

**MONTHLY
CUSTOMER
SERVICE
REPORT**



SERVICE REQUESTS AND STATISTICS

OCTOBER 1, 2019 – OCTOBER 31, 2019



REVENUE RECOVERY



Office of Customer Service

916-875-4311

www.311.saccounty.net

Table of Contents

Department of the Month 1

Monthly Statistics 2

Monthly Top Service Requests by Type Opened 2

Monthly Top Service Requests by Type Closed..... 3

Cumulative Top Unresolved Service Request Types 3

Service Requests by District 4

Top Service Request Opened by District (> 10 requests)..... 5

Average Number of Days to Close a Service Request 9

Aging of Open Requests..... 13

Dispatch Services 14

Dispatch Services Request..... 15

Customer Service Report

October 1, 2019 – October 31, 2019

Department of the Month

Department: Department of Revenue Recovery (DRR)
Interim Director: Ben Lamera **Assistant Director:** Melina Turpin
Website: www.drr.sacounty.net

Mission: To help County agencies achieve their program objectives by providing professional billing and collection services; maximize potential revenues and whenever possible, assist agencies in other aspects of their operations.

Purpose

Established pursuant to [Sacramento County Code 2.09.340](#), as a centralized billing and collection function. DRR provides County agencies and departments with professional collection services for the resolution of debts owed to the County. Always mindful of the County's interest in the welfare of its residents, DRR ensures that, wherever possible, the taxpayers of Sacramento County are not required to bear the burden of indebtedness that is the legal responsibility of a specific individual.

Units

Collection Enforcement Unit: Makes and receives phone calls from those who have been billed for their outstanding debts owed to the County. They answer questions, explain debts owed and make payment arrangements that meet both the needs of the individual and the County/Courts.

Collection Support Unit:

- Cashiering – Receive and post of all payments, returned checks, and stale dated warrants
- Refunds/Disbursements – Process all refunds and disbursements to victims
- Adjustments – Research and process adjustments (increases and decreases to accounts)
- Input – Input all charges into the system, process all payment files
- Mail Processing – Print correspondence, image documents, receive and distribute mail

Legal Unit:

- Prepare writs to confiscate inmate funds
- Work with Probation to offset work project funds
- File and appear in Small Claims court and Superior Court
- File abstracts for bank levies and/or wage garnishments; handle bankruptcy cases
- Prepare and appear at Lien Hearings on behalf of Code Enforcement

Fiscal/Admin:

- Ensure compliance with applicable laws, rules, and regulations
- Monthly reporting and revenue distribution to County Departments and Courts
- Manage accounts payable and purchasing functions
- Monthly reconciliation of all trust accounts
- Provide support services to include departmental budget monitoring, facilities management and preparation of contracts/agreements
- Prepare financial records for Public Records Act requests
- Maintain department policies and procedures

FTE: 57

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

Monthly Statistics

Number of	
• Service request by calls	4,648
• Service request by mobile application	1,398
• Other	625
Service requests opened	6,671
Informational calls	3,666
Transferred calls	8,160
Service request closed	5,689
Average days to close service request	6

Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	18	188	407	157	92	862
Waste Management/Illegal Dumping	88	230	206	91	126	741
Pavement/Pothole/Pothole/Chuckhole Repair	9	14	293	77	33	426
Missed Service/Green Waste	14	33	176	68	42	333
Missed Service/Recycle	3	86	130	47	33	299
Total	132	551	1,212	440	326	2,661

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

Monthly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	18	186	405	156	92	857
Waste Management/Illegal Dumping	86	266	211	85	135	783
Missed Service/Green Waste	14	33	175	68	43	333
Missed Service/Recycle	3	86	130	47	33	299
Animal Care/Dead Animal	16	39	153	37	49	294
Total	137	610	1,074	393	352	2,566

Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Abandoned Vehicles/Inoperable	32	101	297	149	32	611
Abandoned Vehicles/Wrecked	5	33	132	57	14	241
Pavement/Pothole/Pothole/Chuckhole Repair	25	18	504	209	70	826
Private Property Complaint/Junk/Rubbish	15	84	191	111	47	448
Private Property Complaint/Other	20	64	173	106	35	398
Total	97	300	1,297	632	198	2,524

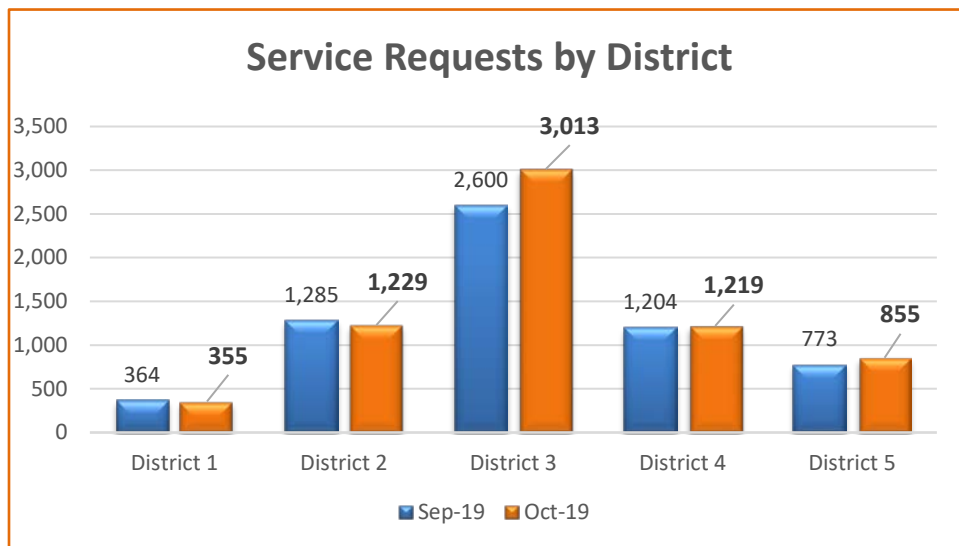
Customer Service Report October 1, 2019 – October 31, 2019

Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	355
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	1,229
District 3 – Peters <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	3,013
District 4 – Frost <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	1,219
District 5 – Nottoli <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	855
Total	6,271

Monthly Comparison: August 2019 vs. September 2019



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

Top Service Request Opened by District (> 10 requests)

District 1 - Serna	
Waste Management/Illegal Dumping	88
Animal Care/Stray/Roam	21
Missed Service/Garbage	18
Abandoned Vehicles/Inoperable	17
Missed Service/Green Waste	14
Environmental Compliance/EMD On-Call Hazmat	12
Animal Care/Dead Animal	11
District 2 – Kennedy	
Waste Management/Illegal Dumping	230
Missed Service/Garbage	187
Missed Service/Recycle	86
Abandoned Vehicles/Inoperable	45
Animal Care/Stray/Roam	42
Animal Care/Dead Animal	39
Animal Care/Investigations/Barking (Dogs Only)	35
Missed Service/Green Waste	33
Private Property Complaint/Junk/Rubbish	23
Animal Care/Investigations/Negligence/Cruelty	22
Shopping Cart/By Vendor	18
Private Property Complaint/Other	18
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	16
Notify Supervisor/Garbage	15
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	15
Missed Service/Neighborhood Clean Up (NCU)	15
Animal Care/Stray/Confined	15
Pavement/Pothole/Pothole/Chuckhole Repair	14
Street Lights/Street Light Out	14
Animal Care/Stray/Injured	14
Abandoned Vehicles/Wrecked	13
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	12
Animal Care/Owned/Aggressive - Not Happening Now	10
Animal Care/Owned/Nuisance (Dog Only)	10

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

Animal Care/Stray/Sick	10
Private Property Vehicle/Non-Operable (Commercial Included)	10
District 3 – Peters	
Missed Service/Garbage	406
Pavement/Pothole/Pothole/Chuckhole Repair	293
Waste Management/Illegal Dumping	205
Missed Service/Green Waste	176
Animal Care/Dead Animal	158
Missed Service/Recycle	130
Animal Care/Investigations/Barking (Dogs Only)	114
Animal Care/Stray/Roam	75
Private Property Complaint/Junk/Rubbish	71
Abandoned Vehicles/Inoperable	67
Animal Care/Investigations/Negligence/Cruelty	59
Private Property Complaint/Other	48
Missed Service/Neighborhood Clean Up (NCU)	42
Sidewalk/Curb, Gutter and Sidewalk Repair	41
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway,	36
Private Property Vehicle/Parked on Lawn	34
Animal Care/Wild/Injured	34
Street Lights/Street Light Out	33
Animal Care/Stray/Injured	30
Abandoned Vehicles/Wrecked	30
Animal Care/Owned/Aggressive - Not Happening Now	26
Tree Complaint/Miscellaneous Tree Calls	25
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	24
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	24
Graffiti/Private Property	22
Abandoned Vehicles/Dismantled	22
Animal Care/Owned/Nuisance (Dog Only)	20
Notify Supervisor/Garbage	20
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	20
Traffic Sign/Street Name Sign Missing or Down	18
Encroachment Violations/Basketball Hoop/Garbage Cans	17

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

Animal Care/Stray/Sick	17
Animal Care/Stray/Confined	17
Sub-Standard Housing/Other	17
Traffic Investigations/Speeding/New Speed Bumps	16
Shopping Cart/By Vendor	16
Sidewalk/Sidewalk Obstruction	16
Regional Parks/Illegal Camp	16
Traffic Sign/New Sign Request	16
Animal Care/Wild/Trapped	16
Traffic Signal/Traffic Signal Miscellaneous Issues	15
Notify Supervisor/Recycle	15
Animal Care/Investigations/Bite - Not Happening Now	14
Animal Care/Owned/Aggressive - Happening Now	13
Regional Parks/Trash and Debris	13
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) – Immediately	12
Private Property Vehicle/Non-Operable (Commercial Included)	12
Animal Care/Stray/Traffic	12
Animal Care/Assist (On-Scene Only)/Police/Sheriff	11
Environmental Compliance/EMD On-Call Hazmat	11
Traffic Signal/Traffic Signal Cycling Problem	10
District 4 – Frost	
Missed Service/Garbage	156
Waste Management/Illegal Dumping	91
Pavement/Pothole/Pothole/Chuckhole Repair	77
Animal Care/Investigations/Barking (Dogs Only)	70
Missed Service/Green Waste	68
Missed Service/Recycle	47
Animal Care/Dead Animal	36
Private Property Complaint/Junk/Rubbish	33
Abandoned Vehicles/Inoperable	32
Animal Care/Stray/Roam	32
Private Property Complaint/Other	26
Animal Care/Investigations/Negligence/Cruelty	21
Abandoned Vehicles/Wrecked	20
Animal Care/Stray/Confined	20
Shopping Cart/By Vendor	17

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

Street Lights/Street Light Out	17
Notify Supervisor/Garbage	16
Private Property Vehicle/Parked on Lawn	15
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	15
Abandoned Vehicles/Dismantled	14
Graffiti/Private Property	13
Animal Care/Stray/Injured	13
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	12
Animal Care/Owned/Nuisance (Dog Only)	11
Missed Service/Neighborhood Clean Up (NCU)	11
Animal Care/Stray/Sick	11
Animal Care/Owned/Aggressive - Not Happening Now	10
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	10
Encroachment Violations/Basketball Hoop/Garbage Cans	10
District 5 – Nottoli	
Waste Management/Illegal Dumping	126
Missed Service/Garbage	92
Animal Care/Dead Animal	53
Missed Service/Green Waste	42
Missed Service/Recycle	33
Pavement/Pothole/Pothole/Chuckhole Repair	33
Animal Care/Stray/Roam	29
Private Property Complaint/Junk/Rubbish	27
Animal Care/Investigations/Barking (Dogs Only)	23
Regional Parks/Illegal Camp	18
Private Property Complaint/Other	15
Animal Care/Investigations/Negligence/Cruelty	15
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	13
Traffic Sign/New Sign Request	12
Animal Care/Stray/Confined	11
Animal Care/Stray/Traffic	10
Abandoned Vehicles/Inoperable	10
Waste Management/Illegal Dumping	126
Missed Service/Garbage	92

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

Average Number of Days to Close a Service Request

Request Type	Avg. Days To Close
Animal Care/Stray/Roam	1
Animal Care/Owned/Nuisance (Dog Only)	1
Animal Care/Pick Up/License/Specimen Pick Up	1
Building Permits and Inspections (BPI)/Fence/Retaining Wall	1
Animal Care/Wild/Traffic	1
Animal Care/Wild/Aggressive - Not Happening Now	1
Zoning/Rooster (in Residential Zone)	1
Sub-Standard Housing/Electrical Malfunction	1
Regional Parks/Other	1
Animal Care/Investigations/Tethered	1
Animal Care/Investigations/Bite - Not Happening Now	1
Environmental Health (All Jurisdictions)/Smoking Complaint	1
Priority Housing/VOA (Vacant, Open, Accessible) Properties	1
Animal Care/Dead Animal	1
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	2
Animal Care/Investigations/Negligence/Cruelty	2
Animal Care/Stray/Confined	2
Abandoned Vehicles/Inoperable	2
Animal Care/Investigations/Barking (Dogs Only)	2
Private Property Complaint/Illegal Signage - Other	2
Animal Care/Owned/Aggressive - Not Happening Now	2
Waste Management/Illegal Dumping	2
Animal Care/Wild/Tied	3
Other/Miscellaneous Services/Sacramento County Sheriff	3
Private Property Complaint/Overflowing Dumpster	3
Municipal Services/Regional Parks	3
Environmental Compliance/Hazardous Substances	4
Private Property Vehicle/Parked on Lawn	4
Abandoned Vehicles/Dismantled	4
Sub-Standard Housing/Other	5
Sub-Standard Housing/Vector Infestation	5
Waste Management/Missed Sweeper Request	5
Private Property Vehicle/Other	5
Zoning/Bee Keeping	5
Sub-Standard Housing/Structural Defects	6
Private Property Vehicle/Non-Operable (Commercial Included)	6
Animal Care/Investigations/Kennel	6
Private Property Complaint/Junk/Rubbish	7

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

Request Type	Avg. Days To Close
Private Property Complaint/Other	7
Sub-Standard Housing/Plumbing	8
Regional Parks/Graffiti	8
Regional Parks/Trash and Debris	8
Private Property Complaint/Vacant, Unmaintained - Resident	8
Sub-Standard Housing/Roof Leak	10
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	10
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	11
Private Property Complaint/Vacant, Unmaintained - Commercial	12
Environmental Health (All Jurisdictions)/Food Facility Complaint	13
Environmental Health (All Jurisdictions)/Public Pool Complaint	13
Traffic Signal/Damaged, Loose or Turned Signal Head	18
Bridge Request/Bridge Opening/Closing	19
Street Lights/Street Light or Pole Damaged	19
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway,	20
Ditches/Culverts/Culvert / Pipe Repair or Cleaning	21
Waste Management/Report Scavenging	21
Tree Complaint/Tree Limb Down Obstructing Bike Lane or Sidewalk	22
Street Lights/Street Light Out	22
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	22
Landscape/Vegetation/Miscellaneous Vegetation Calls	25
Barricades/Needed for Emergency, Barricade-End-Sidewalk End	26
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) - Immediately	26
Sidewalk/Curb, Gutter and Sidewalk Repair	27
Barricades/Road End Barricade	27
Business Licenses/Business Operating Without License	27
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	27
Pavement/Pothole/Pothole/Chuckhole Repair	28
Traffic Signal/All Signals Dark	28
Traffic Signal/Traffic Signal Short Green	28
Traffic Signal/Traffic Signal Long Red	29
Hazmat/Hazmat	30
Mowing/Spraying - Weed Abatement/Maintain Roadside Vegetation by Mowing or Spraying	30
Street Lights/Street Light Dim	30
Traffic Signal/Pedestrian Signal Inoperative	30
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) - Immediately	30
Traffic Signal/Traffic Signal Flashing Red	30

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

Request Type	Avg. Days To Close
Regional Parks/Illegal Activity	30
Regional Parks/Maintenance Request	31
Graffiti/Sign	31
Traffic Signal/Traffic Signal Cycling Problem	31
Sweeper Request/Landscape/Median Clean Up and Debris Removal	31
Street Lights/Street Light Cover Missing/Wires Exposed	32
Traffic Signal/Traffic Signal Detection Problem	32
Graffiti/Public Right-of-Way	32
Traffic Sign/New Sign Request	32
Traffic Sign/Graffiti	33
Street Lights/Street Light Knock Down	35
Graffiti/Private Property	35
Aggregate Dumping/Trash Pick Up/Illegal Dumping	35
Tree Complaint/Miscellaneous Tree Calls	35
Traffic Signal/Traffic Signal Miscellaneous Issues	38
Aggregate Dumping/Trash Pick Up/Visual Blight-Trash and Homeless Camp Clean Up	38
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	40
Street Lights/Group of Street Lights Out	41
Street Lights/Street Light Shield Issue	41
Traffic Signal/Traffic Signal Light Out	42
Traffic Investigations/Speeding/New Speed Bumps	43
Aggregate Dumping/Trash Pick Up/Trash Pick Up (Larger Items)	44
Traffic Sign/Street Name Sign Missing or Down	44
Tree Complaint/Tree Obstructing County Signal Pole Light Head	45
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	47
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	50
Landscape/Vegetation/Request to Abate Debris or Vegetation on Sidewalks	51
Pavement/Pothole/Sunken Spot on Roadway	52
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	55
Regional Parks/Illegal Camp	55
Encroachment Violations/Visibility Obstructions (Non-Vegetation)	55
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants	57
Tree Complaint/Tree Obstructing County Sign/Pole	58
Traffic Investigations/New Sign Request	65
Traffic Investigations/Parking Restriction/No Parking Sign	65
Road Markings/Missing and Faded	66

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

Request Type	Avg. Days To Close
Tree Complaint/Tree Obstructing Illumination of County Street Light	67
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	67
Traffic Investigations/Traffic Safety Related Issues	71
Tree Complaint/Request for Arden Park Ash Tree Removal and Replace	71
Pavement/Pothole/Paving Needed on Street	73
Encroachment Violations/Basketball Hoop/Garbage Cans	78
Ditches/Culverts/Ditch Cleaning	81
Tree Complaint/Request to Abate a Visibility Obstruction by Tree	81
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	87
Sidewalk/Sidewalk Obstruction	90
Bridge Complaints/Bridge Maintenance, Fence & Guard Rail Repair	103
Tree Complaint/Tree or Vegetation Obstructing Sidewalk	112
Ditches/Culverts/Shoulder Erosion/Drop-Off/Repair	128
Landscape/Vegetation/Request for Removal of Vegetation Illegally Obstructed	138
Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation	195
Encroachment Violations/Other Encroachment Types	206
Sidewalk/Tree or Vegetation Obstructing Sidewalk	219
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	225
Encroachment Violations/Signs that Block View or Path	381
Ditches/Culverts/Drainage Problem	381

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

Aging of Open Requests

Days	Count
< 30	1,971
31 to 60	1,183
61 to 90	934
> 91	2,242

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

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

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

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

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

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

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

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

Customer Service Report October 1, 2019 – October 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.

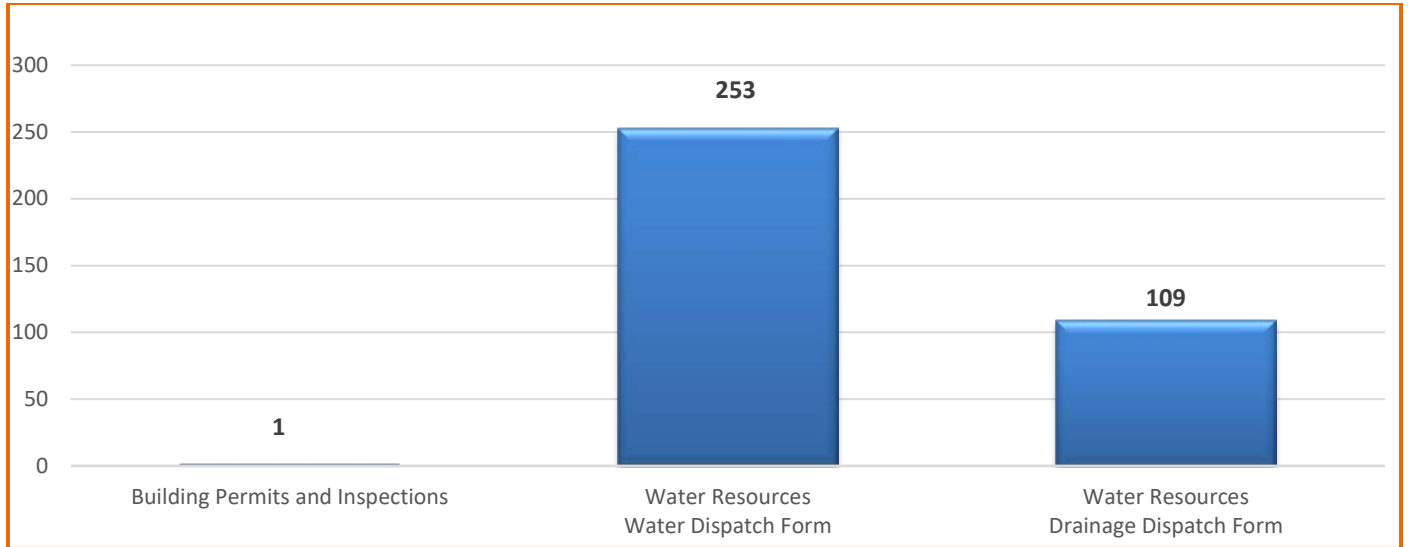
Acronym Glossary

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 October 1, 2019 – October 31, 2019

Dispatch Services Request

Public Works and Infrastructure



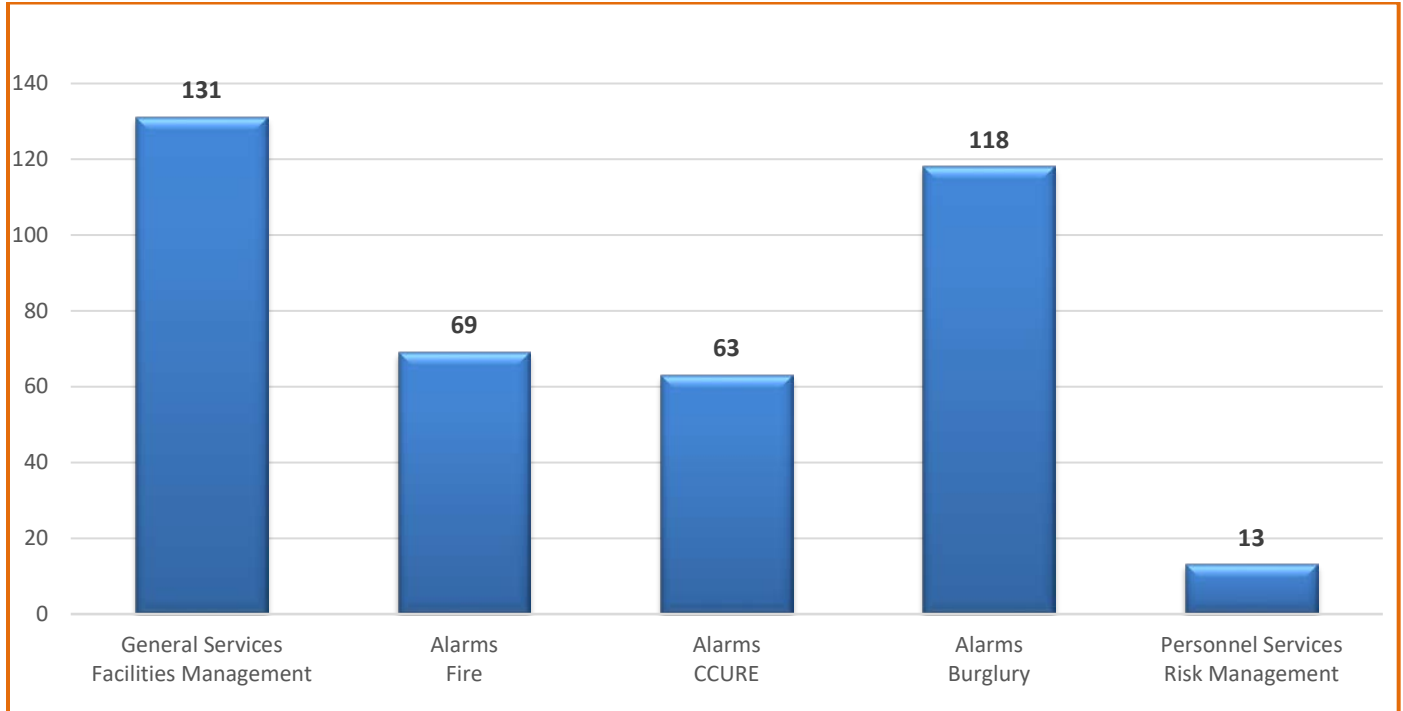
Service Definitions

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 October 1, 2019 – October 31, 2019

Dispatch Services Request

Administrative Services



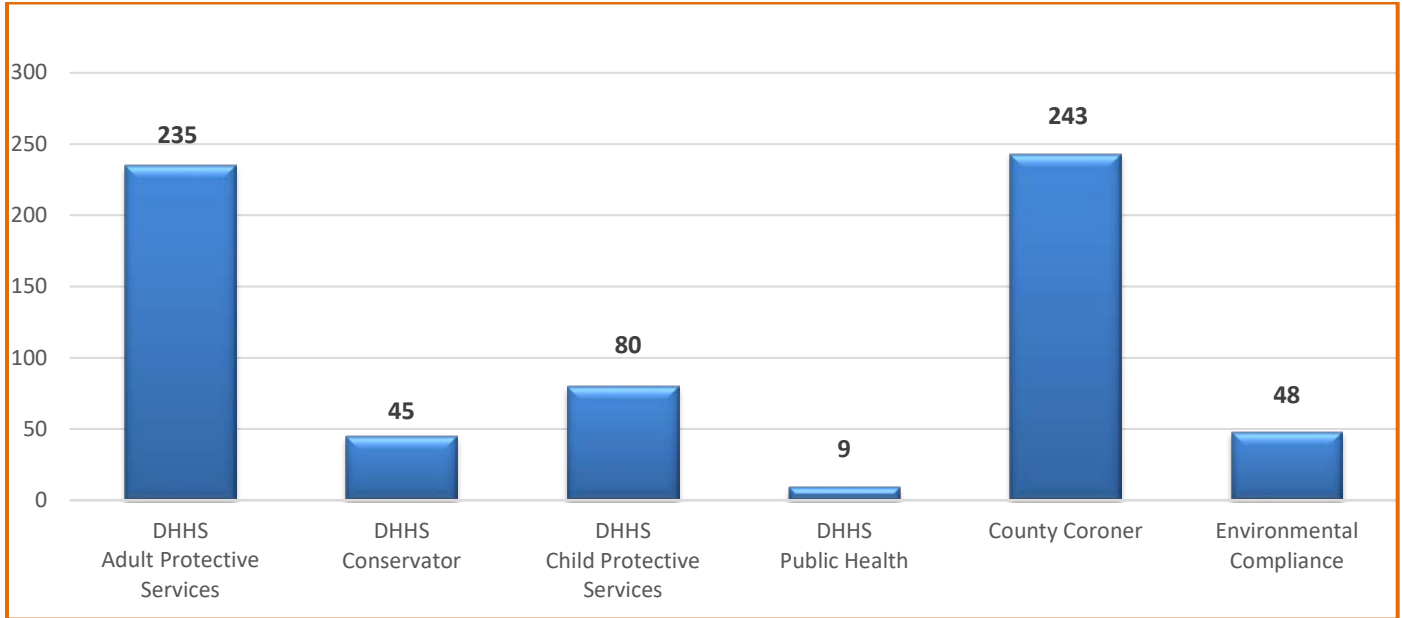
Service Definitions

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 October 1, 2019 – October 31, 2019

Dispatch Services Request

Social Services



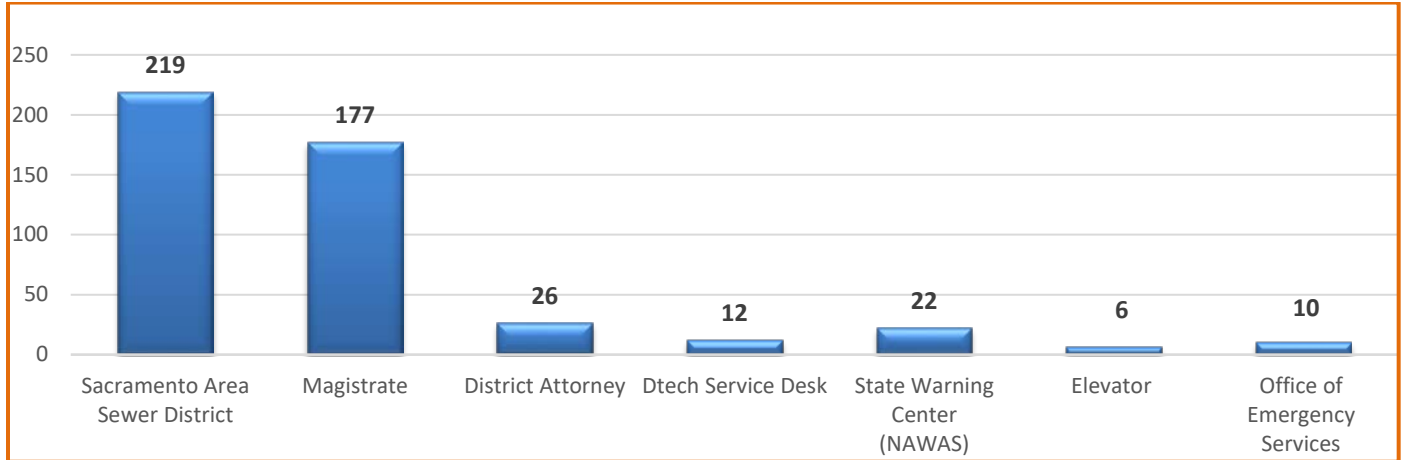
Service Definitions

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 October 1, 2019 – October 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