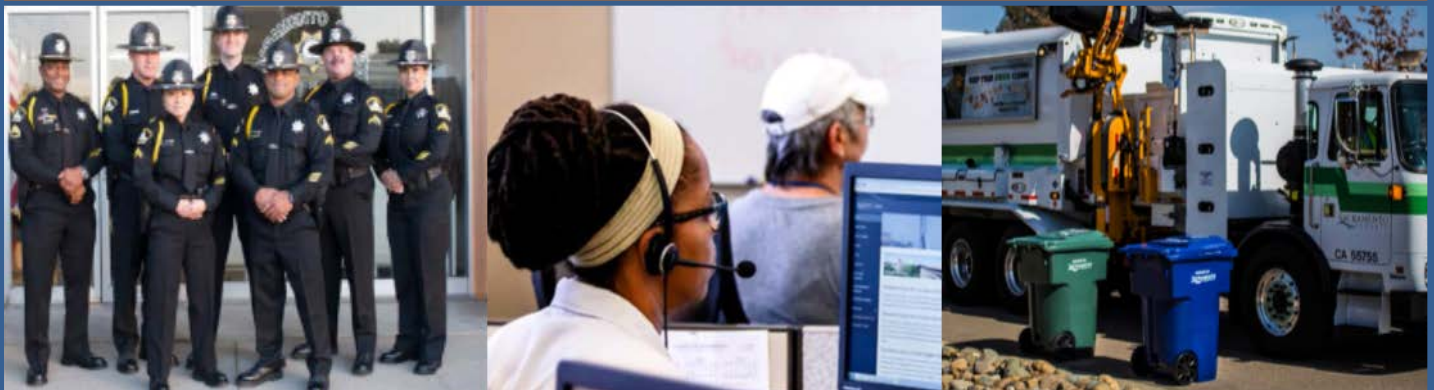


## SERVICE REQUESTS AND STATISTICS

August 19, 2018 – SEPTEMBER 1, 2018

BI-WEEKLY

# CUSTOMER SERVICE REPORT



Office of Customer Service  
916-875-4311

[www.311.saccounty.net](http://www.311.saccounty.net)

**Customer Service Report  
August 19, 2018 – September 1, 2018**

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## Customer Service Report August 19, 2018 – September 1, 2018

### Bi-weekly Statistics

Number of	
• Service request by calls	2,178
• Service request by mobile application	474
• Other	345
Service requests opened	2,997
Informational calls	1,860
Transferred calls	4,132
Service request closed	3,014
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	45	133	105	47	51	381
Missed Service/Garbage	3	76	126	80	44	329
Pavement/Pothole/Pothole/Chuckhole Repair	5	9	70	15	39	138
Animal Care/Dead Animal	2	35	57	23	18	135
Missed Service/Recycle	2	23	61	40	6	132
<b>Total</b>	<b>57</b>	<b>276</b>	<b>419</b>	<b>205</b>	<b>158</b>	<b>1,115</b>

## Customer Service Report August 19, 2018 – September 1, 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	33	124	94	40	48	339
Missed Service/Garbage	3	77	128	80	45	333
Pavement/Pothole/Pothole Chuckhole Repair	6	6	78	16	30	136
Animal Care/Dead Animal	3	36	59	20	19	137
Missed Service/Recycle	2	23	62	41	6	134
<b>Total</b>	<b>47</b>	<b>266</b>	<b>421</b>	<b>197</b>	<b>148</b>	<b>1,079</b>

**Customer Service Report**  
**August 19, 2018 – September 1, 2018**

**Cumulative Top Unresolved Service Request Types**

Type	District 1	District 2	District 3	District 4	District 5	Total
Abandoned Vehicles/Inoperable	19	84	168	87	25	383
Investigations/Negligence/Cruelty	12	78	143	75	36	344
Pavement/Pothole/Pothole/Chuckhole Repair	12	16	275	85	53	441
Private Property Complaint/Junk/Rubbish	50	140	412	146	50	798
Private Property Complaint/Other	63	195	618	314	104	1294
<b>Total</b>	<b>156</b>	<b>513</b>	<b>1,616</b>	<b>707</b>	<b>268</b>	<b>3260</b>

# Customer Service Report

## August 19, 2018 – September 1, 2018

### Board of Supervisor District Information

#### Service Requests by District

District	Count
<b>District 1 – Serna</b> <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	133
<b>District 2 – Kennedy</b> <i>(Parkway, Lemon Hill, Florin)</i>	630
<b>District 3 – Peters</b> <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	1,248
<b>District 4 – Frost</b> <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	581
<b>District 5 – Nottoli</b> <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	389
Unspecified	16
<b>Total</b>	<b>2,997</b>

## Customer Service Report August 19, 2018 – September 1, 2018

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

<b>District 1 - Serna</b>	
Waste Management/Illegal Dumping	45
<b>District 2 - Kennedy</b>	
Waste Management/Illegal Dumping	133
Missed Service/Garbage	76
Abandoned Vehicles/Inoperable	37
Animal Care/Dead Animal	35
Missed Service/Green Waste	24
Missed Service/Recycle	23
Stray/Roam	20
Investigations/Barking (Dogs Only)	17
Private Property Complaint/Junk/Rubbish	14
Investigations/Negligence/Cruelty	13
Abandoned Vehicles/Dismantled	12
Shopping Cart/By Vendor	10
<b>District 3 - Peters</b>	
Missed Service/Garbage	126
Waste Management/Illegal Dumping	105
Pavement/Pothole/Pothole / Chuckhole Repair	70
Missed Service/Green Waste	66
Missed Service/Recycle	61
Animal Care/Dead Animal	57
Private Property Complaint/Junk/Rubbish	42
Abandoned Vehicles/Inoperable	41
Investigations/Barking (Dogs Only)	41
Abandoned Vehicles/Wrecked	30
Private Property Vehicle/Non-Operable (Commercial Included)	22
Stray/Roam	22
Owned/Aggressive - Not Happening Now	21
Private Property Complaint/Other	20
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	19
Stray/Injured	18

## Customer Service Report August 19, 2018 – September 1, 2018

Wild/Injured	17
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	15
Investigations/Negligence/Cruelty	15
Missed Service/Neighborhood Clean Up (NCU)	15
Stray/Confined	14
Street Lights/Street Light Out	13
Graffiti/Private Property	13
Owned/Nuisance (Dog Only)	13
Stray/Aggressive - Happening Now	12
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	12
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	12
Private Property Vehicle/Parked on Lawn	11
Abandoned Vehicles/Dismantled	10
<b>District 4 – Frost</b>	
Missed Service/Garbage	80
Waste Management/Illegal Dumping	47
Missed Service/Recycle	40
Abandoned Vehicles/Inoperable	31
Animal Care/Dead Animal	23
Investigations/Barking (Dogs Only)	23
Missed Service/Green Waste	19
Private Property Complaint/Junk/Rubbish	19
Abandoned Vehicles/Dismantled	16
Pavement/Pothole/Pothole / Chuckhole Repair	15
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	15
Private Property Complaint/Other	14
Investigations/Negligence/Cruelty	11
Graffiti/Private Property	10
Abandoned Vehicles/Wrecked	10
Stray/Roam	10
<b>District 5 – Nottoli</b>	
Waste Management/Illegal Dumping	51
Missed Service/Garbage	44



**Customer Service Report**  
**August 19, 2018 – September 1, 2018**

Pavement/Pothole/Pothole / Chuckhole Repair	39
Animal Care/Dead Animal	18
Stray/Roam	16
Environmental Compliance/EMD On-Call Hazmat	12
Private Property Complaint/Other	10
<b>Unspecified</b>	
Unspecified	0

## Customer Service Report August 19, 2018 – September 1, 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/Rescue	0
Animal Care/Dead Animal	0
Animal Care/Transfer	0
Bridge Request/Bridge Opening/Closing	0
CUBS/Transfer	0
District Attorney/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/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/Miscellaneous Services/Parking Enforcement	0
Outside Agency/Other	0
Office of Emergency Services/Emergency Alert Officer Notification	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
Shopping Cart/By Vendor	0
Wild/Aggressive - Happening Now	0
Wild/Injured	0
Wild/Sick	0

## Customer Service Report August 19, 2018 – September 1, 2018

Request Type	Avg. Days To Close
Wild/Traffic	0
Wild/Trapped	0
Wild/Aggressive - Not Happening Now	0
Wild/Roam	0
Waste Management/Calendar Request	0
Zoning/Mobile Home Zoning Complaint	1
Stray/Roam	1
Sub-Standard Housing/Vector Infestation	1
Owned/Aggressive - Happening Now	1
Pick Up/License/Specimen Pick Up	1
Investigations/Barking (Dogs Only)	1
Investigations/Bite - Not Happening Now	1
Building Permits and Inspections (BPI)/Emergency On-Call Inspector Request	1
Assist (On-Scene Only)/Fire	1
Priority Housing/No Hot Water	1
Traffic Sign/Graffiti	2
Street Lights/Street Light or Pole Damaged	2
Waste Management/Illegal Dumping	2
Owned/Nuisance (Dog Only)	3
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	3
Environmental Compliance/Hazardous Substances	3
Environmental Compliance/Hazardous Conditions	4
Investigations/Kennel	4
Investigations/Negligence/Cruelty	4
Owned/Aggressive - Not Happening Now	4
Stray/Confined	5
Regional Parks/Illegal Activity	5
Regional Parks/Illegal Camp	5
Street Lights/Group of Street Lights Out	5
Traffic Signal/Traffic Signal Long Red	5
Barricades/Needed for Emergency, Barricade-End-Sidewalk End	6
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	7
Traffic Signal/All Signals Dark	7
Road Markings/Missing and Faded	7
Regional Parks/Other	7
Regional Parks/Graffiti	7
Waste Management/Missed Sweeper Request	7
Tree Complaint/Tree or Vegetation Obstructing Sidewalk	8

## Customer Service Report August 19, 2018 – September 1, 2018

Request Type	Avg. Days To Close
Traffic Signal/Traffic Signal Light Out	9
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants	9
Traffic Signal/Traffic Signal Flashing Red	10
Traffic Signal/Traffic Signal Knock Down	10
Tree Complaint/Tree Limb Down Obstructing Bike Lane or Sidewalk	10
Traffic Signal/Traffic Signal Short Green	11
Waste Management/Report Scavenging	11
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) - Immediately	11
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	11
Hazmat/Hydraulic Spill	11
Traffic Signal/Traffic Signal Cycling Problem	12
Traffic Signal/Traffic Signal Misc. Issues	12
Street Lights/Street Light Cover Missing/Wires Exposed	12
Traffic Signal/Pedestrian Signal Inoperative	13
Regional Parks/Maintenance Request	13
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	13
Environmental Health (All Jurisdictions)/Food Facility Complaint	14
Investigations/Illegal Sales	14
Graffiti/Public Right-of-Way	14
Abandoned Vehicles/Dismantled	14
Barricades/Road End Barricade	14
Ditches/Culverts/Shoulder Erosion/Drop-Off/Repair	15
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	15
Private Property Complaint/Illegal Signage - Other	15
Pavement/Pothole/Pothole/Chuckhole Repair	16
Social Services/Environmental Management	16
Graffiti/Private Property	16
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) – Immediately	17
Sub-Standard Housing/Plumbing	17
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	18
Traffic Sign/New Sign Request	18
Traffic Sign/Street Name Sign Missing or Down	18
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	18

## Customer Service Report August 19, 2018 – September 1, 2018

Request Type	Avg. Days To Close
Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation	18
Marijuana (If wish to remain anonymous must refer /Cultivation	18
Abandoned Vehicles/Wrecked	18
Abandoned Vehicles/Inoperable	19
Bridge Complaints/Bridge Maintenance, Fence & Guard Rail Repair	20
Sub-Standard Housing/HVAC Issues (must be part of heating and cooling unit	20
Zoning/Rooster (in Residential Zone)	20
Traffic Investigations/Speeding/New Speed Bumps	21
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	23
Priority Housing/Surfacing Sewage	24
Street Lights/Street Light Out	24
Building Permits and Inspections (BPI)/Fence/Retaining Wall	26
Business Licenses/Business Operating Without License	27
Occupied Out-Building/Garage/Shed/Other	27
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	27
Aggregate Dumping/Trash Pick Up/Visual Blight-Trash and Homeless Camp Clean Up	28
Tree Complaint/Request to Abate a Visibility Obstruction by Tree	28
Hazmat/Hazmat	29
Private Property Vehicle/Other	29
Aggregate Dumping/Trash Pick Up/Illegal Dumping	34
Sub-Standard Housing/Other	37
Regional Parks/Trash and Debris	39
Pavement/Pothole/Paving Needed on Street	42
Sidewalk/Request for New Sidewalk (Traffic Investigation)	42
Private Property Vehicle/Parked on Lawn	44
Priority Housing/VOA (Vacant, Open, Accessible) Properties	45
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	46
Sidewalk/Sidewalk Obstruction	47
Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	48
Private Property Complaint/Other	50
Landscape/Vegetation/Request to Abate Debris or Vegetation on Sidewalks	51
Ditches/Culverts/Drainage Problem	52
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	52
Landscape/Vegetation/Miscellaneous Vegetation Calls	53

## Customer Service Report August 19, 2018 – September 1, 2018

Request Type	Avg. Days To Close
Encroachment Violations/Basketball Hoop/Garbage Cans	53
Bridge Complaints/Sound wall Repair	58
Landscape/Vegetation/Vegetation Obstructing Sidewalks	58
Private Property Vehicle/Non-Operable (Commercial Included)	58
Mowing/Spraying - Weed Abatement/Maintain Roadside Vegetation by Mowing or Spraying	59
Sidewalk/Curb, Gutter and Sidewalk Repair	60
Sub-Standard Housing/Rodent Harborage	60
Private Property Complaint/Vacant, Unmaintained - Resident	63
Private Property Complaint/Junk/Rubbish	65
Sub-Standard Housing/Deteriorated Floors	66
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	70
Traffic Investigations/New Sign Request	75
Encroachment Violations/Other Encroachment Types	79
Mowing/Spraying - Weed Abatement/Requesting for Weed Abatement within County Rights	79
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	83
Pavement/Pothole/Sunken Spot on Roadway	87
Ditches/Culverts/Ditch Cleaning	93
Tree Complaint/Request for Arden Park Ash Tree Removal and Replace	115
Sub-Standard Housing/Electrical Malfunction	123
Sub-Standard Housing/Structural Defects	129
Encroachment Violations/Visibility Obstructions (Non-Vegetation)	134
Tree Complaint/Tree Obstructing County Sign/Pole	134
Private Property Vehicle/Occupied Mobile Homes/Trailers	148
Priority Housing/Total Lack of Heat	156
Ditches/Culverts/Off Road - Other Unknown Maintenance Needs	162
Tree Complaint/Misc. Tree Calls	165
Private Property Complaint/Overflowing Dumpster	167
Ditches/Culverts/*Misc. Flooding	170
Encroachment Violations/Signs that Block View or Path	264
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	347
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	376
Sweeper Request/Landscape/Median Clean Up and Debris Removal	460
Street Lights/Street Light Miscellaneous Problem	470

**Customer Service Report  
August 19, 2018 – September 1, 2018**

**Aging of Open Requests**

<b>Days</b>	<b>Count</b>
<30	1,952
31 to 60	887
61 to 90	741
> 91	3,469