

**SERVICE REQUESTS AND STATISTICS**  
NOVEMBER 1, 2018 – NOVEMBER 30, 2018

MONTHLY  
**CUSTOMER SERVICE  
REPORT**



Office of Customer Service  
916-875-4311  
[www.311.saccounty.net](http://www.311.saccounty.net)

**Customer Service Report  
November 1, 2018 – November 30, 2018**

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# Customer Service Report

## November 1, 2018 – November 30, 2018

### Department of the Month

**Department:** Environmental Management Department (EMD)  
**Deputy Director:** Marie Woodin  
**Website:** [emd.saccounty.net](http://emd.saccounty.net)

**Mission:** To protect public health and the environment by ensuring compliance with environmental regulations.

#### ENVIRONMENTAL HEALTH

**Food Protection Program:** EMD is responsible for the inspection of retail food facilities and enforcement of state and local health codes governing these facilities to ensure safe food is provided to the public in order to prevent illnesses and death. Inspections evaluate food handling practices, facility sanitation, and employee hygiene to ensure compliance with regulatory requirements.

**Recreational Health Program:** EMD ensures that recreational health facilities in Sacramento County meet specific health and safety standards. This is accomplished by conducting annual health and safety inspections of all public swimming pools, spas, water parks, and spray grounds within the County of Sacramento.

**Lead Program:** The purpose of this program is to reduce childhood lead poisoning in Sacramento County and to ensure the abatement of lead hazards. Elevated child blood lead level cases are reported to the Public Health Officer by physicians and EMD investigates and tracks these cases until such time as the child's blood lead level is reduced to below DHS criteria.

**The Body Art Program:** EMD regulates tattooing, permanent cosmetics, branding, and piercing in Sacramento County through inspections of body art facilities and requires all body art practitioners to annually register with the County and work from an approved and inspected facility.

#### ENVIRONMENTAL COMPLIANCE

**Small Water Systems** EMD is the Local Primacy Agency, under a delegation agreement with the State Water Resources Control Board (SWRCB), to regulate Small Drinking Water Systems. This program regulates public water systems with between 15 and 200 service connections and state small water systems with at least five to fourteen service connections.

**Incident Response** In the event of an incident involving hazardous materials which constitute a threat to public health or the environment, EMD works with the County Health Officer and fire agencies to initiate actions to mitigate the hazards. EMD supervises and approves the post-incident environmental cleanup when required. An EMD Incident Response Team member is on-call 24 hours a day, seven days a week.

**Abandoned Well Program:** The Abandoned Well Program reduces physical safety hazards (fall-in hazards) and prevents potential groundwater contamination from surface pollution sources. EMD identifies abandoned wells that need to be either repaired to become operational, inactivated if they will be used in the future, or properly destroyed.

**Medical Waste:** EMD performs inspections of large quantity generators and enforces medical waste regulations as they apply to handling, storage, treatment, and disposal of biohazardous waste within Sacramento County and its incorporated cities.

**FTE:** 121 FTE permanent staff budgeted positions for the Environmental Management Department

## Customer Service Report November 1, 2018 – November 30, 2018

### Monthly Statistics

Number of	
• Service request by calls	4,137
• Service request by mobile application	827
• Other	574
Service requests opened	5,538
Informational calls	4,131
Transferred calls	7,676
Service request closed	7,336
Average days to close service request	33

### Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	8	182	290	178	71	729
Waste Management/Illegal Dumping	83	204	153	90	82	612
Pavement/Pothole/Pothole/Chuckhole Repair	11	22	116	87	68	304
Missed Service/Green Waste	3	29	165	71	18	286
Missed Service/Recycle	6	63	120	65	27	281
<b>Total</b>	<b>111</b>	<b>500</b>	<b>844</b>	<b>491</b>	<b>266</b>	<b>2,212</b>

## Customer Service Report November 1, 2018 – November 30, 2018

### Monthly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	8	183	289	178	71	729
Waste Management/Illegal Dumping	84	217	172	88	79	640
Abandoned Vehicles/Inoperable	28	148	199	113	31	519
Pavement/Pothole/Pothole/Chuckhole Repair	21	28	198	80	105	432
Missed Service/Green Waste	3	29	166	71	18	287
<b>Total</b>	<b>144</b>	<b>605</b>	<b>1,024</b>	<b>530</b>	<b>304</b>	<b>2,607</b>

### Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Animal Care Investigations Negligence/Cruelty	17	93	177	96	56	439
Pavement/Pothole/Pothole/Chuckhole Repair	14	25	394	162	81	676
Private Property Complaint/Junk/Rubbish	39	144	318	137	55	693
Private Property Complaint/Other	32	139	414	192	70	847
Private Property Vehicle/Parked on Lawn	8	88	127	44	17	284
<b>Total</b>	<b>110</b>	<b>489</b>	<b>1,430</b>	<b>631</b>	<b>279</b>	<b>2,939</b>

# Customer Service Report

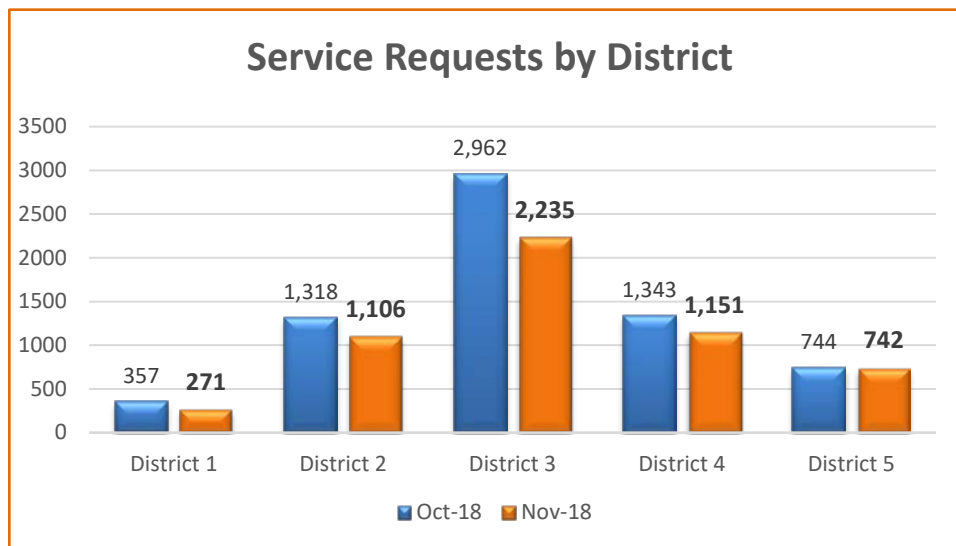
## November 1, 2018 – November 30, 2018

### Board of Supervisor District Information

#### Service Requests by District

District	Count
<b>District 1 – Serna</b> <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	271
<b>District 2 – Kennedy</b> <i>(Parkway, Lemon Hill, Florin)</i>	1,106
<b>District 3 – Peters</b> <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,235
<b>District 4 – Frost</b> <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	1,151
<b>District 5 – Nottoli</b> <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	742
Unspecified	33
<b>Total</b>	<b>5,338</b>

### Monthly Comparison: October 2018 vs. November 2018



## Customer Service Report November 1, 2018 – November 30, 2018

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

<b>District 1 - Serna</b>	
Waste Management/Illegal Dumping	83
Pavement/Pothole/Pothole/Chuckhole Repair	11
Animal Care/Dead Animal	10
Environmental Health (All Jurisdictions)/Food Facility Complaint	10
<b>District 2 – Kennedy</b>	
Waste Management/Illegal Dumping	204
Missed Service/Garbage	182
Missed Service/Recycle	63
Animal Care Stray/Roam	59
Animal Care/Dead Animal	37
Abandoned Vehicles/Inoperable	37
Missed Service/Neighborhood Clean Up (NCU)	29
Missed Service/Green Waste	29
Investigations/Barking (Dogs Only)	27
Private Property Complaint/Other	26
Pavement/Pothole/Pothole/Chuckhole Repair	22
Abandoned Vehicles/Wrecked	19
Animal Care Stray/Aggressive - Happening Now	19
Private Property Complaint/Junk/Rubbish	18
Animal Care Investigations/Negligence/Cruelty	15
Private Property Vehicle/Parked on Lawn	14
Shopping Cart/By Vendor	13
Animal Care Stray/Injured	13
Animal Care Owned/Aggressive - Not Happening Now	12
Environmental Compliance/EMD On-Call Hazmat	12
Animal Care Owned/Nuisance (Dog Only)	11
Street Lights/Street Light Out	11
Notify Supervisor/Recycle	11
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	11
Animal Care Stray/Confined	10
<b>District 3 - Peters</b>	
Missed Service/Garbage	290

## Customer Service Report November 1, 2018 – November 30, 2018

Missed Service/Green Waste	165
Waste Management/Illegal Dumping	153
Missed Service/Recycle	120
Pavement/Pothole/Pothole/Chuckhole Repair	116
Animal Care/Dead Animal	84
Abandoned Vehicles/Inoperable	81
Investigations/Barking (Dogs Only)	66
Animal Care Stray/Roam	62
Private Property Complaint/Junk/Rubbish	51
Missed Service/Neighborhood Clean Up (NCU)	49
Graffiti/Private Property	38
Animal Care Investigations/Negligence/Cruelty	36
Private Property Complaint/Other	34
Abandoned Vehicles/Wrecked	32
Private Property Vehicle/Parked on Lawn	29
Animal Care Stray/Injured	29
Street Lights/Street Light Out	27
Animal Care Stray/Confined	24
Abandoned Vehicles/Dismantled	21
Animal Care Wild/Injured	20
Animal Care Stray/Sick	18
Regional Parks/Illegal Camp	18
Animal Care Owned/Aggressive - Not Happening Now	18
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	18
Traffic Signal/All Signals Dark	17
Sidewalk/Curb, Gutter and Sidewalk Repair	17
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	17
Animal Care Owned/Nuisance (Dog Only)	16
Notify Supervisor/Garbage	15
Notify Supervisor/Recycle	15
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	14
Ditches/Culverts/Drainage Problem	14
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	14
Traffic Signal/Traffic Signal Short Green	14



## Customer Service Report November 1, 2018 – November 30, 2018

Private Property Vehicle/Non-Operable (Commercial Included)	14
Tree Complaint/Miscellaneous Tree Calls	13
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	13
Animal Care Stray/Aggressive - Happening Now	13
Shopping Cart/By Vendor	13
Traffic Investigations/Speeding/New Speed Bumps	12
Animal Care Owned/Aggressive - Happening Now	12
Animal Care Investigations/Bite - Not Happening Now	11
Traffic Signal/Traffic Signal Flashing Red	11
Traffic Signal/Traffic Signal Light Out	11
Traffic Sign/Street Name Sign Missing or Down	10
Animal Care Investigations/Abandoned Animal	10
<b>District 4 – Frost</b>	
Missed Service/Garbage	178
Waste Management/Illegal Dumping	90
Pavement/Pothole/Pothole/Chuckhole Repair	87
Missed Service/Green Waste	71
Missed Service/Recycle	65
Animal Care/Dead Animal	56
Abandoned Vehicles/Inoperable	41
Investigations/Barking (Dogs Only)	40
Animal Care Stray/Roam	33
Private Property Complaint/Junk/Rubbish	30
Animal Care Stray/Injured	26
Animal Care Investigations/Negligence/Cruelty	22
Private Property Complaint/Other	19
Animal Care Owned/Aggressive - Not Happening Now	19
Animal Care Wild/Injured	19
Missed Service/Neighborhood Clean Up (NCU)	18
Street Lights/Street Light Out	17
Animal Care Owned/Nuisance (Dog Only)	15
Encroachment Violations/Basketball Hoop / Garbage Cans	13
Notify Supervisor/Garbage	13
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) - Immediately	11

## Customer Service Report November 1, 2018 – November 30, 2018

Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	11
Animal Care Stray/Confined	10
<b>District 5 – Nottoli</b>	
Waste Management/Illegal Dumping	82
Missed Service/Garbage	71
Pavement/Pothole/Pothole/Chuckhole Repair	68
Animal Care/Dead Animal	48
Animal Care Stray/Roam	36
Missed Service/Recycle	27
Animal Care Investigations/Negligence/Cruelty	25
Investigations/Barking (Dogs Only)	18
Missed Service/Green Waste	18
Animal Care Stray/Injured	16
Animal Care Stray/Confined	15
Assist (On-Scene Only)/Police/Sheriff	14
Missed Service/Neighborhood Clean Up (NCU)	13
Abandoned Vehicles/Inoperable	13
Regional Parks/Illegal Camp	12
Street Lights/Street Light Out	10
Environmental Compliance/EMD On-Call Hazmat	10
<b>Unspecified</b>	
Unspecified	0

### Average Number of Days to Close a Service Request

Request Type	Avg. Days To Close
Waste Management/Missed Sweeper Request	1
Animal Care Stray/Roam	1
Animal Care Owned/Aggressive - Happening Now	1
Pick Up/License/Specimen Pick Up	1
Transportation/Ditches/Culverts	1
Animal Care Investigations/Bite - Not Happening Now	1
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	1
Environmental Compliance/Illegal Dumping Unimproved Property	2
Environmental Health (All Jurisdictions)/Early Morning Noise Complaint Waste Management Truck	2

## Customer Service Report November 1, 2018 – November 30, 2018

Request Type	Avg. Days To Close
Animal Care Investigations/Tethered	2
Sweeper Request/Landscape/Median Clean Up and Debris Removal	2
Animal Care Investigations/Bite - Happening Now	2
Regional Parks/Illegal Activity	2
Waste Management/Illegal Dumping	3
Animal Care Stray/Confined	3
Regional Parks/Trash and Debris	4
Investigations/Barking (Dogs Only)	4
Bridge Complaints/Movable Bridge (Any Problem)	4
Public Works & Infrastructure/Building Permits and Inspections (BPI)	7
Animal Care Investigations/Negligence/Cruelty	7
Animal Care Animal Care Owned/Aggressive - Not Happening Now	8
Animal Care Wild/Injured	9
Animal Care Owned/Nuisance (Dog Only)	10
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	10
Landscape/Vegetation/Miscellaneous Vegetation Calls	10
Barricades/Sidewalk End Barricade	10
Street Lights/Street Light Cover Missing/Wires Exposed	11
Zoning/Bee Keeping	11
Street Lights/Street Light on Daytime	12
Environmental Compliance/Hazardous Substances	12
Animal Care Investigations/Kennel	12
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	12
Street Lights/Street Light Noisy	12
Regional Parks/Illegal Camp	13
Bridge Complaints/Bridge Maintenance, Fence & Guard Rail Repair	13
Barricades/Needed for Emergency, Barricade-End-Sidewalk End	13
Environmental Health (All Jurisdictions)/Food Facility Complaint	16
Barricades/Road End Barricade	20
Ditches/Culverts/Off Road - Other Unknown Maintenance Needs	20
Tree Complaint/Tree Limb Down Obstructing Bike Lane or Sidewalk	20
Pavement/Pothole/Sunken Spot on Roadway	21
Street Lights/Street Light Miscellaneous Problem	21
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) – Immediately	22
Traffic Sign/Street Name Sign Missing or Down	22
Bridge Complaints/Guard Rail that is not Attached to a Bridge	22
Traffic Signal/All Signals Dark	23

## Customer Service Report November 1, 2018 – November 30, 2018

Request Type	Avg. Days To Close
Waste Management/Report Scavenging	23
Traffic Signal/Traffic Signal Short Green	24
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	24
Traffic Signal/Traffic Signal Light Out	24
Tree Complaint/Tree Obstructing County Signal Pole Light Head	24
Traffic Signal/Traffic Signal Knock Down	25
Environmental Health (All Jurisdictions)/Public Pool Complaint	25
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) - Immediately	25
Traffic Signal/Damaged, Loose or Turned Signal Head	26
Landscape/Vegetation/Cleaning of Vegetation and Debris from Sound Wall	26
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants	26
Hazmat/Hydraulic Spill	26
Traffic Signal/Traffic Signal Cycling Problem	26
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	26
Traffic Signal/Traffic Signal Flashing Red	27
Business Licenses/Business Operating Without License	27
Landscape/Vegetation/Request for Removal of Vegetation Illegally Obstruction	27
Road Markings/Road Lines/Edge Lines	27
Traffic Signal/Traffic Signal Long Red	27
Traffic Signal/Traffic Signal Detection Problem	28
Tree Complaint/Miscellaneous Tree Calls	28
Street Lights/Street Light or Pole Damaged	29
Graffiti/Private Property	29
Hazmat/Hazmat	29
Traffic Signal/Pedestrian Signal Inoperative	30
Street Lights/Group of Street Lights Out	30
Traffic Signal/Traffic Signal Misc. Issues	30
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	30
Traffic Investigations/Speeding/New Speed Bumps	30
Tree Complaint/Tree Obstructing County Sign/Pole	31
Pavement/Pothole/Pothole/Chuckhole Repair	32
Graffiti/Public Right-of-Way	32
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	32
Street Lights/Street Light Knock Down	33
Ditches/Culverts/Drainage Problem	34
Encroachment Violations/Visibility Obstructions (Non-Vegetation)	34

## Customer Service Report November 1, 2018 – November 30, 2018

Request Type	Avg. Days To Close
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	34
Tree Complaint/Request to Abate a Visibility Obstruction by Tree	34
Traffic Sign/New Sign Request	35
Tree Complaint/Request for Arden Park Ash Tree Removal and Replace	35
Tree Complaint/Tree Obstructing Illumination of County Street Light	36
Graffiti/Sign	36
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	36
Building Permits and Inspections (BPI)/Fence/Retaining Wall	37
Encroachment Violations/Basketball Hoop/Garbage Cans	37
Mowing/Spraying - Weed Abatement/Maintain Roadside Vegetation by Mowing or Spraying	38
Pavement/Pothole/Paving Needed on Street	40
Sidewalk/Sidewalk Obstruction	40
Regional Parks/Maintenance Request	40
Street Lights/Street Light Cycling On and Off	41
Encroachment Violations/Other Encroachment Types	41
Aggregate Dumping/Trash Pick Up/Visual Blight-Trash and Homeless Camp Clean Up	41
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	41
Traffic Investigations/Traffic Safety Related Issues	41
Traffic Investigations/Crosswalks (New)	41
Street Lights/Street Light Dim	42
Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation	42
Street Lights/Street Light Out	42
Road Markings/Request for New Legends or Markings	43
Landscape/Vegetation/Request to Abate Debris or Vegetation on Sidewalks	44
Aggregate Dumping/Trash Pick Up/Illegal Dumping	44
Traffic Investigations/New Sign Request	44
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	44
Priority Housing/Surfacing Sewage	45
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	46
Abandoned Vehicles/Wrecked	46
Sidewalk/Tree or Vegetation Obstructing Sidewalk	47
Abandoned Vehicles/Dismantled	50
Abandoned Vehicles/Inoperable	50

## Customer Service Report November 1, 2018 – November 30, 2018

Request Type	Avg. Days To Close
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	52
Road Markings/Missing and Faded	52
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	52
Sidewalk/Curb, Gutter and Sidewalk Repair	52
Tree Complaint/Tree or Vegetation Obstructing Sidewalk	57
Landscape/Vegetation/Vegetation Obstructing Sidewalks	57
Regional Parks/Other	58
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	62
Sub-Standard Housing/Plumbing	64
Zoning/Rooster (in Residential Zone)	66
Barricades/Road Flooding	69
Ditches/Culverts/Ditch Cleaning	70
Traffic Sign/Graffiti	72
Sub-Standard Housing/Rodent Harborage	78
Traffic Investigations/Parking Restriction/No Parking Sign	83
Mowing/Spraying - Weed Abatement/Requesting for Weed Abatement within County Right	93
Sub-Standard Housing/HVAC Issues (must be part of heating and cooling unit)	123
Private Property Vehicle/Occupied Mobile Homes/Trailers	131
Private Property Vehicle/Parked on Lawn	144
Priority Housing/No Hot Water	145
Sub-Standard Housing/Vector Infestation	145
Sub-Standard Housing/Electrical Malfunction	147
Sub-Standard Housing/Other	150
Sub-Standard Housing/Deteriorated Floors	159
Sub-Standard Housing/Structural Defects	164
Priority Housing/VOA (Vacant, Open, Accessible) Properties	177
Private Property Complaint/Overflowing Dumpster	184
Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	191
Private Property Complaint/Vacant, Unmaintained - Commercial	196
Private Property Complaint/Illegal Signage - Other	201
Private Property Vehicle/Other	202
Sub-Standard Housing/Roof Leak	209
Private Property Vehicle/Non-Operable (Commercial Included)	216
Priority Housing/Total Lack of Heat	219
Private Property Complaint/Junk/Rubbish	220
Private Property Complaint/Vacant, Unmaintained - Resident	222

## Customer Service Report November 1, 2018 – November 30, 2018

Request Type	Avg. Days To Close
Marijuana (If wish to remain anonymous must refer/Cultivation)	251
Sub-Standard Housing/Broken Window(s)	266
Occupied Out-Building/Garage/Shed/Other	290
Private Property Complaint/Other	294

### Aging of Open Requests

Days	Count
< 30	1,620
31 to 60	920
61 to 90	605
> 91	4,002

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.