

**MONTHLY  
CUSTOMER  
SERVICE  
REPORT**

SACRAMENTO  
COUNTY

**SERVICE REQUESTS AND STATISTICS**

AUGUST 1, 2019 – AUGUST 31, 2019



SAC COUNTY

**311**

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

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# Customer Service Report

## August 1, 2019 – August 31, 2019

### Department of the Month

**Department:** Health Services  
**Director:** Dr. Peter Beilenson  
**Website:** <http://www.dhs.saccounty.net/Pages/DHS-Home.aspx>

**Mission:** To deliver health, and behavioral health services and programs, which work to assure optimal health, improve well-being, and increase access to services for individuals and families in Sacramento County.

#### Divisions:

##### Administration

- **Units:** Budget Management; Contract Management; Fiscal Services; Information Services; Management Services; Program Compliance; Quality Assurance

##### Behavioral Health

- **Units:** Adult/Child Mental Health Services (Access Teams, Community Support Teams, Mobile Crisis Support Teams, Mental Health Treatment Center, Mental Health Quality Improvement, Mental Health Services Act Steering Committee); Alcohol & Drug Prevention & Treatment Services (Recovery, Prevention, System of Care, Youth-Specific, Opioid/Meth Coalitions); Behavioral Health Services are delivered through a combination of County operated and provider contracts

##### Primary Health

- **Units:** Sacramento County Health Center (UC Davis Partnership for Comprehensive Primary Care, Behavioral Health and designated Specialty Services for Medi-Cal Eligible, Including: Healthy Partners, Refugee Clinic, Radiology, Lab, Homeless Healthcare Access/Navigation); Emergency Medical Services (Oversight of EMS Personnel, Regulate EMS Provider Performance, Medical Control Advisory); Pharmacy and Support Services; Women Infants and Children (Supplemental Nutrition Program); Adult Correctional Health; and Juvenile Correctional Health

##### Public Health

- **Units:** Disease Control and Surveillance (Epidemiology, Public Health Laboratory, Vital Statistics); Health Education (Prevention Programs: HIV/STD, Lead Poisoning, Obesity, Dental Disease, Stigma, Tobacco); Care Coordination and Medical Case Management (California Children's Services, TB Chest Clinic, Every Smile Counts, Ryan White HIV Care & Treatment); Children and Family Services (African American Perinatal, Black Infant Health, Child Health & Disability Prevention, Comprehensive Perinatal Services, Foster/CPS Nursing, Public Health Nurse Family Partnership)

##### Department of Health Services IT Support

- **Units:** Business Support (Business Analysis, Project Management, EHR Systems Support, Vendor Support); Applications Support (Applications Development, Health Information Exchange and Database Support, Interfaces, Reporting Services); Field Services (Desktop, Laptop, Facilities IT/Network, Field Equipment); All DTech Positions

**FTE: 1,037.5 Total;** Admin 50; Behavioral 464.4; Primary 306.7; Public 216.4

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

### Monthly Statistics

Number of	
• Service request by calls	4,910
• Service request by mobile application	1,088
• Other	607
Service requests opened	6,605
Informational calls	4,141
Transferred calls	8,891
Service request closed	6,171
Average days to close service request	10

### Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	22	167	483	245	92	1,009
Waste Management/Illegal Dumping	105	270	233	106	135	849
Missed Service/Recycle	5	63	181	74	25	348
Animal Care/Dead Animal	9	56	101	46	52	264
Missed Service/Green Waste	6	53	131	50	23	263
<b>Total</b>	<b>147</b>	<b>609</b>	<b>1,129</b>	<b>521</b>	<b>327</b>	<b>2,733</b>

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

### Monthly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	22	167	483	246	93	1,011
Waste Management/Illegal Dumping	105	291	246	102	146	890
Missed Service/Recycle	5	63	181	74	25	348
Missed Service/Green Waste	6	53	131	50	23	263
Animal Care/Dead Animal	5	52	97	46	52	252
<b>Total</b>	<b>143</b>	<b>626</b>	<b>1,138</b>	<b>518</b>	<b>339</b>	<b>2764</b>

### Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Abandoned Vehicles/Inoperable	32	67	194	103	21	417
Pavement/Pothole/Pothole/Chuckhole Repair	9	18	422	127	37	613
Private Property Complaint/Junk/Rubbish	18	110	227	119	47	521
Private Property Complaint/Other	14	98	214	120	48	494
Private Property Vehicle/Parked on Lawn	6	48	101	66	27	248
<b>Total</b>	<b>79</b>	<b>341</b>	<b>1,158</b>	<b>535</b>	<b>180</b>	<b>2293</b>

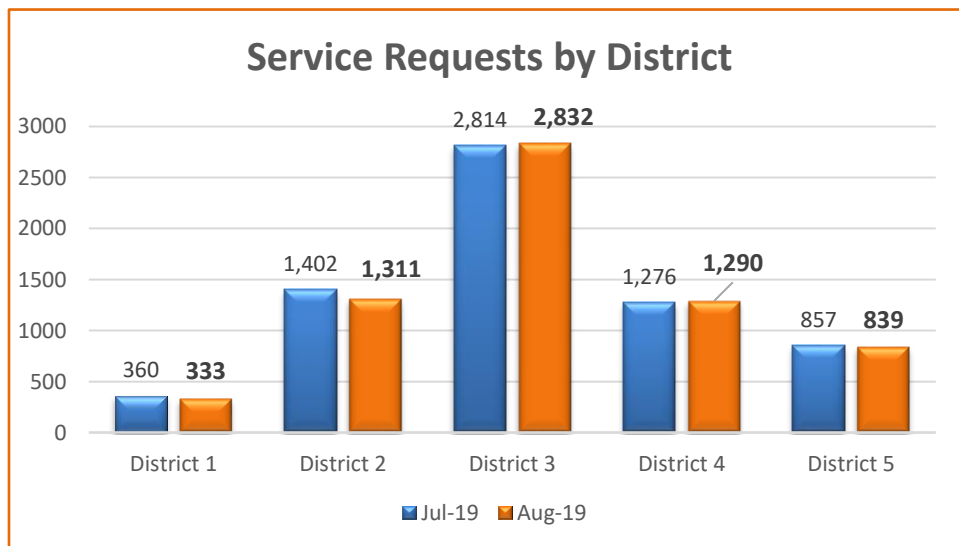
# Customer Service Report August 1, 2019 – August 31, 2019

## Board of Supervisor District Information

### Service Requests by District

District	Count
<b>District 1 – Serna</b> <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	333
<b>District 2 – Kennedy</b> <i>(Parkway, Lemon Hill, Florin)</i>	1,311
<b>District 3 – Peters</b> <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,832
<b>District 4 – Frost</b> <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	1,290
<b>District 5 – Nottoli</b> <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	839
<b>Total</b>	<b>6,605</b>

## Monthly Comparison: July 2019 vs. August 2019



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

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

<b>District 1 - Serna</b>	
Waste Management/Illegal Dumping	105
Missed Service/Garbage	22
Abandoned Vehicles/Inoperable	19
Environmental Compliance/EMD On-Call Hazmat	12
<b>District 2 – Kennedy</b>	
Waste Management/Illegal Dumping	269
Missed Service/Garbage	167
Missed Service/Recycle	63
Animal Care/Dead Animal	56
Missed Service/Green Waste	53
Abandoned Vehicles/Inoperable	48
Animal Care/Stray/Roam	45
Private Property Complaint/Junk/Rubbish	38
Private Property Complaint/Other	30
Animal Care/Investigations/Barking (Dogs Only)	28
Abandoned Vehicles/Wrecked	22
Animal Care/Investigations/Negligence/Cruelty	20
Notify Supervisor/Recycle	19
Animal Care/Owned/Aggressive - Not Happening Now	18
Abandoned Vehicles/Dismantled	15
Animal Care/Stray/Confined	15
Animal Care/Stray/Injured	14
Private Property Vehicle/Parked on Lawn	13
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	13
Notify Supervisor/Garbage	12
Encroachment Violations/Basketball Hoop/Garbage Cans	11
Street Lights/Street Light Out	11
Environmental Compliance/EMD On-Call Hazmat	11
Missed Service/Neighborhood Clean Up (NCU)	11
Animal Care/Owned/Nuisance (Dog Only)	10
Environmental Health (All Jurisdictions)/Food Facility Complaint	10
Animal Care/Assist (On-Scene Only)/Police/Sheriff	10
Pavement/Pothole/Pothole/Chuckhole Repair	10



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

Animal Care/Owned/Aggressive - Happening Now	10
<b>District 3 – Peters</b>	
Missed Service/Garbage	477
Waste Management/Illegal Dumping	233
Missed Service/Recycle	180
Missed Service/Green Waste	131
Pavement/Pothole/Pothole/Chuckhole Repair	105
Animal Care/Dead Animal	99
Abandoned Vehicles/Inoperable	80
Animal Care/Investigations/Barking (Dogs Only)	77
Private Property Complaint/Junk/Rubbish	66
Animal Care/Stray/Roam	56
Private Property Complaint/Other	53
Animal Care/Stray/Injured	43
Animal Care/Investigations/Negligence/Cruelty	41
Abandoned Vehicles/Wrecked	33
Graffiti/Private Property	32
Notify Supervisor/Garbage	30
Missed Service/Neighborhood Clean Up (NCU)	28
Animal Care/Wild/Injured	27
Animal Care/Owned/Aggressive - Not Happening Now	27
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	27
Animal Care/Stray/Sick	25
Private Property Vehicle/Parked on Lawn	25
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	23
Animal Care/Stray/Confined	22
Tree Complaint/Miscellaneous Tree Calls	21
Traffic Signal/Traffic Signal Miscellaneous Issues	20
Private Property Vehicle/Non-Operable (Commercial Included)	20
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	20
Street Lights/Street Light Out	19
Abandoned Vehicles/Dismantled	19
Encroachment Violations/Basketball Hoop/Garbage Cans	18
Animal Care/Owned/Nuisance (Dog Only)	18
Traffic Sign/New Sign Request	18



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

Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway,	17
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	17
Traffic Signal/Traffic Signal Flashing Red	16
Traffic Investigations/Speeding/New Speed Bumps	15
Shopping Cart/By Vendor	15
Pavement/Pothole/Paving Needed on Street	15
Notify Supervisor/Recycle	15
Animal Care/Wild/Trapped	15
Traffic Signal/Traffic Signal Cycling Problem	14
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) – Immediately	14
Sidewalk/Curb, Gutter and Sidewalk Repair	14
Sidewalk/Sidewalk Obstruction	14
Animal Care/Investigations/Abandoned Animal	13
Animal Care/Investigations/Bite - Not Happening Now	13
Animal Care/Assist (On-Scene Only)/Police/Sheriff	13
Notify Supervisor/Green Waste	13
Animal Care/Wild/Sick	13
Animal Care/Investigations/Animal Left in Vehicle	12
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	12
Sub-Standard Housing/Other	12
Private Property Complaint/Vacant, Unmaintained - Resident	11
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) – Immediately	11
Traffic Sign/Street Name Sign Missing or Down	11
Traffic Signal/Traffic Signal Light Out	10
Waste Management/Calendar Request	10
Environmental Health (All Jurisdictions)/Food Facility Complaint	10
Regional Parks/Maintenance Request	10
<b>District 4 – Frost</b>	
Missed Service/Garbage	245
Waste Management/Illegal Dumping	104
Missed Service/Recycle	72
Missed Service/Green Waste	50
Animal Care/Investigations/Barking (Dogs Only)	48
Animal Care/Dead Animal	46

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

Private Property Complaint/Other	42
Private Property Complaint/Junk/Rubbish	42
Abandoned Vehicles/Inoperable	33
Animal Care/Stray/Roam	32
Pavement/Pothole/Pothole/Chuckhole Repair	30
Animal Care/Investigations/Negligence/Cruelty	29
Sidewalk/Sidewalk Obstruction	26
Animal Care/Stray/Confined	17
Animal Care/Owned/Aggressive - Not Happening Now	16
Graffiti/Private Property	16
Private Property Vehicle/Parked on Lawn	15
Notify Supervisor/Garbage	13
Animal Care/Stray/Injured	13
Abandoned Vehicles/Dismantled	12
Animal Care/Owned/Nuisance (Dog Only)	11
Shopping Cart/By Vendor	11
Animal Care/Wild/Injured	11
Abandoned Vehicles/Wrecked	11
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	10
Animal Care/Stray/Sick	10
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	10
<b>District 5 – Nottoli</b>	
Waste Management/Illegal Dumping	135
Missed Service/Garbage	92
Animal Care/Dead Animal	52
Pavement/Pothole/Pothole/Chuckhole Repair	37
Animal Care/Stray/Roam	32
Missed Service/Recycle	25
Missed Service/Green Waste	23
Animal Care/Investigations/Negligence/Cruelty	21
Abandoned Vehicles/Inoperable	17
Private Property Complaint/Other	15
Animal Care/Stray/Confined	14
Environmental Compliance/EMD On-Call Hazmat	14
Missed Service/Neighborhood Clean Up (NCU)	13

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

Animal Care/Stray/Injured	13
Traffic Signal/Traffic Signal Flashing Red	12
Private Property Complaint/Junk/Rubbish	11
Notify Supervisor/Garbage	11
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	11
Animal Care/Investigations/Barking (Dogs Only)	10
Graffiti/Private Property	10
Animal Care/Owned/Aggressive - Not Happening Now	10
Animal Care/Stray/Traffic	10

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

Request Type	Avg. Days To Close
Animal Care/Owned/Nuisance (Dog Only)	1
Animal Care/Investigations/Illegal Sales	1
Abandoned Vehicles/Dismantled	1
Animal Care/Stray/Confined	1
Animal Care/Investigations/Negligence/Cruelty	1
Abandoned Vehicles/Wrecked	1
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	2
Animal Care/Investigations/Kennel	2
Animal Care/Investigations/Barking (Dogs Only)	2
Waste Management/Illegal Dumping	3
Private Property Vehicle/Other	3
Regional Parks/Other	3
Waste Management/Missed Sweeper Request	4
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	4
Abandoned Vehicles/Inoperable	4
Private Property Complaint/Vacant, Unmaintained - Resident	4
Private Property Vehicle/Parked on Lawn	4
Regional Parks/Illegal Activity	4
Sub-Standard Housing/Other	4
Sub-Standard Housing/Plumbing	5
Zoning/Rooster (in Residential Zone)	5
Environmental Compliance/Illegal Dumping Unimproved Property	6
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	6
Outside Agency/Landlord/Tenant Disputes (Fair Housing)	7
Zoning/Marijuana (If wish to remain anonymous must refer)	7

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

Request Type	Avg. Days To Close
Environmental Compliance/Hazardous Substances	7
Environmental Health (All Jurisdictions)/Public Pool Complaint	7
Hazmat/Hydraulic Spill	7
Sub-Standard Housing/Rodent Harborage	7
Private Property Complaint/Junk/Rubbish	8
Sub-Standard Housing/Deteriorated Floors	9
Private Property Complaint/Illegal Signage – Other	9
Private Property Complaint/Other	9
Traffic Signal/Pedestrian Signal Inoperative	9
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) - Immediately	10
Occupied Out-Building/Garage/Shed/Other	10
Fence/Missing Fence in/at/for Multi-Family Complex	10
Traffic Signal/Traffic Signal Flashing Red	11
Traffic Signal/All Signals Dark	11
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	11
Mowing/Spraying - Weed Abatement/Maintain Roadside Vegetation by Mowing or Spraying	11
Barricades/Needed for Emergency, Barricade-End-Sidewalk End	11
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) – Immediately	11
Waste Management/Report Scavenging	11
Sub-Standard Housing/HVAC Issues (must be part of heating and cooling unit)	12
Sub-Standard Housing/Vector Infestation	12
Private Property Vehicle/Occupied Mobile Homes/Trailers	12
Landscape/Vegetation/Miscellaneous Vegetation Calls	13
Traffic Signal/Traffic Signal Long Red	13
Street Lights/Street Light Miscellaneous Problem	13
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	13
Private Property Complaint/Overflowing Dumpster	13
Private Property Complaint/Illegal Signage - A-Frames	13
Private Property Complaint/Illegal Signage - Flags	13
Private Property Complaint/Vacant, Unmaintained - Commercial	14
Hazmat/Hazmat	14
Traffic Sign/Graffiti	14
Bridge Complaints/Bridge Maintenance, Fence & Guard Rail Repair	14
Tree Complaint/Tree Limb Down Obstructing Bike Lane or Sidewalk	14
Traffic Signal/Traffic Signal Detection Problem	14
Traffic Signal/Traffic Signal Light Out	15
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	15

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

Request Type	Avg. Days To Close
Zoning/Bee Keeping	15
Aggregate Dumping/Trash Pick Up/Illegal Dumping	15
Sub-Standard Housing/Electrical Malfunction	15
Traffic Signal/Traffic Signal Short Green	16
Regional Parks/Illegal Camp	16
Aggregate Dumping/Trash Pick Up/Visual Blight-Trash and Homeless Camp Clean Up	18
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	18
Traffic Signal/Traffic Signal Cycling Problem	18
Environmental Health (All Jurisdictions)/Food Facility Complaint	18
Graffiti/Private Property	20
Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation	20
Private Property Vehicle/Non-Operable (Commercial Included)	20
Street Lights/Street Light Cycling On and Off	21
Graffiti/Public Right-of-Way	22
Tree Complaint/Miscellaneous Tree Calls	22
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants	22
Tree Complaint/Tree Obstructing County Sign/Pole	22
Sidewalk/Sidewalk Obstruction	23
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	23
Graffiti/Sign	26
Mowing/Spraying - Weed Abatement/Requesting for Weed Abatement within County Right-	27
Aggregate Dumping/Trash Pick Up/Trash Pick Up (Larger Items)	27
Traffic Signal/Traffic Signal Miscellaneous Issues	27
Tree Complaint/Request to Abate a Visibility Obstruction by Tree	27
Business Licenses/Business Operating Without License	27
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	29
Tree Complaint/Tree Obstructing County Signal Pole Light Head	29
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	33
Bridge Complaints/Soundwall Repair	34
Traffic Investigations/Speeding/New Speed Bumps	35
Street Lights/Street Light Shield Issue	35
Traffic Signal/Damaged, Loose or Turned Signal Head	36
Road Markings/Request for New Legends or Markings	37
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	38

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

Request Type	Avg. Days To Close
Road Markings/Road Lines/Edge Lines	38
Tree Complaint/Tree or Vegetation Obstructing Sidewalk	39
Traffic Sign/New Sign Request	39
Traffic Sign/Street Name Sign Missing or Down	40
Street Lights/Street Light Cover Missing/Wires Exposed	42
Pavement/Pothole/Pothole/Chuckhole Repair	42
Priority Housing/VOA (Vacant, Open, Accessible) Properties	46
Barricades/Road End Barricade	46
Sidewalk/Tree or Vegetation Obstructing Sidewalk	47
Pavement/Pothole/Sunken Spot on Roadway	48
Traffic Investigations/Parking Restriction/No Parking Sign	48
Street Lights/Street Light Dim	50
Encroachment Violations/Visibility Obstructions (Non-Vegetation)	51
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	58
Street Lights/Street Light Out	59
Regional Parks/Trash and Debris	65
Pavement/Pothole/Paving Needed on Street	71
Traffic Investigations/Traffic Safety Related Issues	82
Sidewalk/Curb, Gutter and Sidewalk Repair	87
Street Lights/Street Light Knock Down	92
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	97
Street Lights/Group of Street Lights Out	97
Street Lights/Street Light or Pole Damaged	112
Ditches/Culverts/Ditch Cleaning	113
Regional Parks/Maintenance Request	116
Sweeper Request/Landscape/Median Clean Up and Debris Removal	116
Traffic Investigations/New Sign Request	118
Ditches/Culverts/Drainage Problem	123
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	133
Encroachment Violations/Basketball Hoop/Garbage Cans	137
Ditches/Culverts/Rock Shoulders	144
Ditches/Culverts/Miscellaneous Flooding	163
Encroachment Violations/Other Encroachment Types	209
Tree Complaint/Request for Arden Park Ash Tree Removal and Replace	220
Traffic Investigations/Crosswalks (New)	224
Ditches/Culverts/Off Road - Other Unknown Maintenance Needs	453

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

## Aging of Open Requests

Days	Count
<30	1,521
31 to 60	1,057
61 to 90	836
> 91	2,068

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 August 1, 2019 – August 31, 2019

## Dispatch Services

### Dispatch Service Definition

The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides an immediate notification to departmental on-call staff by radio, telephone or text message. Departmental staff acknowledge receipt of the request and respond by providing the specific requested service, even after-hours and on holidays. Departments determine what requires an immediate dispatch and which staff members to contact outside of their regular business hours.

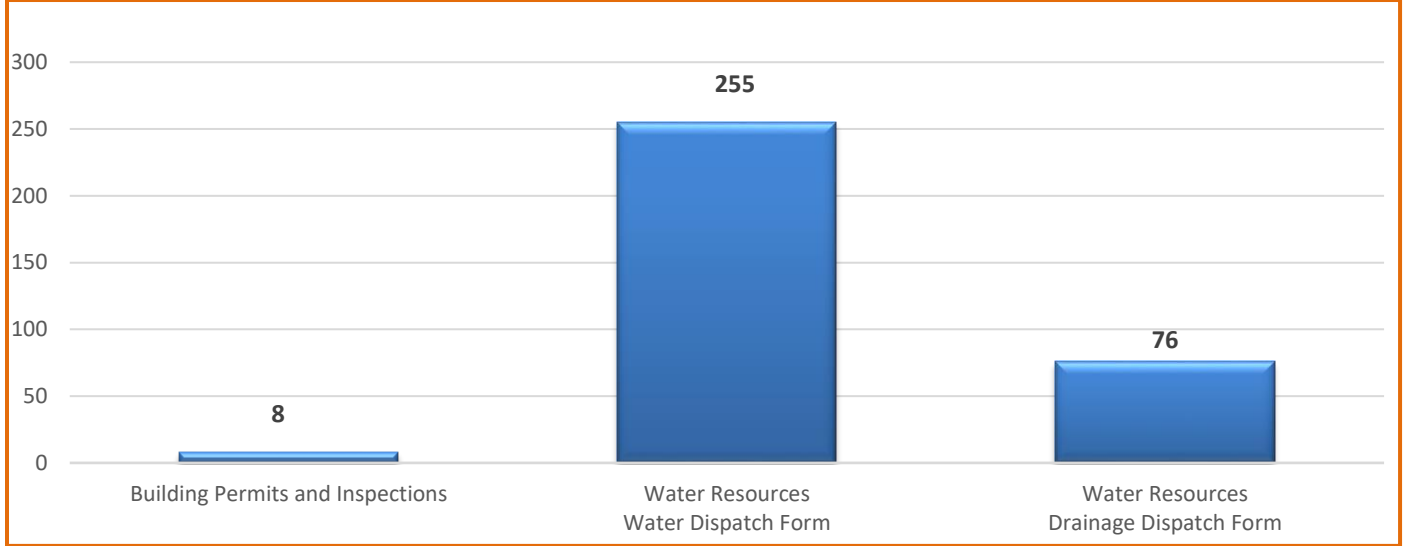
### Acronym Glossary

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

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

## Dispatch Services Request

### Public Works and Infrastructure



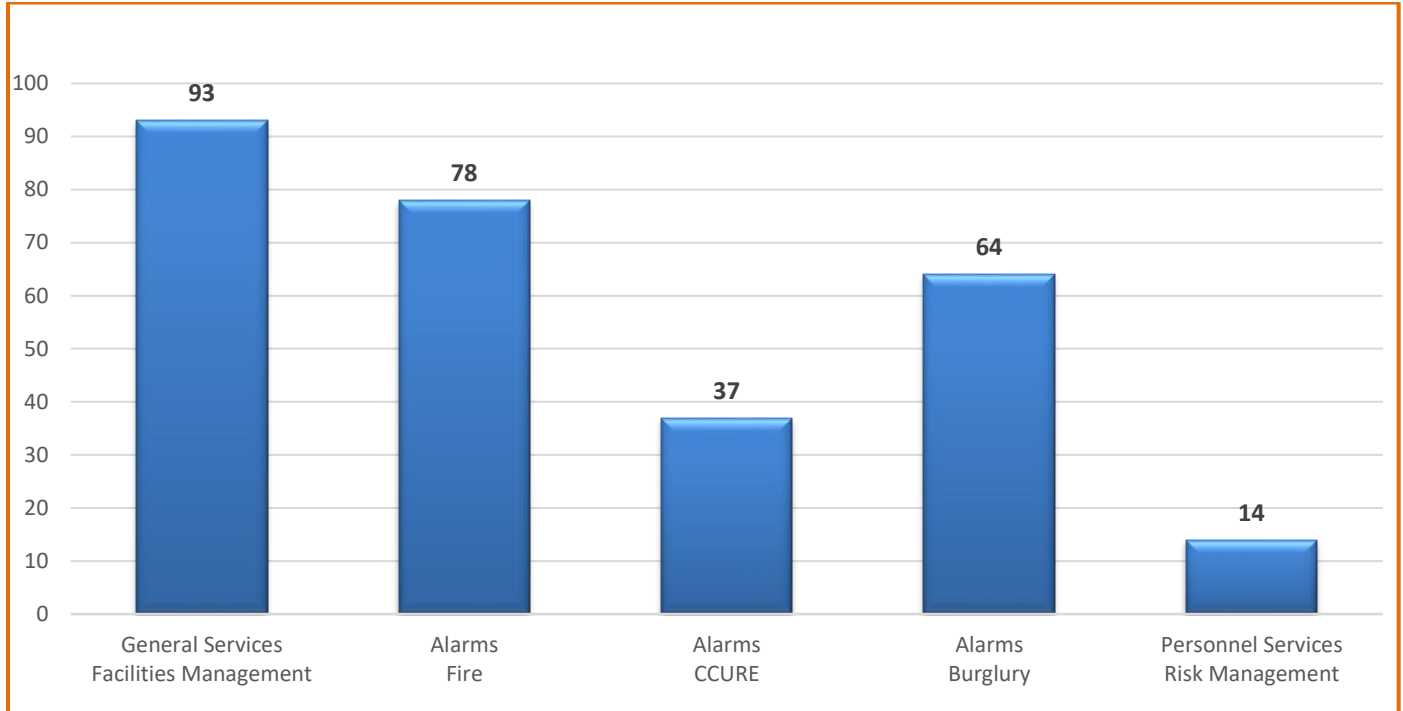
### Service Definitions

Building Permits and Inspections	On-call emergency building inspections for either residential or commercial properties in regards to plumbing, mechanical, electrical, or structural inspections
Water Resources - Water Dispatch Form	Dispatch Services including fire hydrant, odor/taste/color, no water, water leak, low/high pressure, locate curb stop, water shut-off/turn back on, etc.
Water Resources - Drainage Dispatch Form	Dispatch Services including drain inlet plugged, house/street flooded, illegal discharge, missing/broken storm cover, creek/channel issues, etc.

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

## Dispatch Services Request

### Administrative Services



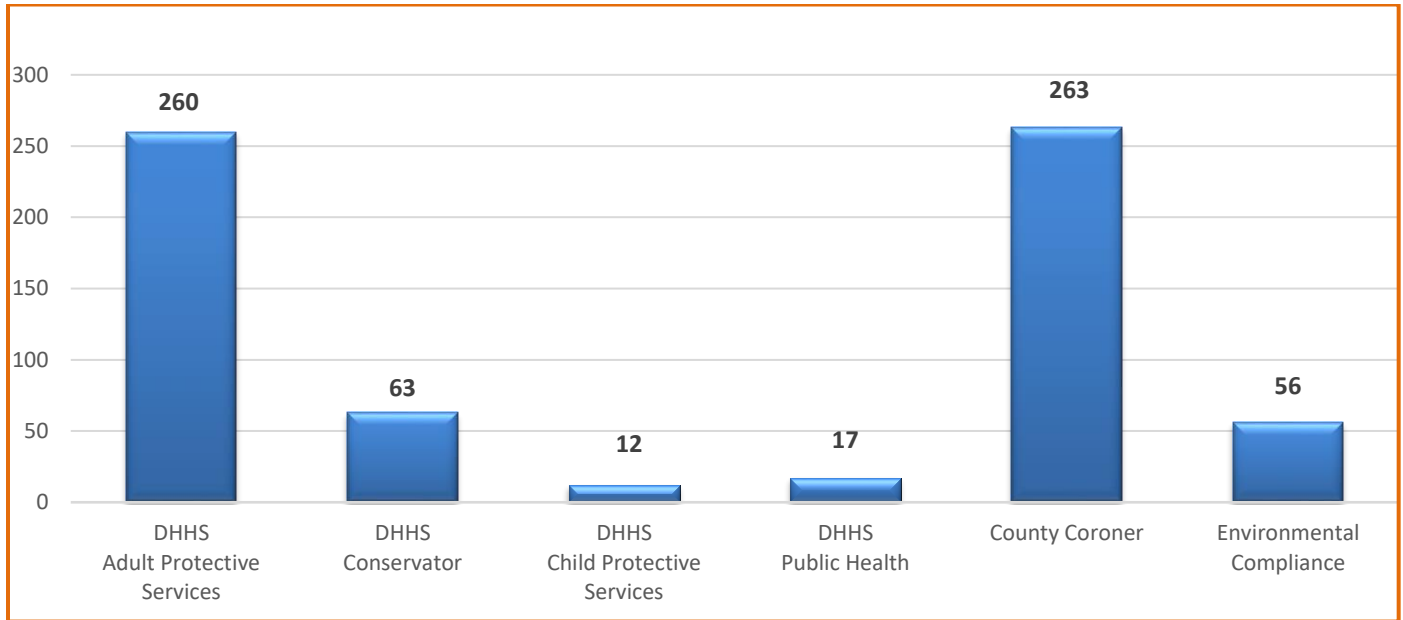
### Service Definitions

General Services - Facilities Management	Dispatch Services for Facilities Management staff such as engineer (alarms, reported issues), janitorial, electrical, plumbing, CCURE card readers etc.
Fire Alarms	Dispatch Services for fire alarm/activation or system testing within county owned/leased facilities for engineer/alarm technician response
CCURE Alarms	Dispatch Services for CCURE alarm / activation or badging issues within county owned buildings, CCURE card reader, badge access, panic alarms, etc.
Burglar Alarms	Dispatch Services for burglary alarm/activation or system testing within county owned/leased facilities for security unit response
Personnel Services - Risk Management	Dispatch Services for county vehicle accident/towing services, claims, etc.

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

## Dispatch Services Request

### Social Services

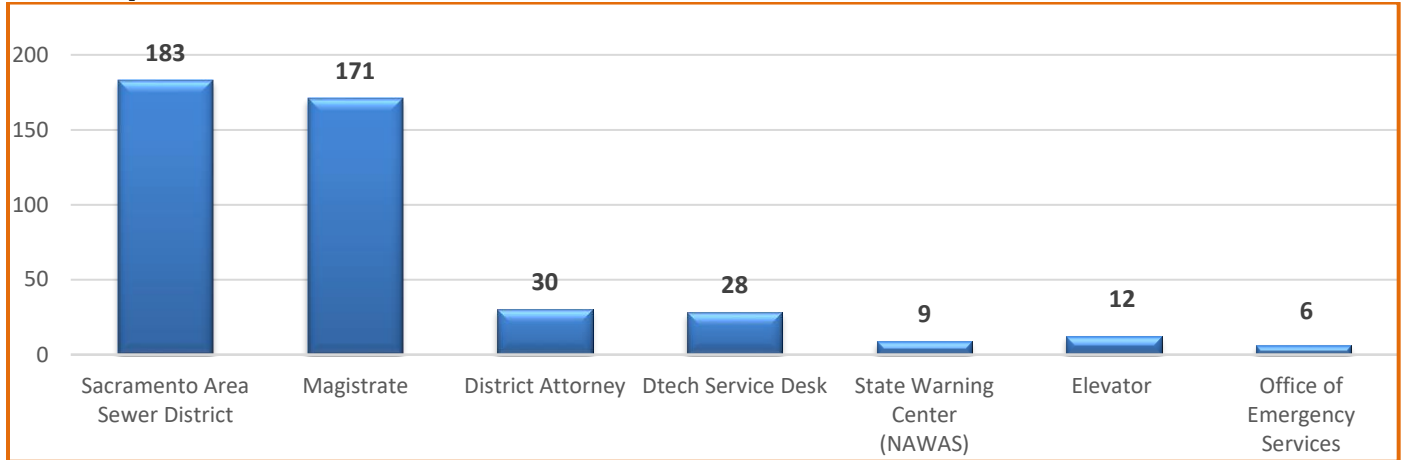


Service Definitions	
DHHS - Adult Protective Services	Dispatch Services for 24/7 social worker intake line for any adult protective services requests
DHHS - Conservator	Dispatch Services for conservator/conservatee request
DHHS - Child Protective Services	Dispatch Services for 24/7 social worker intake line for any child protective services request
DHHS - Public Health	Dispatch Services for any reported public health issues to health doctor
County Coroner	Dispatch Services for coroner scene calls, public line questions/assistance, allied agency request for assistance (fire, sheriff/police, etc.)
Environmental Compliance	Dispatch Services for emergency hazardous spills, illegal discharge to storm drains assistance from Water Resources units, etc.

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

## Dispatch Services Request

### Other/Miscellaneous Services



### Service Definitions

Sacramento Area Sewer District	Dispatch Services for any SASD reported issues such as backup into structure, cleanout overflow, odor, slow drain, etc.
Magistrate	Dispatch Services for allied agencies requesting judge for emergency protective orders, search warrants, etc.
District Attorney	Dispatch Services for arrest warrants, homicides, officer involved shootings, narcotics, etc.
DTECH Service Desk	Dispatch Services for all DTECH Service Desk support requests, incidents processed in JIRA and any priority issues are transferred to the appropriate tech team
National Warning Center (NAWAS)	Dispatch Services for Hazardous Spill Reports, tsunami and earthquake warnings, mass service outages, etc.
Elevator	Dispatch Services for county maintained elevators for emergency trapped, repair/maintenance services
Office of Emergency Services	Dispatch Services for 24/7 on-call Emergency Alert Officer Notification in regards to extreme weather, mass casualty incident, levee break/creek/water levels, terrorism, media, fire, evacuations, emergency drills, mutual aid, and more