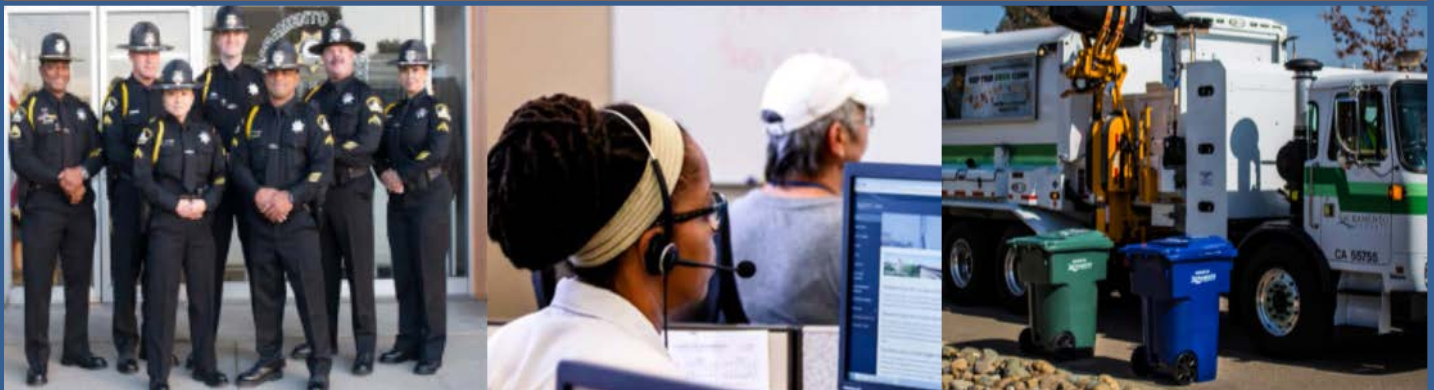


SERVICE REQUESTS AND STATISTICS

August 5, 2018 – AUGUST 18, 2018

BI-WEEKLY

CUSTOMER SERVICE REPORT



Office of Customer Service
916-875-4311

www.311.saccounty.net

**Customer Service Report
August 5, 2018 – August 18, 2018**

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Bi-weekly Statistics

Number of	
• Service request by calls	2,102
• Service request by mobile application	619
• Other	340
Service requests opened	3,061
Informational calls	2,046
Transferred calls	4,093
Service request closed	3,037
Average days to close service request	17

Bi-weekly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	11	68	183	85	20	367
Waste Management/Illegal Dumping	39	95	114	50	52	350
Abandoned Vehicles/Inoperable	18	60	108	44	20	250
Private Property Complaint/Other	4	29	64	38	9	144
Animal Care/Dead Animal	4	24	62	21	15	126
Total	76	276	531	238	116	1,237

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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	45	118	124	48	49	384
Missed Service/Garbage	11	68	190	86	21	376
Abandoned Vehicles/Inoperable	11	51	183	78	22	345
Missed Service/Recycle		14	69	30	9	122
Animal Care/Dead Animal	4	23	59	20	14	120
Total	71	274	625	262	115	1,347

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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	29	95	205	79	33	441
Investigations/Negligence/Cruelty	13	73	141	74	33	334
Pavement/Pothole/Pothole/Chuckhole Repair	12	14	262	85	37	410
Private Property Complaint/Junk/Rubbish	55	141	395	132	50	773
Private Property Complaint/Other	65	201	627	321	98	1,312
Total	174	524	1,630	691	251	3,270

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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>	173
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	598
District 3 – Peters <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	1,329
District 4 – Frost <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	598
District 5 – Nottoli <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	348
Unspecified	15
Total	3,061

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Top Service Request Opened by District (> 10 requests)

District 1 - Serna	
Waste Management/Illegal Dumping	39
Abandoned Vehicles/Inoperable	18
Missed Service/Garbage	11
District 2 - Kennedy	
Waste Management/Illegal Dumping	95
Missed Service/Garbage	68
Abandoned Vehicles/Inoperable	60
Private Property Complaint/Other	29
Stray/Roam	26
Animal Care/Dead Animal	24
Investigations/Negligence/Cruelty	17
Missed Service/Recycle	13
Missed Service/Neighborhood Clean Up (NCU)	12
Missed Service/Green Waste	12
Investigations/Barking (Dogs Only)	12
Abandoned Vehicles/Wrecked	12
Private Property Vehicle/Parked on Lawn	10
District 3 - Peters	
Missed Service/Garbage	183
Waste Management/Illegal Dumping	114
Abandoned Vehicles/Inoperable	108
Missed Service/Recycle	67
Private Property Complaint/Other	64
Animal Care/Dead Animal	62
Missed Service/Green Waste	43
Private Property Complaint/Junk/Rubbish	36
Pavement/Pothole/Pothole/Chuckhole Repair	29
Stray/Roam	28
Investigations/Barking (Dogs Only)	26
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	25
Investigations/Negligence/Cruelty	21

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Private Property Vehicle/Parked on Lawn	19
Missed Service/Neighborhood Clean Up (NCU)	18
Stray/Confined	17
Wild/Injured	17
Graffiti/Private Property	16
Abandoned Vehicles/Wrecked	15
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	15
Stray/Injured	14
Shopping Cart/By Vendor	13
Encroachment Violations/Basketball Hoop/Garbage Cans	11
Private Property Vehicle/Other	10
Owned/Aggressive - Not Happening Now	10
Notify Supervisor/Garbage	10
Notify Supervisor/Recycle	10
Traffic Sign/New Sign Request	10
District 4 – Frost	
Missed Service/Garbage	85
Waste Management/Illegal Dumping	50
Abandoned Vehicles/Inoperable	44
Private Property Complaint/Other	38
Missed Service/Green Waste	30
Missed Service/Recycle	30
Animal Care/Dead Animal	21
Investigations/Barking (Dogs Only)	21
Private Property Complaint/Junk/Rubbish	18
Graffiti/Private Property	15
Investigations/Negligence/Cruelty	12
Pavement/Pothole/Pothole/Chuckhole Repair	12
Abandoned Vehicles/Wrecked	11
District 5 – Nottoli	
Waste Management/Illegal Dumping	52
Abandoned Vehicles/Inoperable	20
Missed Service/Garbage	20
Pavement/Pothole/Pothole/Chuckhole Repair	18

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Animal Care/Dead Animal	15
Missed Service/Green Waste	10
Stray/Roam	10
Unspecified	
Unspecified	0

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Average Number of Days to Close a Service Request

Request Type	Avg. Days To Close
Animal Care/Information	0
Building Permits and Inspections (BPI)/Emergency On-Call Inspector Request	0
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	0
Environmental Compliance/EMD On-Call Hazmat	0
Environmental Health (All Jurisdictions)/Early Morning Noise Complaint Waste Management Truck	0
Fleet Management/County Vehicle Complaint Form	0
Investigations/Barking (Dogs Only)	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
Other/Information	0
Other/Transfer	0
Outside Agency/Other	0
Pick Up/License/Specimen Pick Up	0
Regional Parks/Illegal Activity	0
Shopping Cart/By Vendor	0
Stray/Aggressive - Not Happening Now	0
Stray/Roam	0
Wild/Aggressive - Happening Now	0
Wild/Traffic	0
Wild/Confined	0
Wild/Roam	0
Regional Parks/Graffiti	1
Risk Management/County Vehicle Accident Form	1
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) – Immediately	1
Office of Emergency Services/Emergency Alert Officer Notification	1
Animal Care/Dead Animal	1
Priority Housing/No Hot Water	1
Bridge Request/Bridge Opening/Closing	2

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Request Type	Avg. Days To Close
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	2
Building Permits and Inspections (BPI)/Fence/Retaining Wall	2
Regional Parks/Illegal Camp	2
Landscape/Vegetation/Cleaning of Vegetation and Debris from Sound wall	3
Barricades/Needed for Emergency, Barricade-End-Sidewalk End	4
Traffic Signal/Traffic Signal Flashing Red	4
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	4
Waste Management/Calendar Request	4
Waste Management/Missed Sweeper Request	4
Waste Management/Illegal Dumping	5
Wild/Trapped	5
Tree Complaint/Tree Limb Down Obstructing Bike Lane or Sidewalk	5
Street Lights/Group of Street Lights Out	5
Landscape/Vegetation/Miscellaneous Vegetation Calls	5
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	6
Tree Complaint/Request for Arden Park Ash Tree Removal and Replace	6
Traffic Signal/Traffic Signal Detection Problem	7
Street Lights/Street Light Out	7
Stray/Trapped	7
Investigations/Kennel	7
Investigations/Negligence/Cruelty	7
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants	8
Owned/Nuisance (Dog Only)	8
Road Markings/Request for New Legends or Markings	8
Street Lights/Street Light Cycling On and Off	8
Traffic Signal/Traffic Signal Miscellaneous Issues	8
Stray/Tied	9
Graffiti/Private Property	9
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	9
Encroachment Violations/Visibility Obstructions (Non-Vegetation)	10
Stray/Traffic	10
Sidewalk/Request for New Sidewalk (Traffic Investigation)	10
Sidewalk/Tree or Vegetation Obstructing Sidewalk	10
Regional Parks/Trash and Debris	10
Owned/Aggressive - Not Happening Now	10

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Request Type	Avg. Days To Close
Traffic Sign/Graffiti	10
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	11
Stray/Confined	11
Environmental Health (All Jurisdictions)/Public Pool Complaint	11
Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation	11
Investigations/Abandoned Animal	12
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	12
Mowing/Spraying - Weed Abatement/Requesting for Weed Abatement within County Right-of-Way	12
Tree Complaint/Tree Obstructing County Sign/Pole	12
Traffic Investigations/Speeding/New Speed Bumps	12
Traffic Signal/Traffic Signal Cycling Problem	13
Tree Complaint/Tree Obstructing Illumination of County Street Light	13
Graffiti/Public Right-of-Way	13
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	14
Waste Management/Report Scavenging	14
Traffic Sign/Street Name Sign Missing or Down	15
Marijuana (If wish to remain anonymous must refer/Cultivation)	15
Aggregate Dumping/Trash Pick Up/Illegal Dumping	15
Environmental Health (All Jurisdictions)/Food Facility Complaint	16
Environmental Compliance/Hazardous Substances	16
Traffic Signal/Traffic Signal Short Green	16
Wild/Sick	17
Tree Complaint/Miscellaneous Tree Calls	18
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	18
Sidewalk/Sidewalk Obstruction	19
Traffic Signal/Pedestrian Signal Inoperative	20
Traffic Sign/New Sign Request	20
Ditches/Culverts/Drainage Problem	20
Assist (On-Scene Only)/Fire	20
Hazmat/Hydraulic Spill	21
Pavement/Pothole/Paving Needed on Street	21
Investigations/Bite - Not Happening Now	21
Pavement/Pothole/Pothole/Chuckhole Repair	22
Assist (On-Scene Only)/Animal Control Agency	22
Business Licenses/Business Operating Without License	23

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Request Type	Avg. Days To Close
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	23
Traffic Signal/Traffic Signal Long Red	23
Environmental Health (All Jurisdictions)/Lead Complaints	24
Traffic Investigations/New Sign Request	24
Private Property Vehicle/Occupied Mobile Homes/Trailers	24
Street Lights/Street Light Miscellaneous Problem	25
Aggregate Dumping/Trash Pick Up/Visual Blight-Trash and Homeless Camp Clean Up	25
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	27
Private Property Vehicle/Parked on Lawn	29
Animal Care/Rescue	31
Traffic Signal/All Signals Dark	32
Private Property Complaint/Other	34
Abandoned Vehicles/Dismantled	34
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	36
Regional Parks/Maintenance Request	36
Traffic Signal/Traffic Signal Light Out	36
Sub-Standard Housing/Rodent Harborage	37
Sub-Standard Housing/Other	38
Abandoned Vehicles/Wrecked	38
Abandoned Vehicles/Inoperable	42
Stray/Sick	42
Pavement/Pothole/Sunken Spot on Roadway	44
Private Property Complaint/Vacant, Unmaintained - Resident	49
Private Property Complaint/Overflowing Dumpster	50
Sub-Standard Housing/Electrical Malfunction	50
Sub-Standard Housing/HVAC Issues (must be part of heating and cooling unit)	50
Priority Housing/Collapsing Building Roof or Ceiling	52
Stray/Aggressive - Happening Now	54
Private Property Vehicle/Non-Operable (Commercial Included)	58
Encroachment Violations/Basketball Hoop/Garbage Cans	58
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	58
Ditches/Culverts/Ditch Cleaning	59
Assist (On-Scene Only)/Police/Sheriff	59
Sub-Standard Housing/Plumbing	60
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) - Immediately	60

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Request Type	Avg. Days To Close
Wild/Injured	60
Sub-Standard Housing/Vector Infestation	62
Sidewalk/Curb, Gutter and Sidewalk Repair	63
Street Lights/Street Light Cover Missing/Wires Exposed	64
Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	64
Outside Agency/Landlord/Tenant Disputes (Fair Housing)	65
Zoning/Rooster (in Residential Zone)	66
Investigations/Animal Left in Vehicle	68
Stray/Injured	72
Hazmat/Hazmat	73
Owned/Aggressive - Happening Now	74
Private Property Complaint/Junk/Rubbish	74
Priority Housing/Surfacing Sewage	76
Encroachment Violations/Other Encroachment Types	76
Private Property Vehicle/Other	77
Street Lights/Street Light or Pole Damaged	92
Priority Housing/VOA (Vacant, Open, Accessible) Properties	115
Street Lights/Street Light Knock Down	117
Investigations/Bite - Happening Now	119
Sub-Standard Housing/Deteriorated Floors	139
Private Property Complaint/Vacant, Unmaintained - Commercial	158
Investigations/Tethered	254
Sub-Standard Housing/Broken Window(s)	294
Occupied Out-Building/Garage/Shed/Other	295

**Customer Service Report
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Aging of Open Requests

Days	Count
<30	2,094
31 to 60	901
61 to 90	906
> 91	3,167