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VISION

To be a County that is safe, prosperous and provides quality public services

MISSION

Improve residents' quality of life by providing cost-effective public services while fostering economic health, regional cooperation and stewardship of community assets

VALUES

- Honesty, integrity and respect for the individual
- Quality Customer Service
- Respect for cultural and ethnic diversity
- Clear communication and transparency
- Efficiency and fiscal responsibility
- Recognition of employee contributions
- Exploration of partnerships and collaboration

Customer Service Report January 01, 2020 – January 31, 2020

Department of the Month

Department: Child Support Services
Director: Terrie Hardy-Porter
Website: <https://childsupportservices.saccounty.net>
Mission: Enhancing the lives of families by pursuing child support with a passion.

Divisions:

Administration:

This unit is responsible for all administrative activities in the department that include the following: budget preparation and management, contract management, facilities, safety and security, emergency management and business continuity plans, fiscal services, purchasing, and inventory management.

Attorney:

The attorney team is responsible for all civil legal work, including case and document preparation and court presentation in the establishment and enforcement of child support orders. The attorney's perform professional legal work involving prosecution of civil actions to establish, modify, and enforce child support obligations.

Court Order Enforcement:

The court order enforcement teams are responsible for ensuring compliance with court ordered child support orders. The division consists of teams that have primary responsibilities in the following areas: collections, special enforcement, review and modification of orders, case management, financial management, early intervention, and intergovernmental case management.

Court Order Establishment:

The court order establishment teams are responsible for the establishment of an order for child support, medical support, and/or the establishment of legal parentage. The division consists of teams that have primary responsibilities in the following areas: case opening, process serving legal documents, legal support, order establishment, and central document processing.

Customer Service and Staff Development

The customer service teams are responsible for the delivery of service to customers who walk and/or call in to the department. The division consists of teams that have primary responsibilities in the following areas: call center response and management, reception/lobby, and handling time sensitive customer issues. The staff development team is responsible for onboard training for new hires and continuous education for veteran staff.

Program Performance and Analysis

The program, performance, and analysis team is responsible for providing the department performance analysis and management. In addition, this team has responsibility for grant application and management and systems administration.

FTE: 324 budgeted positions

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Monthly Statistics

Number of	
• Service request by calls	4,959
• Service request by mobile application	1,229
• Other	554
Service requests opened	6,742
Informational calls	4,028
Transferred calls	7,092
Service request closed	9,030
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	17	184	442	239	187	1,069
Waste Management/Illegal Dumping	91	275	188	139	184	877
Missed Service/Recycle	2	54	181	73	40	350
Pavement/Pothole/Pothole/Chuckhole Repair	6	13	233	71	12	335
Missed Service/Green Waste	3	37	154	53	57	304
Total	119	563	1,198	575	480	2,935

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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	17	186	443	239	188	1,073
Pavement/Pothole/Pothole Chuckhole Repair	24	37	687	258	52	1,058
Waste Management/Illegal Dumping	98	267	186	139	161	851
Missed Service/Recycle	2	54	181	73	40	350
Missed Service/Green Waste	3	37	154	53	57	304
Total	144	581	1,651	762	498	3,636

Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Abandoned Vehicles/Inoperable	18	46	106	46	8	224
Graffiti/Private Property	5	17	78	29	8	137
Pavement/Pothole/Pothole/ Chuckhole Repair	6	22	411	149	45	633
Private Property Complaint/Other	2	27	54	41	26	150
Sidewalk/Sidewalk Obstruction	1	13	60	45	8	127
Total	32	125	709	310	95	1,271

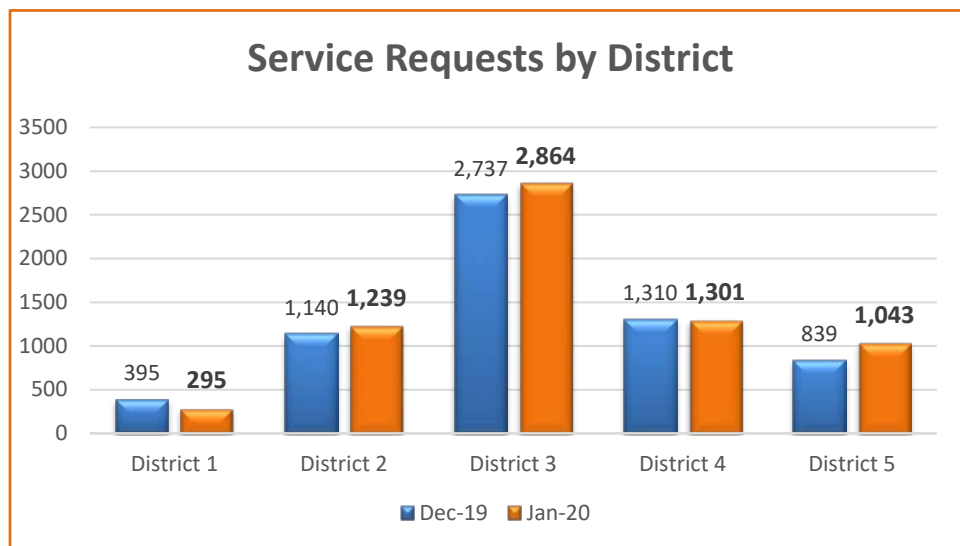
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Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	295
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	1,239
District 3 – Peters <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,864
District 4 – Frost <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	1,301
District 5 – Nottoli <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	1,043
Total	6,742

Monthly Comparison: December 2019 vs. January 2020



Customer Service Report January 01, 2020 – January 31, 2020

Top Service Request Opened by District (> 10 requests)

District 1 - Serna	
Waste Management/Illegal Dumping	91
Missed Service/Garbage	17
Animal Care/Dead Animal	15
Animal Care/Stray/Roam	14
Abandoned Vehicles/Inoperable	13
Street Lights/Street Light Out	12
District 2 – Kennedy	
Waste Management/Illegal Dumping	275
Missed Service/Garbage	184
Missed Service/Recycle	54
Animal Care/Stray/Roam	50
Animal Care/Dead Animal	41
Missed Service/Green Waste	37
Animal Care/Investigations/Barking (Dogs Only)	31
Missed Service/Neighborhood Clean Up (NCU)	30
Abandoned Vehicles/Inoperable	29
Animal Care/Stray/Injured	22
Private Property Complaint/Junk/Rubbish	20
Waste Management/Calendar Request	19
Private Property Complaint/Other	18
Abandoned Vehicles/Wrecked	18
Animal Care/Investigations/Negligence/Cruelty	17
Animal Care/Stray/Confined	14
Shopping Cart/By Vendor	14
Pavement/Pothole/Pothole/Chuckhole Repair	13
Private Property Vehicle/Parked on Lawn	12
Animal Care/Owned/Nuisance (Dog Only)	11
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	11
Environmental Compliance/EMD On-Call Hazmat	10
Animal Care/Stray/Aggressive - Happening Now	10
District 3 – Peters	
Missed Service/Garbage	436
Pavement/Pothole/Pothole/Chuckhole Repair	233

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Waste Management/Illegal Dumping	188
Missed Service/Recycle	181
Missed Service/Green Waste	154
Animal Care/Dead Animal	129
Animal Care/Investigations/Barking (Dogs Only)	96
Abandoned Vehicles/Inoperable	83
Missed Service/Neighborhood Clean Up (NCU)	61
Private Property Complaint/Junk/Rubbish	57
Animal Care/Stray/Roam	51
Animal Care/Investigations/Negligence/Cruelty	46
Abandoned Vehicles/Wrecked	44
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	39
Graffiti/Private Property	37
Street Lights/Street Light Out	36
Animal Care/Owned/Nuisance (Dog Only)	31
Animal Care/Stray/Injured	30
Private Property Complaint/Other	30
Animal Care/Stray/Confined	26
Waste Management/Calendar Request	26
Encroachment Violations/Basketball Hoop/Garbage Cans	24
Animal Care/Owned/Aggressive - Not Happening Now	23
Animal Care/Stray/Aggressive - Happening Now	21
Sub-Standard Housing/Other	20
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	20
Private Property Vehicle/Non-Operable (Commercial Included)	20
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	19
Sidewalk/Sidewalk Obstruction	18
Regional Parks/Trash and Debris	18
Traffic Signal/Traffic Signal Miscellaneous Issues	18
Animal Care/Wild/Injured	17
Animal Care/Assist (On-Scene Only)/Police/Sheriff	17
Notify Supervisor/Garbage	17
Shopping Cart/By Vendor	16
Private Property Vehicle/Parked on Lawn	16
Sidewalk/Curb, Gutter and Sidewalk Repair	15

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Abandoned Vehicles/Dismantled	15
Traffic Signal/Traffic Signal Flashing Red	15
Regional Parks/Illegal Camp	14
Animal Care/Investigations/Animal Left in Vehicle	14
Traffic Sign/New Sign Request	14
Animal Care/Stray/Traffic	13
Animal Care/Investigations/Bite - Not Happening Now	13
Private Property Complaint/Vacant, Unmaintained - Resident	12
Environmental Health (All Jurisdictions)/Food Facility Complaint	12
Traffic Signal/All Signals Dark	11
Traffic Signal/Traffic Signal Cycling Problem	11
Notify Supervisor/Recycle	11
Environmental Compliance/EMD On-Call Hazmat	11
Graffiti/Public Right-of-Way	10
Animal Care/Owned/Aggressive - Happening Now	10
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	10
Traffic Signal/Traffic Signal Long Red	10
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) – Immediately	10
District 4 – Frost	
Missed Service/Garbage	238
Waste Management/Illegal Dumping	139
Missed Service/Recycle	73
Pavement/Pothole/Pothole/Chuckhole Repair	71
Animal Care/Dead Animal	64
Missed Service/Green Waste	53
Animal Care/Stray/Roam	40
Animal Care/Investigations/Barking (Dogs Only)	37
Missed Service/Neighborhood Clean Up (NCU)	36
Animal Care/Investigations/Negligence/Cruelty	29
Shopping Cart/By Vendor	28
Abandoned Vehicles/Inoperable	27
Private Property Complaint/Other	24
Private Property Complaint/Junk/Rubbish	21
Animal Care/Stray/Confined	21
Street Lights/Street Light Out	17
Abandoned Vehicles/Wrecked	15

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Environmental Compliance/EMD On-Call Hazmat	13
Notify Supervisor/Garbage	13
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) – Immediately	13
Animal Care/Owned/Nuisance (Dog Only)	13
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	13
Animal Care/Owned/Aggressive - Not Happening Now	12
Animal Care/Owned/Aggressive - Happening Now	11
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	10
Waste Management/Calendar Request	10
Private Property Vehicle/Parked on Lawn	10
District 5 – Nottoli	
Missed Service/Garbage	185
Waste Management/Illegal Dumping	184
Missed Service/Green Waste	57
Animal Care/Dead Animal	42
Animal Care/Stray/Roam	40
Missed Service/Recycle	40
Missed Service/Neighborhood Clean Up (NCU)	31
Animal Care/Assist (On-Scene Only)/Police/Sheriff	22
Animal Care/Stray/Confined	20
Animal Care/Investigations/Negligence/Cruelty	19
Environmental Compliance/EMD On-Call Hazmat	17
Animal Care/Stray/Traffic	15
Private Property Complaint/Other	14
Notify Supervisor/Garbage	14
Pavement/Pothole/Pothole/Chuckhole Repair	12
Animal Care/Owned/Nuisance (Dog Only)	11
Private Property Complaint/Junk/Rubbish	10
Animal Care/Investigations/Barking (Dogs Only)	10

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Average Number of Days to Close a Service Request

Request Type	Avg. Days To Close
Animal Care/Investigations/Barking (Dogs Only)	1
Animal Care/Owned/Nuisance (Dog Only)	1
Graffiti/Sign	1
Animal Care/Owned/Aggressive - Not Happening Now	1
Animal Care/Stray/Roam	1
Animal Care/Wild/Confined	1
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	1
Other/Miscellaneous Services/Parking Enforcement	1
Animal Care/Investigations/Tethered	1
Environmental Compliance/Hazardous Substances	1
Animal Care/Investigations/Negligence/Cruelty	2
Animal Care/Investigations/Illegal Sales	2
Waste Management/Illegal Dumping	3
Animal Care/Stray/Confined	3
Barricades/Road End Barricade	4
Private Property/Vehicle for Sale on Vacant Lot	4
Business Licenses/Business Operating Without License	4
Animal Care/Investigations/Kennel	4
Waste Management/Missed Sweeper Request	5
Waste Management/Calendar Request	5
Ditches/Culverts/Off Road - Other Unknown Maintenance Needs	5
Waste Management/Report Scavenging	6
Environmental Health (All Jurisdictions)/Early Morning Noise Complaint	7
Waste Management Truck	7
Environmental Health (All Jurisdictions)/Public Pool Complaint	7
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	7
Regional Parks/Illegal Activity	8
Barricades/Needed for Emergency, Barricade-End-Sidewalk End	8
Street Lights/Street Light Shield Issue	11
Environmental Health (All Jurisdictions)/Food Facility Complaint	12
Street Lights/Street Light Cover Missing/Wires Exposed	14
Hazmat/Hazmat	15
Hazmat/Hydraulic Spill	15
Traffic Signal/Traffic Signal Knock Down	16
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	16
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	17

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Request Type	Avg. Days To Close
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) – Immediately	18
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) - Immediately	20
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	20
Street Lights/Street Light Cycling On and Off	22
Bridge Complaints/Bridge Maintenance, Fence & Guard Rail Repair	22
Aggregate Dumping/Trash Pick Up/Soundwall Clean Up	22
Traffic Signal/Traffic Signal Flashing Red	23
Traffic Signal/Traffic Signal Light Out	23
Traffic Signal/Traffic Signal Long Red	23
Aggregate Dumping/Trash Pick Up/Illegal Dumping	23
Graffiti/Private Property	25
Traffic Signal/All Signals Dark	25
Bridge Complaints/Guard Rail that is not Attached to a Bridge	25
Street Lights/Street Light Out	27
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	28
Traffic Signal/Traffic Signal Cycling Problem	29
Street Lights/Street Light or Pole Damaged	29
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants	29
Street Lights/Street Light Miscellaneous Problem	29
Traffic Sign/Street Name Sign Missing or Down	30
Graffiti/Public Right-of-Way	30
Traffic Signal/Traffic Signal Detection Problem	31
Street Lights/Street Light Dim	32
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	33
Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation	33
Street Lights/Group of Street Lights Out	33
Ditches/Culverts/Miscellaneous Flooding	33
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	34
Traffic Sign/Graffiti	35
Abandoned Vehicles/Inoperable	36
Barricades/Road Flooding	37
Traffic Signal/Damaged, Loose or Turned Signal Head	37
Priority Housing/Total Lack of Heat	37
Private Property Complaint/Illegal Signage - Balloons	40
Traffic Signal/Traffic Signal Short Green	40
Abandoned Vehicles/Dismantled	40
Aggregate Dumping/Trash Pick Up/Trash Pick Up (Larger Items)	41

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Request Type	Avg. Days To Close
Ditches/Culverts/Ditch Cleaning	41
Ditches/Culverts/Drainage Problem	41
Abandoned Vehicles/Wrecked	41
Tree Complaint/Tree Obstructing County Sign/Pole	42
Street Lights/Street Light Knock Down	43
Traffic Signal/Pedestrian Signal Inoperative	44
Traffic Signal/Traffic Signal Miscellaneous Issues	45
Traffic Investigations/Speeding/New Speed Bumps	45
Tree Complaint/Tree Limb Down Obstructing Bike Lane or Sidewalk	46
Pavement/Pothole/Pothole/Chuckhole Repair	49
Bridge Complaints/Soundwall Repair	50
Regional Parks/Illegal Camp	51
Priority Housing/No Hot Water	53
Encroachment Violations/Basketball Hoop / Garbage Cans	56
Zoning/Rooster (in Residential Zone)	56
Sub-Standard Housing/Structural Defects	58
Landscape/Vegetation/Miscellaneous Vegetation Calls	58
Priority Housing/Surfacing Sewage	59
Private Property Complaint/Illegal Signage - Other	61
Tree Complaint/Miscellaneous Tree Calls	61
Sub-Standard Housing/Plumbing	63
Landscape/Vegetation/Cleaning of Vegetation and Debris from Soundwall	63
Sub-Standard Housing/Roof Leak	64
Private Property Complaint/Overflowing Dumpster	65
Private Property Complaint/Vacant, Unmaintained - Commercial	65
Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	66
Private Property Vehicle/Non-Operable (Commercial Included)	66
Sub-Standard Housing/Rodent Harborage	67
Private Property Vehicle/Other	67
Traffic Sign/New Sign Request	69
Sub-Standard Housing/Other	71
Private Property Vehicle/Parked on Lawn	73
Private Property Complaint/Junk/Rubbish	74
Priority Housing/VOA (Vacant, Open, Accessible) Properties	74
Private Property Complaint/Other	75
Sub-Standard Housing/Electrical Malfunction	76
Traffic Investigations/Parking Restriction/No Parking Sign	76
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	76
Marijuana Cultivation	76

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Request Type	Avg. Days To Close
Pavement/Pothole/Sunken Spot on Roadway	78
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	80
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	84
Private Property Complaint/Illegal Signage - Pennants	85
Private Property Complaint/Vacant, Unmaintained - Resident	87
Traffic Investigations/Crosswalks (New)	88
Priority Housing/Collapsing Building Roof or Ceiling	89
Private Property Vehicle/Occupied Mobile Homes/Trailers	90
Sidewalk/Sidewalk Obstruction	91
Traffic Investigations/Traffic Safety Related Issues	93
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	94
Pavement/Pothole/Paving Needed on Street	94
Sub-Standard Housing/Vector Infestation	96
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	97
Sub-Standard Housing/HVAC Issues (must be part of heating and cooling unit)	99
Ditches/Culverts/Shoulder Erosion/Drop-Off/Repair	101
Tree Complaint/Tree or Vegetation Obstructing Sidewalk	101
Tree Complaint/Tree Obstructing Illumination of County Street Light	102
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	104
Zoning/Bee Keeping	104
Sub-Standard Housing/Broken Window(s)	105
Occupied Out-Building/Garage/Shed/Other	106
Regional Parks/Trash and Debris	108
Regional Parks/Other	108
Tree Complaint/Request for Arden Park Ash Tree Removal and Replace	111
Sub-Standard Housing/Deteriorated Floors	113
Zoning/Mobile Home Zoning Complaint	120
Sidewalk/Curb, Gutter and Sidewalk Repair	130
Tree Complaint/Request to Abate a Visibility Obstruction by Tree	144
Sidewalk/Tree or Vegetation Obstructing Sidewalk	149
Landscape/Vegetation/Vegetation Obstructing Sidewalks	153
Traffic Investigations/New Sign Request	155
Landscape/Vegetation/Request to Abate Debris or Vegetation on Sidewalks	160
Road Markings/Request for New Legends or Markings	171
Mowing/Spraying - Weed Abatement/Requesting for Weed Abatement within County Right	173
Road Markings/Missing and Faded	181

**Customer Service Report
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Request Type	Avg. Days To Close
Tree Complaint/Tree Obstructing County Signal Pole Light Head	185
Encroachment Violations/Signs that Block View or Path	190
Landscape/Vegetation/Request to Abate Debris or Vegetation on County Bike Lane	193
Mowing/Spraying - Weed Abatement/Maintain Roadside Vegetation by Mowing or Spraying	203
Regional Parks/Maintenance Request	238
Sidewalk/Request for New Sidewalk (Traffic Investigation)	263
Encroachment Violations/Other Encroachment Types	266
Traffic Investigations/Request for New Sidewalk (Traffic Investigations)	338
Encroachment Violations/Visibility Obstructions (Non-Vegetation)	657

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Aging of Open Requests

Days	Count
< 30	1,296
31 to 60	267
61 to 90	151
> 91	1,929

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.

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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.

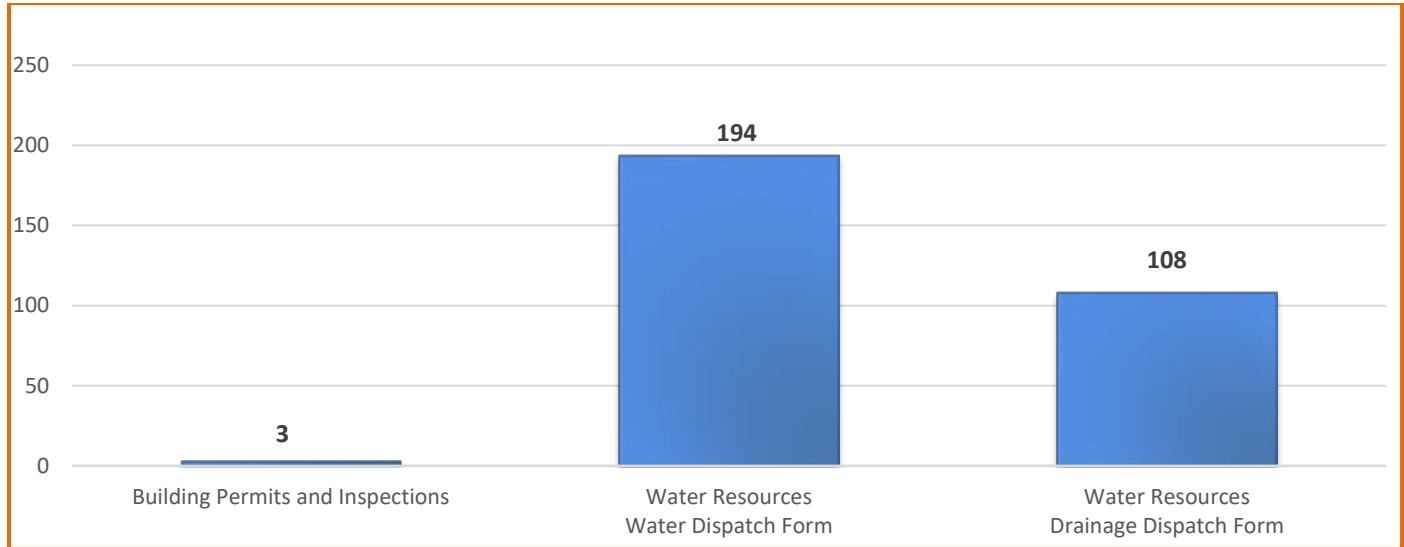
Acronym Glossary

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

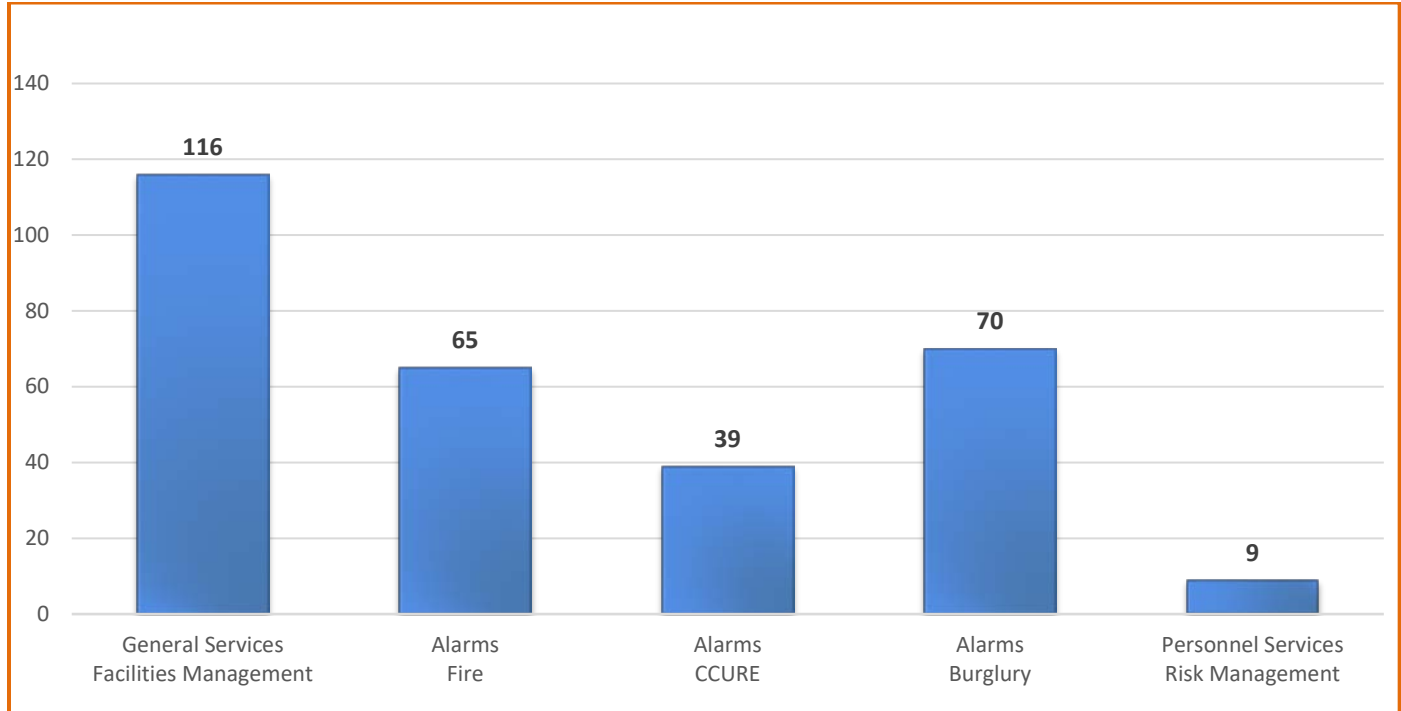


Service Definitions	
Building Permits and Inspections	On-call emergency building inspections for either residential or commercial properties in regards to plumbing, mechanical, electrical, or structural inspections
Water Resources - Water Dispatch Form	Dispatch Services including fire hydrant, odor/taste/color, 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.

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Dispatch Services Request

Administrative Services



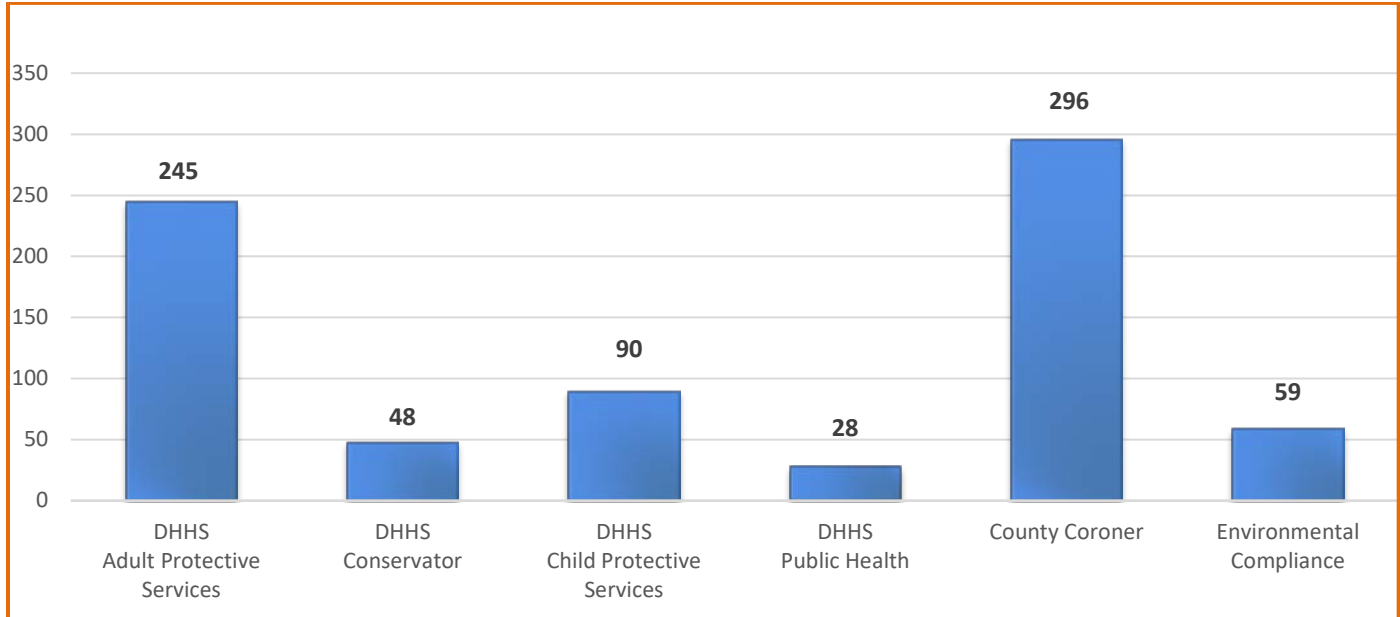
Service Definitions

General Services - Facilities Management	Dispatch Services for Facilities Management staff such as engineer (alarms, reported issues), janitorial, electrical, plumbing, CCURE card readers etc.
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



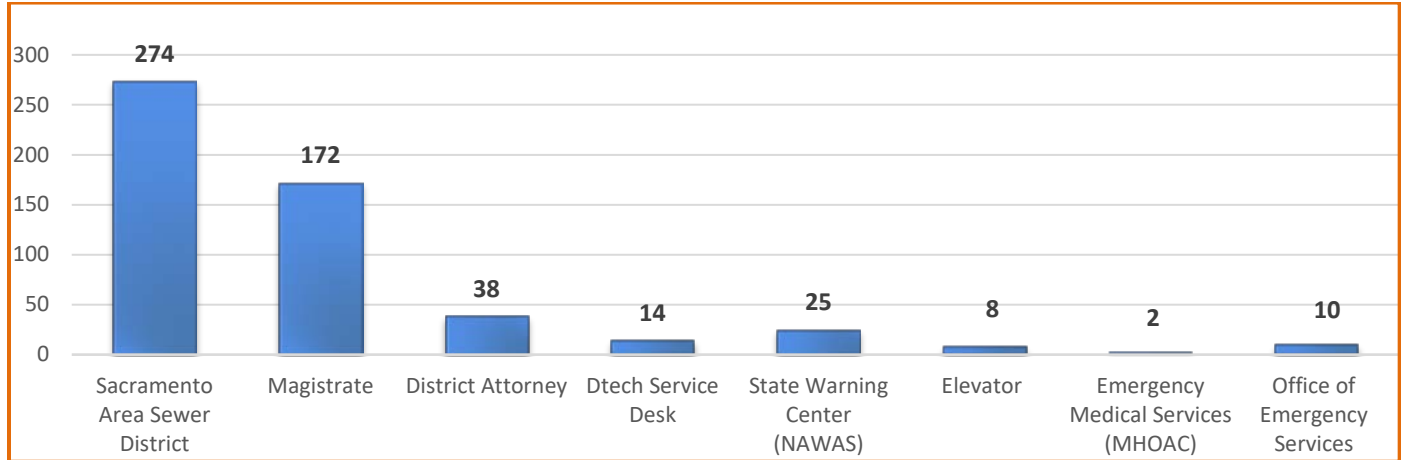
Service Definitions

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