

BI-WEEKLY CUSTOMER SERVICE REPORT

Service Requests and Statistics
March 12 - March 25, 2018



**Customer Service Report
March 12 to March 25, 2018**

Table of Contents

Bi-weekly Statistics2

Bi-weekly Top Service Requests by Type Opened2

Bi-weekly Top Service Requests by Type Closed.....3

Cumulative Top Unresolved Service Request Types4

Board of Supervisor District Information.....5

 Service Requests by District5

 Top Service Request Opened by District (>10 requests)6

Average Number of Days to Close a Service Request.....9

Aging of Open Requests.....12

Customer Service Report March 12 to March 25, 2018

Bi-weekly Statistics

Number of	
• Service request by calls	1,984
• Service request by mobile application	542
• Other	251
Service requests opened	2,777
Informational calls	1,433
Transferred calls	3,367
Service request closed	2,336
Average days to close service request	13

Bi-weekly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Waste Management/Illegal Dumping	57	112	117	51	28	365
Missed Service/Garbage	12	66	136	75	22	311
Pavement/Pothole/Chuckhole Repair	9	26	158	50	24	267
Missed Service/Recycle	5	14	65	29	7	120
Abandoned Vehicles/Inoperable	16	15	53	23	5	112
Total	99	233	529	228	86	1,175

Customer Service Report March 12 to March 25, 2018

Bi-weekly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Waste Management/ Illegal Dumping	41	109	111	61	22	344
Missed Service/ Garbage	12	64	132	75	22	305
Abandoned Vehicles/ Inoperable	19	30	86	48	11	194
Missed Service/Recycle	5	14	63	29	7	118
Animal Care/Dead Animal	5	11	42	23	14	95
Total	82	228	434	236	76	1,056

Customer Service Report March 12 to March 25, 2018

Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Abandoned Vehicles/Inoperable	34	34	106	51	23	248
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	6	24	77	39	21	167
Pavement/Pothole/Chuckhole Repair	23	46	526	145	57	797
Private Property Complaint/Junk/Rubbish	42	59	213	74	25	413
Private Property Complaint/Other	38	86	330	156	43	653
Total	143	248	1,252	465	169	2,278

Customer Service Report March 12 to March 25, 2018

Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	178
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	483
District 3 – Peters <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	1,267
District 4 – Frost <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	539
District 5 – Nottoli <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	299
Unspecified	11
Total	2,777

Customer Service Report March 12 to March 25, 2018

Top Service Request Opened by District (>10 requests)

	Count
District 1-Serna	
Waste Management/Illegal Dumping	57
Abandoned Vehicles/Inoperable	16
Missed Service/Garbage	12
District 2-Kennedy	
Waste Management/Illegal Dumping	112
Missed Service/Garbage	66
Pavement/Pothole/Chuckhole Repair	26
Stray/Roam	23
Missed Service/Neighborhood Clean Up(NCU)	18
Abandoned Vehicles/Inoperable	15
Missed Service/Green Waste	14
Missed Service/Recycle	14
Stray/Injured	12
Street Lights/Street Light Out	12
Animal Care/Dead Animal	11
Encroachment Violations/Basketball Hoop/Garbage Cans	10
District 3-Peters	
Pavement/Pothole/Chuckhole Repair	158
Missed Service/Garbage	136
Waste Management/Illegal Dumping	117
Missed Service/Recycle	65
Abandoned Vehicles/Inoperable	53
Private Property Complaint/Other	48
Investigations/Barking(Dogs Only)	45
Animal Care/Dead Animal	36
Missed Service/Green Waste	35
Graffiti/Private Property	35
Private Property Complaint/Junk/Rubbish	34
Stray/Roam	28
Investigations/Negligence/Cruelty	26
Stray/Confined	14
Stray/Injured	14

Customer Service Report March 12 to March 25, 2018

OtherTransportation/RoadwayProblems/Miscellaneous-Other Unknown Maintenance Needs	13
Other Transportation/Roadway Problems/Roadway Hazard Call Out if Potential for Injury or Damage	13
Encroachment Violations/Basketball Hoop/Garbage Cans	13
Regional Parks/Trash and Debris	12
Wild/Injured	12
Street Lights/Street Light Out	12
Stray/Aggressive-Happening Now	11
Missed Service/Neighborhood Clean Up(NCU)	11
Owned/Nuisance(Dog Only)	10
Sidewalk/Curb, Gutter and Sidewalk Repair	10
Shopping Cart/By Vendor	10
District 4-Frost	
Missed Service/Garbage	75
Waste Management/Illegal Dumping	51
Pavement/Pothole/Pothole/Chuckhole Repair	50
Missed Service/Recycle	29
Private Property Complaint/Other	24
Abandoned Vehicles/Inoperable	23
Animal Care/Dead Animal	20
Stray/Roam	20
Investigations/Barking(Dogs Only)	16
Missed Service/Green Waste	14
Private Property Complaint/Junk/Rubbish	14
Investigations/Negligence/Cruelty	10

**Customer Service Report
March 12 to March 25, 2018**

District 5-Nottoli	
Waste Management/Illegal Dumping	28
Pavement/Pothole/Pothole/Chuckhole Repair	24
Stray/Roam	24
Missed Service/Garbage	22
Ditches/Culverts/Misc. Flooding	15
Animal Care/Dead Animal	14
Unspecified	
None	0

Customer Service Report March 12 to March 25, 2018

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)/Fire	0
Assist (On-Scene Only)/Police/Sheriff	0
Animal Care/Rescue	0
Animal Care/Dead Animal	0
CUBS/Transfer	0
Ditches/Culverts/Misc. Flooding	0
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	0
Fleet Management/County Vehicle Complaint Form	0
Investigations/Bite - Happening Now	0
Medi-Cal/Transfer	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
Notify Supervisor/Supervisor Dispute (Sorry Tag/Other Issue)	0
Investigations/Tethered	0
Risk Management/County Vehicle Accident Form	0
Sacramento County Sheriff Transient (TED)/Transfer - South Unit	0
Shopping Cart/By Vendor	0
Stray/Aggressive - Happening Now	0
Stray/Injured	0
Stray/Sick	0
Stray/Tied	0
Stray/Traffic	0
Stray/Aggressive - Not Happening Now	0
Stray/Roam	0
Traffic Signal/Traffic Signal Cycling Problem	0
Wild/Aggressive - Happening Now	0
Wild/Injured	0
Wild/Sick	0
Wild/Traffic	0
Wild/Trapped	0
Wild/Roam	0
Waste Management/Calendar Request	0

Customer Service Report March 12 to March 25, 2018

Request Type	Avg. Days To Close
Traffic Signal/Traffic Signal Detection Problem	1
Stray/Confined	1
Regional Parks/Illegal Activity	1
Investigations/Bite - Not Happening Now	1
Owned/Aggressive - Happening Now	1
Owned/Aggressive - Not Happening Now	1
Investigations/Abandoned Animal	1
Investigations/Animal Left in Vehicle	2
Environmental Compliance/EMD On-Call Hazmat	2
Barricades/Road Flooding	2
Building Permits and Inspections (BPI)/Emergency On-Call Inspector Request	2
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	2
Owned/Nuisance (Dog Only)	2
Investigations/Negligence/Cruelty	2
Waste Management/Report Scavenging	2
Waste Management/Illegal Dumping	3
Marijuana (If wish to remain anonymous must refer /Cultivation	3
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	3
Hazmat/Hazmat	3
Investigations/Barking (Dogs Only)	3
Investigations/Kennel	4
Fence/Missing Fence in/at/for Multi-Family Complex	5
Environmental Compliance/Hazardous Conditions	5
Building Permits and Inspections (BPI)/Fence/Retaining Wall	5
Traffic Signal/Traffic Signal Misc. Issues	5
Street Lights/Street Light Out	5
Traffic Signal/Traffic Signal Light Out	6
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	6
Pavement/Pothole/Pothole/Chuckhole Repair	6
Pavement/Pothole/Sunken Spot on Roadway	6
Regional Parks/Illegal Camp	6
Parking Enforcement/Transfer	7
Regional Parks/Graffiti	7
Traffic Signal/All Signals Dark	8
Encroachment Violations/Basketball Hoop/Garbage Cans	9
Aggregate Dumping/Trash Pick Up/Illegal Dumping	10
Traffic Investigations/Traffic Safety Related Issues	10

Customer Service Report March 12 to March 25, 2018

Request Type	Avg. Days To Close
Traffic Investigations/Parking Restriction/No Parking Sign	12
Sidewalk/Sidewalk Obstruction	12
Regional Parks/Maintenance Request	12
Regional Parks/Other	12
Priority Housing/Collapsing Building Roof or Ceiling	13
Traffic Signal/Traffic Signal Flashing Red	13
Priority Housing/Surfacing Sewage	14
Regional Parks/Trash and Debris	14
Other/Transfer	14
Sub-Standard Housing/Plumbing	16
Sidewalk/Curb, Gutter and Sidewalk Repair	17
Traffic Sign/Street Name Sign Missing or Down	19
Business Licenses/Business Operating Without License	19
Environmental Health (All Jurisdictions)/Food Facility Complaint	19
Sub-Standard Housing/Roof Leak	21
Street Lights/Street Light on Daytime	21
Sub-Standard Housing/Structural Defects	22
Sacramento County Sheriff Transient (TED)/Transfer - North Unit	23
Occupied Out-Building/Garage/Shed/Other	23
Priority Housing/VOA (Vacant, Open, Accessible) Properties	24
Priority Housing/Total Lack of Heat	32
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	36
Sub-Standard Housing/Rodent Harborage	38
Graffiti/Private Property	40
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	41
Private Property Complaint/Other	42
Zoning/Mobile Home Zoning Complaint	44
Private Property Vehicle/Non-Operable (Commercial Included)	45
Private Property Complaint/Vacant, Unmaintained - Commercial	46
Priority Housing/No Hot Water	50
Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	51
Private Property Vehicle/Occupied Mobile Homes/Trailers	53
Tree Complaint/Misc. Tree Calls	53
Abandoned Vehicles/Dismantled	54
Abandoned Vehicles/Inoperable	54
Zoning/Rooster (in Residential Zone)	55
Environmental Compliance/Hazardous Substances	56
Private Property Vehicle/Parked on Lawn	56
Private Property Complaint/Junk/Rubbish	61

Customer Service Report March 12 to March 25, 2018

Request Type	Avg. Days To Close
Sub-Standard Housing/Other	61
Abandoned Vehicles/Wrecked	65
Private Property Complaint/Illegal Signage - Other	68
Traffic Sign/New Sign Request	75
Private Property Complaint/Vacant, Unmaintained - Resident	78
Graffiti/Public Right-of-Way	99
Private Property Vehicle/Other	103
Other Transportation/Roadway Problems/Miscellaneous - Other	148
Unknown Maintenance Needs	148
Encroachment Violations/Signs that Block View or Path	148
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	226
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	233
Sweeper Request/Landscape/Median Clean Up and Debris Removal	246

Aging of Open Requests

Days	Count
<30	2,453
31 to 60	1,384
61 to 90	457
> 91	1,364