

## SERVICE REQUESTS AND STATISTICS

JULY 22, 2018 – AUGUST 4, 2018

BI-WEEKLY

# CUSTOMER SERVICE REPORT



Office of Customer Service

916-875-4311

[www.311.saccounty.net](http://www.311.saccounty.net)

**Customer Service Report  
July 22, 2018 – August 4, 2018**

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## Customer Service Report July 22, 2018 – August 4, 2018

### Bi-weekly Statistics

|   |       |
|---|-------|
| Number of                               |       |
| • Service request by calls              | 2,149 |
| • Service request by mobile application | 552   |
| • Other                                 | 362   |
| Service requests opened                 | 3,063 |
| Informational calls                     | 2,090 |
| Transferred calls                       | 4,573 |
| Service request closed                  | 3,133 |
| Average days to close service request   | 20    |

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

| Type                                 | District 1 | District 2 | District 3 | District 4 | District 5 | Total        |
|--------------------------------------|------------|------------|------------|------------|------------|--------------|
| Missed Service/Garbage               | 6          | 100        | 187        | 68         | 38         | 399          |
| Waste Management/<br>Illegal Dumping | 21         | 138        | 115        | 53         | 57         | 384          |
| Abandoned Vehicles/<br>Inoperable    | 11         | 52         | 115        | 41         | 16         | 235          |
| Missed Service/Recycle               | 0          | 30         | 58         | 41         | 7          | 136          |
| Private Property<br>Complaint/Other  | 3          | 19         | 45         | 33         | 26         | 126          |
| <b>Total</b>                         | <b>41</b>  | <b>339</b> | <b>520</b> | <b>236</b> | <b>144</b> | <b>1,280</b> |

## Customer Service Report July 22, 2018 – August 4, 2018

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

| Type                                 | District 1 | District 2 | District 3 | District 4 | District 5 | Total        |
|--------------------------------------|------------|------------|------------|------------|------------|--------------|
| Waste Management/<br>Illegal Dumping | 29         | 151        | 131        | 56         | 90         | 457          |
| Missed<br>Service/Garbage            | 6          | 100        | 187        | 68         | 38         | 399          |
| Missed Service/Recycle               | 0          | 30         | 58         | 41         | 7          | 136          |
| Animal Care/Dead<br>Animal           | 7          | 21         | 60         | 17         | 10         | 115          |
| Missed Service/Green<br>Waste        | 3          | 24         | 47         | 17         | 7          | 98           |
| <b>Total</b>                         | <b>45</b>  | <b>326</b> | <b>483</b> | <b>199</b> | <b>152</b> | <b>1,205</b> |

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**Cumulative Top Unresolved Service Request Types**

| Type                                       | District<br>1 | District<br>2 | District<br>3 | District<br>4 | District<br>5 | Total        |
|--|---------------|---------------|---------------|---------------|---------------|--------------|
| Abandoned Vehicles/<br>Inoperable          | 24            | 98            | 299           | 128           | 39            | 588          |
| Investigations/<br>Negligence/Cruelty      | 11            | 66            | 138           | 74            | 31            | 320          |
| Pavement/Pothole/<br>Chuckhole Repair      | 6             | 17            | 247           | 77            | 31            | 378          |
| Private Property<br>Complaint/Junk/Rubbish | 57            | 136           | 372           | 120           | 45            | 730          |
| Private Property<br>Complaint/Other        | 64            | 184           | 606           | 306           | 103           | 1,263        |
| <b>Total</b>                               | <b>162</b>    | <b>501</b>    | <b>1,662</b>  | <b>705</b>    | <b>249</b>    | <b>3,279</b> |

# Customer Service Report

## July 22, 2018 – August 4, 2018

### Board of Supervisor District Information

#### Service Requests by District

| District   | Count        |
|--|--------------|
| <b>District 1 – Serna</b><br><i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>   | 115          |
| <b>District 2 – Kennedy</b><br><i>(Parkway, Lemon Hill, Florin)</i>  | 672          |
| <b>District 3 – Peters</b><br><i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>  | 1,329        |
| <b>District 4 – Frost</b><br><i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>                             | 556          |
| <b>District 5 – Nottoli</b><br><i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i> | 374          |
| Unspecified  | 17           |
| <b>Total</b>   | <b>3,063</b> |

## Customer Service Report July 22, 2018 – August 4, 2018

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

| <b>District 1 - Serna</b>                   |     |
|---|-----|
| Waste Management/Illegal Dumping            | 21  |
| Abandoned Vehicles/Inoperable               | 11  |
| <b>District 2 - Kennedy</b>                 |     |
| Waste Management/Illegal Dumping            | 138 |
| Missed Service/Garbage                      | 100 |
| Abandoned Vehicles/Inoperable               | 52  |
| Missed Service/Recycle                      | 30  |
| Missed Service/Green Waste                  | 24  |
| Stray/Roam                                  | 20  |
| Private Property Complaint/Other            | 19  |
| Animal Care/Dead Animal                     | 17  |
| Private Property Complaint/Junk/Rubbish     | 16  |
| Investigations/Negligence/Cruelty           | 15  |
| Abandoned Vehicles/Wrecked                  | 14  |
| Private Property Vehicle/Parked on Lawn     | 14  |
| Investigations/Barking (Dogs Only)          | 13  |
| Missed Service/Neighborhood Clean Up (NCU)  | 10  |
| <b>District 3 - Peters</b>                  |     |
| Missed Service/Garbage                      | 187 |
| Abandoned Vehicles/Inoperable               | 115 |
| Waste Management/Illegal Dumping            | 115 |
| Animal Care/Dead Animal                     | 60  |
| Missed Service/Recycle                      | 58  |
| Missed Service/Green Waste                  | 47  |
| Private Property Complaint/Other            | 45  |
| Pavement/Pothole/Pothole / Chuckhole Repair | 38  |
| Stray/Roam                                  | 31  |
| Investigations/Barking (Dogs Only)          | 29  |
| Abandoned Vehicles/Wrecked                  | 27  |
| Graffiti/Private Property                   | 25  |
| Private Property Complaint/Junk/Rubbish     | 23  |
| Missed Service/Neighborhood Clean Up (NCU)  | 23  |

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|  |    |
|--|----|
| Investigations/Negligence/Cruelty  | 21 |
| Private Property Vehicle/Parked on Lawn  | 20 |
| Stray/Confined   | 16 |
| Traffic Signal/Traffic Signal Flashing Red   | 15 |
| Stray/Sick   | 13 |
| Owned/Aggressive - Not Happening Now   | 13 |
| Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam | 12 |
| Regional Parks/Illegal Camp  | 12 |
| Stray/Injured  | 12 |
| Private Property Vehicle/Non-Operable (Commercial Included)                                  | 11 |
| Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs        | 11 |
| Owned/Nuisance (Dog Only)  | 11 |
| Encroachment Violations/Basketball Hoop/Garbage Cans   | 10 |
| Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Si                            | 10 |
| Wild/Injured   | 10 |
| <b>District 4 - Frost</b>  |    |
| Missed Service/Garbage   | 68 |
| Waste Management/Illegal Dumping   | 53 |
| Missed Service/Recycle   | 41 |
| Abandoned Vehicles/Inoperable  | 41 |
| Private Property Complaint/Other   | 33 |
| Missed Service/Green Waste   | 17 |
| Animal Care/Dead Animal  | 16 |
| Investigations/Barking (Dogs Only)   | 16 |
| Pavement/Pothole/Pothole/Chuckhole Repair  | 14 |
| Investigations/Negligence/Cruelty  | 13 |
| Private Property Complaint/Junk/Rubbish  | 10 |
| Stray/Roam   | 10 |
| <b>District 5 – Nottoli</b>  |    |
| Waste Management/Illegal Dumping   | 57 |
| Missed Service/Garbage   | 38 |
| Private Property Complaint/Other   | 26 |
| Abandoned Vehicles/Inoperable  | 16 |
| Investigations/Negligence/Cruelty  | 15 |



## Customer Service Report July 22, 2018 – August 4, 2018

|   |    |
|---|----|
| Pavement/Pothole/Pothole / Chuckhole Repair | 13 |
| Stray/Roam                                  | 12 |
| Animal Care/Dead Animal                     | 10 |
| <b>Unspecified</b>                          |    |
| Unspecified                                 | 0  |

## Customer Service Report July 22, 2018 – August 4, 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                  |
| Board of Supervisors/Transfer                     | 0                  |
| Environmental Compliance/EMD On-Call Hazmat       | 0                  |
| Fleet Management/County Vehicle Complaint Form    | 0                  |
| Investigations/Animal Left in Vehicle             | 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                  |
| Pick Up/License/Specimen Pick Up                  | 0                  |
| Rancho Cordova/Transfer - Animal Care             | 0                  |
| Risk Management/County Vehicle Accident Form      | 0                  |
| Road Markings/Request for New Legends or Markings | 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                  |
| Waste Management/Calendar Request                 | 0                  |
| Wild/Aggressive - Happening Now                   | 0                  |
| Wild/Injured                                      | 0                  |
| Wild/Sick   | 0                  |
| Wild/Traffic                                      | 0                  |
| Wild/Trapped                                      | 0                  |
| Wild/Confined                                     | 0                  |
| Wild/Roam   | 0                  |
| Stray/Roam  | 1                  |

## Customer Service Report July 22, 2018 – August 4, 2018

| Request Type   | Avg. Days To Close |
|--|--------------------|
| Investigations/Tethered  | 1                  |
| Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint | 1                  |
| Animal Care/Dead Animal  | 1                  |
| Investigations/Illegal Sales   | 2                  |
| Investigations/Bite - Happening Now  | 2                  |
| Investigations/Abandoned Animal  | 2                  |
| Owned/Aggressive - Happening Now   | 2                  |
| Waste Management/Missed Sweeper Request  | 2                  |
| Investigations/Barking (Dogs Only)   | 3                  |
| Environmental Health (All Jurisdictions)/Commercial Noise Complaint              | 3                  |
| Investigations/Kennel  | 3                  |
| Road Markings/Missing and Faded  | 4                  |
| Traffic Investigations/Traffic Safety Related Issues                             | 4                  |
| Waste Management/Illegal Dumping   | 4                  |
| Owned/Aggressive - Not Happening Now   | 5                  |
| Owned/Nuisance (Dog Only)  | 5                  |
| Building Permits and Inspections (BPI)/Emergency On-Call Inspector Request       | 5                  |
| Hazmat/Hydraulic Spill   | 6                  |
| Investigations/Negligence/Cruelty  | 6                  |
| Environmental Compliance/Hazardous Substances                                    | 6                  |
| Environmental Compliance/Private Well/Small Water System on Unimproved Vacancy   | 7                  |
| Environmental Health (All Jurisdictions)/Foodborne Illness Complaint             | 7                  |
| Environmental Compliance/Hazardous Conditions                                    | 7                  |
| Business Licenses/Business Operating Without License                             | 7                  |
| Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) – Immediately            | 9                  |
| Stray/Confined   | 9                  |
| Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk                        | 10                 |
| Investigations/Bite - Not Happening Now  | 10                 |
| Ditches/Culverts/Shoulder Erosion/Drop-Off/Repair                                | 11                 |
| Bridge Complaints/Soundwall Repair   | 11                 |
| Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway                         | 11                 |
| Tree Complaint/Request to Abate a Visibility Obstruction by Tree                 | 11                 |
| Environmental Health (All Jurisdictions)/Public Pool Complaint                   | 12                 |
| Environmental Health (All Jurisdictions)/Food Facility Complaint                 | 14                 |
| Building Permits and Inspections (BPI)/Fence / Retaining Wall                    | 14                 |

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| Request Type   | Avg. Days To Close |
|--|--------------------|
| Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam | 14                 |
| Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway,                       | 14                 |
| Tree Complaint/Tree Limb Down Obstructing Bike Lane or Sidewalk                              | 15                 |
| Traffic Sign/Graffiti  | 15                 |
| Hazmat/Hazmat  | 15                 |
| Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants                      | 15                 |
| Marijuana (If wish to remain anonymous must refer/Cultivation                                | 16                 |
| Graffiti/Public Right-of-Way   | 16                 |
| Aggregate Dumping/Trash Pick Up/Illegal Dumping  | 16                 |
| Graffiti/Private Property  | 17                 |
| Fence/Missing Fence in/at/for Multi-Family Complex   | 17                 |
| Street Lights/Street Light Cycling On and Off  | 17                 |
| Pavement/Pothole/Sunken Spot on Roadway  | 17                 |
| Landscape/Vegetation/Miscellaneous Vegetation Calls  | 18                 |
| Barricades/Needed for Emergency, Barricade-End-Sidewalk End                                  | 19                 |
| Priority Housing/Surfacing Sewage  | 19                 |
| Barricades/Road End Barricade  | 20                 |
| Sidewalk/Sidewalk Obstruction  | 20                 |
| Sub-Standard Housing/HVAC Issues (must be part of heating and cooling unit)                  | 20                 |
| Abandoned Vehicles/Wrecked   | 21                 |
| Traffic Sign/Street Name Sign Missing or Down  | 21                 |
| Tree Complaint/Tree Obstructing Illumination of County Street Light                          | 21                 |
| Mowing/Spraying - Weed Abatement/Maintain Roadside Vegetation by Mowing or Spraying          | 26                 |
| Encroachment Violations/Other Encroachment Types   | 27                 |
| Pavement/Pothole/Pothole/Chuckhole Repair  | 28                 |
| Street Lights/Street Light Knock Down  | 29                 |
| Tree Complaint/Tree Obstructing County Sign/Pole   | 29                 |
| Regional Parks/Illegal Activity  | 30                 |
| Traffic Signal/Traffic Signal Miscellaneous Issues   | 31                 |
| Tree Complaint/Miscellaneous Tree Calls  | 32                 |
| Bridge Complaints/Bridge Maintenance, Fence & Guard Rail Repair                              | 32                 |
| Abandoned Vehicles/Inoperable  | 32                 |
| Private Property Complaint/Other   | 33                 |
| Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk                            | 33                 |
| Street Lights/Street Light Out   | 33                 |

## Customer Service Report July 22, 2018 – August 4, 2018

| Request Type   | Avg. Days To Close |
|--|--------------------|
| Traffic Sign/New Sign Request  | 34                 |
| Regional Parks/Other   | 34                 |
| Ditches/Culverts/Drainage Problem  | 34                 |
| Traffic Signal/Traffic Signal Light Out                                      | 35                 |
| Traffic Investigations/Parking Restriction/No Parking Sign                   | 37                 |
| Sub-Standard Housing/Electrical Malfunction                                  | 38                 |
| Private Property Complaint/Vacant, Unmaintained - Commercial                 | 38                 |
| Private Property Vehicle/Parked on Lawn                                      | 39                 |
| Traffic Signal/Traffic Signal Flashing Red                                   | 39                 |
| Traffic Signal/All Signals Dark  | 40                 |
| Tree Complaint/Tree Obstructing County Signal Pole Light Head                | 40                 |
| Traffic Signal/Damaged, Loose or Turned Signal Head                          | 43                 |
| Private Property Complaint/Vacant, Unmaintained - Resident                   | 44                 |
| Regional Parks/Illegal Camp  | 45                 |
| Regional Parks/Maintenance Request   | 45                 |
| Abandoned Vehicles/Dismantled  | 46                 |
| Private Property Vehicle/Occupied Mobile Homes/Trailers                      | 47                 |
| Sub-Standard Housing/Vector Infestation                                      | 47                 |
| Sub-Standard Housing/Deteriorated Floors                                     | 48                 |
| Traffic Investigations/New Sign Request                                      | 48                 |
| Sub-Standard Housing/Plumbing  | 53                 |
| Tree Complaint/Requesting for Tree Removal on County Right-of-Way            | 54                 |
| Private Property Vehicle/Non-Operable (Commercial Included)                  | 56                 |
| Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) - Immediately      | 57                 |
| Ditches/Culverts/Ditch Cleaning  | 59                 |
| Ditches/Culverts/Culvert / Pipe Repair or Cleaning                           | 61                 |
| Private Property Vehicle/Other   | 62                 |
| Traffic Signal/Traffic Signal Long Red                                       | 63                 |
| Traffic Signal/Traffic Signal Cycling Problem                                | 64                 |
| Private Property Complaint/Junk/Rubbish                                      | 69                 |
| Regional Parks/Trash and Debris  | 70                 |
| Traffic Signal/Traffic Signal Detection Problem                              | 74                 |
| Sub-Standard Housing/Other   | 75                 |
| Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation | 79                 |
| Traffic Signal/Traffic Signal Short Green                                    | 80                 |
| Encroachment Violations/Basketball Hoop/Garbage Cans                         | 81                 |
| Street Lights/Group of Street Lights Out                                     | 82                 |

## Customer Service Report July 22, 2018 – August 4, 2018

| Request Type  | Avg. Days To Close |
|---|--------------------|
| Traffic Signal/Pedestrian Signal Inoperative  | 85                 |
| Pavement/Pothole/Paving Needed on Street  | 88                 |
| Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk               | 89                 |
| Improper Lot Size for Animal/20K SQ FT or Smaller - Large Farm Animals                | 92                 |
| Traffic Investigations/Speeding/New Speed Bumps                                       | 94                 |
| Priority Housing/No Hot Water   | 99                 |
| Priority Housing/VOA (Vacant, Open, Accessible) Properties                            | 100                |
| Landscape/Vegetation/Request to Abate Debris or Vegetation on Sidewalks               | 102                |
| Sidewalk/Tree or Vegetation Obstructing Sidewalk                                      | 111                |
| Street Lights/Street Light or Pole Damaged  | 113                |
| Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)                            | 116                |
| Sub-Standard Housing/Roof Leak  | 118                |
| Road Markings/Road Lines/Edge Lines   | 121                |
| Encroachment Violations/Signs that Block View or Path                                 | 126                |
| Landscape/Vegetation/Vegetation Obstructing Sidewalks                                 | 126                |
| Pavement/Pothole/Pavement - Other Unknown Maintenance Needs                           | 130                |
| Traffic Signal/Traffic Signal Knock Down  | 131                |
| Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)                | 140                |
| Sub-Standard Housing/Rodent Harborage   | 154                |
| Priority Housing/Collapsing Building Roof or Ceiling                                  | 159                |
| Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs | 178                |
| Sweeper Request/Landscape/Median Clean Up and Debris Removal                          | 216                |
| Occupied Out-Building/Garage/Shed/Other   | 216                |
| Sidewalk/Curb, Gutter and Sidewalk Repair   | 217                |
| Sub-Standard Housing/Structural Defects   | 261                |
| Tree Complaint/Tree or Vegetation Obstructing Sidewalk                                | 318                |
| Street Lights/Street Light Miscellaneous Problem                                      | 441                |

**Customer Service Report  
July 22, 2018 – August 4, 2018**

**Aging of Open Requests**

| <b>Days</b> | <b>Count</b> |
|-------------|--------------|
| < 30        | 2,038        |
| 31 to 60    | 1,045        |
| 61 to 90    | 1,019        |
| > 91        | 2,961        |