

SERVICE REQUESTS AND STATISTICS

MAY 1, 2019 – MAY 31 2019



MONTHLY

CUSTOMER SERVICE REPORT



SAC COUNTY

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

Table of Contents

Department of the Month	2
Monthly Statistics	3
Monthly Top Service Requests by Type Opened	3
Monthly Top Service Requests by Type Closed.....	4
Cumulative Top Unresolved Service Request Types	4
Service Requests by District	5
Top Service Request Opened by District (>10 requests).....	6
Average Number of Days to Close a Service Request.....	10
Aging of Open Requests.....	15
Dispatch Services	16
Dispatch Services Request.....	17

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

Department of the Month

Department: Voter Registration & Elections

Director: Courtney Bailey-Kanelos

Website: www.elections.saccounty.net

Mission: To conduct impartial and accurate elections for all jurisdictions in Sacramento County by ensuring equal access to the ballot box through community engagement, education, and transparency.

Registered Voters (as of 5/28/19): 787,854 (*record high for Sacramento County*)

Divisions:

- **Voter Services & Outreach:** Maintains the voter file database with continuous updates from numerous County, State, and Federal agencies; Verifies state and local initiative petitions to determine whether it qualifies to be on the ballot for a future election; Conducts voter registration training, mock elections, and educational events throughout the community.
- **Vote by Mail:** Mails Vote by Mail ballots to all registered voters, including military and voters residing overseas; Confirms eligibility on all returned Vote by Mail ballots, which includes verifying the signature on the returned envelope, extracting the ballots to ensure voter privacy, and notifying the voter if their eligibility was challenged; Prepares ballots for tabulation and adjudication, a process used to determine voter intent and count the qualified write-in votes.
- **Campaign Services:** Works directly with hundreds of candidates, including legislative, special districts, and cities, to educate on running for office and completing all required documentation in order to appear on the ballot for an upcoming election; Supervises proofing and translations of the official ballot and County Voter Information Guide; Maintains list of elected officials.
- **Precinct Operations:** Recruits, surveys, and confirms Vote Center and Ballot Drop Box locations over multiple days during an election; Maintains streets, precincts, and district boundaries; Recruits, assigns, and trains over 800 temporary staff that have been assigned to work at a Vote Center; Maintains, stores, and deploys all voting equipment and supplies; Conducts a manual tally on 1% of randomly selected precincts prior to the certification of the election to ensure the voting machines have tabulated the votes accurately.
- **Voting Systems & Technology:** Coordinates with DTECH to provide support and a secured connection to the local voter database, statewide voter database, and Vote Centers during an election; Creates the official ballot and County Voter Information Guide; Tabulates all returned Vote by Mail and Vote Center ballots; Conducts Logic & Accuracy testing before and after each election to ensure all ballot counting machines are tabulating correctly.
- **Administration:** Prepares and monitors the budget, expenditures, reimbursements, and candidate fee schedule; Hires and processes payroll for permanent staff and over 1,000 temporary staff each election; Provides facility and community group support; Media Releases.

FTE: 34 FTE, 4 DTECH embedded positions, up to 1,000 additional temporary employees during a 3-month election period

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

Monthly Statistics

Number of	
• Service request by calls	4,669
• Service request by mobile application	1,038
• Other	722
Service requests opened	6,429
Informational calls	3,509
Transferred calls	7,984
Service request closed	6,421
Average days to close service request	16

Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	27	124	401	151	63	766
Waste Management/Illegal Dumping	71	267	144	76	126	684
Pavement/Pothole/Pothole/Chuckhole Repair	18	27	295	120	30	490
Missed Service/Green Waste	12	52	173	80	35	352
Missed Service/Recycle	6	68	130	79	35	318
Total	134	538	1,140	506	289	2,610

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

Monthly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	27	124	402	151	64	768
Waste Management/Illegal Dumping	74	277	165	81	116	713
Missed Service/Green Waste	12	52	173	80	35	352
Pavement/Pothole/Pothole/Chuckhole Repair	9	22	183	71	41	326
Missed Service/Recycle	6	69	130	79	35	319
Total	128	544	1,049	462	291	2,478

Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Private Property Complaint/Junk/Rubbish	5	39	117	42	19	222
Pavement/Pothole/Pothole/Chuckhole Repair	31	24	478	198	40	771
Private Property Complaint/Other	10	44	89	48	19	210
Abandoned Vehicles/Inoperable	8	23	113	43	9	196
Sidewalk/Curb, Gutter and Sidewalk Repair	2	4	75	14	4	99
Total	56	134	872	345	91	1,498

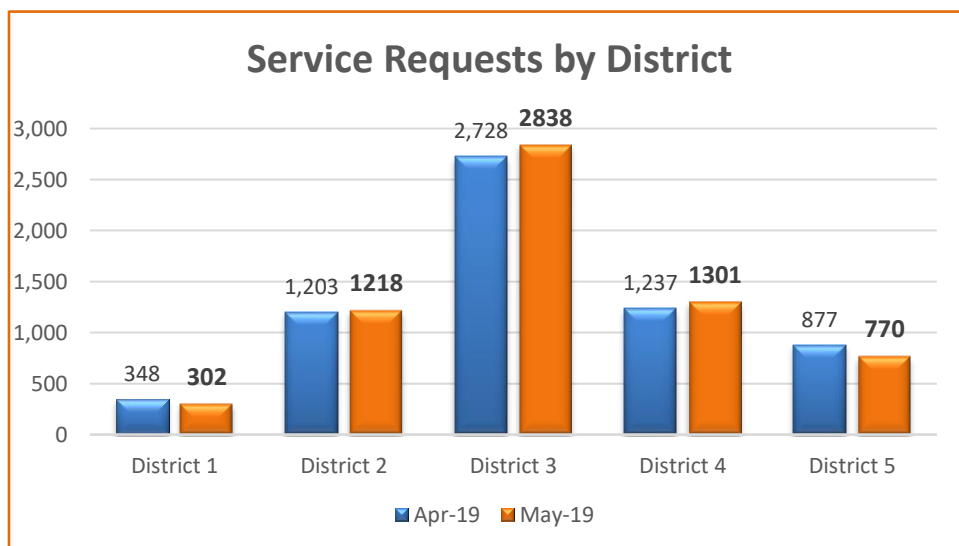
Customer Service Report May 1, 2019 – May 31, 2019

Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	302
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	1,218
District 3 – Peters <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,838
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>	770
Unspecified	
Total	6,429

Monthly Comparison: April 2019 vs. May 2019



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

Top Service Request Opened by District (>10 requests)

District 1 - Serna	
Waste Management/Illegal Dumping	71
Missed Service/Garbage	27
Pavement/Pothole/Pothole/Chuckhole Repair	18
Missed Service/Green Waste	12
Abandoned Vehicles/Inoperable	12
Environmental Health (All Jurisdictions)/Food Facility Complaint	10
District 2 – Kennedy	
Waste Management/Illegal Dumping	267
Missed Service/Garbage	124
Missed Service/Recycle	68
Missed Service/Green Waste	52
Abandoned Vehicles/Inoperable	47
Animal Care Stray/Roam	37
Animal Care Investigations/Barking (Dogs Only)	34
Private Property Complaint/Other	33
Animal Care/Dead Animal	30
Pavement/Pothole/Pothole/Chuckhole Repair	27
Missed Service/Neighborhood Clean Up (NCU)	21
Private Property Complaint/Junk/Rubbish	21
Investigations/Negligence/Cruelty	20
Animal Care Stray/Confined	20
Private Property Vehicle/Parked on Lawn	16
Animal Care Stray/Injured	15
Shopping Cart/By Vendor	14
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	13
Abandoned Vehicles/Wrecked	12
Assist (On-Scene Only)/Police/Sheriff	11
Animal Care Stray/Sick	11
Notify Supervisor/Garbage	11
Private Property Vehicle/Non-Operable (Commercial Included)	10

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

District 3 - Peters	
Missed Service/Garbage	399
Pavement/Pothole/Pothole/Chuckhole Repair	295
Missed Service/Green Waste	173
Waste Management/Illegal Dumping	144
Missed Service/Recycle	129
Animal Care Investigations/Barking (Dogs Only)	96
Animal Care/Dead Animal	94
Private Property Complaint/Junk/Rubbish	71
Abandoned Vehicles/Inoperable	69
Private Property Complaint/Other	64
Animal Care Stray/Roam	59
Animal Care Investigations/Negligence/Cruelty	46
Animal Care Wild/Injured	43
Private Property Vehicle/Parked on Lawn	39
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	38
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	37
Animal Care Stray/Injured	33
Private Property Complaint/Vacant, Unmaintained - Resident	32
Tree Complaint/Miscellaneous Tree Calls	30
Abandoned Vehicles/Wrecked	29
Animal Care Stray/Confined	27
Shopping Cart/By Vendor	23
Animal Care Owned/Aggressive - Not Happening Now	23
Abandoned Vehicles/Dismantled	19
Missed Service/Neighborhood Clean Up (NCU)	19
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	18
Sub-Standard Housing/Other	17
Animal Care Stray/Sick	17
Graffiti/Private Property	17
Animal Care Owned/Nuisance (Dog Only)	17
Sidewalk/Curb, Gutter and Sidewalk Repair	17
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) – Immediately	16

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

Notify Supervisor/Green Waste	16
Environmental Health (All Jurisdictions)/Food Facility Complaint	16
Notify Supervisor/Garbage	16
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	15
Animal Care Investigations/Bite - Not Happening Now	15
Private Property Vehicle/Non-Operable (Commercial Included)	15
Traffic Signal/Traffic Signal Cycling Problem	14
Encroachment Violations/Basketball Hoop/Garbage Cans	14
Sidewalk/Sidewalk Obstruction	14
Traffic Sign/Street Name Sign Missing or Down	13
Assist (On-Scene Only)/Police/Sheriff	12
Regional Parks/Trash and Debris	12
Traffic Investigations/Speeding/New Speed Bumps	12
Street Lights/Street Light Out	11
Animal Care Investigations/Abandoned Animal	11
Animal Care/Rescue	11
Traffic Sign/New Sign Request	11
Animal Care Stray/Traffic	11
Traffic Signal/Traffic Signal Miscellaneous Issues	10
Animal Care Investigations/Animal Left in Vehicle	10
Notify Supervisor/Recycle	10
Animal Care Stray/Tied	10
Animal Care Stray/Aggressive - Happening Now	10
Private Property Vehicle/Other	10
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	10
District 4 – Frost	
Missed Service/Garbage	151
Pavement/Pothole/Pothole/Chuckhole Repair	120
Missed Service/Green Waste	80
Missed Service/Recycle	79
Waste Management/Illegal Dumping	76
Animal Care/Dead Animal	46
Animal Care Investigations/Barking (Dogs Only)	43
Private Property Complaint/Other	36
Abandoned Vehicles/Inoperable	33
Animal Care Stray/Roam	31
Animal Care Investigations/Negligence/Cruelty	27

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

Private Property Complaint/Junk/Rubbish	25
Animal Care Stray/Confined	21
Private Property Vehicle/Parked on Lawn	19
Sidewalk/Sidewalk Obstruction	17
Shopping Cart/By Vendor	17
Animal Care Stray/Injured	15
Graffiti/Private Property	15
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	15
Animal Care Wild/Injured	14
Private Property Vehicle/Non-Operable (Commercial Included)	14
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	13
Animal Care Owned/Aggressive - Not Happening Now	12
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	12
Abandoned Vehicles/Wrecked	12
Notify Supervisor/Garbage	11
Animal Care Owned/Nuisance (Dog Only)	11
Private Property Complaint/Vacant, Unmaintained - Resident	11
Missed Service/Neighborhood Clean Up (NCU)	10
District 5 – Nottoli	
Waste Management/Illegal Dumping	126
Missed Service/Garbage	63
Animal Care/Dead Animal	39
Animal Care Stray/Roam	36
Missed Service/Recycle	35
Missed Service/Green Waste	35
Pavement/Pothole/Pothole/Chuckhole Repair	30
Abandoned Vehicles/Inoperable	25
Investigations/Negligence/Cruelty	23
Animal Care Stray/Traffic	22
Animal Care Stray/Confined	18
Private Property Complaint/Other	14
Environmental Compliance/EMD On-Call Hazmat	14
Animal Care Stray/Injured	14
Traffic Sign/New Sign Request	13

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

Assist (On-Scene Only)/Police/Sheriff	12
Animal Care Investigations/Barking (Dogs Only)	11
Private Property Complaint/Junk/Rubbish	11

Average Number of Days to Close a Service Request

Request Type	Avg. Days To Close
Animal Care Stray/Roam	1
Notify Supervisor/Supervisor Dispute (Sorry Tag/Other Issue)	1
Animal Care Owned/Aggressive - Happening Now	1
Environmental Compliance/Hazardous Substances	1
Investigations/Tethered	1
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	1
Animal Care/Dead Animal	1
Aggregate Dumping/Trash Pick Up/Illegal Dumping	2
Animal Care Stray/Confined	2
Animal Care Investigations/Barking (Dogs Only)	2
Investigations/Illegal Sales	2
Animal Care Owned/Aggressive - Not Happening Now	3
Waste Management/Illegal Dumping	3
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	3
Animal care Investigations/Negligence/Cruelty	3
Sweeper Request/Landscape/Median Clean Up and Debris Removal	4
Waste Management/Missed Sweeper Request	4
Animal Care Owned/Nuisance (Dog Only)	4
Animal Care Investigations/Kennel	4
Bridge Complaints/Bridge Maintenance, Fence & Guard Rail Repair	5
Abandoned Vehicles/Dismantled	5
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	7
Road Markings/Missing and Faded	7
Tree Complaint/Tree Limb Down Obstructing Bike Lane or Sidewalk	8
Landscape/Vegetation/Miscellaneous Vegetation Calls	10
Fence/Missing Fence in/at/for Multi-Family Complex	10
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	10
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	10

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

Request Type	Avg. Days To Close
Waste Management/Report Scavenging	10
Mowing/Spraying - Weed Abatement/Maintain Roadside Vegetation by Mowing or Spraying	10
Traffic Sign/Graffiti	11
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) – Immediately	11
Mowing/Spraying - Weed Abatement/Requesting for Weed Abatement within County Right-of-way	11
Landscape/Vegetation/Cleaning of Vegetation and Debris from Soundwall	12
Environmental Compliance/Hazardous Conditions	12
Regional Parks/Graffiti	13
Street Lights/Street Light Knock Down	13
Tree Complaint/Tree Obstructing County Sign/Pole	13
Environmental Health (All Jurisdictions)/Food Facility Complaint	14
Regional Parks/Illegal Camp	14
Encroachment Violations/Other Encroachment Types	15
Regional Parks/Trash and Debris	15
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) – Immediately	16
Encroachment Violations/Basketball Hoop / Garbage Cans	16
Traffic Signal/Traffic Signal Detection Problem	16
Traffic Signal/Traffic Signal Cycling Problem	17
Environmental Health (All Jurisdictions)/Public Pool Complaint	17
Barricades/Road End Barricade	17
Abandoned Vehicles/Wrecked	17
Regional Parks/Other	18
Traffic Investigations/Parking Restriction/No Parking Sign	18
Traffic Signal/Traffic Signal Flashing Red	18
Traffic Signal/Traffic Signal Light Out	18
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	19
Ditches/Culverts/Off Road - Other Unknown Maintenance Needs	19
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants	19
Landscape/Vegetation/Request to Abate Debris or Vegetation on Sidewalks	20
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	20
Abandoned Vehicles/Inoperable	20
Regional Parks/Maintenance Request	21
Traffic Sign/New Sign Request	21
Traffic Signal/Traffic Signal Knock Down	22

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

Request Type	Avg. Days To Close
Graffiti/Private Property	22
Ditches/Culverts/Shoulder Erosion/Drop-Off/Repair	23
Hazmat/Hazmat	23
Hazmat/Hydraulic Spill	25
Traffic Signal/Traffic Signal Long Red	25
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	25
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	25
Graffiti/Public Right-of-Way	26
Traffic Signal/All Signals Dark	26
Traffic Investigations/New Sign Request	26
Shopping Cart/By Vendor	27
Sidewalk/Tree or Vegetation Obstructing Sidewalk	27
Traffic Investigations/Speeding/New Speed Bumps	28
Sub-Standard Housing/HVAC Issues (must be part of heating and cooling unit)	30
Bridge Complaints/Soundwall Repair	30
Traffic Signal/Traffic Signal Miscellaneous Issues	31
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	31
Traffic Signal/Traffic Signal Short Green	32
Traffic Signal/Pedestrian Signal Inoperative	34
Zoning/Bee Keeping	34
Pavement/Pothole/Pothole/Chuckhole Repair	34
Traffic Sign/Street Name Sign Missing or Down	35
Street Lights/Street Light Miscellaneous Problem	35
Occupied Out-Building/Garage/Shed/Other	35
Street Lights/Street Light Cover Missing/Wires Exposed	36
Sub-Standard Housing/Electrical Malfunction	40
Traffic Investigations/Traffic Safety Related Issues	40
Private Property Complaint/Illegal Signage - Mechanical Sign Waivers	41
Environmental Health (All Jurisdictions)/Tattoo and Body Art Complaint	41
Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	42
Traffic Signal/Damaged, Loose or Turned Signal Head	42
Sidewalk/Sidewalk Obstruction	43
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	44
Sub-Standard Housing/Deteriorated Floors	44
Ditches/Culverts/Miscellaneous Flooding	45
Private Property/Vehicle for Sale on Vacant Lot	48

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

Request Type	Avg. Days To Close
Sub-Standard Housing/Vector Infestation	49
Pavement/Pothole/Sunken Spot on Roadway	53
Private Property Complaint/Vacant, Unmaintained - Resident	53
Ditches/Culverts/Ditch Cleaning	53
Pavement/Pothole/Paving Needed on Street	54
Business Licenses/Business Operating Without License	55
Encroachment Violations/Signs that Block View or Path	55
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	56
Private Property Vehicle/Non-Operable (Commercial Included)	56
Street Lights/Street Light or Pole Damaged	58
Ditches/Culverts/Drainage Problem	58
Zoning/Rooster (in Residential Zone)	58
Private Property Complaint/Other	59
Barricades/Road Flooding	60
Sub-Standard Housing/Other	60
Tree Complaint/Miscellaneous Tree Calls	60
Sub-Standard Housing/Plumbing	62
Priority Housing/VOA (Vacant, Open, Accessible) Properties	63
Priority Housing/Collapsing Building Roof or Ceiling	63
Sub-Standard Housing/Rodent Harborage	64
Private Property Vehicle/Other	64
Improper Lot Size for Animal/20K SQ FT or Smaller - Large Farm Animals	65
Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation	67
Priority Housing/Total Lack of Heat	68
Private Property Complaint/Overflowing Dumpster	68
Private Property Complaint/Illegal Signage - Flags	69
Priority Housing/Surfacing Sewage	69
Priority Housing/No Hot Water	70
Sub-Standard Housing/Roof Leak	70
Private Property Complaint/Junk/Rubbish	70
Private Property Vehicle/Parked on Lawn	70
Private Property Complaint/Vacant, Unmaintained - Commercial	72
Private Property Vehicle/Occupied Mobile Homes/Trailers	73
Street Lights/Street Light Out	86
Private Property Complaint/Illegal Signage - Other	87
Sidewalk/Curb, Gutter and Sidewalk Repair	100
Sub-Standard Housing/Structural Defects	103

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

Request Type	Avg. Days To Close
Landscape/Vegetation/Request for Removal of Vegetation Illegally Obstruction	104
Street Lights/Street Light on Daytime	106
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	110
Landscape/Vegetation/Vegetation Obstructing Sidewalks	113
Street Lights/Street Light Cycling On and Off	123
Tree Complaint/Tree Obstructing Illumination of County Street Light	135
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	158
Street Lights/Group of Street Lights Out	176
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	179
Tree Complaint/Request to Abate a Visibility Obstruction by Tree	300

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

Aging of Open Requests

Days	Count
<30	2,150
31 to 60	1,151
61 to 90	358
> 91	660

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 September 2019.

Until completion of department SLA and 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 May 1, 2019 – May 31, 2019

Dispatch Services

Dispatch Service Definition

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

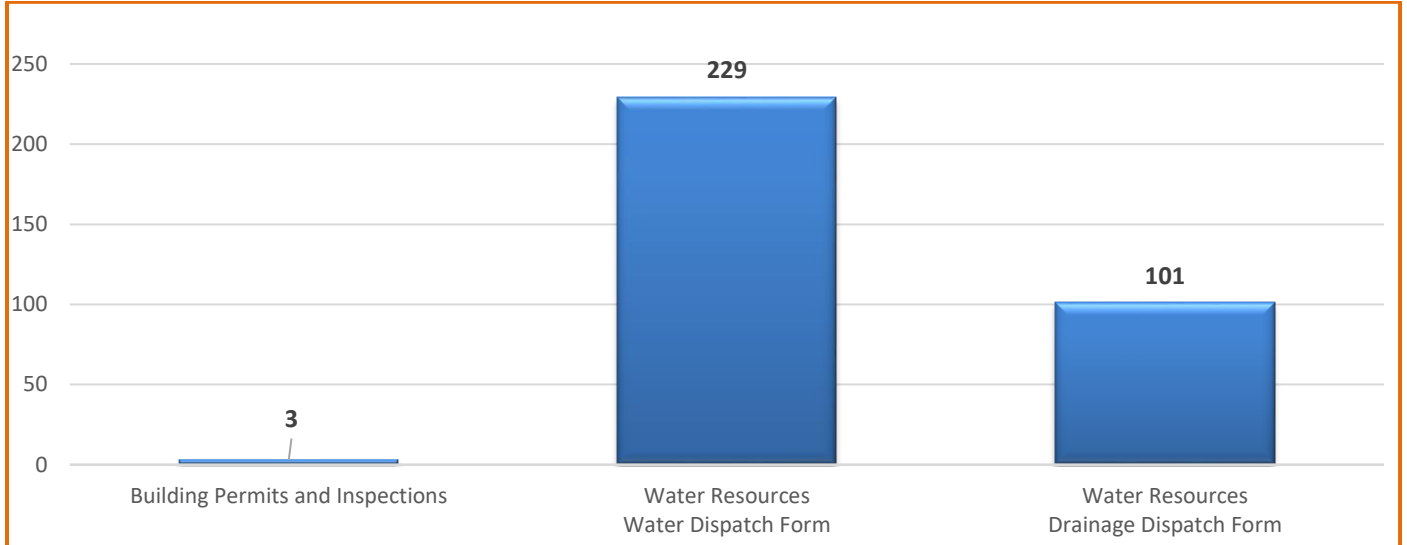
Acronym Glossary

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

Customer Service Report May 1, 2019 – May 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.

Municipal Services

Total: 1 - Regional Parks

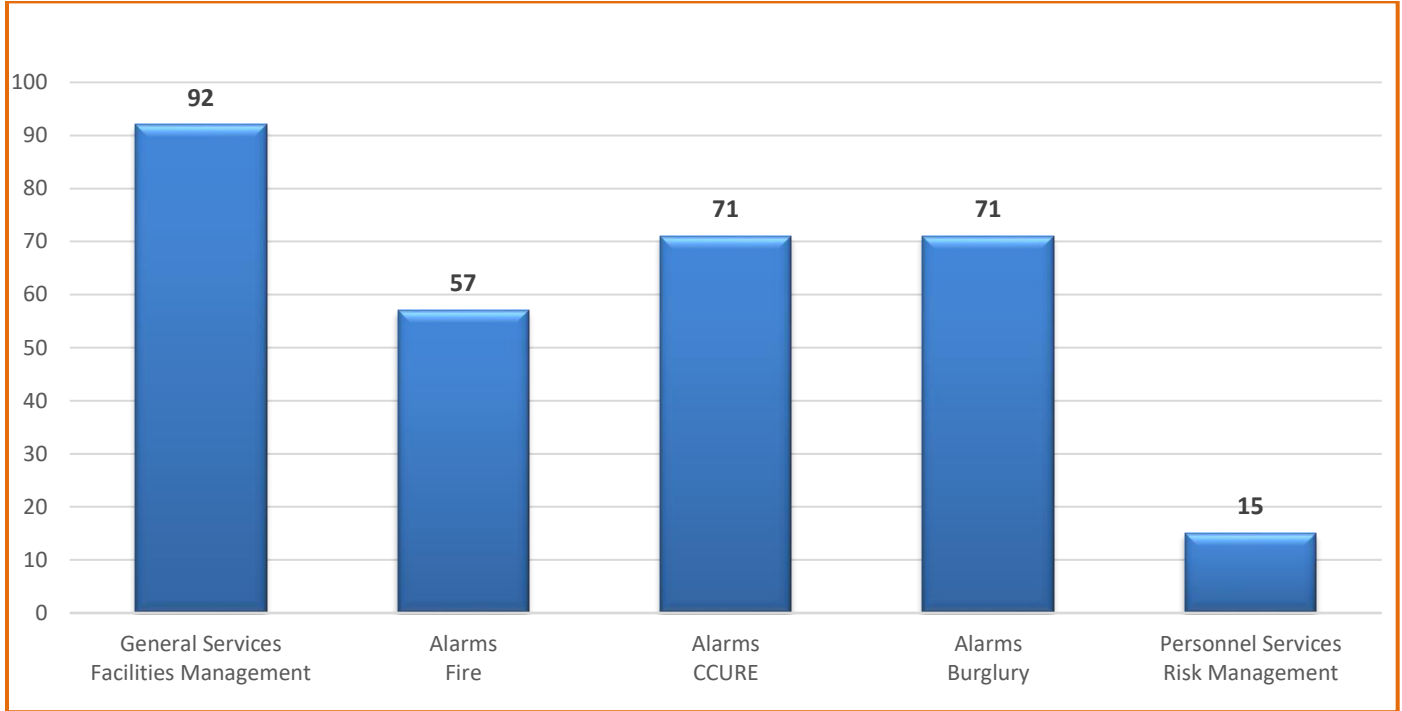
Service Definitions

Regional Parks - Dispatch (After Hours)	Dispatch services for any safety issue occurring in a regional park such as trees/branches down, illegal activity happening now, etc. Park Ranger response and assist with Sheriff if needed.
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Customer Service Report May 1, 2019 – May 31, 2019

Dispatch Services Request

Administrative Services



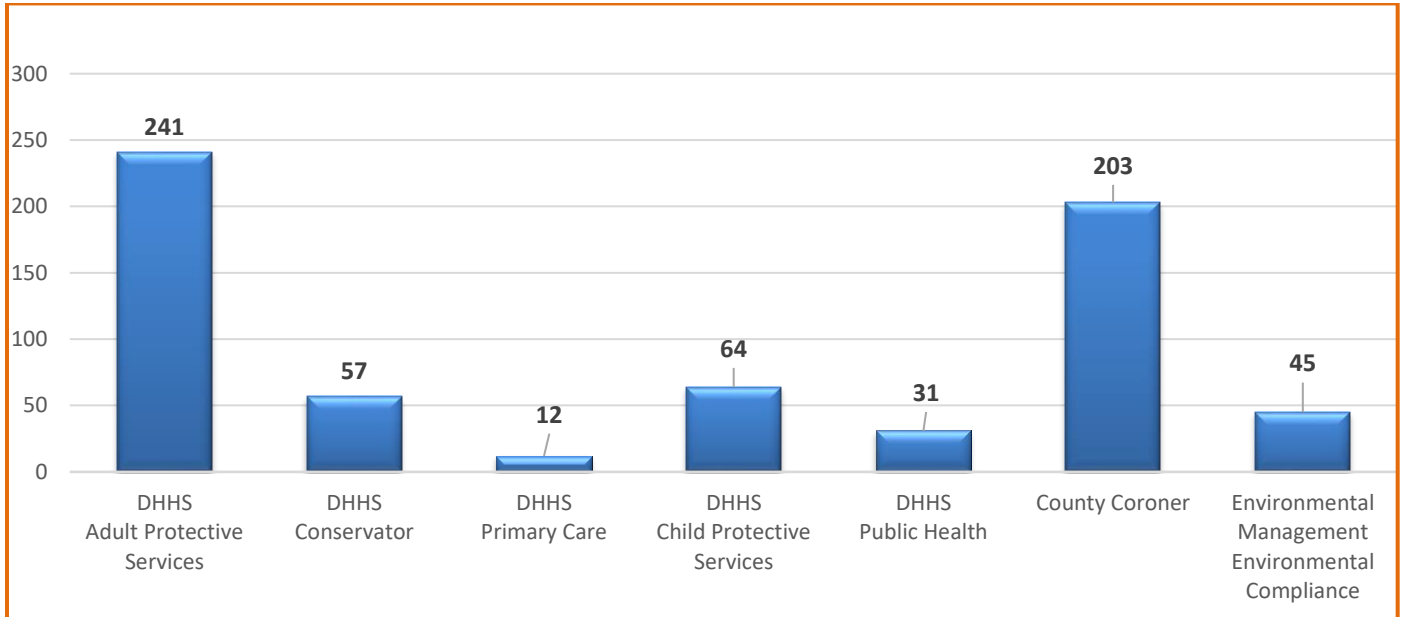
Service Definitions

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 May 1, 2019 – May 31, 2019

Dispatch Services Request

Social Services



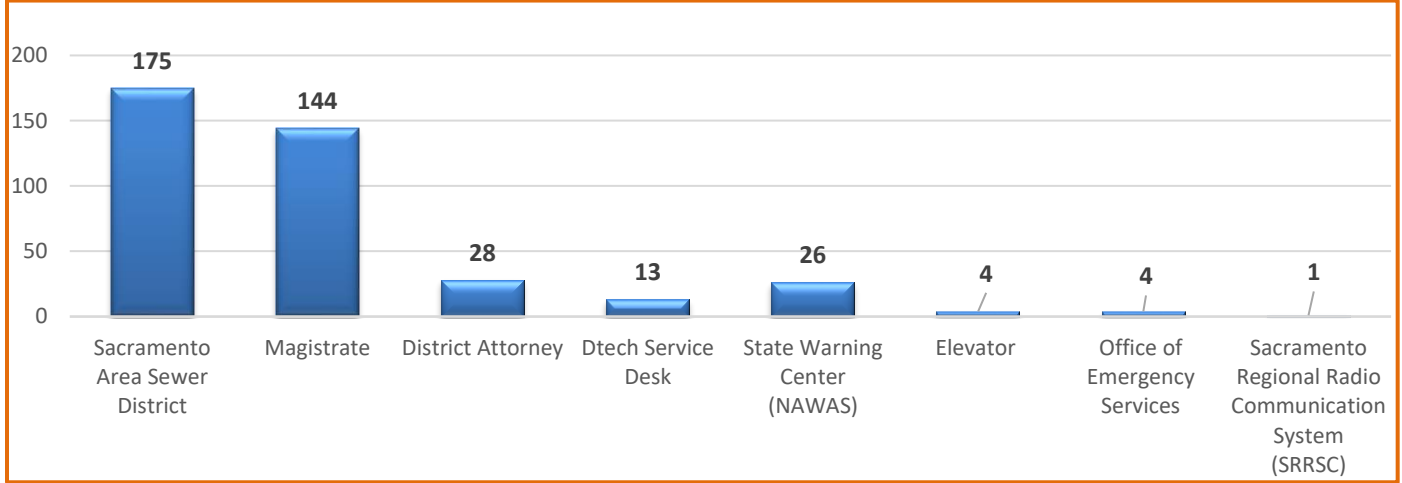
Service Definitions

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 - Primary Care	Dispatch Services for primary care clinic, phone medical treatment/assistance, etc.
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 May 1, 2019 – May 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
Sacramento Regional Radio Communication System (SRRSC)	Dispatch Services for 24/7 Radio Site Video Monitoring (equipment maintenance issues, intrusion/safety), STAC Radio Channel Reservations (multi-agency shared radio channel for coordinated events/drills), and Mutual Aid activation/deactivation of channels as requested by allied agencies