

SERVICE REQUESTS AND STATISTICS
DECEMBER 1, 2018 – DECEMBER 31, 2018

MONTHLY
**CUSTOMER SERVICE
REPORT**



Apply for a
Marriage License



Records Search



Birth Certificates



Office of Customer Service
916-875-4311
www.311.saccounty.net

**Customer Service Report
December 1, 2018 – December 31, 2018**

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Department of the Month

Department: County Clerk/Recorder
Director: Donna Allred
Website: www.ccr.saccounty.net

Mission: To comply with state statutory requirements and provide exemplary service to customers while maintaining the highest degree of respect, fairness, public trust and integrity.

Divisions:

Customer Service

- **Downtown location at 600 8th Street, Sacramento CA 95814:** Services include real estate document recording, including maps; issuing birth, death and marriage certificates; issuing marriage licenses and performing wedding ceremonies; Environmental Impact Reports (EIR) filing; official records viewing and copies; process server and notary public registrations.
- **County Service Center East at 5229-B Hazel Avenue, Fair Oaks CA 95628:** Services include issuing birth, death and marriage certificates; issuing marriage licenses and performing wedding ceremonies; official records viewing and copies; process server and notary public registrations. **Note:** Same-day document recording is not available at this location. Documents are accepted for recording within 2 business days.
- **County Service Center South at 8239 E. Stockton Boulevard, Sacramento CA 95828:** Services include issuing birth, death and marriage certificates; issuing marriage licenses and performing wedding ceremonies; official records viewing and copies; process server and notary public registrations. **Note:** Same-day document recording is not available at this location. Documents are accepted for recording within 2 business days.

Document Management

Services include cash accounting; document indexing and imaging; electronic recording systems management; receive and file Oaths of Office for elected officials or appointed officers working in the county.

Administrative Services

Support services provided for all customer service operations, budget, purchasing, accounting, human resources, facilities management and public outreach.

Office of Compliance

Ensures compliance by the County's Health Insurance Portability and Accountability Act (HIPAA) covered programs with federal and state laws to safeguard privacy and security of patient protected health information. This office also monitors and reports on Fair and Accurate Credit Transactions Act (FACTA) Red Flags Rule to prevent identity theft.

FTE: 71 FTE permanent staff budgeted positions.

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Monthly Statistics

Number of	
• Service request by calls	4,238
• Service request by mobile application	931
• Other	576
Service requests opened	5,745
Informational calls	3,606
Transferred calls	6,558
Service request closed	5,091
Average days to close service request	13

Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	29	191	423	153	85	881
Waste Management/Illegal Dumping	119	205	158	86	97	665
Missed Service/Green Waste	1	57	180	83	28	349
Missed Service/Recycle	6	73	167	73	28	347
Pavement/Pothole/Pothole/Chuckhole Repair	10	20	198	57	40	325
Total	165	546	1,126	452	278	2,567

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Monthly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	29	190	424	154	85	882
Waste Management/Illegal Dumping	111	203	152	88	97	651
Pavement/Pothole/Pothole/Chuckhole Repair	9	23	207	73	51	363
Missed Service/Recycle	6	73	166	73	28	346
Missed Service/Green Waste	1	56	179	83	28	347
Total	156	545	1,128	471	289	2,589

Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Abandoned Vehicles/Inoperable	14	36	167	77	15	309
Animal Care Investigations/Negligence/Cruelty	17	85	185	97	58	442
Pavement/Pothole/Pothole/Chuckhole Repair	15	25	413	152	75	680
Private Property Complaint/Junk/Rubbish	44	164	336	150	64	758
Private Property Complaint/Other	37	144	414	194	72	861
Total	127	454	1,515	670	284	3,050

Customer Service Report

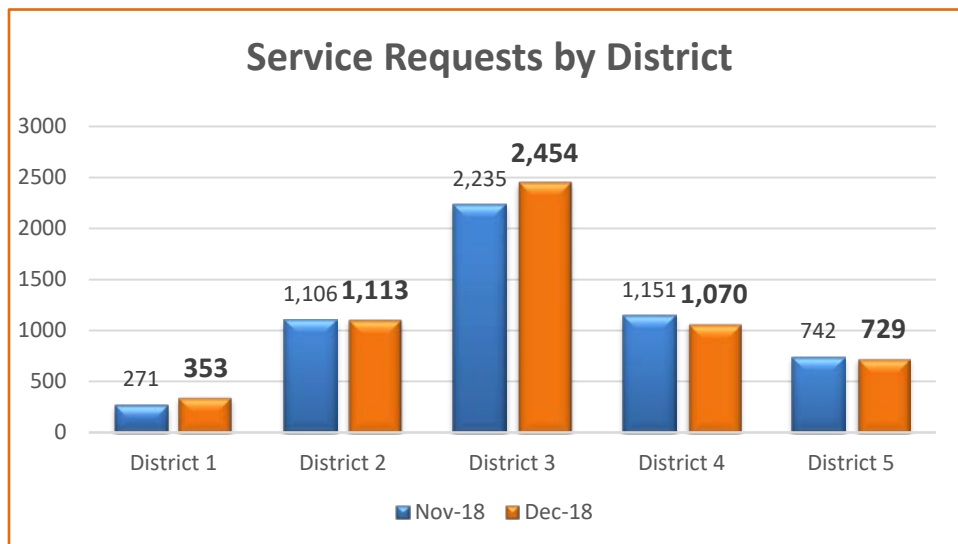
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Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	353
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	1,113
District 3 – Peters <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,454
District 4 – Frost <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	1,070
District 5 – Nottoli <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	729
Unspecified	26
Total	5,745

Monthly Comparison: November 2018 vs. December 2018



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Top Service Request Opened by District (> 10 requests)

District 1 - Serna	
Waste Management/Illegal Dumping	119
Missed Service/Garbage	29
Environmental Compliance/EMD On-Call Hazmat	13
Animal Care Stray/Roam	12
Pavement/Pothole/Pothole/Chuckhole Repair	10
District 2 – Kennedy	
Waste Management/Illegal Dumping	205
Missed Service/Garbage	191
Missed Service/Recycle	73
Missed Service/Green Waste	57
Animal Care Stray/Roam	46
Animal Care/Dead Animal	37
Abandoned Vehicles/Inoperable	29
Private Property Complaint/Junk/Rubbish	27
Animal Care Stray/Injured	24
Animal Care Investigations/Barking (Dogs Only)	20
Pavement/Pothole/Pothole / Chuckhole Repair	20
Animal Care Stray/Confined	20
Graffiti/Private Property	19
Animal Care Investigations/Negligence/Cruelty	14
Abandoned Vehicles/Wrecked	14
Abandoned Vehicles/Dismantled	14
Missed Service/Neighborhood Clean Up (NCU)	13
Animal Care Owned/Aggressive - Not Happening Now	12
Street Lights/Street Light Out	12
Private Property Complaint/Other	11
Notify Supervisor/Recycle	10
Shopping Cart/By Vendor	10
Animal Care Owned/Nuisance (Dog Only)	10

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District 3 - Peters	
Missed Service/Garbage	423
Pavement/Pothole/Pothole / Chuckhole Repair	198
Missed Service/Green Waste	180
Missed Service/Recycle	167
Waste Management/Illegal Dumping	158
Abandoned Vehicles/Inoperable	84
Animal Care/Dead Animal	81
Animal Care Investigations/Barking (Dogs Only)	75
Animal Care Stray/Roam	59
Private Property Complaint/Junk/Rubbish	49
Graffiti/Private Property	48
Abandoned Vehicles/Wrecked	30
Private Property Complaint/Other	27
Animal Care Investigations/Negligence/Cruelty	26
Missed Service/Neighborhood Clean Up (NCU)	25
Private Property Vehicle/Parked on Lawn	24
Animal Care Owned/Aggressive - Not Happening Now	23
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	23
Notify Supervisor/Garbage	22
Regional Parks/Trash and Debris	22
Animal Care Stray/Injured	22
Animal Care Stray/Confined	21
Street Lights/Street Light Out	21
Traffic Signal/Traffic Signal Flashing Red	21
Sub-Standard Housing/Other	20
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	20
Animal Care Wild/Injured	18
Abandoned Vehicles/Dismantled	16
Regional Parks/Illegal Camp	16
Encroachment Violations/Basketball Hoop/Garbage Cans	15
Traffic Sign/Street Name Sign Missing or Down	13
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	13

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Animal Care Stray/Aggressive - Happening Now	12
Sidewalk/Curb, Gutter and Sidewalk Repair	12
Sidewalk/Sidewalk Obstruction	11
Notify Supervisor/Recycle	11
Environmental Compliance/EMD On-Call Hazmat	10
Animal Care Stray/Sick	10
Regional Parks/Maintenance Request	10
Shopping Cart/By Vendor	10
Waste Management/Missed Sweeper Request	10
District 4 – Frost	
Missed Service/Garbage	153
Waste Management/Illegal Dumping	86
Missed Service/Green Waste	83
Missed Service/Recycle	73
Pavement/Pothole/Pothole/Chuckhole Repair	57
Animal Care Stray/Roam	36
Animal Care Investigations/Barking (Dogs Only)	34
Animal Care/Dead Animal	33
Abandoned Vehicles/Inoperable	29
Street Lights/Street Light Out	22
Abandoned Vehicles/Wrecked	21
Private Property Complaint/Junk/Rubbish	21
Animal Care Owned/Aggressive - Not Happening Now	19
Animal Care Investigations/Negligence/Cruelty	17
Shopping Cart/By Vendor	16
Private Property Complaint/Other	15
Traffic Signal/Traffic Signal Flashing Red	14
Graffiti/Private Property	14
Animal Care Owned/Aggressive - Happening Now	12
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	12
Environmental Compliance/EMD On-Call Hazmat	10
Animal Care Stray/Confined	10

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District 5 – Nottoli	
Waste Management/Illegal Dumping	97
Missed Service/Garbage	85
Animal Care Stray/Roam	52
Pavement/Pothole/Pothole/Chuckhole Repair	40
Animal Care/Dead Animal	39
Missed Service/Green Waste	28
Missed Service/Recycle	28
Animal Care Stray/Traffic	18
Abandoned Vehicles/Inoperable	14
Missed Service/Neighborhood Clean Up (NCU)	13
Animal Care Stray/Confined	13
Private Property Complaint/Junk/Rubbish	12
Assist (On-Scene Only)/Police/Sheriff	11
Environmental Compliance/EMD On-Call Hazmat	11
Animal Care Assist (On-Scene Only)/Animal Control Agency	10
Investigations/Negligence/Cruelty	10
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	10
Unspecified	
Unspecified	0

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Average Number of Days to Close a Service Request

Request Type	Avg. Days To Close
Public Works & Infrastructure/Waste Management	1
Animal Care Pick Up/License/Specimen Pick Up	1
Environmental Health (All Jurisdictions)/Lead Complaints	1
Animal Care Investigations/Bite - Happening Now	1
Animal Care Wild/Aggressive - Not Happening Now	1
Animal Care Investigations/Tethered	1
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	2
Animal Care Stray/Tied	2
Animal Care Wild/Roam	2
Waste Management/Missed Sweeper Request	2
Abandoned Vehicles/Inoperable	3
Abandoned Vehicles/Wrecked	3
Waste Management/Illegal Dumping	4
Sweeper Request/Landscape/Median Clean Up and Debris Removal	5
Aggregate Dumping/Trash Pick Up/Trash Pick Up (Larger Items)	7
Abandoned Vehicles/Dismantled	8
Regional Parks/Illegal Camp	8
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	9
Traffic Signal/Traffic Signal Misc. Issues	11
Street Lights/Street Light Miscellaneous Problem	11
Environmental Compliance/Hazardous Substances	12
Ditches/Culverts/Ditch Cleaning	12
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	12
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	13
Barricades/Needed for Emergency, Barricade-End-Sidewalk End	13
Ditches/Culverts/Drainage Problem	13
Traffic Signal/Damaged, Loose or Turned Signal Head	13
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) – Immediately	13
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) – Immediately	14
Aggregate Dumping/Trash Pick Up/Illegal Dumping	14
Animal Care/Dead Animal	14
Ditches/Culverts/Miscellaneous Flooding	14
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	14

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Request Type	Avg. Days To Close
Animal Care Stray/Roam	14
Traffic Signal/Traffic Signal Flashing Red	14
Tree Complaint/Tree Obstructing County Sign/Pole	15
Waste Management/Report Scavenging	16
Hazmat/Hydraulic Spill	16
Landscape/Vegetation/Request to Abate Debris or Vegetation on Sidewalks	16
Traffic Signal/Pedestrian Signal Inoperative	16
Sub-Standard Housing/HVAC Issues (must be part of heating and cooling unit)	16
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	16
Road Markings/Request for New Legends or Markings	17
Traffic Signal/Traffic Signal Long Red	17
Traffic Investigations/Traffic Safety Related Issues	17
Regional Parks/Other	17
Ditches/Culverts/Off Road - Other Unknown Maintenance Needs	17
Hazmat/Hazmat	18
Graffiti/Private Property	18
Traffic Sign/Graffiti	18
Road Markings/Missing and Faded	18
Graffiti/Public Right-of-Way	18
Graffiti/Sign	18
Traffic Signal/Traffic Signal Detection Problem	18
Traffic Signal/All Signals Dark	19
Street Lights/Group of Street Lights Out	19
Animal Care Owned/Aggressive - Happening Now	19
Street Lights/Street Light Knock Down	19
Road Markings/Road Lines/Edge Lines	19
Regional Parks/Trash and Debris	20
Environmental Health (All Jurisdictions)/Food Facility Complaint	20
Traffic Signal/Traffic Signal Cycling Problem	20
Bridge Complaints/Bridge Maintenance, Fence & Guard Rail Repair	21
Private Property Vehicle/Other	21
Street Lights/Street Light on Daytime	21
Traffic Sign/Street Name Sign Missing or Down	22
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	22
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	22
Pavement/Pothole/Pothole/Chuckhole Repair	23
Environmental Health (All Jurisdictions)/Public Pool Complaint	23

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Request Type	Avg. Days To Close
Traffic Signal/Traffic Signal Light Out	24
Tree Complaint/Tree Obstructing Illumination of County Street Light	25
Animal Care Wild/Injured	25
Tree Complaint/Request to Abate a Visibility Obstruction by Tree	26
Tree Complaint/Tree Limb Down Obstructing Bike Lane or Sidewalk	26
Street Lights/Street Light or Pole Damaged	26
Regional Parks/Graffiti	26
Private Property/Vehicle for Sale on Vacant Lot	27
Pavement/Pothole/Construction or Trench Plate Shifted or Moved	27
Zoning/Rooster (in Residential Zone)	27
Street Lights/Street Light Dim	28
Tree Complaint/Miscellaneous Tree Calls	28
Street Lights/Street Light Out	30
Aggregate Dumping/Trash Pick Up/Visual Blight-Trash and Homeless Camp Clean Up	30
Priority Housing/No Hot Water	31
Tree Complaint/Tree or Vegetation Obstructing Sidewalk	31
Traffic Investigations/Speeding/New Speed Bumps	32
Traffic Sign/New Sign Request	32
Regional Parks/Maintenance Request	33
Traffic Signal/Traffic Signal Short Green	33
Animal Care Stray/Aggressive - Not Happening Now	34
Animal Care Stray/Sick	34
Sidewalk/Sidewalk Obstruction	36
Sub-Standard Housing/Electrical Malfunction	36
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	36
Tree Complaint/Request for Arden Park Ash Tree Removal and Replace	39
Encroachment Violations/Other Encroachment Types	41
Private Property Vehicle/Parked on Lawn	43
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	43
Animal Care Investigations/Abandoned Animal	44
Animal Care Stray/Confined	45
Sub-Standard Housing/Other	46
Animal Care Investigations/Barking (Dogs Only)	47
Sub-Standard Housing/Structural Defects	47
Pavement/Pothole/Paving Needed on Street	51
Private Property Complaint/Vacant, Unmaintained - Resident	54
Animal Care Wild/Trapped	56

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Request Type	Avg. Days To Close
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	56
Private Property Complaint/Overflowing Dumpster	58
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	59
Encroachment Violations/Basketball Hoop/Garbage Cans	59
Private Property Complaint/Junk/Rubbish	62
Sidewalk/Curb, Gutter and Sidewalk Repair	62
Environmental Compliance/Hazardous Conditions	62
Priority Housing/VOA (Vacant, Open, Accessible) Properties	62
Priority Housing/Surfacing Sewage	63
Sub-Standard Housing/Vector Infestation	64
Private Property Complaint/Other	64
Sub-Standard Housing/Plumbing	66
Sub-Standard Housing/Rodent Harborage	66
Business Licenses/Business Operating Without License	68
Pavement/Pothole/Sunken Spot on Roadway	70
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	75
Animal Care Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	78
Occupied Out-Building/Garage/Shed/Other	80
Private Property Vehicle/Non-Operable (Commercial Included)	83
Sub-Standard Housing/Roof Leak	83
Marijuana (If wish to remain anonymous must refer /Cultivation	86
Private Property Vehicle/Occupied Mobile Homes/Trailers	89
Sub-Standard Housing/Deteriorated Floors	94
Landscape/Vegetation/Miscellaneous Vegetation Calls	96
Encroachment Violations/Signs that Block View or Path	100
Animal Care Owned/Aggressive - Not Happening Now	127
Sidewalk/Tree or Vegetation Obstructing Sidewalk	135
Animal Care Investigations/Negligence/Cruelty	160
Landscape/Vegetation/Vegetation Obstructing Sidewalks	171
Animal Care Owned/Nuisance (Dog Only)	172
Zoning/Bee Keeping	172
Animal Care Investigations/Bite - Not Happening Now	202
Animal Care Investigations/Kennel	249
Private Property Complaint/Illegal Signage - Other	267

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Aging of Open Requests

Days	Count
< 30	1,536
31 to 60	1,082
61 to 90	851
> 91	4,424

Departments are working to establish meaningful Service Level Agreements (SLA) by complaint type that will measure responsiveness to customer requests for service.

SLA completion and integration of departmental systems with the County Customer Relationship Management database (CRM) is expected within the next year.

Until completion of department SLA and OSC departmental system integration, Aging Service Requests are explained as follows:

Process – Departmental processes for case completion vary. Many case types require between 30 days and up to 1 year to process.

Systems – Departments that do not have their database systems fully integrated with the County CRM may have completed a requested item, but lack of system integration does not close the item in the County CRM. This issue will resolve with CRM integration.

Workload – Manual work required by administrative staff to open and close service request in the County CRM can be delayed due to competing departmental requirements. This issue should also be resolved with County CRM integration.

Many departments utilize work project assistance to complete service requests and this resource is not always available.

Seasonal/Cycle – Construction season is late spring early summer, many projects are completed in season or on cycle.