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Average Number of Days to Close a Service Request 20

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Customer Service Report April 1, 2020 – April 30, 2020

Department of the Month

Department: Child, Family and Adult Services

Director: Michelle Callejas

Website: dcfas.saccounty.net

Mission: Child, Family and Adult Services engages and collaborates with community and system partners to leverage resources and develop innovative strategies to address the safety, health and well-being of children, families, seniors and adults with disabilities.

Divisions:

Administration: Provides Budget, Contract, Procurement, Fiscal, Asset and Facility Management, Volunteer/Intern, and Quality Assurance services to the department. The Ombudsman helps resolve complaints regarding department policies or practices and serves as the department's Civil Rights Coordinator. The Ombudsman receives about 100 calls per month. The division strives for excellence, efficiency and innovation in supporting department operations.

In-Home Supportive Services Public Authority: The Public Authority recruits and trains individuals to provide in-home care for IHSS recipients. The division conducts Provider Enrollment Orientations, maintains a registry of providers, provides education to providers and recipients, assists recipients in finding care providers, and negotiates wages/benefits with the provider labor organization. There are currently over 26,000 IHSS care providers in Sacramento.

Child Protective Services: CPS operates a 24/7 Child Abuse Hotline, conducts investigations regarding child abuse and neglect, and provides services and supports to keep children safely in their homes when possible. When children need to enter foster care, CPS provides reunification, adoption, and guardianship services. The key priority is always the safety and well-being of children and youth. In 2019, CPS received 53,580 calls and conducted over 9,400 investigations.

Senior and Adult Services: Adult Protective Services operates a 24/7 Elder Abuse Hotline and investigates allegations of abuse and neglect of seniors and adults with disabilities. In 2019, APS received over 17,000 calls and completed over 5,700 investigations. In-Home Supportive Services assesses recipients in need of receiving in-home care for activities of daily living so they can remain in their homes. There are about 30,000 recipients of IHSS services in Sacramento. The Public Administrator/Public Guardian/Public Conservator's Office serves the most vulnerable adults in the County under court appointed conservatorship and administers decedent estates for people who died without a will or trust. In 2019, there were about 380 community members under conservatorship. Senior Volunteer Services consists of three different programs that provide close to \$5M in volunteer services annually.

FTE: 1157.8 FTE, Administration: 53, Public Authority: 16.6, Child Protective Services: 769.2, Senior and Adult Services: 319

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Monthly Statistics

Number of	
• Service request by calls	21,296
• Service request by mobile application	1,673
• Other	879
Service requests opened	14,933
Informational calls	6,598
Transferred calls	2,317
Service request closed	21,485
Average days to close service request	15

Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	26	249	453	203	98	1,029
Waste Management/Illegal Dumping	57	201	178	108	78	622
Missed Service/Recycle	4	83	145	58	29	319
Animal Care/Dead Animal	10	17	74	39	31	171
Missed Service/Green Waste	7	49	195	94	43	388
Total	104	599	1,045	502	279	2,529

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Monthly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	25	195	328	138	66	752
Waste Management/Illegal Dumping	51	179	163	102	68	563
Missed Service/Recycle	2	63	86	43	22	216
Missed Service/Green Waste	6	34	133	67	26	266
Animal Care/Dead Animal	10	17	73	36	31	167
Total	94	488	783	386	213	1,964

Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Encroachment Violations/Basketball Hoop/Garbage Cans		18	50	16	6	90
Private Property Vehicle/Parked on Lawn		20	34	5	7	66
Pavement/Pothole/Pothole/Chuckhole Repair	6	7	118	45	33	209
Private Property Complaint/Junk/Rubbish	10	40	76	46	10	182
Graffiti/Private Property	5	19	70	28	7	129
Total	21	104	348	140	63	676

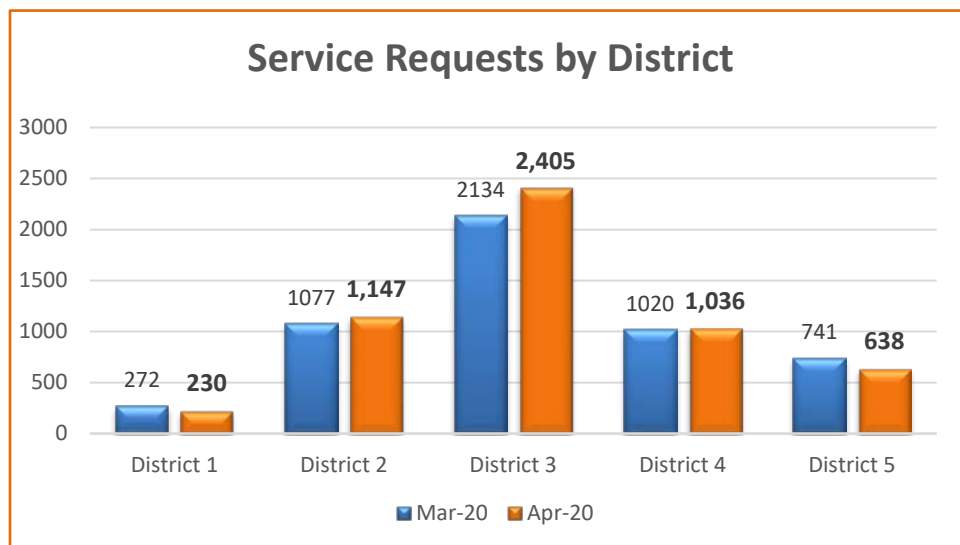
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Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	230
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	1,147
District 3 – Peters <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,405
District 4 – Frost <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	1,036
District 5 – Nottoli <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	638
Total	5453

Monthly Comparison: March 2020 vs. April 2020



Customer Service Report April 1, 2020 – April 30, 2020

Top Service Request Opened by District (> 10 requests)

District 1 - Serna	
Waste Management/Illegal Dumping	57
Missed Service/Garbage	26
Environmental Health (All Jurisdictions)/Food Facility Complaint	16
Animal Care/Dead Animal	10
Abandoned Vehicles/Inoperable	8
Missed Service/Green Waste	7
Private Property Complaint/Junk/Rubbish	6
Regional Parks/Maintenance Request	6
Animal Care/Investigations/Barking (Dogs Only)	5
Private Property Vehicle/Non-Operable (Commercial Included)	5
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	4
Missed Service/Recycle	4
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)/Down	4
Private Property Complaint/Vacant, Unmaintained/Residential	4
Missed Service/Neighborhood Clean Up (NCU)	4
Animal Care/Investigations/Cruelty	3
Animal Care/Stray/Aggressive - Happening Now	3
Animal Care/Stray/Injured	3
Abandoned Vehicles/Dismantled	3
Regional Parks/Trash and Debris	2
Animal Care/Investigations/Negligence	2
Animal Care/Stray/Roam	2
Priority Housing/VOA (Vacant, Open, Accessible) Properties	2
Regional Parks/Illegal Activity	2
Regional Parks/Illegal Camp/Occupied	2
Pavement/Pothole/Paving Needs on Street/Alligator Cracking	1
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	1
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	1
Animal Care/Assist (On-Scene Only)/Police/Sheriff	1
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)/Missing	1
Traffic Signal/Pedestrian Signal Inoperative	1
Notify Supervisor/Supervisor Dispute/Recycle	1
Sweeper Request/Median Clean Up and Debris Removal	1

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Tree Complaint/Request/Tree Removal on County Right-of-Way	1
Waste Management/Calendar Request	1
Regional Parks/Other	1
Private Property Vehicle/Occupied Mobile Homes/Trailers	1
Hazmat/Needles	1
Animal Care/Stray/Vet/Business Confined	1
Abandoned Vehicles/Wrecked	1
Sub-Standard Housing/Deteriorated Floors	1
Notify Supervisor/Supervisor Dispute/Green Waste	1
Notify Supervisor/Supervisor Dispute/Garbage	1
Traffic Signal/Turned Signal Head	1
Tree Complaint/Miscellaneous Vegetation/Tree Calls	1
Animal Care/Investigations/Abandoned Animal	1
Tree Complaint/Arden Park Ash Tree Removal and Replacement Program	1
Aggregate Dumping/Debris Blocking Roadway/Sidewalk (Non-Vegetation)	1
Pavement/Pothole/Pothole/Chuckhole Repair/Large	1
Environmental Compliance/Hazardous Substances	1
Private Property Vehicle/Parked on Lawn	1
Pavement/Pothole/Paving Needs on Street/Resurfacing Request	1
Building Permits and Inspections (BPI)/Construction without Permit	1
Pavement/Pothole/Paving Needs on Street/Cracking	1
Traffic Investigations/Parking Restriction	1
Animal Care/Stray/Confined	1
Animal Care/Wild/Trapped	1
Animal Care/Wild/Injured	1
Animal Care/Stray/Traffic	1
Pavement/Pothole/Pothole/Chuckhole Repair/Small	1
Sub-Standard Housing/Other	1
Animal Care/Stray/Sick	1
Pavement/Pothole/Sink Hole in Roadway	1
Animal Care/Wild/Confined	1
Animal Care/Investigations/Bite - Not Happening Now	1
District 2 – Kennedy	
Missed Service/Garbage	249
Waste Management/Illegal Dumping	249

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Missed Service/Recycle	83
Missed Service/Green Waste	49
Missed Service/Neighborhood Clean Up (NCU)	38
Abandoned Vehicles/Inoperable	29
Private Property Complaint/Junk/Rubbish	19
Animal Care/Stray/Roam	19
Notify Supervisor/Supervisor Dispute (Sorry Tag/Other Issue)	17
Notify Supervisor/Garbage	17
Animal Care/Investigation/Barking (Dogs Only)	17
Animal Care/Stray/Sick	14
Environmental Health (All Jurisdictions)/Food Facility Complaint	14
Abandoned Vehicles/Dismantled	13
Street Lights/Light Out	13
Private Property Complaint/Vacant, Unmaintained	13
Private Property Vehicle/Parked on Lawn	13
Animal Care/Stray/Injured	12
Animal Care/Investigation/Negligence	11
Pavement/Pothole/Pothole/Chuckhole Repair	10
Animal Care/Stray/Aggressive	10
Encroachment Violation/Basketball Hoop/Garbage Cans	9
Drainage Problems/Plugged Drain Inlet	8
Animal Care/Wild/Injured	8
Abandoned Vehicles/Wrecked	8
Private Property Vehicle/Non-Operable (Commercial Included)	8
Animal Care/Stray/Confined	8
Drainage Problems/Street/Intersection Flooding	7
Zoning/Other	6
Animal Care/Stray/Traffic	6
Graffiti/Public Right-of-Way	5
Animal Care/Investigation/Bite - NOT Happening NOW	5
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints	5
Traffic Signal/Long Red/Short Green	5
Zoning/10K SQ FT or Smaller-Small Farm Animals	5
Traffic Investigations/Request	5
Animal Care/Investigation/Cruelty	5
Sweeper Request/Sweeper	4

Customer Service Report April 1, 2020 – April 30, 2020

Notify Supervisor/Green Waste	4
Traffic Sign/Non-Emergency	4
Graffiti/Private Property	4
Hazmat/Other	4
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	4
Drainage Problems/Illegal/Illicit Discharge	4
Notify Supervisor/Recycle	4
Missed Service/Missed Can Delivery	4
Pavement/Pothole/Paving Needs on Street	3
Traffic Signal/Flashing Red	3
Priority Housing/VOA (Vacant, Open, Accessible) Properties	3
Priority Housing/Lack of Utilities (Gas/Water/Electric/Sewer)	3
Sub-Standard Housing/Vector Infestation	3
Landscape/Vegetation/Weed Abatement	3
Animal Care/Stray/Trapped	3
Private Property Complaint/Rooster (in Residential Zone)	3
Ditches/Culverts/Ditch Cleaning	3
Private Property Vehicle/Other	2
Animal Care/Investigation/Abandoned Animal	2
Tree Complaint/Broken/Hanging Tree Limb	2
Animal Care/Investigation/Animal Left in Vehicle	2
Animal Care/Wild/Sick	2
Tree Complaint/Request	2
Drainage Problems/Missing Drain Inlet/Manhole Cover	2
Private Property Complaint/Overflowing Dumpster	2
Animal Care/Assist (On-Scene Only)/Police/Sheriff	2
Landscape/Vegetation/Request	2
Animal Care/Assist (On-Scene Only)/Animal Control Agency	2
Traffic Sign/New Sign Request	2
Traffic Signal/Light Out	2
Zoning/Occupied Out-Building	2
Tree Complaint/Tree Down	2
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)	2
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants on Frontages and Roadside	2
Sub-Standard Housing/Other	2

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Sub-Standard Housing/Plumbing	2
Bridge Complaints/Maintenance	2
Sub-Standard Housing/Broken Windows	1
Missed Service/Over Flow	1
Ditches/Culverts/Drainage Problem (Not Ditches or Culverts)	1
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	1
Zoning/Bee Keeping	1
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	1
Zoning/Cannabis	1
Environmental Compliance/Hazardous Substances	1
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	1
Animal Care/Stray/Vet/Business Confined	1
Traffic Signal/Turned Signal Head	1
Aggregate Dumping/Trash Pick Up/Debris Blocking Roadway/Sidewalk (Non-Vegetation)	1
Traffic Signal/Pedestrian Signal Inoperative	1
Encroachment Violation/Other Encroachment Types	1
Traffic Signal/Loose	1
Traffic Investigations/Traffic Safety Related Issues	1
Priority Housing/Surfacing Sewage	1
Private Property Vehicle/Commercial Vehicle on Property	1
Missed Service/Non-Regular Service	1
Animal Care/Stray/Tied	1
Animal Care/Assist (On-Scene Only)/Fire	1
Street Lights/Noisy	1
Traffic Investigations/Speeding	1
Sub-Standard Housing/Rodent Harborage	1
Animal Care/Wild/Trapped	1
Tree Complaint/Tree Obstructing	1
Bridge Complaints/Guardrail/Fence/Median that is not attached to a Bridge	1
Traffic Signal/All Signals Dark	1
Animal Care/Investigation/Tethered	1
Traffic Signal/Cycling/Detection Problem	1
Animal Care/Wild/Roam	1
Street Lights/Cycling On and Off	1

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District 3 – Peters	
Missed Service/Garbage	453
Waste Management/Illegal Dumping	362
Missed Service/Green Waste	193
Missed Service/Recycle	145
Pavement/Pothole/Pothole/Chuckhole Repair	92
Animal Care/Investigation/Barking (Dogs Only)	58
Drainage Problems/Street/Intersection Flooding	56
Missed Service/Neighborhood Clean Up (NCU)	45
Abandoned Vehicles/Inoperable	45
Private Property Complaint/Junk/Rubbish	43
Drainage Problems/Plugged Drain Inlet	40
Animal Care/Wild/Injured	39
Sidewalk/Curb, Gutter, and Sidewalk Repair	35
Private Property Vehicle/Parked on Lawn	31
Animal Care/Stray/Injured	27
Pavement/Pothole/Paving Needs on Street	25
Private Property Complaint/Vacant, Unmaintained	23
Encroachment Violation/Basketball Hoop/Garbage Cans	20
Environmental Health (All Jurisdictions)/Food Facility Complaint	20
Animal Care/Stray/Sick	18
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints	18
Zoning/Other	17
Animal Care/Stray/Roam	16
Notify Supervisor/Garbage	16
Animal Care/Stray/Confined	16
Animal Care/Investigation/Cruelty	16
Abandoned Vehicles/Wrecked	16
Animal Care/Wild/Sick	15
Traffic Sign/Non-Emergency	15
Notify Supervisor/Supervisor Dispute (Sorry Tag/Other Issue)	15
Illegal Camp/Occupied	14
Graffiti/Public Right-of-Way	14
Landscape/Vegetation/Miscellaneous Vegetation/Tree Calls	14
Traffic Investigations/Request	14
Animal Care/Investigation/Bite - NOT Happening NOW	13

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Tree Complaint/Request	13
Drainage Problems/Flooded Home/Garage/Car/Structure	13
Street Lights/Light Out	13
Animal Care/Stray/Aggressive	11
Sub-Standard Housing/Other	10
Notify Supervisor/Green Waste	10
Traffic Signal/Flashing Red	9
Animal Care/Investigation/Animal Left in Vehicle	9
Animal Care/Investigation/Negligence	9
Encroachment Violation/Other Encroachment Types	9
Traffic Signal/All Signals Dark	8
Tree Complaint/Broken/Hanging Tree Limb	8
Abandoned Vehicles/Dismantled	8
Traffic Signal/Cycling/Detection Problem	7
Private Property Vehicle/Non-Operable (Commercial Included)	7
Landscape/Vegetation/Request	7
Sweeper Request/Sweeper	7
Animal Care/Assist (On-Scene Only)/Police/Sheriff	7
Sidewalk/Tree Trimming Needed	6
Sub-Standard Housing/Vector Infestation	6
Ditches/Culverts/Drainage Problem (Not Ditches or Culverts)	6
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	6
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)	6
Animal Care/Wild/Trapped	6
Animal Care/Investigation/Abandoned Animal	5
Animal Care/Assist (On-Scene Only)/Animal Control Agency	5
Traffic Signal/Long Red/Short Green	5
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	5
Ditches/Culverts/Ditch Cleaning	5
Traffic Investigations/Speeding	5
Animal Care/Stray/Traffic	5
Graffiti/Sign	5
Drainage Problems/Illegal/Illicit Discharge	5
Private Property Vehicle/Occupied Mobile Homes/Trailers	5
Street Lights/Cover Missing/Wires Exposed	5
Drainage Problems/Drainage Advice (Engineering)	5

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Business Licenses/Operating without License	4
Pavement/Pothole/Sink Hole in Roadway	4
Illegal Camp/Abandoned	4
Graffiti/Private Property	4
Environmental Compliance/Hazardous Substances	4
Private Property Complaint/Rooster (in Residential Zone)	4
Sub-Standard Housing/Plumbing	4
Traffic Sign/New Sign Request	3
Traffic Signal/Pedestrian Signal Inoperative	3
Road Markings/Request for New Legends or Markings	3
Priority Housing/VOA (Vacant, Open, Accessible) Properties	3
Private Property Vehicle/Other	3
Zoning/Fence Residential	3
Street Lights/Lights Out (Group)	3
Animal Care/Wild/Aggressive	3
Animal Care/Stray/Vet/Business Confined	3
Building Permits & Inspections (BPI)/Fence/Retaining Wall	3
Animal Care/Investigation/Tethered	3
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	3
Zoning/Occupied Out-Building	3
Aggregate Dumping/Trash Pick Up/Debris Blocking Roadway/Sidewalk (Non-Vegetation)	3
Priority Housing/Lack of Utilities (Gas/Water/Electric/Sewer)	2
Street Lights/Light or Pole Damaged	2
Traffic Investigations/Traffic Safety Related Issues	2
Graffiti/Obscene	2
Street Lights/Miscellaneous	2
Animal Care/Wild/Roam	2
Barricades/Road End Barricade	2
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	2
Pavement/Pothole/Pavement-Other Unknown Maintenance Needs	2
Bridge Complaints/Guardrail/Fence/Median that is not attached to a Bridge	2
Landscape/Vegetation/Weed Abatement	2
Zoning/10K SQ FT or Smaller-Small Farm Animals	2
Zoning/Mobile Home Zoning Complaint	2
Animal Care/Wild/Confined	2

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Priority Housing/Collapsing Building Roof or Ceiling	2
Animal Care/Investigation/Bite - Happening NOW	2
Hazmat/Bio-waste	2
Sub-Standard Housing/Deteriorated Floors	2
Missed Service/Non-Regular Service	2
Environmental Health (All Jurisdictions)/Smoking Complaint	2
Notify Supervisor/Recycle	2
Bridge Complaints/Maintenance	2
Animal Care/License/ Specimen Pick Up/License Pick-Up	2
Animal Care/Stray/Tied	2
Traffic Signal/Knock Down	2
Traffic Signal/Turned Signal Head	1
Tree Complaint/Tree Down	1
Sub-Standard Housing/Electrical Malfunction	1
Zoning/Cannabis	1
Environmental Health (All Jurisdictions)/Tobacco Sales Complaints	1
Missed Service/Missed Can Delivery	1
Sub-Standard Housing/Structural Defects	1
Private Property Vehicle/Commercial Vehicle on Property	1
Street Lights/Knock Down	1
Animal Care/Investigation/Kennel	1
Traffic Signal/Miscellaneous Issues	1
Animal Care/Assist (On-Scene Only)/Fire	1
Windstorm/In Power lines	1
Street Lights/Cycling On and Off	1
Priority Housing/Surfacing Sewage	1
Priority Housing/No Hot Water	1
Hazmat/Other	1
Sub-Standard Housing/HVAC Issues	1
Animal Care/Stray/Trapped	1
Hazmat/Hydraulic Spill	1
Drainage Problems/Missing Drain Inlet/Manhole Cover	1
Tree Complaint/Tree Obstructing	1
Sub-Standard Housing/Rodent Harborage	1
Traffic Signal/Light Out	1
Street Lights/Dim	1

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District 4 – Frost	
Missed Service/Garbage	203
Waste Management/Illegal Dumping	195
Missed Service/Green Waste	94
Missed Service/Recycle	58
Animal Care/Investigation/Barking (Dogs Only)	38
Pavement/Pothole/Pothole/Chuckhole Repair	33
Private Property Complaint/Junk/Rubbish	23
Abandoned Vehicles/Inoperable	22
Animal Care/Stray/Injured	21
Missed Service/Neighborhood Clean Up (NCU)	20
Animal Care/Investigation/Negligence	15
Graffiti/Public Right-of-Way	12
Notify Supervisor/Supervisor Dispute (Sorry Tag/Other Issue)	11
Zoning/Other	9
Animal Care/Stray/Aggressive	8
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints	8
Animal Care/Stray/Sick	8
Private Property Vehicle/Non-Operable (Commercial Included)	8
Abandoned Vehicles/Dismantled	8
Animal Care/Investigation/Bite - NOT Happening NOW	7
Graffiti/Private Property	7
Animal Care/Wild/Sick	7
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	7
Private Property Complaint/Vacant, Unmaintained	6
Traffic Sign/Non-Emergency	6
Animal Care/Stray/Roam	6
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)	6
Drainage Problems/Plugged Drain Inlet	6
Animal Care/Investigation/Cruelty	5
Animal Care/Wild/Injured	5
Animal Care/Stray/Confined	5
Encroachment Violation/Basketball Hoop/Garbage Cans	5
Traffic Investigations/Request	5
Sweeper Request/Sweeper	5
Notify Supervisor/Recycle	5

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Illegal Camp/Occupied	5
Notify Supervisor/Garbage	5
Abandoned Vehicles/Wrecked	5
Pavement/Pothole/Sink Hole in Roadway	4
Notify Supervisor/Green Waste	4
Private Property Vehicle/Other	4
Street Lights/Light Out	4
Missed Service/Missed Can Delivery	4
Ditches/Culverts/Ditch Cleaning	4
Drainage Problems/Street/Intersection Flooding	4
Hazmat/Other	3
Pavement/Pothole/Pavement-Other Unknown Maintenance Needs	3
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants on Frontages and Roadside	3
Private Property Vehicle/Parked on Lawn	3
Animal Care/Investigation/Abandoned Animal	3
Encroachment Violation/Other Encroachment Types	3
Animal Care/Wild/Roam	3
Drainage Problems/Illegal/Illicit Discharge	3
Zoning/Occupied Out-Building	3
Environmental Health (All Jurisdictions)/Food Facility Complaint	3
Pavement/Pothole/Paving Needs on Street	3
Animal Care/Stray/Traffic	3
Private Property Complaint/Rooster (in Residential Zone)	3
Sidewalk/Curb, Gutter, and Sidewalk Repair	3
Ditches/Culverts/Drainage Problem (Not Ditches or Culverts)	2
Priority Housing/VOA (Vacant, Open, Accessible) Properties	2
Private Property Vehicle/Occupied Mobile Homes/Trailers	2
Tree Complaint/Request	2
Traffic Signal/All Signals Dark	2
Animal Care/Investigation/Illegal Sales	2
Drainage Problems/Drainage Advice (Engineering)	2
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	2
Animal Care/Wild/Traffic	2
Aggregate Dumping/Trash Pick Up/Homeless Camp/Visual Blight Clean Up	2
Landscape/Vegetation/Request	2

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Tree Complaint/Tree Down	2
Animal Care/Wild/Confined	2
Animal Care/Investigation/Bite - Happening NOW	2
Tree Complaint/Broken/Hanging Tree Limb	2
Landscape/Vegetation/Weed Abatement	2
Traffic Signal/Flashing Red	2
Animal Care/Wild/Trapped	2
Landscape/Vegetation/Miscellaneous Vegetation/Tree Calls	1
Animal Care/Investigation/Animal Left in Vehicle	1
Drainage Problems/Flooded Home/Garage/Car/Structure	1
Zoning/Mobile Home Zoning Complaint	1
Drainage Problems/Missing Drain Inlet/Manhole Cover	1
Hazmat/Hydraulic Spill	1
Sweeper Request/Median Clean Up and Debris Removal	1
Animal Care/Investigation/Tethered	1
Animal Care/Investigation/Kennel	1
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	1
Road Markings/Road Lines/ Edge Lines/Legends Missing or Faded	1
Traffic Signal/Cycling/Detection Problem	1
Bridge Complaints/Soundwall Repair	1
Traffic Signal/Miscellaneous Issues	1
Bridge Complaints/Guardrail/Fence/Median that is not attached to a Bridge	1
Ditches/Culverts/Off Road-Other Unknown Maintenance Needs	1
Animal Care/License/ Specimen Pick Up/Rabies Specimen Pick-Up	1
Traffic Sign/New Sign Request	1
Environmental Compliance/Hazardous Substances	1
Traffic Signal/Pedestrian Signal Inoperative	1
Road Markings/Request for New Legends or Markings	1
Animal Care/Assist (On-Scene Only)/Animal Control Agency	1
Private Property Vehicle/Commercial Vehicle on Property	1
Traffic Signal/Damaged	1
Traffic Signal/Knock Down	1
Street Lights/Lights Out (Group)	1
Graffiti/Sign	1
Tree Complaint/Tree Obstructing	1

Customer Service Report April 1, 2020 – April 30, 2020

District 5 – Nottoli	
Waste Management/Illegal Dumping	143
Missed Service/Garbage	98
Missed Service/Green Waste	43
Missed Service/Recycle	29
Missed Service/Neighborhood Clean Up (NCU)	15
Drainage Problems/Street/Intersection Flooding	14
Animal Care/Investigation/Barking (Dogs Only)	14
Animal Care/Stray/Roam	14
Pavement/Pothole/Pothole/Chuckhole Repair	12
Animal Care/Stray/Traffic	12
Animal Care/Stray/Injured	10
Animal Care/Wild/Injured	10
Abandoned Vehicles/Inoperable	8
Drainage Problems/Plugged Drain Inlet	8
Animal Care/Assist (On-Scene Only)/Police/Sheriff	8
Graffiti/Sign	8
Environmental Health (All Jurisdictions)/Food Facility Complaint	7
Notify Supervisor/Garbage	7
Private Property Complaint/Junk/Rubbish	6
Notify Supervisor/Supervisor Dispute (Sorry Tag/Other Issue)	6
Animal Care/Investigation/Cruelty	6
Illegal Camp/Occupied	5
Sweeper Request/Sweeper	5
Zoning/Other	5
Private Property Vehicle/Parked on Lawn	5
Animal Care/Stray/Sick	5
Animal Care/Wild/Sick	4
Traffic Investigations/Request	4
Pavement/Pothole/Paving Needs on Street	4
Private Property Vehicle/Other	4
Private Property Complaint/Vacant, Unmaintained	4
Animal Care/Stray/Aggressive	4
Animal Care/Stray/Confined	4
Animal Care/Assist (On-Scene Only)/Animal Control Agency	3
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints	3

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Traffic Signal/Light Out	3
Traffic Sign/New Sign Request	3
Street Lights/Light Out	3
Notify Supervisor/Green Waste	3
Abandoned Vehicles/Dismantled	3
Drainage Problems/Flooded Home/Garage/Car/Structure	3
Graffiti/Public Right-of-Way	3
Sidewalk/Curb, Gutter, and Sidewalk Repair	3
Abandoned Vehicles/Wrecked	3
Landscape/Vegetation/Request	3
Animal Care/Wild/Roam	3
Ditches/Culverts/Ditch Cleaning	3
Animal Care/Investigation/Negligence	2
Notify Supervisor/Recycle	2
Animal Care/Stray/Vet/Business Confined	2
Animal Care/Investigation/Animal Left in Vehicle	2
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	2
Missed Service/Missed Can Delivery	2
Traffic Investigations/Speeding	2
Traffic Signal/Flashing Red	2
Barricades/Road Flooding/Barricades	2
Graffiti/Private Property	2
Landscape/Vegetation/Weed Abatement	2
Environmental Compliance/Hazardous Substances	2
Traffic Signal/All Signals Dark	2
Traffic Investigations/Traffic Safety Related Issues	2
Street Lights/Cycling On and Off	1
Environmental Compliance/Illegal Dumping Unimproved Property	1
Hazmat/Other	1
Pavement/Pothole/Sink Hole in Roadway	1
Tree Complaint/Request	1
Tree Complaint/Tree Down	1
Environmental Compliance/Hazardous Conditions	1
Zoning/Fence Residential	1
Private Property Vehicle/Occupied Mobile Homes/Trailers	1
Street Lights/Cover Missing/Wires Exposed	1

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Animal Care/Wild/Confined	1
Traffic Signal/Damaged	1
Animal Care/Wild/Trapped	1
Private Property Complaint/Rooster (in Residential Zone)	1
Animal Care/Investigation/Bite - Happening NOW	1
Animal Care/Investigation/Bite - NOT Happening NOW	1
Animal Care/Assist (On-Scene Only)/Fire	1
Traffic Sign/Non-Emergency	1
Traffic Signal/Long Red/Short Green	1
Zoning/Occupied Out-Building	1
Zoning/20K SQ FT or Small-Large Farm Animals	1
Traffic Signal/Cycling/Detection Problem	1
Road Markings/Request for New Legends or Markings	1
Traffic Signal/Pedestrian Signal Inoperative	1
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	1
Street Lights/Miscellaneous	1
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	1
Traffic Signal/Turned Signal Head	1
Landscape/Vegetation/Miscellaneous Vegetation/Tree Calls	1
Traffic Signal/Knock Down	1
Animal Care/Wild/Traffic	1
Encroachment Violation/Other Encroachment Types	1
Private Property Complaint/Overflowing Dumpster	1
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	1
Ditches/Culverts/Drainage Problem (Not Ditches or Culverts)	1
Barricades/Road End Barricade	1
Priority Housing/Lack of Utilities (Gas/Water/Electric/Sewer)	1

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Average Number of Days to Close a Service Request

Request Type	Avg. Days To Close
Street Lights/Light or Pole Damaged	1
Sub-Standard Housing/Deteriorated Floors	1
Hazmat/Hydraulic Spill	1
Traffic Investigations/Speeding	1
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)	1
Traffic Signal/Light Out	1
Animal Care/Investigation/Abandoned Animal	1
Hazmat/Bio-waste	1
Missed Service/Over Flow	1
Tree Complaint/Tree Obstructing	1
Traffic Signal/Flashing Red	1
Animal Care/Investigation/Bite - NOT Happening NOW	1
Bridge Complaints/Guardrail/Fence/Median that is not attached to a Bridge	1
Animal Care/Stray/Roam	1
Animal Care/Stray/Vet/Business Confined	1
Animal Care/Investigation/Illegal Sales	1
Private Property Complaint/Vacant, Unmaintained	1
Notify Supervisor/Recycle	1
Street Lights/Dim	1
Sweeper Request/Median Clean Up and Debris Removal	2
Animal Care/Investigation/Negligence	2
Aggregate Dumping/Trash Pick Up/Debris Blocking Roadway/Sidewalk (Non-Vegetation)	2
Priority Housing/Lack of Utilities (Gas/Water/Electric/Sewer)	2
Bridge Complaints/Soundwall Repair	2
Traffic Signal/Long Red/Short Green	2
Barricades/Road Flooding/Barricades	2
Animal Care/Investigation/Cruelty	2
Animal Care/Investigation/Tethered	2
Traffic Signal/Knock Down	2
Traffic Signal/Cycling/Detection Problem	2
Missed Service/Missed Can Delivery	2
Notify Supervisor/Garbage	2
Traffic Sign/New Sign Request	2
Traffic Signal/Pedestrian Signal Inoperative	2
Traffic Signal/All Signals Dark	2
Animal Care/Wild/Confined	2

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Request Type	Avg. Days To Close
Waste Management/Illegal Dumping	2
Sweeper Request/Sweeper	2
Traffic Signal/Loose	2
Abandoned Vehicles/Dismantled	2
Pavement/Pothole/Sink Hole in Roadway	3
Bridge Complaints/Maintenance	3
Sub-Standard Housing/Other	3
Private Property Complaint/Overflowing Dumpster	3
Traffic Sign/Non-Emergency	3
Priority Housing/Surfacing Sewage	3
Notify Supervisor/Supervisor Dispute (Sorry Tag/Other Issue)	3
Building Permits & Inspections (BPI)/Fence/Retaining Wall	3
Zoning/Mobile Home Zoning Complaint	3
Street Lights/Knock Down	3
Street Lights/Cover Missing/Wires Exposed	3
Missed Service/Recycle	3
Missed Service/Neighborhood Clean Up (NCU)	3
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints	3
Illegal Camp/Occupied	3
Animal Care/Investigation/Barking (Dogs Only)	3
Traffic Investigations/Traffic Safety Related Issues	3
Pavement/Pothole/Paving Needs on Street	3
Missed Service/Green Waste	3
Traffic Signal/Miscellaneous Issues	3
Tree Complaint/Broken/Hanging Tree Limb	3
Missed Service/Garbage	3
Traffic Investigations/Request	3
Barricades/Road End Barricade	3
Notify Supervisor/Green Waste	3
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	3
Pavement/Pothole/Pothole/Chuckhole Repair	4
Street Lights/Light Out	4
Graffiti/Sign	4
Priority Housing/No Hot Water	4
Hazmat/Other	4
Landscape/Vegetation/Request	4
Priority Housing/VOA (Vacant, Open, Accessible) Properties	4
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants on Frontages and Roadside	4
Road Markings/Request for New Legends or Markings	4

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Request Type	Avg. Days To Close
Tree Complaint/Tree Down	4
Missed Service/Non-Regular Service	4
Tree Complaint/Request	4
Zoning/Fence Residential	4
Graffiti/Obscene	4
Landscape/Vegetation/Weed Abatement	4
Street Lights/Cycling On and Off	4
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	4
Street Lights/Lights Out (Group)	5
Sidewalk/Curb, Gutter, and Sidewalk Repair	5
Environmental Health (All Jurisdictions)/Tobacco Sales Complaints	5
Abandoned Vehicles/Wrecked	5
Abandoned Vehicles/Inoperable	5
Landscape/Vegetation/Miscellaneous Vegetation/Tree Calls	5
Encroachment Violation/Other Encroachment Types	5
Environmental Health (All Jurisdictions)/Food Facility Complaint	5
Private Property Vehicle/Non-Operable (Commercial Included)	5
Private Property Complaint/Junk/Rubbish	6
Illegal Camp/Abandoned	6
Street Lights/Miscellaneous	6
Animal Care/Stray/Confined	7
Private Property Complaint/Rooster (in Residential Zone)	7
Animal Care/Investigation/Kennel	7
Encroachment Violation/Basketball Hoop/Garbage Cans	7
Environmental Health (All Jurisdictions)/Smoking Complaint	7
Private Property Vehicle/Other	7
Sub-Standard Housing/Vector Infestation	7
Graffiti/Public Right-of-Way	7
Sub-Standard Housing/Plumbing	7
Street Lights/Noisy	7
Sub-Standard Housing/Structural Defects	8
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	8
Environmental Compliance/Illegal Dumping Unimproved Property	8
Zoning/Other	9
Graffiti/Private Property	9
Pavement/Pothole/Pavement-Other Unknown Maintenance Needs	10
Zoning/10K SQ FT or Smaller-Small Farm Animals	10
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	11
Animal Care/License/ Specimen Pick Up/License Pick-Up	11

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Request Type	Avg. Days To Close
Environmental Compliance/Hazardous Substances	13
Ditches/Culverts/Drainage Problem (Not Ditches or Culverts)	15
Business Licenses/Operating without License	16
Private Property Vehicle/Parked on Lawn	17
Private Property Vehicle/Commercial Vehicle on Property	21
Zoning/Occupied Out-Building	26

Aging of Open Requests

Days	Count
<30	5,492
31 to 60	4,834
61 to 90	1,882
> 91	851

The Oracle Service Cloud reconfiguration and departmental system integration went live on February 25, 2020. The new system is in its infancy. As the system matures, additional data will be included in this report regarding County responsiveness to requests for service.

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.

Resources – 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

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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.

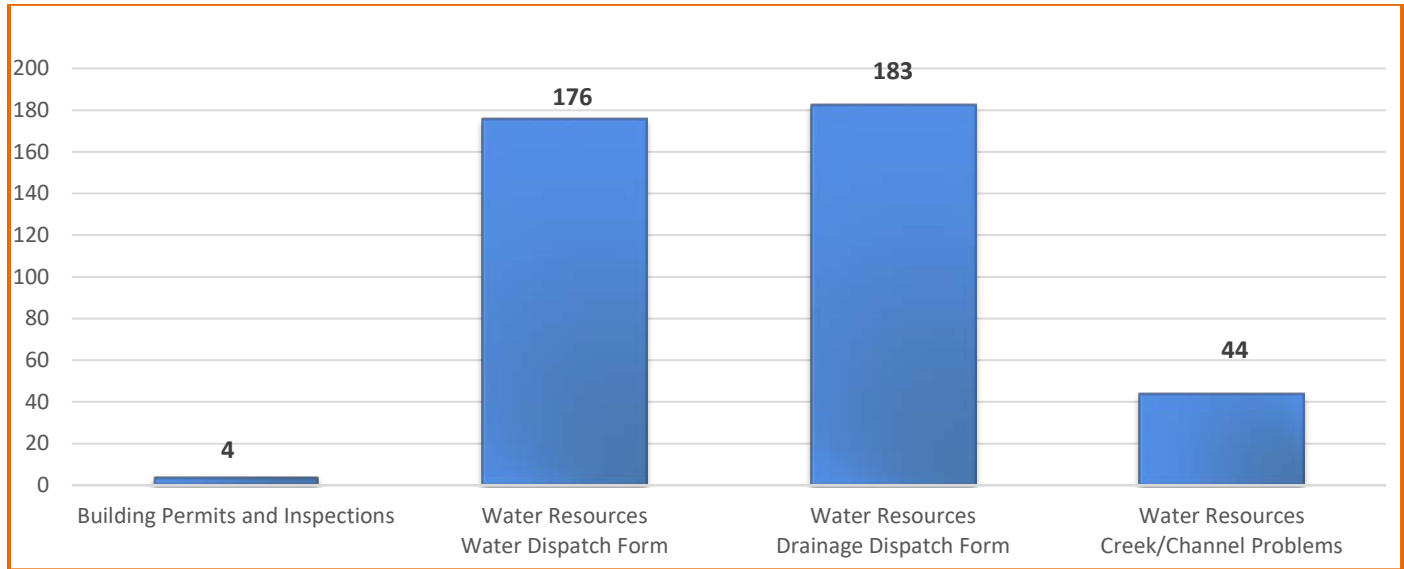
Acronym Glossary

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

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Dispatch Services Request

Public Works and Infrastructure



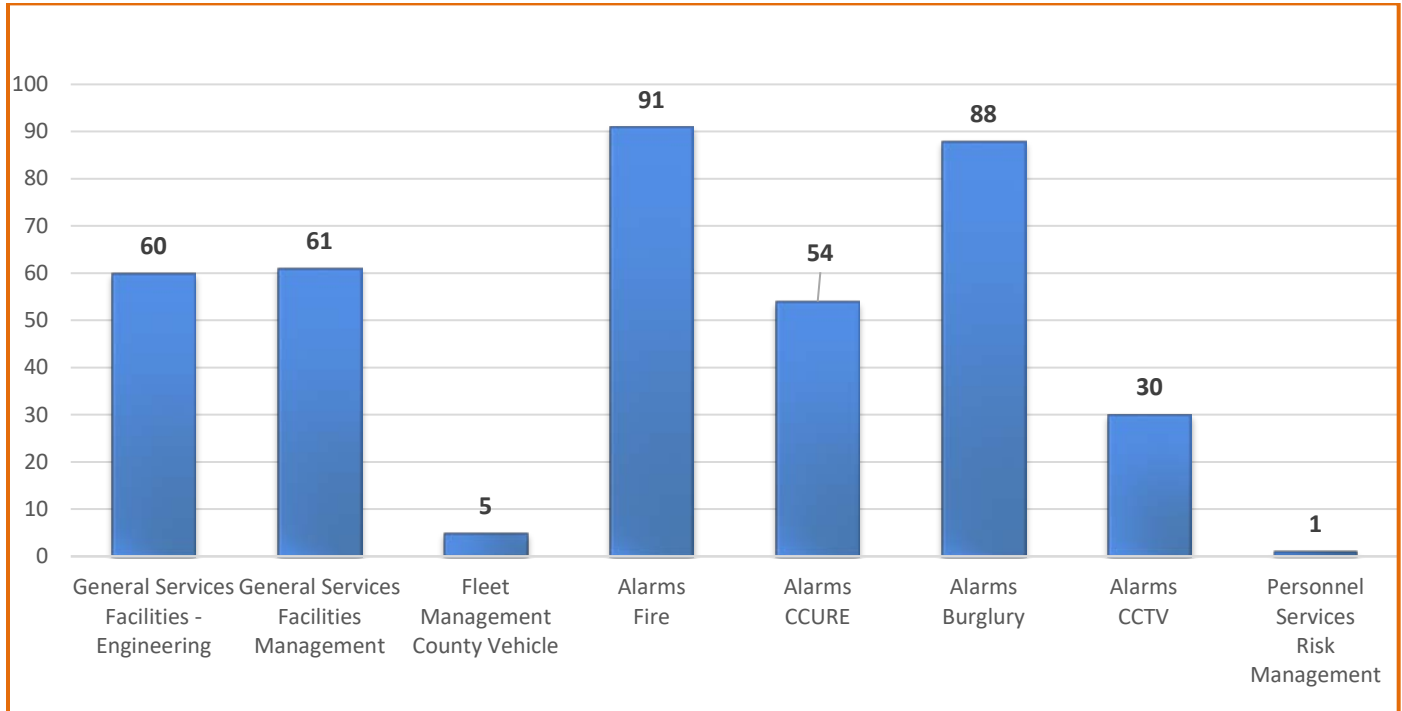
Service Definitions

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.
Water Resources - Creek/Channel Problems	Dispatch Services including Debris in Creek/Channels, Trees Down in Creek/Channels issues, etc.

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Dispatch Services Request

Administrative Services



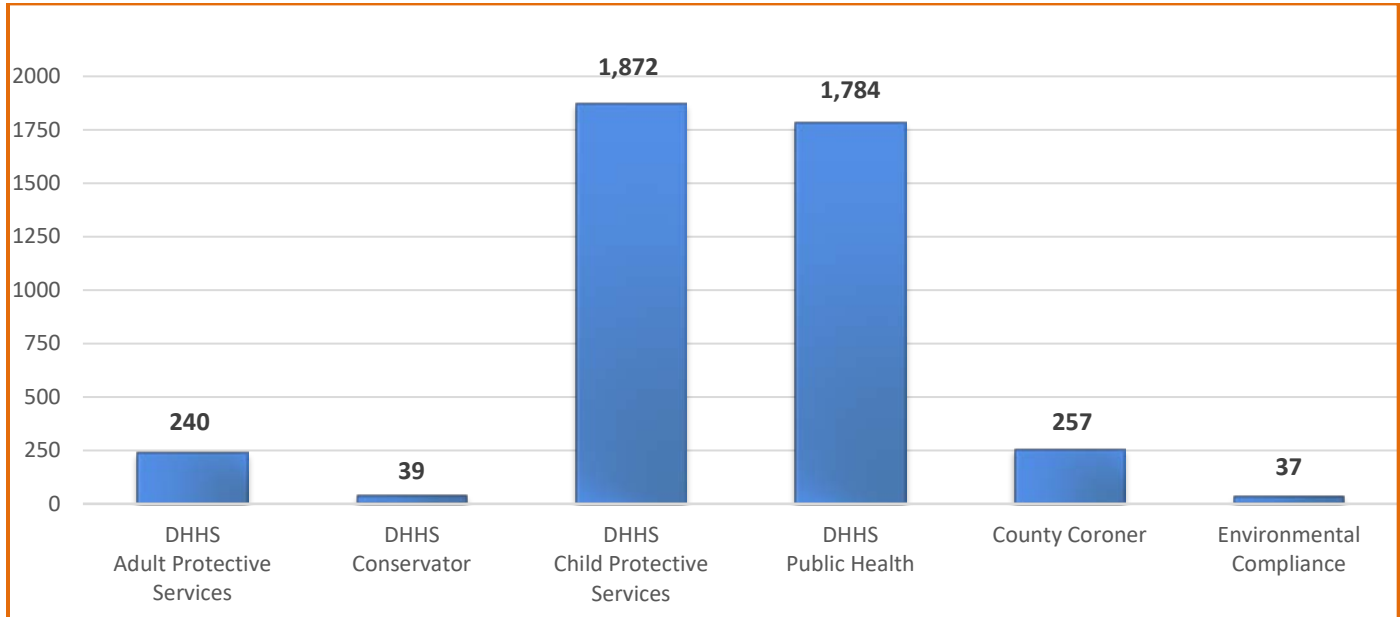
Service Definitions

General Services - Facilities Management	Dispatch Services for Facilities Management staff such as engineer (alarms, reported issues), janitorial, electrical, plumbing, CCURE card readers etc.
Fleet Management - County Vehicle Complaint Form	Dispatch Services for Fleet Management - Complaints about county employees in county issued vehicles such as speeding, illegally parked, reckless driving, 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.

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Dispatch Services Request

Social Services



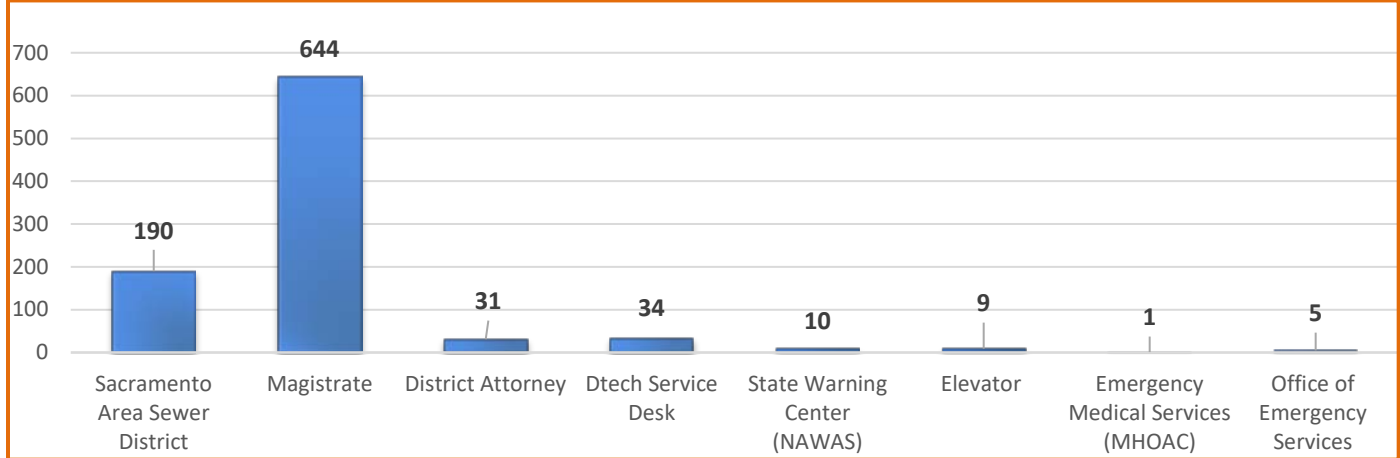
Service Definitions

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.

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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
Emergency Medical Services (MHOAC)	Dispatch Services for 24/7 on-Call Emergency Medical Duty Officer Notification in regards to Medical Facilities requesting assistance such as Hospitals, Mental Health/Skilled Nursing Facilities, Fire Departments, Various County Departments for in progress emergencies or emergency drills.
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