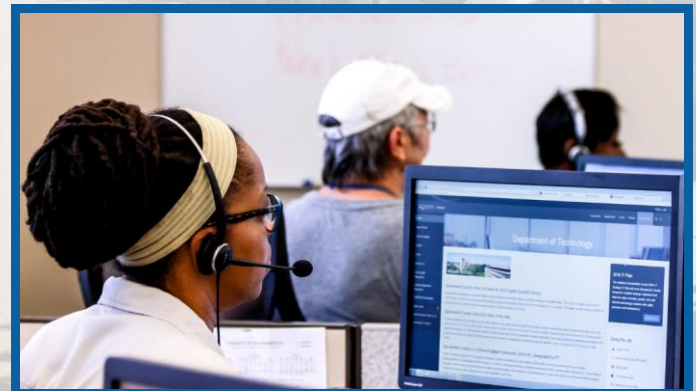


BI-WEEKLY CUSTOMER SERVICE REPORT

Service Requests and Statistics
1/28/18 - 2/10/18



Customer Service Report January 28 to February 10, 2018

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Significant Events for the Bi-week

- Calls to the 311 are within normal limits and below average for this time of year due to lack of rainfall.
- Several county departments coordinated a cleanup effort on Sacramento Regional Transit District Property due to a homeless camp east of the property. Sheriff's Work Project and Code Enforcement worked together on this clean up.

Bi-weekly Statistics

Number of	
• Service request by calls	1,891
• Service request by mobile application	514
• Other	250
Service requests opened	2,655
Informational calls	1,585
Transferred calls	3,615
Service request closed	3,110
Average days to close service request	26

Bi-weekly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Waste Management/ Illegal Dumping/ Missed Service/Garbage	44	155	101	47	57	404
Missed Service/Garbage	7	53	139	75	24	298
Animal Care/Dead	7	20	63	21	43	154
Abandoned Vehicles/ Inoperable	20	43	50	24	10	147
Missed Service/Recycle	4	16	58	17	14	109
Total	82	287	411	184	148	1,112

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Bi-weekly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Waste Management/ Illegal Dumping	59	109	95	37	89	389
Missed Service/Garbage	7	54	140	75	24	300
Abandoned Vehicles/ Inoperable	31	44	98	72	17	262
Animal Care/Dead Animal	7	21	51	20	41	140
Pavement/Pothole/ Chuckhole Repair	2	6	74	24	9	115
Total	106	234	458	228	180	1,206

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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	23	45	97	54	10	229
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	3	23	59	26	20	131
Private Property Complaint/Junk/Rubbish	29	63	183	64	27	366
Private Property Complaint/Other	31	87	269	111	41	539
Waste Management/Illegal Dumping	23	79	32	18	13	165
Total	109	297	640	273	111	1,430

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Board of Supervisor District Information

Service Requests by District

District	Count
District 1 - Serna	167
District 2 - Kennedy	553
District 3 - Peters	1,100
District 4 - Frost	497
District 5 - Nottoli	329
Unspecified	9
Total	2,655

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Top Service Request Opened by District (>10 requests)

	Count
District 1 - Serna	
Waste Management/Illegal Dumping	44
Abandoned Vehicles/Inoperable	20
District 2 - Kennedy	
Waste Management/Illegal Dumping	155
Missed Service/Garbage	53
Abandoned Vehicles/Inoperable	43
Stray/Roam	29
Private Property Complaint/Other	22
Animal Care/Dead Animal	20
Private Property Complaint/Junk/Rubbish	16
Missed Service/Recycle	16
Stray/Confined	11
Investigations/Barking (Dogs Only)	10
District 3 - Peters	
Missed Service/Garbage	139
Waste Management/Illegal Dumping	101
Animal Care/Dead Animal	63
Missed Service/Recycle	58
Pavement/Pothole/Pothole / Chuckhole Repair	57
Missed Service/Green Waste	57
Abandoned Vehicles/Inoperable	50
Private Property Complaint/Other	47
Private Property Complaint/Junk/Rubbish	38
Stray/Roam	31
Investigations/Barking (Dogs Only)	30
Missed Service/Neighborhood Clean Up (NCU)	17
Regional Parks/Trash and Debris	15
Graffiti/Private Property	15
Stray/Confined	14
Wild/Injured	12
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	11

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Private Property Vehicle/Parked on Lawn	11
Investigations/Negligence/Cruelty	10
Waste Management/Calendar Request	10
District 4 - Frost	
Missed Service/Garbage	75
Waste Management/Illegal Dumping	47
Abandoned Vehicles/Inoperable	24
Animal Care/Dead Animal	21
Missed Service/Green Waste	21
Investigations/Barking (Dogs Only)	21
Pavement/Pothole/Pothole / Chuckhole Repair	19
Private Property Complaint/Other	19
Missed Service/Recycle	17
Private Property Complaint/Junk/Rubbish	15
Shopping Cart/By Vendor	11
Stray/Roam	11
District 5 - Nottoli	
Waste Management/Illegal Dumping	57
Animal Care/Dead Animal	43
Missed Service/Garbage	24
Missed Service/Recycle	14
Stray/Roam	13
Stray/Confined	11
Abandoned Vehicles/Inoperable	10
Unspecified	
None	0

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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
Animal Care/Rescue	0
Building Permits and Inspections (BPI)/Emergency On-Call Inspector Request	0
Building Permits and Inspections (BPI)/Fence / Retaining Wall	0
CalTrans/Transfer	0
CUBS/Transfer	0
Fleet Management/County Vehicle Complaint Form	0
Investigations/Animal Left in Vehicle	0
Investigations/Abandoned Animal	0
Investigations/Kennel	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
Pick Up/License/Specimen Pick Up	0
Public Works & Infrastructure/Transportation	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
Street Lights/Group of Street Lights Out	0
Utilities/Other Water Districts	0
Waste Management/Calendar Request	0
Waste Management/Missed Sweeper Request	0
Wild/Injured	0
Wild/Sick	0
Wild/Traffic	0

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Request Type	Avg. Days To Close
Wild/Trapped	0
Wild/Confined	0
Wild/Roam	0
Wild/Aggressive - Happening Now	1
Stray/Confined	1
Stray/Roam	1
Owned/Aggressive - Happening Now	1
Animal Care/Dead Animal	1
Priority Housing/No Hot Water	2
Environmental Compliance/EMD On-Call Hazmat	2
Investigations/Barking (Dogs Only)	2
Investigations/Bite - Not Happening Now	2
SMUD/Transfer	2
Stray/Aggressive - Not Happening Now	2
Investigations/Negligence/Cruelty	3
Investigations/Bite - Happening Now	3
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	3
Pavement/Pothole/Sunken Spot on Roadway	4
Traffic Sign/Street Name Sign Missing or Down	4
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) - Immediate	6
Owned/Nuisance (Dog Only)	6
Environmental Compliance/Hazardous Substances	6
Fence/Missing Fence in/at/for Multi-Family Complex	6
Office of Emergency Services/Emergency Alert Officer Notification	6
Owned/Aggressive - Not Happening Now	7
Regional Parks/Other	7
Street Lights/Street Light Knock Down	7
Waste Management/Illegal Dumping	7
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	8
Hazmat	8
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) - Immediate	9
Parking Enforcement/Transfer	9
Owned/Nuisance (Dogs Only)	10
Regional Parks/Graffiti	10
Street Lights/Street Light Cover Missing/Wires Exposed	10
Traffic Investigations/Parking Restriction/No Parking Sign	11
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	11

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Request Type	Avg. Days To Close
Graffiti/Sign	11
Other/Transfer	12
Regional Parks/Trash and Debris	12
Regional Parks/Illegal Activity	13
Traffic Sign/New Sign Request	13
Bridge Complaints/Soundwall Repair	13
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	14
Environmental Health (All Jurisdictions)/Food Facility Complaint	14
Traffic Investigations/Traffic Safety Related Issues	14
Transportation/Transfer (NON-PUBLIC)	14
Ditches/Culverts/Drainage Problem	15
Construction Management/Transfer	15
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	15
Other Transportation/Roadway Problems/Roadway Hazard Call Out if Potential for Injury or Damage	15
Aggregate Dumping/Trash Pick Up/Illegal Dumping	17
Sub-Standard Housing/Vector Infestation	17
Regional Parks/Illegal Camp	18
Sacramento County Sheriff/Transfer	20
Ditches/Culverts/Misc. Flooding	21
Waste Management/Report Scavenging	21
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	22
Landscape/Vegetation/Cleaning of Vegetation and Debris from Soundwall	22
Sub-Standard Housing/Roof Leak	22
Graffiti/Private Property	23
Pavement/Pothole/Pothole / Chuckhole Repair	26
Private Property Complaint/Overflowing Dumpster	27
Traffic Signal/Traffic Signal Knock Down	27
Traffic Investigations/New Sign Request	30
Traffic Investigations/Speeding/New Speed Bumps	30
Abandoned Vehicles/Dismantled	30
Graffiti/Public Right-of-Way	31
Traffic Signal/Traffic Signal Cycling Problem	31
Sidewalk/Sidewalk Obstruction	32
Regional Parks/Maintenance Request	33
Priority Housing/Total Lack of Heat	33
Traffic Signal/Traffic Signal Light Out	34

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Request Type	Avg. Days To Close
Ditches/Culverts/Ditch Cleaning	35
Sub-Standard Housing/Rodent Harborage	36
Abandoned Vehicles/Wrecked	37
Abandoned Vehicles/Inoperable	38
Ditches/Culverts/Culvert / Pipe Repair or Cleaning	38
Traffic Signal/Traffic Signal Long Red	40
Street Lights/Street Light Out	41
Private Property Vehicle/Non-Operable (Commercial Included)	41
Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation	41
Pavement/Pothole/Paving Needed on Street	42
Encroachment Violations/Other Encroachment Types	45
Traffic Signal/Traffic Signal Misc. Issues	46
Traffic Signal/All Signals Dark	47
Street Lights/Street Light or Pole Damaged	49
Marijuana (If wish to remain anonymous must refer /Cultivation	49
Sub-Standard Housing/Plumbing	50
Sub-Standard Housing/Other	53
Traffic Signal/Pedestrian Signal Inoperative	55
Zoning/Rooster (in Residential Zone)	55
Traffic Signal/Traffic Signal Short Green	56
Business Licenses/Business Operating Without License	56
Traffic Signal/Traffic Signal Detection Problem	57
Tree Complaint/Request for Arden Park Ash Tree Removal and Replacement	59
Traffic Signal/Traffic Signal Flashing Red	61
Sub-Standard Housing/Structural Defects	63
Private Property Vehicle/Parked on Lawn	64
Sub-Standard Housing/Electrical Malfunction	65
Bridge Complaints/Bridge Maintenance, Fence & Guard Rail Repair	71
Tree Complaint/Tree Limb Down Obstructing Bike Lane or Sidewalk	76
Traffic Signal/Damaged, Loose or Turned Signal Head	77
Private Property Complaint/Vacant, Unmaintained - Commercial	78
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants	79
Tree Complaint/Misc. Tree Calls	81
Private Property Complaint/Junk/Rubbish	82
Private Property Complaint/Other	82
Private Property Complaint/Illegal Signage - Other	84
Private Property Complaint/Illegal Signage - A-Frames	86

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Request Type	Avg. Days To Close
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	86
Landscape/Vegetation/Request to Abate Debris or Vegetation on Sidewalks	88
Landscape/Vegetation/Request for Removal of Vegetation Illegally Obstructing	91
Sidewalk/Curb, Gutter and Sidewalk Repair	92
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	93
Encroachment Violations/Visibility Obstructions (Non-Vegetation)	94
Private Property Vehicle/Occupied Mobile Homes/Trailers	95
Landscape/Vegetation/Vegetation Obstructing Sidewalks	98
Priority Housing/VOA (Vacant, Open, Accessible) Properties	98
Zoning/Mobile Home Zoning Complaint	103
Sidewalk/Tree or Vegetation Obstructing Sidewalk	107
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Si	111
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	111
Private Property Vehicle/Other	124
Sidewalk/Request for New Sidewalk (Traffic Investigation)	133
Street Lights/Street Light Miscellaneous Problem	153
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	154
Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	155
Private Property Complaint/Vacant, Unmaintained - Resident	156
Encroachment Violations/Basketball Hoop / Garbage Cans	178
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	188
Encroachment Violations/Signs that Block View or Path	207
Sweeper Request/Landscape/Median Clean Up and Debris Removal	212
Improper Lot Size for Animal/20K SQ FT or Smaller - Large Farm Animals	214
Occupied Out-Building/Garage/Shed/Other	253

Aging of Open Requests

Days	Count
<30	1,608
31 to 60	540
61 to 90	471
>91	1,161