

# MONTHLY CUSTOMER SERVICE REPORT



## SERVICE REQUESTS AND STATISTICS

SEPTEMBER 1, 2019 – SEPTEMBER 30, 2019



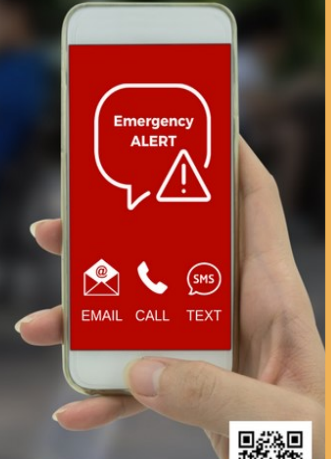
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Sacramento County Office of Emergency Services

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# BE AWARE BE PREPARED



Office of Customer Service

916-875-4311

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

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

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# Customer Service Report

## September 1, 2019 – September 30, 2019

### Department of the Month

**Department:** Office of Emergency Services

**Chief:** Stephen Cantelme

**Website:** <https://sacoes.sacounty.net>

**Mission:** To coordinate and manage a comprehensive emergency management program that best serves the Sacramento region to prepare for, respond to, mitigate against and recover from disasters or major emergencies.

**Sacramento County Office of Emergency Services (Sac OES)** is responsible for emergency preparedness for the County and the Operational Area. Sac OES has the task to create a safer County and region, in collaboration with our stakeholders, to increase our ability to prepare for, respond to, and recover from natural or human caused disasters and emergencies. Sac OES coordinates with local, state, federal, private, non-governmental entities and community groups to minimize the impact of all potential hazards facing the County of Sacramento.

**Planning** - Sac OES has approximately 35 plans to prepare for potential disasters and help guide our response. We revise plans every 3-5 years and share them with our stakeholders. This year we will revise 7 plans in keeping with our revision schedule.

**Training & Exercises** - Sac OES prepares the region for disaster by delivering training for first responders, local government and non-governmental agencies. Last year we offered 19 classes and 6 exercises to over 450 people in our region.

**Homeland Security Grants (HSG)** - Sac OES administers the HSG's for the Operational Area. Each year the Sacramento region is allocated HSG funds for distribution throughout the area based on priorities established through the grant guidance and the Approval Authority. Last year the region was awarded \$1,648,650, which assisted with the purchase of system radio upgrades, protective personal equipment for first responders, water rescue equipment, mass fatality equipment, hazmat equipment and many other projects.

**Department of Water Resources Grants (DWRG)** - State DWR allocates grant funding to regions throughout the state for flood fighting and preparedness. This funding is administered by Sac OES and it is used to purchase flood fighting equipment, deliver training and plan development. Last year Sac OES was awarded \$1,600,000, which was distributed throughout the Sacramento region.

**Medical Reserve Corp (MRC)** – MRC is managed by Sac OES to engage volunteers to strengthen and support Sac OES and the region by providing trained medical personnel during disasters or major emergencies. MRC has 187 trained volunteers and last year they donated over 1,500 hours valued in excess of \$40,000.

**FTE:** 7 FTE Permanent budgeted positions; Chief, 2 Emergency Coordinators, 1 Assistant Emergency Coordinator, 1 ASOI, 1 ASOII and 1 Senior Office Assistant

## Customer Service Report September 1, 2019 – September 30, 2019

### Monthly Statistics

Number of	
• Service request by calls	4,455
• Service request by mobile application	1,140
• Other	631
Service requests opened	6,226
Informational calls	3,424
Transferred calls	7,800
Service request closed	6,521
Average days to close service request	26

### Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	29	179	390	178	79	855
Waste Management/Illegal Dumping	89	272	193	116	119	789
Missed Service/Recycle	9	68	123	64	19	283
Missed Service/Green Waste	1	38	129	61	26	255
Animal Care/Dead Animal	15	39	98	52	37	241
<b>Total</b>	<b>143</b>	<b>596</b>	<b>933</b>	<b>471</b>	<b>280</b>	<b>2,423</b>

## Customer Service Report September 1, 2019 – September 30, 2019

### Monthly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	29	179	390	178	79	855
Waste Management/Illegal Dumping	84	231	184	125	107	731
Private Property Complaint/Junk/Rubbish	12	70	161	74	36	353
Private Property Complaint/Other	13	71	147	62	38	331
Missed Service/Recycle	9	68	123	64	19	283
<b>Total</b>	<b>147</b>	<b>619</b>	<b>1,005</b>	<b>503</b>	<b>279</b>	<b>2,553</b>

### Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Abandoned Vehicles/Inoperable	26	80	243	124	26	499
Abandoned Vehicles/Wrecked	4	30	106	40	11	191
Pavement/Pothole/Pothole/Chuckhole Repair	19	26	421	146	56	668
Private Property Complaint/Junk/Rubbish	9	68	128	82	23	310
Private Property Complaint/Other	9	55	134	88	28	314
<b>Total</b>	<b>67</b>	<b>259</b>	<b>1,032</b>	<b>480</b>	<b>144</b>	<b>1,982</b>

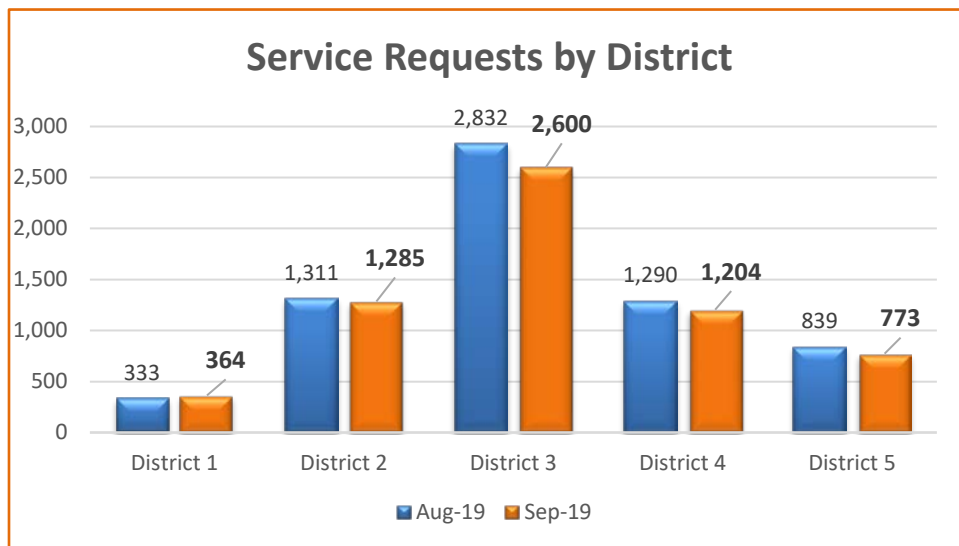
# Customer Service Report September 1, 2019 – September 30, 2019

## Board of Supervisor District Information

### Service Requests by District

District	Count
<b>District 1 – Serna</b> <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	364
<b>District 2 – Kennedy</b> <i>(Parkway, Lemon Hill, Florin)</i>	1,285
<b>District 3 – Peters</b> <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,600
<b>District 4 – Frost</b> <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	1,204
<b>District 5 – Nottoli</b> <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	773
<b>Total</b>	<b>6,226</b>

## Monthly Comparison: August 2019 vs. September 2019



## Customer Service Report September 1, 2019 – September 30, 2019

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

<b>District 1 - Serna</b>	
Waste Management/Illegal Dumping	89
Missed Service/Garbage	29
Animal Care/Stray/Roam	16
Animal Care/Dead Animal	15
Abandoned Vehicles/Inoperable	14
Environmental Compliance/EMD On-Call Hazmat	13
Pavement/Pothole/Pothole/Chuckhole Repair	13
<b>District 2 – Kennedy</b>	
Waste Management/Illegal Dumping	272
Missed Service/Garbage	179
Missed Service/Recycle	68
Animal Care/Stray/Roam	55
Animal Care/Dead Animal	39
Missed Service/Green Waste	38
Animal Care/Investigations/Barking (Dogs Only)	37
Abandoned Vehicles/Inoperable	29
Animal Care/Stray/Injured	29
Private Property Complaint/Junk/Rubbish	27
Private Property Complaint/Other	25
Abandoned Vehicles/Wrecked	22
Animal Care/Investigations/Negligence/Cruelty	21
Shopping Cart/By Vendor	21
Abandoned Vehicles/Dismantled	18
Animal Care/Owned/Nuisance (Dog Only)	16
Graffiti/Private Property	16
Private Property Vehicle/Parked on Lawn	15
Animal Care/Stray/Confined	15
Missed Service/Neighborhood Clean Up (NCU)	15
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	13
Animal Care/Stray/Traffic	11
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	10

## Customer Service Report September 1, 2019 – September 30, 2019

District 3 – Peters	
Missed Service/Garbage	390
Waste Management/Illegal Dumping	193
Missed Service/Green Waste	129
Missed Service/Recycle	123
Pavement/Pothole/Pothole/Chuckhole Repair	116
Animal Care/Dead Animal	98
Animal Care/Investigations/Barking (Dogs Only)	84
Private Property Complaint/Other	69
Private Property Complaint/Junk/Rubbish	62
Abandoned Vehicles/Inoperable	61
Graffiti/Private Property	49
Animal Care/Investigations/Negligence/Cruelty	48
Animal Care/Stray/Roam	46
Animal Care/Stray/Injured	34
Private Property Vehicle/Parked on Lawn	33
Animal Care/Owned/Aggressive - Not Happening Now	30
Abandoned Vehicles/Wrecked	29
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	27
Animal Care/Stray/Confined	27
Traffic Signal/Traffic Signal Flashing Red	24
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	23
Traffic Sign/Street Name Sign Missing or Down	22
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	22
Notify Supervisor/Garbage	20
Sub-Standard Housing/Other	20
Missed Service/Neighborhood Clean Up (NCU)	20
Animal Care/Owned/Nuisance (Dog Only)	20
Animal Care/Wild/Injured	19
Animal Care/Stray/Sick	19
Sidewalk/Sidewalk Obstruction	18
Street Lights/Street Light Out	18
Tree Complaint/Miscellaneous Tree Calls	18
Abandoned Vehicles/Dismantled	18
Pavement/Pothole/Paving Needed on Street	17



## Customer Service Report September 1, 2019 – September 30, 2019

Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	16
Animal Care/Owned/Aggressive - Happening Now	16
Sidewalk/Curb, Gutter and Sidewalk Repair	16
Traffic Signal/Traffic Signal Miscellaneous Issues	15
Notify Supervisor/Recycle	15
Environmental Compliance/EMD On-Call Hazmat	15
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	13
Animal Care/Investigations/Bite - Not Happening Now	13
Shopping Cart/By Vendor	13
Regional Parks/Illegal Camp	13
Traffic Signal/All Signals Dark	13
Traffic Signal/Traffic Signal Cycling Problem	13
Traffic Sign/New Sign Request	13
Private Property Complaint/Vacant, Unmaintained - Resident	13
Traffic Investigations/Speeding/New Speed Bumps	12
Private Property Vehicle/Non-Operable (Commercial Included)	11
Animal Care/Assist (On-Scene Only)/Police/Sheriff	11
Encroachment Violations/Basketball Hoop/Garbage Cans	11
Sub-Standard Housing/Vector Infestation	10
Animal Care/Investigations/Abandoned Animal	10
Graffiti/Public Right-of-Way	10
<b>District 4 – Frost</b>	
Missed Service/Garbage	178
Waste Management/Illegal Dumping	116
Missed Service/Recycle	64
Missed Service/Green Waste	61
Animal Care/Investigations/Barking (Dogs Only)	56
Animal Care/Dead Animal	52
Pavement/Pothole/Pothole/Chuckhole Repair	44
Private Property Complaint/Other	39
Private Property Complaint/Junk/Rubbish	35
Animal Care/Stray/Roam	26
Animal Care/Investigations/Negligence/Cruelty	24
Private Property Vehicle/Parked on Lawn	20
Abandoned Vehicles/Inoperable	20

## Customer Service Report September 1, 2019 – September 30, 2019

Animal Care/Owned/Aggressive - Not Happening Now	15
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	14
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	14
Animal Care/Stray/Injured	14
Abandoned Vehicles/Dismantled	13
Animal Care/Wild/Injured	13
Sidewalk/Sidewalk Obstruction	12
Animal Care/Stray/Confined	12
Sidewalk/Curb, Gutter and Sidewalk Repair	11
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	11
Shopping Cart/By Vendor	11
Animal Care/Owned/Nuisance (Dog Only)	11
Graffiti/Private Property	10
Notify Supervisor/Garbage	10
<b>District 5 – Nottoli</b>	
Waste Management/Illegal Dumping	119
Missed Service/Garbage	79
Animal Care/Dead Animal	37
Missed Service/Green Waste	26
Pavement/Pothole/Pothole/Chuckhole Repair	25
Animal Care/Stray/Roam	23
Missed Service/Neighborhood Clean Up (NCU)	19
Missed Service/Recycle	19
Animal Care/Stray/Injured	17
Regional Parks/Illegal Camp	17
Environmental Compliance/EMD On-Call Hazmat	15
Animal Care/Assist (On-Scene Only)/Police/Sheriff	12
Private Property Complaint/Junk/Rubbish	12
Street Lights/Street Light Out	12
Private Property Vehicle/Other	12
Private Property Vehicle/Parked on Lawn	11
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	11
Animal Care/Stray/Confined	10
Animal Care/Investigations/Negligence/Cruelty	10

## Customer Service Report September 1, 2019 – September 30, 2019

### Unspecified

Office of Emergency Services/Emergency Alert Officer Notification	12
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### Average Number of Days to Close a Service Request

Request Type	Avg. Days To Close
Regional Parks/Illegal Activity	1
Animal Care/Investigations/Illegal Sales	1
Animal Care/Stray/Confined	1
Hazmat/Hydraulic Spill	1
Animal Care/Dead Animal	1
Barricades/Sidewalk End Barricade	1
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	2
Waste Management/Missed Sweeper Request	2
Waste Management/Illegal Dumping	2
Building Permits and Inspections (BPI)/Fence/ Retaining Wall	3
Regional Parks/Illegal Camp	3
Environmental Compliance/Private Well/Small Water System on Unimproved Vacant Property	3
Waste Management/Report Scavenging	3
Regional Parks/Other	4
Bridge Request/Bridge Opening/Closing	4
Regional Parks/Maintenance Request	4
Abandoned Vehicles/Wrecked	5
Traffic Sign/Graffiti	6
Aggregate Dumping/Trash Pick Up/Illegal Dumping	6
Street Lights/Street Light Cover Missing/Wires Exposed	7
Street Lights/Group of Street Lights Out	7
Barricades/Needed for Emergency, Barricade-End-Sidewalk End	8
Graffiti/Public Right-of-Way	9
Street Lights/Street Light or Pole Damaged	9
Traffic Signal/All Signals Dark	10
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	11
Abandoned Vehicles/Inoperable	11
Graffiti/Private Property	11
Regional Parks/Trash and Debris	11
Hazmat/Hazmat	12
Environmental Compliance/Hazardous Substances	12
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) - Immediately	12
Landscape/Vegetation/Miscellaneous Vegetation Calls	12

## Customer Service Report September 1, 2019 – September 30, 2019

Request Type	Avg. Days To Close
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	12
Traffic Signal/Traffic Signal Flashing Red	12
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway,	13
Traffic Signal/Traffic Signal Detection Problem	13
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	14
Traffic Signal/Traffic Signal Short Green	14
Traffic Signal/Traffic Signal Long Red	14
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) - Immediately	14
Street Lights/Street Light Knock Down	15
Sweeper Request/Landscape/Median Clean Up and Debris Removal	15
Street Lights/Street Light Cycling On and Off	15
Tree Complaint/Tree Limb Down Obstructing Bike Lane or Sidewalk	16
Traffic Signal/Traffic Signal Cycling Problem	17
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	18
Ditches/Culverts/Shoulder Erosion/Drop-Off/Repair	18
Traffic Signal/Pedestrian Signal Inoperative	18
Street Lights/Street Light Miscellaneous Problem	19
Traffic Signal/Traffic Signal Light Out	19
Bridge Complaints/Soundwall Repair	20
Environmental Compliance/Hazardous Conditions	20
Mowing/Spraying - Weed Abatement/Maintain Roadside Vegetation by Mowing or Spraying	21
Traffic Sign/Street Name Sign Missing or Down	21
Environmental Health (All Jurisdictions)/Food Facility Complaint	21
Graffiti/Sign	22
Barricades/Road End Barricade	24
Tree Complaint/Tree Obstructing County Sign/Pole	24
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	25
Ditches/Culverts/Rock Shoulders	25
Street Lights/Street Light Out	25
Tree Complaint/Request to Abate a Visibility Obstruction by Tree	25
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	30
Traffic Signal/Traffic Signal Miscellaneous Issues	30
Traffic Investigations/Parking Restriction/No Parking Sign	31
Traffic Investigations/Speeding/New Speed Bumps	35
Pavement/Pothole/Paving Needed on Street	39
Encroachment Violations/Signs that Block View or Path	40
Fence/Missing Fence in/at/for Multi-Family Complex	41

## Customer Service Report September 1, 2019 – September 30, 2019

Request Type	Avg. Days To Close
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	41
Traffic Sign/New Sign Request	46
Tree Complaint/Tree Obstructing County Signal Pole Light Head	47
Private Property Complaint/Illegal Signage - Flags	47
Business Licenses/Business Operating Without License	54
Sub-Standard Housing/Broken Window(s)	55
Aggregate Dumping/Trash Pick Up/Trash Pick Up (Larger Items)	56
Pavement/Pothole/Pothole/Chuckhole Repair	59
Private Property Complaint/Illegal Signage - Other	62
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	63
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	70
Private Property Vehicle/Other	70
Ditches/Culverts/Ditch Cleaning	72
Tree Complaint/Miscellaneous Tree Calls	72
Sub-Standard Housing/Rodent Harborage	78
Private Property Complaint/Overflowing Dumpster	80
Marijuana (If wish to remain anonymous must refer/Cultivation	82
Sub-Standard Housing/Structural Defects	83
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	84
Pavement/Pothole/Sunken Spot on Roadway	84
Priority Housing/Surfacing Sewage	85
Sidewalk/Curb, Gutter and Sidewalk Repair	86
Private Property Complaint/Other	87
Sub-Standard Housing/HVAC Issues (must be part of heating and cooling unit)	88
Sub-Standard Housing/Roof Leak	89
Traffic Investigations/New Sign Request	90
Zoning/Rooster (in Residential Zone)	91
Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	91
Private Property Complaint/Illegal Signage - A-Frames	92
Improper Lot Size for Animal/20K SQ FT or Smaller - Large Farm Animals	94
Private Property Vehicle/Non-Operable (Commercial Included)	94
Private Property Complaint/Junk/Rubbish	95
Sub-Standard Housing/Other	96
Sidewalk/Sidewalk Obstruction	96
Sub-Standard Housing/Vector Infestation	98
Tree Complaint/Request for Arden Park Ash Tree Removal and Replace	98
Sub-Standard Housing/Deteriorated Floors	98

## Customer Service Report September 1, 2019 – September 30, 2019

Request Type	Avg. Days To Close
Priority Housing/No Hot Water	98
Sub-Standard Housing/Plumbing	99
Priority Housing/VOA (Vacant, Open, Accessible) Properties	99
Traffic Investigations/Traffic Safety Related Issues	100
Private Property Vehicle/Parked on Lawn	101
Private Property Vehicle/Occupied Mobile Homes/Trailers	102
Occupied Out-Building/Garage/Shed/Other	103
Sub-Standard Housing/Electrical Malfunction	105
Private Property Complaint/Vacant, Unmaintained - Resident	106
Private Property/Vehicle for Sale on Vacant Lot	107
Private Property Complaint/Vacant, Unmaintained - Commercial	108
Zoning/Bee Keeping	109
Priority Housing/Collapsing Building Roof or Ceiling	109
Ditches/Culverts/Drainage Problem	156
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants	159
Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation	159
Priority Housing/Total Lack of Heat	163
Landscape/Vegetation/Request to Abate Debris or Vegetation on Sidewalks	177
Encroachment Violations/Other Encroachment Types	209
Landscape/Vegetation/Request for Removal of Vegetation Illegally Obstruction	211
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	257
Sidewalk/Tree or Vegetation Obstructing Sidewalk	261
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	291
Tree Complaint/Tree or Vegetation Obstructing Sidewalk	372
Landscape/Vegetation/Vegetation Obstructing Sidewalks	394

## Customer Service Report September 1, 2019 – September 30, 2019

### Aging of Open Requests

Days	Count
< 30	1,945
31 to 60	1,039
61 to 90	634
> 91	1,666

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 November 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 September 1, 2019 – September 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

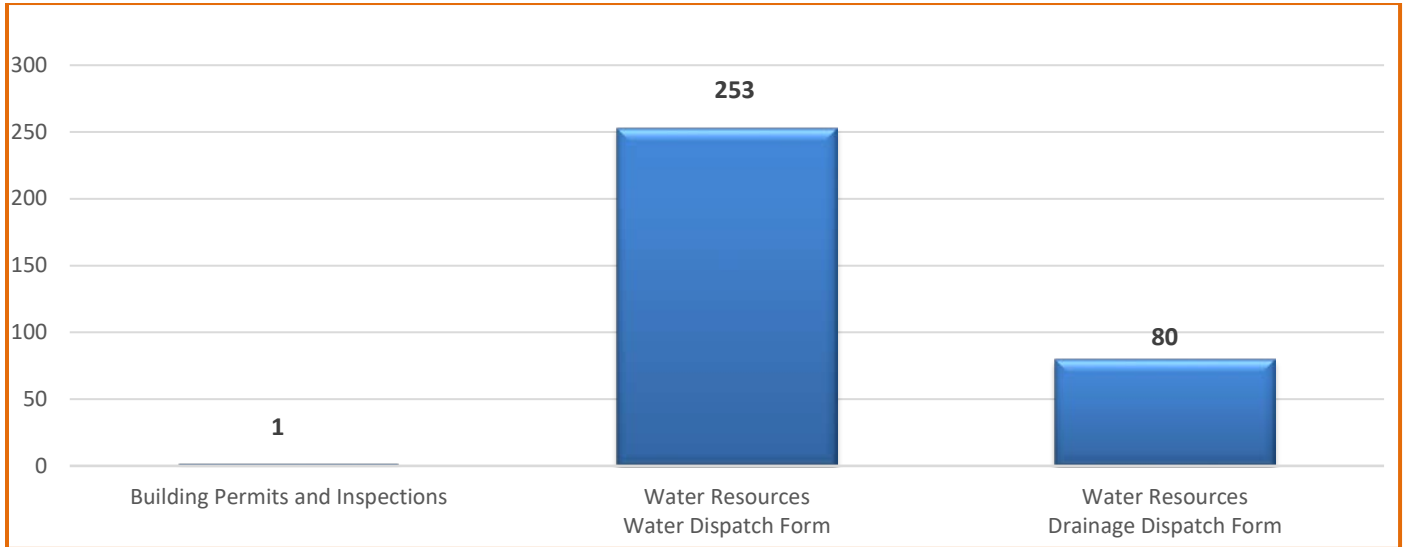
<b>CCURE</b>	Computer Coordinated Universal Retrieval Entry
<b>DTECH</b>	Department of Technology
<b>DHHS</b>	Department of Health and Human Services
<b>SASD</b>	Sacramento Area Sewer District
<b>JIRA</b>	Proprietary issue tracking product that allows bug tracking and agile project management.
<b>NAWAS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



# Customer Service Report September 1, 2019 – September 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.

### Municipal Services

Total: 1 - Regional Parks

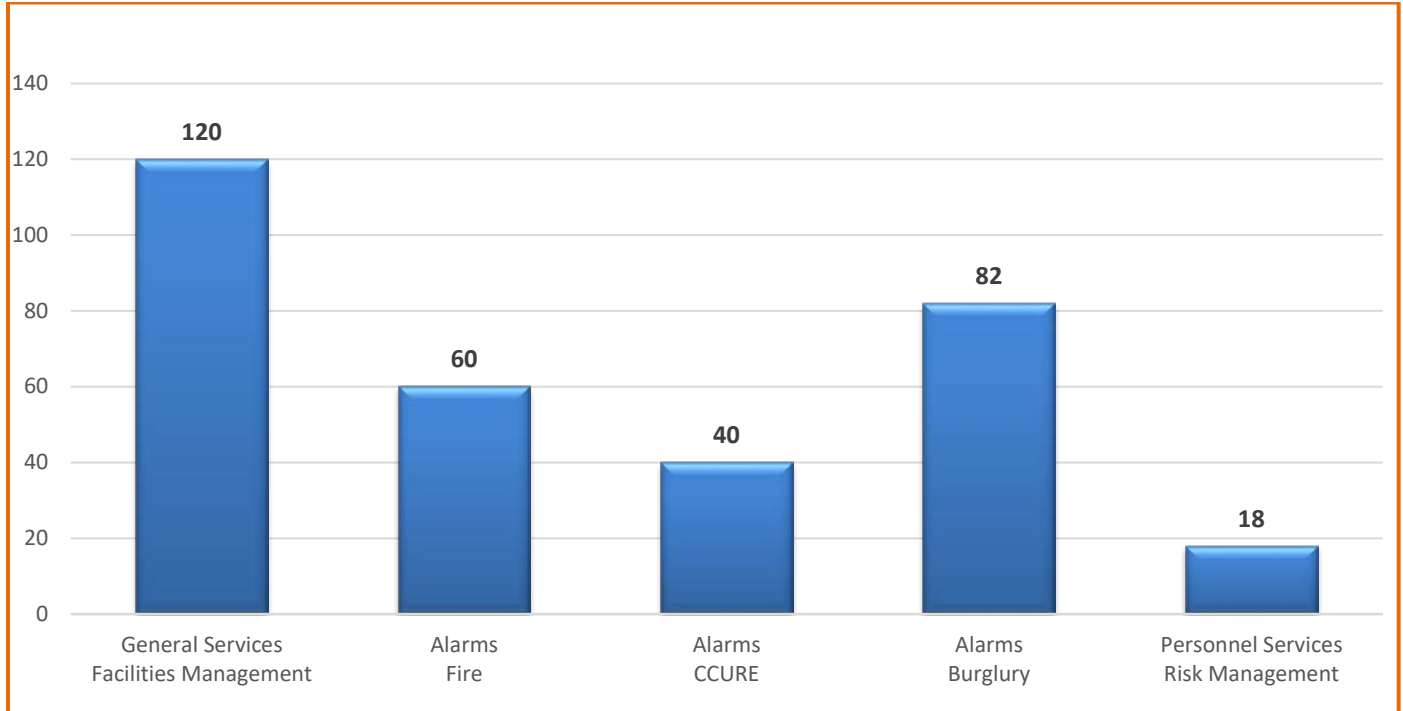
#### Service Definitions

Regional Parks – Dispatch (After Hours)	Dispatch services for any safety issue occurring in a regional park such as trees/branches down, illegal activity happening now, etc. Park Ranger response and assist with Sheriff if needed.
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# Customer Service Report September 1, 2019 – September 30, 2019

## Dispatch Services Request

### Administrative Services



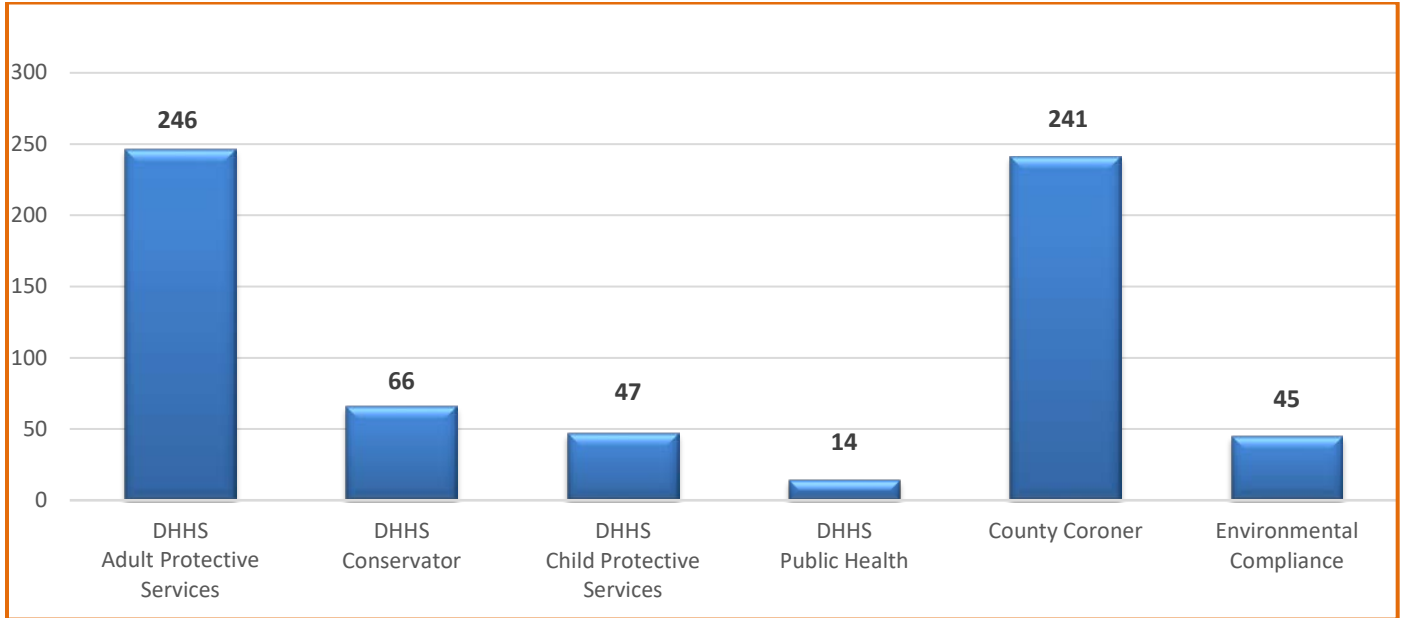
### Service Definitions

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 September 1, 2019 – September 30, 2019

## Dispatch Services Request

### Social Services



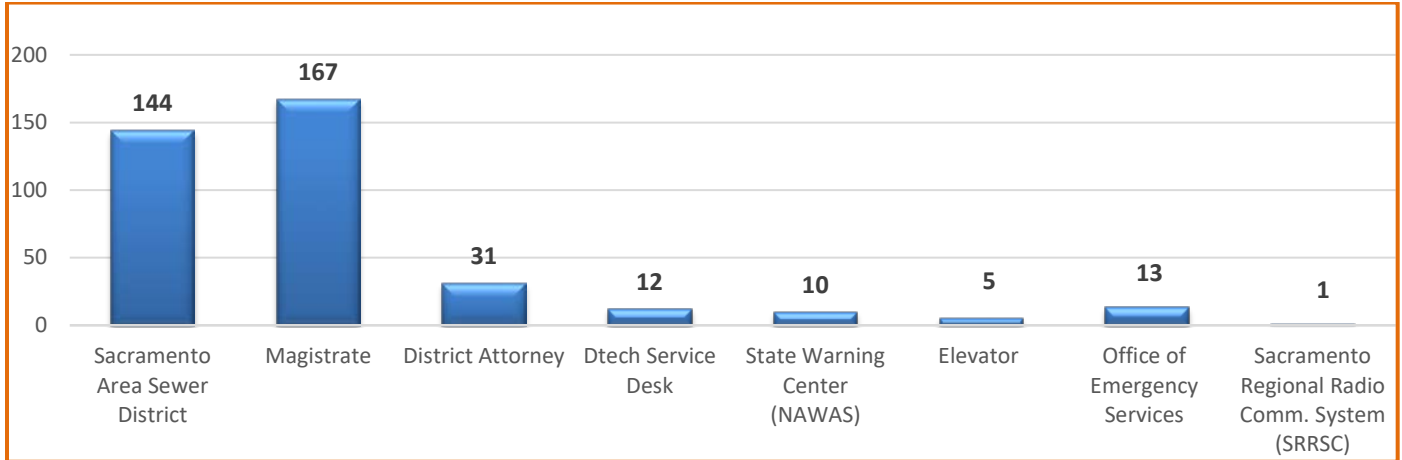
### Service Definitions

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 - 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 September 1, 2019 – September 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 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.