

**MONTHLY
CUSTOMER
SERVICE
REPORT**



SERVICE REQUESTS AND STATISTICS

NOVEMBER 1, 2019 – NOVEMBER 30, 2019



Office of Customer Service

916-875-4311

www.311.saccounty.net

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Department of the Month

Department: Building Permits and Inspection (BPI) Division
Chief Building Official: Nancy Springer
Website: <https://building.saccounty.net/Pages/default.aspx>

Mission: The Building Permits and Inspection (BPI) Division issues building permits for projects located in unincorporated Sacramento County. BPI ensures that projects are constructed and installed in accordance with the California Building Codes, Sacramento County regulations and related building laws.

Permit Process

The permit process includes:

- The review of construction plans to determine design compliance with applicable codes
- Permit issuance
- Inspection of the construction work as it progresses
- Final inspection approval and the issuance of a Certificate of Occupancy

The goal of the permit process is: To ensure that buildings constructed meet minimum code standards necessary to protect the public's health, safety, and property, to promote energy efficiency and accessibility for disabled persons.

Operating Session

Building Assistance Centers (BAC's): *Permitting and general information*

Building Permits are required to build, alter, repair, move, or demolish any building and to do electrical, plumbing, heating, solar or air conditioning work. Inspections are required for new construction, additions, and any alterations/remodeling work to confirm that all structures meet applicable County, State and Federal building code requirements. Applicants visit the BAC to apply for permits or receive information regarding future projects.

Plan Check: *Review of plans and associated documents*

Plan Checkers review plans, specifications, calculations and other related construction documents for all new or remodeled commercial, industrial and residential buildings or structures. Reviews ensure compliance with all adopted technical codes and relevant laws, ordinances rules and regulations. Applicants are provided a list of necessary corrections for any discovered errors; they can also schedule to meet with staff to discuss corrections. Plans are approved for issuance when in compliance.

Building Inspection: *Inspection of permitted structures*

Applicants have access to the expertise of code officials to assist with their project in order to minimize potentially costly mistakes. Staff inspects projects once a permit is issued, as work progresses and signs off the approval when work is complete. Inspections ensure compliance with the code and scope of work in the approved plans/permit. Utility releases, allowing electricity and gas services to be connected, and a certificate of occupancy are granted upon final approval.

Violations: *Respond to complaints reported by County citizens*

Complainants may share their identity or choose to remain anonymous. Case progression varies. Typical complaints include work completed without a permit (such as a new bedroom addition, remodel of a restaurant, reroofs & patio covers and garage conversions) or Change in Use or Occupancy without a permit (such as a warehouse to office space, storage to smog shop or dwelling to a commercial use). The goal of violations is to bring unpermitted structures into code compliance.

Administrative Staff: *Assist with administrative daily operational needs*

Respond to phone calls and /or emails, scan plans and associated documents, assist with certificates of occupancy, and provide concierge services within BACs.

FTE (102): 1 Chief Building Official, 1 Assistant Building Official, 71 Building Inspectors, 13 Engineers/ Engineering Techs, 16 Administrative Staff

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Monthly Statistics

Number of	
• Service request by calls	4,691
• Service request by mobile application	937
• Other	544
Service requests opened	6,172
Informational calls	3,655
Transferred calls	6,787
Service request closed	6,135
Average days to close service request	8

Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	22	221	483	157	84	967
Waste Management/Illegal Dumping	85	192	203	108	123	711
Missed Service/Green Waste	8	72	286	118	32	516
Missed Service/Recycle	9	58	173	62	30	332
Animal Care/Dead Animal	20	43	142	60	49	314
Total	144	586	1,287	505	318	2,840

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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	22	224	485	158	84	973
Waste Management/Illegal Dumping	93	188	208	115	126	730
Missed Service/Green Waste	8	72	288	119	33	520
Missed Service/Recycle	9	58	173	62	30	332
Animal Care/Dead Animal	20	43	142	54	52	311
Total	152	585	1,296	508	325	2,866

Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Abandoned Vehicles/Inoperable	6	24	53	30	12	125
Pavement/Pothole/Pothole/Chuckhole Repair	23	24	530	230	72	879
Private Property Complaint/Junk/Rubbish	9	40	86	49	15	199
Private Property Complaint/Other	11	43	90	64	25	233
Private Property Vehicle/Parked on Lawn	1	17	34	32	18	102
Total	50	148	793	405	166	1,538

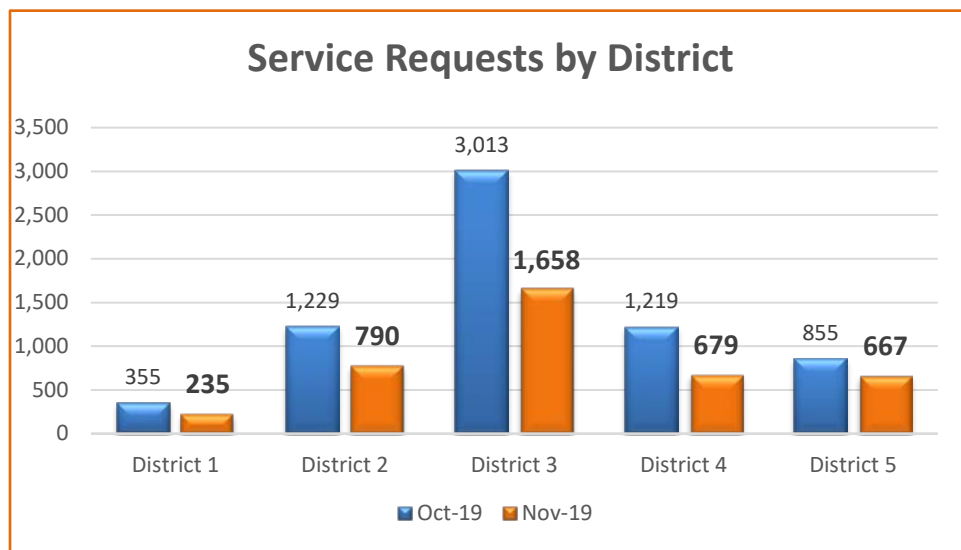
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Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	235
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	790
District 3 – Peters <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	1,658
District 4 – Frost <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	679
District 5 – Nottoli <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	667
Total	4,029

Monthly Comparison: October 2019 vs. November 2019



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Top Service Request Opened by District (> 10 requests)

District 1 - Serna	
Waste Management/Illegal Dumping	85
Missed Service/Garbage	20
Animal Care/Dead Animal	20
Animal Care/Stray/Roam	19
Environmental Compliance/EMD On-Call Hazmat	15
District 2 – Kennedy	
Missed Service/Garbage	217
Waste Management/Illegal Dumping	191
Missed Service/Green Waste	72
Missed Service/Recycle	58
Animal Care/Stray/Roam	52
Animal Care/Dead Animal	43
Animal Care/Investigations/Barking (Dogs Only)	34
Missed Service/Neighborhood Clean Up (NCU)	31
Animal Care/Stray/Injured	24
Private Property Complaint/Junk/Rubbish	22
Abandoned Vehicles/Inoperable	22
Street Lights/Street Light Out	21
Animal Care/Investigations/Negligence/Cruelty	19
Private Property Complaint/Other	15
Animal Care/Stray/Confined	14
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	14
Pavement/Pothole/Pothole/Chuckhole Repair	13
Animal Care/Owned/Nuisance (Dog Only)	13
Environmental Health (All Jurisdictions)/Food Facility Complaint	12
Abandoned Vehicles/Dismantled	11
Private Property Vehicle/Parked on Lawn	11
Abandoned Vehicles/Wrecked	11
Notify Supervisor/Garbage	10
District 3 – Peters	
Missed Service/Garbage	477
Missed Service/Green Waste	285
Waste Management/Illegal Dumping	203
Missed Service/Recycle	170

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Animal Care/Dead Animal	142
Pavement/Pothole/Pothole/Chuckhole Repair	105
Animal Care/Investigations/Barking (Dogs Only)	105
Animal Care/Stray/Roam	53
Abandoned Vehicles/Inoperable	48
Private Property Complaint/Junk/Rubbish	45
Animal Care/Investigations/Negligence/Cruelty	43
Private Property Complaint/Other	38
Animal Care/Owned/Aggressive - Not Happening Now	35
Missed Service/Neighborhood Clean Up (NCU)	33
Animal Care/Stray/Confined	25
Street Lights/Street Light Out	25
Graffiti/Private Property	24
Notify Supervisor/Garbage	23
Animal Care/Wild/Injured	23
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	22
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	22
Private Property Vehicle/Parked on Lawn	21
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	21
Regional Parks/Trash and Debris	19
Animal Care/Stray/Injured	18
Regional Parks/Illegal Camp	17
Encroachment Violations/Basketball Hoop/Garbage Cans	17
Abandoned Vehicles/Dismantled	17
Shopping Cart/By Vendor	16
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) – Immediately	16
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	15
Traffic Signal/Traffic Signal Miscellaneous Issues	15
Animal Care/Stray/Aggressive - Happening Now	14
Tree Complaint/Miscellaneous Tree Calls	14
Animal Care/Owned/Nuisance (Dog Only)	13
Sidewalk/Sidewalk Obstruction	13
Animal Care/Investigations/Bite - Not Happening Now	13
Notify Supervisor/Recycle	12

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Traffic Signal/Traffic Signal Flashing Red	12
Animal Care/Stray/Sick	12
Traffic Signal/All Signals Dark	11
Traffic Sign/Street Name Sign Missing or Down	11
Traffic Investigations/Speeding/New Speed Bumps	11
Private Property Vehicle/Non-Operable (Commercial Included)	10
Waste Management/Missed Sweeper Request	10
Abandoned Vehicles/Wrecked	10
Notify Supervisor/Green Waste	10
Traffic Sign/New Sign Request	10
District 4 – Frost	
Missed Service/Garbage	153
Missed Service/Green Waste	118
Waste Management/Illegal Dumping	107
Missed Service/Recycle	62
Pavement/Pothole/Pothole/Chuckhole Repair	62
Animal Care/Dead Animal	59
Animal Care/Investigations/Barking (Dogs Only)	58
Animal Care/Stray/Roam	35
Animal Care/Investigations/Negligence/Cruelty	24
Private Property Complaint/Junk/Rubbish	19
Abandoned Vehicles/Inoperable	18
Private Property Complaint/Other	16
Animal Care/Owned/Aggressive - Not Happening Now	15
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	15
Notify Supervisor/Garbage	14
Animal Care/Wild/Injured	13
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	13
Animal Care/Stray/Aggressive - Happening Now	13
Abandoned Vehicles/Wrecked	12
Animal Care/Stray/Injured	12
Animal Care/Investigations/Bite - Not Happening Now	11
Graffiti/Private Property	11
Street Lights/Street Light Out	10
Animal Care/Stray/Confined	10

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District 5 – Nottoli	
Waste Management/Illegal Dumping	123
Missed Service/Garbage	82
Animal Care/Dead Animal	49
Pavement/Pothole/Pothole/Chuckhole Repair	40
Animal Care/Stray/Roam	35
Missed Service/Green Waste	32
Missed Service/Recycle	30
Private Property Vehicle/Parked on Lawn	18
Animal Care/Stray/Injured	17
Animal Care/Investigations/Negligence/Cruelty	17
Street Lights/Street Light Out	17
Animal Care/Stray/Traffic	17
Animal Care/Assist (On-Scene Only)/Police/Sheriff	16
Private Property Complaint/Other	16
Missed Service/Neighborhood Clean Up (NCU)	16
Animal Care/Stray/Confined	15
Animal Care/Investigations/Barking (Dogs Only)	14
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	12
Animal Care/Wild/Injured	12
Traffic Signal/Traffic Signal Flashing Red	10
Unspecified	
Missed Service/Garbage	18

Average Number of Days to Close a Service Request

Request Type	Avg. Days To Close
Regional Parks/Illegal Activity	1
Building Permits and Inspections (BPI)/Fence/Retaining Wall	1
Animal Care/Investigations/Kennel	1
Road Markings/Missing and Faded	1
Sub-Standard Housing/Other	1
Animal Care/Owned/Aggressive - Not Happening Now	1
Animal Care/Stray/Roam	1
Animal Care/Investigations/Negligence/Cruelty	1
Animal Care/Dead Animal	1
Investigations/Bite - Not Happening Now	1

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Request Type	Avg. Days To Close
Priority Housing/VOA (Vacant, Open, Accessible) Properties	1
Waste Management/Report Scavenging	1
Abandoned Vehicles/Wrecked	1
Environmental Compliance/Hazardous Substances	2
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	2
Abandoned Vehicles/Inoperable	2
Waste Management/Missed Sweeper Request	2
Owned/Nuisance (Dog Only)	2
Private Property Vehicle/Parked on Lawn	2
Private Property Complaint/Vacant, Unmaintained - Resident	3
Ditches/Culverts/Off Road - Other Unknown Maintenance Needs	3
Sub-Standard Housing/Structural Defects	3
Private Property Complaint/Overflowing Dumpster	3
Stray/Confined	3
Zoning/Rooster (in Residential Zone)	4
Priority Housing/Surfacing Sewage	4
Wild/Confined	4
Waste Management/Illegal Dumping	4
Private Property Complaint/Junk/Rubbish	4
Sub-Standard Housing/Vector Infestation	5
Marijuana (If wish to remain anonymous must refer/Cultivation	5
Regional Parks/Illegal Camp	5
Hazmat/Hydraulic Spill	5
Private Property Complaint/Other	5
Street Lights/Street Light Cover Missing/Wires Exposed	6
Street Lights/Street Light Shield Issue	7
Private Property/Vehicle for Sale on Vacant Lot	7
Private Property Vehicle/Non-Operable (Commercial Included)	7
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	8
Barricades/Needed for Emergency, Barricade-End-Sidewalk End	8
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) - Immediately	9
Traffic Investigations/Parking Restriction/No Parking Sign	10
Bridge Request/Bridge Opening/Closing	10
Street Lights/Street Light Cycling On and Off	10
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	10
Traffic Signal/All Signals Dark	11
Sub-Standard Housing/HVAC Issues (must be part of heating and cooling unit)	11

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Request Type	Avg. Days To Close
Street Lights/Street Light or Pole Damaged	11
Hazmat/Hazmat	11
Aggregate Dumping/Trash Pick Up/Illegal Dumping	11
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) - Immediately	11
Environmental Health (All Jurisdictions)/Public Pool Complaint	12
Tree Complaint/Tree Limb Down Obstructing Bike Lane or Sidewalk	12
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	13
Traffic Signal/Traffic Signal Light Out	13
Environmental Compliance/Hazardous Conditions	13
Business Licenses/Business Operating Without License	13
Traffic Signal/Pedestrian Signal Inoperative	14
Environmental Health (All Jurisdictions)/Food Facility Complaint	14
Traffic Signal/Traffic Signal Long Red	14
Graffiti/Public Right-of-Way	14
Traffic Signal/Traffic Signal Flashing Red	14
Landscape/Vegetation/Miscellaneous Vegetation Calls	15
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	15
Traffic Sign/Graffiti	16
Street Lights/Street Light Dim	17
Landscape/Vegetation/Cleaning of Vegetation and Debris from Soundwall	17
Traffic Signal/Damaged, Loose or Turned Signal Head	17
Street Lights/Group of Street Lights Out	17
Traffic Signal/Traffic Signal Cycling Problem	17
Street Lights/Street Light Out	18
Graffiti/Private Property	18
Traffic Signal/Traffic Signal Knock Down	19
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	20
Aggregate Dumping/Trash Pick Up/Visual Blight-Trash and Homeless Camp Clean Up	20
Traffic Signal/Traffic Signal Short Green	20
Barricades/Road End Barricade	21
Traffic Signal/Traffic Signal Detection Problem	21
Traffic Signal/Traffic Signal Miscellaneous Issues	22
Street Lights/Street Light Noisy	23
Bridge Complaints/Soundwall Repair	23
Aggregate Dumping/Trash Pick Up/Trash Pick Up (Larger Items)	24
Traffic Sign/Street Name Sign Missing or Down	24
Tree Complaint/Miscellaneous Tree Calls	25
Traffic Investigations/Speeding/New Speed Bumps	26

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Request Type	Avg. Days To Close
Traffic Sign/New Sign Request	27
Graffiti/Sign	27
Sidewalk/Sidewalk Obstruction	29
Traffic Investigations/Traffic Safety Related Issues	30
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	30
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	31
Tree Complaint/Tree or Vegetation Obstructing Sidewalk	31
Pavement/Pothole/Pothole / Chuckhole Repair	33
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants	36
Tree Complaint/Tree Obstructing Illumination of County Street Light	38
Tree Complaint/Tree Obstructing County Sign/Pole	39
Traffic Investigations/Crosswalks (New)	39
Ditches/Culverts/Drainage Problem	44
Landscape/Vegetation/Request to Abate Debris or Vegetation on Sidewalks	44
Landscape/Vegetation/Request for Removal of Vegetation Illegally Obstruction	46
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	46
Traffic Investigations/New Sign Request	48
Street Lights/Street Light Knock Down	48
Tree Complaint/Request for Arden Park Ash Tree Removal and Replace	49
Encroachment Violations/Basketball Hoop/Garbage Cans	52
Tree Complaint/Request to Abate a Visibility Obstruction by Tree	53
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	54
Road Markings/Request for New Legends or Markings	56
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	57
Pavement/Pothole/Sunken Spot on Roadway	63
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	67
Bridge Complaints/Bridge Maintenance, Fence & Guard Rail Repair	74
Sidewalk/Curb, Gutter and Sidewalk Repair	75
Pavement/Pothole/Paving Needed on Street	76
Landscape/Vegetation/Request to Abate Debris or Vegetation on County Bike Lane	80
Ditches/Culverts/Ditch Cleaning	83
Regional Parks/Maintenance Request	85
Regional Parks/Trash and Debris	89
Ditches/Culverts/Shoulder Erosion/Drop-Off/Repair	91
Regional Parks/Other	95

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Request Type	Avg. Days To Close
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	101
Tree Complaint/Tree Obstructing County Signal Pole Light Head	113
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	117
Ditches/Culverts/Miscellaneous Flooding	122
Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation	123
Street Lights/Street Light Miscellaneous Problem	129
Sweeper Request/Landscape/Median Clean Up and Debris Removal	260
Encroachment Violations/Other Encroachment Types	276
Sidewalk/Tree or Vegetation Obstructing Sidewalk	391

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Aging of Open Requests

Days	Count
< 30	1,371
31 to 60	666
61 to 90	348
> 91	1,742

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.

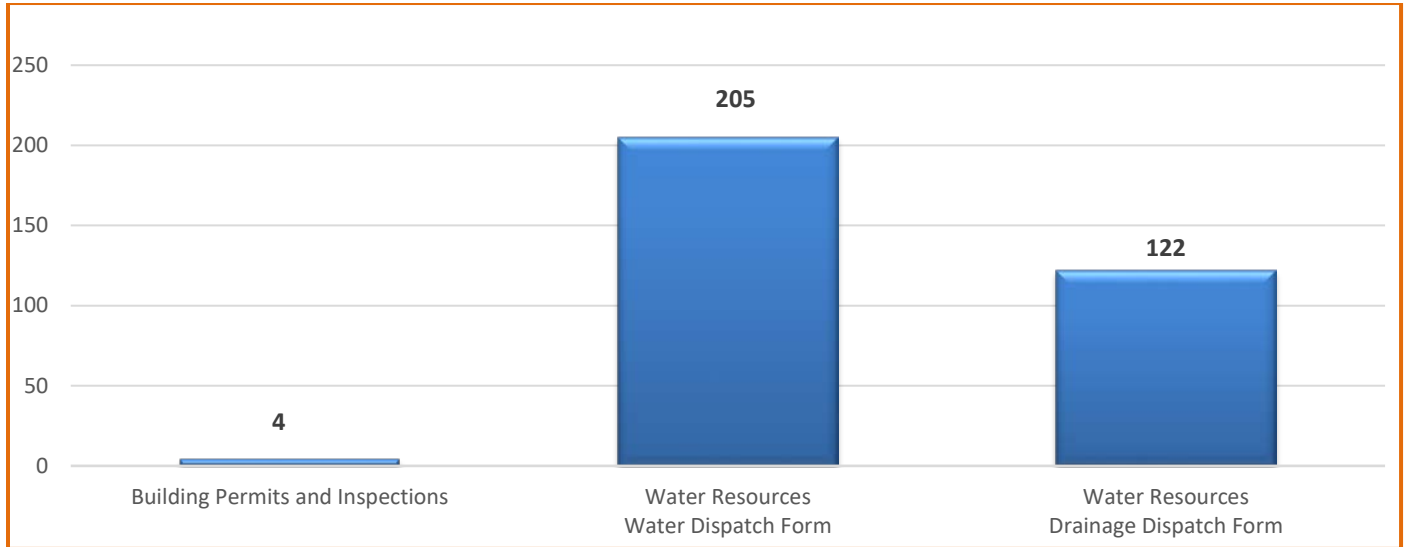
Acronym Glossary

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



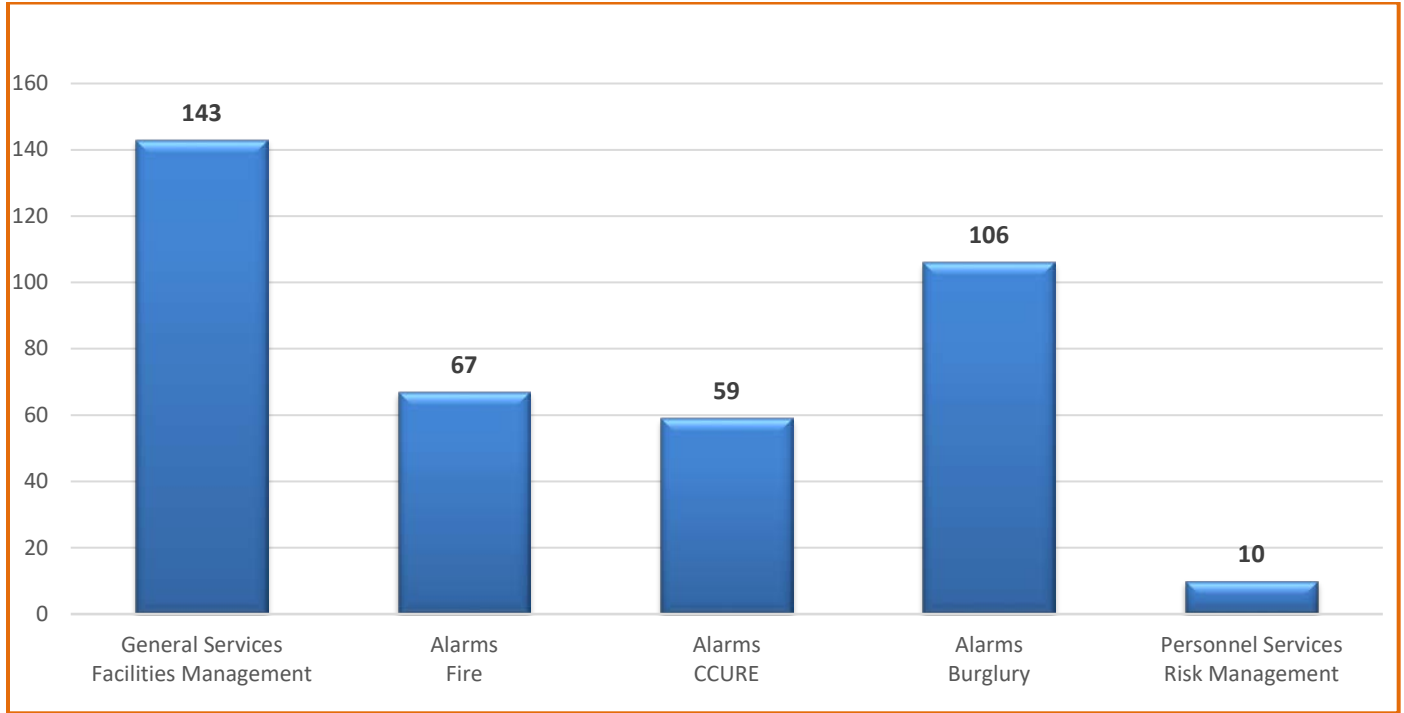
Service Definitions

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

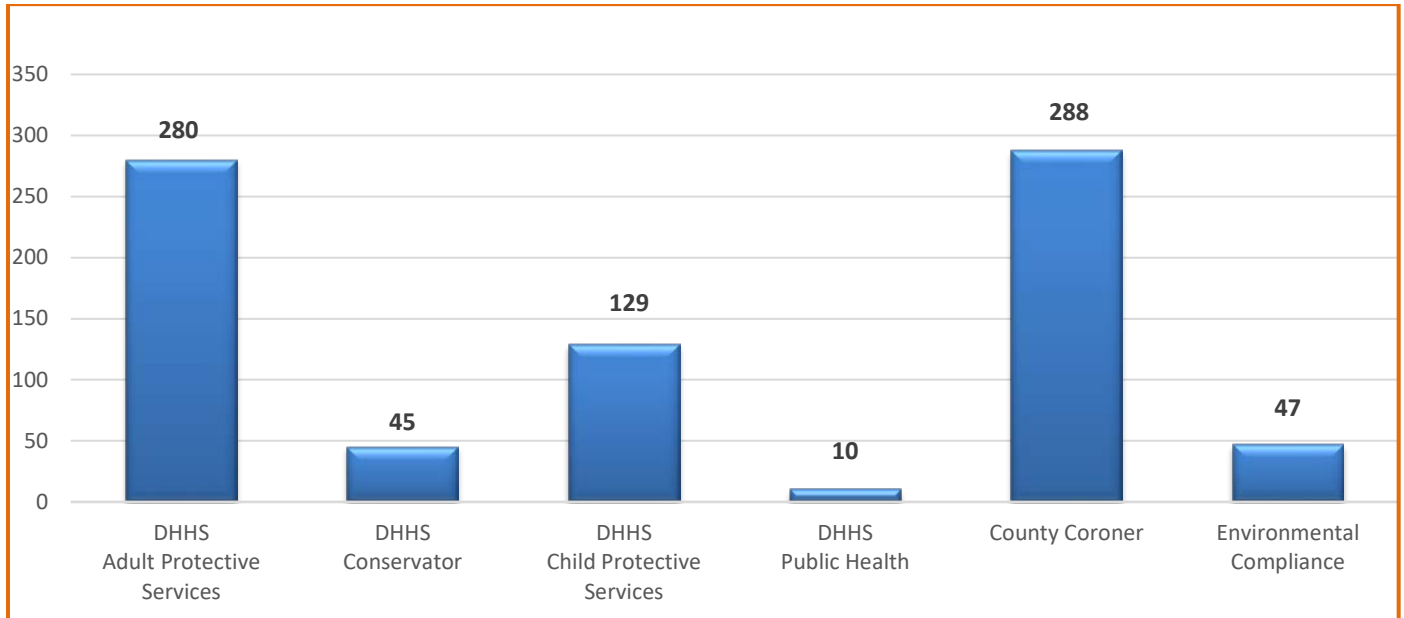
General Services - Facilities Management	Dispatch Services for Facilities Management staff such as engineer (alarms, reported issues), janitorial, electrical, plumbing, CCURE card readers etc.
Fire Alarms	Dispatch Services for fire alarm/activation or system testing within county owned/leased facilities 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.

Dispatch Services Request

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Social Services



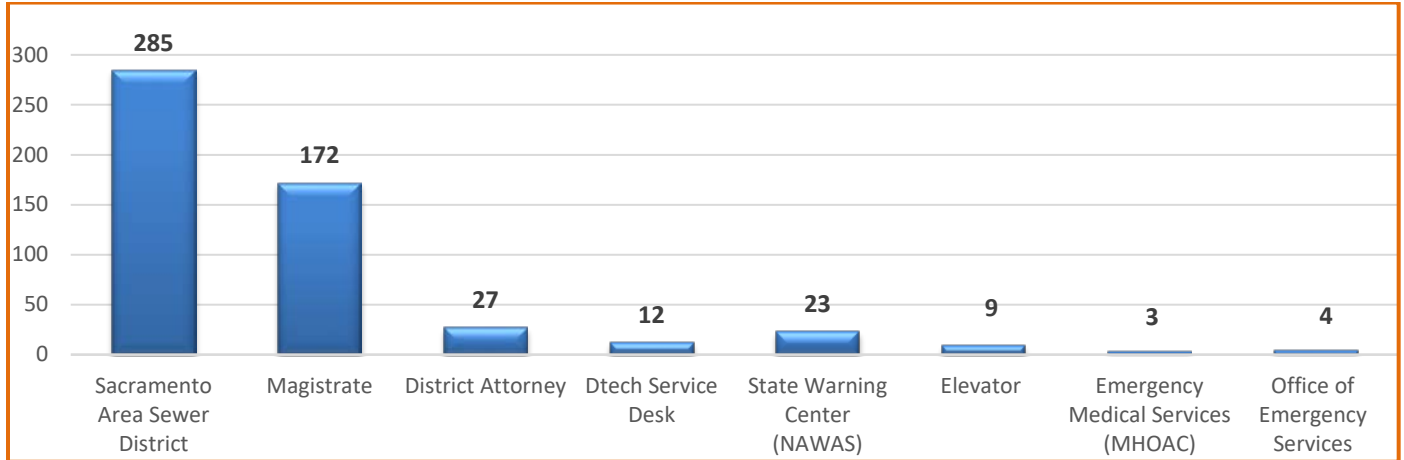
Service Definitions

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