

# SERVICE REQUESTS AND STATISTICS

MARCH 1, 2019 – MARCH 31, 2019



MONTHLY

# CUSTOMER SERVICE REPORT



Office of Customer Service

916-875-4311

[www.311.saccounty.net](http://www.311.saccounty.net)

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

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# Customer Service Report

## March 1, 2019 – March 31, 2019

### Department of the Month

**Department:** Coroner's Office  
**Director:** Kimberly Gin  
**Website:** [www.coroner.saccounty.net/](http://www.coroner.saccounty.net/)

**Mission:** The mission of the Coroner's Office is to serve and protect the interest of the Sacramento community by determining the circumstances, manner, and cause of sudden or unexplained deaths in the county, while simultaneously ensuring that decedents and their families are treated with the utmost dignity and respect.

#### Divisions:

##### ■ **Investigations:**

The Investigations unit is comprised of Deputy Coroners that investigate all sudden and unexplained deaths in Sacramento County. Deputy Coroners provide coverage for the entire county 24 hours per day/7 days a week including holidays. The unit handles death notifications and the Indigent Cremation Program in addition to their death investigation duties. They testify in both criminal and civil cases.

##### ■ **Pathology:**

The Pathology unit is comprised of four Forensic Pathologists with a variety of experience including Pediatric Pathology and Neuropathology. The Pathologists conduct autopsies, external examinations and medical record reviews for Sacramento County and some contracted counties. They testify in both criminal and civil cases.

##### ■ **Morgue Operations:**

The Morgue unit is comprised of Coroner Technicians that provide support to the Pathologists in the morgue and provide care to all decedents. The Coroner Technicians transport decedents from scenes and hospitals at the direction of the Investigations Unit and they support the Pathology Unit with autopsy assistance. The Coroner Technicians also intake decedents upon arrival at the morgue, take care of decedents while at the morgue and work with funeral homes upon release of each decedent.

##### ■ **Administration Services:**

Support services provided for all units.

**FTE:** 33 FTE permanent staff budgeted positions for the Department of Coroner.

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

### Monthly Statistics

Number of	
• Service request by calls	4,386
• Service request by mobile application	1,327
• Other	747
Service requests opened	6,460
Informational calls	3,755
Transferred calls	7,314
Service request closed	9,749
Average days to close service request	59

### Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Pavement/Pothole/ Pothole/Chuckhole Repair	24	53	578	200	100	955
Waste Management/Illegal Dumping	90	293	200	104	140	827
Missed Service/Garbage	14	165	282	95	58	614
Missed Service/Recycle	1	36	112	65	9	223
Animal Care/Dead Animal	9	32	96	29	36	202
<b>Total</b>	<b>138</b>	<b>579</b>	<b>1,268</b>	<b>493</b>	<b>343</b>	<b>2,821</b>

## Customer Service Report March 1, 2019 – March 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	46	102	837	330	183	1,498
Waste Management/Illegal Dumping	89	265	197	96	133	780
Investigations/Negligence/ Cruelty	23	118	249	134	92	616
Missed Service/Garbage	14	165	282	95	58	614
Animal Care/Dead Animal	10	38	111	34	47	240
<b>Total</b>	<b>182</b>	<b>688</b>	<b>1,676</b>	<b>689</b>	<b>513</b>	<b>3,748</b>

### Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Abandoned Vehicles/Inoperable	21	30	203	74	6	334
Pavement/Pothole/Pothole/ Chuckhole Repair	13	29	362	111	39	554
Private Property Complaint/Junk/Rubbish	16	94	191	93	34	428
Private Property Complaint/Parked on Lawn	9	48	70	44	15	186
Private Property Complaint/ Private Property - Other	10	35	105	54	19	223
<b>Total</b>	<b>69</b>	<b>236</b>	<b>931</b>	<b>376</b>	<b>113</b>	<b>1,725</b>

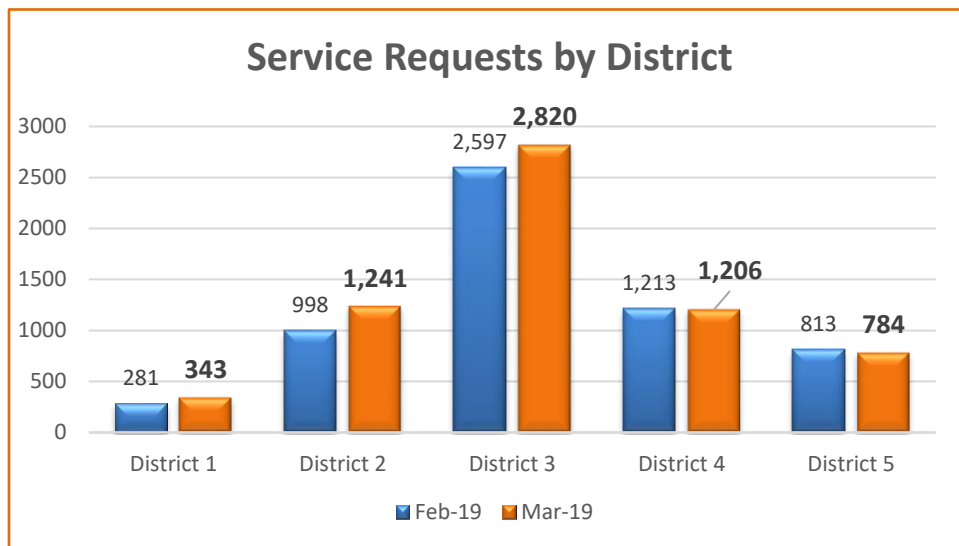
# Customer Service Report March 1, 2019 – March 31, 2019

## Board of Supervisor District Information

### Service Requests by District

District	Count
<b>District 1 – Serna</b> <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	343
<b>District 2 – Kennedy</b> <i>(Parkway, Lemon Hill, Florin)</i>	1,241
<b>District 3 – Peters</b> <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,820
<b>District 4 – Frost</b> <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	1,206
<b>District 5 – Nottoli</b> <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	784
Unspecified	66
<b>Total</b>	<b>6,460</b>

## Monthly Comparison: February 2019 vs. March 2019



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

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

<b>District 1 - Serna</b>	
Waste Management/Illegal Dumping	90
Pavement/Pothole/Pothole/Chuckhole Repair	24
Environmental Compliance/EMD On-Call Hazmat	15
Missed Service/Garbage	14
Abandoned Vehicles/Inoperable	13
Environmental Health (All Jurisdictions)/Food Facility Complaint	10
<b>District 2 – Kennedy</b>	
Waste Management/Illegal Dumping	293
Missed Service/Garbage	165
Missed Service/Green Waste	56
Pavement/Pothole/Pothole/Chuckhole Repair	53
Abandoned Vehicles/Inoperable	52
Animal Care Stray/Roam	37
Investigations/Barking (Dogs Only)	36
Missed Service/Recycle	36
Animal Care/Dead Animal	32
Private Property Complaint/Junk/Rubbish	24
Abandoned Vehicles/Wrecked	20
Animal Care Stray/Aggressive - Happening Now	20
Other Transportation/Roadway Problems/Roadway Hazard Call=Out if Potential for Injury or Dam	17
Animal Care Investigations/Negligence/Cruelty	17
Animal Care Stray/Injured	16
Private Property Complaint/Other	16
Shopping Cart/By Vendor	15
Animal Care Owned/Aggressive - Happening Now	14
Missed Service/Neighborhood Clean Up (NCU)	14
Animal Care Stray/Confined	13
Private Property Vehicle/Parked on Lawn	12
Abandoned Vehicles/Dismantled	12
Animal Care Owned/Aggressive - Not Happening Now	11

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

<b>District 3 - Peters</b>	
Pavement/Pothole/Pothole/Chuckhole Repair	578
Missed Service/Garbage	282
Waste Management/Illegal Dumping	200
Missed Service/Recycle	112
Animal Care/Dead Animal	96
Abandoned Vehicles/Inoperable	85
Investigations/Barking (Dogs Only)	73
Private Property Complaint/Junk/Rubbish	71
Missed Service/Green Waste	64
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	63
Animal Care Stray/Roam	47
Animal Care Investigations/Negligence/Cruelty	46
Private Property Complaint/Other	43
Animal Care Stray/Confined	35
Animal Care Stray/Injured	35
Shopping Cart/By Vendor	33
Animal Care Owned/Aggressive - Not Happening Now	29
Missed Service/Neighborhood Clean Up (NCU)	27
Abandoned Vehicles/Wrecked	26
Encroachment Violations/Basketball Hoop/Garbage Cans	25
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	24
Street Lights/Street Light Out	24
Private Property Vehicle/Parked on Lawn	23
Sidewalk/Curb, Gutter and Sidewalk Repair	23
Graffiti/Private Property	22
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	20
Animal Care Wild/Injured	20
Animal Care Owned/Nuisance (Dog Only)	18
Traffic Investigations/Speeding/New Speed Bumps	18
Pavement/Pothole/Paving Needed on Street	18
Abandoned Vehicles/Dismantled	16
Traffic Signal/Traffic Signal Miscellaneous Issues	16
Tree Complaint/Miscellaneous Tree Calls	16



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

Sidewalk/Sidewalk Obstruction	15
Notify Supervisor/Recycle	14
Traffic Sign/Street Name Sign Missing or Down	14
Assist (On-Scene Only)/Police/Sheriff	14
Regional Parks/Trash and Debris	13
Sub-Standard Housing/Other	12
Traffic Sign/New Sign Request	12
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) – Immediately	12
Environmental Health (All Jurisdictions)/Food Facility Complaint	11
Animal Care Owned/Aggressive - Happening Now	11
Notify Supervisor/Garbage	11
Environmental Compliance/EMD On-Call Hazmat	11
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	10
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	10
Ditches/Culverts/Drainage Problem	10
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) – Immediately	10
Traffic Signal/Traffic Signal Cycling Problem	10
<b>District 4 – Frost</b>	
Pavement/Pothole/Pothole/Chuckhole Repair	200
Waste Management/Illegal Dumping	104
Missed Service/Garbage	95
Missed Service/Recycle	65
Missed Service/Green Waste	35
Abandoned Vehicles/Inoperable	34
Animal Care Stray/Roam	32
Private Property Complaint/Junk/Rubbish	31
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	30
Animal Care/Dead Animal	29
Animal Care Investigations/Negligence/Cruelty	28
Animal Care Investigations/Barking (Dogs Only)	26
Private Property Complaint/Other	25
Animal Care Stray/Confined	18
Encroachment Violations/Basketball Hoop/Garbage Cans	15
Street Lights/Street Light Out	15
Private Property Vehicle/Parked on Lawn	13

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

Environmental Compliance/EMD On-Call Hazmat	12
Traffic Signal/Traffic Signal Flashing Red	12
Shopping Cart/By Vendor	12
Abandoned Vehicles/Dismantled	12
Animal Care Owned/Nuisance (Dog Only)	10
Ditches/Culverts/Drainage Problem	10
Private Property Vehicle/Non-Operable (Commercial Included)	10
<b>District 5 – Nottoli</b>	
Waste Management/Illegal Dumping	140
Pavement/Pothole/Pothole/Chuckhole Repair	100
Missed Service/Garbage	58
Animal Care Stray/Roam	39
Animal Care/Dead Animal	36
Other Transportation/Roadway Problems/Miscellaneous – Other Unknown Maintenance Needs	22
Environmental Compliance/EMD On-Call Hazmat	20
Investigations/Negligence/Cruelty	20
Stray/Traffic	19
Abandoned Vehicles/Inoperable	15
Animal Care Stray/Injured	15
Missed Service/Green Waste	14
Private Property Complaint/Junk/Rubbish	10
Animal Care Stray/Confined	10
Animal Care Wild/Injured	10
<b>Unspecified</b>	
Pavement/Pothole/Pothole/Chuckhole Repair	12

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

Request Type	Avg. Days To Close
Notify Supervisor/Supervisor Dispute (Sorry Tag/Other Issue)	1
Outside Agency/Landlord/Tenant Disputes (Fair Housing)	1
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	1
Environmental Compliance/Hazardous Conditions	1
Waste Management/Missed Sweeper Request	2
Shopping Cart/By Vendor	2

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

Request Type	Avg. Days To Close
Waste Management/Illegal Dumping	3
Regional Parks/Illegal Activity	4
Private Property Complaint/Illegal Signage - Other	4
Aggregate Dumping/Trash Pick Up/Trash Pick Up (Larger Items)	5
Fence/Missing Fence in/at/for Multi-Family Complex	7
Waste Management/Calendar Request	8
Outside Agency/Other	8
Environmental Compliance/Hazardous Substances	8
Environmental Health (All Jurisdictions)/Public Pool Complaint	8
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	9
Environmental Health (All Jurisdictions)/Food Facility Complaint	11
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	14
Animal Care Investigations/Barking (Dogs Only)	16
Priority Housing/No Hot Water	17
Abandoned Vehicles/Inoperable	18
Animal Care Stray/Traffic	19
Private Property Complaint/Overflowing Dumpster	20
Regional Parks/Trash and Debris	20
Priority Housing/Collapsing Building Roof or Ceiling	23
Abandoned Vehicles/Dismantled	23
Aggregate Dumping/Trash Pick Up/Illegal Dumping	24
Waste Management/Report Scavenging	26
Animal Care Stray/Tied	26
Abandoned Vehicles/Wrecked	26
Animal Care Wild/Traffic	27
Regional Parks/Illegal Camp	27
Private Property Complaint/Vacant, Unmaintained - Commercial	29
Animal Care Wild/Trapped	32
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants	34
Priority Housing/Total Lack of Heat	36
Ditches/Culverts/Miscellaneous Flooding	37
Animal Care/Dead Animal	38
Zoning/Rooster (in Residential Zone)	41
Road Markings/Missing and Faded	42
Road Markings/Request for New Legends or Markings	42
Barricades/Road Flooding	46
Private Property Vehicle/Other	47
Traffic Signal/Traffic Signal Long Red	47

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

Request Type	Avg. Days To Close
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	47
Pavement/Pothole/Pothole/Chuckhole Repair	47
Bridge Complaints/Bridge Maintenance, Fence & Guard Rail Repair	48
Private Property Vehicle/Non-Operable (Commercial Included)	49
Animal Care Wild/Confined	49
Hazmat/Hydraulic Spill	49
Private Property Complaint/Other	50
Ditches/Culverts/Off Road - Other Unknown Maintenance Needs	50
Bridge Complaints/Soundwall Repair	50
Traffic Signal/Traffic Signal Miscellaneous Issues	51
Animal Care Stray/Trapped	51
Traffic Investigations/Traffic Safety Related Issues	52
Barricades/Road End Barricade	52
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	53
Private Property Vehicle/Occupied Mobile Homes/Trailers	55
Traffic Signal/Damaged, Loose or Turned Signal Head	56
Occupied Out-Building/Garage/Shed/Other	57
Sidewalk/Sidewalk Obstruction	57
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) - Immediately	58
Hazmat/Hazmat	59
Traffic Sign/New Sign Request	59
Street Lights/Group of Street Lights Out	59
Traffic Signal/Traffic Signal Light Out	60
Pavement/Pothole/Sunken Spot on Roadway	60
Traffic Signal/Traffic Signal Cycling Problem	61
Graffiti/Public Right-of-Way	62
Traffic Signal/Traffic Signal Knock Down	62
Street Lights/Street Light Miscellaneous Problem	62
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	63
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) - Immediately	63
Traffic Signal/Traffic Signal Flashing Red	63
Encroachment Violations/Basketball Hoop/Garbage Cans	64
Ditches/Culverts/Shoulder Erosion/Drop-Off/Repair	64
Street Lights/Street Light Knock Down	66
Graffiti/Sign	66
Traffic Investigations/Speeding/New Speed Bumps	68
Graffiti/Private Property	68

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

Request Type	Avg. Days To Close
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	68
Traffic Sign/Street Name Sign Missing or Down	68
Traffic Signal/Pedestrian Signal Inoperative	69
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	70
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	70
Tree Complaint/Request for Arden Park Ash Tree Removal and Replace	71
Assist (On-Scene Only)/Police/Sheriff	71
Stray/Aggressive - Happening Now	72
Tree Complaint/Miscellaneous Tree Calls	73
Barricades/Needed for Emergency, Barricade-End-Sidewalk End	73
Traffic Signal/Traffic Signal Short Green	74
Street Lights/Street Light or Pole Damaged	74
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	75
Traffic Sign/Graffiti	75
Ditches/Culverts/Drainage Problem	75
Private Property Complaint/Vacant, Unmaintained - Resident	76
Private Property Complaint/Junk/Rubbish	77
Regional Parks/Maintenance Request	77
Street Lights/Street Light Out	78
Business Licenses/Business Operating Without License	78
Street Lights/Street Light Cover Missing/Wires Exposed	79
Traffic Signal/All Signals Dark	79
Bridge Complaints/Guard Rail that is not Attached to a Bridge	79
Animal Care Wild/Aggressive - Happening Now	80
Animal Care Stray/Roam	80
Street Lights/Street Light Shield Issue	80
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	82
Landscape/Vegetation/Miscellaneous Vegetation Calls	82
Traffic Investigations/New Sign Request	84
Animal Care Stray/Injured	85
Traffic Signal/Traffic Signal Detection Problem	85
Sidewalk/Curb, Gutter and Sidewalk Repair	88
Landscape/Vegetation/Cleaning of Vegetation and Debris from Soundwall	89
Traffic Investigations/Parking Restriction/No Parking Sign	89
Private Property Vehicle/Parked on Lawn	89
Street Lights/Street Light Cycling On and Off	89

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

Request Type	Avg. Days To Close
Pick Up/License/Specimen Pick Up	90
Tree Complaint/Tree Limb Down Obstructing Bike Lane or Sidewalk	92
Animal Care Stray/Confined	94
Sub-Standard Housing/Electrical Malfunction	95
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	97
Priority Housing/Surfacing Sewage	99
Pavement/Pothole/Paving Needed on Street	100
Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation	102
Ditches/Culverts/Ditch Cleaning	103
Assist (On-Scene Only)/Animal Control Agency	104
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	105
Street Lights/Street Light Dim	105
Sub-Standard Housing/Vector Infestation	107
Regional Parks/Other	109
Sub-Standard Housing/Deteriorated Floors	111
Traffic Investigations/Crosswalks (New)	114
Animal Care Owned/Nuisance (Dog Only)	121
Animal Care Wild/Sick	123
Animal Care Owned/Aggressive - Happening Now	124
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	127
Landscape/Vegetation/Request for Removal of Vegetation Illegally Obstruction	127
Animal Care Investigations/Animal Left in Vehicle	128
Mowing/Spraying - Weed Abatement/Requesting for Weed Abatement within County Right-of-Way	131
Animal Care/Rescue	132
Aggregate Dumping/Trash Pick Up/Visual Blight-Trash and Homeless Camp Clean Up	134
Animal Care Owned/Aggressive - Not Happening Now	136
Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	136
Sub-Standard Housing/Roof Leak	139
Tree Complaint/Request to Abate a Visibility Obstruction by Tree	139
Animal Care Stray/Sick	139
Sidewalk/Tree or Vegetation Obstructing Sidewalk	140
Priority Housing/VOA (Vacant, Open, Accessible) Properties	141
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	141
Aggregate Dumping/Trash Pick Up/Soundwall Clean Up	142

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

Request Type	Avg. Days To Close
Sub-Standard Housing/Other	144
Animal Care Wild/Injured	147
Animal Care Investigations/Kennel	149
Animal Care Stray/Aggressive - Not Happening Now	149
Animal Care Wild/Aggressive - Not Happening Now	152
Sub-Standard Housing/Broken Window(s)	153
Encroachment Violations/Other Encroachment Types	154
Sub-Standard Housing/Plumbing	158
Sub-Standard Housing/Structural Defects	159
Encroachment Violations/Signs that Block View or Path	160
Tree Complaint/Tree Obstructing Illumination of County Street Light	161
Encroachment Violations/Visibility Obstructions (Non-Vegetation)	164
Tree Complaint/Tree or Vegetation Obstructing Sidewalk	167
Tree Complaint/Tree Obstructing County Sign/Pole	169
Tree Complaint/Tree Obstructing County Signal Pole Light Head	172
Landscape/Vegetation/Request to Abate Debris or Vegetation on Sidewalks	176
Animal Care Investigations/Tethered	179
Sub-Standard Housing/Rodent Harborage	194
Animal Care Investigations/Negligence/Cruelty	198
Bike Lane/Request to Abate Debris or Vegetation on County Bi	204
Investigations/Illegal Sales	209
Assist (On-Scene Only)/Fire	209
Sub-Standard Housing/HVAC Issues (must be part of heating and cooling unit)	230
Animal Care Investigations/Bite - Happening Now	231
Animal Care Investigations/Bite - Not Happening Now	235
Animal Care Investigations/Abandoned Animal	241
Animal Care Investigations/Pet Store	244
Sweeper Request/Landscape/Median Clean Up and Debris Removal	312

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

### Aging of Open Requests

Days	Count
<30	2,228
31 to 60	1,074
61 to 90	946
> 91	2,296

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 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.



# Customer Service Report March 1, 2019 – March 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.

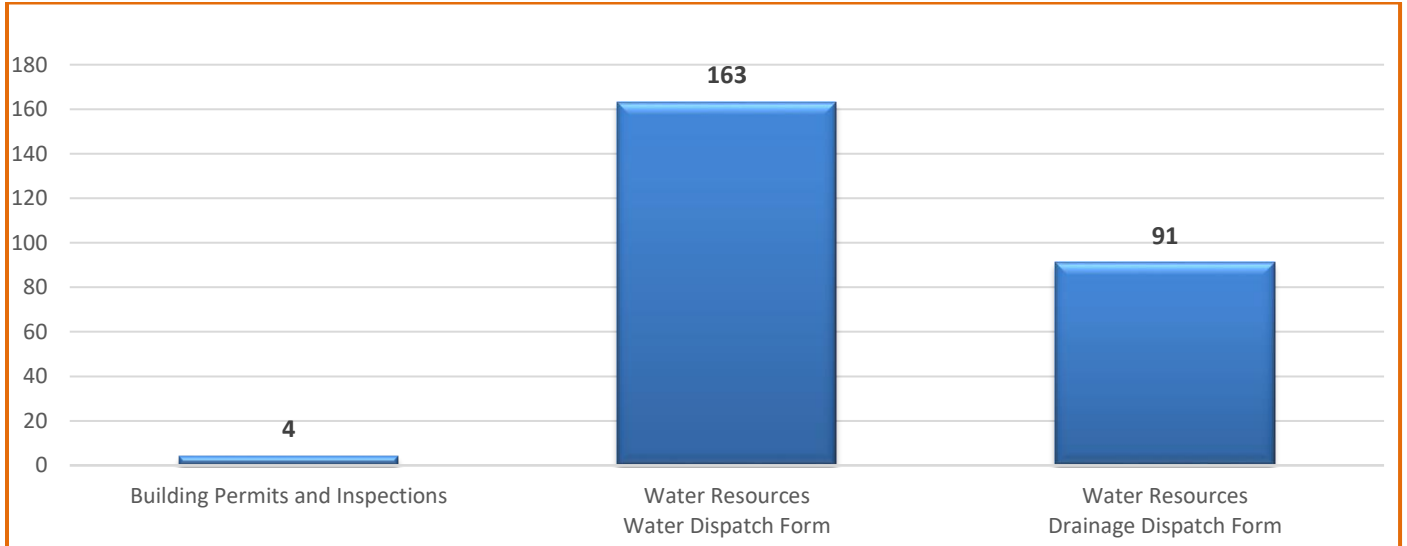
### Acronym Glossary

<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 March 1, 2019 – March 31, 2019

## Dispatch Services Request

### Public Works and Infrastructure



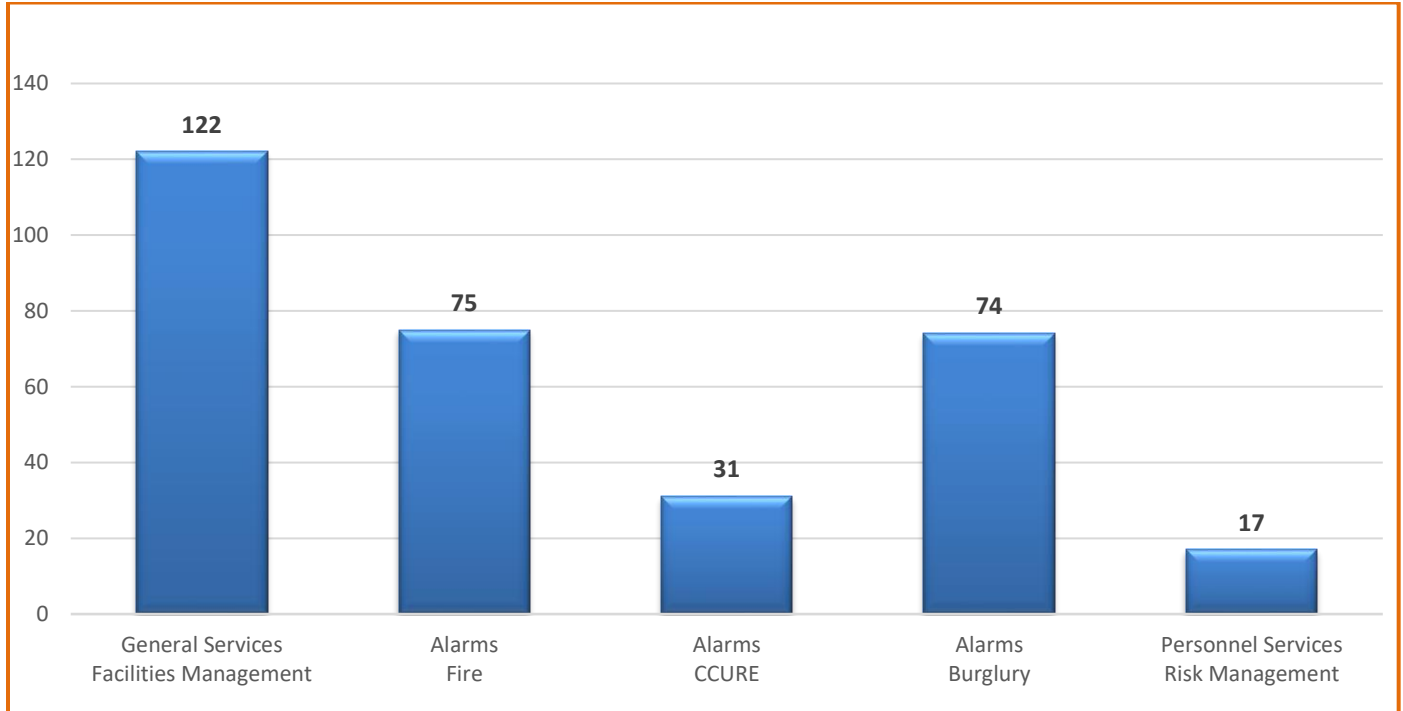
### Service Definitions

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 March 1, 2019 – March 31, 2019

## Dispatch Services Request

### Administrative Services



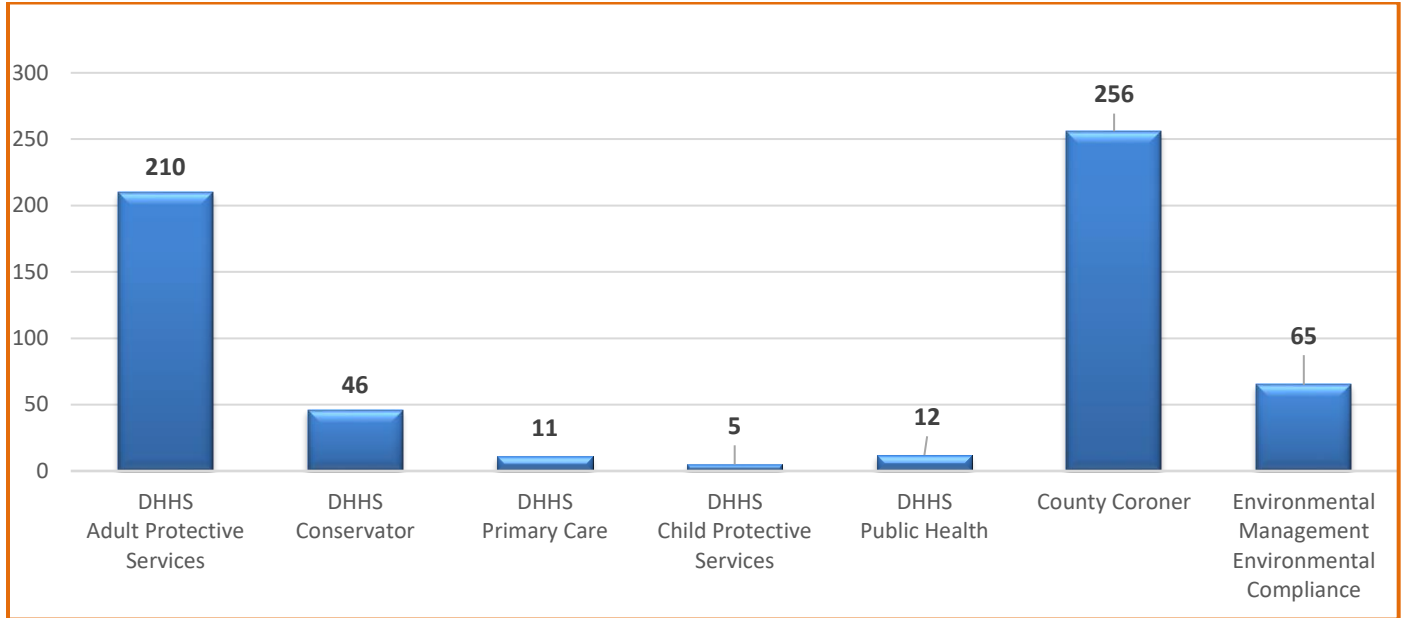
### Service Definitions

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 March 1, 2019 – March 31, 2019

## Dispatch Services Request

### Social Services



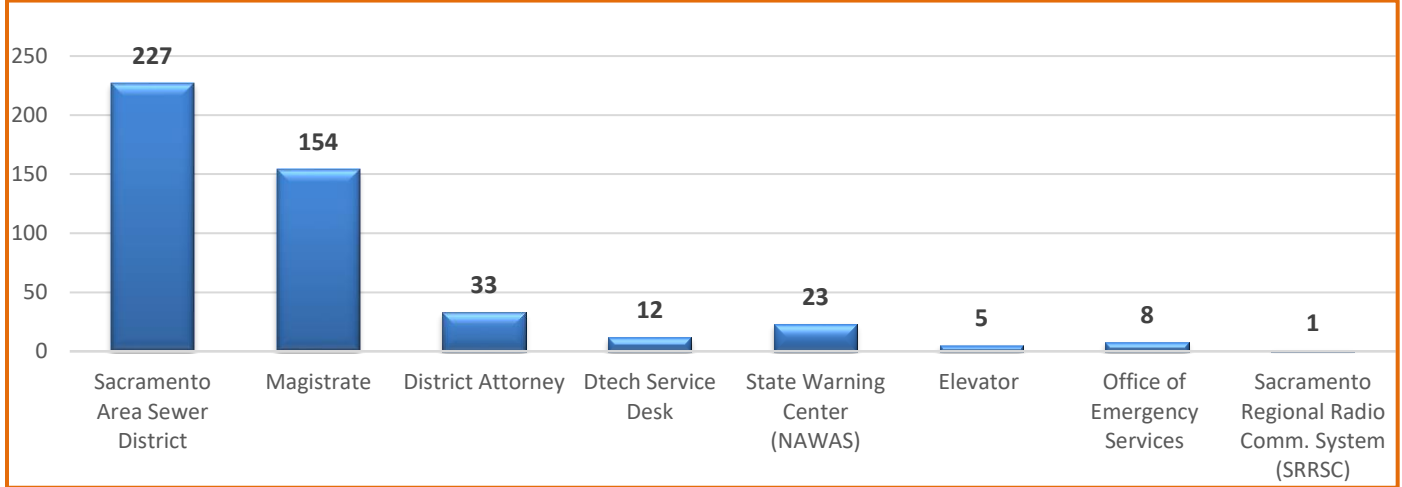
### Service Definitions

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 - 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 March 1, 2019 – March 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 Comm. 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.