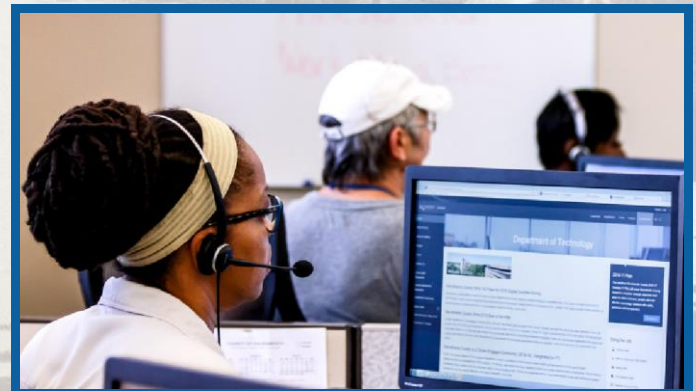


BI-WEEKLY CUSTOMER SERVICE REPORT

Service Requests and Statistics
For the Weeks of 1/14/18 & 1/21/18



Customer Service Report January 14 to January 27, 2018

Table of Contents

| | |
|--|-----------|
| Significant Events for the Bi-week | 2 |
| Bi-weekly Statistics | 2 |
| Bi-weekly Top Service Requests by Type Opened | 2 |
| Bi-weekly Top Service Requests by Type Closed | 3 |
| Cumulative Top Unresolved Service Request Types | 4 |
| Board of Supervisor District Information | 5 |
| Service Requests by District | 5 |
| Top Service Request Opened by District (>10 requests) | 6 |
| Average Number of Days to Close a Service Request | 8 |
| Aging of Open Requests | 12 |

Customer Service Report January 14 to January 27, 2018

Significant Events for the Bi-week

- The 311 Call Center experienced a slight increase in call volume over the last two weeks due to rain.

Bi-weekly Statistics

| | |
|---|-------|
| Number of | |
| • Service request by calls | 1,804 |
| • Service request by mobile application | 391 |
| • Other | 207 |
| Service requests opened | 2,402 |
| Informational calls | 1,801 |
| Transferred calls | 3,340 |
| Service request closed | 2,768 |
| Average days to close service request | 30 |

Bi-weekly Top Service Requests by Type Opened

| Type | District 1 | District 2 | District 3 | District 4 | District 5 | Total |
|--------------------------------------|------------|------------|------------|------------|------------|------------|
| Waste Management/ Illegal Dumping | 59 | 88 | 99 | 53 | 53 | 352 |
| Missed Service/ Garbage | 1 | 35 | 124 | 68 | 19 | 247 |
| Stray/Roam | 2 | 46 | 40 | 15 | 19 | 122 |
| Abandoned Vehicles/ Inoperable | 16 | 22 | 53 | 19 | 9 | 119 |
| Missed Service/Recycle | 0 | 15 | 54 | 23 | 15 | 107 |
| Total | 78 | 206 | 370 | 178 | 115 | 947 |

Customer Service Report January 14 to January 27, 2018

Bi-weekly Top Service Requests by Type Closed

| Type | District 1 | District 2 | District 3 | District 4 | District 5 | Total |
|--|------------|------------|------------|------------|------------|--------------|
| Waste Management /Illegal Dumping | 40 | 117 | 94 | 52 | 34 | 337 |
| Missed Service/Garbage | 1 | 35 | 125 | 68 | 19 | 248 |
| Abandoned Vehicles/ Inoperable | 17 | 17 | 102 | 67 | 3 | 206 |
| Other Transportation/ Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs | 8 | 32 | 78 | 35 | 24 | 177 |
| Stray/Roam | 1 | 38 | 42 | 17 | 22 | 120 |
| Waste Management/ Illegal Dumping | 40 | 117 | 94 | 52 | 34 | 337 |
| Total | 67 | 239 | 441 | 239 | 102 | 1,088 |

Customer Service Report January 14 to January 27, 2018

Cumulative Top Unresolved Service Request Types

| Type | District 1 | District 2 | District 3 | District 4 | District 5 | Total |
|---|------------|------------|------------|------------|------------|--------------|
| Abandoned Vehicles/Inoperable | 34 | 44 | 152 | 102 | 19 | 351 |
| Encroachment Violations/Basketball Hoop / Garbage Cans | 3 | 22 | 82 | 40 | 9 | 156 |
| Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs | 2 | 37 | 87 | 30 | 20 | 176 |
| Private Property Complaint/Junk/Rubbish | 26 | 63 | 194 | 64 | 24 | 371 |
| Private Property Complaint/Other | 38 | 76 | 289 | 125 | 40 | 568 |
| Total | 103 | 242 | 804 | 361 | 112 | 1,622 |

Customer Service Report January 14 to January 27, 2018

Board of Supervisor District Information

Service Requests by District *

| District | Count |
|----------------------|-------|
| District 1 – Serna | 149 |
| District 2 - Kennedy | 431 |
| District 3 – Peters | 1,058 |
| District 4 – Frost | 450 |
| District 5 - Nottoli | 308 |
| Other | 6 |
| Total | 2,402 |

** Excludes service requests not identified by District*

Customer Service Report January 14 to January 27, 2018

Top Service Request Opened by District (>10 requests)

| | Count |
|---|-------|
| District 1 - Serna | |
| Waste Management/Illegal Dumping | 59 |
| Abandoned Vehicles/Inoperable | 16 |
| District 2 - Kennedy | |
| Waste Management/Illegal Dumping | 88 |
| Stray/Roam | 46 |
| Missed Service/Garbage | 35 |
| Animal Care/Dead Animal | 24 |
| Abandoned Vehicles/Inoperable | 22 |
| Missed Service/Recycle | 15 |
| Private Property Complaint/Junk/Rubbish | 13 |
| Private Property Complaint/Other | 12 |
| Investigations/Barking (Dogs Only) | 12 |
| Investigations/Negligence/Cruelty | 11 |
| Abandoned Vehicles/Dismantled | 11 |
| District 3 - Peters | |
| Missed Service/Garbage | 124 |
| Waste Management/Illegal Dumping | 99 |
| Missed Service/Recycle | 54 |
| Pavement/Pothole/Pothole / Chuckhole Repair | 54 |
| Abandoned Vehicles/Inoperable | 53 |
| Missed Service/Green Waste | 50 |
| Animal Care/Dead Animal | 46 |
| Private Property Complaint/Other | 42 |
| Stray/Roam | 40 |
| Private Property Complaint/Junk/Rubbish | 27 |
| Investigations/Barking (Dogs Only) | 19 |
| Investigations/Negligence/Cruelty | 18 |
| Stray/Injured | 18 |
| Regional Parks/Trash and Debris | 17 |
| Missed Service/Neighborhood Clean Up (NCU) | 16 |
| Owned/Aggressive - Not Happening Now | 14 |
| Notify Supervisor/Garbage | 11 |

Customer Service Report January 14 to January 27, 2018

| | |
|---|----|
| Private Property Vehicle/Parked on Lawn | 11 |
| Street Lights/Street Light Out | 11 |
| Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint | 11 |
| Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs | 10 |
| District 4 - Frost | |
| Missed Service/Garbage | 68 |
| Waste Management/Illegal Dumping | 53 |
| Missed Service/Recycle | 23 |
| Missed Service/Green Waste | 19 |
| Abandoned Vehicles/Inoperable | 19 |
| Pavement/Pothole/Pothole / Chuckhole Repair | 19 |
| Private Property Complaint/Other | 18 |
| Investigations/Barking (Dogs Only) | 18 |
| Stray/Roam | 15 |
| Animal Care/Dead Animal | 11 |
| District 5 - Nottoli | |
| Waste Management/Illegal Dumping | 53 |
| Missed Service/Garbage | 19 |
| Stray/Roam | 19 |
| Missed Service/Recycle | 15 |
| Animal Care/Dead Animal | 13 |
| Stray/Confined | 13 |
| Unspecified | |
| None | 0 |

Customer Service Report January 14 to January 27, 2018

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)/Police/Sheriff | 0 |
| Animal Care/Assist (On-Scene Only) | 0 |
| Animal Care/Rescue | 0 |
| Animal Care/Dead Animal | 0 |
| Aggregate Dumping/Trash Pick Up/Trash Pick Up (Larger Items) | 0 |
| CUBS/Transfer | 0 |
| Environmental Compliance/EMD On-Call Hazmat | 0 |
| Fleet Management/County Vehicle Complaint Form | 0 |
| Investigations/Animal Left in Vehicle | 0 |
| Investigations/Bite - Happening Now | 0 |
| Investigations/Abandoned Animal | 0 |
| Investigations/Tethered | 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 |
| Risk Management/County Vehicle Accident Form | 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 |
| Traffic Sign/Street Name Sign Missing or Down | 0 |
| Wild/Aggressive - Happening Now | 0 |
| Wild/Injured | 0 |
| Wild/Sick | 0 |
| Wild/Trapped | 0 |
| Wild/Confined | 0 |
| Wild/Roam | 0 |
| Waste Management/Calendar Request | 1 |
| Stray/Roam | 1 |
| Pick Up/License/Specimen Pick Up | 1 |
| Building Permits and Inspections (BPI)/Fence / Retaining Wall | 1 |

Customer Service Report January 14 to January 27, 2018

| | |
|---|----|
| Investigations/Bite - Not Happening Now | 2 |
| Waste Management/Missed Sweeper Request | 2 |
| Waste Management/Illegal Dumping | 3 |
| Tree Complaint/Misc. Tree Calls | 3 |
| Business Licenses/Business Operating Without License | 3 |
| Owned/Aggressive - Happening Now | 3 |
| Regional Parks/Other | 3 |
| Owned/Aggressive - Not Happening Now | 4 |
| Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint | 4 |
| Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway | 5 |
| Investigations/Kennel | 5 |
| Investigations/Barking (Dogs Only) | 5 |
| Environmental Compliance/Hazardous Conditions | 5 |
| Stray/Confined | 5 |
| Traffic Investigations/Traffic Safety Related Issues | 5 |
| Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) - Immediate | 6 |
| Other Transportation/Roadway Problems/Roadway Hazard Call Out if Potential for Injury or Damage | 6 |
| Environmental Compliance/Hazardous Substances | 6 |
| Investigations/Negligence/Cruelty | 6 |
| Priority Housing/Surfacing Sewage | 6 |
| Landscape/Vegetation/Cleaning of Vegetation and Debris from Soundwall | 8 |
| Bridge Complaints/Bridge Maintenance, Fence & Guard Rail Repair | 9 |
| Ditches/Culverts/Misc. Flooding | 9 |
| Ditches/Culverts/Drainage Problem | 9 |
| Sacramento County Sheriff/Transfer | 9 |
| Traffic Investigations/New Sign Request | 9 |
| Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway, | 9 |
| Street Lights/Street Light or Pole Damaged | 10 |
| Regional Parks/Illegal Activity | 10 |
| Ditches/Culverts/Off Road - Other Unknown Maintenance Needs | 10 |
| Ditches/Culverts/Culvert / Pipe Repair or Cleaning | 10 |
| Ditches/Culverts/Ditch Cleaning | 10 |
| Barricades/Road Flooding | 10 |
| Building Permits and Inspections (BPI)/Emergency On-Call Inspector Request | 11 |
| Aggregate Dumping/Trash Pick Up/Visual Blight-Trash and Homeless Camp Clean Up | 11 |

Customer Service Report January 14 to January 27, 2018

| | |
|---|----|
| Aggregate Dumping/Trash Pick Up/Illegal Dumping | 11 |
| Barricades/Needed for Emergency, Barricade-End-Sidewalk End | 12 |
| Owned/Nuisance (Dog Only) | 13 |
| Stray/Aggressive - Not Happening Now | 15 |
| Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants | 16 |
| Tree Complaint/Request for Arden Park Ash Tree Removal and Replacement | 16 |
| Environmental Health (All Jurisdictions)/Food Facility Complaint | 17 |
| Regional Parks/Trash and Debris | 17 |
| Street Lights/Street Light Cycling On and Off | 17 |
| Environmental Health (All Jurisdictions)/Commercial Noise Complaint | 18 |
| Traffic Sign/New Sign Request | 19 |
| Regional Parks/Illegal Camp | 22 |
| Environmental Health (All Jurisdictions)/Public Pool Complaint | 22 |
| Priority Housing/No Hot Water | 25 |
| Sub-Standard Housing/Vector Infestation | 26 |
| Sub-Standard Housing/Rodent Harborage | 29 |
| Street Lights/Group of Street Lights Out | 30 |
| Priority Housing/Total Lack of Heat | 30 |
| Traffic Investigations/Speeding/New Speed Bumps | 31 |
| Traffic Sign/Graffiti | 38 |
| Sub-Standard Housing/Plumbing | 42 |
| Pavement/Pothole/Sunken Spot on Roadway | 43 |
| Landscape/Vegetation/Miscellaneous Vegetation Calls | 44 |
| Pavement/Pothole/Pothole / Chuckhole Repair | 45 |
| Private Property Complaint/Illegal Signage - Other | 48 |
| Private Property Complaint/Other | 48 |
| Private Property Complaint/Vacant, Unmaintained - Commercial | 48 |
| Sub-Standard Housing/Roof Leak | 48 |
| Tree Complaint/Requesting for Tree Removal on County Right-of-Way | 48 |
| Sidewalk/Sidewalk Obstruction | 49 |
| Private Property Vehicle/Parked on Lawn | 49 |
| Hazmat/Hazmat | 52 |
| Sidewalk/Request for New Sidewalk (Traffic Investigation) | 54 |
| Sub-Standard Housing/Electrical Malfunction | 55 |
| Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) - Immediate | 58 |
| Graffiti/Sign | 60 |
| Abandoned Vehicles/Dismantled | 61 |

Customer Service Report January 14 to January 27, 2018

| | |
|--|-----|
| Street Lights/Street Light Out | 63 |
| Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk | 65 |
| Traffic Signal/Traffic Signal Knock Down | 66 |
| Road Markings/Request for New Legends or Markings | 67 |
| Private Property Vehicle/Non-Operable (Commercial Included) | 67 |
| Abandoned Vehicles/Wrecked | 67 |
| Abandoned Vehicles/Inoperable | 68 |
| Sub-Standard Housing/Other | 68 |
| Private Property Vehicle/Occupied Mobile Homes/Trailers | 69 |
| Encroachment Violations/Visibility Obstructions (Non-Vegetation) | 71 |
| Priority Housing/VOA (Vacant, Open, Accessible) Properties | 74 |
| Private Property Complaint/Junk/Rubbish | 74 |
| Graffiti/Public Right-of-Way | 76 |
| Traffic Signal/Traffic Signal Light Out | 77 |
| Traffic Signal/Traffic Signal Misc. Issues | 78 |
| Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage) | 79 |
| Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals | 80 |
| Graffiti/Private Property | 81 |
| Private Property Complaint/Vacant, Unmaintained - Resident | 82 |
| Traffic Signal/Traffic Signal Flashing Red | 85 |
| Encroachment Violations/Basketball Hoop / Garbage Cans | 86 |
| Occupied Out-Building/Garage/Shed/Other | 89 |
| Traffic Signal/Traffic Signal Cycling Problem | 91 |
| Encroachment Violations/Other Encroachment Types | 95 |
| Ditches/Culverts/Shoulder Erosion / Drop-Off / Repair | 95 |
| Sidewalk/Curb, Gutter and Sidewalk Repair | 98 |
| Private Property Complaint/Illegal Signage - Mechanical Sign Waivers | 101 |
| Traffic Signal/Pedestrian Signal Inoperative | 103 |
| Marijuana (If wish to remain anonymous must refer /Cultivation) | 103 |
| Traffic Signal/Traffic Signal Short Green | 104 |
| Street Lights/Street Light Knock Down | 105 |
| Traffic Signal/Damaged, Loose or Turned Signal Head | 107 |
| Private Property Complaint/Illegal Signage - Balloons | 109 |
| Traffic Signal/Traffic Signal Long Red | 112 |
| Private Property Vehicle/Other | 113 |
| Zoning/Rooster (in Residential Zone) | 115 |
| Landscape/Vegetation/Vegetation Obstructing Sidewalks | 118 |
| Traffic Signal/Traffic Signal Detection Problem | 133 |

Customer Service Report January 14 to January 27, 2018

| | |
|---|-----|
| Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation | 134 |
| Street Lights/Street Light Miscellaneous Problem | 135 |
| Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer) | 139 |
| Encroachment Violations/Signs that Block View or Path | 150 |
| Sweeper Request/Landscape/Median Clean Up and Debris Removal | 160 |
| Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs | 170 |
| Pavement/Pothole/Pavement - Other Unknown Maintenance Needs | 179 |
| Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk | 215 |

Aging of Open Requests

| Days | Count |
|----------|-------|
| <30 | 1,664 |
| 31 to 60 | 787 |
| 61 to 90 | 491 |
| >91 | 1,337 |