



# MONTHLY CUSTOMER SERVICE REPORT

**SERVICE REQUESTS AND STATISTICS**  
AUGUST 1, 2020 – AUGUST 31, 2020



**Office of Customer Service**  
**916-875-4311**  
**[www.311.sacounty.net](http://www.311.sacounty.net)**

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# Customer Service Report August 1, 2020 – August 31, 2020

## Department of the Month

**Department:** Human Assistance

**Director:** Ann Edwards

**Website:** [www.ha.saccounty.net](http://www.ha.saccounty.net)

**Mission:** We help Sacramento County residents who are in need become self-sufficient and independent, by providing public benefits, employment assistance, and supportive services.

**Core Purpose:** To Improve Lives

DHA administers public assistance programs, which help Sacramento County residents and families who are in need to obtain necessary services, such as CalFresh, CalWORKs, Medi-Cal, employment assistance, and child-care supportive services. DHA also develops and administers various homeless and housing assistance programs, assists veterans with benefits and resources, and administers payments to Foster Care providers. DHA's organizational structure has three distinct, collaborative branches that support the functions and services of each other along with the mission and core purpose of the Department.

### Customer Service Operations Branch

- **CalWORKs (California Work Opportunities and Responsibility to Kids)** Provides cash aid and services to eligible families that have a child(ren) in the home.
- **CalFresh (known federally as the Supplemental Nutrition Assistance Program)** Provides monthly electronic benefits that can be used to buy most foods at many markets and food stores.
- **Medi-Cal (California Medical Assistance Program)** Public health insurance program, which provides needed [health care services](#) for low-income individuals and families
- **CMISP (County Medically Indigent Services Program)** Provides medically necessary care to eligible indigent adults who are Sacramento County residents.
- **Minor Consent** Medical Services for Medically Indigent Medi-Cal Applicants under the age of 21. Parental approval is not required.
- **GA (General Assistance)** Provides adults short-term financial assistance to enable a recipient to either find employment or to obtain support from another source (i.e. SSI).
- **CAP (Cash Assistance Program for Immigrants)** Program provides cash assistance to legal immigrants who are aged, blind or disabled and are ineligible for Social Security benefits solely due to immigration status.
- **Long Term Care** Provides California residents with long term care coverage.
- **Employment Services** Comprehensive employment programs designed to assist CalWORKs and GA recipients achieve self-sufficiency through employment. Employment Services programs include Job Club/Talk, Subsidized Employment, Vocational Assessment Counseling, and Community Work Experience.
- **Child Care** Child Care payment processing to childcare providers of children receiving CalWORKs. Orientation and registration of child care providers.
- **Foster Care and Adoption Assistance** Provides cash assistance on behalf of foster and adopted children. DHA determines eligibility and issues benefits while DCFAS, provides placement and coordinates services for Foster Care youth.
- **Veteran Services** Assists Veterans with filing claims for disability and education benefits. The Veteran Services office also assists with death benefits for surviving spouses and dependent children of Veterans.

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- **Staff Development Office** Trains new employees and delivers ongoing policy and systems training to ensure DHA staff have the tools and information needed to effectively serve the community.
- **Program Integrity** Committed to preventing and detecting welfare fraud, maintaining program integrity, and monitoring internal controls and systems for criminal activity.
- **Homeless Services Division** DHA's Homeless Services Division is responsible for developing and managing homeless services programs and operations including:
  - **HSP (Housing Support Program)** Supports CalWORKs recipients experiencing homelessness with obtaining permanent housing. Includes assistance with move in costs and limited term rental subsidies. Families should contact a local DHA bureau for more information.
  - **Family Homelessness Response and Shelter System** Works to reduce barriers to accessing emergency shelter for families experiencing homelessness by centralizing registration via an electronic portal; allowing pets; expanding the definition of a family; removing restrictive funding; and removing time limits.
  - **Mather Community Campus** Provides emergency shelter for 140 single adults experiencing homelessness along with Transitional Housing for Families and Former Foster Care Youth.
  - **Flexible Supportive Rehousing Program** Provides intensive case management and permanent housing services to 250 frequent users of County jail and Behavioral Health Services.
  - **Homeless Prevention and Intervention Services for Transition Age Youth** Provides prevention, diversion and intervention services for youth aged 18-24 years of age who are homeless or at imminent risk of homelessness.
  - **Homeless Outreach and Rehousing Services** Provides navigation, outreach and rehousing services to individuals and families experiencing homelessness in the following unincorporated areas of the county: Arden-Arcade, Carmichael, Rio Linda, South Sacramento, and the American River Parkway.
  - **Full Service Rehousing Shelter** Provides shelter, case management and rehousing assistance to up to 75 persons experiencing homelessness. Shelter beds are offered based on referrals from DHA Homeless Outreach staff and designated County law enforcement partners
  - **Motel Voucher Program** Emergency overnight shelter assistance for homeless individuals and families in dire circumstances. This program pays for a short motel stay when other supports, including personal finances and temporary shelter options, have been exhausted or are not available
  - **Return to Residency** A bus ticket is provided for persons newly arriving in Sacramento County faced with homelessness and no means of support. The destination must be the person's verified place of residency where housing and ongoing support have been confirmed.

### Finance and Administration Branch

- **Financial Management** Financial Management is responsible for all budget and financial operations for the Department of Human Assistance. This includes: budget development and oversight, accounting, claiming and auditing practices, procurement services and accounts payable, contracts administration and compliance monitoring, fiscal policy determination, and corrective action plans in response to audits and other departmental operational reviews.
- **Fiscal** Fiscal Services supports DHA and program service delivery operations through issuing benefits to customers on-site, such as EBT cards with CalFresh and/or cash aid, bus stickers and tickets, and checks for Homeless Assistance. Fiscal Services staff also process payment requests for Stage 1 Child Care and assist customers with over issuance payments, voucher payments direct deposit, and electronic benefit payments.

**FTE:** The Department of Human Assistance has 1,852 FTE staff.



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**Monthly Statistics**

Number of	
• Service request by calls	16,435
• Service request by mobile application	1,912
• Other	917
Service requests opened	12,294
Informational calls	4,889
Transferred calls	2,085
Service request closed	17,889
Average days to close service request	15

**Monthly Top Service Requests by Type Opened**

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	16	208	461	224	81	990
Waste Management/Illegal Dumping	67	223	217	105	96	708
Missed Service/Recycle	6	51	185	72	23	337
Missed Service/Green Waste	7	45	131	62	21	266
Missed Service/Neighborhood Clean	2	43	65	29	29	168
<b>Total</b>	<b>98</b>	<b>570</b>	<b>1,059</b>	<b>492</b>	<b>250</b>	<b>2,469</b>

**Customer Service Report  
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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	14	167	400	187	72	840
Waste Management/Illegal Dumping	58	182	162	73	61	536
Missed Service/Recycle	5	47	147	59	22	280
Missed Service/Green Waste	6	40	110	54	17	227
Missed Service/Neighborhood	2	38	48	24	22	134
<b>Total</b>	<b>85</b>	<b>474</b>	<b>867</b>	<b>397</b>	<b>194</b>	<b>2,017</b>

**Cumulative Top Unresolved Service Request Types**

Type	District 1	District 2	District 3	District 4	District 5	Total
Waste Management/Illegal Dumping	9	41	55	32	35	172
Missed Service/Garbage	2	41	61	37	9	150
Private Property Complaint/Junk/Rubbish	16	50	45	27	14	152
Encroachment Violation> Basketball Hoop/Garbage Can	4	13	32	14	17	80
Private Property Complaint/Parked on Lawn	4	8	33	8	13	66
<b>Total</b>	<b>35</b>	<b>153</b>	<b>226</b>	<b>118</b>	<b>88</b>	<b>620</b>

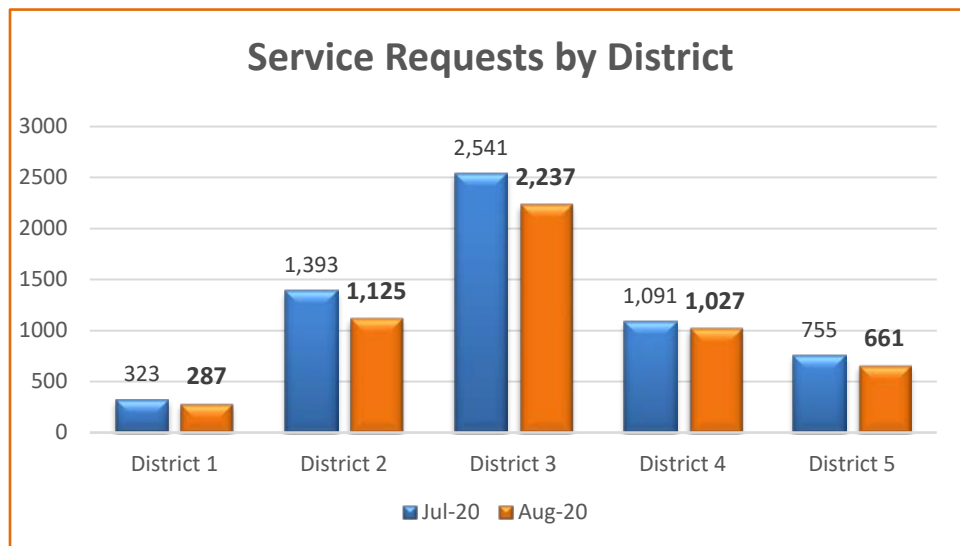
**Customer Service Report**  
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**Board of Supervisor District Information**

**Service Requests by District**

District	Count
<b>District 1 – Serna</b> <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	287
<b>District 2 – Kennedy</b> <i>(Parkway, Lemon Hill, Florin)</i>	1,125
<b>District 3 – Peters</b> <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,237
<b>District 4 – Frost</b> <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	1,027
<b>District 5 – Nottoli</b> <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	661
<b>Total</b>	<b>5,337</b>

**Monthly Comparison: July 2020 vs. August 2020**



**Customer Service Report  
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**Top Service Request Opened by District (>10 requests)**

<b>District 1 - Serna</b>	
Waste Management/Illegal Dumping	67
Missed Service/Garbage	16
Regional Parks/Illegal Activity	15
Private Property Complaint/Junk/Rubbish	12
<b>District 2 – Kennedy</b>	
Waste Management/Illegal Dumping	223
Missed Service/Garbage	208
Missed Service/Recycle	51
Private Property Complaint/Junk/Rubbish	46
Missed Service/Green Waste	45
Missed Service/Neighborhood Clean Up (NCU)	43
Abandoned Vehicles/Inoperable	41
Animal Care/Stray/Roam	25
Transportation/Shopping Cart by Vendor	23
Environmental Health (All Jurisdictions)/Food Facility Complaint	18
Animal Care/Investigation/Negligence	18
Animal Care/Investigation/Barking (Dogs Only)	17
Animal Care/Stray/Injured	15
Notify Supervisor/Garbage	14
Abandoned Vehicles/Dismantled	13
Encroachment Violation/Basketball Hoop/Garbage Cans	12
Notify Supervisor/Supervisor Dispute NCU	12
Code Enforcement/Zoning/Other	11
<b>District 3 – Peters</b>	
Missed Service/Garbage	461
Waste Management/Illegal Dumping	217
Missed Service/Recycle	185
Missed Service/Green Waste	131
Missed Service/Neighborhood Clean Up (NCU)	65
Private Property Complaint/Junk/Rubbish	48
Abandoned Vehicles/Inoperable	48
Animal Care/Stray/Injured	37
Animal Care/Investigation/Barking (Dogs Only)	37
Private Property Vehicle/Parked on Lawn	37
Animal Care/Stray/Roam	32



**Customer Service Report  
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Animal Care/Dead Animal/Domestic	31
Animal Care/Wild/Injured	29
Animal Care/Investigation/Negligence	27
Notify Supervisor/Garbage	26
Transportation/Shopping Cart by Vendor	25
Pavement/Pothole/Pothole/Chuckhole Repair/Large	23
Encroachment Violation/Basketball Hoop/Garbage Cans	23
Abandoned Vehicles/Dismantled	21
Abandoned Vehicles/Wrecked	20
Regional Parks/Trash and Debris	19
Pavement/Pothole/Pothole/Chuckhole Repair/Small	17
Code Enforcement/Zoning/Other	17
Animal Care/Dead Animal/In Traffic	17
Animal Care/Dead Animal/Roadside	16
Tree Complaint/Broken/Hanging Tree Limb/Roadway	16
Animal Care/Dead Animal/Wild	15
Animal Care/Investigation/Cruelty	14
Traffic Signal/Flashing Red	13
Animal Care/Wild/Sick	12
Roadway Hazard (Potential for Injury or Damage to Vehicles)	12
Traffic Signal/All Signals Dark	11
Private Property Vehicle/Non-Operable (Commercial Included)	11
Animal Care/Stray/Sick	11
<b>District 4 – Frost</b>	
Missed Service/Garbage	224
Waste Management/Illegal Dumping	105
Missed Service/Recycle	72
Missed Service/Green Waste	62
Missed Service/Neighborhood Clean Up (NCU)	29
Transportation/Graffiti/Sign	25
Private Property Complaint/Junk/Rubbish	23
Abandoned Vehicles/Inoperable	20
Animal Care/Investigation/Barking (Dogs Only)	17
Animal Care/Dead Animal/Roadside	16
Animal Care/Stray/Roam	15
Animal Care/Investigation/Negligence	15
Notify Supervisor/Garbage	14

**Customer Service Report  
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Animal Care/Stray/Injured	13
Transportation/Shopping Cart by Vendor	13
Roadway Hazard (Potential for Injury or Damage to Vehicles)	11
Encroachment Violation/Basketball Hoop/Garbage Cans	11
<b>District 5 – Nottoli</b>	
Waste Management/Illegal Dumping	96
Missed Service/Garbage	81
Missed Service/Neighborhood Clean Up (NCU)	29
Missed Service/Recycle	23
Missed Service/Green Waste	21
Animal Care/Dead Animal/Roadside	17
Private Property Complaint/Junk/Rubbish	16
Encroachment Violation/Basketball Hoop/Garbage Cans	16
Private Property Vehicle/Parked on Lawn	15
Animal Care/Stray/Roam	14
Animal Care/Stray/Traffic	12
Pavement/Pothole/Pothole/Chuckhole Repair/Large	11

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

Request Type	Avg. Days To Close
Transportation/Hazmat/Unknown Container	1
Animal Care/Dead Animal/In Traffic	1
Street Lights/Light or Pole Damaged	1
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)/Missing	1
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)/Down	1
Landscape/Vegetation/Miscellaneous Vegetation/Tree Calls	1
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	1
Transportation/Sweeper Request/Sweeper/Spill in Roadway	1
Tree Complaint/Broken/Hanging Tree Limb/Roadway	1
Street Lights/Knock Down	1
Traffic Signal/Knock Down	1
Graffiti/Private Property/Soundwall	1
Roadway Hazard (Potential for Injury or Damage to Vehicles)	1
Aggregate Dumping/Trash Pick Up/Debris Blocking Roadway/Sidewalk (Non-Vegetation)	1
Traffic Sign/New Sign Request/Speed Limit	1
Traffic Sign/New Sign Request/Stop	1
Tree Complaint/Tree Down/Sidewalk	1
Business Licenses/Operating without License	1

**Customer Service Report**  
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Request Type	Avg. Days To Close
Traffic Investigations/Request/Sign	2
Animal Care/Investigation/Barking (Dogs Only)	2
Transportation/Bridge Request/Open/Closing	2
Street Lights/Miscellaneous	2
Street Lights/Cycling On and Off	2
Environmental Compliance/Hazardous Substances	2
Waste Management/Missed Sweeper Request	2
Transportation/Sweeper Request/Sweeper/Glass	2
Traffic Signal/Light Out/Over Roadway	2
Traffic Signal/All Signals Dark	2
Waste Management/Missed Service/Over Flow	2
Transportation/Hazmat/Other	2
Traffic Signal/Light Out/On Corner	2
Traffic Signal/Long Red/Short Green	2
Traffic Signal/Turned Signal Head	2
Street Lights/Light Out	2
Missed Service/Non-Regular Service/Recycle	2
Regional Parks/Illegal Activity	2
Traffic Signal/Flashing Red	2
Graffiti/Obscene/Public Right-of-Way	2
Graffiti/Public Right-of-Way/Roadway	2
Traffic Signal/Miscellaneous Issues	3
Notify Supervisor/Recycle	3
Sidewalk/Curb, Gutter, and Sidewalk Repair/Cracking	3
Street Lights/Lights Out (Group)	3
Pavement/Pothole/Sink Hole in Roadway/Roadway	3
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	3
Missed Service/Garbage	3
Missed Service/Neighborhood Clean Up (NCU)	3
Graffiti/Private Property/Fence	3
Private Property Complaint/Vacant, Unmaintained/Commercial	3
Missed Service/Recycle	3
Priority Housing/Lack of Utilities (Gas/Water/Electric/Sewer)	3
Missed Service/Green Waste	3
Traffic Signal/Pedestrian Signal Inoperative	3
Waste Management/Illegal Dumping	3
Missed Service/Non-Regular Service/Garbage	4
Graffiti/Private Property/Building	4
Street Lights/Cover Missing/Wires Exposed	4
Priority Housing/Collapsing Building Roof or Ceiling	4
Pavement/Pothole/Pothole/Chuckhole Repair/Bike Lane	4

**Customer Service Report  
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Request Type	Avg. Days To Close
Graffiti/Public Right-of-Way/Other	4
Abandoned Vehicles/Dismantled	4
Traffic Signal/Cycling/Detection Problem	4
Regional Parks/Illegal Camp/Occupied	4
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	4
Sidewalk/Tree Trimming Needed/Sidewalk	4
Transportation/Graffiti/Sign	4
Graffiti/Public Right-of-Way/Utility Box	4
Pavement/Pothole/Pothole/Chuckhole Repair/Small	4
Pavement/Pothole/Pavement-Other Unknown Maintenance Needs	4
Notify Supervisor/Garbage	4
Notify Supervisor/Supervisor Dispute NCU	4
Graffiti/Public Right-of-Way/Fence	4
Graffiti/Public Right-of-Way/Soundwall	4
Traffic Investigations/Request/Speedbumps	4
Regional Parks/Maintenance Request	4
Graffiti/Private Property/Other	4
Regional Parks/Trash and Debris	4
Traffic Investigations/Speeding	4
Street Lights/Dim	5
Regional Parks/Other	5
Pavement/Pothole/Pothole/Chuckhole Repair/Large	5
Abandoned Vehicles/Inoperable	5
Abandoned Vehicles/Wrecked	5
Graffiti/Private Property/Utility Box	5
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	5
Ditches/Culverts/Drainage Problem (Not Ditches or Culverts)/Flooding Issues	5
Notify Supervisor/Green Waste	6
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Construction without Permit	6
Regional Parks/Illegal Camp/Abandoned	6
Traffic Sign/New Sign Request/Other	6
Environmental Health (All Jurisdictions)/Food Facility Complaint	6
Priority Housing/No Hot Water	6
Pavement/Pothole/Paving Needs on Street/Other	7
Landscape/Vegetation/Request/Abate a Visibility Obstruction by Vegetation	8
Traffic Sign/New Sign Request/No Parking	8
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	8
Traffic Sign/Non-Emergency/Sign Down	9

**Customer Service Report  
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Request Type	Avg. Days To Close
Traffic Sign/Non-Emergency/Sign Missing	9
Pavement/Pothole/Paving Needs on Street/Pavement Broken	10
Private Property Vehicle/Occupied Mobile Homes/Trailers	10
Traffic Investigations/Traffic Safety Related Issues	11
Private Property Complaint/Overflowing Dumpster	12
Barricades/Road Flooding/Barricades/Entire Road	12
Pavement/Pothole/Paving Needs on Street/Resurfacing Request	13
Priority Housing/VOA (Vacant, Open, Accessible) Properties	13
Barricades/Road Flooding/Barricades/Single Lane	13
Pavement/Pothole/Paving Needs on Street/Alligator Cracking	14
Private Property Vehicle/Non-Operable (Commercial Included)	14
Sub-Standard Housing/Other	15
Code Enforcement/Zoning/Other	15
Private Property Complaint/Junk/Rubbish	17
Private Property Vehicle/Parked on Lawn	17
Sidewalk/Curb, Gutter, and Sidewalk Repair/Gutter Drainage	19
Private Property Complaint/Vacant, Unmaintained/Residential	20
Priority Housing/Surfacing Sewage	20
Zoning/Occupied Out-Building	23
Zoning/10K SQ FT or Smaller-Small Farm Animals	23
Tree Complaint/Request/Tree Removal on County Right-of-Way	24

**Customer Service Report  
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**Aging of Open Requests**

Days	Count
<30	1,343
31 to 60	528
61 to 90	273
> 91	905

Aging Service Requests are explained as follows:

**Process** – Departmental processes for case completion vary. Many case types require between 30 days and up to 1 year to process.

**Resources** – Many departments utilize work project assistance to complete service requests and this resource is not always available.

**Seasonal/Cycle** – Construction season is late spring early summer, many projects are completed in season or on cycle.

**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**

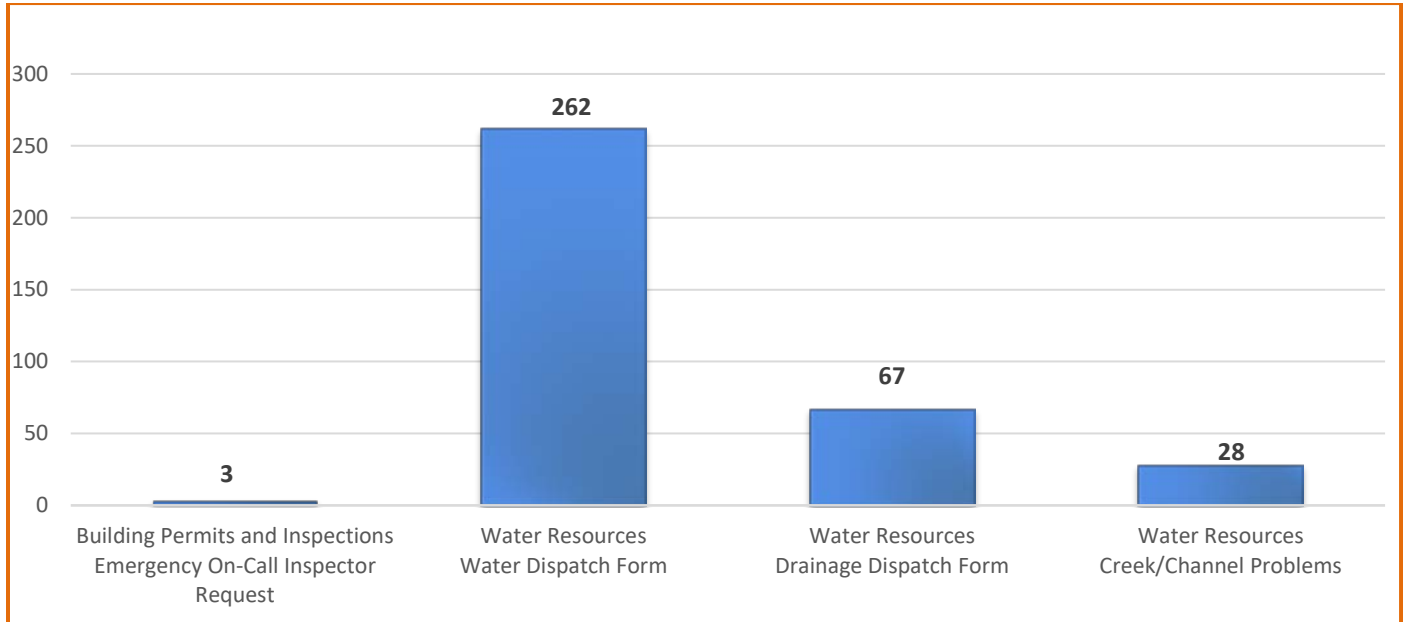
<b>CCURE</b>	Computer Coordinated Universal Retrieval Entry
<b>DTECH</b>	Department of Technology
<b>DHHS</b>	Department of Health and Human Services
<b>SASD</b>	Sacramento Area Sewer District
<b>JIRA</b>	Proprietary issue tracking product that allows bug tracking and agile project management.
<b>NAWAS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



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**Dispatch Services Request**

**Public Works and Infrastructure**



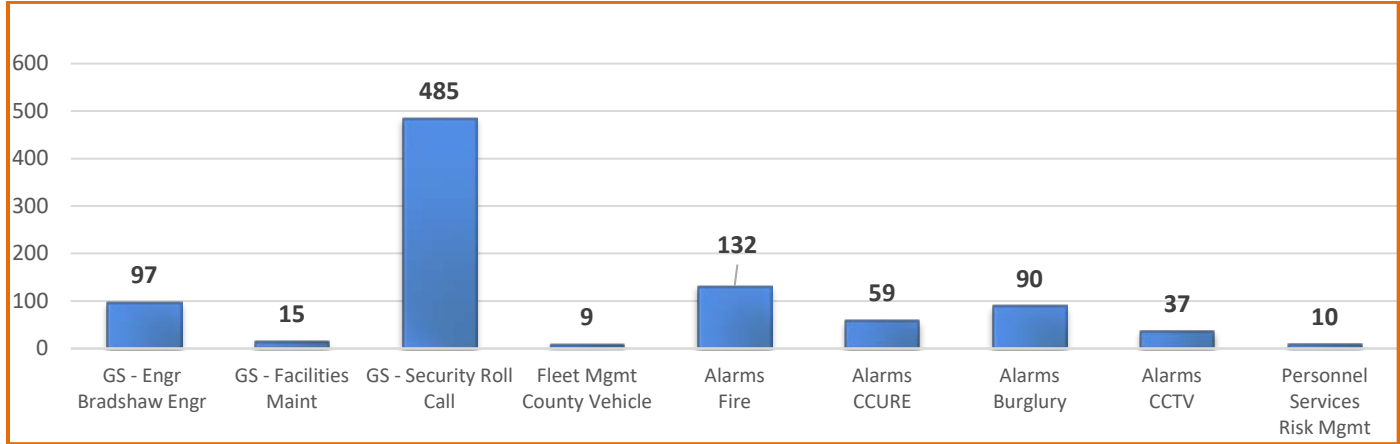
**Service Definitions**

Building Permits and Inspections	On-Call Emergency Building Inspections for either Residential or Commercial properties in regards to Plumbing, Mechanical, Electrical, or Structural inspections
Water Resources - Water Dispatch Form	Dispatch Services including fire hydrant, odor/taste/color, no water, water leak, low/high pressure, locate curb stop, water shut-off/turn back on, etc.
Water Resources - Drainage Dispatch Form	Dispatch Services including drain inlet plugged, house/street flooded, illegal discharge, missing/broken storm cover, creek/channel issues, etc.
Water Resources - Creek/Channel Problems	Dispatch Services including Debris in Creek/Channels, Trees Down in Creek/Channels issues, etc.

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**Dispatch Services Request**

**Administrative Services**



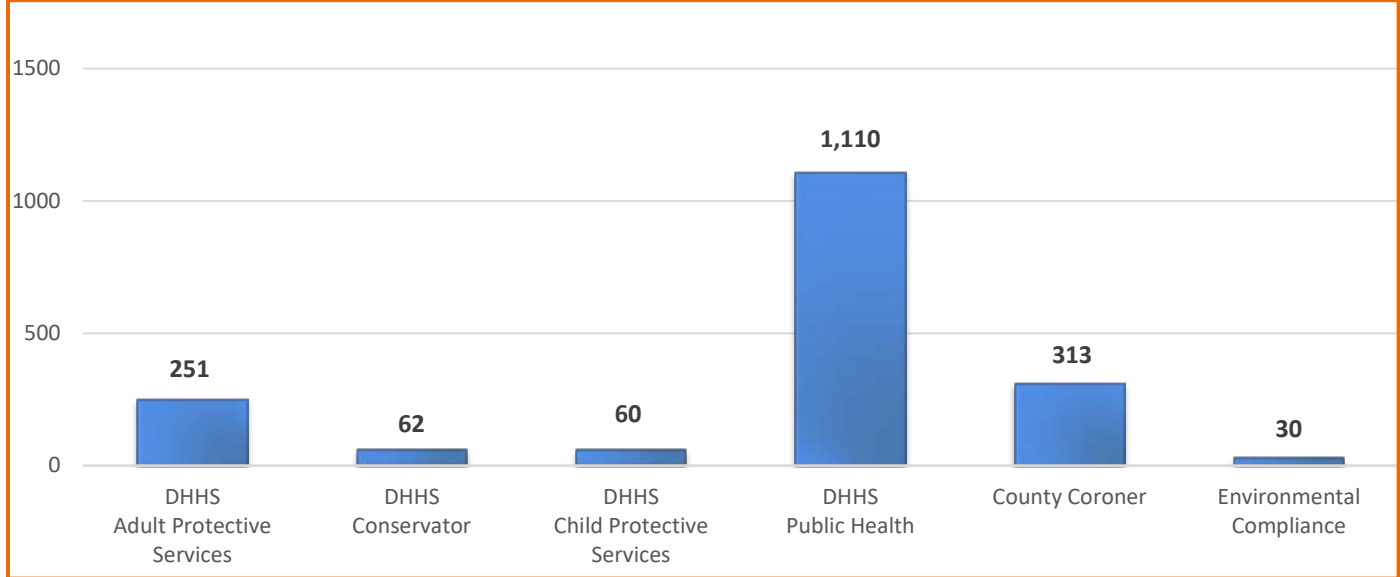
**Service Definitions**

General Services Engineering/Bradshaw Engineering	Dispatch Services for Downtown and Bradshaw Facility Engineers to respond for fire/environmental alarms, generator testing, electrical, plumbing issues in county maintained buildings, etc.
General Services - Facilities Management	Dispatch Services for Facilities Management staff such as engineer (alarms, reported issues), janitorial, electrical, plumbing, CCURE card readers etc.
Fleet Management	Dispatch Services for Fleet Management regarding County employees in County issued vehicles and Emergency/Non-Emergency Fuel Pump Stations
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
Alarms CCTV	Dispatch Services for Law Enforcement, Alarm Technicians, Property Responsible based on received audible alarms or visual video footage being monitored by the call center staff 24/7 for site intrusions or strange activity observed.
Personnel Services - Risk Management	Dispatch Services for county vehicle accident/towing services, claims, etc.

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**Dispatch Services Request**

**Social Services**



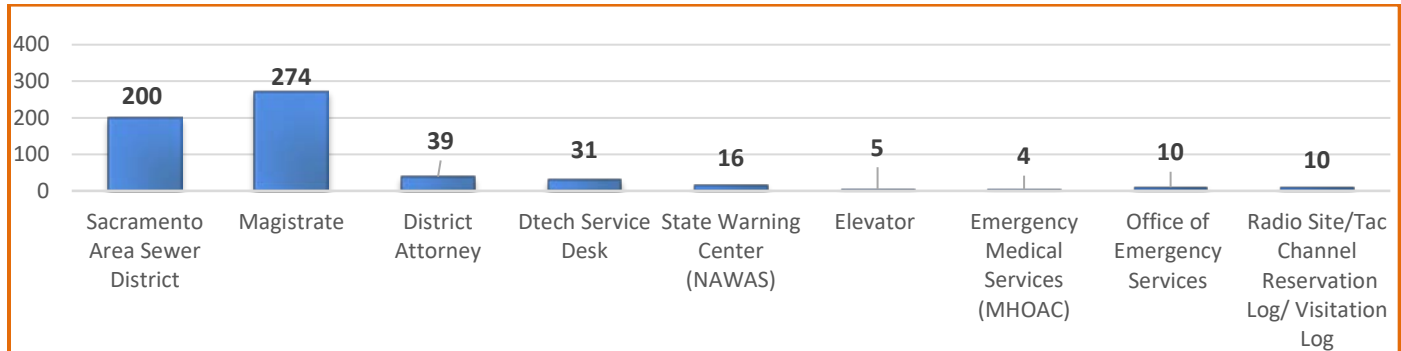
**Service Definitions**

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
Radio Site/Tac Channel, Reservation/ Visitation Log	Dispatch Services Log of any authorized allied agency personnel reserving radio mutual aid channels for coordinated events or training and personnel entering county radio site locations for scheduled maintenance work