

**MONTHLY  
CUSTOMER  
SERVICE  
REPORT**

SACRAMENTO  
COUNTY

**SERVICE REQUESTS AND STATISTICS**

JULY 1, 2019 – JULY 31, 2019



SAC COUNTY

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**Customer Service Report  
July 1, 2019 – July 31, 2019**

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# Customer Service Report July 1, 2019 – July 31, 2019

## Department of the Month

**Department:** Transportation (SacDOT)

**Director:** Ron Vicari

**Website:** [www.sacdot.com](http://www.sacdot.com)

**Mission:** To continuously improve, operate, and maintain a safe and efficient transportation system that serves our citizens and commerce.

### Divisions:

#### Engineering and Planning

- **Development Services and Planning:** Coordinates with new growth and development plan areas and reviews planning entitlement applications for development projects to assess impacts to the County's transportation system and conformance with applicable standards and policies, and identify mitigations and infrastructure improvements to address development impacts.
- **Regional and Long-Range Planning:** Provides planning services for regional and long-range transportation issues and for updates to the regional transportation plan and County General Plan. Represents Sacramento County in ongoing multi-jurisdictional forums including SACOG, Sacramento Transportation Authority, and Regional Transit.
- **Transportation Programs:** Manages Sacramento County's transportation improvement plan, and local, state and federal transportation funding programs. Manages the Department's active transportation modes programs.
- **Design:** Prepares plans and specifications for county highways, bridges, landscape, signal, and lighting system contracts; coordinates plans and secures agreements with other agencies.

#### Maintenance and Operations

- **Pavement and Roadside Maintenance:** Maintains and repairs all unincorporated area public street and roadway facilities including all roadways, soundwalls, pedestrian walkways and fences; and operates and maintains movable and fixed bridges. Manages Sacramento County's Pavement Management System including prioritizing, designing and delivering pavement rehabilitation and overlay projects.
- **Tree and Landscaping Maintenance:** Provides maintenance of street trees and landscaped areas within the roadway right-of-way.
- **Signs and Markings Maintenance:** Maintains traffic signs, striping and pavement markings in a safe and functional condition. Provides emergency services including road closures, barricade placement, emergency sign installation and street sweeping. Responds to visual blight concerns including litter and graffiti removal, illegal dumping and illegal sign removal.
- **Traffic Engineering:** Prepares traffic reports and conducts studies pertaining to traffic conditions, and prepares work orders for traffic control measures and safety improvements. Develops priority lists of potential safety and congestion-relief projects. Administers the Neighborhood Traffic Management Program (NTMP) including residential street speed control, radar enforcement and school crossing guard programs.
- **Signal and Traffic Operations:** Sets, monitors, and maintains the operation and timing of all Sacramento County traffic signal systems and networks; and general street and safety lighting equipment. Plans and implements Intelligent Transportation System (ITS) measures for the unincorporated area roadway system, and participates in ITS coordination with neighboring jurisdictions and regional and state agencies.

#### Finance and Administration

- Provides financial management, human resources management, facilities management, customer service, and IT management for the Department of Transportation.

**FTE:** 255 budgeted FTE staff, 28 temporary staff, 1 DTECH embedded positions and 1 CMO embedded position.

## Customer Service Report July 1, 2019 – July 31, 2019

### Monthly Statistics

Number of	
• Service request by calls	4,822
• Service request by mobile application	1,180
• Other	707
Service requests opened	6,709
Informational calls	4,251
Transferred calls	10,116
Service request closed	7,547
Average days to close service request	20

### Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Waste Management/Illegal Dumping	103	287	192	125	149	856
Missed Service/Garbage	31	199	380	152	63	825
Missed Service/Recycle	12	52	148	82	46	340
Pavement/Pothole/Pothole/Chuckhole Repair	6	15	161	62	34	278
Animal Care/Dead Animal	15	52	120	48	32	267
<b>Total</b>	<b>167</b>	<b>605</b>	<b>1,001</b>	<b>469</b>	<b>324</b>	<b>2,566</b>

## Customer Service Report July 1, 2019 – July 31, 2019

### Monthly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Pavement/Pothole/Pothole/Chuckhole Repair	38	47	536	246	71	938
Waste Management/Illegal Dumping	106	280	184	132	150	852
Missed Service/Garbage	31	199	380	151	62	823
Missed Service/Recycle	12	52	148	82	46	340
Animal Care/Dead Animal	15	58	125	50	35	283
<b>Total</b>	<b>202</b>	<b>636</b>	<b>1,373</b>	<b>661</b>	<b>364</b>	<b>3,236</b>

### Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Abandoned Vehicles/Inoperable	16	42	136	73	19	286
Pavement/Pothole/Pothole/Chuckhole Repair	14	18	444	138	33	647
Private Property Complaint/Junk/Rubbish	15	76	173	82	40	386
Private Property Complaint/Other	14	74	176	73	58	395
Private Property Vehicle/Parked on Lawn	4	35	76	52	19	186
<b>Total</b>	<b>63</b>	<b>245</b>	<b>1,005</b>	<b>418</b>	<b>169</b>	<b>1,900</b>



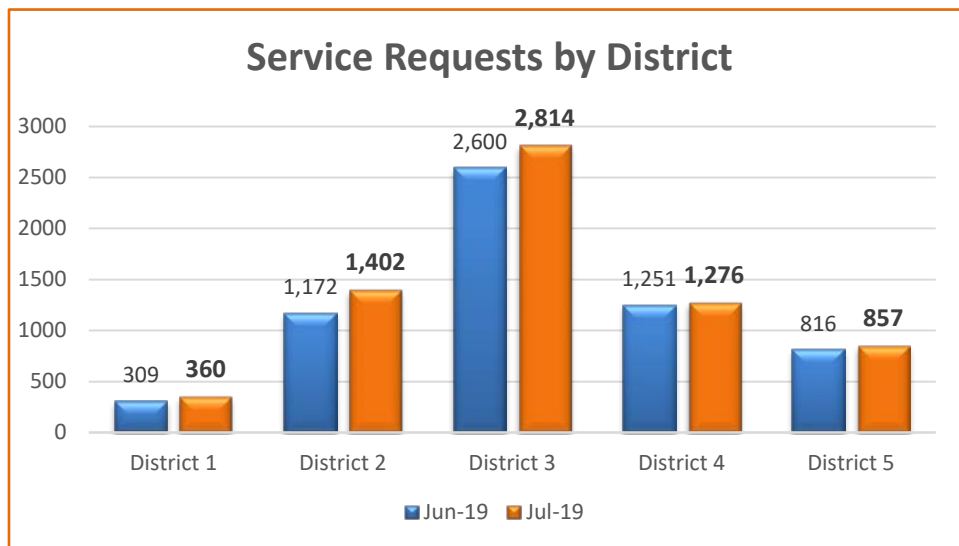
# Customer Service Report July 1, 2019 – July 31, 2019

## Board of Supervisor District Information

### Service Requests by District

District	Count
<b>District 1 – Serna</b> <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	360
<b>District 2 – Kennedy</b> <i>(Parkway, Lemon Hill, Florin)</i>	1,402
<b>District 3 – Peters</b> <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,814
<b>District 4 – Frost</b> <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	1,276
<b>District 5 – Nottoli</b> <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	857
<b>Total</b>	<b>6,709</b>

## Monthly Comparison: June 2019 vs. July 2019



## Customer Service Report July 1, 2019 – July 31, 2019

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

District 1 - Serna	
Waste Management/Illegal Dumping	103
Missed Service/Garbage	31
Animal Care/Dead Animal	15
Abandoned Vehicles/Inoperable	15
Animal Care Stray/Roam	12
Missed Service/Recycle	12
Environmental Health (All Jurisdictions)/Food Facility Complaint	11
Missed Service/Green Waste	10
District 2 – Kennedy	
Waste Management/Illegal Dumping	287
Missed Service/Garbage	199
Animal Care Stray/Roam	60
Missed Service/Recycle	52
Animal Care/Dead Animal	52
Abandoned Vehicles/Inoperable	45
Private Property Complaint/Junk/Rubbish	45
Missed Service/Green Waste	40
Shopping Cart/By Vendor	33
Animal Care Investigations/Barking (Dogs Only)	27
Abandoned Vehicles/Wrecked	27
Animal Care Stray/Confined	23
Animal Care Investigations/Negligence/Cruelty	21
Private Property Complaint/Other	20
Animal Care Stray/Injured	18
Graffiti/Private Property	18
Abandoned Vehicles/Dismantled	17
Pavement/Pothole/Pothole/Chuckhole Repair	15
Private Property Vehicle/Non-Operable (Commercial Included)	14
Animal Care Stray/Sick	14
Street Lights/Street Light Out	13
Animal Care Wild/Injured	12
Animal Care Owned/Nuisance (Dog Only)	12
Waste Management/Calendar Request	11

## Customer Service Report July 1, 2019 – July 31, 2019

Notify Supervisor/Garbage	10
Missed Service/Neighborhood Clean Up (NCU)	10
Private Property Vehicle/Parked on Lawn	10
<b>District 3 - Peters</b>	
Missed Service/Garbage	380
Waste Management/Illegal Dumping	192
Pavement/Pothole/Pothole/Chuckhole Repair	161
Missed Service/Recycle	148
Missed Service/Green Waste	136
Animal Care/Dead Animal	120
Abandoned Vehicles/Inoperable	87
Animal Care Investigations/Barking (Dogs Only)	74
Private Property Complaint/Other	74
Private Property Complaint/Junk/Rubbish	68
Animal Care Stray/Roam	67
Animal Care Investigations/Negligence/Cruelty	50
Abandoned Vehicles/Wrecked	45
Animal Care Stray/Confined	34
Animal Care Stray/Sick	32
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Damage	31
Encroachment Violations/Basketball Hoop/Garbage Cans	30
Animal Care Stray/Injured	28
Animal Care Owned/Aggressive - Not Happening Now	27
Private Property Vehicle/Parked on Lawn	27
Animal Care Wild/Injured	27
Missed Service/Neighborhood Clean Up (NCU)	23
Graffiti/Private Property	23
Sidewalk/Curb, Gutter and Sidewalk Repair	21
Building Permits ad Inspections (BPI)/Building Permits and Inspection Complaint	20
Street Lights/Street Light Out	20
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	19
Traffic Signal/Traffic Signal Miscellaneous Issues	19
Animal Care Investigations/Animal Left in Vehicle	19
Abandoned Vehicles/Dismantled	19
Tree Complaint/Miscellaneous Tree Calls	18



## Customer Service Report July 1, 2019 – July 31, 2019

Private Property Complaint/Vacant, Unmaintained - Resident	18
Notify Supervisor/Garbage	18
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	18
Environmental Health (All Jurisdictions)/Food Facility Complaint	17
Private Property Vehicle/Non-Operable (Commercial Included)	16
Traffic Sign/New Sign Request	16
Notify Supervisor/Recycle	16
Sub-Standard Housing/Other	15
Waste Management/Calendar Request	15
Traffic Sign/Street Name Sign Missing or Down	15
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	15
Animal Care Owned/Nuisance (Dog Only)	14
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	14
Environmental Compliance/EMD On-Call Hazmat	13
Animal Care Wild/Sick	13
Assist (On-Scene Only)/Police/Sheriff	12
Regional Parks/Maintenance Request	12
Regional Parks/Trash and Debris	12
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	12
Pavement/Pothole/Paving Needed on Street	11
Shopping Cart/By Vendor	11
Animal Care Stray/Traffic	11
Notify Supervisor/Green Waste	10
Animal Care Wild/Trapped	10
Animal Care Stray/Aggressive - Happening Now	10
<b>District 4 – Frost</b>	
Missed Service/Garbage	152
Waste Management/Illegal Dumping	125
Missed Service/Recycle	82
Pavement/Pothole/Pothole/Chuckhole Repair	62
Missed Service/Green Waste	59
Animal Care/Dead Animal	48
Abandoned Vehicles/Inoperable	46
Private Property Complaint/Junk/Rubbish	39
Private Property Complaint/Other	34

## Customer Service Report July 1, 2019 – July 31, 2019

Animal Care Stray/Roam	33
Animal Care Investigations/Barking (Dogs Only)	32
Animal Care Investigations/Negligence/Cruelty	26
Shopping Cart/By Vendor	23
Private Property Vehicle/Parked on Lawn	19
Notify Supervisor/Recycle	17
Animal Care Owned/Aggressive - Not Happening Now	15
Abandoned Vehicles/Wrecked	15
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	15
Graffiti/Private Property	14
Animal Care Stray/Confined	13
Animal Care Stray/Traffic	12
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	12
Missed Service/Neighborhood Clean Up (NCU)	10
Environmental Compliance/EMD On-Call Hazmat	10
<b>District 5 – Nottoli</b>	
Waste Management/Illegal Dumping	149
Missed Service/Garbage	63
Missed Service/Recycle	46
Animal Care Stray/Roam	41
Pavement/Pothole/Pothole/Chuckhole Repair	34
Animal Care/Dead Animal	32
Animal Care Investigations/Negligence/Cruelty	20
Assist (On-Scene Only)/Police/Sheriff	19
Animal Care Stray/Injured	18
Animal Care Investigations/Barking (Dogs Only)	17
Missed Service/Green Waste	17
Private Property Complaint/Other	16
Abandoned Vehicles/Inoperable	16
Private Property Complaint/Junk/Rubbish	15
Animal Care Stray/Confined	14
Traffic Signal/Traffic Signal Flashing Red	13
Traffic Signal/Traffic Signal Miscellaneous Issues	12
Animal Care Wild/Trapped	11
Animal Care Wild/Injured	10

## Customer Service Report July 1, 2019 – July 31, 2019

Animal Care Stray/Sick	10
Private Property Vehicle/Non-Operable (Commercial Included)	10
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	10

### Average Number of Days to Close a Service Request

Request Type	Avg. Days To Close
Abandoned Vehicles/Dismantled	1
Animal Care Investigations/Barking (Dogs Only)	1
Animal Care Owned/Nuisance (Dog Only)	1
Shopping Cart/By Vendor	1
Animal Care Owned/Aggressive - Not Happening Now	1
Abandoned Vehicles/Inoperable	1
Priority Housing/No Hot Water	1
Regional Parks/Graffiti	1
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	1
Animal Care/Dead Animal	1
Animal Care Investigations/Bite - Not Happening Now	1
Environmental Compliance/Illegal Dumping Unimproved Property	1
Abandoned Vehicles/Wrecked	1
Municipal Services/Animal Care	1
Sub-Standard Housing/Rodent Harborage	2
Animal Care Investigations/Negligence/Cruelty	2
Environmental Compliance/Hazardous Substances	2
Environmental Health (All Jurisdictions)/Tattoo and Body Art Complaint	2
Sub-Standard Housing/Other	2
Waste Management/Missed Sweeper Request	3
Waste Management/Illegal Dumping	3
Building Permits and Inspections (BPI)/Fence/Retaining Wall	3
Bridge Request/Bridge Opening/Closing	3
Private Property Complaint/Overflowing Dumpster	3
Zoning/Rooster (in Residential Zone)	3
Animal Care Stray/Confined	3
Private Property Vehicle/Non-Operable (Commercial Included)	4
Private Property Vehicle/Parked on Lawn	5
Private Property Vehicle/Other	5
Occupied Out-Building/Garage/Shed/Other	5
Landscape/Vegetation/Request to Abate Debris or Vegetation on County Bike Lane	6
Animal Care Investigations/Kennel	6

## Customer Service Report July 1, 2019 – July 31, 2019

Request Type	Avg. Days To Close
Regional Parks/Illegal Camp	6
Building Permits and Inspections (BPI)/Emergency On-Call Inspector Request	6
Private Property Complaint/Junk/Rubbish	7
Sub-Standard Housing/Structural Defects	7
Regional Parks/Trash and Debris	7
Encroachment Violations/Signs that Block View or Path	7
Private Property Complaint/Other	7
Regional Parks/Other	9
Waste Management/Report Scavenging	9
Private Property Complaint/Illegal Signage - A-Frames	9
Private Property Complaint/Vacant, Unmaintained - Resident	10
Regional Parks/Maintenance Request	12
Private Property Vehicle/Occupied Mobile Homes/Trailers	13
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	14
Environmental Health (All Jurisdictions)/Lead Complaints	15
Environmental Health (All Jurisdictions)/Food Facility Complaint	15
Environmental Health (All Jurisdictions)/Public Pool Complaint	16
Landscape/Vegetation/Miscellaneous Vegetation Calls	17
Private Property Complaint/Illegal Signage - Other	17
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	17
Barricades/Needed for Emergency, Barricade-End-Sidewalk End	18
Road Markings/Missing and Faded	21
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	22
Hazmat/Hazmat	24
Aggregate Dumping/Trash Pick Up/Illegal Dumping	24
Barricades/Road End Barricade	25
Road Markings/Request for New Legends or Markings	26
Street Lights/Street Light Dim	27
Business Licenses/Business Operating Without License	27
Traffic Signal/Pedestrian Signal Inoperative	29
Traffic Signal/Damaged, Loose or Turned Signal Head	29
Aggregate Dumping/Trash Pick Up/Trash Pick Up (Larger Items)	30
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	30
Street Lights/Street Light Cover Missing/Wires Exposed	31
Street Lights/Street Light Cycling On and Off	32
Landscape/Vegetation/Vegetation Obstructing Sidewalks	32
Tree Complaint/Tree Obstructing County Signal Pole Light Head	33
Graffiti/Sign	33
Encroachment Violations/Visibility Obstructions (Non-Vegetation)	33

## Customer Service Report July 1, 2019 – July 31, 2019

Request Type	Avg. Days To Close
Bridge Complaints/Bridge Maintenance, Fence & Guard Rail Repair	34
Street Lights/Street Light on Daytime	34
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	34
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) – Immediately	36
Graffiti/Private Property	37
Traffic Signal/Traffic Signal Long Red	37
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants	37
Street Lights/Street Light Miscellaneous Problem	37
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	37
Tree Complaint/Request to Abate a Visibility Obstruction by Tree	38
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) – Immediately	38
Mowing/Spraying - Weed Abatement/Maintain Roadside Vegetation by Mowing or Spraying	39
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	39
Traffic Signal/Traffic Signal Miscellaneous Issues	39
Traffic Signal/All Signals Dark	40
Graffiti/Public Right-of-Way	41
Barricades/Sidewalk End Barricade	41
Traffic Sign/Graffiti	41
Street Lights/Street Light Shield Issue	42
Tree Complaint/Tree or Vegetation Obstructing Sidewalk	42
Encroachment Violations/Basketball Hoop/Garbage Cans	42
Traffic Signal/Traffic Signal Cycling Problem	43
Traffic Signal/Traffic Signal Flashing Red	43
Landscape/Vegetation/Cleaning of Vegetation and Debris from Soundwall	43
Barricades/Road Flooding	44
Landscape/Vegetation/Request for Removal of Vegetation Illegally Obstruction	45
Traffic Sign/Street Name Sign Missing or Down	45
Tree Complaint/Miscellaneous Tree Calls	46
Traffic Sign/New Sign Request	47
Traffic Signal/Traffic Signal Detection Problem	47
Landscape/Vegetation/Request to Abate Debris or Vegetation on Sidewalks	48
Traffic Signal/Traffic Signal Knock Down	49
Street Lights/Group of Street Lights Out	50
Aggregate Dumping/Trash Pick Up/Visual Blight-Trash and Homeless Camp Clean Up	52

## Customer Service Report July 1, 2019 – July 31, 2019

Request Type	Avg. Days To Close
Tree Complaint/Tree Limb Down Obstructing Bike Lane or Sidewalk	55
Bike Lane/Request to Abate Debris or Vegetation on County Bike Lane	55
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	55
Traffic Investigations/Parking Restriction/No Parking Sign	55
Traffic Signal/Traffic Signal Short Green	56
Tree Complaint/Tree Obstructing Illumination of County Street Light	57
Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation	59
Street Lights/Street Light Out	61
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	61
Pavement/Pothole/Pothole/Chuckhole Repair	62
Pavement/Pothole/Sunken Spot on Roadway	63
Encroachment Violations/Other Encroachment Types	63
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	65
Pavement/Pothole/Paving Needed on Street	65
Sidewalk/Sidewalk Obstruction	65
Traffic Signal/Traffic Signal Light Out	67
Traffic Investigations/New Sign Request	68
Traffic Investigations/Speeding/New Speed Bumps	70
Sidewalk/Tree or Vegetation Obstructing Sidewalk	77
Ditches/Culverts/Drainage Problem	83
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	83
Tree Complaint/Request for Arden Park Ash Tree Removal and Replace	85
Bridge Complaints/Soundwall Repair	88
Street Lights/Street Light or Pole Damaged	90
Tree Complaint/Tree Obstructing County Sign/Pole	90
Street Lights/Street Light Knock Down	94
Ditches/Culverts/Ditch Cleaning	96
Sidewalk/Curb, Gutter and Sidewalk Repair	98
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Side Walk	99
Traffic Investigations/Traffic Safety Related Issues	99
Mowing/Spraying - Weed Abatement/Requesting for Weed Abatement within County Right-of-way	114
Traffic Investigations/Crosswalks (New)	138
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	154
Sidewalk/Request for New Sidewalk (Traffic Investigation)	269
Traffic Investigations/Requesting New Bike Lane	331
Sweeper Request/Landscape/Median Clean Up and Debris Removal	354



## Customer Service Report July 1, 2019 – July 31, 2019

### Aging of Open Requests

Days	Count
< 30	1,782
31 to 60	904
61 to 90	612
> 91	1,701

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 October 2019.

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.

# Customer Service Report July 1, 2019 – July 31, 2019

## 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.

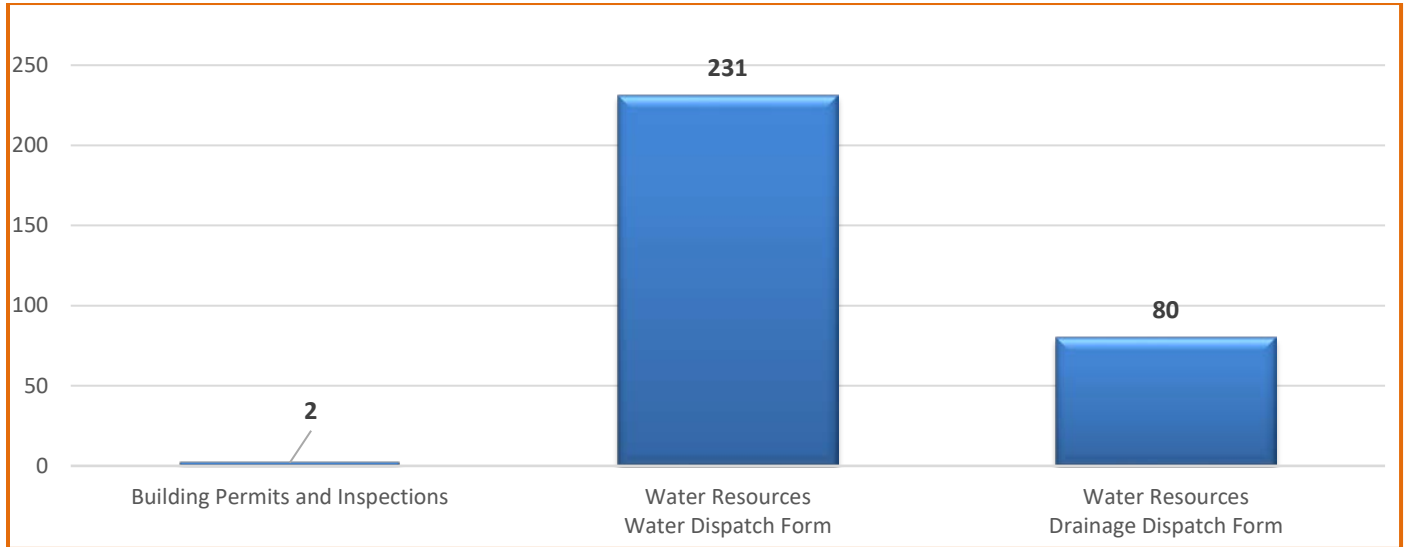
### Acronym Glossary

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

# Customer Service Report July 1, 2019 – July 31, 2019

## Dispatch Services Request

### Public Works and Infrastructure



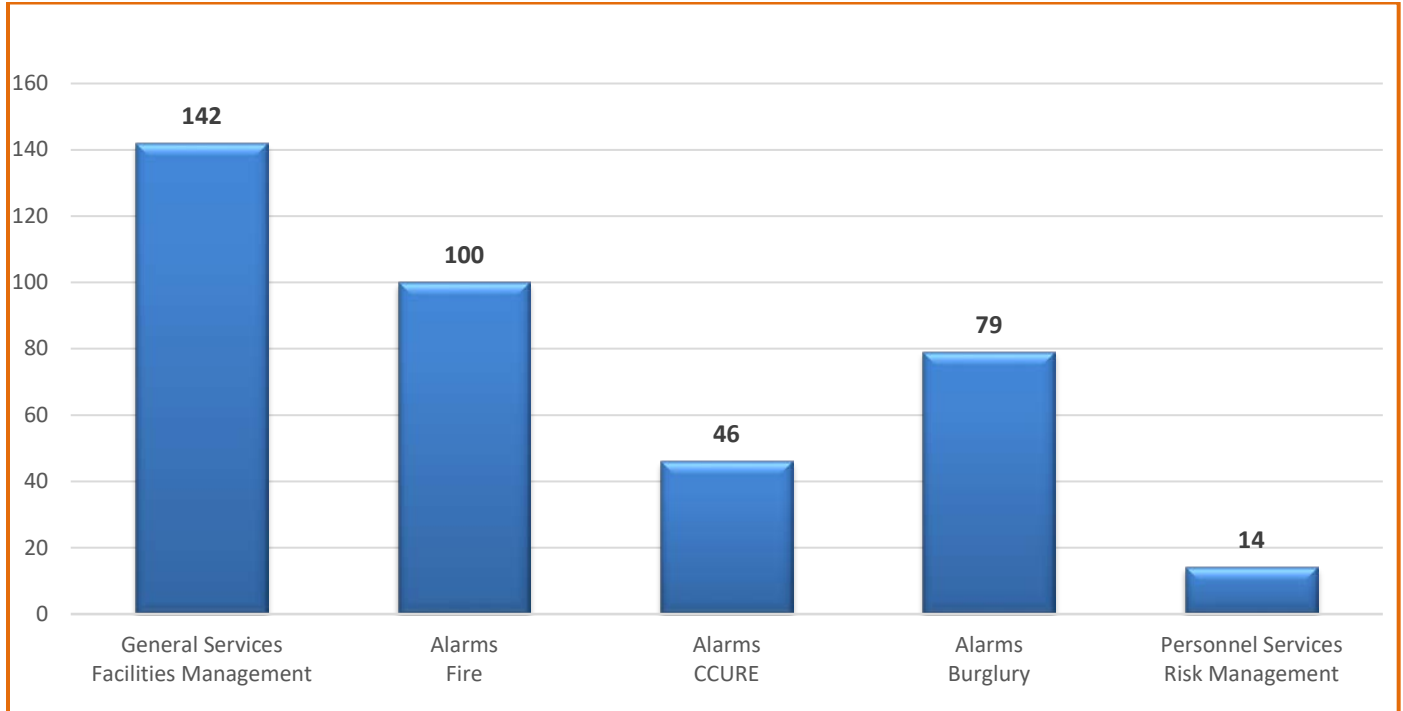
### Service Definitions

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.

# Customer Service Report July 1, 2019 – July 31, 2019

## Dispatch Services Request

### Administrative Services



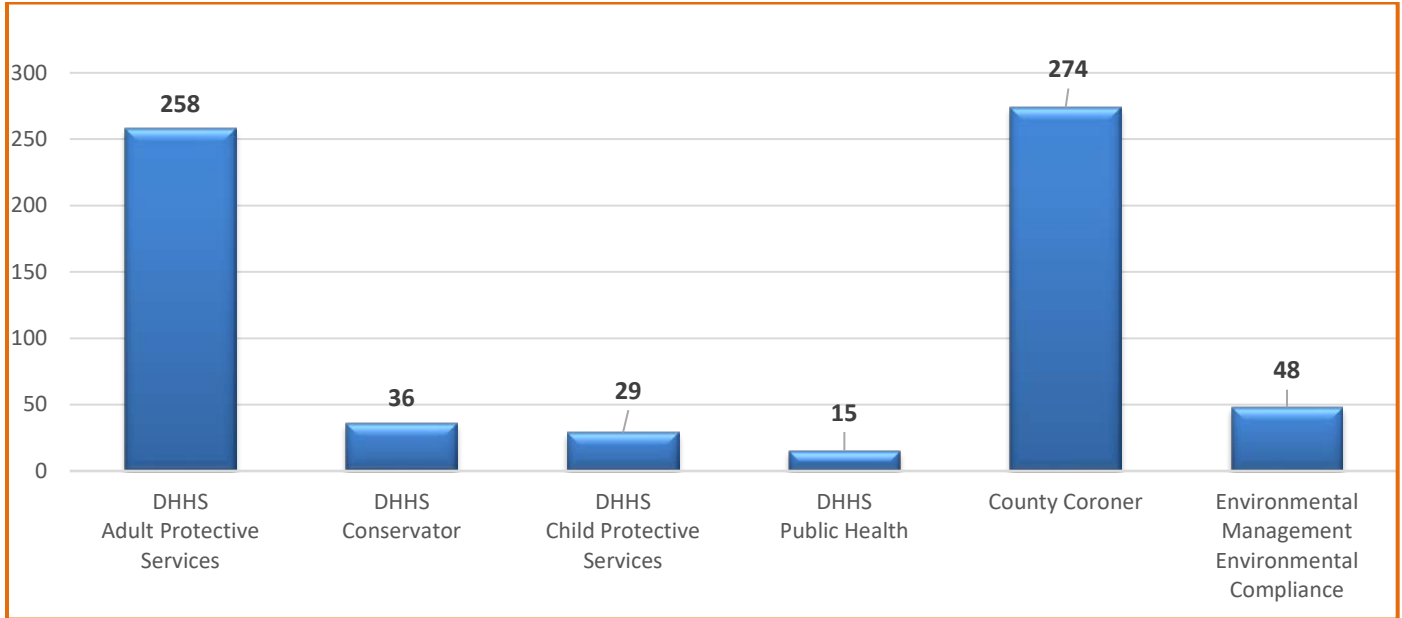
### Service Definitions

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.

# Customer Service Report July 1, 2019 – July 31, 2019

## Dispatch Services Request

### Social Services



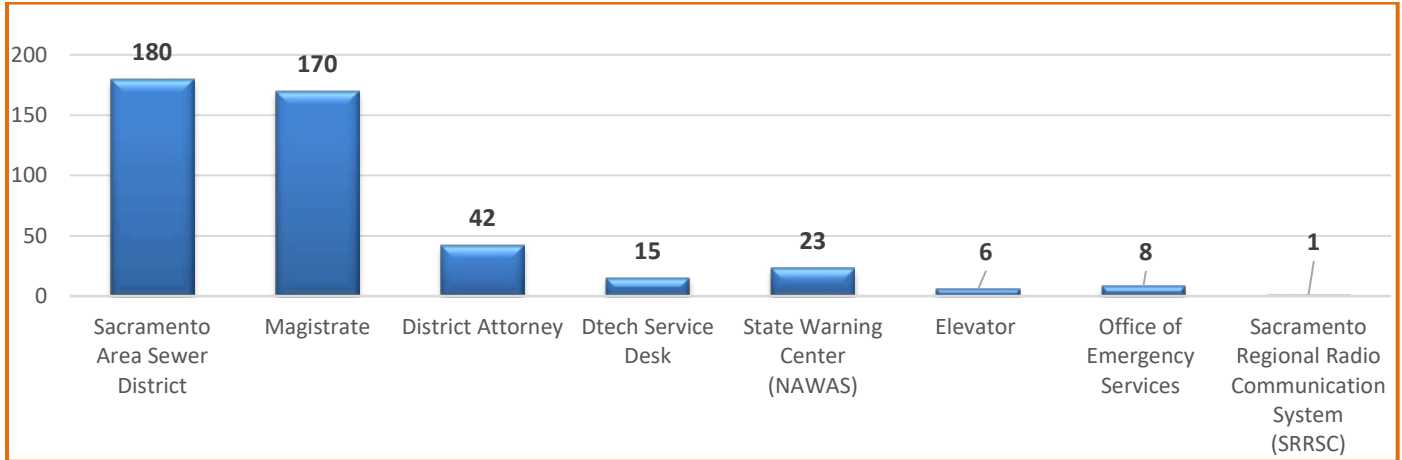
### Service Definitions

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.

# Customer Service Report July 1, 2019 – July 31, 2019

## 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
Sacramento Regional Radio Communication System (SRRSC)	Dispatch Services for 24/7 Radio Site Video Monitoring (equipment maintenance issues, intrusion/safety), STAC Radio Channel Reservations (multi-agency shared radio channel for coordinated events/drills), and Mutual Aid activation/deactivation of channels as requested by allied agencies