

**MONTHLY
CUSTOMER
SERVICE**



SERVICE REQUESTS AND STATISTICS

DECEMBER 1, 2019 – DECEMBER 31 2019



Office of Customer Service

916-875-4311

www.311.saccounty.net

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VISION

To be a County that is safe, prosperous and provides quality public services

MISSION

Improve residents' quality of life by providing cost-effective public services while fostering economic health, regional cooperation and stewardship of community assets

VALUES

- Honesty, integrity and respect for the individual
- Quality Customer Service
- Respect for cultural and ethnic diversity
- Clear communication and transparency
- Efficiency and fiscal responsibility
- Recognition of employee contributions
- Exploration of partnerships and collaboration

Customer Service Report December 1, 2019 – December 31, 2019

Department of the Month

Department: Code Enforcement Division

Chief Building Official: Barry Chamberlain

Website: <https://code-enforcement.saccounty.net/>

Mission: To promote and maintain a high quality of life where people live and work. To maintain and improve property values and the quality of life for residents, visitors and business owners.

Investigate violations of housing, zoning and vehicle abatement laws in [unincorporated Sacramento County](#). Work to achieve voluntary compliance through notification and education. When necessary, use legal procedures including boarding structures, removing junk and rubbish and junk vehicles, civil citations, criminal citations and demolition of dangerous buildings.

Programs

Staff are organized geographically into North, South and East teams which are responsible for:

- **Zoning** - Enforcing Sacramento County zoning code in the unincorporated area, including all land use (residential, agricultural and commercial uses), building development standards, signage and more
- **Vehicle Abatement**- Removal of vehicles that are a public nuisance. Nuisance vehicles include abandoned, wrecked, dismantled, inoperative, unregistered (in excess of six month), **and** unmoved for more than 72 hours.
- **Substandard Housing** - Responding to complaints and enforcing violations of the California Health and Safety Code as well as building and zoning code violations, livability issues and inadequate maintenance. Violations can include collapsing roofs, insect infestations, lack of required utilities, and lack of running water, exposed wiring, unsafe plumbing and surfacing sewage (*that requires a 24-hour response*).
- **Rental Housing Inspection Program** - Inspect residential rental properties within the unincorporated area to ensure units meet the California Health and Safety Code. Educate property owners, property managers and tenants about health and safety requirements. Identify blighted and deteriorated rental properties to ensure that rental properties that do not meet minimum standards are rehabilitated or eliminated. Perform audits of self-certified rental properties, inspect Board, and Care homes.
- **Illegal Dumping** - Illegal dumping pollutes rivers and streams, drives down property values, and costs county taxpayers hundreds of thousands of dollars each year. The illegal dumping teams investigate and enforce illegal dumping laws in residential, commercial and industrial areas.
- **Cannabis** - Working with law enforcement, Cannabis teams enforce laws regarding illegal grows, including prohibited outdoor grows; growing more than 6 plants; and illegal modification of a residential property for cannabis cultivation

FTE: (52) - 1 Chief, 1 Program Manager, 5 Supervising Code Enforcement Officers, 5 Senior Code Enforcement Officers, 28 Code Enforcement Officers and 12 Administrative Support Staff

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Monthly Statistics

Number of	
• Service request by calls	4,854
• Service request by mobile application	1,068
• Other	499
Service requests opened	6,421
Informational calls	3,569
Transferred calls	6,486
Service request closed	7,197
Average days to close service request	25

Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	24	211	486	232	162	1,115
Waste Management/Illegal Dumping	140	230	191	105	88	754
Pavement/Pothole/Pothole/Chuckhole Repair	12	19	339	124	37	531
Missed Service/Recycle	6	91	152	71	63	383
Missed Service/Green Waste	1	48	204	85	34	372
Total	183	599	1,372	617	384	3,155

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Monthly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	24	209	478	232	161	1,104
Waste Management/Illegal Dumping	130	226	180	98	88	722
Abandoned Vehicles/Inoperable	30	98	299	144	24	595
Missed Service/Recycle	6	90	152	71	62	381
Missed Service/Green Waste	1	47	202	85	34	369
Total	191	670	1,311	630	369	3,171

Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Abandoned Vehicles/Inoperable	11	47	94	55	11	218
Graffiti/Private Property	4	20	75	46	9	154
Pavement/Pothole/Pothole/Chuckhole Repair	29	41	807	327	83	1,287
Private Property Complaint/Junk/Rubbish	13	61	108	65	25	272
Private Property Complaint/Other	13	49	114	82	26	284
Total	70	218	1,198	575	154	2,215

Customer Service Report

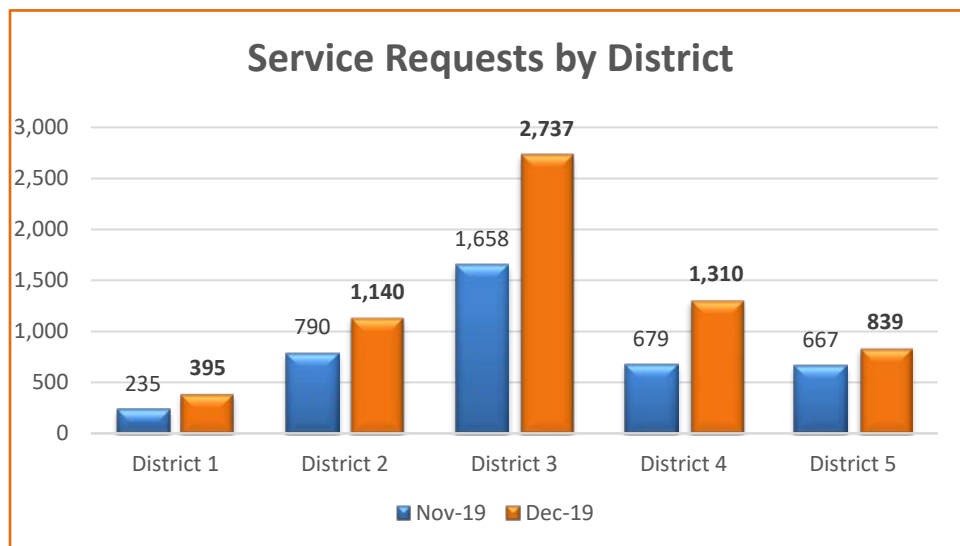
December 1, 2019 – December 31, 2019

Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	395
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	1,140
District 3 – Peters <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,737
District 4 – Frost <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	1,310
District 5 – Nottoli <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	839
Total	6,421

Monthly Comparison: November 2019 vs. December 2019



Customer Service Report December 1, 2019 – December 31, 2019

Top Service Request Opened by District (> 10 requests)

District 1 - Serna	
Waste Management/Illegal Dumping	140
Missed Service/Garbage	24
Animal Care/Stray/Roam	21
Animal Care/Dead Animal	17
Environmental Compliance/EMD On-Call Hazmat	15
Pavement/Pothole/Pothole/Chuckhole Repair	12
District 2 – Kennedy	
Waste Management/Illegal Dumping	230
Missed Service/Garbage	211
Missed Service/Recycle	91
Missed Service/Green Waste	48
Animal Care/Dead Animal	44
Animal Care/Stray/Roam	39
Abandoned Vehicles/Inoperable	30
Private Property Complaint/Junk/Rubbish	25
Animal Care/Stray/Injured	21
Pavement/Pothole/Pothole/Chuckhole Repair	19
Missed Service/Neighborhood Clean Up (NCU)	18
Animal Care/Investigations/Barking (Dogs Only)	18
Notify Supervisor/Garbage	15
Abandoned Vehicles/Wrecked	13
Private Property Complaint/Other	12
Traffic Signal/Traffic Signal Flashing Red	12
Private Property Vehicle/Parked on Lawn	11
Animal Care/Stray/Aggressive - Happening Now	11
Animal Care/Stray/Confined	11
Animal Care/Stray/Sick	10
Animal Care/Stray/Traffic	10
Shopping Cart/By Vendor	10
District 3 – Peters	
Missed Service/Garbage	486
Pavement/Pothole/Pothole/Chuckhole Repair	339
Missed Service/Green Waste	204

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Waste Management/Illegal Dumping	191
Missed Service/Recycle	152
Animal Care/Dead Animal	84
Animal Care/Stray/Roam	68
Animal Care/Investigations/Barking (Dogs Only)	63
Abandoned Vehicles/Inoperable	61
Animal Care/Investigations/Negligence/Cruelty	56
Missed Service/Neighborhood Clean Up (NCU)	44
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	43
Private Property Complaint/Other	41
Private Property Complaint/Junk/Rubbish	31
Animal Care/Stray/Confined	29
Animal Care/Owned/Aggressive - Not Happening Now	28
Animal Care/Owned/Nuisance (Dog Only)	25
Animal Care/Wild/Injured	24
Animal Care/Stray/Injured	24
Street Lights/Street Light Out	21
Shopping Cart/By Vendor	20
Regional Parks/Illegal Camp	20
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	20
Animal Care/Stray/Traffic	20
Waste Management/Calendar Request	18
Notify Supervisor/Garbage	18
Animal Care/Investigations/Abandoned Animal	17
Traffic Signal/Traffic Signal Miscellaneous Issues	17
Abandoned Vehicles/Dismantled	17
Abandoned Vehicles/Wrecked	15
Traffic Signal/Traffic Signal Cycling Problem	15
Traffic Sign/Street Name Sign Missing or Down	15
Private Property Vehicle/Parked on Lawn	13
Notify Supervisor/Recycle	13
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	12
Encroachment Violations/Basketball Hoop/Garbage Cans	12
Animal Care/Investigations/Animal Left in Vehicle	12
Animal Care/Investigations/Bite - Not Happening Now	11

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Sidewalk/Sidewalk Obstruction	11
Animal Care/Stray/Aggressive - Happening Now	11
Animal Care/Stray/Sick	10
Sub-Standard Housing/Other	10
Environmental Compliance/EMD On-Call Hazmat	10
Sidewalk/Curb, Gutter and Sidewalk Repair	10
District 4 – Frost	
Missed Service/Garbage	232
Pavement/Pothole/Pothole/Chuckhole Repair	124
Waste Management/Illegal Dumping	105
Missed Service/Green Waste	85
Animal Care/Dead Animal	71
Missed Service/Recycle	71
Animal Care/Investigations/Barking (Dogs Only)	43
Abandoned Vehicles/Inoperable	36
Animal Care/Stray/Roam	28
Private Property Complaint/Other	24
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	22
Private Property Complaint/Junk/Rubbish	21
Graffiti/Private Property	20
Animal Care/Investigations/Negligence/Cruelty	18
Missed Service/Neighborhood Clean Up (NCU)	17
Animal Care/Owned/Nuisance (Dog Only)	16
Abandoned Vehicles/Wrecked	16
Notify Supervisor/Green Waste	13
Animal Care/Stray/Confined	13
Environmental Compliance/EMD On-Call Hazmat	12
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	10
Private Property Vehicle/Non-Operable (Commercial Included)	10
Animal Care/Stray/Traffic	10
Shopping Cart/By Vendor	10
District 5 – Nottoli	
Missed Service/Garbage	162
Waste Management/Illegal Dumping	88
Missed Service/Recycle	63
Animal Care/Dead Animal	48

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Pavement/Pothole/Pothole/Chuckhole Repair	37
Missed Service/Green Waste	34
Animal Care/Stray/Roam	32
Animal Care/Investigations/Negligence/Cruelty	28
Animal Care/Stray/Traffic	16
Animal Care/Stray/Confined	15
Notify Supervisor/Garbage	15
Missed Service/Neighborhood Clean Up (NCU)	14
Private Property Complaint/Junk/Rubbish	12
Animal Care/Assist (On-Scene Only)/Police/Sheriff	12
Regional Parks/Illegal Camp	12
Street Lights/Street Light Out	11
Traffic Signal/Traffic Signal Flashing Red	10
Animal Care/Assist (On-Scene Only)/Animal Control Agency	10

Average Number of Days to Close a Service Request

Request Type	Avg. Days To Close
Animal Care/Investigations/Barking (Dogs Only)	1
Animal Care/Owned/Nuisance (Dog Only)	1
Utilities/SMUD	1
Shopping Cart/By Vendor	1
Animal Care/Owned/Aggressive - Not Happening Now	1
Animal Care/Stray/Roam	1
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	1
Animal Care/Stray/Confined	1
Animal Care/Investigations/Negligence/Cruelty	1
Animal Care/Dead Animal	1
Environmental Health (All Jurisdictions)/Smoking Complaint	1
Public Works & Infrastructure/Transportation	2
Other/Miscellaneous Services/Elk Grove	2
Ditches/Culverts/Culvert / Pipe Repair or Cleaning	2
Ditches/Culverts/Miscellaneous Flooding	2
Regional Parks/Maintenance Request	2
Animal Care/Investigations/Kennel	2
Street Lights/Group of Street Lights Out	3
Waste Management/Illegal Dumping	3
Traffic Signal/Traffic Signal Light Out	3

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Request Type	Avg. Days To Close
Encroachment Violations/Basketball Hoop/Garbage Cans	4
Tree Complaint/Request to Abate a Visibility Obstruction by Tree	4
Waste Management/Missed Sweeper Request	5
Street Lights/Street Light or Pole Damaged	5
Aggregate Dumping/Trash Pick Up/Trash Pick Up (Larger Items)	5
Regional Parks/Graffiti	5
Regional Parks/Trash and Debris	5
Ditches/Culverts/Drainage Problem	5
Environmental Compliance/Hazardous Conditions	5
Tree Complaint/Miscellaneous Tree Calls	7
Traffic Signal/All Signals Dark	8
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	8
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	8
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	8
Traffic Signal/Traffic Signal Flashing Red	9
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	9
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) – Immediately	9
Traffic Signal/Traffic Signal Long Red	10
Sidewalk/Sidewalk Obstruction	10
Traffic Signal/Traffic Signal Miscellaneous Issues	10
Traffic Signal/Traffic Signal Cycling Problem	10
Tree Complaint/Tree Limb Down Obstructing Bike Lane or Sidewalk	11
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	11
Traffic Signal/Traffic Signal Short Green	12
Environmental Health (All Jurisdictions)/Food Facility Complaint	12
Aggregate Dumping/Trash Pick Up/Illegal Dumping	13
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) – Immediately	13
Ditches/Culverts/Ditch Cleaning	13
Street Lights/Street Light Cycling On and Off	14
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	14
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	14
Graffiti/Private Property	14
Traffic Signal/Pedestrian Signal Inoperative	14
Barricades/Needed for Emergency, Barricade-End-Sidewalk End	15
Environmental Compliance/Hazardous Substances	15
Hazmat/Hazmat	15

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Request Type	Avg. Days To Close
Graffiti/Sign	17
Graffiti/Public Right-of-Way	18
Traffic Sign/New Sign Request	18
Traffic Signal/Damaged, Loose or Turned Signal Head	18
Hazmat/Hydraulic Spill	19
Waste Management/Report Scavenging	19
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	20
Pavement/Pothole/Pothole/Chuckhole Repair	21
Priority Housing/Total Lack of Heat	23
Sidewalk/Curb, Gutter and Sidewalk Repair	27
Traffic Investigations/Traffic Safety Related Issues	28
Road Markings/Request for New Legends or Markings	28
Traffic Sign/Street Name Sign Missing or Down	29
Regional Parks/Other	30
Pavement/Pothole/Sunken Spot on Roadway	33
Traffic Investigations/Speeding/New Speed Bumps	37
Business Licenses/Business Operating Without License	37
Zoning/Mobile Home Zoning Complaint	43
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	46
Regional Parks/Illegal Camp	57
Priority Housing/Surfacing Sewage	60
Private Property/Vehicle for Sale on Vacant Lot	61
Private Property Complaint/Vacant, Unmaintained - Commercial	64
Sub-Standard Housing/Roof Leak	66
Regional Parks/Illegal Activity	70
Sub-Standard Housing/Deteriorated Floors	72
Private Property Vehicle/Non-Operable (Commercial Included)	73
Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	74
Zoning/Rooster (in Residential Zone)	74
Occupied Out-Building/Garage/Shed/Other	74
Sub-Standard Housing/Plumbing	74
Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation	76
Private Property Vehicle/Occupied Mobile Homes/Trailers	77
Marijuana (If wish to remain anonymous must refer)/Cultivation	78
Private Property Complaint/Illegal Signage – Other	78
Priority Housing/VOA (Vacant, Open, Accessible) Properties	80
Private Property Complaint/Other	81
Sub-Standard Housing/Rodent Harborage	82
Zoning/Bee Keeping	83

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Request Type	Avg. Days To Close
Sub-Standard Housing/Vector Infestation	83
Private Property Complaint/Junk/Rubbish	83
Private Property Vehicle/Parked on Lawn	84
Private Property Complaint/Vacant, Unmaintained - Resident	86
Private Property Vehicle/Other	86
Priority Housing/No Hot Water	87
Sub-Standard Housing/Other	88
Abandoned Vehicles/Dismantled*	90
Priority Housing/Collapsing Building Roof or Ceiling	94
Sub-Standard Housing/Structural Defects	95
Sub-Standard Housing/Electrical Malfunction	96
Private Property Complaint/Illegal Signage - A-Frames	97
Abandoned Vehicles/Inoperable*	98
Encroachment Violations/Other Encroachment Types	99
Private Property Complaint/Overflowing Dumpster	99
Fence/Barbed Wire/Concertina/Razor Wire (Only Allowed)	99
Pavement/Pothole/Paving Needed on Street	103
Abandoned Vehicles/Wrecked*	104
Sub-Standard Housing/Broken Window(s)	106
Private Property Complaint/Illegal Signage – Flags	109
Sub-Standard Housing/HVAC Issues (must be part of heating and cooling unit)	112
Fence/Missing Fence in/at/for Multi-Family Complex	120
Code Enforcement/Abandoned Vehicles*	124

* Closed late due to Administrative overload

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Aging of Open Requests

Days	Count
< 30	1,943
31 to 60	901
61 to 90	590
> 91	2,337

Most departments have completed Service Level Agreements (SLA) by complaint type that will measure responsiveness to customer requests for service.

When the Oracle Service Cloud reconfiguration and departmental system integration is completed, County responsiveness to requests for service will be included in the monthly Customer Service Report. The target go live date for the reconfiguration and integration of the Countywide Customer Relationship Management project is February 2020.

Until completion of departmental system integration, Aging Service Requests are explained as follows:

Process – Departmental processes for case completion vary. Many case types require between 30 days and up to 1 year to process.

Systems – Departments that do not have their database systems fully integrated with the County CRM may have completed a requested item, but lack of system integration does not close the item in the County CRM. This issue will resolve with CRM integration.

Workload – Manual work required by administrative staff to open and close service request in the County CRM can be delayed due to competing departmental requirements. This issue should also be resolved with County CRM integration.

Many departments utilize work project assistance to complete service requests and this resource is not always available.

Seasonal/Cycle – Construction season is late spring early summer, many projects are completed in season or on cycle.

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Dispatch Services

Dispatch Service Definition

The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides an immediate notification to departmental on-call staff by radio, telephone or text message. Departmental staff acknowledge receipt of the request and respond by providing the specific requested service, even after-hours and on holidays. Departments determine what requires an immediate dispatch and which staff members to contact outside of their regular business hours.

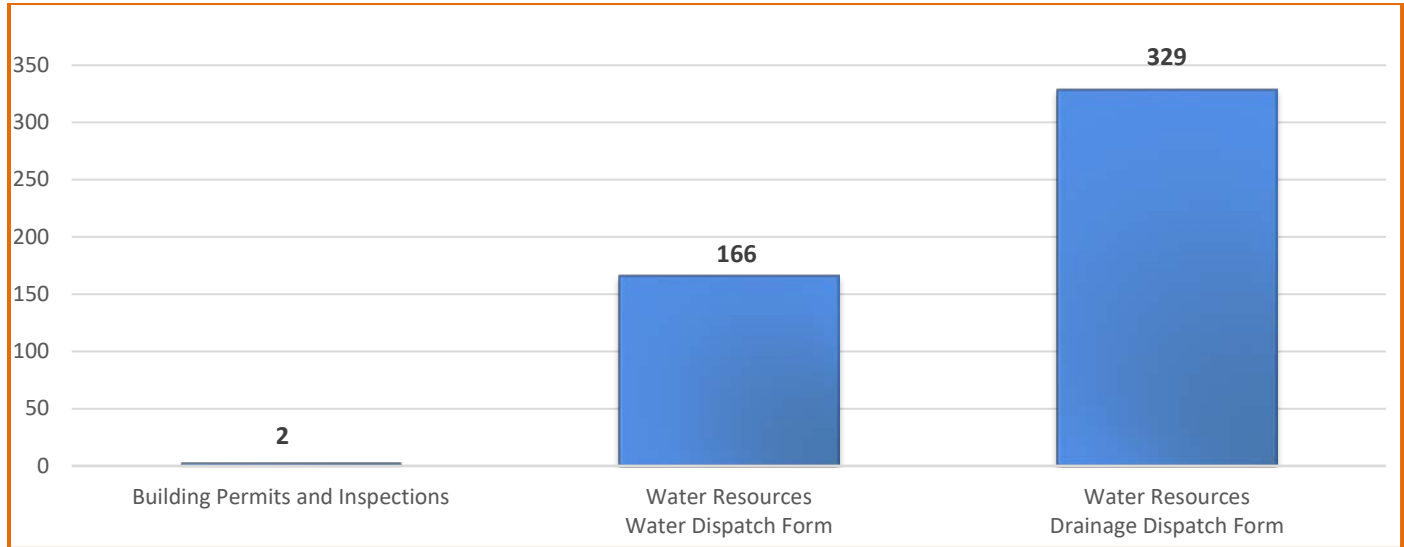
Acronym Glossary

CCURE	Computer Coordinated Universal Retrieval Entry
DTECH	Department of Technology
DHHS	Department of Health and Human Services
SASD	Sacramento Area Sewer District
JIRA	Proprietary issue tracking product that allows bug tracking and agile project management.
NAWAS	National Warning System

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Dispatch Services Request

Public Works and Infrastructure



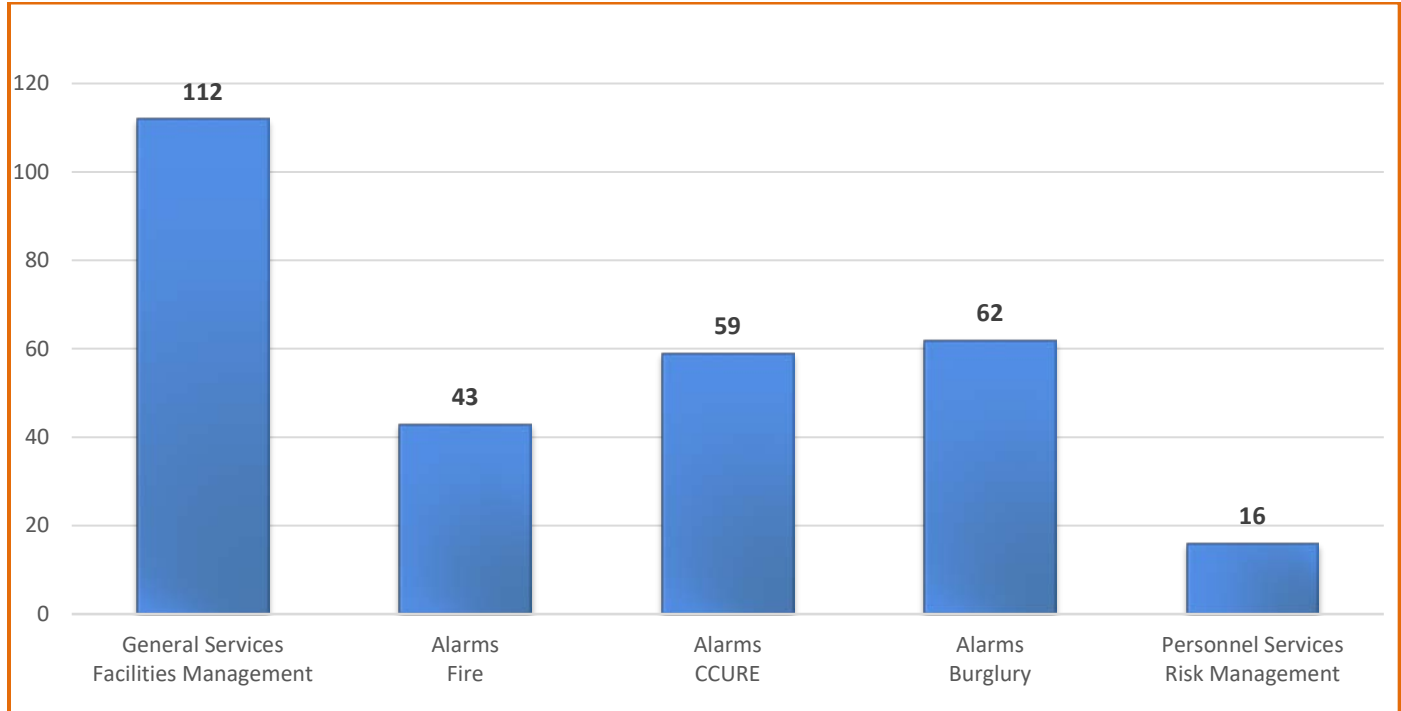
Service Definitions

Building Permits and Inspections	On-call emergency building inspections for either residential or commercial properties in regards to plumbing, mechanical, electrical, or structural inspections
Water Resources - Water Dispatch Form	Dispatch Services including fire hydrant, odor/taste/color, no water, water leak, low/high pressure, locate curb stop, water shut-off/turn back on, etc.
Water Resources - Drainage Dispatch Form	Dispatch Services including drain inlet plugged, house/street flooded, illegal discharge, missing/broken storm cover, creek/channel issues, etc.

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Dispatch Services Request

Administrative Services



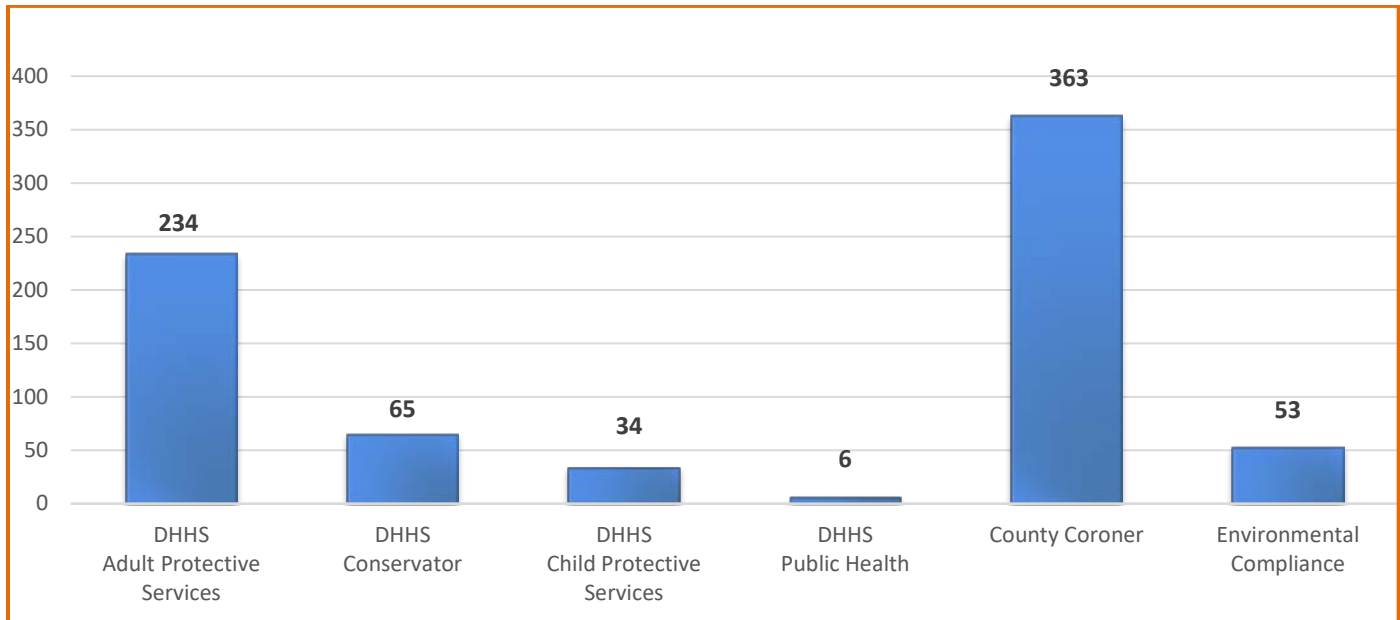
Service Definitions

General Services - Facilities Management	Dispatch Services for Facilities Management staff such as engineer (alarms, reported issues), janitorial, electrical, plumbing, CCURE card readers etc.
Fire Alarms	Dispatch Services for fire alarm/activation or system testing within county owned/leased facilities for engineer/alarm technician response
CCURE Alarms	Dispatch Services for CCURE alarm/activation or badging issues within county owned buildings, CCURE card reader, badge access, panic alarms, etc.
Burglar Alarms	Dispatch Services for burglary alarm/activation or system testing within county owned/leased facilities for security unit response
Personnel Services - Risk Management	Dispatch Services for county vehicle accident/towing services, claims, etc.

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Dispatch Services Request

Social Services



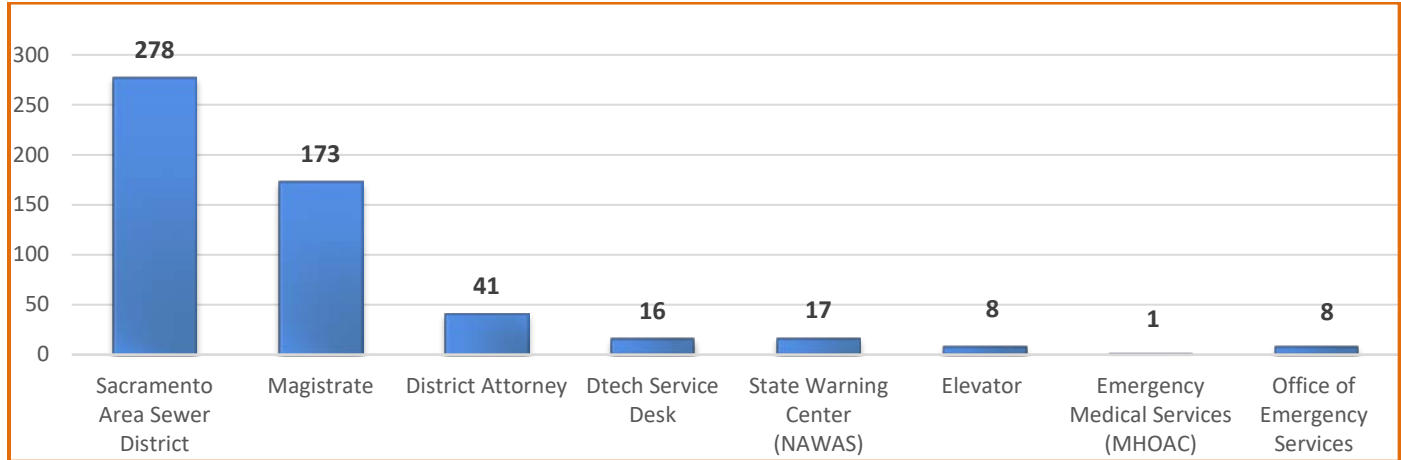
Service Definitions

DHHS - Adult Protective Services	Dispatch Services for 24/7 social worker intake line for any adult protective services requests
DHHS - Conservator	Dispatch Services for conservator/conservatee request
DHHS - Child Protective Services	Dispatch Services for 24/7 social worker intake line for any child protective services request
DHHS - Public Health	Dispatch Services for any reported public health issues to health doctor
County Coroner	Dispatch Services for coroner scene calls, public line questions/assistance, allied agency request for assistance (fire, sheriff/police, etc.)
Environmental Compliance	Dispatch Services for emergency hazardous spills, illegal discharge to storm drains assistance from Water Resources units, etc.

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Dispatch Services Request

Other/Miscellaneous Services



Service Definitions

Sacramento Area Sewer District	Dispatch Services for any SASD reported issues such as backup into structure, cleanout overflow, odor, slow drain, etc.
Magistrate	Dispatch Services for allied agencies requesting judge for emergency protective orders, search warrants, etc.
District Attorney	Dispatch Services for arrest warrants, homicides, officer involved shootings, narcotics, etc.
DTECH Service Desk	Dispatch Services for all DTECH Service Desk support requests, incidents processed in JIRA and any priority issues are transferred to the appropriate tech team
National Warning Center (NAWAS)	Dispatch Services for Hazardous Spill Reports, tsunami and earthquake warnings, mass service outages, etc.
Elevator	Dispatch Services for county maintained elevators for emergency trapped, repair/maintenance services
Emergency Medical Services (MHOAC)	Dispatch Services for 24/7 on-Call Emergency Medical Duty Officer Notification in regards to Medical Facilities requesting assistance such as Hospitals, Mental Health/Skilled Nursing Facilities, Fire Departments, Various County Departments for in progress emergencies or emergency drills.
Office of Emergency Services	Dispatch Services for 24/7 on-call Emergency Alert Officer Notification in regards to extreme weather, mass casualty incident, levee break/creek/water levels, terrorism, media, fire, evacuations, emergency drills, mutual aid, and more