

BI-WEEKLY

# Customer Service Report



## SERVICE REQUESTS AND STATISTICS

May 20 - June 2, 2018

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## Customer Service Report May 20, 2018 to June 2, 2018

### Bi-weekly Statistics

Number of	
• Service request by calls	2,138
• Service request by mobile application	639
• Other	344
Service requests opened	3,121
Informational calls	1,932
Transferred calls	4,281
Service request closed	2,402
Average days to close service request	5

### Bi-weekly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	5	95	175	64	28	367
Waste Management/ Illegal Dumping	24	109	101	44	53	331
Private Property Complaint/ Other	7	22	60	38	7	134
Missed Service/Green Waste	7	20	106	34	13	180
Abandoned Vehicles/ Inoperable	11	14	59	43	12	139
<b>Total</b>	<b>54</b>	<b>260</b>	<b>501</b>	<b>223</b>	<b>113</b>	<b>1,151</b>

## Customer Service Report May 20, 2018 to June 2, 2018

### Bi-weekly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/ Garbage	5	95	174	64	28	366
Waste Management/ Illegal Dumping	32	109	104	42	55	342
Missed Service/ Green Waste	7	20	107	34	13	181
Abandoned Vehicles/ Inoperable	2	21	51	15	4	93
Missed Service/Recycle	1	21	42	33	12	109
<b>Total</b>	<b>47</b>	<b>266</b>	<b>478</b>	<b>188</b>	<b>112</b>	<b>1,091</b>

## Customer Service Report May 20, 2018 to June 2, 2018

### Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Abandoned Vehicles/ Inoperable	20	33	140	91	33	317
Investigations/ Negligence/Cruelty	5	50	97	46	17	215
Pavement/Pothole/ Chuckhole Repair	6	20	225	74	31	356
Private Property Complaint/Junk/Rubbish	43	100	278	90	36	547
Private Property Complaint/Other	52	145	505	256	61	1,019
<b>Total</b>	<b>126</b>	<b>348</b>	<b>1,245</b>	<b>557</b>	<b>178</b>	<b>2,454</b>

## Customer Service Report May 20, 2018 to June 2, 2018

### Board of Supervisor District Information

#### Service Requests by District

District	Count
<b>District 1 – Serna</b> <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	142
<b>District 2 – Kennedy</b> <i>(Parkway, Lemon Hill, Florin)</i>	592
<b>District 3 – Peters</b> <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	1,285
<b>District 4 – Frost</b> <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	561
<b>District 5 – Nottoli</b> <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	361
Unspecified	180
<b>Total</b>	<b>3,121</b>

## Customer Service Report May 20, 2018 to June 2, 2018

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

<b>District 1 - Serna</b>	
Waste Management/Illegal Dumping	24
Regional Parks/Illegal Camp	12
Abandoned Vehicles/Inoperable	11
<b>District 2 - Kennedy</b>	
Waste Management/Illegal Dumping	109
Missed Service/Garbage	95
Stray/Roam	28
Private Property Complaint/Other	22
Missed Service/Recycle	21
Missed Service/Green Waste	20
Investigations/Barking (Dogs Only)	16
Abandoned Vehicles/Wrecked	14
Abandoned Vehicles/Inoperable	14
Private Property Complaint/Junk/Rubbish	14
Owned/Aggressive - Not Happening Now	10
Investigations/Negligence/Cruelty	10
<b>District 3 - Peters</b>	
Missed Service/Garbage	175
Missed Service/Green Waste	106
Waste Management/Illegal Dumping	101
Private Property Complaint/Other	60
Abandoned Vehicles/Inoperable	59
Animal Care/Dead Animal	48
Missed Service/Recycle	42
Investigations/Barking (Dogs Only)	40
Private Property Complaint/Junk/Rubbish	37
Pavement/Pothole/Chuckhole Repair	28
Stray/Roam	26
Graffiti/Private Property	21
Stray/Injured	17
Private Property Vehicle/Parked on Lawn	17
Wild/Injured	17
Investigations/Negligence/Cruelty	15
Owned/Aggressive - Not Happening Now	14

## Customer Service Report May 20, 2018 to June 2, 2018

Private Property Vehicle/Non-Operable (Commercial Included)	12
Private Property Complaint/Vacant, Unmaintained - Resident	12
Abandoned Vehicles/Wrecked	12
Abandoned Vehicles/Dismantled	12
Stray/Sick	11
Sidewalk/Curb, Gutter and Sidewalk Repair	11
Wild/Sick	11
Traffic Signal/Traffic Signal Misc. Issues	10
Shopping Cart/By Vendor	10
Regional Parks/Trash and Debris	10
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Damage	10
<b>District 4 - Frost</b>	
Missed Service/Garbage	64
Waste Management/Illegal Dumping	44
Abandoned Vehicles/Inoperable	43
Private Property Complaint/Other	38
Missed Service/Green Waste	34
Missed Service/Recycle	33
Animal Care/Dead Animal	25
Pavement/Pothole/Chuckhole Repair	19
Stray/Roam	18
Investigations/Barking (Dogs Only)	15
Private Property Complaint/Junk/Rubbish	11
<b>District 5 - Nottoli</b>	
Waste Management/Illegal Dumping	53
Missed Service/Garbage	28
Stray/Roam	24
Pavement/Pothole/Chuckhole Repair	20
Missed Service/Green Waste	13
Missed Service/Recycle	12
Abandoned Vehicles/Inoperable	12
Animal Care/Dead Animal	10



**Customer Service Report  
May 20, 2018 to June 2, 2018**

<b>Unspecified</b>	
Private Property Complaint/Other	54
Pavement/Pothole/Chuckhole Repair	50
Abandoned Vehicles/Inoperable	33

## Customer Service Report May 20, 2018 to June 2, 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
Building Permits and Inspections (BPI)/Emergency On-Call Inspector Request	0
Citrus Heights/Transfer - Public Works	0
Construction Management/Transfer	0
Encroachment Violations/Signs that Block View or Path	0
Environmental Compliance/EMD On-Call Hazmat	0
Fleet Management/County Vehicle Complaint Form	0
Graffiti/Public Right-of-Way	0
Investigations/Animal Left in Vehicle	0
Investigations/Bite - Happening Now	0
Investigations/Abandoned Animal	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
Pavement/Pothole/Chuckhole Repair	0
Pavement/Pothole/Sunken Spot on Roadway	0
Sacramento County Sheriff/Transfer	0
Sacramento/Transfer - Public Works	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
Stray/Aggressive - Not Happening Now	0
Stray/Roam	0
Traffic Investigations/Speeding/New Speed Bumps	0
Traffic Signal/Traffic Signal Flashing Red	0
Waste Management/Calendar Request	0

## Customer Service Report May 20, 2018 to June 2, 2018

Request Type	Avg. Days To Close
Wild/Aggressive - Happening Now	0
Wild/Injured	0
Wild/Sick	0
Wild/Traffic	0
Wild/Trapped	0
Wild/Confined	0
Wild/Roam	0
Risk Management/County Vehicle Accident Form	1
Traffic Signal/Traffic Signal Short Green	1
Sweeper Request/Landscape/Median Clean Up and Debris Removal	1
Traffic Signal/Traffic Signal Light Out	1
Traffic Signal/Traffic Signal Long Red	1
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) - Immediate	1
Traffic Signal/Traffic Signal Cycling Problem	1
Traffic Signal/Traffic Signal Detection Problem	1
Sidewalk/Tree or Vegetation Obstructing Sidewalk	1
Stray/Confined	1
Owned/Aggressive - Happening Now	1
Investigations/Negligence/Cruelty	1
Investigations/Tethered	1
Investigations/Bite - Not Happening Now	1
Office of Emergency Services/Emergency Alert Officer Notification	1
Graffiti/Private Property	1
Aggregate Dumping/Trash Pick Up/Illegal Dumping	1
Hazmat	1
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	2
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	2
Environmental Compliance/Hazardous Substances	2
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Damage	2
Investigations/Kennel	2
Owned/Aggressive - Not Happening Now	2
Owned/Nuisance (Dog Only)	2
Traffic Signal/Traffic Signal Misc. Issues	2
Tree Complaint/Misc. Tree Calls	2
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	2
Waste Management/Illegal Dumping	3
Street Lights/Street Light Out	3

## Customer Service Report May 20, 2018 to June 2, 2018

Request Type	Avg. Days To Close
Pick Up/License/Specimen Pick Up	3
Investigations/Barking (Dogs Only)	4
Bridge Complaints/Bridge Maintenance, Fence & Guard Rail Repair	5
Landscape/Vegetation/Request to Abate Debris or Vegetation on Sidewalks	5
Sidewalk/Request for New Sidewalk (Traffic Investigation)	5
Waste Management/Missed Sweeper Request	5
Sidewalk/Curb, Gutter and Sidewalk Repair	6
State/State Water Resources	7
Waste Management/Report Scavenging	7
Priority Housing/No Hot Water	7
Sidewalk/Sidewalk Obstruction	8
Regional Parks/Other	9
Marijuana	10
Sub-Standard Housing/Electrical Malfunction	11
Abandoned Vehicles/Dismantled	12
Environmental Health (All Jurisdictions)/Food Facility Complaint	12
Ditches/Culverts/Drainage Problem	13
Abandoned Vehicles/Inoperable	14
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	14
Abandoned Vehicles/Wrecked	15
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	17
Environmental Health (All Jurisdictions)/Public Pool Complaint	17
Regional Parks/Maintenance Request	18
Pavement/Pothole/Other Unknown Maintenance Needs	19
Private Property Complaint/Other	19
Regional Parks/Graffiti	21
Regional Parks/Illegal Camp	23
Private Property Complaint/Illegal Signage - Flags	24
Regional Parks/Illegal Activity	26
Regional Parks/Trash and Debris	26
Business Licenses/Business Operating Without License	32
Private Property Complaint/Vacant, Unmaintained - Resident	34
Private Property Vehicle/Other	41
Sub-Standard Housing/HVAC Issues (must be part of heating and cooling unit)	41
Occupied Out-Building/Garage/Shed/Other	42
Private Property Vehicle/Non-Operable (Commercial Included)	47
Zoning/Rooster (in Residential Zone)	48
Sub-Standard Housing/Other	50

## Customer Service Report May 20, 2018 to June 2, 2018

Request Type	Avg. Days To Close
Private Property Complaint/Junk/Rubbish	50
Sub-Standard Housing/Structural Defects	59
Private Property Vehicle/Occupied Mobile Homes/Trailers	65
Priority Housing/Surfacing Sewage	66
Private Property Vehicle/Parked on Lawn	68
Sub-Standard Housing/Plumbing	72
Priority Housing/VOA (Vacant, Open, Accessible) Properties	76
Environmental Compliance/Hazardous Conditions	85
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	97
Environmental Compliance/Private Well/Small Water System on Unimproved Vacant Lot	121
Sub-Standard Housing/Roof Leak	133
Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	322

**Customer Service Report  
May 20, 2018 to June 2, 2018**

**Aging of Open Requests**

<b>Days</b>	<b>Count</b>
<30	2,400
31 to 60	1,050
61 to 90	666
> 91	1,993