

# BI-WEEKLY CUSTOMER SERVICE REPORT

Service Requests and Statistics  
February 25 - March 10, 2018



**Customer Service Report  
February 25 to March 10, 2018**

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## Customer Service Report February 25 to March 10, 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	1,983
• Service request by mobile application	577
• Other	246
Service requests opened	2,806
Informational calls	1,316
Transferred calls	3,158
Service request closed	2,035
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	42	108	105	27	52	334
Missed Service/Garbage	2	67	153	65	33	320
Pavement/Pothole/Chuckhole Repair	8	6	148	50	17	229
Missed Service/Recycle	1	27	66	39	5	138
Abandoned Vehicles/Inoperable	14	23	52	25	10	124
<b>Total</b>	<b>67</b>	<b>231</b>	<b>524</b>	<b>206</b>	<b>117</b>	<b>1,145</b>

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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	47	113	103	20	61	344
Missed Service/Garbage	2	67	155	65	33	322
Missed Service/Recycle	1	27	67	39	5	139
Stray/Roam	8	35	28	17	20	108
Missed Service/Green Waste	6	13	36	21	11	87
<b>Total</b>	<b>64</b>	<b>255</b>	<b>389</b>	<b>162</b>	<b>130</b>	<b>1,000</b>

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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	40	55	141	78	29	343
Other Transportation/ Roadway Problems/ Miscellaneous - Other Unknown Maintenance Needs	6	28	72	34	21	161
Pavement/Pothole/ Chuckhole Repair	14	20	355	81	34	504
Private Property Complaint/Junk/Rubbish	38	59	201	62	28	388
Private Property Complaint/Other	38	95	309	142	42	626
<b>Total</b>	<b>136</b>	<b>257</b>	<b>1,078</b>	<b>397</b>	<b>154</b>	<b>2,022</b>

# Customer Service Report February 25 to March 10, 2018

## Board of Supervisor District Information

### Service Requests by District

District	Count
District 1 – Serna	155
District 2 - Kennedy	511
District 3 – Peters	1,307
District 4 – Frost	494
District 5 - Nottoli	327
Unspecified	12
<b>Total</b>	<b>2,806</b>

## Customer Service Report February 25 to March 10, 2018

### Top Service Request Opened by District (>10 requests)

	Count
<b>District 1 - Serna</b>	
Waste Management/Illegal Dumping	42
Abandoned Vehicles/Inoperable	14
<b>District 2 - Kennedy</b>	
Waste Management/Illegal Dumping	108
Missed Service/Garbage	67
Stray/Roam	34
Missed Service/Recycle	27
Abandoned Vehicles/Inoperable	23
Animal Care/Dead Animal	16
Missed Service/Neighborhood Clean Up (NCU)	16
Investigations/Negligence/Cruelty	15
Private Property Complaint/Other	14
Missed Service/Green Waste	13
Investigations/Barking (Dogs Only)	11
Encroachment Violations/Basketball Hoop / Garbage Cans	10
<b>District 3 - Peters</b>	
Missed Service/Garbage	153
Pavement/Pothole/Chuckhole Repair	148
Waste Management/Illegal Dumping	105
Missed Service/Recycle	66
Abandoned Vehicles/Inoperable	52
Private Property Complaint/Other	47
Regional Parks/Trash and Debris	42
Missed Service/Green Waste	36
Stray/Roam	31
Private Property Complaint/Junk/Rubbish	28
Animal Care/Dead Animal	28
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway,	25
Investigations/Negligence/Cruelty	24
Investigations/Barking (Dogs Only)	20
Private Property Vehicle/Parked on Lawn	18

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Sidewalk/Sidewalk Obstruction	17
Sidewalk/Curb, Gutter and Sidewalk Repair	17
Stray/Confined	16
Other Transportation/Roadway Problems/ Miscellaneous - Other Unknown Maintenance Needs	16
Abandoned Vehicles/Wrecked	14
Wild/Injured	13
Missed Service/Neighborhood Clean Up (NCU)	12
Owned/Aggressive - Not Happening Now	11
Building Permits and Inspections/Building Permits and Inspection Complaint	11
Graffiti/Private Property	11
Traffic Signal/Traffic Signal Miscellaneous Issues	11
Street Lights/Street Light Out	11
Traffic Signal/All Signals Dark	11
Traffic Sign/New Sign Request	10
Encroachment Violations/Basketball Hoop/Garbage Cans	10
Notify Supervisor/Garbage	10
Shopping Cart/By Vendor	10
Regional Parks/Maintenance Request	10
<b>District 4 - Frost</b>	
Missed Service/Garbage	65
Pavement/Pothole/Chuckhole Repair	50
Missed Service/Recycle	39
Waste Management/Illegal Dumping	27
Abandoned Vehicles/Inoperable	25
Private Property Complaint/Other	24
Missed Service/Green Waste	21
Investigations/Barking (Dogs Only)	20
Investigations/Negligence/Cruelty	15
Animal Care/Dead Animal	15
Stray/Roam	14
Stray/Confined	12



## Customer Service Report February 25 to March 10, 2018

<b>District 5 - Nottoli</b>	
Waste Management/Illegal Dumping	52
Missed Service/Garbage	33
Stray/Roam	21
Pavement/Pothole/Chuckhole Repair	17
Missed Service/Green Waste	11
Animal Care/Dead Animal	11
Abandoned Vehicles/Inoperable	10
Stray/Injured	10
<b>Unspecified</b>	
None	0

## Customer Service Report February 25 to March 10, 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)/Fire	0
Assist (On-Scene Only)/Police/Sheriff	0
Animal Care/Rescue	0
Animal Care/Dead Animal	0
Building Permits and Inspections/Emergency On-Call Inspector Request	0
California Highway Patrol/Transfer	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/Abandoned Animal	0
Investigations/Bite - Not Happening Now	0
Investigations/Illegal Sales	0
Investigations/Tethered	0
Missed Service/Garbage	0
Missed Service/Green Waste	0
Missed Service/Neighborhood Clean Up	0
Missed Service/Recycle	0
Notify Supervisor/Garbage	0
Notify Supervisor/Green Waste	0
Notify Supervisor/Recycle	0
Other Transportation/Roadway Problems/Roadway Hazard Call Out if Potential for Injury or Damage	0
Owned/Aggressive - Happening Now	0
Stray/Aggressive - Happening Now	0
Stray/Injured	0
Stray/Sick	0
Stray/Tied	0
Stray/Traffic	0
Stray/Trapped	0
Risk Management/County Vehicle Accident Form	0
Sacramento County Sheriff/Transfer	0
Shopping Cart/By Vendor	0
Stray/Roam	0
Street Lights/Street Light or Pole Damaged	0
Traffic Signal/All Signals Dark	0
Traffic Signal/Damaged, Loose or Turned Signal Head	0

## Customer Service Report February 25 to March 10, 2018

Request Type	Avg. Days To Close
Traffic Signal/Pedestrian Signal Inoperative	0
Traffic Signal/Traffic Signal Cycling Problem	0
Traffic Signal/Traffic Signal Flashing Red	0
Traffic Signal/Traffic Signal Long Red	0
Traffic Signal/Traffic Signal Short Green	0
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	0
Wild/Aggressive - Happening Now	0
Wild/Injured	0
Wild/Sick	0
Wild/Trapped	0
Wild/Aggressive - Not Happening Now	0
Wild/Confined	0
Wild/Roam	1
Traffic Signal/Traffic Signal Miscellaneous Issues	1
Stray/Aggressive - Not Happening Now	1
Stray/Confined	1
Investigations/Negligence/Cruelty	1
Owned/Nuisance (Dog Only)	1
Pick Up/License/Specimen Pick Up	1
Investigations/Barking (Dogs Only)	2
Environmental Compliance/Hazardous Substances	2
Waste Management/Calendar Request	2
Waste Management/Illegal Dumping	3
Sidewalk/Sidewalk Obstruction	3
Business Licenses/Business Operating Without License	3
Investigations/Kennel	3
Owned/Aggressive - Not Happening Now	3
Building Permits and Inspections/Building Permits and Inspection Complaint	5
Sidewalk/Tree or Vegetation Obstructing Sidewalk	7
Street Lights/Group of Street Lights Out	7
Waste Management/Report Scavenging	8
Environmental Compliance/Illegal Dumping Unimproved Property	8
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	9
Encroachment Violations/Other Encroachment Types	13
Environmental Health (All Jurisdictions)/Food Facility Complaint	14
Occupied Out-Building/Garage/Shed/Other	17
Ditches/Culverts/Ditch Cleaning	18

## Customer Service Report February 25 to March 10, 2018

Request Type	Avg. Days To Close
Graffiti/Private Property	24
Graffiti/Public Right-of-Way	24
Abandoned Vehicles/Inoperable	26
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	27
Fence/Missing Masonry Wall in/at/or Commercial or Industrial	27
Regional Parks/Maintenance Request	29
Regional Parks/Illegal Camp	30
Regional Parks/Other	32
Abandoned Vehicles/Dismantled	35
Sub-Standard Housing/Broken Window(s)	39
Abandoned Vehicles/Wrecked	44
Priority Housing/Collapsing Building Roof or Ceiling	47
Priority Housing/No Hot Water	48
Regional Parks/Trash and Debris	51
Regional Parks/Illegal Activity	51
Sub-Standard Housing/Electrical Malfunction	52
Private Property Vehicle/Other	54
Private Property Vehicle/Non-Operable (Includes Commercial)	55
Private Property Complaint/Other	55
Private Property Vehicle/Parked on Lawn	56
Priority Housing/Total Lack of Heat	57
Sub-Standard Housing/Other	73
Private Property Complaint/Junk/Rubbish	74
Priority Housing/VOA (Vacant, Open, Accessible) Properties	78
Private Property Vehicle/Occupied Mobile Homes/Trailers	89
Priority Housing/Lack of Utilities (Gas/Water/Electric/Sewer)	100
Traffic Sign/New Sign Request	110
Sub-Standard Housing/Vector Infestation	113
Private Property Complaint/Overflowing Dumpster	127
Private Property Complaint/Vacant, Unmaintained - Resident	183
Street Lights/Street Light Out	201
Zoning/Rooster (in Residential Zone)	227
Sidewalk/Curb, Gutter and Sidewalk Repair	283
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	288
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	292
Traffic Sign/Graffiti	313
Encroachment Violations/Signs that Block View or Path	337

## Customer Service Report February 25 to March 10, 2018

Request Type	Avg. Days To Close
Tree Complaint/Miscellaneous Tree Calls	349
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	350
Encroachment Violations/Basketball Hoop / Garbage Cans	363
Sweeper Request/Landscape/Median Clean Up and Debris Removal	450
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	461
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) – Immediate	582

### Aging of Open Requests

Days	Count
< 30	2,367
31 to 60	978
61 to 90	423
> 91	1,331