Family Complex	63
Traffic Signal/Traffic Signal Flashing Red	65
Sub-Standard Housing/Roof Leak	66
Private Property Vehicle/Other	67
Sacramento County Sheriff/Transfer	67
Traffic Signal/Traffic Signal Short Green	67
Landscape/Vegetation/Miscellaneous Vegetation Calls	68
Mowing/Spraying - Weed Abatement/Requesting for Weed Abatement within County	70
Sub-Standard Housing/Other	71
Private Property Complaint/Vacant, Unmaintained - Resident	72

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Closed Service Request Types for Week	Avg Days Open
Tree Complaint/Tree Obstructing County Signal Pole Light Head	72
Tree Complaint/Tree Obstructing Illumination of County Street Light	72
Sub-Standard Housing/Plumbing	74
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	78
Traffic Signal/All Signals Dark	84
Zoning/Bee Keeping	95
Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	109
Ditches/Culverts/Pipe Repair or Cleaning	159

Aging of Open Requests

Days	Count
< 30	1,792
31 to 60	1,179
61 to 90	1,249
>91	1,782