

BI-WEEKLY

Customer Service Report



SERVICE REQUESTS AND STATISTICS

May 6-19, 2018

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Bi-weekly Statistics

Number of	
• Service request by calls	2,122
• Service request by mobile application	545
• Other	348
Service requests opened	3,015
Informational calls	1,689
Transferred calls	4,449
Service request closed	2,701
Average days to close service request	12

Bi-weekly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Waste Management/Illegal Dumping	40	99	107	40	42	328
Missed Service/Garbage	3	62	150	62	44	321
Abandoned	4	26	91	41	18	180
Missed Service/Green Waste	5	17	101	35	7	165
Private Property Complaint/Other	9	23	89	33	8	162
Total	61	227	538	211	119	1,156

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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	32	98	120	44	43	337
Missed Service/ Garbage	3	62	151	62	44	322
Missed Service/Green Waste	5	17	103	35	7	167
Pavement/Pothole/ Chuckhole Repair	6	8	92	33	16	155
Missed Service/Recycle	3	12	62	47	10	135
Total	49	197	528	221	120	1,115

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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	14	46	148	69	28	305
Investigations/ Negligence/Cruelty	5	48	94	44	16	207
Pavement/Pothole/ Chuckhole Repair	4	13	197	55	12	281
Private Property Complaint/Junk/ Rubbish	47	90	268	82	32	519
Private Property Complaint/Other	52	136	481	232	59	960
Total	122	333	1,188	481	147	2,272

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Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	154
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	564
District 3 – Peters <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	1,351
District 4 – Frost <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	559
District 5 – Nottoli <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	372
Unspecified	14
Total	3,015

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Top Service Request Opened by District (>10 requests)

District 1 - Serna	
Waste Management/Illegal Dumping	40
Regional Parks/Illegal Camp	13
District 2 - Kennedy	
Waste Management/Illegal Dumping	99
Missed Service/Garbage	62
Abandoned Vehicles/Inoperable	26
Graffiti/Private Property	24
Private Property Complaint/Other	23
Stray/Roam	21
Missed Service/Green Waste	17
Private Property Complaint/Junk/Rubbish	16
Abandoned Vehicles/Wrecked	14
Animal Care/Dead Animal	14
Investigations/Barking (Dogs Only)	12
Missed Service/Recycle	12
Owned/Aggressive - Not Happening Now	11
Stray/Confined	11
Pavement/Pothole/Chuckhole Repair	10
Missed Service/Neighborhood Clean Up (NCU)	10
District 3 - Peters	
Missed Service/Garbage	150
Waste Management/Illegal Dumping	107
Missed Service/Green Waste	101
Abandoned Vehicles/Inoperable	91
Private Property Complaint/Other	89
Missed Service/Recycle	60
Animal Care/Dead Animal	43
Investigations/Barking (Dogs Only)	40
Private Property Complaint/Junk/Rubbish	38
Pavement/Pothole/Chuckhole Repair	27
Investigations/Negligence/Cruelty	24
Stray/Roam	24
Private Property Complaint/Vacant, Unmaintained - Resident	22

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Private Property Vehicle/Parked on Lawn	18
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	18
Private Property Vehicle/Non-Operable (Commercial Included)	17
Abandoned Vehicles/Wrecked	16
Stray/Injured	16
Street Lights/Street Light Out	16
Graffiti/Private Property	15
Owned/Aggressive - Not Happening Now	14
Other Transportation/Roadway Problems/Roadway Hazard Call Out if Potential for Injury or Damage	14
Missed Service/Neighborhood Clean Up (NCU)	13
Sidewalk/Sidewalk Obstruction	11
Environmental Health (All Jurisdictions)/Food Facility Complaint	11
Traffic Signal/Traffic Signal Misc. Issues	11
Stray/Sick	10
Shopping Cart/By Vendor	10
Owned/Nuisance (Dog Only)	10
District 4 - Frost	
Missed Service/Garbage	62
Missed Service/Recycle	46
Abandoned Vehicles/Inoperable	41
Waste Management/Illegal Dumping	40
Missed Service/Green Waste	35
Private Property Complaint/Other	33
Investigations/Barking (Dogs Only)	22
Animal Care/Dead Animal	16
Private Property Complaint/Vacant, Unmaintained - Resident	12
Private Property Complaint/Junk/Rubbish	11
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	11
Stray/Roam	11
Investigations/Negligence/Cruelty	10

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District 5 - Nottoli	
Missed Service/Garbage	44
Waste Management/Illegal Dumping	42
Animal Care/Dead Animal	22
Stray/Roam	21
Abandoned Vehicles/Inoperable	18
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	15
Investigations/Barking (Dogs Only)	10
Missed Service/Recycle	10
Stray/Confined	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)/Fire	0
Assist (On-Scene Only)/Police/Sheriff	0
Priority Housing/VOA (Vacant, Open, Accessible) Properties	0
Animal Care/Rescue	0
Animal Care/Dead Animal	0
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	0
Code Enforcement/Transfer - Complaint & Case	0
CUBS/Transfer	0
Environmental Compliance/EMD On-Call Hazmat	0
Fleet Management/County Vehicle Complaint Form	0
Florin Perkins SPCA/Transfer	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
Office of Emergency Services/Emergency Alert Officer Notification	0
Pick Up/License/Specimen Pick Up	0
Sacramento/Transfer - Animal Care	0
Sacramento/Transfer - Public Works	0
Shopping Cart/By Vendor	0
Risk Management/County Vehicle Accident Form	0
Stray/Aggressive - Happening Now	0
Stray/Injured	0
Stray/Sick	0
Stray/Traffic	0
Stray/Trapped	0
Stray/Aggressive - Not Happening Now	0
Stray/Roam	0
Wild/Aggressive - Happening Now	0
Wild/Injured	0

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Request Type	Avg. Days To Close
Wild/Sick	0
Wild/Traffic	0
Wild/Trapped	0
Wild/Aggressive - Not Happening Now	0
Wild/Confined	0
Wild/Roam	0
Waste Management/Calendar Request	0
Stray/Confined	1
Owned/Aggressive - Not Happening Now	1
Owned/Nuisance (Dog Only)	1
Investigations/Negligence/Cruelty	1
Investigations/Bite - Not Happening Now	1
Investigations/Kennel	2
Owned/Aggressive - Happening Now	2
Notify Supervisor/Supervisor Dispute (Sorry Tag/Other Issue)	2
Building Permits and Inspections (BPI)/Fence/Retaining Wall	2
Regional Parks/Maintenance Request	2
Regional Parks/Illegal Activity	3
Street Lights/Street Light or Pole Damaged	3
Hazmat/Hazmat	3
Hazmat/Hydraulic Spill	3
Waste Management/Illegal Dumping	3
Investigations/Barking (Dogs Only)	4
Regional Parks/Other	4
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	4
Traffic Investigations/Parking Restriction/No Parking Sign	4
Sub-Standard Housing/Vector Infestation	5
Zoning/Rooster (in Residential Zone)	5
Building Permits and Inspections (BPI)/Emergency On-Call Inspector Request	5
Ditches/Culverts/Drainage Problem	6
Encroachment Violations/Basketball Hoop/Garbage Cans	6
Encroachment Violations/Visibility Obstructions (Non-Vegetation)	8
Ditches/Culverts/Off Road - Other Unknown Maintenance Needs	8
Regional Parks/Illegal Camp	8
Sidewalk/Tree or Vegetation Obstructing Sidewalk	9
Mowing/Spraying - Weed Abatement/Requesting for Weed Abatement within County Right-	9
Fence/Barbed Wire / Concertina / Razor Wire	10
Bridge Complaints/Bridge Maintenance, Fence & Guard Rail Repair	10
Environmental Compliance/Hazardous Substances	11

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Request Type	Avg. Days To Close
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	11
Traffic Investigations/Speeding/New Speed Bumps	11
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) - Immediate	12
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) - Immediate	12
Traffic Signal/Traffic Signal Short Green	12
Encroachment Violations/Other Encroachment Types	12
Tree Complaint/Tree Obstructing Illumination of County Street Lights	12
Environmental Health (All Jurisdictions)/Food Facility Complaint	13
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	13
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	14
Abandoned Vehicles/Wrecked	14
Private Property Complaint/Vacant, Unmaintained - Commercial	14
Traffic Sign/Street Name Sign Missing or Down	15
Abandoned Vehicles/Dismantled	17
Abandoned Vehicles/Inoperable	18
Traffic Signal/Traffic Signal Knock Down	19
Tree Complaint/Misc. Tree Calls	19
Traffic Signal/All Signals Dark	20
Other Transportation/Roadway Problems/Roadway Hazard Call Out if Potential for Injury or Damage	20
Ditches/Culverts/Ditch Cleaning	21
Tree Complaint/Tree Obstructing County Sign/Pole	21
Aggregate Dumping/Trash Pick Up/Illegal Dumping	24
Private Property Complaint/Illegal Signage - Other	24
Traffic Signal/Pedestrian Signal Inoperative	24
Road Markings/Request for New Legends or Markings	26
Regional Parks/Trash and Debris	27
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Si	27
Traffic Sign/New Sign Request	27
Traffic Signal/Traffic Signal Misc. Issues	27
Barricades/Needed for Emergency, Barricade-End-Sidewalk End	27
Landscape/Vegetation/Request for Removal of Vegetation Illegally Obstructing	28
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	29
Private Property Complaint/Vacant, Unmaintained - Resident	30
Business Licenses/Business Operating Without License	30

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Request Type	Avg. Days To Close
Traffic Signal/Traffic Signal Long Red	31
Traffic Investigations/New Sign Request	31
Traffic Signal/Traffic Signal Flashing Red	32
Pavement/Pothole/Paving Needed on Street	32
Sub-Standard Housing/Plumbing	33
Sub-Standard Housing/Structural Defects	34
Ditches/Culverts/Culvert / Pipe Repair or Cleaning	34
Private Property Complaint/Other	35
Pavement/Pothole/Chuckhole Repair	36
Sidewalk/Sidewalk Obstruction	36
Sidewalk/Curb, Gutter and Sidewalk Repair	37
Private Property Vehicle/Non-Operable (Commercial Included)	37
Traffic Signal/Traffic Signal Detection Problem	37
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	38
Environmental Compliance/Hazardous Conditions	40
Street Lights/Street Light Out	41
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	44
Traffic Signal/Traffic Signal Cycling Problem	46
Street Lights/Street Light Knock Down	49
Sub-Standard Housing/HVAC Issues (must be part of heating and cooling unit)	50
Landscape/Vegetation/Miscellaneous Vegetation Calls	52
Pavement/Pothole/Sunken Spot on Roadway	52
Traffic Signal/Traffic Signal Light Out	53
Private Property Vehicle/Occupied Mobile Homes/Trailers	54
Street Lights/Street Light Cycling On and Off	56
Tree Complaint/Tree Limb Down Obstructing Bike Lane or Sidewalk	56
Graffiti/Private Property	56
Barricades/Road Flooding	56
Traffic Investigations/Traffic Safety Related Issues	61
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	67
Priority Housing/No Hot Water	68
Private Property Vehicle/Parked on Lawn	68
Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation	69
Private Property Complaint/Junk/Rubbish	72
Sub-Standard Housing/Electrical Malfunction	73
Sub-Standard Housing/Roof Leak	76

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Request Type	Avg. Days To Close
Sub-Standard Housing/Other	82
Sweeper Request/Landscape/Median Clean Up and Debris Removal	83
Graffiti/Public Right-of-Way	83
Traffic Signal/Damaged, Loose or Turned Signal Head	84
Private Property Vehicle/Other	85
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Si	91
Marijuana	124
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	152
Traffic Sign/Graffiti	166
Tree Complaint/Request for Arden Park Ash Tree Removal and Replacement	169
Street Lights/Street Light Miscellaneous Problem	170
Occupied Out-Building/Garage/Shed/Other	175

**Customer Service Report
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Aging of Open Requests

Days	Count
<30	1,951
31 to 60	857
61 to 90	691
> 91	1,737