

BI-WEEKLY CUSTOMER SERVICE REPORT

Service Requests and Statistics
February 11-24, 2018



**Customer Service Report
February 11 to February 24, 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	11

Customer Service Report February 11 to February 24, 2018

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 rain fall.

Bi-weekly Statistics

Number of	
• Service request by calls	1,724
• Service request by mobile application	579
• Other	194
Service requests opened	2,497
Informational calls	1,867
Transferred calls	3,037
Service request closed	2,068
Average days to close service request	5

Bi-weekly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Waste Management/ Illegal Dumping	40	122	103	29	67	361
Missed Service/Garbage	3	61	115	47	27	253
Pavement/Pothole/ Chuckhole Repair	0	5	141	5	2	153
Abandoned Vehicles/Inoperable	12	31	47	26	12	128
Animal Care/Dead Animal	2	17	45	15	32	111
Total	57	236	451	122	140	1,008

Customer Service Report February 11 to February 24, 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	49	160	96	42	58	405
Missed Service/Garbage	3	61	114	47	27	252
Animal Care/ Dead Animal	2	20	54	19	32	127
Missed Service/Recycle	2	14	51	36	5	108
Pavement/Pothole/ Chuckhole Repair	0	1	94	0	0	95
Total	56	256	408	144	122	989

Customer Service Report February 11 to February 24, 2018

Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Abandoned Vehicles/Inoperable	29	45	116	70	20	280
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	4	24	68	31	23	150
Pavement/Pothole/Chuckhole Repair	6	13	206	29	17	271
Private Property Complaint/Junk/Rubbish	34	65	195	62	32	388
Private Property Complaint/Other	34	90	275	124	42	565
Total	107	237	860	316	134	1,659

Customer Service Report February 11 to February 24, 2018

Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna	147
District 2 - Kennedy	477
District 3 – Peters	1,102
District 4 – Frost	405
District 5 - Nottoli	352
Unspecified	14
Total	2,497

Customer Service Report February 11 to February 24, 2018

Top Service Request Opened by District (>10 requests)

	Count
District 1 - Serna	
Waste Management/Illegal Dumping	40
Abandoned Vehicles/Inoperable	12
District 2 - Kennedy	
Waste Management/Illegal Dumping	122
Missed Service/Garbage	61
Abandoned Vehicles/Inoperable	31
Stray/Roam	24
Animal Care/Dead Animal	17
Investigations/Barking (Dogs Only)	15
Missed Service/Recycle	14
Missed Service/Green Waste	13
Private Property Complaint/Junk/Rubbish	12
Private Property Complaint/Other	11
Stray/Confined	10
District 3 - Peters	
Pavement/Pothole/Pothole / Chuckhole Repair	141
Missed Service/Garbage	115
Waste Management/Illegal Dumping	103
Missed Service/Recycle	51
Abandoned Vehicles/Inoperable	47
Animal Care/Dead Animal	45
Missed Service/Green Waste	42
Private Property Complaint/Other	32
Investigations/Barking (Dogs Only)	26
Stray/Roam	25
Investigations/Negligence/Cruelty	24
Private Property Complaint/Junk/Rubbish	23
Graffiti/Private Property	19
Stray/Injured	16
Regional Parks/Trash and Debris	16
Sidewalk/Curb, Gutter and Sidewalk Repair	16
Missed Service/Neighborhood Clean Up (NCU)	15

Customer Service Report February 11 to February 24, 2018

Private Property Vehicle/Parked on Lawn	14
Stray/Confined	13
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	13
Shopping Cart/By Vendor	11
Abandoned Vehicles/Dismantled	11
Abandoned Vehicles/Wrecked	11
District 4 - Frost	
Missed Service/Garbage	47
Missed Service/Recycle	36
Investigations/Barking (Dogs Only)	30
Waste Management/Illegal Dumping	29
Abandoned Vehicles/Inoperable	26
Missed Service/Green Waste	24
Private Property Complaint/Other	20
Animal Care/Dead Animal	15
Stray/Roam	11
Investigations/Negligence/Cruelty	10
District 5 - Nottoli	
Waste Management/Illegal Dumping	67
Animal Care/Dead Animal	32
Missed Service/Garbage	27
Stray/Roam	21
Stray/Confined	15
Street Lights/Street Light Out	13
Abandoned Vehicles/Inoperable	12
Missed Service/Green Waste	10
Regional Parks/Illegal Camp	10
Unspecified	
None	0

Customer Service Report February 11 to February 24, 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
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	0
Animal Care/Rescue	0
Bridge Request/Bridge Opening/Closing	0
Building Permits and Inspections (BPI)/Emergency On-Call Inspector Request	0
Ditches/Culverts/Ditch Cleaning	0
Environmental Compliance/EMD On-Call Hazmat	0
Environmental Compliance/Private Well/Small Water System on Unimproved Vacant Land	0
Fleet Management/County Vehicle Complaint Form	0
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	0
Investigations/Animal Left in Vehicle	0
Investigations/Abandoned Animal	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	0
Pick Up/License/Specimen Pick Up	0
Regional Parks/Graffiti	0
Sacramento/Transfer - Animal Care	0
Sacramento/Transfer - Public Works	0
Shopping Cart/By Vendor	0
Stray/Injured	0
Stray/Sick	0
Stray/Tied	0
Stray/Traffic	0
Stray/Trapped	0
Stray/Aggressive - Not Happening Now	0
Traffic Signal/Traffic Signal Long Red	0
Wild/Aggressive - Happening Now	0
Wild/Injured	0

Customer Service Report February 11 to February 24, 2018

Request Type	Avg. Days To Close
Wild/Sick	0
Wild/Traffic	0
Wild/Trapped	0
Wild/Aggressive - Not Happening Now	0
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway,	0
Waste Management/Calendar Request	0
Tree Complaint/Tree Limb Down Obstructing Bike Lane or Sidewalk	1
Wild/Roam	1
Traffic Signal/Traffic Signal Misc. Issues	1
Stray/Aggressive - Happening Now	1
Stray/Roam	1
Risk Management/County Vehicle Accident Form	1
Pavement/Pothole/Pothole / Chuckhole Repair	1
Investigations/Bite - Happening Now	1
Investigations/Bite - Not Happening Now	1
Environmental Compliance/Hazardous Substances	1
Animal Care/Dead Animal	1
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	2
Parking Enforcement/Transfer - Report (916) 874-5115 Option #0	2
Owned/Aggressive - Happening Now	2
Investigations/Tethered	2
Other Transportation/Roadway Problems/Roadway Hazard Call Out if Potential for Injury or Damage	2
Sub-Standard Housing/Electrical Malfunction	2
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) - Immediate	2
Stray/Confined	3
Sidewalk/Curb, Gutter and Sidewalk Repair	3
Investigations/Illegal Sales	3
Investigations/Barking (Dogs Only)	3
Waste Management/Illegal Dumping	4
Tree Complaint/Misc. Tree Calls	5
Sub-Standard Housing/Other	5
Street Lights/Group of Street Lights Out	5
Zoning/Mobile Home Zoning Complaint	5
Investigations/Negligence/Cruelty	5
Business Licenses/Business Operating Without License	5
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	5

Customer Service Report February 11 to February 24, 2018

Request Type	Avg. Days To Close
Sacramento County Sheriff/Transfer	5
Owned/Aggressive - Not Happening Now	6
Owned/Nuisance (Dog Only)	6
Street Lights/Street Light Out	6
Sidewalk/Tree or Vegetation Obstructing Sidewalk	6
Street Lights/Street Light Miscellaneous Problem	8
Sidewalk/Request for New Sidewalk (Traffic Investigation)	8
Encroachment Violations/Basketball Hoop / Garbage Cans	8
Encroachment Violations/Other Encroachment Types	8
Priority Housing/No Hot Water	8
Graffiti/Private Property	8
Environmental Health (All Jurisdictions)/Public Pool Complaint	8
Graffiti/Sign	9
Environmental Health (All Jurisdictions)/Food Facility Complaint	9
Sacramento/Transfer - Other	9
Regional Parks/Other	9
Traffic Sign/Street Name Sign Missing or Down	9
Fence/Missing Fence in/at/for Multi-Family Complex	10
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	11
Sidewalk/Sidewalk Obstruction	11
Waste Management/Missed Sweeper Request	12
Investigations/Kennel	12
Abandoned Vehicles/Inoperable	12
Abandoned Vehicles/Dismantled	15
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	17
Regional Parks/Illegal Activity	17
Regional Parks/Illegal Camp	21
Abandoned Vehicles/Wrecked	25
Sub-Standard Housing/Vector Infestation	32
Sub-Standard Housing/Plumbing	34
Private Property Vehicle/Non-Operable (Commercial Included)	35
Private Property Complaint/Other	40
Regional Parks/Trash and Debris	41
Private Property Complaint/Illegal Signage - Other	42
Environmental Compliance/Hazardous Conditions	44
Sub-Standard Housing/Roof Leak	46
Occupied Out-Building/Garage/Shed/Other	55
Sub-Standard Housing/Rodent Harborage	56

Customer Service Report February 11 to February 24, 2018

Request Type	Avg. Days To Close
Private Property Vehicle/Parked on Lawn	57
Private Property Vehicle/Other	72
Private Property Complaint/Junk/Rubbish	75
Priority Housing/VOA (Vacant, Open, Accessible) Properties	86
Private Property Complaint/Illegal Signage - A-Frames	93
Marijuana (If wish to remain anonymous must refer /Cultivation)	116
Private Property Complaint/Vacant, Unmaintained - Resident	117
Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	220

Aging of Open Requests

Days	Count
< 30	1,896
31 to 60	614
61 to 90	511
>91	1,265