**City of West Sacramento**  
**Code Enforcement Division**  
**Performance Dashboard**

**Requests for Service vs. Cases Opened by Month**

<table>
<thead>
<tr>
<th>Month</th>
<th>Number of Cases Opened</th>
<th>Total Service Requests</th>
<th>2016 Cases Opened</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>218</td>
<td>84</td>
<td>135</td>
</tr>
<tr>
<td>Feb</td>
<td>147</td>
<td>130</td>
<td>115</td>
</tr>
<tr>
<td>Mar</td>
<td>267</td>
<td>122</td>
<td>102</td>
</tr>
<tr>
<td>Apr</td>
<td>248</td>
<td>122</td>
<td>77</td>
</tr>
<tr>
<td>May</td>
<td>254</td>
<td>92</td>
<td>63</td>
</tr>
<tr>
<td>Jun</td>
<td>269</td>
<td>191</td>
<td>63</td>
</tr>
<tr>
<td>Jul</td>
<td></td>
<td></td>
<td>102</td>
</tr>
<tr>
<td>Aug</td>
<td></td>
<td></td>
<td>115</td>
</tr>
<tr>
<td>Sep</td>
<td></td>
<td></td>
<td>135</td>
</tr>
<tr>
<td>Oct</td>
<td></td>
<td></td>
<td>135</td>
</tr>
<tr>
<td>Nov</td>
<td></td>
<td></td>
<td>135</td>
</tr>
<tr>
<td>Dec</td>
<td></td>
<td></td>
<td>135</td>
</tr>
</tbody>
</table>

**Number of Service Requests**

- **Jan**: 218
- **Feb**: 147
- **Mar**: 267
- **Apr**: 248
- **May**: 254
- **Jun**: 269
- **Jul**: 0
- **Aug**: 0
- **Sep**: 0
- **Oct**: 0
- **Nov**: 0
- **Dec**: 0

**Requests for Service vs. Cases Opened by Month**

**Number of Cases Opened**

- **Total**: 1,153

**Top 5 Complaint Types for 2017**

- **Junk & Rubbish**: 135, 27%
- **Nuisance**: 204, 32%
- **Yard Maintenance**: 359, 57%
- **Encroachments**: 115, 23%
- **Exp. Business License**: 77, 16%
- **Substandard Living Conditions**: 102, 21%
- **Junk & Rubbish Nuisance**: 63, 13%

**Case Origins Current Year To Date**

- **Public**: 204, 32%
- **Referral**: 359, 57%
- **Proactive**: 66, 11%

**Special Notes:**

*321 administrative citations were issued during the 2016/2017 fiscal year, for a total of $279,500 in fines. This exceeds cost recovery goals during this timeframe. This may not reflect citations that were voided due to issuing error or those on appeal.  
*Staff averaged 37 days to close those cases resolved in June, 80% of which met our 30 day target.