

BI-WEEKLY CUSTOMER SERVICE REPORT

Service Requests and Statistics
April 8 - 21, 2018



**Customer Service Report
April 8 to April 21, 2018**

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Bi-weekly Statistics

Number of	
• Service request by calls	2,028
• Service request by mobile application	661
• Other	252
Service requests opened	2,941
Informational calls	1,490
Transferred calls	3,555
Service request closed	2,213
Average days to close service request	6

Bi-weekly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Waste Management/Illegal Dumping	44	152	82	47	42	367
Missed Service/Garbage	8	43	121	56	28	256
Pavement/Pothole/Chuckhole Repair	9	16	127	58	29	239
Abandoned Vehicles/Inoperable	7	29	77	37	11	161
Missed Service/Recycle	4	26	73	38	6	147
Total	72	266	480	236	116	1,170

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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	49	158	114	50	44	415
Missed Service/ Garbage	8	45	119	57	29	258
Missed Service/Recycle	4	26	72	38	6	146
Missed Service/Green Waste	3	27	69	30	7	136
Stray/Roam	10	29	47	19	15	120
Total	74	285	421	194	101	1,075

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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	40	63	183	99	43	428
Investigations/ Negligence/Cruelty	3	42	84	33	13	175
Pavement/Pothole/ Chuckhole Repair	13	36	478	149	48	724
Private Property Complaint/Junk/Rubbish	45	66	247	81	25	464
Private Property Complaint/Other	38	113	387	188	53	779
Total	139	320	1,379	550	182	2,570

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Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna (McClellan Park, Fruitridge Pocket, North Natomas)	20
District 2 – Kennedy (Parkway, Lemon Hill, Florin)	556
District 3 – Peters (North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)	1,305
District 4 – Frost (Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)	567
District 5 – Nottoli (Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)	296
Unspecified	11
Total	2,941

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Top Service Request Opened by District (>10 requests)

District 1 - Serna	
Waste Management/Illegal Dumping	44
Regional Parks/Trash and Debris	36
Stray/Roam	10
District 2 - Kennedy	
Waste Management/Illegal Dumping	152
Missed Service/Garbage	43
Abandoned Vehicles/Inoperable	29
Stray/Roam	29
Missed Service/Green Waste	27
Missed Service/Recycle	26
Private Property Complaint/Other	22
Pavement/Pothole/Chuckhole Repair	16
Investigations/Barking (Dogs Only)	13
Animal Care/Dead Animal	12
Private Property Complaint/Junk/Rubbish	12
Street Lights/Street Light Out	11
Stray/Injured	10
District 3 - Peters	
Pavement/Pothole/Chuckhole Repair	127
Missed Service/Garbage	121
Waste Management/Illegal Dumping	82
Abandoned Vehicles/Inoperable	77
Missed Service/Recycle	73
Missed Service/Green Waste	70
Private Property Complaint/Other	61
Animal Care/Dead Animal	57
Stray/Roam	46
Investigations/Barking (Dogs Only)	41
Private Property Complaint/Junk/Rubbish	35
Owned/Aggressive - Not Happening Now	20
Graffiti/Private Property	20
Investigations/Negligence/Cruelty	16
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	16
Stray/Confined	15
Encroachment Violations/Basketball Hoop/Garbage Cans	15
Abandoned Vehicles/Wrecked	13
Stray/Injured	12

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Private Property Vehicle/Parked on Lawn	11
Wild/Injured	11
Private Property Complaint/Vacant, Unmaintained - Resident	10
District 4 - Frost	
Pavement/Pothole/Chuckhole Repair	58
Missed Service/Garbage	56
Waste Management/Illegal Dumping	47
Missed Service/Recycle	38
Abandoned Vehicles/Inoperable	37
Private Property Complaint/Other	36
Missed Service/Green Waste	31
Animal Care/Dead Animal	22
Investigations/Barking (Dogs Only)	17
Stray/Roam	15
Private Property Complaint/Junk/Rubbish	10
District 5 - Nottoli	
Waste Management/Illegal Dumping	42
Pavement/Pothole/Chuckhole Repair	29
Missed Service/Garbage	28
Stray/Roam	19
Animal Care/Dead Animal	14
Private Property Complaint/Other	12
Stray/Confined	11
Abandoned Vehicles/Inoperable	11
Regional Parks/Illegal Camp	10
Unspecified	
Unspecified	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/Rescue	0
Animal Care/Dead Animal	0
Animal Care/Information	0
CUBS/Transfer	0
Environmental Compliance/EMD On-Call Hazmat	0
Investigations/Animal Left in Vehicle	0
Investigations/Bite - Happening Now	0
Investigations/Abandoned Animal	0
Fleet Management/County Vehicle Complaint Form	0
Investigations/Bite - Not Happening Now	0
Investigations/Kennel	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
Office of Emergency Services/Emergency Alert Officer Notification	0
Other/Miscellaneous Services/Sacramento County Sheriff	0
Risk Management/County Vehicle Accident Form	0
Sacramento/Transfer - Animal Care	0
Stray/Aggressive - Happening Now	0
Stray/Injured	0
Stray/Sick	0
Stray/Tied	0
Stray/Traffic	0
Stray/Trapped	0
Stray/Aggressive - Not Happening Now	0
Stray/Roam	0
Traffic Signal/Traffic Signal Misc. Issues	0
Tree Complaint/Tree or Vegetation Obstructing Sidewalk	0
Wild/Injured	0
Wild/Sick	0
Wild/Trapped	0
Wild/Confined	0

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Request Type	Avg. Days To Close
Wild/Roam	0
Waste Management/Calendar Request	1
Waste Management/Report Scavenging	1
Stray/Confined	1
Shopping Cart/By Vendor	1
Owned/Aggressive - Happening Now	1
Owned/Nuisance (Dog Only)	1
Investigations/Tethered	1
Owned/Aggressive - Not Happening Now	2
Investigations/Negligence/Cruelty	2
Building Permits and Inspections (BPI)/Emergency On-Call Inspector Request	2
Regional Parks/Other	2
Sidewalk/Tree or Vegetation Obstructing Sidewalk	2
Public Works & Infrastructure/Waste Management	3
Waste Management/Illegal Dumping	3
Traffic Investigations/New Sign Request	3
Investigations/Barking (Dogs Only)	3
Pavement/Pothole/Pothole/Chuckhole Repair	3
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	4
Building Permits and Inspections (BPI)/Fence/Retaining Wall	5
Ditches/Culverts/Drainage Problem	5
Waste Management/Missed Sweeper Request	5
Regional Parks/Illegal Activity	5
Sidewalk/Curb, Gutter and Sidewalk Repair	5
Traffic Sign/New Sign Request	6
Traffic Signal/Damaged, Loose or Turned Signal Head	6
Traffic Signal/Traffic Signal Long Red	6
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	6
Business Licenses/Business Operating Without License	6
Hazmat/Hazmat	6
Other Transportation/Roadway Problems/Roadway Hazard Call Out if Potential for Injury or Damage	7
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway,	7
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Si	7
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) – Immediate	7
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) - Immediate	7
Zoning/Rooster (in Residential Zone)	8
Traffic Signal/Traffic Signal Flashing Red	9

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Request Type	Avg. Days To Close
Traffic Investigations/Traffic Safety Related Issues	9
Tree Complaint/Request for Arden Park Ash Tree Removal and Replacement	10
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	10
Ditches/Culverts/Ditch Cleaning	10
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	11
Traffic Investigations/Crosswalks (New)	11
Sidewalk/Sidewalk Obstruction	11
Regional Parks/Illegal Camp	12
Abandoned Vehicles/Inoperable	12
Abandoned Vehicles/Dismantled	13
Ditches/Culverts/Misc. Flooding	13
Zoning/Bee Keeping	13
Traffic Investigations/Speeding/New Speed Bumps	14
Sub-Standard Housing/Structural Defects	14
Environmental Compliance/Hazardous Conditions	14
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	15
Graffiti/Private Property	15
Traffic Sign/Graffiti	15
Graffiti/Public Right-of-Way	16
Environmental Health (All Jurisdictions)/Food Facility Complaint	16
Encroachment Violations/Basketball Hoop/Garbage Cans	16
Abandoned Vehicles/Wrecked	17
Traffic Sign/Street Name Sign Missing or Down	18
Sweeper Request/Landscape/Median Clean Up and Debris Removal	18
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	19
Occupied Out-Building/Garage/Shed/Other	19
Environmental Compliance/Hazardous Substances	20
Regional Parks/Trash and Debris	20
Street Lights/Street Light Out	20
Regional Parks/Maintenance Request	20
Environmental Compliance/Private Well/Small Water System on Unimproved Vacant land	21
Bridge Complaints/Movable Bridge (Any Problem)	21
Encroachment Violations/Other Encroachment Types	26
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	27
Tree Complaint/Misc. Tree Calls	28
Private Property Complaint/Illegal Signage - Other	28
Priority Housing/Collapsing Building Roof or Ceiling	30
Traffic Signal/All Signals Dark	30

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Request Type	Avg. Days To Close
Priority Housing/VOA (Vacant, Open, Accessible) Properties	31
Encroachment Violations/Signs that Block View or Path	33
Encroachment Violations/Visibility Obstructions (Non-Vegetation)	33
Private Property Complaint/Other	34
Bike Lane/Requesting New Bike Lane (Traffic Investigation)	38
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	41
Sub-Standard Housing/Vector Infestation	41
Priority Housing/No Hot Water	43
Sub-Standard Housing/Roof Leak	46
Landscape/Vegetation/Request to Abate Debris or Vegetation on Sidewalks	49
Private Property Vehicle/Parked on Lawn	57
Private Property Complaint/Junk/Rubbish	58
Private Property Vehicle/Non-Operable (Commercial Included)	59
Private Property Vehicle/Occupied Mobile Homes/Trailers	63
Sub-Standard Housing/Other	63
Landscape/Vegetation/Vegetation Obstructing Sidewalks	65
Sub-Standard Housing/Deteriorated Floors	70
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	77
Fence/Missing Fence in/at/for Multi-Family Complex	89
Private Property Complaint/Vacant, Unmaintained - Resident	101
Private Property Vehicle/Other	110
Sub-Standard Housing/Plumbing	155
Street Lights/Street Light Miscellaneous Problem	241

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Aging of Open Requests

Days	Count
<30	2,305
31 to 60	1,111
61 to 90	582
> 91	1,415