



CUSTOMER SERVICE REPORT

SERVICE REQUESTS AND STATISTICS

FEBRUARY 1, 2020 – FEBRUARY 29, 2020

MONTHLY

OFFICE OF
LABOR RELATIONS



Office of Customer Service

916-875-4311

www.311.saccounty.net

Table of Contents

Monthly Statistics.....	2
Monthly Top Service Requests by Type Opened.....	2
Monthly Top Service Requests by Type Closed	3
Cumulative Top Unresolved Service Request Types.....	3
Service Requests by District	4
Top Service Request Opened by District (> 10 requests)	5
Average Number of Days to Close a Service Request.....	8
Aging of Open Requests	11
Dispatch Services	12
Dispatch Services Request.....	13



Customer Service Report

February 01, 2020 – February 29, 2020

Department of the Month

Department: Office of Labor Relations
Director: Interim Director Dennis Batchelder
Website: www.laborrelations.saccounty.net/

Mission: The Office of Labor Relations is responsible for negotiating contracts between the County of Sacramento and its recognized employee organizations. Labor Relations also administers all labor agreements for the 30 County employee bargaining units and resolves contract disputes through mediation, arbitration and administrative hearings.

Divisions:

■ Meet and Confers:

County departments rely on the office of Labor Relations to meet with concerned unions when the department wants to change an existing policy or start a new policy. Labor Relations also meets with unions to review personnel ordinances for changes and updates, to include departmental reorganizations.

■ Grievances:

When the unions file grievances with the departments, they are coded and tracked through each step of the process. Labor Relations responds at Step 3 and again at Step 4 if the grievance is appealed. During a Step 4 arbitration, Labor Relations handles the coordinating of the arbitrator, hearing room and court reporter. After the hearing is accomplished, Labor Relations completes the payment to the arbitrator and court reporter. In 2019, the Office of Labor Relations scheduled and completed 35 appeal hearings.

■ Training:

The Office of Labor Relations provides training to County departments regarding legal obligations related to collective bargaining and union representation. Labor Relations also advises departments to facilitate compliance with labor agreements and assists County departments with negotiating the effects associated with policy and operational changes.

■ Administration Services:

Administrative staff provide administrative support for all departments and the unions that represent the employee organizations. The Office of Labor Relations receives calls from other public agencies for information on our agreements, and our office policies. In addition to handling calls and responding to request for information, the administrative services staff also maintains the Labor Relations website with up to date information on important labor related issues.

FTE: There are five (5) FTE permanent staff budgeted positions for the Office of Labor Relations.

Customer Service Report February 01, 2020 – February 29, 2020

Monthly Statistics

Number of	
• Service request by calls	6,439
• Service request by mobile application	1,152
• Other	542
Service requests opened	7,809
Informational calls	3,792
Transferred calls	5,937
Service request closed	7,074
Average days to close service request	7

Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	26	170	357	153	82	788
Waste Management/Illegal Dumping	70	231	225	90	123	739
Missed Service/Recycle	4	50	96	38	36	224
Animal Care/Dead Animal	6	24	99	28	28	185
Missed Service/Green Waste	1	27	83	34	11	156
Total	107	502	860	343	280	2,092

Customer Service Report
February 01, 2020 – February 29, 2020

Monthly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	23	143	278	124	69	637
Waste Management/Illegal Dumping	65	183	176	68	106	598
Abandoned Vehicles/Inoperable	15	45	115	40	15	230
Missed Service/Recycle	4	50	96	38	36	224
Animal Care/Dead Animal	7	26	108	29	30	200
Total	114	447	773	299	256	1,889

Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Encroachment Violations/Basketball Hoop/Garbage Cans	0	24	61	27	10	122
Graffiti/Private Property	8	19	97	41	7	172
Pavement/Pothole/Pothole/Chuckhole Repair	15	18	446	169	66	714
Sidewalk/Curb, Gutter and Sidewalk Repair	0	14	79	30	13	136
Sidewalk/Sidewalk Obstruction	1	14	60	45	8	128
Total	24	89	743	312	104	1,272

Customer Service Report

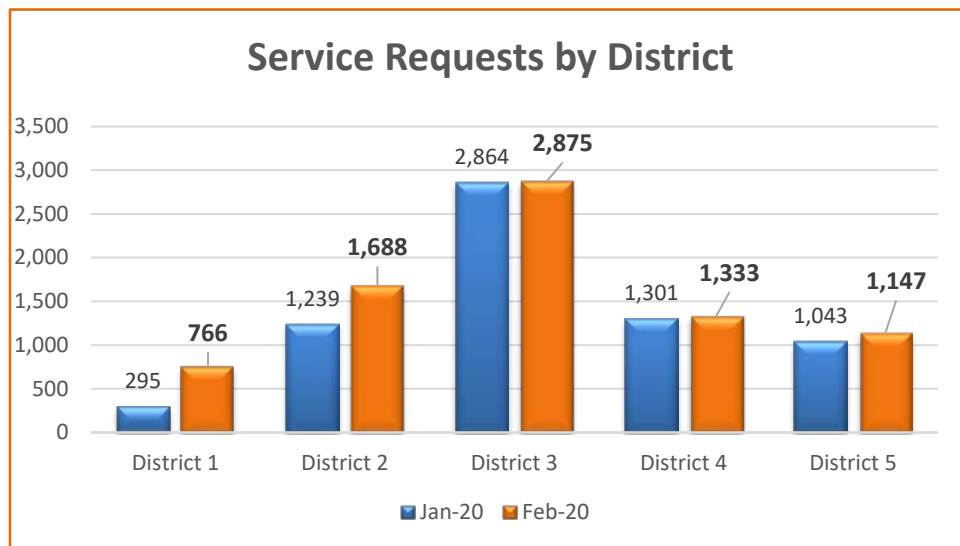
February 01, 2020 – February 29, 2020

Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	766
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	1,688
District 3 – Peters <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,875
District 4 – Frost <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	1,333
District 5 – Nottoli <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	1,147
Total	7,809

Monthly Comparison: January 2020 vs. February 2020



Customer Service Report February 01, 2020 – February 29, 2020

Top Service Request Opened by District (> 10 requests)

District 1 - Serna	
Waste Management/Illegal Dumping	68
Missed Service/Garbage	23
Missed Service/Neighborhood Clean Up (NCU)	15
District 2 – Kennedy	
Waste Management/Illegal Dumping	187
Missed Service/Garbage	143
Missed Service/Recycle	50
Missed Service/Neighborhood Clean Up (NCU)	36
Missed Service/Green Waste	27
Animal Care/Stray/Roam	26
Abandoned Vehicles/Inoperable	25
Animal Care/Dead Animal	24
Shopping Cart/By Vendor	24
Private Property Complaint/Junk/Rubbish	22
Animal Care/Investigations/Barking (Dogs Only)	19
Animal Care/Investigations/Negligence/Cruelty	14
Private Property Complaint/Other	14
Animal Care/Owned/Nuisance (Dog Only)	12
Animal Care/Owned/Aggressive - Not Happening Now	11
Private Property Vehicle/Parked on Lawn	11
Abandoned Vehicles/Wrecked	11
Private Property Vehicle/Non-Operable (Commercial Included)	10
Animal Care/Stray/Injured	10
District 3 – Peters	
Missed Service/Garbage	271
Waste Management/Illegal Dumping	182
Animal Care/Dead Animal	99
Missed Service/Recycle	96
Missed Service/Green Waste	83
Pavement/Pothole/Pothole/Chuckhole Repair	66
Animal Care/Investigations/Barking (Dogs Only)	64
Abandoned Vehicles/Inoperable	54
Missed Service/Neighborhood Clean Up (NCU)	40

Customer Service Report February 01, 2020 – February 29, 2020

Animal Care/Investigations/Negligence/Cruelty	37
Animal Care/Stray/Roam	35
Private Property Complaint/Junk/Rubbish	34
Private Property Complaint/Other	32
Graffiti/Private Property	28
Animal Care/Stray/Injured	24
Waste Management/Calendar Request	24
Shopping Cart/By Vendor	21
Animal Care/Owned/Nuisance (Dog Only)	20
Animal Care/Stray/Confined	19
Notify Supervisor/Garbage	18
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	18
Encroachment Violations/Basketball Hoop/Garbage Cans	18
Traffic Signal/Traffic Signal Miscellaneous Issues	17
Animal Care/Owned/Aggressive - Not Happening Now	17
Other Transportation/Roadway Problems/Miscellaneous – Other Unknown Maintenance Needs	17
Animal Care/Wild/Injured	16
Animal Care/Assist (On-Scene Only)/Police/Sheriff	15
Abandoned Vehicles/Wrecked	14
Tree Complaint/Miscellaneous Tree Calls	14
Notify Supervisor/Recycle	14
Sub-Standard Housing/Other	14
Private Property Vehicle/Parked on Lawn	13
Abandoned Vehicles/Dismantled	12
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) – Immediately	12
Street Lights/Street Light Out	12
Animal Care/Stray/Aggressive - Happening Now	12
Regional Parks/Illegal Camp	12
Sidewalk/Sidewalk Obstruction	11
Animal Care/Investigations/Bite - Not Happening Now	11
Traffic Signal/Traffic Signal Cycling Problem	11
Sidewalk/Curb, Gutter and Sidewalk Repair	10
Private Property Vehicle/Non-Operable (Commercial Included)	10
Animal Care/Investigations/Abandoned Animal	10
Regional Parks/Trash and Debris	10

Customer Service Report February 01, 2020 – February 29, 2020

District 4 – Frost	
Missed Service/Garbage	123
Waste Management/Illegal Dumping	73
Missed Service/Recycle	38
Missed Service/Green Waste	34
Pavement/Pothole/Pothole/Chuckhole Repair	32
Animal Care/Investigations/Barking (Dogs Only)	29
Animal Care/Dead Animal	28
Abandoned Vehicles/Inoperable	20
Private Property Complaint/Junk/Rubbish	19
Private Property Complaint/Other	16
Animal Care/Investigations/Negligence/Cruelty	15
Graffiti/Private Property	15
Animal Care/Stray/Roam	14
Shopping Cart/By Vendor	12
Missed Service/Neighborhood Clean Up (NCU)	11
Animal Care/Owned/Nuisance (Dog Only)	11
Waste Management/Calendar Request	10
District 5 – Nottoli	
Waste Management/Illegal Dumping	96
Missed Service/Garbage	69
Missed Service/Recycle	36
Animal Care/Dead Animal	28
Animal Care/Stray/Roam	24
Pavement/Pothole/Pothole/Chuckhole Repair	23
Missed Service/Neighborhood Clean Up (NCU)	20
Regional Parks/Trash and Debris	18
Animal Care/Assist (On-Scene Only)/Police/Sheriff	17
Animal Care/Stray/Traffic	15
Animal Care/Investigations/Negligence/Cruelty	14
Animal Care/Stray/Confined	13
Abandoned Vehicles/Inoperable	13
Environmental Compliance/EMD On-Call Hazmat	12
Missed Service/Green Waste	11
Private Property Vehicle/Parked on Lawn	11
Animal Care/Wild/Injured	10
Animal Care/Owned/Aggressive - Not Happening Now	10

Customer Service Report February 01, 2020 – February 29, 2020

Average Number of Days to Close a Service Request

Request Type	Avg. Days To Close
Animal Care/Wild/Confined	1
Traffic Signal/Traffic Signal Detection Problem	1
Animal Care/Stray/Roam	1
Animal Care/Pick Up/License/Specimen Pick Up	1
Animal Care/Owned/Nuisance (Dog Only)	1
Animal Care/Investigations/Barking (Dogs Only)	1
Building Permits and Inspections (BPI)/Fence/Retaining Wall	1
Animal Care/Investigations/Negligence/Cruelty	1
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	1
Animal Care/Rescue	1
Aggregate Dumping/Trash Pick Up/Illegal Dumping	2
Waste Management/Report Scavenging	2
Bridge Complaints/Sound Wall Repair	2
Fence/Missing Fence in/at/for Multi-Family Complex	2
Traffic Signal/Traffic Signal Flashing Red	2
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	2
Traffic Signal/All Signals Dark	3
Traffic Signal/Traffic Signal Cycling Problem	3
Animal Care/Investigations/Kennel	3
Waste Management/Illegal Dumping	3
Hazmat/Hazmat	3
Environmental Health (All Jurisdictions)/Smoking Complaint	3
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) - Immediately	3
Animal Care/Stray/Confined	3
Barricades/Needed for Emergency, Barricade-End-Sidewalk End	4
Waste Management/Missed Sweeper Request	4
Encroachment Violations/Other Encroachment Types	4
Tree Complaint/Miscellaneous Tree Calls	4
Traffic Signal/Traffic Signal Light Out	4
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	5
Traffic Signal/Damaged, Loose or Turned Signal Head	5
Traffic Signal/Traffic Signal Long Red	5
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	6
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	6
Street Lights/Street Light Out	7

Customer Service Report February 01, 2020 – February 29, 2020

Request Type	Avg. Days To Close
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) - Immediately	7
Traffic Sign/Graffiti	7
Street Lights/Street Light Miscellaneous Problem	7
Regional Parks/Trash and Debris	8
Street Lights/Group of Street Lights Out	8
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	8
Regional Parks/Illegal Activity	9
Regional Parks/Illegal Camp	9
Traffic Sign/Street Name Sign Missing or Down	9
Traffic Signal/Pedestrian Signal Inoperative	10
Traffic Investigations/Traffic Safety Related Issues	10
Environmental Health (All Jurisdictions)/Food Facility Complaint	10
Environmental Compliance/Hazardous Substances	10
Marijuana (If wish to remain anonymous must refer/Cultivation	10
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	11
Aggregate Dumping/Trash Pick Up/Trash Pick Up (Larger Items)	12
Pavement/Pothole/Paving Needed on Street	12
Environmental Health (All Jurisdictions)/Public Pool Complaint	13
Traffic Signal/Traffic Signal Short Green	13
Road Markings/Road Lines/Edge Lines	13
Traffic Signal/Traffic Signal Miscellaneous Issues	13
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	14
Regional Parks/Other	14
Graffiti/Private Property	14
Sub-Standard Housing/Rodent Harborage	15
Environmental Compliance/Hazardous Conditions	16
Traffic Sign/New Sign Request	18
Sub-Standard Housing/Vector Infestation	19
Sub-Standard Housing/Deteriorated Floors	20
Priority Housing/Total Lack of Heat	20
Sub-Standard Housing/Plumbing	20
Private Property Complaint/Illegal Signage - A-Frames	21
Priority Housing/VOA (Vacant, Open, Accessible) Properties	22
Sub-Standard Housing/Electrical Malfunction	22
Sub-Standard Housing/Other	22
Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	22
Priority Housing/Surfacing Sewage	23
Abandoned Vehicles/Inoperable	24
Private Property Complaint/Vacant, Unmaintained - Resident	24
Private Property Vehicle/Other	24

Customer Service Report February 01, 2020 – February 29, 2020

Request Type	Avg. Days To Close
Private Property Complaint/Other	24
Improper Lot Size for Animal/20K SQ FT or Smaller - Large Farm Animals	24
Abandoned Vehicles/Dismantled	25
Pavement/Pothole/Pothole/Chuckhole Repair	25
Private Property Vehicle/Occupied Mobile Homes/Trailers	26
Sub-Standard Housing/HVAC Issues (must be part of heating and cooling unit)	26
Sub-Standard Housing/Roof Leak	26
Private Property Vehicle/Parked on Lawn	27
Private Property Vehicle/Non-Operable (Commercial Included)	27
Private Property Complaint/Illegal Signage - Other	27
Private Property Complaint/Junk/Rubbish	28
Private Property Complaint/Vacant, Unmaintained - Commercial	28
Zoning/Rooster (in Residential Zone)	29
Graffiti/Public Right-of-Way	29
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	30
Private Property Complaint/Overflowing Dumpster	30
Abandoned Vehicles/Wrecked	31
Private Property/Vehicle for Sale on Vacant Lot	31
Regional Parks/Maintenance Request	31
Priority Housing/No Hot Water	33
Priority Housing/Collapsing Building Roof or Ceiling	33
Occupied Out-Building/Garage/Shed/Other	34
Sub-Standard Housing/Broken Window(s)	39
Private Property Complaint/Illegal Signage - Pennants	49
Road Markings/Missing and Faded	58
Traffic Investigations/New Sign Request	82
Ditches/Culverts/Drainage Problem	112
Business Licenses/Business Operating Without License	146
Sidewalk/Sidewalk Obstruction	153
Encroachment Violations/Basketball Hoop/Garbage Cans	158
Sidewalk/Curb, Gutter and Sidewalk Repair	192
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	219
Sweeper Request/Landscape/Median Clean Up and Debris Removal	241
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	295
Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation	330
Sidewalk/Tree or Vegetation Obstructing Sidewalk	488

Customer Service Report February 01, 2020 – February 29, 2020

Aging of Open Requests

Days	Count
< 30	1,027
31 to 60	318
61 to 90	248
> 91	2,035

The Oracle Service Cloud reconfiguration and departmental system integration went live on February 25, 2020. The new system is in its infancy. As the system matures, additional data will be included in this report regarding County responsiveness to requests for service.

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.

Customer Service Report February 01, 2020 – February 29, 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.

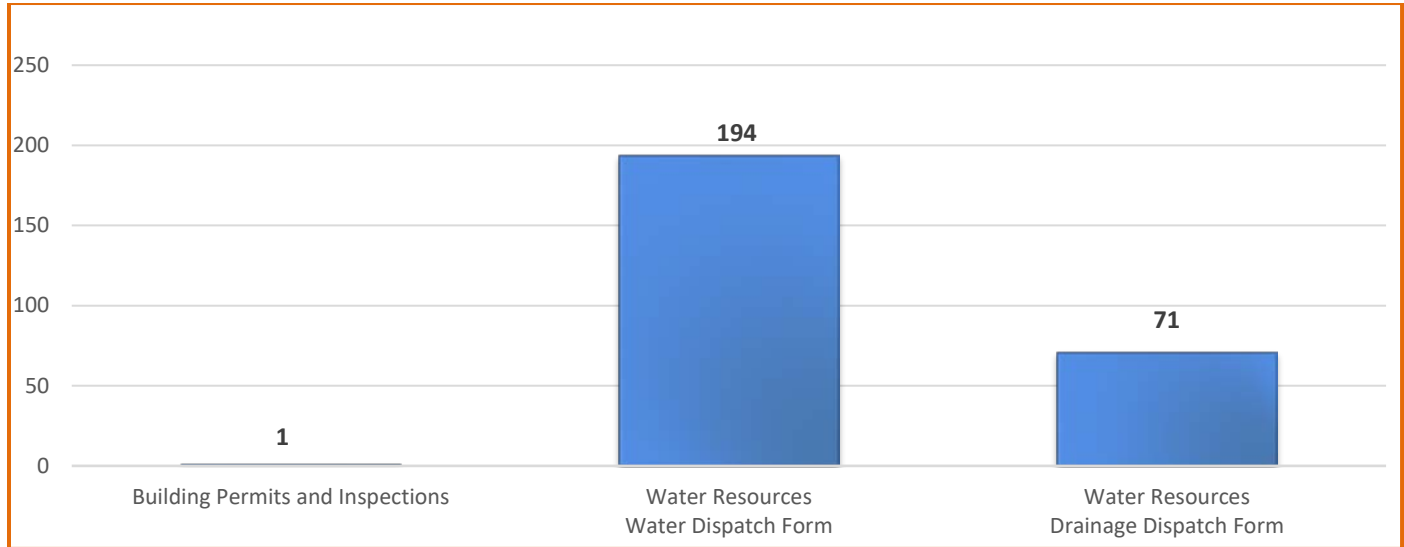
Acronym Glossary

CCURE	Computer Coordinated Universal Retrieval Entry
DTECH	Department of Technology
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 February 01, 2020 – February 29, 2020

Dispatch Services Request

Public Works and Infrastructure



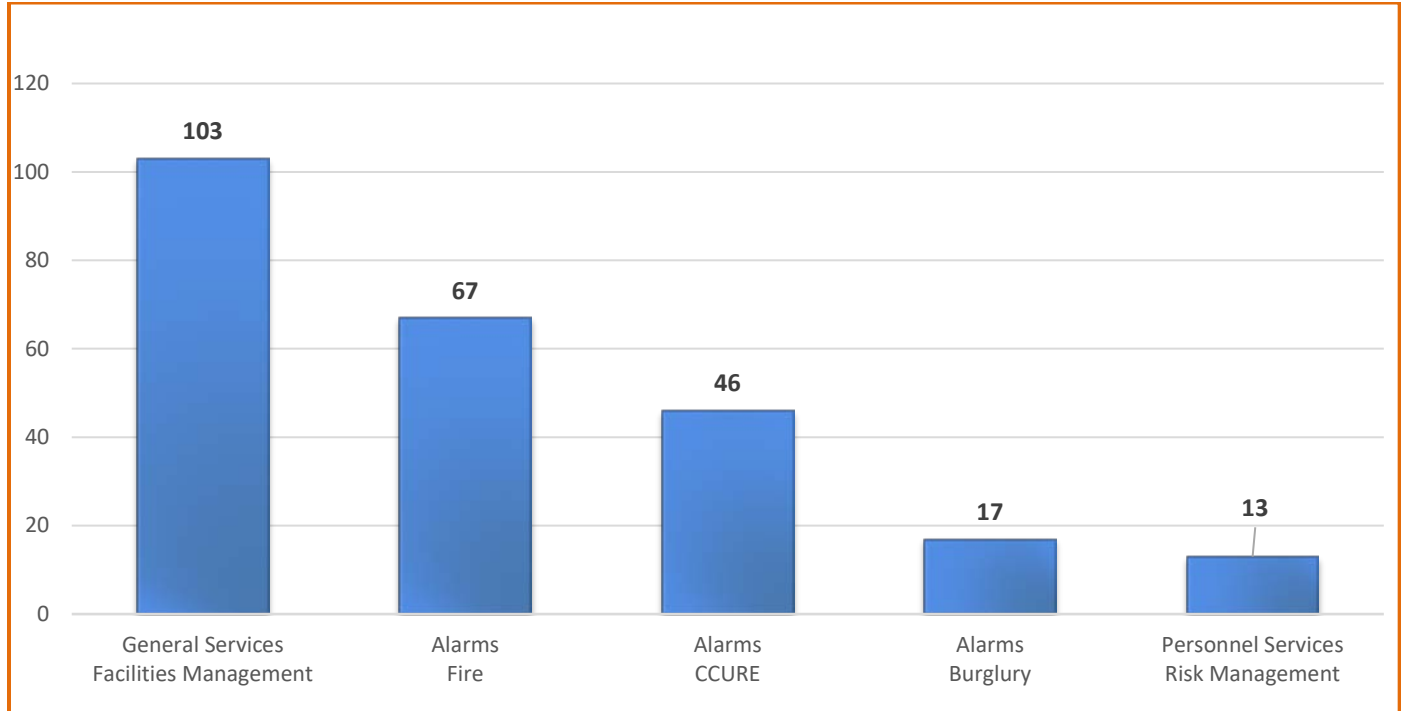
Service Definitions

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.

Customer Service Report February 01, 2020 – February 29, 2020

Dispatch Services Request

Administrative Services



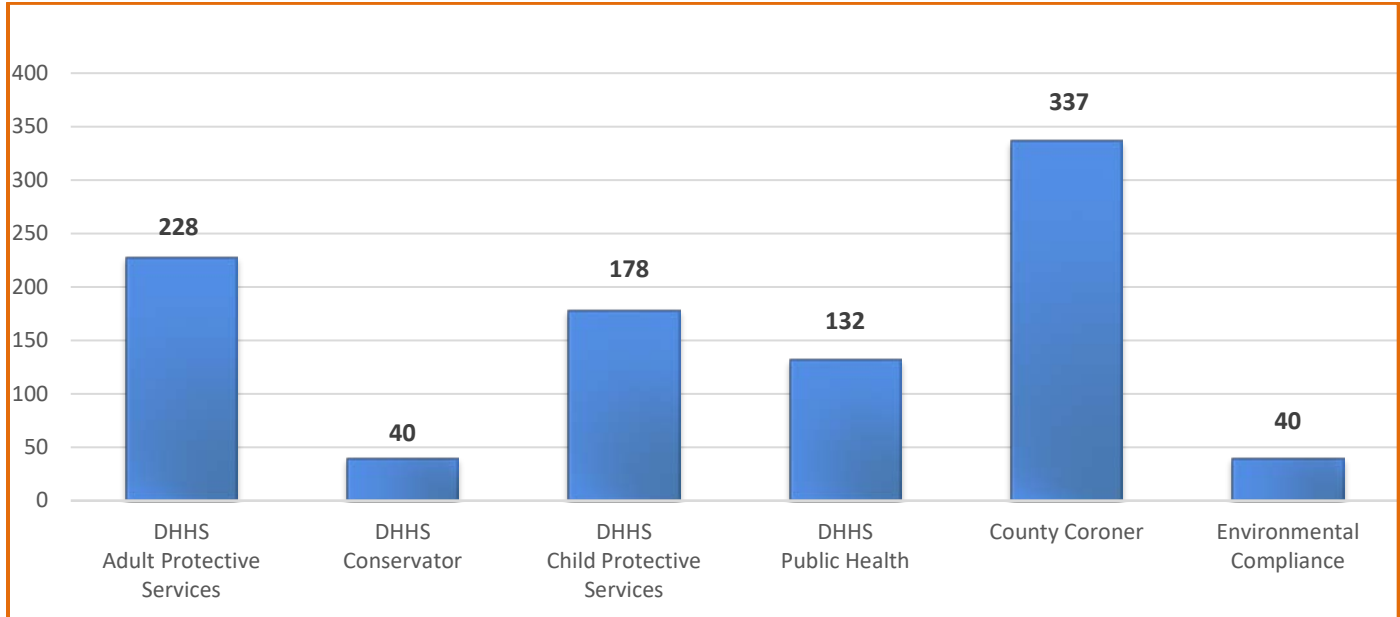
Service Definitions

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 February 01, 2020 – February 29, 2020

Dispatch Services Request

Social Services



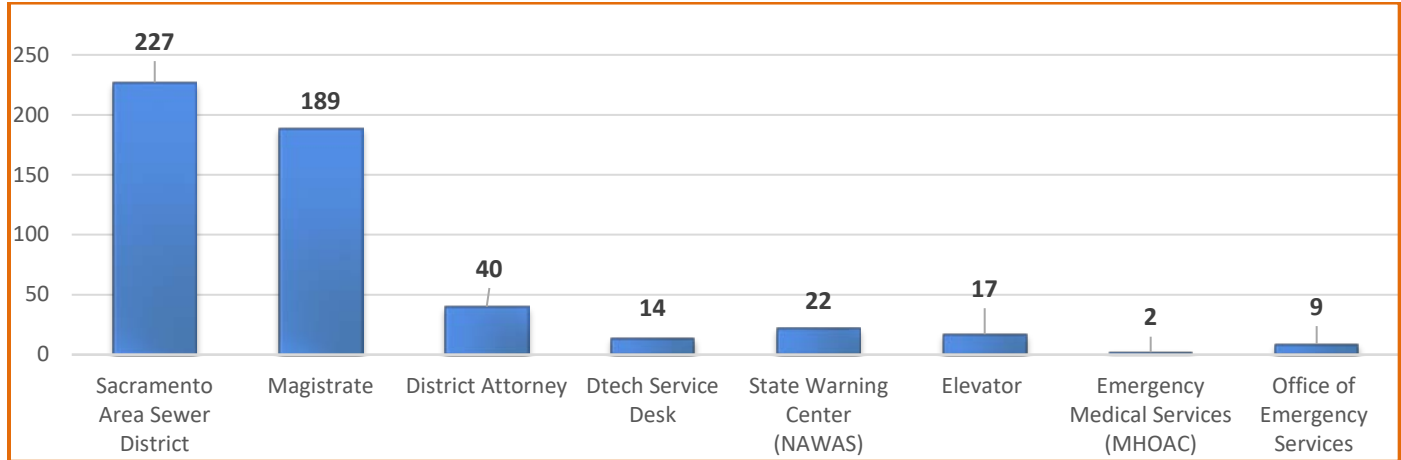
Service Definitions

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

Customer Service Report February 01, 2020 – February 29, 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