

SERVICE REQUESTS AND STATISTICS
SEPTEMBER 1, 2018 – SEPTEMBER 30, 2018

MONTHLY
**CUSTOMER SERVICE
REPORT**



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

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

Table of Contents

Department of the Month	2
Monthly Statistics	3
Monthly Top Service Requests by Type Opened	3
Monthly Top Service Requests by Type Closed.....	4
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	10
Aging of Open Requests.....	14

Customer Service Report

September 1, 2018 – September 30, 2018

Department of the Month

Department: Regional Parks
Deputy Director: Liz Bellas
Website: www.regionalparks.saccounty.net

Mission: Sacramento County's Department of Regional Parks maintains and operates more than 15,000 acres of parks throughout the County. Our open spaces, multi-use trails, sports facilities, golf courses, river access and picnic areas offer outdoor adventure for every taste. We have developed strong partnerships with our volunteer and non-profit partners. The heart and soul of our operations is our people - nearly one hundred employees who keep our parks safe, vibrant and inviting.

Divisions:

- ◆ Recreation Services
 - 29 Parks
 - + American River Parkway
 - + Sacramento River/Delta
 - + Historical Sites
 - + Regional Parks
 - + Dry Creek Parkway
 - + Open Spaces
- ◆ Golf
 - Sacramento County owns and manages three championship golf courses and one nine-hole executive golf course for residents and visitors to enjoy
- ◆ Rangers
 - Our rangers are experts in our Regional Parks system, traveling the back trails 365 days a year
 - Rangers are fully sworn officers and have authority in dealing with crime and disorder, vandalism, graffiti and other enforcement issues
- ◆ Therapeutic Recreation Services (TRS)
 - TRS provides therapeutic recreation opportunities for individuals with disabilities residing in Sacramento County
 - Programs focus on abilities while encouraging people to attain their highest level of independent leisure functioning by increasing leisure skills, improving social skills, increasing independence and increasing their awareness of and involvement in community recreational activities
- ◆ Maintenance
 - Regional Parks Maintenance manages first impressions of Sacramento County by maintaining parks facilities and landscape maintenance for county buildings
- ◆ Administration
 - Special Event Registration / Permits
 - Planning
 - County Service Areas 4B, 4C and 4D: The Regional Parks Department is the Park and Recreation service provider for these rural areas of the un-incorporated County

FTE: 83 FTE permanent staff for Parks Operations, and 6 FTE permanent staff for Golf Operations. 43.66 FTE extra help, seasonal staff

Customer Service Report September 1, 2018 – September 30, 2018

Monthly Statistics

Number of	
• Service request by calls	4,302
• Service request by mobile application	965
• Other	773
Service requests opened	6,040
Informational calls	4,195
Transferred calls	7,632
Service request closed	5,134
Average days to close service request	10

Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	15	167	336	154	81	753
Waste Management/Illegal Dumping	102	206	208	97	102	715
Missed Service/Recycle	1	38	126	79	23	267
Pavement/Pothole/Pothole/Chuckhole Repair	9	13	132	32	55	241
Animal Care/Dead Animal	20	49	87	47	35	238
Total	147	473	889	409	296	2,214

Customer Service Report September 1, 2018 – September 30, 2018

Monthly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	15	169	338	154	81	757
Waste Management/Illegal Dumping	105	214	209	94	102	724
Missed Service/Recycle	1	38	123	80	23	265
Animal Care/Dead Animal	20	48	88	47	37	240
Missed Service/Green Waste	5	33	118	59	14	229
Total	146	502	876	434	257	2,215

Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Abandoned Vehicles/Inoperable	26	138	230	103	26	523
Investigations/Negligence/Cruelty	13	82	158	81	40	374
Pavement/Pothole/Pothole/Chuckhole Repair	16	22	359	107	84	588
Private Property Complaint/Junk/Rubbish	48	162	401	156	56	823
Private Property Complaint/Other	60	184	582	281	97	1,204
Total	163	588	1,730	728	303	3,512

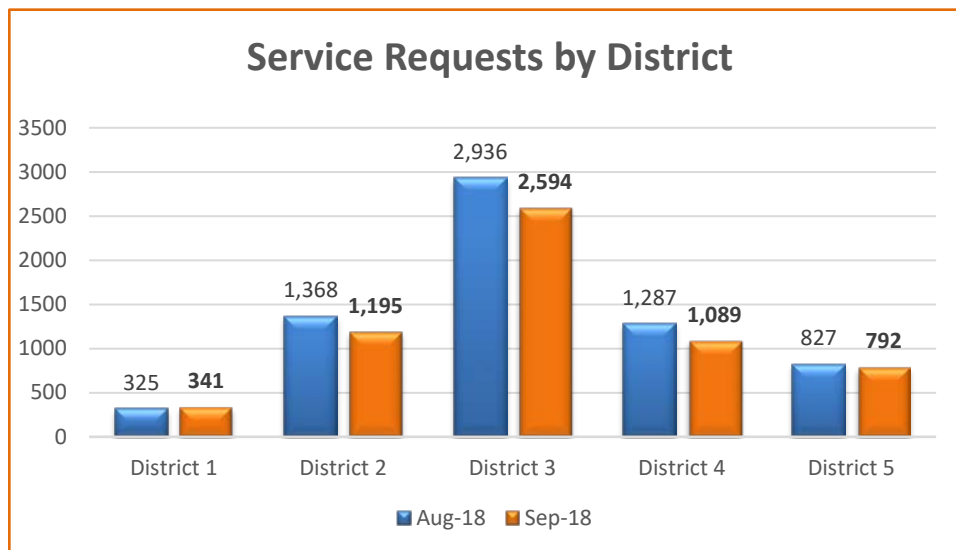
Customer Service Report September 1, 2018 – September 30, 2018

Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	341
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	1,195
District 3 – Peters <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,594
District 4 – Frost <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	1,089
District 5 – Nottoli <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freepoint, Hood, Delta)</i>	792
Unspecified	29
Total	6,040

Monthly Comparison: August 2018 vs. September 2018



Customer Service Report September 1, 2018 – September 30, 2018

Top Service Request Opened by District (> 10 requests)

District 1 - Serna	
Waste Management/Illegal Dumping	102
Animal Care/Dead Animal	20
Missed Service/Garbage	15
Environmental Compliance/EMD On-Call Hazmat	15
Stray/Roam	14
Abandoned Vehicles/Inoperable	10
District 2 - Kennedy	
Waste Management/Illegal Dumping	206
Missed Service/Garbage	167
Abandoned Vehicles/Inoperable	59
Animal Care/Dead Animal	49
Stray/Roam	47
Investigations/Barking (Dogs Only)	39
Missed Service/Recycle	38
Private Property Complaint/Junk/Rubbish	34
Missed Service/Green Waste	33
Abandoned Vehicles/Wrecked	26
Investigations/Negligence/Cruelty	25
Missed Service/Neighborhood Clean Up (NCU)	20
Private Property Vehicle/Parked on Lawn	17
Abandoned Vehicles/Dismantled	16
Notify Supervisor/Recycle	15
Owned/Aggressive - Not Happening Now	13
Owned/Nuisance (Dog Only)	13
Private Property Complaint/Other	13
Stray/Confined	13
Pavement/Pothole/Pothole/Chuckhole Repair	13
Stray/Injured	12
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	12
Shopping Cart/By Vendor	12
Private Property Vehicle/Non-Operable (Commercial Included)	10
Stray/Aggressive - Happening Now	10

Customer Service Report September 1, 2018 – September 30, 2018

Notify Supervisor/Garbage	10
Environmental Health (All Jurisdictions)/Food Facility Complaint	10
District 3 - Peters	
Missed Service/Garbage	336
Waste Management/Illegal Dumping	208
Pavement/Pothole/Pothole/Chuckhole Repair	132
Missed Service/Recycle	126
Investigations/Barking (Dogs Only)	120
Missed Service/Green Waste	119
Abandoned Vehicles/Inoperable	112
Animal Care/Dead Animal	87
Private Property Complaint/Other	72
Private Property Complaint/Junk/Rubbish	63
Stray/Roam	48
Abandoned Vehicles/Wrecked	43
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	38
Graffiti/Private Property	37
Private Property Vehicle/Parked on Lawn	34
Investigations/Negligence/Cruelty	34
Sidewalk/Curb, Gutter and Sidewalk Repair	28
Stray/Injured	27
Wild/Injured	26
Stray/Confined	26
Abandoned Vehicles/Dismantled	24
Owned/Aggressive - Not Happening Now	24
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	23
Missed Service/Neighborhood Clean Up (NCU)	21
Stray/Sick	21
Notify Supervisor/Garbage	19
Owned/Aggressive - Happening Now	17
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	17
Sub-Standard Housing/Other	16
Sidewalk/Sidewalk Obstruction	16
Notify Supervisor/Recycle	16

Customer Service Report September 1, 2018 – September 30, 2018

Regional Parks/Illegal Camp	16
Owned/Nuisance (Dog Only)	15
Pavement/Pothole/Paving Needed on Street	15
Stray/Aggressive - Happening Now	15
Street Lights/Street Light Out	15
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	14
Traffic Sign/New Sign Request	14
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	14
Traffic Signal/Traffic Signal Flashing Red	14
Regional Parks/Maintenance Request	13
Priority Housing/No Hot Water	13
Traffic Signal/Traffic Signal Misc. Issues	13
Regional Parks/Trash and Debris	12
Wild/Trapped	12
Shopping Cart/By Vendor	12
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	12
Environmental Compliance/EMD On-Call Hazmat	11
Investigations/Abandoned Animal	11
Tree Complaint/Miscellaneous Tree Calls	11
Assist (On-Scene Only)/Police/Sheriff	10
District 4 – Frost	
Missed Service/Garbage	154
Waste Management/Illegal Dumping	97
Missed Service/Recycle	79
Missed Service/Green Waste	59
Animal Care/Dead Animal	47
Investigations/Barking (Dogs Only)	46
Abandoned Vehicles/Inoperable	35
Private Property Complaint/Junk/Rubbish	32
Pavement/Pothole/Pothole/Chuckhole Repair	32
Private Property Complaint/Other	25
Stray/Roam	20
Investigations/Negligence/Cruelty	17
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	17
Private Property Vehicle/Parked on Lawn	17

Customer Service Report September 1, 2018 – September 30, 2018

Owned/Aggressive - Not Happening Now	15
Graffiti/Private Property	14
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	14
Abandoned Vehicles/Wrecked	13
Owned/Nuisance (Dog Only)	12
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	12
Notify Supervisor/Recycle	12
Private Property Vehicle/Non-Operable (Commercial Included)	12
Stray/Injured	11
Street Lights/Street Light Out	10
District 5 – Nottoli	
Waste Management/Illegal Dumping	102
Missed Service/Garbage	81
Pavement/Pothole/Pothole/Chuckhole Repair	55
Animal Care/Dead Animal	35
Missed Service/Neighborhood Clean Up (NCU)	24
Stray/Roam	24
Missed Service/Recycle	23
Private Property Complaint/Junk/Rubbish	20
Investigations/Negligence/Cruelty	19
Regional Parks/Illegal Camp	17
Traffic Signal/Traffic Signal Flashing Red	14
Missed Service/Green Waste	14
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	13
Environmental Compliance/EMD On-Call Hazmat	13
Assist (On-Scene Only)/Police/Sheriff	12
Investigations/Barking (Dogs Only)	11
Private Property Complaint/Other	11
Stray/Traffic	11
Stray/Confined	10
Unspecified	
Unspecified	0

Customer Service Report September 1, 2018 – September 30, 2018

Average Number of Days to Close a Service Request

Request Type	Avg. Days To Close
Sub-Standard Housing/Rodent Harborage	1
Owned/Aggressive - Happening Now	1
Investigations/Barking (Dogs Only)	1
Investigations/Bite - Not Happening Now	1
Investigations/Illegal Sales	1
Environmental Health (All Jurisdictions)/Early Morning Noise Complaint Waste Management Truck	1
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	2
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	2
Regional Parks/Illegal Activity	2
Sub-Standard Housing/Vector Infestation	2
Waste Management/Missed Sweeper Request	2
Waste Management/Illegal Dumping	3
Sub-Standard Housing/Deteriorated Floors	3
Stray/Confined	3
Owned/Nuisance (Dog Only)	3
Investigations/Kennel	3
Investigations/Negligence/Cruelty	3
Barricades/Needed for Emergency, Barricade-End-Sidewalk End	4
Priority Housing/Collapsing Building Roof or Ceiling	4
Owned/Aggressive - Not Happening Now	4
Private Property Complaint/Overflowing Dumpster	4
Regional Parks/Trash and Debris	4
Traffic Signal/Damaged, Loose or Turned Signal Head	4
Traffic Signal/All Signals Dark	5
Fence/Missing Fence in/at/for Multi-Family Complex	5
Environmental Compliance/Hazardous Substances	6
Regional Parks/Illegal Camp	6
Sub-Standard Housing/Structural Defects	6
Traffic Signal/Pedestrian Signal Inoperative	8
Traffic Signal/Traffic Signal Long Red	8
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) - Immediately	8
Street Lights/Street Light on Daytime	9
Hazmat/Hydraulic Spill	9
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	9

Customer Service Report September 1, 2018 – September 30, 2018

Request Type	Avg. Days To Close
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) - Immediately	9
Traffic Signal/Traffic Signal Short Green	10
Traffic Signal/Traffic Signal Light Out	10
Traffic Signal/Traffic Signal Cycling Problem	11
Traffic Signal/Traffic Signal Flashing Red	11
Barricades/Road End Barricade	11
Ditches/Culverts/Off Road - Other Unknown Maintenance Needs	11
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	11
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	11
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	12
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	12
Aggregate Dumping/Trash Pick Up/Illegal Dumping	12
Hazmat/Hazmat	12
Tree Complaint/Tree Obstructing Illumination of County Street Light	12
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway,	13
Graffiti/Private Property	13
Landscape/Vegetation/Miscellaneous Vegetation Calls	14
Abandoned Vehicles/Dismantled	14
Traffic Sign/Graffiti	14
Bridge Complaints/Bridge Maintenance, Fence & Guard Rail Repair	15
Graffiti/Public Right-of-Way	15
Environmental Health (All Jurisdictions)/Food Facility Complaint	15
Pavement/Pothole/Pothole / Chuckhole Repair	15
Sidewalk/Sidewalk Obstruction	15
Sweeper Request/Landscape/Median Clean Up and Debris Removal	15
Street Lights/Street Light Cycling On and Off	16
Private Property Complaint/Vacant, Unmaintained - Commercial	16
Mowing/Spraying - Weed Abatement/Maintain Roadside Vegetation by Mowing or Spraying	16
Abandoned Vehicles/Wrecked	17
Traffic Signal/Traffic Signal Miscellaneous Issues	17
Abandoned Vehicles/Inoperable	18
Traffic Investigations/Crosswalks (New)	19
Tree Complaint/Tree or Vegetation Obstructing Sidewalk	19
Traffic Signal/Traffic Signal Detection Problem	19
Traffic Sign/New Sign Request	20

Customer Service Report September 1, 2018 – September 30, 2018

Request Type	Avg. Days To Close
Tree Complaint/Request for Arden Park Ash Tree Removal and Replace	20
Road Markings/Missing and Faded	20
Road Markings/Request for New Legends or Markings	20
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	20
Encroachment Violations/Other Encroachment Types	21
Encroachment Violations/Basketball Hoop / Garbage Cans	22
Street Lights/Group of Street Lights Out	22
Waste Management/Report Scavenging	22
Traffic Investigations/Speeding/New Speed Bumps	23
Pavement/Pothole/Sunken Spot on Roadway	23
Pavement/Pothole/Paving Needed on Street	23
Aggregate Dumping/Trash Pick Up/Visual Blight-Trash and Homeless Camp Clean Up	23
Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation	23
Graffiti/Sign	24
Tree Complaint/Miscellaneous Tree Calls	24
Zoning/Rooster (in Residential Zone)	24
Tree Complaint/Request to Abate a Visibility Obstruction by Tree	25
Regional Parks/Other	25
Sidewalk/Tree or Vegetation Obstructing Sidewalk	25
Marijuana (If wish to remain anonymous must refer /Cultivation	27
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	28
Sub-Standard Housing/Electrical Malfunction	28
Tree Complaint/Tree Obstructing County Sign/Pole	29
Traffic Investigations/Parking Restriction/No Parking Sign	31
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	31
Business Licenses/Business Operating Without License	31
Environmental Compliance/Hazardous Conditions	32
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	32
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	32
Sidewalk/Curb, Gutter and Sidewalk Repair	33
Street Lights/Street Light Miscellaneous Problem	34
Private Property Vehicle/Occupied Mobile Homes/Trailers	34
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants	36

Customer Service Report September 1, 2018 – September 30, 2018

Request Type	Avg. Days To Close
Landscape/Vegetation/Request to Abate Debris or Vegetation on County Bike Lane	36
Ditches/Culverts/Drainage Problem	36
Street Lights/Street Light Out	37
Priority Housing/No Hot Water	38
Traffic Sign/Street Name Sign Missing or Down	40
Traffic Investigations/Traffic Safety Related Issues	40
Landscape/Vegetation/Request for Removal of Vegetation Illegally Obstruction	41
Traffic Investigations/New Sign Request	42
Occupied Out-Building/Garage/Shed/Other	43
Street Lights/Street Light Knock Down	44
Sidewalk/Request for New Sidewalk (Traffic Investigation)	45
Sub-Standard Housing/HVAC Issues (must be part of heating and cooling unit)	46
Aggregate Dumping/Trash Pick Up/Trash Pick Up (Larger Items)	46
Building Permits and Inspections (BPI)/Fence/Retaining Wall	46
Street Lights/Street Light Cover Missing/Wires Exposed	47
Ditches/Culverts/Ditch Cleaning	48
Private Property Complaint/Illegal Signage - Other	52
Private Property Vehicle/Parked on Lawn	56
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	56
Sub-Standard Housing/Other	58
Sub-Standard Housing/Plumbing	59
Street Lights/Street Light or Pole Damaged	59
Private Property Vehicle/Other	61
Private Property Complaint/Vacant, Unmaintained - Resident	63
Priority Housing/VOA (Vacant, Open, Accessible) Properties	70
Private Property Vehicle/Non-Operable (Commercial Included)	71
Private Property Complaint/Junk/Rubbish	71
Encroachment Violations/Visibility Obstructions (Non-Vegetation)	72
Regional Parks/Maintenance Request	78
Priority Housing/Surfacing Sewage	90
Landscape/Vegetation/Request to Abate Debris or Vegetation on Sidewalks	117
Sub-Standard Housing/Roof Leak	129
Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	134
Private Property Complaint/Other	156

Customer Service Report

September 1, 2018 – September 30, 2018

Aging of Open Requests

Days	Count
<30	1,615
31 to 60	1,371
61 to 90	981
> 91	4,084

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.