

BI-WEEKLY CUSTOMER SERVICE REPORT

Service Requests and Statistics
For the Weeks of 1/7/18 & 1/14/18



Customer Service Report January 14 to January 27, 2018

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Significant Events for the Bi-week

- The 311 Call Center experienced a slight increase in call volume over the last two weeks due to rain.

Bi-weekly Statistics

Number of	
• Service request by calls	1,804
• Service request by mobile application	391
• Other	207
Service requests opened	2,402
Informational calls	1,801
Transferred calls	3,340
Service request closed	2,768
Average days to close service request	30

Bi-weekly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Waste Management/ Illegal Dumping	59	88	99	53	53	352
Missed Service/ Garbage	1	35	124	68	19	247
Stray/Roam	2	46	40	15	19	122
Abandoned Vehicles/ Inoperable	16	22	53	19	9	119
Missed Service/Recycle	0	15	54	23	15	107
Total	78	206	370	178	115	947

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Bi-weekly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Waste Management /Illegal Dumping	40	117	94	52	34	337
Missed Service/Garbage	1	35	125	68	19	248
Abandoned Vehicles/ Inoperable	17	17	102	67	3	206
Other Transportation/ Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	8	32	78	35	24	177
Stray/Roam	1	38	42	17	22	120
Waste Management/ Illegal Dumping	40	117	94	52	34	337
Total	67	239	441	239	102	1,088

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Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Abandoned Vehicles/Inoperable	34	44	152	102	19	351
Encroachment Violations/Basketball Hoop / Garbage Cans	3	22	82	40	9	156
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	2	37	87	30	20	176
Private Property Complaint/Junk/Rubbish	26	63	194	64	24	371
Private Property Complaint/Other	38	76	289	125	40	568
Total	103	242	804	361	112	1,622

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Board of Supervisor District Information

Service Requests by District *

District	Count
District 1 – Serna	149
District 2 - Kennedy	431
District 3 – Peters	1,058
District 4 – Frost	450
District 5 - Nottoli	308
Other	6
Total	2,402

** Excludes service requests not identified by District*

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Top Service Request Opened by District (>10 requests)

	Count
District 1 - Serna	
Waste Management/Illegal Dumping	59
Abandoned Vehicles/Inoperable	16
District 2 - Kennedy	
Waste Management/Illegal Dumping	88
Stray/Roam	46
Missed Service/Garbage	35
Animal Care/Dead Animal	24
Abandoned Vehicles/Inoperable	22
Missed Service/Recycle	15
Private Property Complaint/Junk/Rubbish	13
Private Property Complaint/Other	12
Investigations/Barking (Dogs Only)	12
Investigations/Negligence/Cruelty	11
Abandoned Vehicles/Dismantled	11
District 3 - Peters	
Missed Service/Garbage	124
Waste Management/Illegal Dumping	99
Missed Service/Recycle	54
Pavement/Pothole/Pothole / Chuckhole Repair	54
Abandoned Vehicles/Inoperable	53
Missed Service/Green Waste	50
Animal Care/Dead Animal	46
Private Property Complaint/Other	42
Stray/Roam	40
Private Property Complaint/Junk/Rubbish	27
Investigations/Barking (Dogs Only)	19
Investigations/Negligence/Cruelty	18
Stray/Injured	18
Regional Parks/Trash and Debris	17
Missed Service/Neighborhood Clean Up (NCU)	16
Owned/Aggressive - Not Happening Now	14
Notify Supervisor/Garbage	11

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Private Property Vehicle/Parked on Lawn	11
Street Lights/Street Light Out	11
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	11
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	10
District 4 - Frost	
Missed Service/Garbage	68
Waste Management/Illegal Dumping	53
Missed Service/Recycle	23
Missed Service/Green Waste	19
Abandoned Vehicles/Inoperable	19
Pavement/Pothole/Pothole / Chuckhole Repair	19
Private Property Complaint/Other	18
Investigations/Barking (Dogs Only)	18
Stray/Roam	15
Animal Care/Dead Animal	11
District 5 - Nottoli	
Waste Management/Illegal Dumping	53
Missed Service/Garbage	19
Stray/Roam	19
Missed Service/Recycle	15
Animal Care/Dead Animal	13
Stray/Confined	13
Unspecified	
None	0

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Average Number of Days to Close a Service Request

Request Type	Avg Days To Close
Assist (On-Scene Only)/Animal Control Agency	0
Assist (On-Scene Only)/Police/Sheriff	0
Animal Care/Assist (On-Scene Only)	0
Animal Care/Rescue	0
Animal Care/Dead Animal	0
Aggregate Dumping/Trash Pick Up/Trash Pick Up (Larger Items)	0
CUBS/Transfer	0
Environmental Compliance/EMD On-Call Hazmat	0
Fleet Management/County Vehicle Complaint Form	0
Investigations/Animal Left in Vehicle	0
Investigations/Bite - Happening Now	0
Investigations/Abandoned Animal	0
Investigations/Tethered	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
Risk Management/County Vehicle Accident Form	0
Shopping Cart/By Vendor	0
Stray/Aggressive - Happening Now	0
Stray/Injured	0
Stray/Sick	0
Stray/Tied	0
Stray/Traffic	0
Stray/Trapped	0
Traffic Sign/Street Name Sign Missing or Down	0
Wild/Aggressive - Happening Now	0
Wild/Injured	0
Wild/Sick	0
Wild/Trapped	0
Wild/Confined	0
Wild/Roam	0
Waste Management/Calendar Request	1
Stray/Roam	1
Pick Up/License/Specimen Pick Up	1
Building Permits and Inspections (BPI)/Fence / Retaining Wall	1

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Investigations/Bite - Not Happening Now	2
Waste Management/Missed Sweeper Request	2
Waste Management/Illegal Dumping	3
Tree Complaint/Misc. Tree Calls	3
Business Licenses/Business Operating Without License	3
Owned/Aggressive - Happening Now	3
Regional Parks/Other	3
Owned/Aggressive - Not Happening Now	4
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	4
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	5
Investigations/Kennel	5
Investigations/Barking (Dogs Only)	5
Environmental Compliance/Hazardous Conditions	5
Stray/Confined	5
Traffic Investigations/Traffic Safety Related Issues	5
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) - Immediate	6
Other Transportation/Roadway Problems/Roadway Hazard Call Out if Potential for Injury or Damage	6
Environmental Compliance/Hazardous Substances	6
Investigations/Negligence/Cruelty	6
Priority Housing/Surfacing Sewage	6
Landscape/Vegetation/Cleaning of Vegetation and Debris from Soundwall	8
Bridge Complaints/Bridge Maintenance, Fence & Guard Rail Repair	9
Ditches/Culverts/Misc. Flooding	9
Ditches/Culverts/Drainage Problem	9
Sacramento County Sheriff/Transfer	9
Traffic Investigations/New Sign Request	9
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway,	9
Street Lights/Street Light or Pole Damaged	10
Regional Parks/Illegal Activity	10
Ditches/Culverts/Off Road - Other Unknown Maintenance Needs	10
Ditches/Culverts/Culvert / Pipe Repair or Cleaning	10
Ditches/Culverts/Ditch Cleaning	10
Barricades/Road Flooding	10
Building Permits and Inspections (BPI)/Emergency On-Call Inspector Request	11
Aggregate Dumping/Trash Pick Up/Visual Blight-Trash and Homeless Camp Clean Up	11

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Aggregate Dumping/Trash Pick Up/Illegal Dumping	11
Barricades/Needed for Emergency, Barricade-End-Sidewalk End	12
Owned/Nuisance (Dog Only)	13
Stray/Aggressive - Not Happening Now	15
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants	16
Tree Complaint/Request for Arden Park Ash Tree Removal and Replacement	16
Environmental Health (All Jurisdictions)/Food Facility Complaint	17
Regional Parks/Trash and Debris	17
Street Lights/Street Light Cycling On and Off	17
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	18
Traffic Sign/New Sign Request	19
Regional Parks/Illegal Camp	22
Environmental Health (All Jurisdictions)/Public Pool Complaint	22
Priority Housing/No Hot Water	25
Sub-Standard Housing/Vector Infestation	26
Sub-Standard Housing/Rodent Harborage	29
Street Lights/Group of Street Lights Out	30
Priority Housing/Total Lack of Heat	30
Traffic Investigations/Speeding/New Speed Bumps	31
Traffic Sign/Graffiti	38
Sub-Standard Housing/Plumbing	42
Pavement/Pothole/Sunken Spot on Roadway	43
Landscape/Vegetation/Miscellaneous Vegetation Calls	44
Pavement/Pothole/Pothole / Chuckhole Repair	45
Private Property Complaint/Illegal Signage - Other	48
Private Property Complaint/Other	48
Private Property Complaint/Vacant, Unmaintained - Commercial	48
Sub-Standard Housing/Roof Leak	48
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	48
Sidewalk/Sidewalk Obstruction	49
Private Property Vehicle/Parked on Lawn	49
Hazmat/Hazmat	52
Sidewalk/Request for New Sidewalk (Traffic Investigation)	54
Sub-Standard Housing/Electrical Malfunction	55
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) - Immediate	58
Graffiti/Sign	60
Abandoned Vehicles/Dismantled	61

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Street Lights/Street Light Out	63
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	65
Traffic Signal/Traffic Signal Knock Down	66
Road Markings/Request for New Legends or Markings	67
Private Property Vehicle/Non-Operable (Commercial Included)	67
Abandoned Vehicles/Wrecked	67
Abandoned Vehicles/Inoperable	68
Sub-Standard Housing/Other	68
Private Property Vehicle/Occupied Mobile Homes/Trailers	69
Encroachment Violations/Visibility Obstructions (Non-Vegetation)	71
Priority Housing/VOA (Vacant, Open, Accessible) Properties	74
Private Property Complaint/Junk/Rubbish	74
Graffiti/Public Right-of-Way	76
Traffic Signal/Traffic Signal Light Out	77
Traffic Signal/Traffic Signal Misc. Issues	78
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	79
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	80
Graffiti/Private Property	81
Private Property Complaint/Vacant, Unmaintained - Resident	82
Traffic Signal/Traffic Signal Flashing Red	85
Encroachment Violations/Basketball Hoop / Garbage Cans	86
Occupied Out-Building/Garage/Shed/Other	89
Traffic Signal/Traffic Signal Cycling Problem	91
Encroachment Violations/Other Encroachment Types	95
Ditches/Culverts/Shoulder Erosion / Drop-Off / Repair	95
Sidewalk/Curb, Gutter and Sidewalk Repair	98
Private Property Complaint/Illegal Signage - Mechanical Sign Waivers	101
Traffic Signal/Pedestrian Signal Inoperative	103
Marijuana (If wish to remain anonymous must refer /Cultivation)	103
Traffic Signal/Traffic Signal Short Green	104
Street Lights/Street Light Knock Down	105
Traffic Signal/Damaged, Loose or Turned Signal Head	107
Private Property Complaint/Illegal Signage - Balloons	109
Traffic Signal/Traffic Signal Long Red	112
Private Property Vehicle/Other	113
Zoning/Rooster (in Residential Zone)	115
Landscape/Vegetation/Vegetation Obstructing Sidewalks	118
Traffic Signal/Traffic Signal Detection Problem	133

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Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation	134
Street Lights/Street Light Miscellaneous Problem	135
Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	139
Encroachment Violations/Signs that Block View or Path	150
Sweeper Request/Landscape/Median Clean Up and Debris Removal	160
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	170
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	179
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	215

Aging of Open Requests

Days	Count
<30	1,664
31 to 60	787
61 to 90	491
>91	1,337