



MONTHLY CUSTOMER SERVICE REPORT

SERVICE REQUESTS AND STATISTICS

DECEMBER 1, 2020 – DECEMBER 31, 2020



Office of Customer Service
916-875-4311
www.311.saccounty.net

Table of Contents

Department of the Month 1

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

Aging of Open Requests 14

Aging by District, Top 5 Service Request Types Open 0-30 Days 14

Aging by District, Top 5 Service Request Types Open 31-60 Days 14

Aging by District, Top 5 Service Request Types Open 61-90 Days 15

Aging by District, Top 5 Service Request Types Open >90 Days 15

Dispatch Services Request..... 17



Customer Service Report
December 1, 2020 – December 31, 2020

Department of the Month

Department of the Month: Probation

Director: Lee Seale

Website: www.probation.saccounty.net

Mission: The Sacramento County Probation Department provides clients with the assessment, treatment, supervision and support necessary to prevent re-offending, resulting in a safer community. Our highly skilled, multi-disciplinary workforce uses innovative strategies to support positive change.

Total Supervised (Adult and Juvenile): 22,010 (as of 11/1/2020)

Division

- **Adult Court Services:** Prepare pre-sentence investigation reports for the Sacramento County Superior Courts as recommendations for sentencing. Includes specialized units focused on Restitution, Jurisdictional Transfers, Pre Trial Assessment and Monitoring, Expungements and Early Terminations, and Drug Diversion. Additionally, officers are assigned as court liaisons to assist in the Jail Home Courts and the Courthouse.
- **Adult Community Corrections:** The Division is comprised of six collaborative courts, three Adult Day Reporting Center (ADRC) programs, two Screening, Intake, and Assessment (SIA) Units, and the Community Outreach Unit. The ADRC and Collaborative Court programs offer risk/needs assessments, case management, community supervision, group/individual counseling, treatment, drug/alcohol treatment, job training, and education programs. The SIA Units provide risk/need assessments and service referrals for clients recently released from state prison or county jail who are under the supervision of the Probation Department
- **Adult Field Services:** The Division is responsible for the supervision of adult offenders sentenced to terms of traditional probation as well as Public Safety Realignment terms of Post-Release Community Supervision and Mandatory Supervision after local County Jail Prison terms. Specialized units within the division include Family Violence, Gang Suppression, High Risk Probation, Interstate Compact, Investigations and Supervision, Office of Traffic Safety/ Driving Under the Influence, High Tech Crimes Task Force/Identity Theft, Sex Offender/ GPS Monitoring, Sacramento County Auto Theft Suppression Task Force, and the Rancho Cordova Community Partnership and participation on the California Multi-Jurisdictional Methamphetamine Enforcement Team.
- **Professional Standards and Training:** Provides oversight of training for Probation Department employees, development of policy including General and Operations orders, and ensures compliance with legal mandates. Units within the division include Background Investigations, Communications and Community Engagement, Fiscal Services, Information Technology, Internal Affairs, Policy and Compliance and Recruitment and Training. Duties include researching and responding to Public Records Act requests; developing programs related to the submission of grant proposals and applications; preparing memorandums highlighting division impacts and operations; managing Probation facilities; managing internal and external websites and social media platforms, assisting in preparation of presentations for stakeholders and the community; and providing critical data analysis.

Customer Service Report
December 1, 2020 – December 31, 2020

Division (continued)

- **Juvenile Field Services:** Juvenile Field Services is responsible for the supervision of youth under the Juvenile Court's jurisdiction. The youth are given a risk and need assessment to determine the risk of reoffending as well as to identify strengths and service needs. Individualized case plans are jointly created with the youth and family. Youth are then referred to a broad array of targeted community based interventions and resources. Probation Officers provide supportive case management in the community, teaming with local service providers with the goal of keeping youth and families together and maintaining safer communities. Specialized units within the division include Home Supervision and Electronic Monitoring; Candidacy Assessment, Programming and Re-entry; Juvenile Justice Diversion and Treatment Program; Commercially Sexually Exploited Children; Sex Offender and Arson; Age of Majority; Black Child Legacy Campaign; Division of Juvenile Justice and Reentry; and Community Supervision North/South.

- **Placement Services:** Probation aims to keep youth in their homes with their families as often as possible with community based, family driven services; however, there are cases where it is in the best interest of the youth to be placed with resource families or Short Term Residential Therapeutic Programs. Child and Family Team (CFT) Meetings are an integral part of case planning and include the youth, natural supports, and the family voice and choice in decision-making related to development of a strength-based case plan. Through a trauma informed care approach, an evidence-based assessment tool and on-going CFTs, Placement officers monitor youth in placement, provide progress reports to the Court, and ensure the youth's safety and well-being during the placement. Officers are diligent in their efforts to identify permanent families, while providing ongoing transitional services within the community, and support efforts for family reunification. Placement officers also supervise youth in Extended Foster Care through assistance with housing, education, life skills, employment and treatment.

- **Youth Detention Facility:** Sacramento County Probation is responsible for the operation and management of the County's juvenile hall, called the Youth Detention Facility (YDF). YDF is the first point of interaction for most youth who enter the county's juvenile justice system. YDF provides a safe and secure environment for youth by focusing on educational, recreational, and vocational programming and providing medical and mental health services. Probation strives to promote the health and well-being of the youth served by encouraging law-abiding behavior, teaching individual accountability for one's choices, and supporting positive change.

FTE: 670

**Customer Service Report
December 1, 2020 – December 31, 2020**

Monthly Statistics

Number of	
• Service request by Calls	16,254
• Service request by Mobile application	1,415
• Other	992
Service requests opened	11,799
Informational calls	4,938
Transferred calls	1,925
Service requests closed	18,141
Average days to close service requests	19

Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	31	241	562	255	73	1,162
Waste Management/Illegal Dumping	52	172	167	98	108	597
Missed Service/Green Waste	16	66	278	110	30	500
Missed Service/Recycle	11	75	173	73	81	413
Missed Service/Neighborhood Clean Up (NCU)	4	37	65	27	29	162
Total	114	591	1,245	563	321	2,834

**Customer Service Report
December 1, 2020 – December 31, 2020**

Monthly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	31	241	562	255	73	1,162
Waste Management/Illegal Dumping	52	168	166	98	107	591
Missed Service/Green	16	66	277	110	30	499
Missed Service/Recycle	11	75	173	73	81	413
Missed Service/Neighborhood	4	37	65	27	29	162
Total	114	587	1,243	563	320	2,827

Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Environmental Health (All Jurisdictions)/Food Facility Complaint	22	32	19	19	10	102
Private Property Complaint/Junk/Rubbish	3	31	27	21	11	88
Regional Parks/Illegal Camp/ Occupied	20	0	17	4	6	47
Encroachment Violation/Basketball Hoop/Garbage Can	0	12	17	6	2	37
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	2	4	14	7	4	31
Total	47	79	94	57	33	310

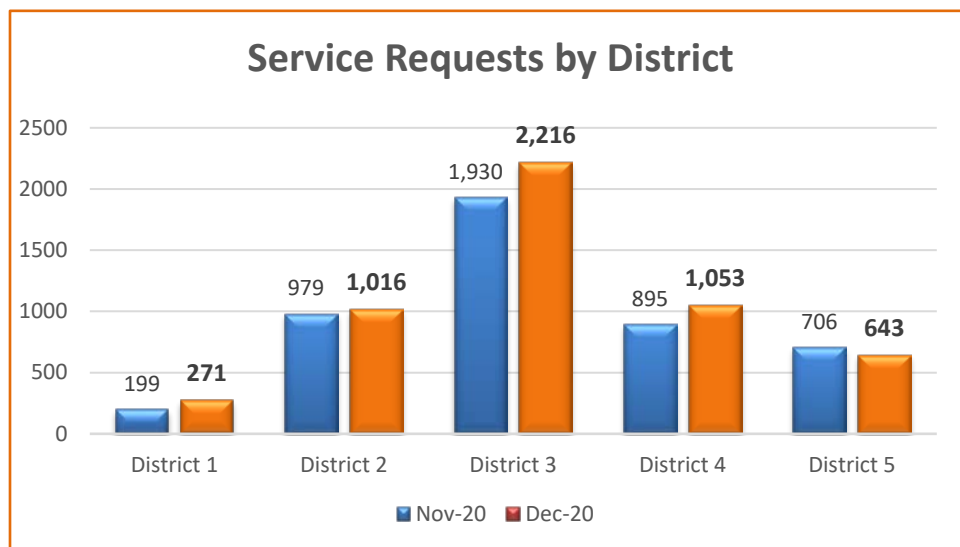
Customer Service Report
December 1, 2020 – December 31, 2020

Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	271
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	1,016
District 3 – Peters <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,216
District 4 – Frost <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	1,053
District 5 – Nottoli <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	643
Total	5,199

Monthly Comparison: November 2020 vs December 2020



Customer Service Report
December 1, 2020 – December 31, 2020

Top Service Request Opened by District (>10 requests)

District 1 - Serna	
Waste Management/Illegal Dumping	52
Missed Service/Garbage	31
Missed Service/Green Waste	16
Abandoned Vehicles/Inoperable	15
Animal Care/Stray/Injured	12
Missed Service/Recycle	11
District 2 – Kennedy	
Missed Service/Garbage	241
Waste Management/Illegal Dumping	172
Missed Service/Recycle	75
Missed Service/Green Waste	66
Missed Service/Neighborhood Clean Up (NCU)	37
Animal Care/Stray/Roam	32
Abandoned Vehicles/Inoperable	17
Notify Supervisor/Garbage	16
Animal Care/Investigation/Barking (Dogs Only)	15
Transportation/Shopping Cart by Vendor	14
Abandoned Vehicles/Dismantled	14
Animal Care/Dead Animal/Roadside	13
Animal Care/Stray/Injured	12
District 3 – Peters	
Missed Service/Garbage	562
Missed Service/Green Waste	278
Missed Service/Recycle	173
Waste Management/Illegal Dumping	167
Missed Service/Neighborhood Clean Up (NCU)	65
Animal Care/Investigation/Barking (Dogs Only)	36
Abandoned Vehicles/Inoperable	34
Animal Care/Stray/Roam	30
Pavement/Pothole/Pothole/Chuckhole Repair/Large	28
Animal Care/Investigation/Negligence	28
Private Property Complaint/Junk/Rubbish	27
Notify Supervisor/Garbage	25
Drainage Problems/Plugged Drain Inlet	22
Animal Care/Dead Animal/Roadside	22

**Customer Service Report
December 1, 2020 – December 31, 2020**

Waste Management/Missed Sweeper Request	20
Transportation/Shopping Cart by Vendor	20
Animal Care/Stray/Injured	19
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Construction without Permit	17
Animal Care/Wild/Injured	16
Animal Care/Dead Animal/Domestic	16
Roadway Hazard (Potential for Injury or Damage to Vehicles)	16
Waste Management/Calendar Request	16
Code Enforcement/Zoning/Other	15
Animal Care/Dead Animal/Wild	13
Notify Supervisor/Green Waste	13
Pavement/Pothole/Pothole/Chuckhole Repair/Small	13
Drainage Problems/Street/Intersection Flooding	13
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	12
Animal Care/Dead Animal/In Traffic	12
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)/Down	12
Animal Care/Investigation/Cruelty	12
Notify Supervisor/Recycle	11
Street Lights/Light Out	11
Traffic Investigations/Request/Speedbumps	11
Traffic Signal/Cycling/Detection Problem	11
Regional Parks/Trash and Debris	11
District 4 – Frost	
Missed Service/Garbage	255
Missed Service/Green Waste	110
Waste Management/Illegal Dumping	98
Missed Service/Recycle	73
Pavement/Pothole/Pothole/Chuckhole Repair/Large	31
Missed Service/Neighborhood Clean Up (NCU)	27
Animal Care/Investigation/Barking (Dogs Only)	25
Notify Supervisor/Garbage	16
Animal Care/Stray/Roam	13
Private Property Complaint/Junk/Rubbish	11
Code Enforcement/Zoning/Other	11
Animal Care/Dead Animal/Roadside	11

Customer Service Report
December 1, 2020 – December 31, 2020

District 5 – Nottoli	
Waste Management/Illegal Dumping	108
Missed Service/Recycle	81
Missed Service/Garbage	73
Missed Service/Green Waste	30
Missed Service/Neighborhood Clean Up (NCU)	29
Animal Care/Dead Animal/Roadside	22
Animal Care/Stray/Roam	20
Animal Care/Investigation/Barking (Dogs Only)	13
Animal Care/Wild/Injured	11

Customer Service Report
December 1, 2020 – December 31, 2020

Average Number of Days to Close a Service Request

Request Type	No. of Request	Avg. Days To Close
Animal Care/Rescue/Wall	1	0
Animal Care/Wild/Confined	1	0
Animal Care/Rescue/Vehicle	1	0
Animal Care/Rescue/Fence	1	0
Transportation/Shopping Cart by Vendor	47	0
Animal Care/Rescue/Other	2	0
Animal Care/Wild/Traffic	7	0
Animal Care/Stray/Traffic	27	0
Animal Care/Wild/Injured	37	0
Animal Care/Wild/Trapped	1	0
Animal Care/Wild/Aggressive/Happening NOW	1	0
Animal Care/Stray/Aggressive/Happening NOW	24	0
Animal Care/Stray/Vet/Business Confined	2	0
Animal Care/License/ Specimen Pick Up/Rabies Specimen Pick-Up	4	0
Animal Care/Assist (On-Scene Only)/Fire	2	0
Animal Care/Assist (On-Scene Only)/Police/Sheriff	23	0
Drainage Problems/Drainage Advice (Engineering)	8	0
Priority Housing/Lack of Utilities (Gas/Water/Electric/Sewer)	1	0
Animal Care/Wild/Roam	4	0
Animal Care/Stray/Sick	18	0
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Addition	1	0
Transportation/Hazmat/Bio waste	2	0
Animal Care/Stray/Aggressive/NOT Happening NOW	6	0
Animal Care/Stray/Tied	7	0
Animal Care/Investigation/Bite - NOT Happening NOW	11	0
Drainage Problems/Missing Drain Inlet/Manhole Cover	5	0
Animal Care/Wild/Sick	10	0
Animal Care/Dead Animal/In Traffic	33	0
Animal Care/Dead Animal/Roadside	71	0
Animal Care/Investigation/Animal Left in Vehicle	6	0
Animal Care/Stray/Roam	105	0
Animal Care/Stray/Injured	52	0
Transportation/Hazmat/Hydraulic Spill	3	0
Animal Care/Dead Animal/Wild	34	0
Animal Care/Investigation/Abandoned Animal	9	0
Missed Service/Non-Regular Service/Garbage	1	0
Animal Care/Investigation/Bite - Happening NOW	4	0

Customer Service Report
December 1, 2020 – December 31, 2020

Request Type	No. of Request	Avg. Days To Close
Animal Care/Dead Animal/Domestic	37	0
Drainage Problems/Plugged Drain Inlet	40	0
Animal Care/Investigation/Cruelty	26	0
Animal Care/Investigation/Negligence	50	0
Animal Care/Assist (On-Scene Only)/Animal Control Agency	2	0
Animal Care/Investigation/Kennel	8	0
Drainage Problems/Street/Intersection Flooding	18	0
Drainage Problems/Illegal/Illicit Discharge	16	0
Transportation/Hazmat/Needles	2	0
Tree Complaint/Tree Down/Roadway	2	0
Street Lights/Cycling On and Off	1	0
Ditches/Culverts/Drainage Problem (Not Ditches or Culverts)/Other Maintenance	1	0
Transportation/Hazmat/Other	5	0
Business Licenses/Operating without License	1	0
Animal Care/Investigation/Barking (Dogs Only)	92	0
Drainage Problems/Flooded Home/Garage/Car/Structure	1	0
Animal Care/Stray/Confined	26	0
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Remodel	2	0
Animal Care/Investigation/Tethered	11	0
Environmental Compliance/Hazardous Substances	2	0
Environmental Compliance/Hazardous Conditions	1	0
Sidewalk/Curb, Gutter, and Sidewalk Repair/Cracking	2	0
Animal Care/Investigation/Illegal Sales	1	0
Pavement/Pothole/Paving Needs on Street/Resurfacing Request	2	1
Tree Complaint/Tree Down/Sidewalk	1	1
Building Permits & Inspections (BPI)/Fence/Retaining Wall/Without a Permit	1	1
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)/Down	24	1
Traffic Signal/Knock Down	1	1
Tree Complaint/Tree Obstructing/County Stop Sign	1	1
Traffic Signal/Miscellaneous Issues	3	1
Traffic Signal/All Signals Dark	4	1
Transportation/Sweeper Request/Sweeper/Glass	5	1
Missed Service/Over Flow	4	1
Traffic Signal/Light Out/On Corner	3	1
Private Property Complaint/Rooster (in Residential Zone)	2	1
Traffic Signal/Long Red/Short Green	7	1
Notify Supervisor/Green Waste	25	1
Missed Service/Recycle	412	1

**Customer Service Report
December 1, 2020 – December 31, 2020**

Request Type	No. of Request	Avg. Days To Close
Notify Supervisor/Garbage	66	1
Missed Service/Garbage	1162	1
Missed Service/Green Waste	499	1
Transportation/Sweeper Request/Sweeper/Spill in Roadway	7	1
Roadway Hazard (Potential for Injury or Damage to Vehicles)	30	1
Street Lights/Light Out	29	1
Sidewalk/Curb, Gutter, and Sidewalk Repair/Other	2	1
Transportation/Graffiti/Private Property/Soundwall	2	1
Notify Supervisor/Recycle	24	1
Tree Complaint/Broken/Hanging Tree Limb/Roadway	2	1
Missed Service/Neighborhood Clean Up (NCU)	162	1
Tree Complaint/Request/Abate a Visibility Obstruction by Tree(s)	1	2
Traffic Signal/Light Out/Over Roadway	8	2
Notify Supervisor/Supervisor Dispute NCU	22	2
Building Permits & Inspections (BPI)/Fence/Retaining Wall/Fence over 7 feet tall	2	2
Transportation/Graffiti/Obscene/Public Right-of-Way	2	2
Waste Management/Calendar Request	38	2
Transportation/Graffiti/Private Property/Utility Box	4	2
Street Lights/Miscellaneous	3	2
Missed Service/Non-Regular Service/Green Waste	6	2
Waste Management/Missed Sweeper Request	34	2
Regional Parks/Illegal Activity	2	2
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Fence-Retaining Wall	2	2
Street Lights/Light or Pole Damaged	4	2
Pavement/Pothole/Paving Needs on Street/Pavement Broken	7	2
Street Lights/Cover Missing/Wires Exposed	2	2
Street Lights/Knock Down	3	2
Traffic Signal/Cycling/Detection Problem	13	2
Sidewalk/Curb, Gutter, and Sidewalk Repair/Lifting	1	3
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	2	3
Zoning/Occupied Out-Building	1	3
Transportation/Graffiti/Public Right-of-Way/Soundwall	2	3
Transportation/Graffiti/Private Property/Building	3	3
Street Lights/Lights Out (Group)	3	3
Transportation/Graffiti/Sign	3	3
Traffic Signal/Damaged	2	3
Aggregate Dumping/Trash Pick Up/Debris Blocking Roadway/Sidewalk (Non-Vegetation)	2	3
Building Permits & Inspections (BPI)/Construction without Permit	15	3

Customer Service Report
December 1, 2020 – December 31, 2020

Request Type	No. of Request	Avg. Days To Close
Tree Complaint/Tree Down/Bike Lane	1	3
Traffic Sign/New Sign Request/Other	4	3
Barricades/Road Flooding/Barricades/Multiple Lanes	1	3
Transportation/Graffiti/Public Right-of-Way/Other	13	4
Traffic Signal/Flashing Red	9	4
Bridge Complaints/Maintenance/Other	1	4
Transportation/Graffiti/Private Property/Other	3	4
Sweeper Request/Median Clean Up and Debris Removal/Other	1	4
Landscape/Vegetation/Miscellaneous Vegetation/Tree Calls	3	4
Priority Housing/VOA (Vacant, Open, Accessible) Properties	1	4
Sidewalk/Curb, Gutter, and Sidewalk Repair/Tripping Hazard	3	4
Missed Service/Non-Regular Service/Recycle	1	4
Tree Complaint/Tree Obstructing/County Sign	1	4
Transportation/Graffiti/Public Right-of-Way/Sidewall	1	4
Traffic Sign/New Sign Request/Speed Limit	1	4
Environmental Health (All Jurisdictions)/Food Facility Complaint	15	4
Transportation/Graffiti/Public Right-of-Way/Fence	1	4
Traffic Signal/Pedestrian Signal Inoperative	7	4
Abandoned Vehicles/Inoperable	41	5
Abandoned Vehicles/Dismantled	22	5
Pavement/Pothole/Sink Hole in Roadway/Roadway	2	5
Transportation/Graffiti/Public Right-of-Way/Roadway	3	5
Priority Housing/Total Lack of Heat	2	5
Transportation/Graffiti/Public Right-of-Way/Utility Box	12	5
Waste Management/Illegal Dumping	565	5
Barricades/Sidewalk End Barricade	2	5
Aggregate Dumping/Trash Pick Up/Homeless Camp/Visual Blight Clean Up	2	5
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	1	5
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	20	5
Abandoned Vehicles/Wrecked	20	6
Transportation/Graffiti/Private Property/Fence	2	7
Traffic Sign/New Sign Request/Stop	1	7
Pavement/Pothole/Pothole/Chuckhole Repair/Small	22	8
Sub-Standard Housing/Plumbing	1	8
Priority Housing/No Hot Water	3	8
Regional Parks/Illegal Camp/Occupied	10	8
Traffic Sign/Non-Emergency/Sign Down	20	9
Pavement/Pothole/Paving Needs on Street/Other	1	9
Pavement/Pothole/Pothole/Chuckhole Repair/Large	56	9

Customer Service Report
December 1, 2020 – December 31, 2020

Request Type	No. of Request	Avg. Days To Close
Traffic Sign/Non-Emergency/Sign Missing	5	9
Pavement/Pothole/Pavement-Other Unknown Maintenance Needs	2	10
Ditches/Culverts/Ditch Cleaning	2	10
Landscape/Vegetation/Request/Abate Debris or Vegetation on Sidewalks/Pedwalks/County Bike Trails	1	10
Encroachment Violation/Other Encroachment Types/Other	1	11
Encroachment Violation/Basketball Hoop/Garbage Cans	18	11
Tree Complaint/Request/Tree Removal on County Right-of-Way	2	11
Traffic Investigations/Speeding	1	12
Regional Parks/Maintenance Request	3	12
Private Property Vehicle/Non-Operable (Commercial Included)	8	12
Regional Parks/Illegal Camp/Abandoned	1	12
Priority Housing/Surfacing Sewage	1	12
Private Property Vehicle/Occupied Mobile Homes/Trailers	1	12
Code Enforcement/Zoning/Other	8	13
Sidewalk/Tree Trimming Needed/Sidewalk	2	13
Regional Parks/Trash and Debris	12	14
Zoning/Cannabis	1	15
Private Property Complaint/Vacant, Unmaintained/Residential	1	16
Traffic Investigations/Request/Speedbumps	5	17
Private Property Complaint/Junk/Rubbish	14	18
Encroachment Violation/Other Encroachment Types/Visibility	1	19
Bridge Complaints/Guardrail/Fence/Median that is not attached to a Bridge/Other	1	19
Sidewalk/Tree Trimming Needed/Roadway	1	20
Ditches/Culverts Drainage Problem (Not Ditches or Culverts)Roadside Drainage	1	21
Private Property Complaint/Overflowing Dumpster	1	21
Private Property Vehicle/Parked on Lawn	1	21
Traffic Investigations/Traffic Safety Related Issues	1	22
Private Property Vehicle/Other	1	27

**Customer Service Report
December 1, 2020 – December 31, 2020**

Aging of Open Requests

Days	Count
<30	679
31 to 60	230
61 to 90	233
> 91	957

Aging by District, Top 5 Service Request Types Open 0-30 Days

Type	District 1	District 2	District 3	District 4	District 5	Total
Waste Management/Illegal Dumping	1	23	26	9	6	65
Private Property Complaint/Junk/Rubbish	1	9	18	9	5	42
Abandoned Vehicles/Inoperable	11	3	13	4	1	32
Code Enforcement/Zoning/Other	3	4	10	7	3	27
Private Property Complaint/Parked on Lawn	2	9	6	7	2	26
Total	18	48	73	36	17	192

Aging by District, Top 5 Service Request Types Open 31-60 Days

Type	District 1	District 2	District 3	District 4	District 5	Total
Private Property Complaint/Junk/Rubbish	0	3	13	6	7	29
Code Enforcement/Zoning/Other	1	2	5	4	1	13
Environmental Health (All Jurisdictions)/Food Facility	1	3	3	1	4	12
Private Property Complaint/Parked on Lawn	1	3	3	3	1	11
Encroachment Violation/Basketball Hoop/Garbage Can	0	3	2	2	0	7
Total	3	14	26	16	13	72

**Customer Service Report
December 1, 2020 – December 31, 2020**

Aging by District, Top 5 Service Request Types Open 61-90 Days

Type	District 1	District 2	District 3	District 4	District 5	Total
Private Property Complaint/Junk/Rubbish	1	5	13	4	2	25
Private Property Complaint/Parked on Lawn	3	6	5	2	0	16
Sidewalk/Curb, Gutter, and Sidewalk Repair/Tripping Hazard	0	2	11	1	0	14
Environmental Health (All Jurisdictions)/Food Facility Complaint	5	4	1	1	2	13
Code Enforcement/Zoning/Other	0	5	3	1	3	12
Total	9	22	33	9	7	80

Aging by District, Top 5 Service Request Types Open >90 Days

Type	District 1	District 2	District 3	District 4	District 5	Total
Environmental Health (All Jurisdictions)/Food Facility Complaint	22	32	19	19	10	102
Private Property Complaint/Junk/Rubbish	3	31	27	21	11	88
Regional Parks/Illegal Camp/Occupied	20	0	17	4	6	47
Encroachment Violation/Basketball Hoop/Garbage Can	0	12	17	6	2	37
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	2	4	14	7	4	31
Total	47	79	94	57	33	310

**Customer Service Report
December 1, 2020 – December 31, 2020**

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.

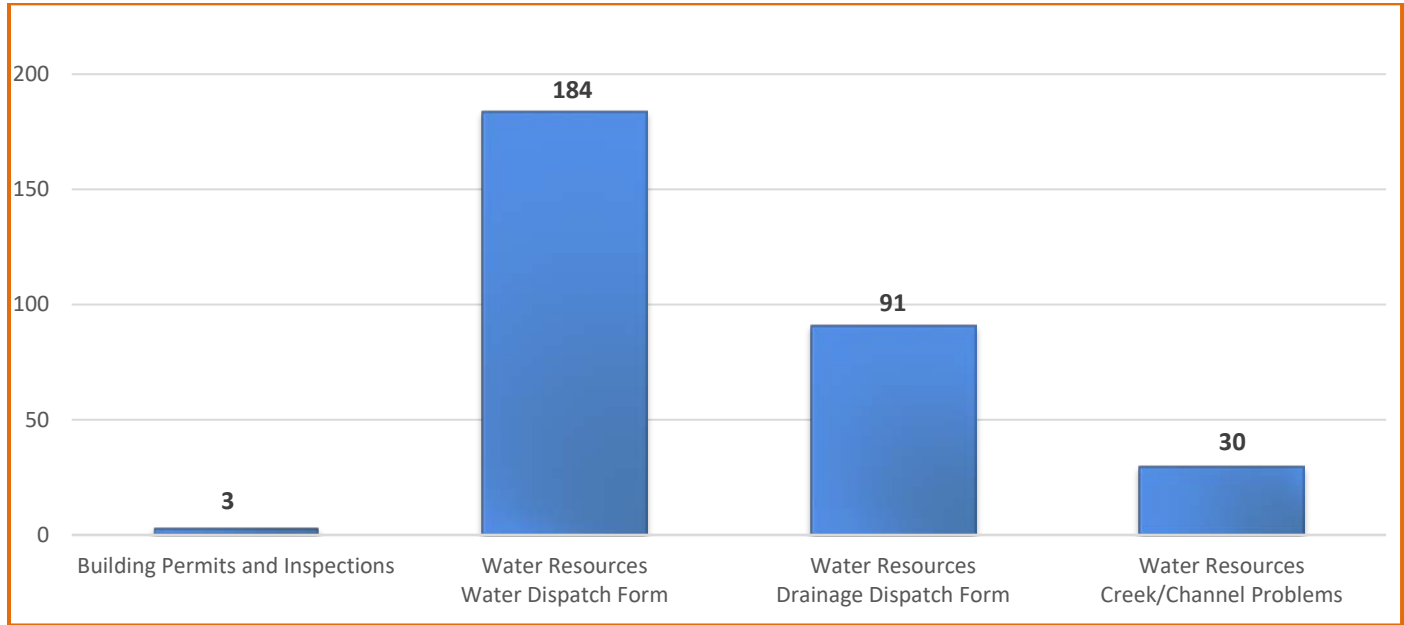
Acronym Glossary

CCURE	Computer Coordinated Universal Retrieval Entry
DTECH	Department of Technology
DHS	Department of Health 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
December 1, 2020 – December 31, 2020**

Dispatch Services Request

Public Works and Infrastructure



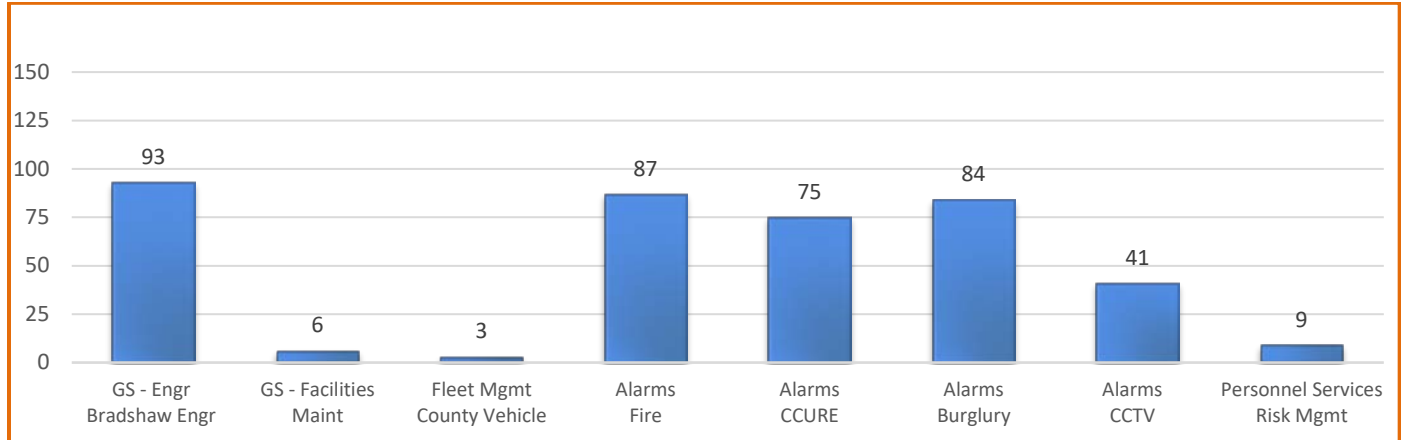
Service Definitions

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.

**Customer Service Report
December 1, 2020 – December 31, 2020**

Dispatch Services Request

Administrative Services



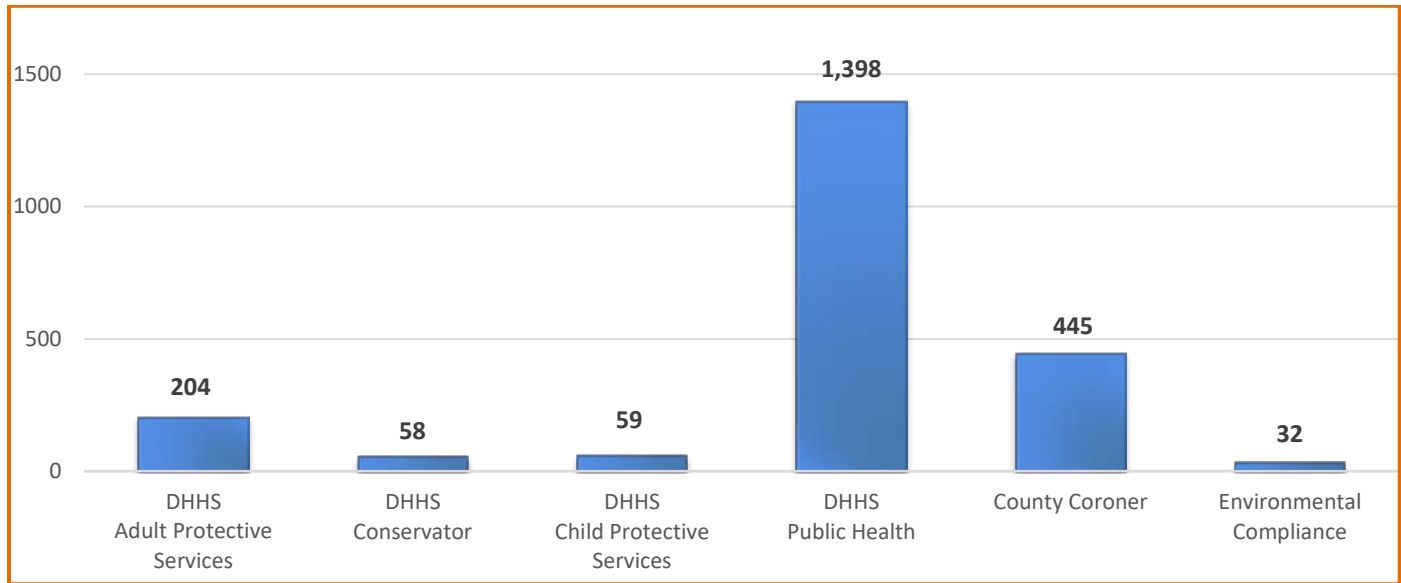
Service Definitions

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.

Customer Service Report
December 1, 2020 – December 31, 2020

Dispatch Services Request

Social Services

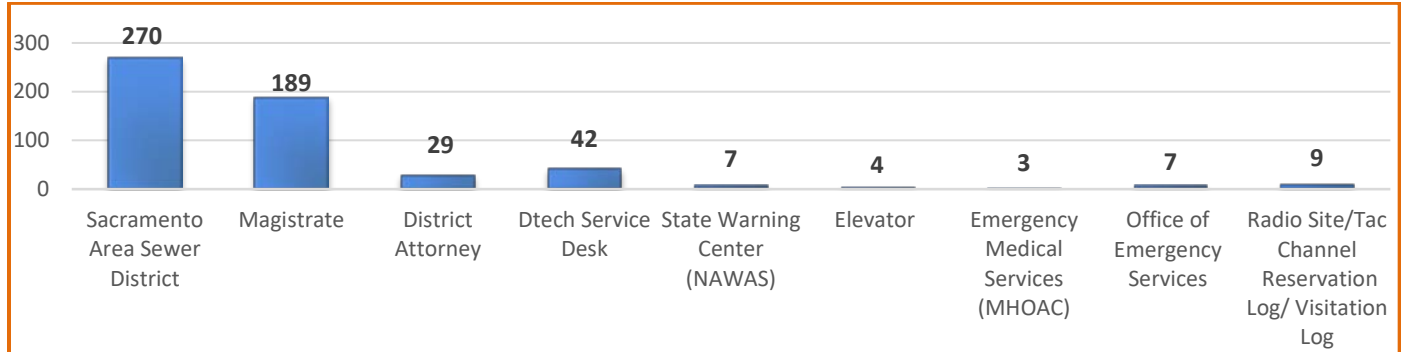


Service Definitions	
DHS - Adult Protective Services	Dispatch Services for 24/7 social worker intake line for any adult protective services requests
DHS - Conservator	Dispatch Services for conservator/conservatee request
DHS - Child Protective Services	Dispatch Services for 24/7 social worker intake line for any child protective services request
DHS - 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
December 1, 2020 – December 31, 2020**

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.