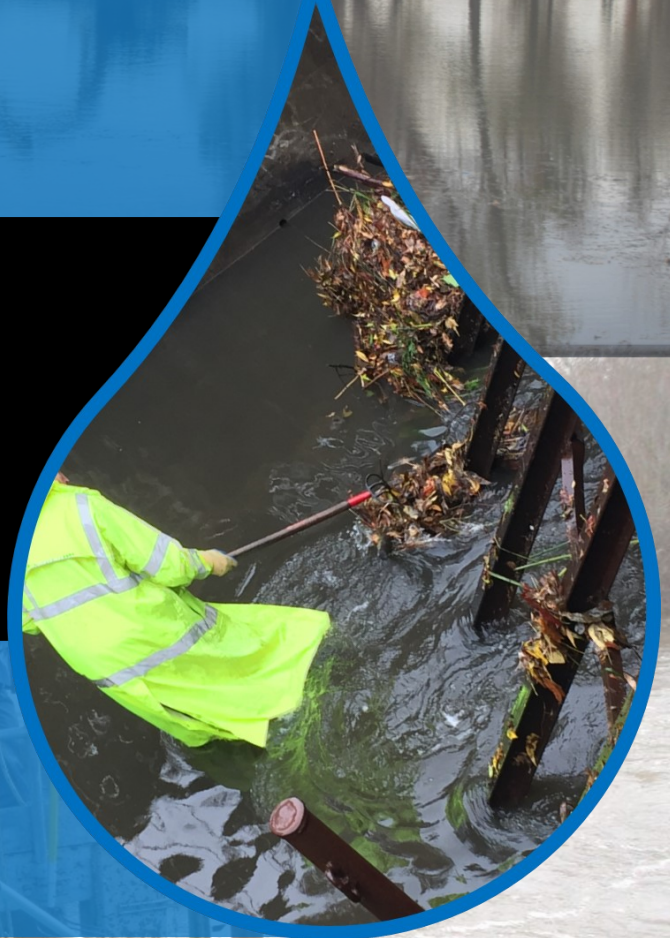


SERVICE REQUESTS AND STATISTICS

FEBRUARY 1, 2019 – FEBRUARY 28, 2019

MONTHLY

CUSTOMER SERVICE REPORT



SAC COUNTY

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**Customer Service Report
February 1, 2019 – February 28, 2019**

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Customer Service Report

February 1, 2019 – February 28, 2019

Department of the Month

Department: Water Resources

Director: Michael Peterson

Website: <http://www.waterresources.saccounty.net/Pages/default.aspx> or www.stormready.org or www.scwa.net

Mission: To protect, maintain, and enhance public health, safety, and general welfare, by meeting the present and future stormwater and water supply needs of our community, we will:

- Provide long-term, multi-objective plans for floodplain corridors
- Minimize flood risk
- Design, construct, and maintain a reliable drainage system
- Reduce pollutants in urban runoff
- Obtain and protect groundwater and surface water
- Plan, design and construct a reliable water supply infrastructure
- Operate and maintain a reliable water supply system
- Provide essential financial and administrative support for Department programs

Divisions:

- **Drainage Engineering:** This division is responsible for drainage and flood control within the urbanized and urbanizing portions of unincorporated Sacramento County and the cities of Citrus Heights and Rancho Cordova. Customers see a Stormwater Utility charge on their bi-monthly utility bills for drainage and flood control services to help pay for the maintenance of the county's 2,500 miles of storm drain pipe, 1,500 miles of roadside ditches, 400 miles of creeks and open channels, 35 pump stations, and 12 detention basins.
- **Water Supply:** Provides water for customers of the Sacramento County Water Agency (SCWA). SCWA provides safe and reliable drinking water to over 55,000 homes and businesses in the Laguna-Vineyard area of the South County, Mather-Sunrise, Arden Park-Sierra Oaks, Hood, Northgate, and Southwest Track. We provide the day-to-day operational needs of the water system including maintenance, equipment replacement, water testing, compliance with regulatory requirements, and many other activities that enable us to provide all customers with a high-quality water supply.
- **Administration:** The Division maintains financial records and controls; preparing the Comprehensive Annual Financial Report (CAFR), and other financial reports. Department-wide accounting and record keeping in many areas include capital assets, debt service, contracting and accounts payable, personnel and payroll, and grant accounting support. The Division interfaces with independent external auditors, as well as compliance and internal control audits. It prepares the Schedule of Expenditures and Federal Awards, and the Annual Report of Financial Transactions to the State Controller's Office.

FTE: 264 budgeted FTE staff, 17 Extra-help positions, 4 DTECH embedded positions and 1 CMO embedded position.

Customer Service Report February 1, 2019 – February 28, 2019

Monthly Statistics

Number of	
• Service request by calls	3,932
• Service request by mobile application	1,377
• Other	638
Service requests opened	5,947
Informational calls	3,322
Transferred calls	6,739
Service request closed	4,167
Average days to close service request	10

Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Pavement/Pothole/Pothole/Chuckhole Repair	29	54	542	208	108	941
Waste Management/Illegal Dumping	63	190	178	72	83	586
Missed Service/Garbage	16	109	258	112	57	552
Missed Service/Recycle	3	54	87	54	16	214
Animal Care/Dead Animal	10	30	97	32	37	206
Total	121	437	1,162	478	301	2,499

Customer Service Report February 1, 2019 – February 28, 2019

Monthly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Waste Management/Illegal Dumping	82	203	184	76	85	630
Missed Service/Garbage	16	109	258	112	57	552
Missed Service/Recycle	3	54	87	53	16	213
Animal Care/Dead Animal	12	29	97	35	36	209
Pavement/Pothole/Pothole/Chuckhole Repair	6	22	95	43	43	209
Total	119	417	721	319	237	1,813

Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Animal/Negligence/Cruelty	1	14	15	10	8	48
Pavement/Pothole/Pothole/Chuckhole Repair	27	48	477	174	89	815
Transportation/Roadway Hazard Callout if Potential for Injury or Damage to a Vehicle	4	12	46	23	19	104
Private Property Complaint/Junk/Rubbish	1	12	36	24	7	80
Abandoned Vehicles/Inoperable	9	8	80	29	1	127
Total	42	94	654	260	124	1,174

Customer Service Report

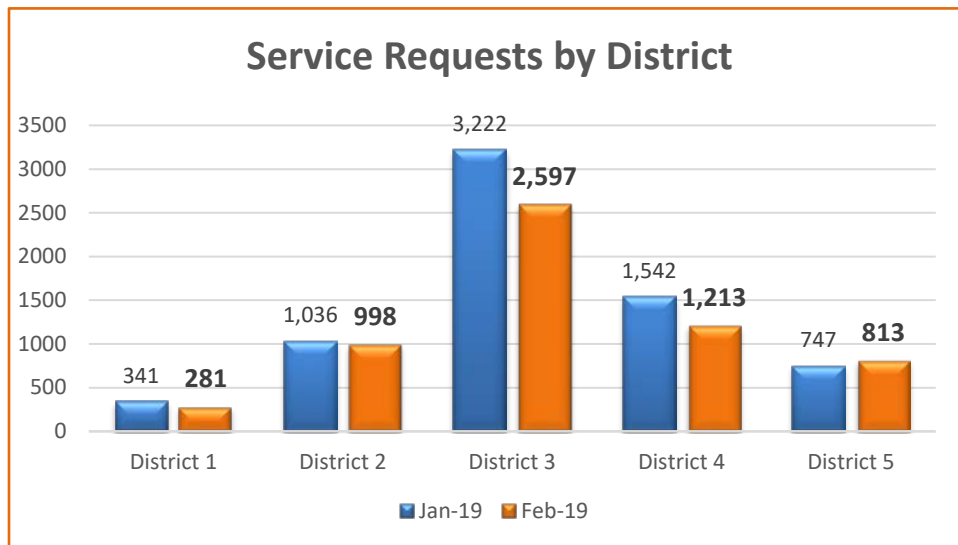
February 1, 2019 – February 28, 2019

Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	281
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	998
District 3 – Peters <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,597
District 4 – Frost <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	1,213
District 5 – Nottoli <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	813
Unspecified	45
Total	5,947

Monthly Comparison: January 2019 vs. February 2019



Customer Service Report February 1, 2019 – February 28, 2019

Top Service Request Opened by District (> 10 requests)

District 1 - Serna	
Waste Management/Illegal Dumping	63
Pavement/Pothole/Pothole/Chuckhole Repair	29
Missed Service/Garbage	16
Abandoned Vehicles/Inoperable	12
Animal Care Stray/Roam	10
Animal Care/Dead Animal	10
District 2 – Kennedy	
Waste Management/Illegal Dumping	190
Missed Service/Garbage	109
Missed Service/Recycle	54
Pavement/Pothole/Pothole/Chuckhole Repair	54
Animal Care Stray/Roam	42
Abandoned Vehicles/Inoperable	36
Animal Care/Dead Animal	30
Missed Service/Green Waste	29
Animal Care Investigations/Negligence/Cruelty	28
Private Property Vehicle/Parked on Lawn	22
Ditches/Culverts/Miscellaneous Flooding	19
Street Lights/Street Light Out	17
Private Property Complaint/Other	15
Animal Care Stray/Confined	15
Abandoned Vehicles/Dismantled	14
Animal Care Investigations/Barking (Dogs Only)	14
Private Property Complaint/Junk/Rubbish	14
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Damage to a Vehicle	13
Animal Care Stray/Aggressive - Happening Now	12
Missed Service/Neighborhood Clean Up (NCU)	11
Abandoned Vehicles/Wrecked	10
Environmental Compliance/EMD On-Call Hazmat	10
Animal Care Owned/Aggressive - Happening Now	10
District 3 - Peters	
Pavement/Pothole/Pothole/Chuckhole Repair	542

Customer Service Report February 1, 2019 – February 28, 2019

Missed Service/Garbage	258
Waste Management/Illegal Dumping	178
Animal Care/Dead Animal	97
Abandoned Vehicles/Inoperable	89
Missed Service/Green Waste	87
Missed Service/Recycle	87
Animal Care Investigations/Barking (Dogs Only)	54
Animal Care Stray/Roam	48
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	47
Private Property Complaint/Other	46
Private Property Complaint/Junk/Rubbish	42
Investigations/Negligence/Cruelty	42
Abandoned Vehicles/Wrecked	39
Traffic Sign/New Sign Request	33
Animal Care Stray/Injured	30
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	27
Animal Care Owned/Aggressive - Not Happening Now	25
Street Lights/Street Light Out	24
Sub-Standard Housing/Other	24
Missed Service/Neighborhood Clean Up (NCU)	24
Private Property Vehicle/Parked on Lawn	23
Animal Care Stray/Confined	22
Sidewalk/Curb, Gutter and Sidewalk Repair	21
Graffiti/Private Property	19
Encroachment Violations/Basketball Hoop/Garbage Cans	18
Animal Care Owned/Nuisance (Dog Only)	17
Traffic Sign/Street Name Sign Missing or Down	17
Shopping Cart/By Vendor	17
Environmental Compliance/EMD On-Call Hazmat	16
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	16
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) - Immediately	16
Abandoned Vehicles/Dismantled	16
Private Property Vehicle/Non-Operable (Commercial Included)	15
Animal Care Investigations/Bite - Not Happening Now	15

Customer Service Report February 1, 2019 – February 28, 2019

Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	15
Sidewalk/Sidewalk Obstruction	14
Notify Supervisor/Garbage	14
Traffic Signal/Traffic Signal Misc. Issues	14
Ditches/Culverts/Misc. Flooding	13
Waste Management/Calendar Request	12
Pavement/Pothole/Paving Needed on Street	12
Notify Supervisor/Recycle	12
Regional Parks/Maintenance Request	11
Regional Parks/Trash and Debris	11
Animal Care Wild/Injured	11
Tree Complaint/Miscellaneous Tree Calls	10
Animal Care Investigations/Animal Left in Vehicle	10
District 4 – Frost	
Pavement/Pothole/Pothole/Chuckhole Repair	208
Missed Service/Garbage	112
Waste Management/Illegal Dumping	72
Missed Service/Recycle	54
Graffiti/Private Property	39
Abandoned Vehicles/Inoperable	33
Missed Service/Green Waste	32
Animal Care/Dead Animal	32
Street Lights/Street Light Out	29
Animal Care Stray/Roam	29
Private Property Complaint/Junk/Rubbish	27
Animal Care Investigations/Negligence/Cruelty	25
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	24
Shopping Cart/By Vendor	21
Ditches/Culverts/Miscellaneous Flooding	20
Private Property Complaint/Other	20
Animal Care Investigations/Barking (Dogs Only)	17
Traffic Sign/New Sign Request	15
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	14
Environmental Compliance/EMD On-Call Hazmat	13
Barricades/Road Flooding	12
Sidewalk/Sidewalk Obstruction	12

Customer Service Report February 1, 2019 – February 28, 2019

Animal Care Stray/Injured	12
Abandoned Vehicles/Dismantled	12
Street Lights/Group of Street Lights Out	11
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	11
Animal Care Stray/Confined	11
Abandoned Vehicles/Wrecked	10
Notify Supervisor/Garbage	10
Animal Care Owned/Aggressive - Not Happening Now	10
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	10
District 5 – Nottoli	
Pavement/Pothole/Pothole/Chuckhole Repair	108
Waste Management/Illegal Dumping	83
Missed Service/Garbage	57
Animal Care/Dead Animal	37
Ditches/Culverts/Miscellaneous Flooding	36
Animal Care Stray/Roam	33
Animal Care Investigations/Negligence/Cruelty	28
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	20
Assist (On-Scene Only)/Police/Sheriff	18
Environmental Compliance/EMD On-Call Hazmat	16
Missed Service/Recycle	16
Animal Care Stray/Confined	13
Private Property Complaint/Other	12
Missed Service/Green Waste	12
Animal Care Investigations/Barking (Dogs Only)	11
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	11
Animal Care Stray/Traffic	11
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	11
Animal Care Stray/Injured	11
Traffic Sign/New Sign Request	10
Barricades/Road Flooding	10
Unspecified	
Unspecified	0

Customer Service Report February 1, 2019 – February 28, 2019

Average Number of Days to Close a Service Request

Request Type	Avg. Days To Close
Animal Care Wild/Roam	1
Regional Parks/Illegal Activity	1
Notify Supervisor/Supervisor Dispute (Sorry Tag/Other Issue)	1
Abandoned Vehicles/Inoperable	1
Building Permits and Inspections (BPI)/Emergency On-Call Inspector Request	1
Animal Care Investigations/Bite - Not Happening Now	1
Abandoned Vehicles/Wrecked	1
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	1
Animal Care Investigations/Bite - Happening Now	2
Animal Care Investigations/Barking (Dogs Only)	2
Building Permits and Inspections (BPI)/Fence/Retaining Wall	3
Abandoned Vehicles/Dismantled	3
Priority Housing/No Hot Water	3
Marijuana (If wish to remain anonymous must refer/Cultivation)	3
Animal Care Owned/Aggressive - Happening Now	3
Waste Management/Illegal Dumping	3
Environmental Compliance/Hazardous Conditions	3
Environmental Compliance/Hazardous Substances	3
Environmental Health (All Jurisdictions)/Early Morning Noise Complaint Waste Management Truck	3
Animal Care Investigations/Negligence/Cruelty	3
Animal Care Stray/Confined	3
Animal Care Owned/Aggressive - Not Happening Now	5
Private Property Complaint/Illegal Signage - Other	5
Animal Care Investigations/Kennel	5
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	8
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	8
Animal Care Owned/Nuisance (Dog Only)	8
Regional Parks/Illegal Camp	9
Waste Management/Calendar Request	11
Environmental Health (All Jurisdictions)/Food Facility Complaint	14
Street Lights/Street Light Knock Down	15
Private Property Vehicle/Non-Operable (Commercial Included)	16
Ditches/Culverts/Miscellaneous Flooding	17
Sweeper Request/Landscape/Median Clean Up and Debris Removal	19

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Request Type	Avg. Days To Close
Traffic Signal/Damaged, Loose or Turned Signal Head	21
Private Property Complaint/Other	21
Private Property Complaint/Vacant, Unmaintained - Resident	21
Pavement/Pothole/Pothole/Chuckhole Repair	21
Barricades/Road Flooding	22
Traffic Signal/Traffic Signal Miscellaneous Issues	23
Private Property Vehicle/Other	27
Zoning/Rooster (in Residential Zone)	27
Street Lights/Street Light Cycling On and Off	28
Regional Parks/Other	29
Hazmat/Hazmat	30
Private Property Vehicle/Parked on Lawn	31
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	31
Road Markings/Missing and Faded	35
Traffic Signal/Traffic Signal Flashing Red	36
Aggregate Dumping/Trash Pick Up/Illegal Dumping	36
Private Property Complaint/Junk/Rubbish	37
Traffic Sign/New Sign Request	38
Regional Parks/Trash and Debris	38
Bridge Complaints/Soundwall Repair	39
Graffiti/Private Property	40
Private Property Complaint/Overflowing Dumpster	40
Street Lights/Street Light Miscellaneous Problem	40
Aggregate Dumping/Trash Pick Up/Soundwall Clean Up	41
Traffic Signal/Traffic Signal Light Out	41
Traffic Investigations/Speeding/New Speed Bumps	43
Traffic Signal/All Signals Dark	44
Street Lights/Group of Street Lights Out	44
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	44
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) – Immediately	44
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) – Immediately	45
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	45
Encroachment Violations/Other Encroachment Types	45
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	45
Street Lights/Street Light Out	46
Traffic Sign/Street Name Sign Missing or Down	48
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	48

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Request Type	Avg. Days To Close
Priority Housing/Surfacing Sewage	50
Traffic Signal/Traffic Signal Detection Problem	51
Traffic Signal/Traffic Signal Short Green	52
Tree Complaint/Request to Abate a Visibility Obstruction by Tree	53
Sidewalk/Sidewalk Obstruction	54
Traffic Signal/Traffic Signal Long Red	55
Tree Complaint/Tree Obstructing Illumination of County Street Light	55
Tree Complaint/Tree or Vegetation Obstructing Sidewalk	56
Sub-Standard Housing/Vector Infestation	57
Pavement/Pothole/Sunken Spot on Roadway	57
Tree Complaint/Miscellaneous Tree Calls	59
Ditches/Culverts/Drainage Problem	60
Ditches/Culverts/Ditch Cleaning	61
Encroachment Violations/Basketball Hoop/Garbage Cans	62
Traffic Signal/Traffic Signal Cycling Problem	62
Bridge Complaints/Bridge Maintenance, Fence & Guard Rail Repair	63
Sub-Standard Housing/Structural Defects	64
Street Lights/Street Light or Pole Damaged	65
Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	66
Business Licenses/Business Operating Without License	67
Pavement/Pothole/Paving Needed on Street	68
Sidewalk/Request for New Sidewalk (Traffic Investigation)	68
Sub-Standard Housing/Other	68
Sub-Standard Housing/Roof Leak	69
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	69
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	69
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	70
Private Property Vehicle/Occupied Mobile Homes/Trailers	71
Regional Parks/Maintenance Request	72
Priority Housing/Total Lack of Heat	72
Traffic Investigations/Crosswalks (New)	75
Priority Housing/Collapsing Building Roof or Ceiling	76
Aggregate Dumping/Trash Pick Up/Visual Blight-Trash and Homeless Camp Clean Up	78
Sub-Standard Housing/Rodent Harborage	78
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	79

Customer Service Report February 1, 2019 – February 28, 2019

Request Type	Avg. Days To Close
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	81
Sub-Standard Housing/Deteriorated Floors	83
Tree Complaint/Request for Arden Park Ash Tree Removal and Replace	85
Barricades/Road End Barricade	85
Traffic Signal/Traffic Signal Knock Down	86
Sidewalk/Curb, Gutter and Sidewalk Repair	88
Traffic Investigations/Traffic Safety Related Issues	91
Traffic Signal/Pedestrian Signal Inoperative	91
Sub-Standard Housing/HVAC Issues (must be part of heating and cooling unit)	92
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	96
Priority Housing/VOA (Vacant, Open, Accessible) Properties	99
Traffic Investigations/Parking Restriction/No Parking Sign	102
Sub-Standard Housing/Plumbing	102
Occupied Out-Building/Garage/Shed/Other	109
Sub-Standard Housing/Electrical Malfunction	113
Street Lights/Street Light on Daytime	116
Traffic Investigations/New Sign Request	155
Road Markings/Road Lines/Edge Lines	163
Road Markings/Request for New Legends or Markings	166
Landscape/Vegetation/Request to Abate Debris or Vegetation on Sidewalks	174
Landscape/Vegetation/Vegetation Obstructing Sidewalks	190
Traffic Sign/Graffiti	200
Encroachment Violations/Visibility Obstructions (Non-Vegetation)	207

Customer Service Report February 1, 2019 – February 28, 2019

Aging of Open Requests

Days	Count
< 30	2,994
31 to 60	1,907
61 to 90	733
> 91	2,449

Departments are working to establish meaningful Service Level Agreements (SLA) by complaint type that will measure responsiveness to customer requests for service.

SLA completion and integration of departmental systems with the County Customer Relationship Management database (CRM) is expected within the six months.

Until completion of department SLA and OSC 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.

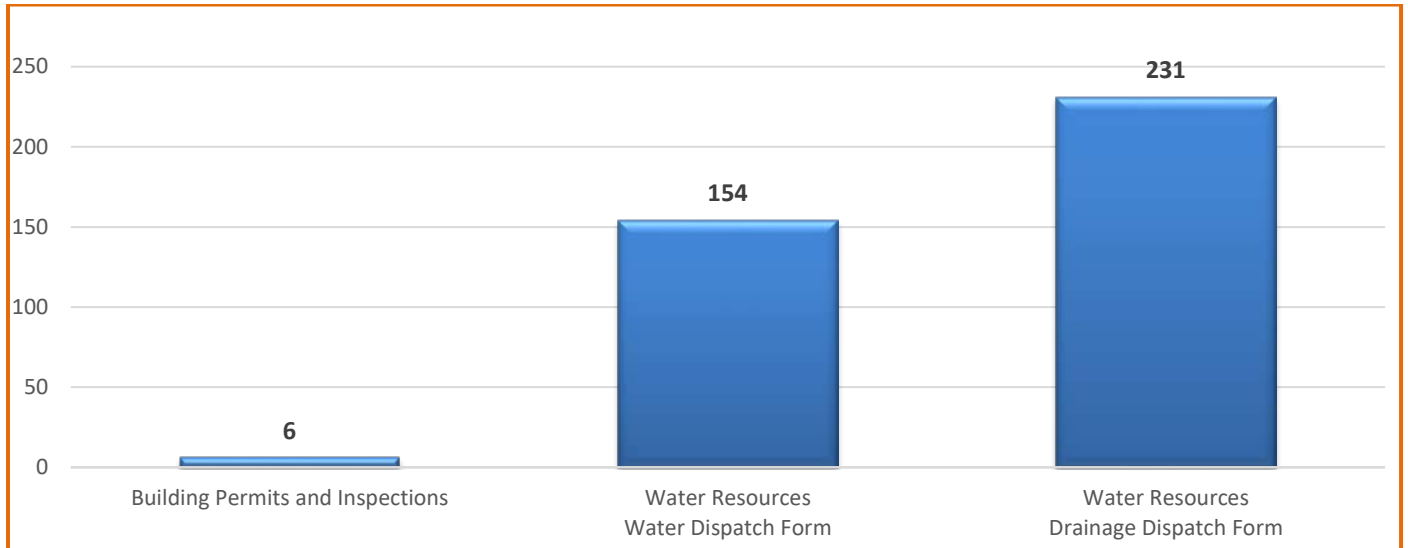
Acronym Glossary

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

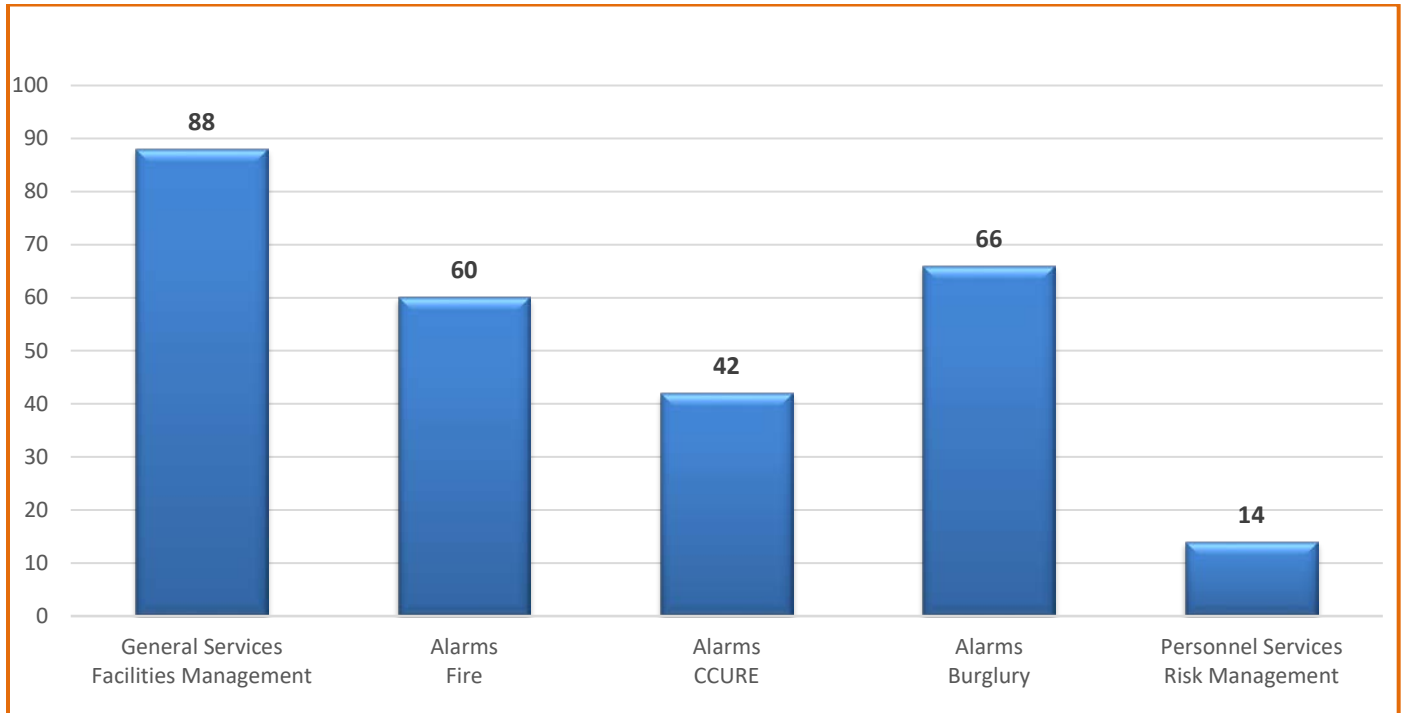


Service Definitions	
Building Permits and Inspections	On-call emergency building inspections for either residential or commercial properties in regards to plumbing, mechanical, electrical, or structural inspections
Water Resources - Water Dispatch Form	Dispatch Services including fire hydrant, odor/taste/color, 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



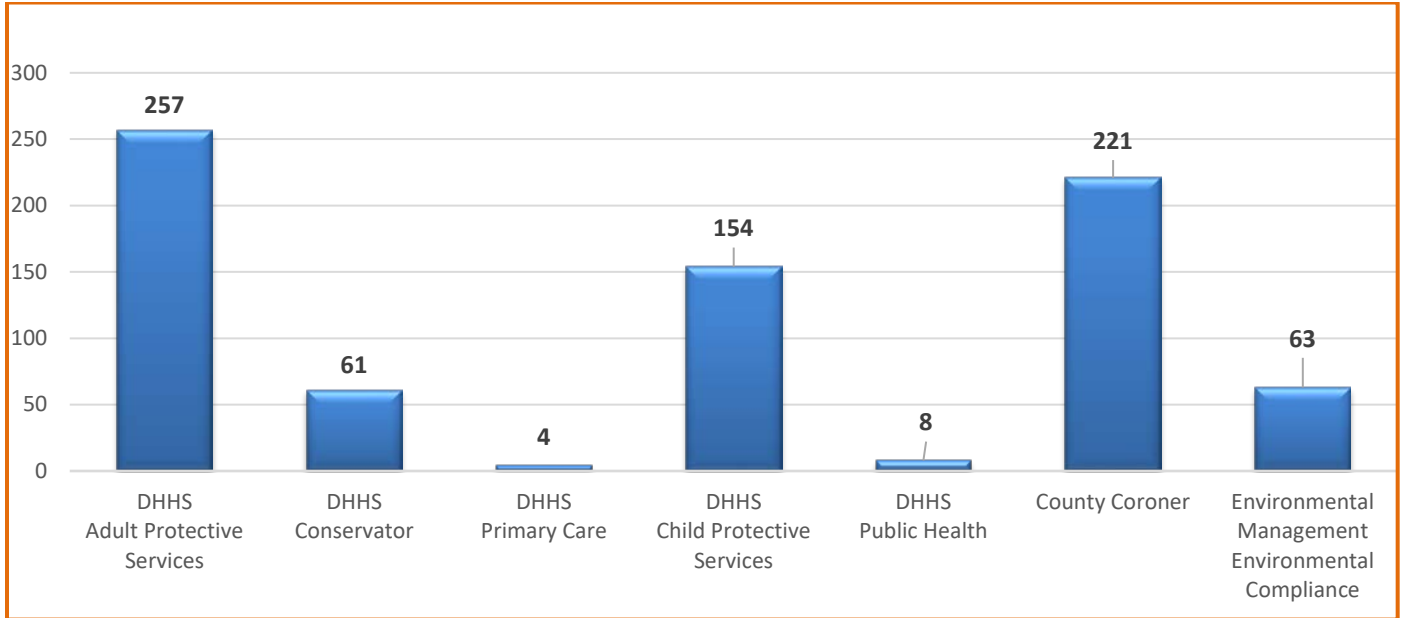
Service Definitions

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



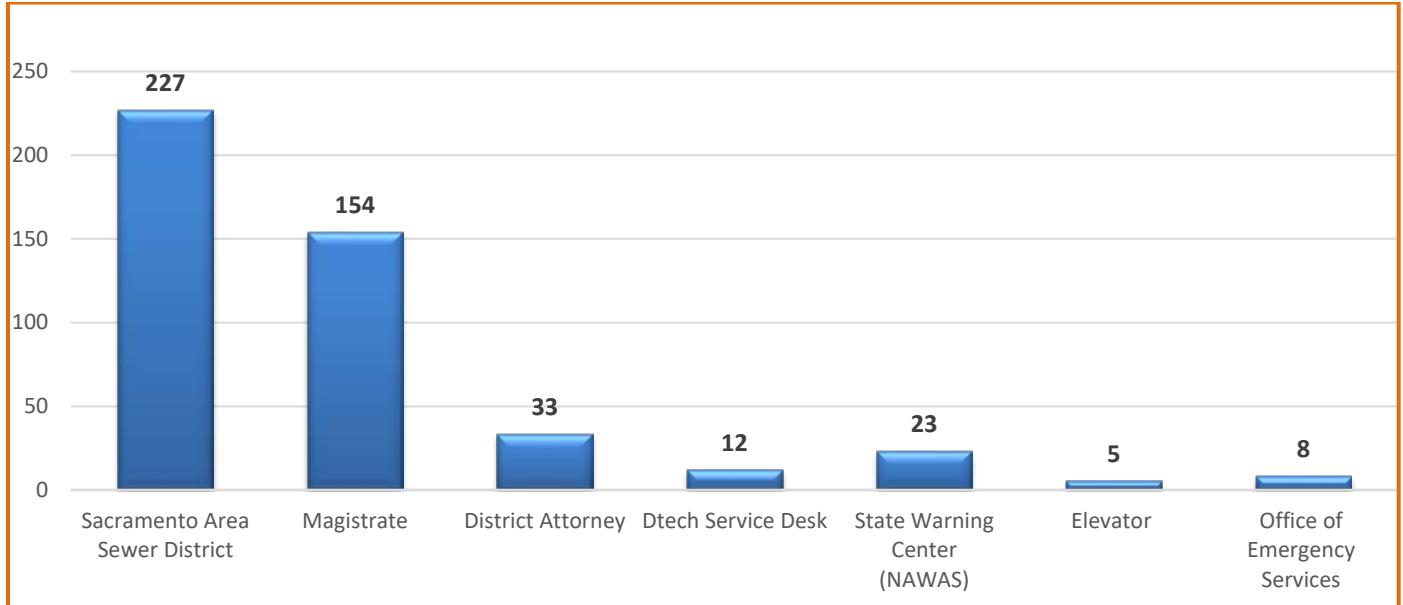
Service Definitions

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 - Primary Care	Dispatch Services for primary care clinic, phone medical treatment/assistance, etc.
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
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