

BI-WEEKLY CUSTOMER SERVICE REPORT

Service Requests and Statistics
For the Weeks of 11/20/17 & 11/27/17



**Customer Service Report
November 20, 2017, to December 3, 2017**

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Significant Events for the Bi-week

- Solution for abandoned boats w/o Trailers remains an issue – Working with departments to identify proper Service Request routing
- Increase call volume due to Spoofing (mimicking county numbers 874 and 875 prefixes) of County Telephone Numbers is subsiding. Staff will work with CMOs to inform the public.

Bi-weekly Statistics

Number of	
• Service request by calls	2,641
• Service request by mobile application	404
• Other	209
Service requests opened	3,254
Informational calls	1,557
Transferred calls	3,400
Service request closed	3,193
Average days to close request	10

Bi-weekly Top Service Requests by Type

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	1	41	124	83	41	290
Waste Management/Illegal Dumping	18	102	49	35	42	246
Missed Service/Recycle	3	23	62	40	20	148
Pavement/Pothole/Chuckhole Repair	8	19	73	28	11	139
Missed Service/Green Waste	1	24	84	21	9	139
Total	31	209	392	207	123	962

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Bi-weekly Top Service Request Types Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	1	42	127	83	41	294
Waste Management/Illegal Dumping	17	100	51	36	44	248
Abandoned Vehicles/Inoperable	12	59	48	29	14	162
Missed Service/Recycle	3	22	66	41	20	152
Missed Service/Green Waste	1	23	84	22	10	140
Total	34	246	376	211	129	996

Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Pavement/Pothole/Chuckhole Repair	27	64	399	121	91	702
Private Property Complaint/Other	62	107	310	153	36	668
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	17	116	253	116	73	575
Private Property Complaint/Junk/Rubbish	26	90	194	84	17	411
Abandoned Vehicles/Inoperable	21	13	185	125	2	346
Total	153	390	1,341	599	219	2,702

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Board of Supervisor District Information

Service Request by District *

District	Count
District 1 – Serna	193
District 2 - Kennedy	537
District 3 – Peters	1,118
District 4 – Frost	497
District 5 - Nottoli	436

* Excludes service requests not identified by District

Top Service Request Opened by District (> 10 requests)

	Count
District 1 – Serna	
Waste Management/Illegal Dumping	18
Alarms/*Fire	11
District 2 – Kennedy	
Waste Management/Illegal Dumping	102
Missed Service/Garbage	41
Stray/Roam	38
Abandoned Vehicles/Inoperable	29
Animal Care/Dead Animal	26
Missed Service/Green Waste	24
Missed Service/Recycle	23
Pavement/Pothole/Chuckhole Repair	19
Private Property Complaint/Other	17
Street Lights/Street Light Out	13
Private Property Complaint/Junk/Rubbish	11
Abandoned Vehicles/Wrecked	10

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District 3 – Peters	
Missed Service/Garbage	124
Missed Service/Green Waste	84
Private Property Complaint/Other	83
Pavement/Pothole/Pothole / Chuckhole Repair	73
Missed Service/Recycle	62
Animal Care/Dead Animal	53
Waste Management/Illegal Dumping	49
Investigations/Barking (Dogs Only)	33
Abandoned Vehicles/Inoperable	32
Stray/Roam	30
Private Property Complaint/Junk/Rubbish	23
Regional Parks/Trash and Debris	20
Missed Service/Neighborhood Clean Up (NCU)	16
Graffiti/Private Property	15
Investigations/Negligence/Cruelty	15
Stray/Confined	14
Owned/Aggressive - Not Happening Now	13
Building Permits and Inspections Complaint	10
Abandoned Vehicles/Wrecked	10
Wild/*Injured	10
District 4 – Frost	
Missed Service/Garbage	83
Abandoned Vehicles/Inoperable	48
Missed Service/Recycle	40
Waste Management/Illegal Dumping	35
Pavement/Pothole/Chuckhole Repair	28
Missed Service/Green Waste	21
Investigations/Barking	20
Private Property Complaint/Other	20

**Customer Service Report
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District 5 – Nottoli	
Waste Management/Illegal Dumping	42
Missed Service/Garbage	41
Stray/Roam	24
Missed Service/Recycle	20
Animal Care/Dead Animal	18
Alarms/*Burglary	13
Pavement/Pothole/Pothole / Chuckhole Repair	11
Investigations/Negligence/Cruelty	10
Regional Parks/Illegal Camp	10

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Average Number of Days to Close a Service Request

Closed Service Request Types for Week	Avg Days Open
*Assist (On-Scene Only)/ *Animal Control Agency	0
*Assist (On-Scene Only)/ *Fire	0
Alarms/ *Burglary	0
Alarms/ *CCURE	0
Alarms/ *Fire	0
Animal Care/ *Rescue	0
Building Permits and Inspections/ *Emergency On-Call Inspector Request	0
County Coroner/ *Dispatch Log	0
CUBS/Transfer	0
Encroachment Violations/ Signs that Block View or Path	0
Facilities Management/ *CAFM /Dispatch	0
Fleet Management/County Vehicle Complaint Log	0
Investigations/ *Animal Left in Vehicle	0
Magistrate/ *Dispatch Log	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
Primary Care/ *Primary Care Clinic Dispatch Log	0
Public Health/ *Public Health Doctor Dispatch Log	0
Radio/ *Dispatch Log	0
Regional Parks/ *Dispatch (After Hours)	0
Sacramento County Sheriff/ Transfer	0
Service Desk/ Information	0
Service Desk/ Transfer	0
Stray/ *Sick	0
Stray/ *Traffic	0
Stray/ *Trapped	0
Stray/ Aggressive - Not Happening Now	0
Tree Complaint/ Requesting for Tree Removal on County Right-of-Way	0
Waste Management/ Calendar Request	0
Water Resources/ *Drainage Dispatch Log	0
Water Resources/ *Water Dispatch Log	0

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Closed Service Request Types for Week	Avg Days Open
Wild/*Sick	0
Wild/*Trapped	0
Wild/Confined	0
Wild/Roam	0
Mobile- Other	1
Animal Care/Dead Animal	1
Environmental Compliance/*EMD On-Call Hazmat	1
Investigations/Barking	1
Investigations/Tethered	1
Sidewalk Obstruction	1
Stray/*Tied	1
Stray/Roam	1
Sub-Standard Housing/Electrical Malfunction	1
Traffic Signal/*All Signals Dark	1
Traffic Signal/*Traffic Signal Cycling Problem	1
Waste Management/Missed Sweeper Request	1
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	2
Investigations/Abandoned Animal	2
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	2
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	2
Sidewalk/Request for New Sidewalk (Traffic Investigation)	2
Stray/*Injured	2
Stray/Confined	2
Traffic Signal/*Traffic Signal Flashing Red	2
Traffic Signal/*Traffic Signal Misc. Issues	2
Traffic Signal/*Traffic Signal Short Green	2
Wild/*Injured	2
*Priority Housing/Surfacing Sewage	3
Investigations/Bite - Not Happening Now	3
Regional Parks/Illegal Camp	3
Regional Parks/Trash and Debris	3
Stray/*Aggressive - Happening Now	3
Business Licenses/Business Operating Without License	4
Environmental Compliance/Hazardous Substances	4
Owned/Nuisance (Dog Only)	4
Pavement/Pothole/Paving Needed on Street	4
Traffic Sign/*Missing or Down (Stop, Yield or RR Crossing)	4
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane	4

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Closed Service Request Types for Week	Avg Days Open
Waste Management/Illegal Dumping	4
Waste Management/Transfer	4
Aggregate Dumping/Trash Pick Up/Illegal Dumping	5
Graffiti/Public Right-of-Way	5
Risk Management/County Vehicle Accident Log	5
Shopping Cart/By Vendor	5
Traffic Sign/New Sign Request	5
*Priority Housing/Total Lack of Heat	6
Aggregate Dumping/Trash Pick Up/Trash Pick Up (Larger Items)	6
Aggregate Dumping/Trash Pick Up/Visual Blight-Trash and Homeless Camp Clean Up	6
Environmental Health/*Foodborne Illness Complaint	6
Investigations/Kennel	6
Owned/*Aggressive - Happening Now	6
Owned/Aggressive - Not Happening Now	6
Regional Parks/Illegal Activity	6
Sweeper Request/Landscape/Median Clean Up and Debris Removal	6
*Assist (On-Scene Only)/*Police/Sheriff	7
Building Permits and Inspections Complaint	7
Child Protective Services/*Dispatch Log	7
Investigations/Negligence/Cruelty	7
Office of Emergency Services/*Emergency Alert Officer Notification	7
Tree Complaint/Request to Abate a Visibility Obstruction by Tree	7
Pavement/Pothole/Pothole/Chuckhole Repair	8
Street Lights/Street Light Out	9
Regional Parks/Other	10
Environmental Health/Public Pool Complaint	11
Graffiti/Private Property	11
Regional Parks/Maintenance Request	11
Environmental Health/Early Morning Noise Complaint	
Waste Management	12
Service Desk/After Hours	13
State Warning Center (NAWAS)/*Dispatch Log	14
Sacramento Area Sewer District/*Dispatch Log	15
District Attorney/*Dispatch Log	16
Adult Protective Services/*Dispatch Log	17
*Priority Housing/No Hot Water	19

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Closed Service Request Types for Week	Avg Days Open
Conservator/*Dispatch Log	19
Environmental Health/Food Facility Complaint	19
Sub-Standard Housing/Vector Infestation	20
Elevator/*Dispatch Log	23
*Hazmat/*Hazmat	26
Abandoned Vehicles/Wrecked	26
*Priority Housing/Collapsing Building Roof or Ceiling	27
Other Transportation/Roadway Problems/*Roadway Hazard Call Out if Potential for Injury or Damage	29
Ditches/Culverts/Ditch Cleaning	30
Ditches/Culverts/Drainage Problem	30
Ditches/Culverts/Off Road - Other Unknown Maintenance Needs	30
Encroachment Violations/Other Encroachment Types	30
Pavement/Pothole/Sunken Spot on Roadway	30
Sweeper Request/*Sweeper (Glass/Nails/Spills in Roadway) - Immediate	30
Traffic Investigations/Speeding/New Speed Bumps	30
Tree Complaint/Misc. Tree Calls	30
Abandoned Vehicles/Dismantled	32
Parking Enforcement/Transfer - Report	33
Aggregate Dumping/Trash Pick Up/*Debris Dumped in Roadway	35
Sub-Standard Housing/Other	38
Abandoned Vehicles/Inoperable	39
Environmental Health/Commercial Noise Complaint	45
Zoning/Rooster (in Residential Zone)	47
Private Property Complaint/Other	48
*Priority Housing/VOA (Vacant, Open, Accessible) Properties	53
Private Property Vehicle/Parked on Lawn	53
Marijuana/Cultivation	55
Private Property Complaint/Vacant, Unmaintained - Commercial	57
Private Property Vehicle/Occupied Mobile Homes/Trailers	57
Private Property Vehicle/Non-Operable (Commercial Included)	58
Private Property Complaint/Junk/Rubbish	88
*Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	109
Private Property Vehicle/Other	110

**Customer Service Report
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Closed Service Request Types for Week	Avg Days Open
Private Property Complaint/Vacant, Unmaintained - Resident	117

Aging of Open Requests

Days	Count
<30	2,051
31 to 60	1,726
61 to 90	1,436
>91	1,258