

BI-WEEKLY CUSTOMER SERVICE REPORT

Service Requests and Statistics
For the Weeks of 12/18/17 & 12/25/17



**Customer Service Report
December 18 to December 30, 2017**

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Significant Events for the Bi-week

- Customer interaction with 311 Call Center has picked up after the Christmas Holiday. Especially illegal dumping calls, as Christmas trees, and overfilled refuse bins increase.
- Central Valley Waste (Waste Management Vendor for Wilton area) announced they are unable to make prior curbside waste pickup appointments that were scheduled for the week of 12/26/17 thru 1/5/18. They also notified their customers prior to Christmas that regular refuse services could be delayed which caused confusion and some supervisor escalations. (INFO PER CUBS LEAD)
- Escalation call from mother of an occupant of a complex stating 4 of the apartment buildings have been without hot water (major utility) for 10+ days, also water is murky, and discolored causing it to be undrinkable. Code Enforcement confirmed case was created for this report and the Rental Housing Inspection Program as well as the Enforcement Team have begun the notification of violation process to the property management for correction.

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Bi-weekly Statistics

Number of	
• Service request by calls	2,701
• Service request by mobile application	365
• Other	216
Service requests opened	3,282
Informational calls	1,659
Transferred calls	3,303
Service request closed	3,899
Average days to close service request	26

Bi-weekly Top Service Requests by Type

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/ Garbage	5	98	181	115	47	446
Waste Management/ Illegal Dumping	26	109	77	40	42	294
Missed Service/Green Waste	1	18	78	41	10	148
Missed Service/Recycle	3	30	60	31	13	137
Total	35	255	396	227	112	1,025

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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	40	190	40	51	325
Waste Management/ Illegal Dumping	38	121	36	20	24	239
Missed Service/ Green Waste	2	10	63	417	0	123
Missed Service/ Garbage	4	26	103	64	20	217
Missed Service/ Recycle	3	28	43	35	6	115
Private Property Complaint/Other	0	0	0	0	0	0
Total	51	225	435	200	108	1,019

Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Abandoned Vehicles/ Inoperable	25	35	213	143	15	431
Other Transportation/ Roadway Problems/ Miscellaneous - Other Unknown Maintenance Needs	16	97	213	95	59	480
Pavement/Pothole/ Chuckhole Repair	19	14	124	64	25	246
Private Property Complaint/Junk/ Rubbish	22	65	185	81	20	373
Private Property Complaint/Other	34	71	284	130	35	554
Total	116	282	1,019	513	154	2,084

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Board of Supervisor District Information

Service Request by District *

District	Count
District 1 – Serna	209
District 2 - Kennedy	551
District 3 – Peters	1,111
District 4 – Frost	528
District 5 - Nottoli	412
Other	471
Total	3,282

* Excludes service requests not identified by District

Top Service Request Opened by District (> 10 requests)

	Count
District 1 – Serna	
Facilities Management/Engineer Dispatch Log	33
Waste Management/Illegal Dumping	26
District 2 – Kennedy	
Waste Management/Illegal Dumping	109
Missed Service/Garbage	98
Missed Service/Recycle	30
Stray/Roam	26
Private Property Complaint/Other	23
Missed Service/Green Waste	18
Animal Care/Dead Animal	18
Sacramento Area Sewer District/Dispatch Log	13
Abandoned Vehicles/Inoperable	12
Investigations/Barking (Dogs Only)	12
Private Property Complaint/Junk/Rubbish	11

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Notify Supervisor/Garbage	10
Investigations/Negligence/Cruelty	10
District 3 – Peters	
Missed Service/Garbage	181
Missed Service/Green Waste	78
Waste Management/Illegal Dumping	77
Missed Service/Recycle	60
Regional Parks/Trash and Debris	42
Private Property Complaint/Other	41
Animal Care/Dead Animal	39
Abandoned Vehicles/Inoperable	33
Sacramento Area Sewer District/Dispatch Log	32
Investigations/Barking (Dogs Only)	25
Stray/Roam	22
Pavement/Pothole/Pothole/Chuckhole Repair	19
Private Property Complaint/Junk/Rubbish	19
Missed Service/Neighborhood Clean Up (NCU)	18
Investigations/Negligence/Cruelty	16
Traffic Sign/New Sign Request	15
Water Resources/Drainage Dispatch Form	14
Stray/Confined	13
Regional Parks/Illegal Camp	13
Encroachment Violations/Basketball Hoop/Garbage Cans	11
Abandoned Vehicles/Wrecked	11
Notify Supervisor/Garbage	10

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District 4 - Frost	
Missed Service/Garbage	115
Missed Service/Green Waste	41
Waste Management/Illegal Dumping	40
Missed Service/Recycle	31
Investigations/Barking (Dogs Only)	20
Animal Care/Dead Animal	18
Private Property Complaint/Other	18
Sacramento Area Sewer District/Dispatch Log	17
Encroachment Violations/Basketball Hoop/Garbage Cans	17
Abandoned Vehicles/Inoperable	14
Owned/Aggressive - Not Happening Now	12
Stray/Roam	12
District 5 – Nottoli	
Water Resources/Water Dispatch Form	57
Missed Service/Garbage	47
Waste Management/Illegal Dumping	42
Stray/Roam	17
Missed Service/Recycle	13
Animal Care/Dead Animal	12
Alarms/Burglary	12
Abandoned Vehicles/Inoperable	11
Missed Service/Green Waste	10
No District Specified	
County Coroner/Dispatch Log	148
Adult Protective Services/Dispatch Log	125
Magistrate/Dispatch Log	75
Conservator/Dispatch Log	18
Sacramento Area Sewer District/Dispatch Log	16
District Attorney/Dispatch Log	13
State Warning Center (NAWAS)/Dispatch Log	12
Service Desk/Information	12
Child Protective Services/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
Building Permits and Inspections (BPI)/Emergency On-Call Inspector Request	0
Child Protective Services/Dispatch Log	0
Code Enforcement/Dispatch Log	0
Conservator/Dispatch Log	0
County Coroner/Dispatch Log	0
District Attorney/Dispatch Log	0
Environmental Compliance/EMD On-Call Hazmat	0
Facilities Management/Engineer Dispatch Log	0
Fleet Management/County Vehicle Complaint Form	0
Investigations/Animal Left in Vehicle	0
Investigations/Bite - Not Happening Now	0
Investigations/Kennel	0
Investigations/Tethered	0
Magistrate/Dispatch Log	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
Office of Emergency Services/Emergency Alert Officer Notification	0
Owned/Aggressive - Happening Now	0

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Closed Service Request Types for Week	Avg Days Open
Primary Care/Primary Care Clinic Dispatch Log	0
Public Health/Public Health Doctor Dispatch Log	0
Radio/Dispatch Log	0
Risk Management/County Vehicle Accident Form	0
Sacramento Area Sewer District/Dispatch Log	0
Sacramento/Transfer - Public Works	0
Service Desk/After Hours	0
Service Desk/Information	0
Service Desk/Transfer	0
Shopping Cart/By Vendor	0
State Warning Center (NAWAS)/Dispatch Log	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
Waste Management/Calendar Request	0
Water Resources/Drainage Dispatch Form	0
Water Resources/Water Dispatch Form	0
Wild/Injured	0
Wild/Sick	0
Wild/Trapped	0
Wild/Roam	0
Traffic Investigations/Traffic Safety Related Issues	1
Stray/Roam	1
Pick Up/License/Specimen Pick Up	1
Investigations/Abandoned Animal	1
Elevator/Dispatch Log	1
Animal Care/Dead Animal	1
Assist (On-Scene Only)/Code	1

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Closed Service Request Types for Week	Avg Days Open
Business Licenses/Business Operating Without License	2
Regional Parks/Illegal Activity	2
Sacramento County Sheriff/Transfer	2
Stray/Confined	3
Owned/Nuisance (Dog Only)	3
Parking Enforcement/Transfer - Report	3
Investigations/Barking (Dogs Only)	3
Waste Management/Missed Sweeper Request	3
Owned/Aggressive - Not Happening Now	4
Regional Parks/Illegal Camp	5
Investigations/Negligence/Cruelty	6
Waste Management/Report Scavenging	7
Waste Management/Illegal Dumping	8
/Mobile- Other	8
Regional Parks/Trash and Debris	8
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	9
Priority Housing/Total Lack of Heat	11
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	12
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	12
Private Property/Vehicle for Sale on Vacant Lot	12
Environmental Health (All Jurisdictions)/Food Facility Complaint	14
Priority Housing/No Hot Water	16
Environmental Compliance/Hazardous Substances	18
Priority Housing/Collapsing Building Roof or Ceiling	20
Private Property Complaint/Overflowing Dumpster	20
Regional Parks/Other	23
Sub-Standard Housing/Other	29
Investigations/Bite - Happening Now	30
Abandoned Vehicles/Wrecked	31
Code Enforcement/Transfer - General Questions	38

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Closed Service Request Types for Week	Avg Days Open
Private Property Vehicle/Occupied Mobile Homes/Trailers	38
Traffic Signal/All Signals Dark	39
Sub-Standard Housing/Vector Infestation	41
Traffic Signal/Damaged, Loose or Turned Signal Head	43
Private Property Complaint/Other	45
Environmental Compliance/Hazardous Conditions	46
Abandoned Vehicles/Inoperable	48
Private Property Complaint/Illegal Signage - Other	50
Traffic Signal/Traffic Signal Misc. Issues	50
Traffic Signal/Traffic Signal Light Out	53
Traffic Signal/Pedestrian Signal Inoperative	53
Sidewalk/Sidewalk Obstruction	53
Private Property Complaint/Vacant, Unmaintained - Commercial	54
Aggregate Dumping/Trash Pick Up/Illegal Dumping	54
Abandoned Vehicles/Dismantled	55
Private Property Vehicle/Parked on Lawn	56
Mowing/Spraying - Weed Abatement/Requesting for Weed Abatement within County	58
Ditches/Culverts/Misc. Flooding	58
Graffiti/Sign	59
Street Lights/Street Light Cycling On and Off	59
Sub-Standard Housing/Plumbing	59
Street Lights/Street Light Knock Down	61
Street Lights/Street Light Shield Issue	63
Other Transportation/Roadway Problems/Roadway Hazard CallOut if Potential for Injury or Damage	65
Tree Complaint/Misc. Tree Calls	65
Traffic Signal/Traffic Signal Cycling Problem	66
Traffic Signal/Traffic Signal Short Green	67
Tree Complaint/Tree Limb Down Obstructing Bike Lane or Sidewalk	67
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	67

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Closed Service Request Types for Week	Avg Days Open
Outside Agency/Other	68
Ditches/Culverts/Drainage Problem	68
Traffic Sign/New Sign Request	68
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	68
Marijuana/Cultivation	69
Bridge Complaints/Bridge Maintenance, Fence & Guard Rail Repair	69
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	69
Ditches/Culverts/Shoulder Erosion/Drop-Off/Repair	71
Ditches/Culverts/Ditch Cleaning	71
Road Markings/Request for New Legends or Markings	71
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) - Immediate	71
Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation	72
Occupied Out-Building/Garage/Shed/Other	72
Tree Complaint/Tree Obstructing Illumination of County Street Light	72
Traffic Investigations/Speeding/New Speed Bumps	73
Street Lights/Street Light or Pole Damaged	74
Sidewalk/Curb, Gutter and Sidewalk Repair	75
Tree Complaint/Request for Arden Park Ash Tree Removal and Replacement	75
Tree Complaint/Tree Obstructing County Sign/Pole	76
Road Markings/Road Lines/Edge Lines	77
Street Lights/Street Light Out	77
Encroachment Violations/Other Encroachment Types	77
Pavement/Pothole/Paving Needed on Street	78
Pavement/Pothole/Pothole/Chuckhole Repair	79
Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	79
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	80

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Closed Service Request Types for Week	Avg Days Open
Traffic Investigations/New Sign Request	81
Landscape/Vegetation/Miscellaneous Vegetation Calls	81
Traffic Sign/Graffiti	81
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	82
Traffic Signal/Traffic Signal Flashing Red	83
Graffiti/Private Property	83
Barricades/Sidewalk End Barricade	83
Pavement/Pothole/Sunken Spot on Roadway	84
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	85
Encroachment Violations/Basketball Hoop/Garbage Cans	85
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) - Immediate	85
Priority Housing/VOA (Vacant, Open, Accessible) Properties	86
Bridge Request/Bridge Opening/Closing	88
Barricades/Road End Barricade	88
Improper Lot Size for Animal/10K sq. ft. or Smaller - Small Farm Animals	88
Street Lights/Group of Street Lights Out	88
Street Lights/Street Light Cover Missing/Wires Exposed	89
Transportation/Ditches/Culverts	90
Traffic Signal/Traffic Signal Detection Problem	91
Street Lights/Street Light Miscellaneous Problem	91
Hazmat	91
Private Property Complaint/Junk/Rubbish	92
Traffic Signal/Traffic Signal Long Red	92
Traffic Signal/Traffic Signal Knock Down	93
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	94
Sweeper Request/Landscape/Median Clean Up and Debris Removal	95
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	96

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Closed Service Request Types for Week	Avg Days Open
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	98
Code Enforcement/Abandoned Vehicles	100
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants	100
Ditches/Culverts/Visibility Obstructions (Non-Vegetation)	100
Encroachment Violations/Visibility Obstructions (Non-Vegetation)	100
Graffiti/Public Right-of-Way	109
Private Property Vehicle/Other	111
Private Property Complaint/Vacant, Unmaintained - Resident	114
Encroachment Violations/Signs that Block View or Path	115
Street Lights/Street Light on Daytime	174

Aging of Open Requests

Days	Count
<30	1,722
31 to 60	1,027
61 to 90	663
>91	1,881