

BI-WEEKLY CUSTOMER SERVICE REPORT

Service Requests and Statistics
For the Weeks of 12/24/17 & 12/31/17



**Customer Service Report
December 24, 2017 to January 6, 2018**

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Significant Events for the Bi-week

- Customer interaction with 311 Call Center increased during the recent rain storm, but no significant flooding issues were reported.

Bi-weekly Statistics

Number of	
• Service request by calls	2,932
• Service request by mobile application	608
• Other	262
Service requests opened	3,802
Informational calls	1,749
Transferred calls	3,359
Service request closed	4,415
Average days to close service request	28

Bi-weekly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Waste Management/Illegal Dumping	55	107	70	40	35	307
Missed Service/Garbage	5	56	143	67	29	300
County Coroner/Dispatch Log	1	1	0	2	1	5
Water Resources/Drainage Dispatch Form	5	21	94	27	7	154
Private Property Complaint/Other	5	22	44	18	10	99
Total	71	207	351	154	82	865

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Bi-weekly Top Service Requests by Types Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/ Garbage	5	56	145	67	29	302
Waste Management/ Illegal Dumping	48	102	62	34	23	269
Pavement/Pothole /Chuckhole Repair	16	9	102	55	16	198
County Coroner /Dispatch Log	1	1	1	2	1	6
Other Transportation/ Roadway Problems/ Miscellaneous - Other Unknown Maintenance Needs	9	34	69	38	19	169
Total	79	202	379	196	88	944

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Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Abandoned Vehicles/Inoperable	36	37	203	152	13	441
Encroachment Violations/Basketball Hoop/Garbage Cans	2	22	86	41	9	160
Other Transportation/Road way Problems /Miscellaneous - Other Unknown Maintenance Needs	10	67	156	62	43	338
Private Property Complaint/Junk/ Rubbish	22	64	201	69	22	378
Private Property Complaint/Other	37	77	302	134	42	592
Total	107	267	948	458	129	1,909

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Board of Supervisor District Information

Service Request Opened by District *

District	Count
District 1 – Serna	244
District 2 - Kennedy	598
District 3 – Peters	1,253
District 4 – Frost	493
District 5 - Nottoli	463
Other	751
Total	3,802

* Excludes service requests not identified by District

Top Service Request Opened by District (>10 requests)

	Count
District 1 – Serna	
Waste Management/Illegal Dumping	55
Facilities Management/Engineer Dispatch Log	41
Abandoned Vehicles/Inoperable	15
Sacramento Area Sewer District/Dispatch Log	13
District 2 – Kennedy	
Waste Management/Illegal Dumping	107
Missed Service/Garbage	56
Stray/Roam	35
Missed Service/Green Waste	23
Pavement/Pothole/ Chuckhole Repair	23
Private Property Complaint/Other	22
Water Resources/Drainage Dispatch Form	21
Missed Service/Recycle	19
Water Resources/Water Dispatch Form	15
Stray/Confined	14

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Animal Care/Dead Animal	14
Abandoned Vehicles/Inoperable	13
Sacramento Area Sewer District/Dispatch Log	13
Investigations/Negligence/Cruelty	11
Investigations/Barking (Dogs Only)	11
Shopping Cart/By Vendor	10
District 3 – Peters	
Missed Service/Garbage	143
Water Resources/Drainage Dispatch Form	94
Waste Management/Illegal Dumping	70
Missed Service/Green Waste	65
Missed Service/Recycle	61
Pavement/Pothole/Chuckhole Repair	53
Animal Care/Dead Animal	51
Abandoned Vehicles/Inoperable	44
Private Property Complaint/Other	44
Private Property Complaint/Junk/Rubbish	39
Stray/Roam	33
Investigations/Barking (Dogs Only)	23
Owned/Aggressive - Not Happening Now	21
Sacramento Area Sewer District/Dispatch Log	21
Abandoned Vehicles/Wrecked	18
Investigations/Negligence/Cruelty	16
Regional Parks/Trash and Debris	16
Stray/Confined	16
Missed Service/Neighborhood Clean Up (NCU)	14
Encroachment Violations/Basketball Hoop/Garbage Cans	14
Other Transportation/Roadway Problems/Roadway Hazard Call Out if Potential for Injury or Damage	13
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	13
Street Lights/Street Light Out	13
Sub-Standard Housing/Other	11
Wild/Injured	10

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Water Resources/Water Dispatch Form	10
Owned/Nuisance (Dog Only)	10
Notify Supervisor/Garbage	10
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	10
District 4 - Frost	
Missed Service/Garbage	67
Waste Management/Illegal Dumping	40
Water Resources/Drainage Dispatch Form	27
Missed Service/Recycle	25
Abandoned Vehicles/Inoperable	23
Missed Service/Green Waste	20
Private Property Complaint/Other	18
Animal Care/Dead Animal	15
Encroachment Violations/Basketball Hoop/Garbage Cans	15
Pavement/Pothole/Chuckhole Repair	13
Street Lights/Street Light Out	12
Sacramento Area Sewer District/Dispatch Log	12
Stray/Roam	11
District 5 - Nottoli	
Water Resources/Water Dispatch Form	48
Waste Management/Illegal Dumping	35
Missed Service/Garbage	29
Facilities Management/Engineer Dispatch Log	26
Stray/Roam	23
Missed Service/Recycle	22
Animal Care/Dead Animal	11
Stray/Confined	11
Stray/Traffic	10
Missed Service/Neighborhood Clean Up (NCU)	10
Private Property Complaint/Other	10

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No District Specified	
County Coroner/Dispatch Log	175
Adult Protective Services/Dispatch Log	137
Regional Parks/Illegal Camp	88
Mobile- Other	74
Magistrate/Dispatch Log	63
Private Property Complaint/Other	42
Child Protective Services/Dispatch Log	34
Sacramento Area Sewer District/Dispatch Log	21
Service Desk/Information	20
District Attorney/Dispatch Log	15

Average Number of Days to Close a Service Request

Request Type	Avg. Days to Close
Assist (On-Scene Only)/Animal Control Agency	0
Assist (On-Scene Only)/Fire	0
Assist (On-Scene Only)/Police/Sheriff	0
Priority Housing/Surfacing Sewage	0
Adult Protective Services/Dispatch Log	0
Animal Care/Rescue	0
Building Permits and Inspections (BPI)/Emergency On-Call Inspector Request	0
Business Licenses/Business Operating Without License	0
Child Protective Services/Dispatch Log	0
Conservator/Dispatch Log	0
County Coroner/Dispatch Log	0
CUBS/Transfer	0
District Attorney/Dispatch Log	0
Elevator/Dispatch Log	0
Encroachment Violations/Visibility Obstructions (Non-Vegetation)	0
Environmental Compliance/EMD On-Call Hazmat	0

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Facilities Management/Engineer Dispatch Log	0
Fleet Management/County Vehicle Complaint Form	0
Investigations/Animal Left in Vehicle	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
Other/Miscellaneous Services/Parking Enforcement	0
Parking Enforcement/Transfer - Report	0
Primary Care/Primary Care Clinic Dispatch Log	0
Public Health/Public Health Doctor Dispatch Log	0
Radio/Dispatch Log	0
Regional Parks/Illegal Activity	0
Risk Management/County Vehicle Accident Form	0
Sacramento Area Sewer District/Dispatch Log	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
Sidewalk/Request for New Sidewalk (Traffic Investigation)	0

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Sub-Standard Housing/Structural Defects	0
Waste Management/Calendar Request	0
Water Resources/Drainage Dispatch Form	0
Water Resources/Water Dispatch Form	0
Wild/Aggressive - Happening Now	0
Wild/Injured	0
Wild/Sick	0
Wild/Trapped	0
Wild/Roam	0
Wild/Confined	1
Stray/Roam	1
Investigations/Abandoned Animal	1
Investigations/Illegal Sales	1
Ditches/Culverts/Misc. Flooding	1
Animal Care/Dead Animal	1
Mobile- Other	1
Emergency Call Out/Traffic Signal Flashing Red	2
Environmental Compliance/Hazardous Substances	2
Investigations/Bite - Not Happening Now	2
Investigations/Tethered	2
Stray/Confined	2
Regional Parks/Illegal Camp	2
Regional Parks/Graffiti	2
Owned/Aggressive - Not Happening Now	3
Investigations/Barking (Dogs Only)	3
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	3
Comcast/Transfer	4
Priority Housing/No Hot Water	4
Waste Management/Illegal Dumping	4
Investigations/Negligence/Cruelty	5
Owned/Aggressive - Happening Now	5
Sacramento County Sheriff/Transfer	5
Waste Management/Missed Sweeper Request	6

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Sub-Standard Housing/HVAC Issues	6
Traffic Investigations/Parking Restriction/No Parking Sign	7
Owned/Nuisance (Dog Only)	7
Investigations/Kennel	7
Environmental Compliance/Hazardous Conditions	7
Waste Management/Report Scavenging	9
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	10
Hazmat/Hydraulic Spill	12
Sidewalk/Tree or Vegetation Obstructing Sidewalk	13
Environmental Health (All Jurisdictions)/Food Facility Complaint	15
Regional Parks/Other	17
Regional Parks/Trash and Debris	17
Tree Complaint/Request for Arden Park Ash Tree Removal and Replacement	17
Hazmat	18
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	19
Tree Complaint/Request to Abate a Visibility Obstruction by Tree	19
Graffiti/Sign	21
Priority Housing/VOA (Vacant, Open, Accessible) Properties	21
Aggregate Dumping/Trash Pick Up/Illegal Dumping	21
Regional Parks/Maintenance Request	22
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) - Immediate	22
Tree Complaint/Tree Limb Down Obstructing Bike Lane or Sidewalk	24
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) - Immediate	24
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	24
Other Transportation/Roadway Problems/Roadway Hazard Call Out if Potential for Injury or Damage	24
Bike Lane/Requesting New Bike Lane (Traffic Investigation)	24
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	25

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Ditches/Culverts/Ditch Cleaning	25
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	25
Encroachment Violations/Other Encroachment Types	26
Abandoned Vehicles/Dismantled	26
Barricades/Needed for Emergency, Barricade-End-Sidewalk End	26
Landscape/Vegetation/Cleaning of Vegetation and Debris from Soundwall	27
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	27
Traffic Sign/New Sign Request	27
Bike Lane/Request to Abate Debris or Vegetation on County Bike Lane	28
Barricades/Road End Barricade	29
Abandoned Vehicles/Wrecked	29
Graffiti/Private Property	29
Traffic Investigations/New Sign Request	29
Bridge Complaints/Guard Rail that is not Attached to a Bridge	30
Barricades/Road Flooding	30
Environmental Health (All Jurisdictions)/Tattoo and Body Art Complaint	32
Ditches/Culverts/Drainage Problem	32
Street Lights/Street Light Shield Issue	32
Traffic Signal/Traffic Signal Knock Down	33
Barricades/Sidewalk End Barricade	33
Street Lights/Street Light Cover Missing/Wires Exposed	33
Encroachment Violations/Basketball Hoop/Garbage Cans	34
Traffic Signal/All Signals Dark	34
Private Property Vehicle/Occupied Mobile Homes/Trailers	35
Traffic Investigations/Speeding/New Speed Bumps	36
Traffic Signal/Traffic Signal Cycling Problem	36
Traffic Signal/Traffic Signal Misc. Issues	36
Landscape/Vegetation/Miscellaneous Vegetation Calls	37
Sidewalk/Sidewalk Obstruction	38

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Sub-Standard Housing/Other	38
Traffic Signal/Traffic Signal Flashing Red	39
Traffic Signal/Traffic Signal Short Green	40
Street Lights/Street Light or Pole Damaged	40
Traffic Signal/Traffic Signal Long Red	41
Private Property Complaint/Other	42
Ditches/Culverts/Off Road - Other Unknown Maintenance Needs	42
Aggregate Dumping/Trash Pick Up/Visual Blight-Trash and Homeless Camp Clean Up	43
Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation	43
Traffic Signal/Damaged, Loose or Turned Signal Head	43
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	44
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	45
Pavement/Pothole/Pothole/Chuckhole Repair	46
Sub-Standard Housing/Plumbing	46
Private Property Complaint/Illegal Signage - Other	51
Sub-Standard Housing/Deteriorated Floors	54
Traffic Signal/Pedestrian Signal Inoperative	54
Private Property Vehicle/Parked on Lawn	58
Landscape/Vegetation/Vegetation Obstructing Sidewalks	61
Sub-Standard Housing/Rodent Harborage	62
Sub-Standard Housing/Vector Infestation	63
Pavement/Pothole/Paving Needed on Street	64
Graffiti/Public Right-of-Way	64
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	65
Private Property Vehicle/Non-Operable (Commercial Included)	66
Sidewalk/Curb, Gutter and Sidewalk Repair	67
Tree Complaint/Misc. Tree Calls	68
Street Lights/Street Light Miscellaneous Problem	69
Pavement/Pothole/Sunken Spot on Roadway	76

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Landscape/Vegetation/Request for Removal of Vegetation Illegally Obstructing	76
Abandoned Vehicles/Inoperable	76
Private Property Complaint/Illegal Signage - A-Frames	79
Street Lights/Street Light Out	80
Private Property Complaint/Junk/Rubbish	88
Private Property Complaint/Vacant, Unmaintained - Resident	89
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	90
Traffic Signal/Traffic Signal Light Out	92
Traffic Investigations/Traffic Safety Related Issues	96
Private Property Complaint/Vacant, Unmaintained - Commercial	99
Occupied Out-Building/Garage/Shed/Other	105
Zoning/Rooster (in Residential Zone)	106
Private Property Complaint/Overflowing Dumpster	107
Traffic Sign/Graffiti	114
Marijuana/Cultivation	116
Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	122
Private Property Vehicle/Other	136
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	142
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	143
Sweeper Request/Landscape/Median Clean Up and Debris Removal	153
Traffic Signal/Traffic Signal Detection Problem	155
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	178
Encroachment Violations/Signs that Block View or Path	204
Bridge Complaints/Bridge Maintenance, Fence & Guard Rail Repair	209

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Aging of Open Requests

Days	Count
<30	1,574
31 to 60	846
61 to 90	595
>91	1,652