

BI-WEEKLY CUSTOMER SERVICE REPORT

Service Requests and Statistics
March 25 - April 7, 2018



**Customer Service Report
March 25 to April 7, 2018**

Table of Contents

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..... 9

Aging of Open Requests..... 14

Customer Service Report March 25 to April 7, 2018

Bi-weekly Statistics

Number of	
• Service request by calls	2,053
• Service request by mobile application	600
• Other	225
Service requests opened	2,994
Informational calls	1,644
Transferred calls	3,589
Service request closed	3,904
Average days to close service request	22

Bi-weekly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Waste Management/Illegal Dumping	36	124	117	26	50	353
Missed Service/Garbage	7	72	141	82	13	315
Pavement/Pothole/Chuckhole Repair		15	149	57	15	236
Missed Service/Recycle		16	66	41	12	135
Abandoned Vehicles/Inoperable	8	18	54	32	18	130
Total	51	245	527	238	108	1,169

Customer Service Report March 25 to April 7, 2018

Bi-weekly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Pavement/Pothole/Chuckhole Repair	19	42	327	119	52	559
Waste Management/Illegal Dumping	47	123	118	26	53	367
Missed Service/Garbage	7	74	145	81	13	320
Missed Service/Recycle	0	16	68	41	12	137
Missed Service/Green Waste	0	27	55	35	7	124
Total	73	282	713	302	137	1,507

Customer Service Report March 25 to April 7, 2018

Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Abandoned Vehicles/ Inoperable	35	41	139	72	38	325
Investigations/ Negligence/Cruelty	4	43	78	34	12	171
Pavement/Pothole/ Chuckhole Repair	4	20	353	94	21	492
Private Property Complaint/Junk/Rubbish	40	63	236	83	25	447
Private Property Complaint/Other	37	95	361	169	46	708
Total	120	262	1,167	452	142	2,143

Customer Service Report March 25 to April 7, 2018

Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	119
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	548
District 3 – Peters <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	1,325
District 4 – Frost <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	576
District 5 – Nottoli <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	302
Unspecified	14
Total	2,884

Customer Service Report March 25 to April 7, 2018

Top Service Request Opened by District (> 10 requests)

	Count
District 1-Serna	
Waste Management/Illegal Dumping	36
District 2-Kennedy	
Waste Management/Illegal Dumping	124
Missed Service/Garbage	72
Missed Service/Green Waste	27
Private Property Complaint/Other	20
Stray/Roam	19
Abandoned Vehicles/Inoperable	18
Missed Service/Recycle	16
Pavement/Pothole/Chuckhole Repair	15
Private Property Complaint/Junk/Rubbish	15
Encroachment Violations/Basketball Hoop/Garbage Cans	15
Investigations/Barking (Dogs Only)	14
Graffiti/Private Property	12
Animal Care/Dead Animal	11
Missed Service/Neighborhood Clean Up (NCU)	11
District 3-Peters	
Pavement/Pothole/Chuckhole Repair	149
Missed Service/Garbage	141
Waste Management/Illegal Dumping	117
Missed Service/Recycle	66
Missed Service/Green Waste	55
Private Property Complaint/Other	54
Abandoned Vehicles/Inoperable	54
Animal Care/Dead Animal	51
Private Property Complaint/Junk/Rubbish	40
Investigations/Barking (Dogs Only)	35

Customer Service Report March 25 to April 7, 2018

Stray/Roam	30
Investigations/Negligence/Cruelty	20
Stray/Injured	20
Owned/Aggressive - Not Happening Now	20
Abandoned Vehicles/Dismantled	17
Encroachment Violations/Basketball Hoop/Garbage Cans	14
Traffic Sign/New Sign Request	14
Stray/Confined	13
Wild/Injured	13
Regional Parks/Trash and Debris	13
Private Property Vehicle/Parked on Lawn	13
Other Transportation/Roadway Problems/Roadway Hazard Call Out if Potential for Injury or Damage	12
Owned/Nuisance (Dog Only)	11
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	11
Graffiti/Private Property	11
Investigations/Animal Left in Vehicle	10
Abandoned Vehicles/Wrecked	10
District 4-Frost	
Missed Service/Garbage	82
Pavement/Pothole/Chuckhole Repair	57
Missed Service/Recycle	41
Missed Service/Green Waste	35
Abandoned Vehicles/Inoperable	32
Animal Care/Dead Animal	26
Waste Management/Illegal Dumping	26
Private Property Complaint/Other	25
Stray/Roam	19
Private Property Complaint/Junk/Rubbish	18
Investigations/Barking (Dogs Only)	17

Customer Service Report March 25 to April 7, 2018

Investigations/Negligence/Cruelty	11
Stray/Confined	10
District 5-Nottoli	
Waste Management/Illegal Dumping	50
Animal Care/Dead Animal	18
Abandoned Vehicles/Inoperable	18
Stray/Roam	16
Pavement/Pothole/Chuckhole Repair	15
Missed Service/Garbage	13
Missed Service/Recycle	12
Stray/Confined	12
Unspecified	
None	0

Customer Service Report March 25 to April 7, 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 (BPI)/Emergency On-Call Inspector Request	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/Bite - Not Happening Now	0
Investigations/Pet Store	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
Notify Supervisor/Supervisor Dispute (Sorry Tag/Other Issue)	0
Other/Transfer	0
Sacramento/Transfer - Animal Care	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
Stray/Aggressive - Not Happening Now	0
Risk Management/County Vehicle Accident Form	0
Stray/Roam	0
Waste Management/Calendar Request	0
Wild/Injured	0
Wild/Sick	0
Wild/Trapped	0

Customer Service Report March 25 to April 7, 2018

Request Type	Avg. Days To Close
Wild/Aggressive - Not Happening Now	0
Wild/Confined	0
Wild/Roam	0
Waste Management/Missed Sweeper Request	1
Stray/Confined	1
Owned/Aggressive - Happening Now	1
Owned/Aggressive - Not Happening Now	1
Pick Up/License/Specimen Pick Up	1
Building Permits and Inspections (BPI)/Fence / Retaining Wall	1
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	2
Investigations/Kennel	2
Owned/Nuisance (Dog Only)	2
Regional Parks/Trash and Debris	2
Regional Parks/Illegal Activity	2
Sub-Standard Housing/Deteriorated Floors	2
Regional Parks/Graffiti	4
Investigations/Negligence/Cruelty	4
Priority Housing/Surfacing Sewage	5
Waste Management/Illegal Dumping	5
Investigations/Barking (Dogs Only)	6
Mowing/Spraying - Weed Abatement/Requesting for Weed Abatement within County Right-	7
Regional Parks/Illegal Camp	8
Barricades/Road Flooding	8
Regional Parks/Maintenance Request	9
Public Works & Infrastructure/Waste Management	10
Ditches/Culverts/Misc. Flooding	10
Environmental Compliance/Hazardous Substances	11
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	14
Bridge Complaints/Guard Rail that is not Attached to a Bridge	15
Abandoned Vehicles/Inoperable	15
Abandoned Vehicles/Dismantled	17
Regional Parks/Other	17
Environmental Health (All Jurisdictions)/Food Facility Complaint	18
Abandoned Vehicles/Wrecked	19
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	21
Tree Complaint/Tree Limb Down Obstructing Bike Lane or Sidewalk	21
Priority Housing/No Hot Water	22
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	22
Hazmat/Hydraulic Spill	24

Customer Service Report March 25 to April 7, 2018

Request Type	Avg. Days To Close
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway,	24
Fence/Missing Fence in/at/for Multi-Family Complex	25
Sweeper Request/Landscape/Median Clean Up and Debris Removal	26
Pavement/Pothole/Pothole / Chuckhole Repair	27
Bridge Complaints/Soundwall Repair	27
Environmental Health (All Jurisdictions)/Public Pool Complaint	28
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) – Immediate	28
Tree Complaint/Request for Arden Park Ash Tree Removal and Replacement	28
Traffic Sign/Street Name Sign Missing or Down	29
Zoning/Rooster (in Residential Zone)	29
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) - Immediate	29
Graffiti/Private Property	29
Bridge Request/Bridge Opening/Closing	30
Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	30
Aggregate Dumping/Trash Pick Up/Visual Blight-Trash and Homeless Camp Clean Up	31
Other Transportation/Roadway Problems/Roadway Hazard Call Out if Potential for Injury or Damage	31
Traffic Signal/Traffic Signal Short Green	31
Ditches/Culverts/Culvert / Pipe Repair or Cleaning	32
Private Property Complaint/Other	34
Marijuana (If wish to remain anonymous must refer /Cultivation	35
Hazmat/Hazmat	35
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	35
Aggregate Dumping/Trash Pick Up/Illegal Dumping	35
Tree Complaint/Request to Abate a Visibility Obstruction by Tree(35
Graffiti/Sign	36
Sub-Standard Housing/Plumbing	36
Occupied Out-Building/Garage/Shed/Other	37
Ditches/Culverts/Drainage Problem	37
Traffic Signal/Damaged, Loose or Turned Signal Head	37
Street Lights/Street Light or Pole Damaged	38
Graffiti/Public Right-of-Way	39
Sub-Standard Housing/Structural Defects	40
Traffic Sign/New Sign Request	40
Barricades/Road End Barricade	42
Traffic Investigations/Speeding/New Speed Bumps	43
Street Lights/Street Light Knock Down	44
Pavement/Pothole/Paving Needed on Street	44

Customer Service Report March 25 to April 7, 2018

Request Type	Avg. Days To Close
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	44
Bridge Complaints/Bridge Maintenance, Fence & Guard Rail Repair	45
Private Property Vehicle/Non-Operable (Commercial Included)	45
Traffic Signal/Traffic Signal Light Out	45
Sidewalk/Curb, Gutter and Sidewalk Repair	46
Sidewalk/Request for New Sidewalk (Traffic Investigation)	47
Priority Housing/Total Lack of Heat	47
Traffic Signal/All Signals Dark	47
Traffic Signal/Traffic Signal Long Red	49
Barricades/Needed for Emergency, Barricade-End-Sidewalk End	49
Landscape/Vegetation/Cleaning of Vegetation and Debris from Soundwall	50
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	50
Sidewalk/Sidewalk Obstruction	52
Priority Housing/VOA (Vacant, Open, Accessible) Properties	53
Street Lights/Street Light Cover Missing/Wires Exposed	54
Traffic Sign/Graffiti	54
Traffic Investigations/New Sign Request	58
Street Lights/Group of Street Lights Out	58
Tree Complaint/Tree Obstructing Illumination of County Street Light	59
Traffic Signal/Traffic Signal Misc. Issues	60
Private Property Vehicle/Parked on Lawn	60
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	61
Ditches/Culverts/Ditch Cleaning	62
Mowing/Spraying - Weed Abatement/Maintain Roadside Vegetation by Mowing or Spraying	63
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	63
Road Markings/Missing and Faded	64
Traffic Signal/Traffic Signal Cycling Problem	64
Traffic Signal/Traffic Signal Flashing Red	64
Traffic Investigations/Parking Restriction/No Parking Sign	65
Street Lights/Street Light Out	65
Private Property Complaint/Junk/Rubbish	65
Traffic Signal/Pedestrian Signal Inoperative	67
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	68
Sub-Standard Housing/Other	69
Pavement/Pothole/Sunken Spot on Roadway	72
Landscape/Vegetation/Request for Removal of Vegetation Illegally Obstructing Sidewalks	72

Customer Service Report March 25 to April 7, 2018

Request Type	Avg. Days To Close
Landscape/Vegetation/Request to Abate Debris or Vegetation on Sidewalks	73
Street Lights/Street Light Miscellaneous Problem	75
Landscape/Vegetation/Vegetation Obstructing Sidewalks	77
Street Lights/Street Light Cycling On and Off	80
Private Property Complaint/Illegal Signage - Other	80
Private Property Complaint/Vacant, Unmaintained - Resident	82
Encroachment Violations/Basketball Hoop / Garbage Cans	82
Road Markings/Request for New Legends or Markings	85
Tree Complaint/Tree or Vegetation Obstructing Sidewalk	87
Traffic Investigations/Traffic Safety Related Issues	90
Sub-Standard Housing/Broken Window(s)	91
Traffic Signal/Traffic Signal Detection Problem	91
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	92
Encroachment Violations/Visibility Obstructions (Non-Vegetation)	96
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants	96
Private Property Vehicle/Occupied Mobile Homes/Trailers	104
Tree Complaint/Misc. Tree Calls	105
Encroachment Violations/Other Encroachment Types	111
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	113
Sub-Standard Housing/HVAC Issues (must be part of heating and cooling unit)	116
Sub-Standard Housing/Vector Infestation	117
Sidewalk/Tree or Vegetation Obstructing Sidewalk	117
Private Property Complaint/Illegal Signage - A-Frames	118
Tree Complaint/Tree Obstructing County Signal Pole Light Head	119
Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation	121
Private Property Vehicle/Other	125
Landscape/Vegetation/Request to Abate Debris or Vegetation on County Bi	127
Encroachment Violations/Signs that Block View or Path	134
Landscape/Vegetation/Miscellaneous Vegetation Calls	174

**Customer Service Report
March 25 to April 7, 2018**

Aging of Open Requests

Days	Count
<30	2,071
31 to 60	948
61 to 90	392
> 91	1,286