

**MONTHLY
CUSTOMER
SERVICE
REPORT**

**SACRAMENTO
COUNTY**

SERVICE REQUESTS AND STATISTICS

JUNE 1, 2019 – JUNE 30, 2019



SAC COUNTY
311
CONNECT
*Your Link to County Services
Online or on the go*
www.311.saccounty.net

Office of Customer Service
916-875-4311
www.311.saccounty.net

**Customer Service Report
June 1, 2019 – June 30, 2019**

Table of Contents

Department of the Month	2
Monthly Statistics	3
Monthly Top Service Requests by Type Opened	3
Monthly Top Service Requests by Type Closed.....	4
Cumulative Top Unresolved Service Request Types	4
Service Requests by District	5
Top Service Request Opened by District (>10 requests).....	6
Average Number of Days to Close a Service Request	10
Aging of Open Requests.....	13
Dispatch Services	14
Dispatch Services Request.....	15

Customer Service Report

June 1, 2019 – June 30, 2019

Department of the Month

Department: Animal Care & Regulation
Director: Dave Dickinson
Website: www.SacCountyShelter.net

Mission: To provide public safety and protect the health and welfare of animals in our communities through education, responsibility, and compassion

Divisions:

■ **Administration:**

Enforces policies and procedures to maintain safe and responsible shelter operations; manages staff, scheduling, discipline, training and hiring; oversee budgets and overall goals for the shelter operation. Liaison with County executive staff and 311 customer service portal

■ **Clerical:**

Manages records, inventory and data to ensure shelter population; provides excellent customer service to all patrons; follows protocols and procedures to process financial transactions; coordinates intake and out processing of animals at the shelter; handles licensing and adoption process

■ **Field:**

Maintains public safety and protection by enforcing and explaining State laws and County ordinances relating to the care and control of animals; responds to calls for loose, stray and dangerous animals. Contacts listed animal owner to reunite lost animals. Collects and transports animals back to the shelter. Enforces the licensing, vaccination, and animal regulation policies of the County of Sacramento. Works in conjunction with the Sheriff and DA as part of the Animal Cruelty Task Force

■ **Kennel:**

Provides safe and sanitary care and housing for animals during their stay at the animal shelter; manages shelter population via inventory and record keeping; provides group and flexible housing when animal impact is high; provides animal behavior evaluations and customer counseling prior to adoption

■ **Medical:**

Ensures safety and medical care for all animals at the shelter prior to adoption availability; coordinates with offsite medical facilities for specialized surgeries; conducts in-house surgeries and treats animal illnesses; provides nutrition and aftercare plans for shelter animals

■ **Volunteer:**

Assists shelter operation to ensure safe and sanitary housing and equipment for shelter animals; provides exercise for canine population via walks, playgroups and outings; represents the shelter during offsite community events to promote adoption and shelter education; Participates in the profiling and adoption counseling of available animals

FTE: 55 FTE permanent staff budgeted positions for Animal Care and Regulation;
2 Contractors; 0 Temporary/PT; 300+ Volunteers

Customer Service Report June 1, 2019 – June 30, 2019

Monthly Statistics

Number of	
• Service request by calls	4,518
• Service request by mobile application	1,030
• Other	600
Service requests opened	6,148
Informational calls	3,862
Transferred calls	8,672
Service request closed	5,243
Average days to close service request	8

Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Waste Management/Illegal Dumping	87	238	177	116	132	750
Missed Service/Garbage	22	124	325	152	54	677
Pavement/Pothole/Pothole/Chuckhole Repair	10	14	168	67	21	280
Animal Care/Dead Animal	10	42	132	48	32	264
Missed Service/Green Waste	9	28	116	55	54	262
Total	138	445	916	438	293	2,233

Customer Service Report June 1, 2019 – June 30, 2019

Monthly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Waste Management/Illegal Dumping	88	251	169	99	143	750
Missed Service/Garbage	22	124	327	152	55	680
Abandoned Vehicles/Inoperable	11	47	139	54	15	266
Missed Service/Green Waste	9	28	118	55	54	264
Animal Care/Dead Animal	10	37	137	47	28	259
Total	140	487	887	407	295	2,219

Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Private Property Complaint/Other	5	21	57	20	10	113
Pavement/Pothole/Pothole/Chuckhole Repair	67	57	982	359	122	1,587
Regional Parks/Illegal Camp	8		662	10	8	688
Regional Parks/Maintenance Request	11		23	8	320	362
Regional Parks/Trash and Debris	1,300		36	7	10	1,353
Total	1,391	78	1,760	404	470	4,103

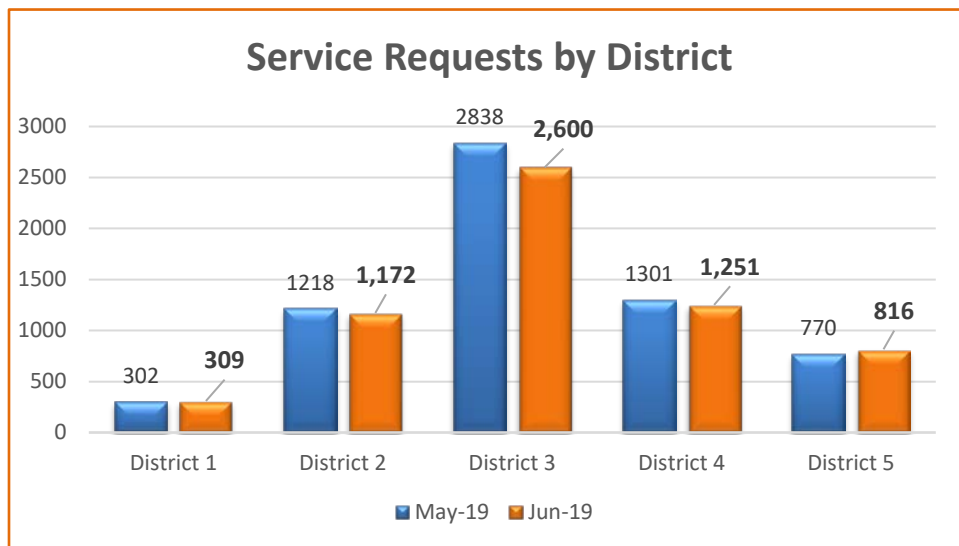
Customer Service Report June 1, 2019 – June 30, 2019

Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	309
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	1,172
District 3 – Peters <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,600
District 4 – Frost <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	1,251
District 5 – Nottoli <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	816
Total	6,148

Monthly Comparison: May 2019 vs. June 2019



Customer Service Report June 1, 2019 – June 30, 2019

Top Service Request Opened by District (> 10 requests)

District 1 - Serna	
Waste Management/Illegal Dumping	87
Missed Service/Garbage	22
Environmental Compliance/EMD On-Call Hazmat	19
Animal Care/Dead Animal	10
Pavement/Pothole/Pothole/Chuckhole Repair	10
District 2 – Kennedy	
Waste Management/Illegal Dumping	238
Missed Service/Garbage	124
Missed Service/Recycle	48
Animal Care Stray/Roam	48
Abandoned Vehicles/Inoperable	44
Animal Care/Dead Animal	41
Private Property Complaint/Other	32
Private Property Complaint/Junk/Rubbish	29
Missed Service/Green Waste	28
Animal Care Investigations/Barking (Dogs Only)	22
Animal Care Stray/Injured	20
Encroachment Violations/Basketball Hoop/Garbage Cans	19
Animal Care Stray/Sick	17
Private Property Vehicle/Parked on Lawn	17
Private Property Vehicle/Non-Operable (Commercial Included)	17
Abandoned Vehicles/Wrecked	16
Animal Care Investigations/Negligence/Cruelty	15
Private Property Complaint/Vacant, Unmaintained - Resident	15
Animal Care Stray/Aggressive - Happening Now	14
Pavement/Pothole/Pothole/Chuckhole Repair	14
Abandoned Vehicles/Dismantled	13
Animal Care Owned/Aggressive - Not Happening Now	12
Animal Care Stray/Confined	12
Notify Supervisor/Garbage	12
Shopping Cart/By Vendor	12
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	10

Customer Service Report June 1, 2019 – June 30, 2019

District 3 - Peters	
Missed Service/Garbage	324
Waste Management/Illegal Dumping	176
Pavement/Pothole/Pothole/Chuckhole Repair	168
Animal Care/Dead Animal	132
Missed Service/Recycle	127
Missed Service/Green Waste	116
Private Property Complaint/Other	73
Abandoned Vehicles/Inoperable	71
Animal Care Investigations/Barking (Dogs Only)	69
Animal Care Stray/Roam	59
Private Property Complaint/Junk/Rubbish	53
Animal Care Investigations/Negligence/Cruelty	49
Animal Care Wild/Injured	39
Animal Care Stray/Injured	32
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	31
Graffiti/Private Property	28
Traffic Signal/All Signals Dark	27
Private Property Vehicle/Parked on Lawn	25
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway,	25
Traffic Signal/Traffic Signal Flashing Red	22
Sidewalk/Curb, Gutter and Sidewalk Repair	22
Encroachment Violations/Basketball Hoop/Garbage Cans	21
Animal Care Stray/Sick	21
Notify Supervisor/Recycle	21
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	21
Notify Supervisor/Garbage	20
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	19
Private Property Complaint/Vacant, Unmaintained - Resident	19
Animal Care Owned/Aggressive - Not Happening Now	18
Pavement/Pothole/Paving Needed on Street	18
Animal Care Stray/Confined	18
Traffic Sign/Street Name Sign Missing or Down	17

Customer Service Report June 1, 2019 – June 30, 2019

Traffic Signal/Traffic Signal Misc. Issues	17
Missed Service/Neighborhood Clean Up (NCU)	17
Abandoned Vehicles/Wrecked	16
Tree Complaint/Miscellaneous Tree Calls	15
Traffic Investigations/Speeding/New Speed Bumps	15
Sub-Standard Housing/Other	14
Street Lights/Street Light Out	14
Abandoned Vehicles/Dismantled	14
Notify Supervisor/Green Waste	14
Animal Care Wild/Sick	14
Assist (On-Scene Only)/Police/Sheriff	13
Private Property Vehicle/Non-Operable (Commercial Included)	13
Animal Care Owned/Nuisance (Dog Only)	13
Shopping Cart/By Vendor	13
Animal Care Investigations/Animal Left in Vehicle	12
Animal Care Stray/Traffic	11
Traffic Sign/New Sign Request	11
Regional Parks/Trash and Debris	11
Animal Care Stray/Tied	11
Traffic Signal/Pedestrian Signal Inoperative	11
Animal Care Owned/Aggressive - Happening Now	11
Animal Care Investigations/Bite - Not Happening Now	11
Priority Housing/VOA (Vacant, Open, Accessible) Properties	11
District 4 – Frost	
Missed Service/Garbage	152
Waste Management/Illegal Dumping	116
Pavement/Pothole/Pothole/Chuckhole Repair	67
Missed Service/Recycle	64
Missed Service/Green Waste	55
Animal Care Investigations/Barking (Dogs Only)	49
Animal Care/Dead Animal	48
Animal Care Stray/Roam	37
Animal Care Investigations/Negligence/Cruelty	33
Private Property Complaint/Junk/Rubbish	29
Abandoned Vehicles/Inoperable	27
Shopping Cart/By Vendor	26
Private Property Complaint/Other	25
Animal Care Stray/Confined	21

Customer Service Report June 1, 2019 – June 30, 2019

Animal Care Stray/Injured	20
Private Property Vehicle/Parked on Lawn	18
Private Property Complaint/Vacant, Unmaintained - Resident	16
Animal Care Owned/Nuisance (Dog Only)	12
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	12
Animal Care Owned/Aggressive - Not Happening Now	12
Animal Care Stray/Sick	11
Abandoned Vehicles/Wrecked	11
Notify Supervisor/Recycle	11
Traffic Sign/New Sign Request	11
Sidewalk/Sidewalk Obstruction	10
Private Property Vehicle/Non-Operable (Commercial Included)	10
District 5 – Nottoli	
Waste Management/Illegal Dumping	132
Missed Service/Garbage	54
Missed Service/Green Waste	54
Animal Care/Dead Animal	32
Animal Care Investigations/Negligence/Cruelty	25
Animal Care Stray/Roam	25
Pavement/Pothole/Pothole/Chuckhole Repair	21
Environmental Compliance/EMD On-Call Hazmat	16
Private Property Complaint/Other	16
Animal Care Investigations/Barking (Dogs Only)	15
Animal Care Stray/Confined	14
Missed Service/Recycle	14
Abandoned Vehicles/Inoperable	13
Missed Service/Neighborhood Clean Up (NCU)	12
Animal Care Stray/Injured	12
Traffic Signal/Traffic Signal Flashing Red	12
Regional Parks/Maintenance Request	11
Assist (On-Scene Only)/Police/Sheriff	11
Abandoned Vehicles/Wrecked	10
Regional Parks/Illegal Camp	10
Private Property Complaint/Junk/Rubbish	10

Customer Service Report June 1, 2019 – June 30, 2019

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
Notify Supervisor/Supervisor Dispute (Sorry Tag/Other Issue)	1
Building Permits and Inspections (BPI)/Fence/Retaining Wall	1
Animal Care Owned/Aggressive - Not Happening Now	1
Animal Care Stray/Roam	1
Street Lights/Street Light or Pole Damaged	1
Pick Up/License/Specimen Pick Up	1
Animal Care Investigations/Tethered	1
Animal Care Stray/Confined	1
Animal Care Investigations/Bite - Not Happening Now	1
Traffic Investigations/Parking Restriction/No Parking Sign	1
Private Property/Vehicle for Sale on Vacant Lot	1
Environmental Health (All Jurisdictions)/Smoking Complaint	1
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	1
Animal Care Investigations/Negligence/Cruelty	2
Environmental Compliance/Hazardous Substances	3
Hazmat/Hazmat	3
Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation	3
Waste Management/Illegal Dumping	3
Traffic Signal/Traffic Signal Miscellaneous Issues	3
Waste Management/Missed Sweeper Request	3
Animal Care Investigations/Kennel	4
Shopping Cart/By Vendor	5
Aggregate Dumping/Trash Pick Up/Trash Pick Up (Larger Items)	5
Priority Housing/Collapsing Building Roof or Ceiling	5
Regional Parks/Other	5
Sidewalk/Sidewalk Obstruction	5
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	6
Landscape/Vegetation/Miscellaneous Vegetation Calls	7
Street Lights/Street Light Out	7
Regional Parks/Illegal Camp	7
Regional Parks/Illegal Activity	7
Environmental Compliance/Hazardous Conditions	7
Traffic Sign/Street Name Sign Missing or Down	8
Encroachment Violations/Basketball Hoop/Garbage Cans	8
Traffic Signal/Traffic Signal Cycling Problem	8

Customer Service Report June 1, 2019 – June 30, 2019

Request Type	Avg. Days To Close
Traffic Signal/Damaged, Loose or Turned Signal Head	9
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Si	9
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) - Immediately	10
Aggregate Dumping/Trash Pick Up/Illegal Dumping	10
Regional Parks/Maintenance Request	10
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	10
Traffic Signal/Traffic Signal Detection Problem	10
Graffiti/Public Right-of-Way	11
Regional Parks/Trash and Debris	12
Waste Management/Report Scavenging	12
Graffiti/Private Property	12
Encroachment Violations/Other Encroachment Types	13
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	15
Utilities/SMUD	16
Traffic Investigations/New Sign Request	17
Regional Parks/Graffiti	17
Environmental Health (All Jurisdictions)/Food Facility Complaint	17
Environmental Health (All Jurisdictions)/Public Pool Complaint	19
Ditches/Culverts/Drainage Problem	19
Ditches/Culverts/Ditch Cleaning	19
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	22
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	23
Sub-Standard Housing/Structural Defects	25
Tree Complaint/Miscellaneous Tree Calls	25
Sub-Standard Housing/Plumbing	26
Business Licenses/Business Operating Without License	26
Private Property Complaint/Overflowing Dumpster	27
Private Property Complaint/Vacant, Unmaintained - Commercial	29
Pavement/Pothole/Pothole/Chuckhole Repair	31
Sub-Standard Housing/HVAC Issues (must be part of heating and cooling unit)	32
Private Property Complaint/Illegal Signage - Other	33
Abandoned Vehicles/Dismantled	34
Zoning/Rooster (in Residential Zone)	34
Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	35
Sub-Standard Housing/Other	36
Abandoned Vehicles/Inoperable	37

Customer Service Report June 1, 2019 – June 30, 2019

Request Type	Avg. Days To Close
Private Property Vehicle/Other	38
Private Property Complaint/Other	38
Zoning/Mobile Home Zoning Complaint	39
Priority Housing/VOA (Vacant, Open, Accessible) Properties	40
Priority Housing/No Hot Water	40
Abandoned Vehicles/Wrecked	41
Bike Lane/Request to Abate Debris or Vegetation on County Bike Lane	41
Traffic Sign/New Sign Request	42
Fence/Barbed Wire/Concertina/Razor Wire (Only Allowed)	44
Sub-Standard Housing/Vector Infestation	45
Priority Housing/Surfacing Sewage	45
Private Property Vehicle/Non-Operable (Commercial Included)	46
Private Property Complaint/Vacant, Unmaintained - Resident	46
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	46
Private Property Complaint/Junk/Rubbish	48
Private Property Vehicle/Parked on Lawn	49
Traffic Signal/Traffic Signal Long Red	49
Sub-Standard Housing/Roof Leak	50
Sub-Standard Housing/Rodent Harborage	51
Occupied Out-Building/Garage/Shed/Other	52
Zoning/Bee Keeping	53
Private Property Vehicle/Occupied Mobile Homes/Trailers	55
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	60
Marijuana (If wish to remain anonymous must refer/Cultivation	63
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	66
Fence/Missing Masonry Wall in/at/or Commercial or Industrial	67
Street Lights/Street Light Miscellaneous Problem	69
Improper Lot Size for Animal/20K SQ FT or Smaller - Large Farm Animals	74
Sidewalk/Curb, Gutter and Sidewalk Repair	83
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	95
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	122
Pavement/Pothole/Sunken Spot on Roadway	169
Pavement/Pothole/Paving Needed on Street	203

Customer Service Report June 1, 2019 – June 30, 2019

Aging of Open Requests

Days	Count
< 30	2,161
31 to 60	1,492
61 to 90	691
> 91	834

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 September 2019.

Until completion of department SLA and 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 June 1, 2019 – June 30, 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.

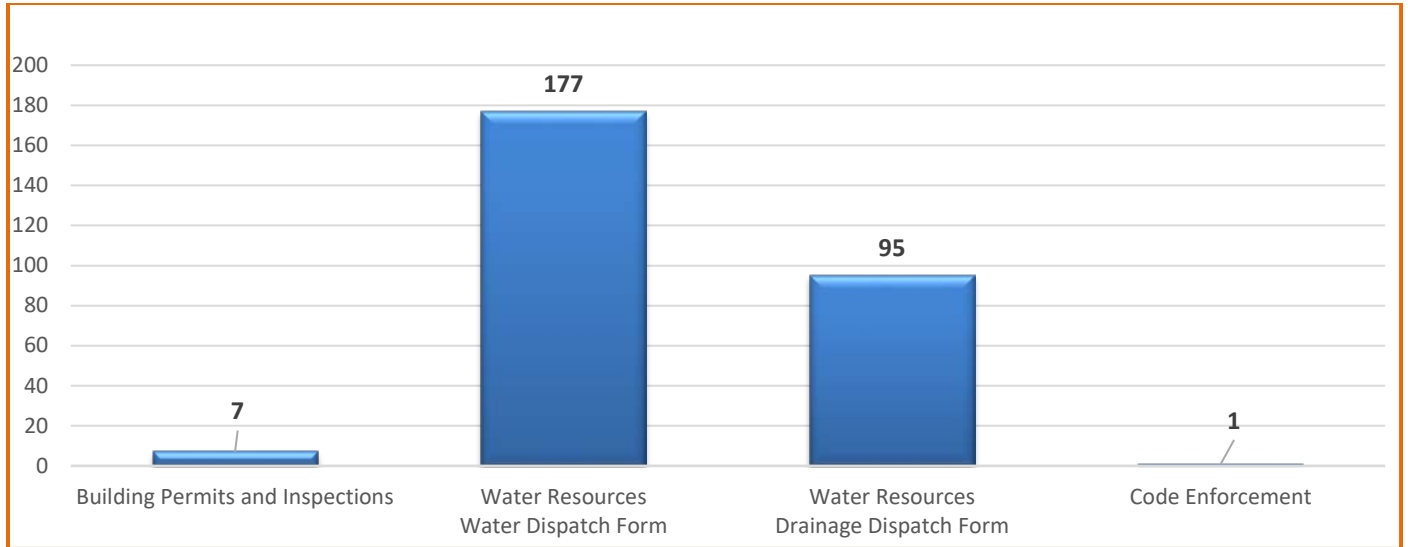
Acronym Glossary

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

Customer Service Report June 1, 2019 – June 30, 2019

Dispatch Services Request

Public Works and Infrastructure



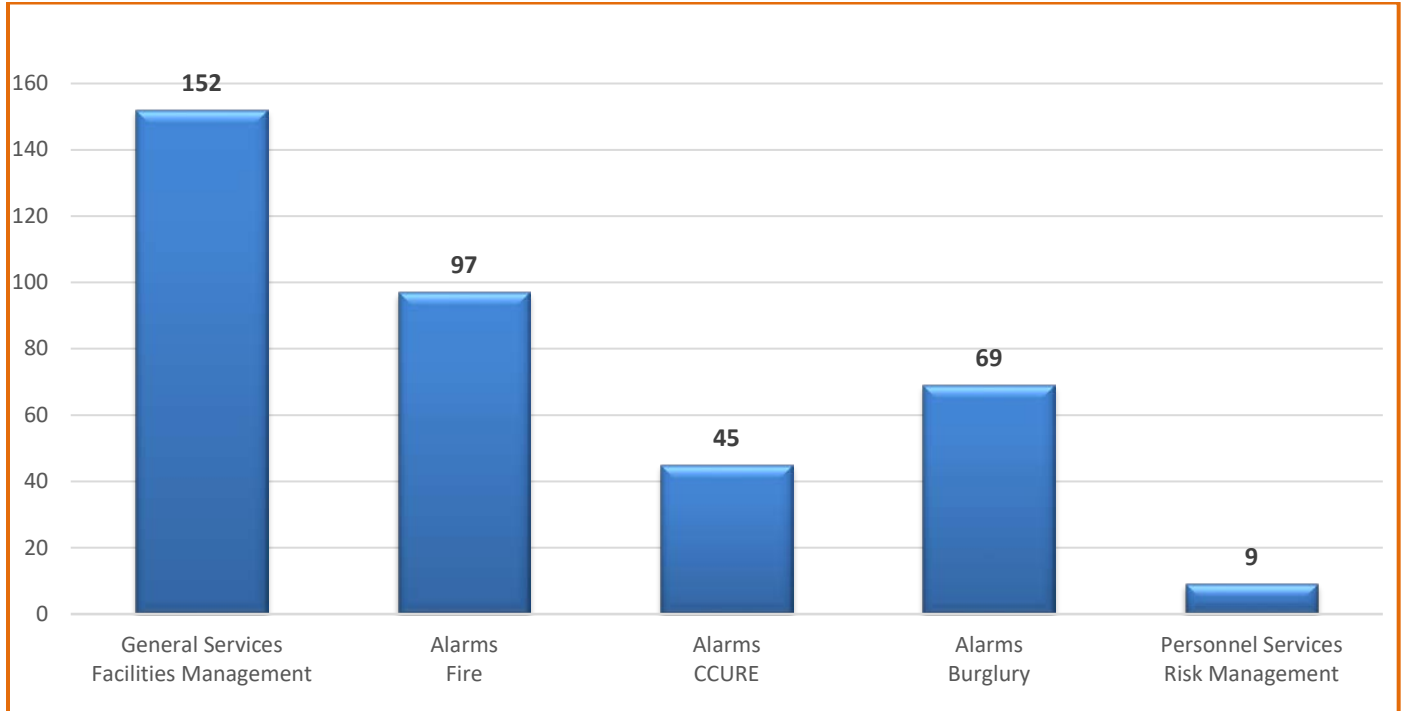
Service Definitions

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.
Code Enforcement - Dispatch Log	On-Call Emergency Code Enforcement Inspection such as after-hours calls for abandoned, damaged buildings, creating nuisance, and/or hazard, Call Building Inspection. Private property sewage overflows, assist request with EMD.

Customer Service Report June 1, 2019 – June 30, 2019

Dispatch Services Request

Administrative Services



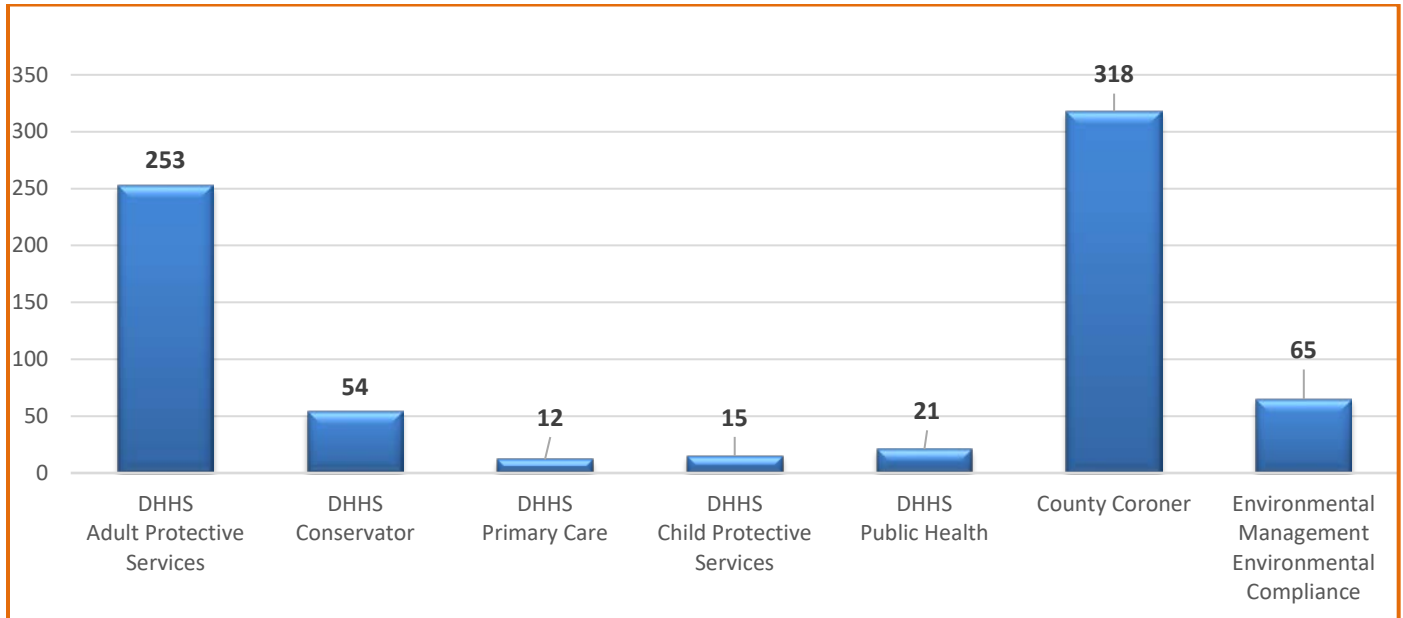
Service Definitions

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 June 1, 2019 – June 30, 2019

Dispatch Services Request

Social Services

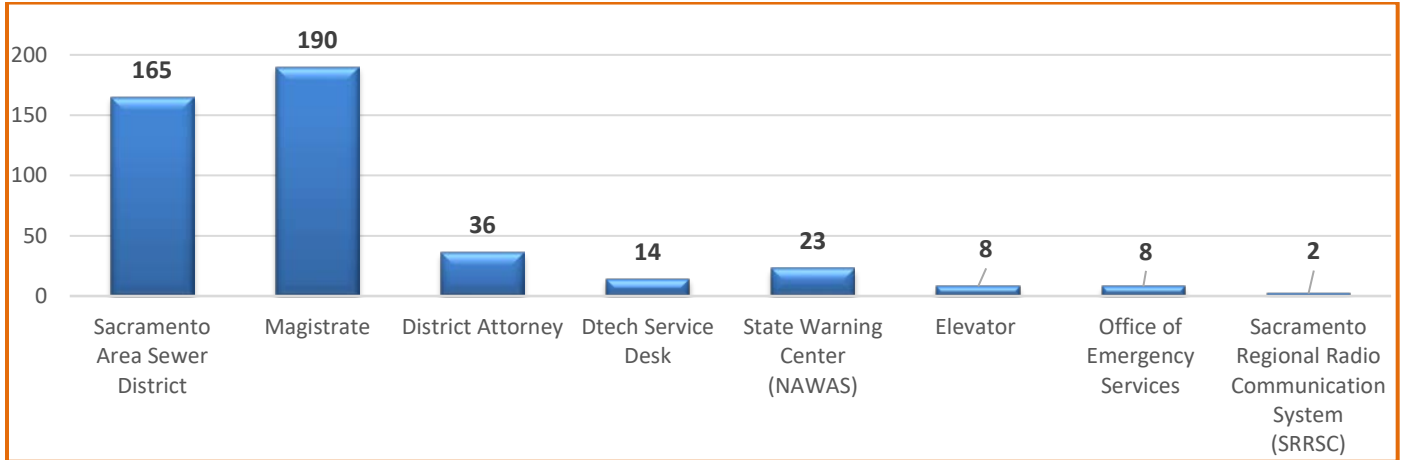


Service Definitions	
DHHS - Adult Protective Services	Dispatch Services for 24/7 social worker intake line for any adult protective services requests
DHHS - Conservator	Dispatch Services for conservator/conservatee request
DHHS - Primary Care	Dispatch Services for primary care clinic, phone medical treatment/assistance, 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.

Customer Service Report June 1, 2019 – June 30, 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