

**SERVICE REQUESTS AND STATISTICS**  
OCTOBER 1, 2018 – OCTOBER 31, 2018

MONTHLY  
**CUSTOMER SERVICE  
REPORT**



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

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

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# Customer Service Report

## October 1, 2018 – October 31, 2018

### Department of the Month

**Department:** Waste Management and Recycling  
**Deputy Director:** Doug Sloan  
**Website:** [www.wmr.saccounty.net](http://www.wmr.saccounty.net) or [www.sacgreenteam.com](http://www.sacgreenteam.com)

**Mission:** To further enhance the quality of life in the unincorporated areas within Sacramento County by providing solid waste management and recycling programs in a fiscally responsible manner, public and employee health and safety, stewardship of our natural resources and environment, consumer protection, and outstanding customer service.

#### Divisions:

##### **Collections**

Curbside collection services are provided to the residents of the unincorporated areas of Sacramento County for recycling, green waste, garbage, motor oil, cooking oil, and oil filters. Provides appointment based bulky waste pickup for residents.

##### **Kiefer Landfill**

Sacramento County owns and operates the Kiefer Landfill providing recycling and disposal opportunities for the general public and commercial customers. Recycling opportunities include e-waste, cardboard, metals, mattresses, etc.

##### **North Area Recovery Station**

The Sacramento County owns and operates the North Area Recovery Station providing recycling and disposal opportunities for the general public and commercial customers. Recycling opportunities include e-waste, cardboard, metals, mattresses, etc.

##### **Illegal Dumping**

Provides public outreach to raise awareness of illegal dumping issues and methods for reporting it to the proper authorities. Responds to 311 calls to clean up illegal dump piles. Coordinates with the Sheriff's Department, Code Enforcement, and Environmental Management Department to pick up, transport, and dispose of illegal dumpsites.

##### **Special Waste**

Services are provided for the acceptance and disposal of residential Household Hazardous Waste (HHW) and commercial Conditionally Exempt Small Quantity Generator (CEQSG) waste. Analytical waste reviews are provided for customers with special waste requests.

##### **Sacramento Regional Solid Waste Authority**

Oversees the commercial waste management system in the City of Sacramento and the unincorporated areas of Sacramento County by regulating commercial haulers.

##### **Administration, Finance, Planning, and Engineering**

Support services provided for all customer service operations

**FTE:** 265 FTE permanent staff budgeted positions for the Department of Waste Management and Recycling.

## Customer Service Report October 1, 2018 – October 31, 2018

### Monthly Statistics

Number of	
• Service request by calls	4,925
• Service request by mobile application	1,084
• Other	747
Service requests opened	6,756
Informational calls	4,059
Transferred calls	8,646
Service request closed	6,023
Average days to close service request	21

### Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	32	167	463	216	65	943
Waste Management/Illegal Dumping	74	269	197	102	92	734
Missed Service/Green Waste	8	51	240	92	23	414
Animal Care/Dead Animal	15	43	140	49	51	298
Missed Service/Recycle	9	53	136	79	16	293
<b>Total</b>	<b>138</b>	<b>583</b>	<b>1,176</b>	<b>538</b>	<b>247</b>	<b>2,682</b>

## Customer Service Report October 1, 2018 – October 31, 2018

### Monthly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	32	166	463	216	65	942
Waste Management/Illegal Dumping	72	249	191	99	97	708
Missed Service/Green Waste	8	52	240	92	23	415
Private Property Complaint/Other	21	44	169	88	26	348
Animal Care/Dead Animal	15	43	142	50	50	300
<b>Total</b>	<b>148</b>	<b>554</b>	<b>1,205</b>	<b>545</b>	<b>261</b>	<b>2,713</b>

### Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Investigations/Negligence/Cruelty	17	95	176	92	58	438
Pavement/Pothole/Pothole/Chuckhole Repair	18	17	377	143	72	627
Private Property Complaint/Junk/Rubbish	38	138	312	130	54	672
Private Property Complaint/Other	32	147	413	195	70	857
Private Property Vehicle/Parked on Lawn	6	86	126	46	17	281
<b>Total</b>	<b>111</b>	<b>483</b>	<b>1,404</b>	<b>606</b>	<b>271</b>	<b>2875</b>

# Customer Service Report

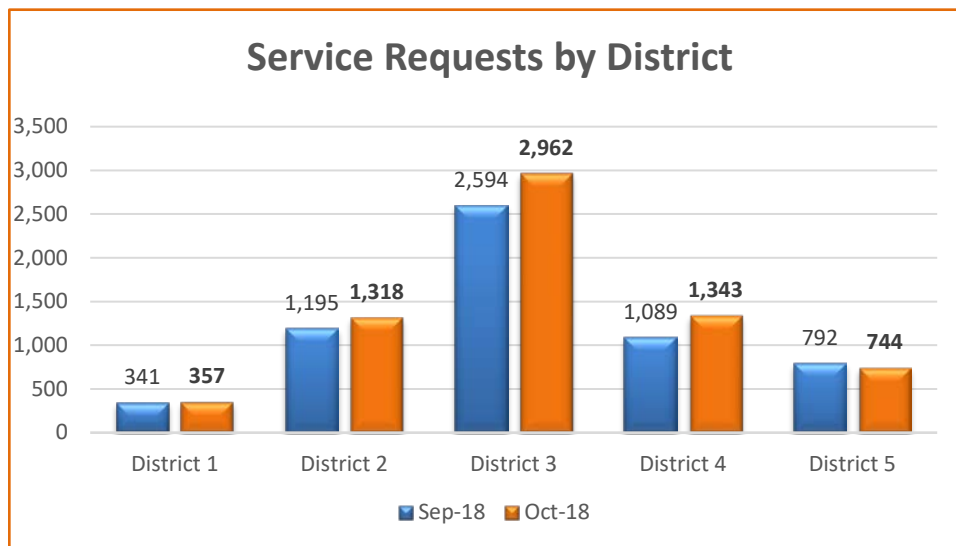
## October 1, 2018 – October 31, 2018

### Board of Supervisor District Information

#### Service Requests by District

District	Count
<b>District 1 – Serna</b> <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	357
<b>District 2 – Kennedy</b> <i>(Parkway, Lemon Hill, Florin)</i>	1,318
<b>District 3 – Peters</b> <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,962
<b>District 4 – Frost</b> <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	1,343
<b>District 5 – Nottoli</b> <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freepoint, Hood, Delta)</i>	744
Unspecified	32
<b>Total</b>	<b>6,756</b>

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



## Customer Service Report October 1, 2018 – October 31, 2018

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

<b>District 1 - Serna</b>	
Waste Management/Illegal Dumping	74
Missed Service/Garbage	32
Environmental Compliance/EMD On-Call Hazmat	18
Abandoned Vehicles/Inoperable	17
Stray/Roam	17
Animal Care/Dead Animal	15
Pavement/Pothole/Pothole/Chuckhole Repair	12
Environmental Health (All Jurisdictions)/Food Facility Complaint	12
Regional Parks/Maintenance Request	10
<b>District 2 – Kennedy</b>	
Waste Management/Illegal Dumping	269
Missed Service/Garbage	167
Stray/Roam	58
Abandoned Vehicles/Inoperable	54
Missed Service/Recycle	53
Missed Service/Green Waste	51
Animal Care/Dead Animal	43
Investigations/Barking (Dogs Only)	39
Private Property Complaint/Junk/Rubbish	32
Private Property Vehicle/Parked on Lawn	25
Abandoned Vehicles/Wrecked	24
Stray/Confined	19
Missed Service/Neighborhood Clean Up (NCU)	18
Investigations/Negligence/Cruelty	17
Stray/Injured	17
Stray/Aggressive - Happening Now	16
Environmental Health (All Jurisdictions)/Food Facility Complaint	15
Street Lights/Street Light Out	15
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	14
Shopping Cart/By Vendor	13
Owned/Aggressive - Not Happening Now	13
Pavement/Pothole/Pothole / Chuckhole Repair	13

## Customer Service Report October 1, 2018 – October 31, 2018

Stray/Aggressive - Not Happening Now	13
Abandoned Vehicles/Dismantled	12
Private Property Complaint/Other	11
Owned/Aggressive - Happening Now	11
Sidewalk/Sidewalk Obstruction	10
<b>District 3 - Peters</b>	
Missed Service/Garbage	463
Missed Service/Green Waste	240
Waste Management/Illegal Dumping	197
Pavement/Pothole/Pothole/Chuckhole Repair	160
Animal Care/Dead Animal	140
Missed Service/Recycle	136
Investigations/Barking (Dogs Only)	96
Abandoned Vehicles/Inoperable	79
Stray/Roam	71
Private Property Complaint/Junk/Rubbish	66
Private Property Complaint/Other	62
Abandoned Vehicles/Wrecked	53
Stray/Injured	42
Graffiti/Private Property	42
Encroachment Violations/Basketball Hoop/Garbage Cans	39
Investigations/Negligence/Cruelty	37
Sidewalk/Curb, Gutter and Sidewalk Repair	37
Missed Service/Neighborhood Clean Up (NCU)	36
Stray/Confined	35
Street Lights/Street Light Out	31
Notify Supervisor/Garbage	28
Regional Parks/Trash and Debris	26
Private Property Vehicle/Parked on Lawn	26
Private Property Vehicle/Non-Operable (Commercial Included)	25
Owned/Aggressive - Not Happening Now	24
Traffic Sign/Street Name Sign Missing or Down	23
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	22
Shopping Cart/By Vendor	21
Owned/Nuisance (Dog Only)	21



## Customer Service Report October 1, 2018 – October 31, 2018

Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	19
Regional Parks/Illegal Camp	17
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	17
Wild/Injured	16
Traffic Sign/New Sign Request	15
Regional Parks/Maintenance Request	15
Traffic Investigations/Speeding/New Speed Bumps	15
Traffic Signal/Traffic Signal Miscellaneous Issues	14
Sidewalk/Sidewalk Obstruction	13
Environmental Compliance/EMD On-Call Hazmat	13
Stray/Sick	12
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	12
Private Property Complaint/Vacant, Unmaintained – Resident	12
Notify Supervisor/Green Waste	12
Private Property Vehicle/Occupied Mobile Homes/Trailers	11
Traffic Signal/Traffic Signal Flashing Red	11
Stray/Aggressive - Happening Now	11
Sub-Standard Housing/Other	10
Stray/Traffic	10
Traffic Signal/Traffic Signal Cycling Problem	10
Traffic Signal/All Signals Dark	10
Abandoned Vehicles/Dismantled	10
Aggregate Dumping/Trash Pick Up/Visual Blight-Trash and Homeless Camp Clean Up	10
Wild/Trapped	10
<b>District 4 – Frost</b>	
Missed Service/Garbage	216
Waste Management/Illegal Dumping	102
Missed Service/Green Waste	92
Missed Service/Recycle	79
Investigations/Barking (Dogs Only)	63
Pavement/Pothole/Pothole/Chuckhole Repair	58
Animal Care/Dead Animal	49
Abandoned Vehicles/Inoperable	48
Stray/Roam	35

## Customer Service Report October 1, 2018 – October 31, 2018

Private Property Complaint/Junk/Rubbish	34
Private Property Complaint/Other	32
Street Lights/Street Light Out	19
Abandoned Vehicles/Wrecked	18
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	17
Graffiti/Private Property	17
Encroachment Violations/Basketball Hoop/Garbage Cans	16
Investigations/Negligence/Cruelty	16
Private Property Vehicle/Parked on Lawn	16
Owned/Aggressive - Not Happening Now	15
Stray/Confined	14
Stray/Injured	14
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	13
Traffic Investigations/Speeding/New Speed Bumps	12
Owned/Nuisance (Dog Only)	10
Missed Service/Neighborhood Clean Up (NCU)	10
Wild/Injured	10
<b>District 5 – Nottoli</b>	
Waste Management/Illegal Dumping	92
Missed Service/Garbage	65
Animal Care/Dead Animal	51
Pavement/Pothole/Pothole/Chuckhole Repair	44
Stray/Roam	37
Missed Service/Green Waste	23
Investigations/Negligence/Cruelty	21
Missed Service/Recycle	16
Stray/Injured	15
Traffic Signal/Traffic Signal Misc. Issues	15
Investigations/Barking (Dogs Only)	14
Assist (On-Scene Only)/Police/Sheriff	13
Environmental Compliance/EMD On-Call Hazmat	13
Assist (On-Scene Only)/Animal Control Agency	11
Traffic Signal/Traffic Signal Flashing Red	11
Traffic Signal/Traffic Signal Cycling Problem	10

## Customer Service Report October 1, 2018 – October 31, 2018

Abandoned Vehicles/Inoperable	10
Wild/Injured	10
<b>Unspecified</b>	
Unspecified	0

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

Request Type	Avg. Days To Close
Utilities/Other Water Districts	1
Wild/Tied	1
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway,	1
Stray/Roam	1
Regional Parks/Illegal Activity	1
Investigations/Abandoned Animal	1
Investigations/Tethered	1
Animal Care/Dead Animal	1
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	1
Investigations/Bite - Not Happening Now	2
Investigations/Negligence/Cruelty	2
Investigations/Barking (Dogs Only)	2
Notify Supervisor/Supervisor Dispute (Sorry Tag/Other Issue)	2
Investigations/Bite - Happening Now	2
Owned/Nuisance (Dog Only)	2
Traffic Signal/Traffic Signal Miscellaneous Issues	2
Waste Management/Illegal Dumping	3
Traffic Signal/All Signals Dark	3
Owned/Aggressive - Not Happening Now	3
Mowing/Spraying - Weed Abatement/Requesting for Weed Abatement within County Right	3
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	3
Investigations/Kennel	4
Outside Agency/Other	4
Ditches/Culverts/Drainage Problem	4
Traffic Signal/Pedestrian Signal Inoperative	4
Stray/Confined	4
Street Lights/Street Light Miscellaneous Problem	4
Mowing/Spraying - Weed Abatement/Maintain Roadside Vegetation by Mowing or Spraying	5
Encroachment Violations/Basketball Hoop/Garbage Cans	5

## Customer Service Report October 1, 2018 – October 31, 2018

Request Type	Avg. Days To Close
Waste Management/Missed Sweeper Request	5
Traffic Signal/Traffic Signal Flashing Red	5
Traffic Signal/Traffic Signal Detection Problem	6
Tree Complaint/Tree Limb Down Obstructing Bike Lane or Sidewalk	6
Traffic Signal/Traffic Signal Long Red	6
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	6
Sidewalk/Sidewalk Obstruction	6
Road Markings/Road Lines/Edge Lines	7
Traffic Signal/Traffic Signal Short Green	7
Sweeper Request/Landscape/Median Clean Up and Debris Removal	7
Traffic Investigations/Crosswalks (New)	7
Pavement/Pothole/Paving Needed on Street	7
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants	7
Abandoned Vehicles/Dismantled	7
Traffic Signal/Traffic Signal Cycling Problem	8
Barricades/Road End Barricade	8
Graffiti/Private Property	9
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	9
Waste Management/Report Scavenging	9
Ditches/Culverts/Ditch Cleaning	9
Pavement/Pothole/Pothole/Chuckhole Repair	9
Regional Parks/Other	10
Environmental Compliance/Hazardous Substances	10
Stray/Aggressive - Happening Now	12
Traffic Investigations/Speeding/New Speed Bumps	12
Tree Complaint/Miscellaneous Tree Calls	13
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	13
Landscape/Vegetation/Miscellaneous Vegetation Calls	13
Environmental Compliance/Hazardous Conditions	13
Environmental Health (All Jurisdictions)/Food Facility Complaint	14
Environmental Health (All Jurisdictions)/Public Pool Complaint	14
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	14
Tree Complaint/Request for Arden Park Ash Tree Removal and Replace	14
Tree Complaint/Tree Obstructing Illumination of County Street Light	15
Environmental Health (All Jurisdictions)/Tattoo and Body Art Complaint	15
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	15

## Customer Service Report October 1, 2018 – October 31, 2018

Request Type	Avg. Days To Close
Traffic Investigations/New Sign Request	15
Regional Parks/Trash and Debris	16
Abandoned Vehicles/Wrecked	16
Traffic Sign/Street Name Sign Missing or Down	16
Tree Complaint/Request to Abate a Visibility Obstruction by Tree	16
Traffic Sign/New Sign Request	17
Regional Parks/Illegal Camp	17
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	17
Traffic Investigations/Parking Restriction/No Parking Sign	17
Sidewalk/Curb, Gutter and Sidewalk Repair	19
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	19
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	19
Street Lights/Street Light Out	20
Pavement/Pothole/Sunken Spot on Roadway	20
Graffiti/Public Right-of-Way	21
Aggregate Dumping/Trash Pick Up/Illegal Dumping	21
Tree Complaint/Tree Obstructing County Sign/Pole	22
Traffic Investigations/Traffic Safety Related Issues	23
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	23
Building Permits and Inspections (BPI)/Fence/Retaining Wall	23
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	25
Tree Complaint/Tree Obstructing County Signal Pole Light Head	26
Encroachment Violations/Other Encroachment Types	28
Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation	28
Street Lights/Street Light on Daytime	29
Sidewalk/Request for New Sidewalk (Traffic Investigation)	29
Regional Parks/Maintenance Request	31
Sidewalk/Tree or Vegetation Obstructing Sidewalk	33
Road Markings/Missing and Faded	34
Abandoned Vehicles/Inoperable	39
Regional Parks/Graffiti	46
Landscape/Vegetation/Request for Removal of Vegetation Illegally Obstructed	47
Private Property Complaint/Illegal Signage - Flags	50
Zoning/Rooster (in Residential Zone)	52
Business Licenses/Business Operating Without License	54

## Customer Service Report October 1, 2018 – October 31, 2018

Request Type	Avg. Days To Close
Priority Housing/No Hot Water	76
Priority Housing/Collapsing Building Roof or Ceiling	81
Sub-Standard Housing/Vector Infestation	81
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	84
Sub-Standard Housing/Rodent Harborage	84
Zoning/Bee Keeping	84
Sub-Standard Housing/Plumbing	88
Private Property Complaint/Vacant, Unmaintained - Commercial	94
Private Property Vehicle/Occupied Mobile Homes/Trailers	94
Sub-Standard Housing/Other	97
Sub-Standard Housing/HVAC Issues (must be part of heating and cooling unit)	98
Private Property Vehicle/Parked on Lawn	103
Private Property Complaint/Illegal Signage - Other	108
Fence/Missing Masonry Wall in/at/or Commercial or Industrial	108
Zoning/Mobile Home Zoning Complaint	110
Private Property Vehicle/Other	115
Private Property Vehicle/Non-Operable (Commercial Included)	117
Occupied Out-Building/Garage/Shed/Other	119
Marijuana (If wish to remain anonymous must refer /Cultivation	121
Private Property Complaint/Overflowing Dumpster	124
Sub-Standard Housing/Electrical Malfunction	125
Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	127
Private Property Complaint/Junk/Rubbish	133
Priority Housing/Surfacing Sewage	137
Private Property Complaint/Vacant, Unmaintained - Resident	138
Private Property Complaint/Other	153
Priority Housing/VOA (Vacant, Open, Accessible) Properties	171
Fence/Barbed Wire/Concertina/Razor Wire (Only Allowed)	209
Sub-Standard Housing/Roof Leak	209
Bridge Complaints/Bridge Maintenance, Fence & Guard Rail Repair	217
Sub-Standard Housing/Structural Defects	238
Priority Housing/Total Lack of Heat	278
Fence/Missing Fence in/at/for Multi-Family Complex	287

## Customer Service Report October 1, 2018 – October 31, 2018

### Aging of Open Requests

Days	Count
< 30	1,830
31 to 60	839
61 to 90	605
> 91	3,833

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.