



MONTHLY CUSTOMER SERVICE REPORT

SERVICE REQUESTS AND STATISTICS
JULY 1, 2020 – JULY 31, 2020



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

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Department of the Month

Department: Office of Development and Code Services - County Engineering Division

Director: Robert Davison

Website: www.engineering.saccounty.net

Mission: The County Engineering Division, which includes the offices of the County Engineer and County Surveyor, provides essential support to the building and development community.

Sections:

Special Districts Section - Coordinates the preparation of Special District Financing Plans and forms/administers several financing mechanisms to include:

- **Project-Specific Public Facilities Financing Plans (PFFPs) & Urban Services Plans (USPs):** Review and oversee the preparation plans for new growth areas such as Jackson Corridor and master plan developments to include Mather South, New Bridge, Jackson Township and West Jackson
- **Mello Roos Community Facilities Districts (CFDs):** Administer about 20 districts that provide infrastructure and service funding for new County development and residents
- **Fee Programs:** Establish and administer impact fee programs that provide funding for required infrastructure associated with new development. Currently administering 16 existing and establishing 4 new Fee Programs
- **Other Financing Districts:** Including **Property & Business Improvement Districts**, County Service Areas/Benefit Zones, Assessment Districts, and Landscape Maintenance Districts

Site Improvement and Permits Section (SIPS) - Review and approve civil improvement plans. Assists with grading, transportation, encroachment and other permits and calculate impact fees for development projects

- **Improvement Plans:** Facilitate in-take, distribution, review and approval of electronic customer civil improvement plans and grading permit submittals - coordinate review with other County divisions and outside agencies
- **Public Information:** Provide information at the public counter, over the phone and by email related to right-of-way, street improvements, improvement plan submittals, and easement abandonments
- **Development Impact Fees:** Calculate and track development impact fees for several County departments and outside agencies
- **Permit Processing:** Review building permits for easements, right-of-way, and recorded setbacks. Process encroachment and transportation permits.

Surveys Section - Provide professional surveying services in support of County operations

- **Map Processing Section:** Review Parcel Maps, Subdivision Maps, Records of Survey, Certificates of Compliance, Corner Records and other survey documents. Serve as a resource, regarding the subdivision process, for private Land Surveyors, Engineers and Developers
- **Field Office:** Conducts land and engineering surveys in support of the design of public works facilities including projects for the Department of Transportations, Airports, Water Resources, Parks, Waste Management and Recycling and the County Sanitation Districts.

FTE: 206

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Monthly Statistics

Number of	
• Service request by calls	18,128
• Service request by mobile application	2,155
• Other	1,098
Service requests opened	12,776
Informational calls	6,481
Transferred calls	2,130
Service request closed	20,073
Average days to close service request	18

Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	22	272	511	228	101	1,134
Waste Management/Illegal Dumping	95	297	203	96	92	783
Missed Service/Green Waste	5	50	167	54	27	303
Missed Service/Recycle	8	89	206	92	49	444
Missed Service/Neighborhood Clean	6	46	93	21	42	208
Total	136	754	1,180	491	311	2,872

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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	20	249	438	212	83	1,002
Waste Management/Illegal Dumping	93	284	196	93	82	748
Missed Service/Green Waste	4	39	144	47	23	257
Missed Service/Recycle	8	88	177	80	41	394
Missed Service/Neighborhood	5	37	73	21	28	164
Total	130	697	1,028	453	257	2,565

Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Private Property Complaint/Junk/Rubbish	8	22	34	24	4	92
Regional Parks/Illegal Camp/Occupied	7	0	15	3	14	39
Sidewalk/Curb, Gutter, and Sidewalk Repair	0	3	18	11	6	38
Pavement/Pothole/Pothole/Chuckhole Repair	0	1	20	6	7	34
Encroachment Violation/Other Encroachment Types	1	5	16	10	1	33
Total	16	31	103	54	32	236

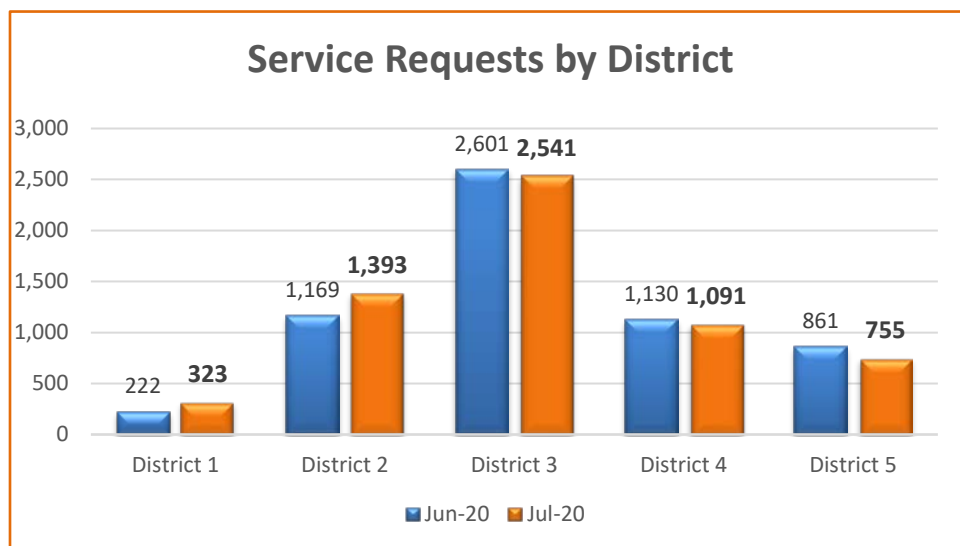
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Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	323
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	1,393
District 3 – Peters <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,541
District 4 – Frost <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	1,091
District 5 – Nottoli <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	755
Total	6,103

Monthly Comparison: June 2020 vs. July 2020



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Top Service Request Opened by District (> 10 requests)

District 1 - Serna	
Waste Management/Illegal Dumping	95
Missed Service/Garbage	22
Private Property Complaint/Junk/Rubbish	18
Private Property Vehicle/Parked on Lawn	13
Abandoned Vehicles/Inoperable	12
Environmental Health (All Jurisdictions)/Food Facility Complaint	10
Encroachment Violation/Basketball Hoop/Garbage Cans	10
District 2 – Kennedy	
Waste Management/Illegal Dumping	297
Missed Service/Garbage	272
Missed Service/Recycle	89
Missed Service/Green Waste	50
Abandoned Vehicles/Inoperable	46
Missed Service/Neighborhood Clean Up (NCU)	46
Private Property Complaint/Junk/Rubbish	43
Animal Care/Stray/Roam	31
Private Property Vehicle/Parked on Lawn	26
Transportation/Shopping Cart by Vendor	26
Encroachment Violation/Basketball Hoop/Garbage Cans	22
Animal Care/Investigation/Barking (Dogs Only)	21
Private Property Vehicle/Non-Operable (Commercial Included)	17
Animal Care/Dead Animal/Roadside	16
Animal Care/Stray/Sick	15
Notify Supervisor/Garbage	15
Animal Care/Stray/Injured	14
Animal Care/Investigation/Negligence	13
Abandoned Vehicles/Wrecked	12
Animal Care/Dead Animal/Domestic	12
Abandoned Vehicles/Dismantled	11
District 3 – Peters	
Missed Service/Garbage	511
Missed Service/Recycle	206
Waste Management/Illegal Dumping	203

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Missed Service/Green Waste	167
Missed Service/Neighborhood Clean Up (NCU)	93
Private Property Complaint/Junk/Rubbish	68
Abandoned Vehicles/Inoperable	66
Animal Care/Investigation/Barking (Dogs Only)	41
Private Property Vehicle/Parked on Lawn	40
Pavement/Pothole/Pothole/Chuckhole Repair/Large	38
Transportation/Shopping Cart by Vendor	36
Notify Supervisor/Garbage	31
Abandoned Vehicles/Wrecked	31
Animal Care/Dead Animal/Wild	30
Animal Care/Stray/Roam	30
Animal Care/Wild/Injured	30
Regional Parks/Trash and Debris	25
Animal Care/Stray/Injured	24
Animal Care/Dead Animal/Roadside	23
Traffic Signal/All Signals Dark	23
Animal Care/Stray/Sick	21
Animal Care/Dead Animal/Domestic	21
Abandoned Vehicles/Dismantled	21
Code Enforcement/Zoning/Other	20
Animal Care/Investigation/Negligence	20
Roadway Hazard (Potential for Injury or Damage to Vehicles)	20
Notify Supervisor/Supervisor Dispute NCU	20
Pavement/Pothole/Pothole/Chuckhole Repair/Small	19
Encroachment Violation/Basketball Hoop/Garbage Cans	17
Traffic Sign/Non-Emergency/Sign Down	17
Animal Care/Investigation/Cruelty	16
Private Property Vehicle/Non-Operable (Commercial Included)	16
Private Property Complaint/Vacant, Unmaintained/Residential	16
Regional Parks/Maintenance Request	16
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Construction without Permit	15
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)/Down	15
Animal Care/Dead Animal/In Traffic	15
Notify Supervisor/Green Waste	13
Sub-Standard Housing/Other	13

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Notify Supervisor/Recycle	13
Street Lights/Light Out	13
Animal Care/Assist (On-Scene Only)/Police/Sheriff	12
Environmental Health (All Jurisdictions)/Food Facility Complaint	11
Landscape/Vegetation/Request/Abate Debris or Vegetation on Sidewalks/Pedwalks/County Bike Trails	11
Waste Management/Calendar Request	11
District 4 – Frost	
Missed Service/Garbage	229
Waste Management/Illegal Dumping	96
Missed Service/Recycle	92
Missed Service/Green Waste	54
Transportation/Shopping Cart by Vendor	38
Abandoned Vehicles/Inoperable	30
Private Property Complaint/Junk/Rubbish	23
Missed Service/Neighborhood Clean Up (NCU)	21
Animal Care/Investigation/Barking (Dogs Only)	19
Animal Care/Wild/Injured	15
Animal Care/Dead Animal/Roadside	14
Code Enforcement/Zoning/Other	14
Animal Care/Stray/Injured	13
Private Property Vehicle/Non-Operable (Commercial Included)	12
Animal Care/Stray/Roam	11
Abandoned Vehicles/Dismantled	11
Notify Supervisor/Garbage	11
Animal Care/Investigation/Negligence	11
Private Property Vehicle/Parked on Lawn	10
Private Property Complaint/Vacant, Unmaintained/Residential	10
Pavement/Pothole/Pothole/Chuckhole Repair/Large	10
Roadway Hazard (Potential for Injury or Damage to Vehicles)	10
Environmental Health (All Jurisdictions)/Food Facility Complaint	10
Encroachment Violation/Basketball Hoop/Garbage Cans	10
Street Lights/Light Out	10
District 5 – Nottoli	
Missed Service/Garbage	101
Waste Management/Illegal Dumping	92
Missed Service/Recycle	49

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Missed Service/Neighborhood Clean Up (NCU)	42
Missed Service/Green Waste	27
Private Property Complaint/Junk/Rubbish	22
Animal Care/Dead Animal/Roadside	16
Private Property Vehicle/Parked on Lawn	16
Notify Supervisor/Garbage	16
Animal Care/Stray/Roam	16
Notify Supervisor/Supervisor Dispute NCU	14
Animal Care/Investigation/Negligence	13
Pavement/Pothole/Pothole/Chuckhole Repair/Large	13
Abandoned Vehicles/Inoperable	11
Animal Care/Stray/Sick	11
Environmental Health (All Jurisdictions)/Food Facility Complaint	11
Roadway Hazard (Potential for Injury or Damage to Vehicles)	10

Average Number of Days to Close a Service Request

Request Type	Avg. Days To Close
Sweeper Request/Sweeper/Nails	1
Street Lights/Lights Out (Group)	1
Tree Complaint/Broken/Hanging Tree Limb/Sidewalk	1
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	1
Transportation/Hazmat/Unknown Container	1
Aggregate Dumping/Trash Pick Up/Homeless Camp/Visual Blight Clean Up	1
Pavement/Pothole/Sink Hole in Roadway/Roadway	1
Sweeper Request/Sweeper/Glass	1
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)/Missing	1
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)/Down	1
Transportation/Hazmat/Needles	1
Animal Care/Investigation/Barking (Dogs Only)	1
Traffic Signal/All Signals Dark	1
Traffic Signal/Light Out/On Corner	1
Tree Complaint/Broken/Hanging Tree Limb/Roadway	1
Sweeper Request/Median Clean Up and Debris Removal/Other	1
Traffic Signal/Flashing Red	1
Traffic Signal/Pedestrian Signal Inoperative	2
Graffiti/Obscene/Public Right-of-Way	2
Roadway Hazard (Potential for Injury or Damage to Vehicles)	2
Drainage Problems/Illegal/Illicit Discharge	2

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Request Type	Avg. Days To Close
Traffic Signal/Knock Down	2
Traffic Signal/Miscellaneous Issues	2
Traffic Signal/Long Red/Short Green	2
Traffic Signal/Damaged	2
Landscape/Vegetation/Miscellaneous Vegetation/Tree Calls	2
Regional Parks/Illegal Camp/Occupied	2
Traffic Signal/Light Out/Over Roadway	2
Graffiti/Public Right-of-Way/Fence	2
Aggregate Dumping/Trash Pick Up/Debris Blocking Roadway/Sidewalk (Non-Vegetation)	2
Sidewalk/Obstruction (non-vegetation)	3
Barricades/Road End Barricade	3
Graffiti/Public Right-of-Way/Soundwall	3
Street Lights/Cycling On and Off	3
Sidewalk/Curb, Gutter, and Sidewalk Repair/Tripping Hazard	3
Business Licenses/Operating without License	3
Waste Management/ Missed Sweeper Request	3
Barricades/Sidewalk End Barricade	3
Tree Complaint/Tree Down/Roadway	3
Traffic Investigations/Traffic Safety Related Issues	3
Traffic Investigations/Speeding	3
Missed Service/Non-Regular Service/Green Waste	3
Tree Complaint/Request/Abate a Visibility Obstruction by Tree(s)	3
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants on Frontages and Roadside	3
Street Lights/Cover Missing/Wires Exposed	3
Sidewalk/Tree Trimming Needed/Bike Lane	3
Regional Parks/Illegal Activity	3
Priority Housing/No Hot Water	3
Missed Service/Garbage	3
Regional Parks/Maintenance Request	3
Waste Management/Illegal Dumping	3
Pavement/Pothole/Pothole/Chuckhole Repair/Large	4
Environmental Compliance/Hazardous Substances	4
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	4
Sidewalk/Curb, Gutter, and Sidewalk Repair/Other	4
Transportation/Graffiti/Sign	4
Graffiti/Private Property/Other	4
Street Lights/Light Out	4
Missed Service/Green Waste	4
Pavement/Pothole/Pothole/Chuckhole Repair/Small	4

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Request Type	Avg. Days To Close
Missed Service/Neighborhood Clean Up (NCU)	4
Missed Service/Recycle	4
Regional Parks/Illegal Camp/Abandoned	4
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	4
Graffiti/Public Right-of-Way/Utility Box	4
Missed Service/Over Flow	4
Traffic Signal/Cycling/Detection Problem	4
Regional Parks/Trash and Debris	4
Graffiti/Public Right-of-Way/Sidewalk	5
Graffiti/Private Property/Building	5
Tree Complaint/Tree Obstructing/County Stop Sign	5
Graffiti/Public Right-of-Way/Other	5
Sidewalk/Tree Trimming Needed/Roadway	5
Ditches/Culverts/Ditch Cleaning	5
Traffic Sign/Non-Emergency/Sign Down	5
Private Property Complaint/Vacant, Unmaintained/Commercial	5
Street Lights/Light or Pole Damaged	5
Abandoned Vehicles/Wrecked	5
Landscape/Vegetation/Request/Abate Debris or Vegetation on Sidewalks/Pedwalks/County Bike Trails	6
Abandoned Vehicles/Inoperable	6
Priority Housing/Surfacing Sewage	6
Abandoned Vehicles/Dismantled	6
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	6
Graffiti/Public Right-of-Way/Roadway	6
Tree Complaint/Request/Tree Removal on County Right-of-Way	6
Road Markings/Request for New Legends or Markings	6
Regional Parks/Other	6
Notify Supervisor/Garbage	6
Traffic Investigations/Request/Speedbumps	6
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	6
Sidewalk/Tree Trimming Needed/Sidewalk	6
Traffic Sign/New Sign Request/Other	6
Landscape/Vegetation/Request/Abate a Visibility Obstruction by Vegetation	6
Notify Supervisor/Supervisor Dispute NCU	7
Ditches/Culverts/Drainage Problem (Not Ditches or Culverts)/Other Maintenance	7
Environmental Health (All Jurisdictions)/Food Facility Complaint	7
Road Markings/Road Lines/ Edge Lines/Legends Missing or Faded	7

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Request Type	Avg. Days To Close
Pavement/Pothole/Paving Needs on Street/Alligator Cracking	7
Environmental Health (All Jurisdictions)/Public Pool Complaint	7
Graffiti/Private Property/Fence	7
Notify Supervisor/Green Waste	8
Traffic Investigations/Request/Crosswalk	9
Pavement/Pothole/Pavement-Other Unknown Maintenance Needs	9
Notify Supervisor/Recycle	9
Ditches/Culverts/Shoulder Erosion/Drop-Off Repair/Erosion of Pavement	9
Environmental Health (All Jurisdictions)/Tattoo and Body Art Complaints/Unsanitary Conditions	10
Pavement/Pothole/Paving Needs on Street/Pavement Broken	10
Traffic Sign/Non-Emergency/Sign Missing	10
Missed Service/Non-Regular Service/Garbage	10
Traffic Signal/Turned Signal Head	10
Tree Complaint/Tree Obstructing/County Signal Pole Light Head	12
Graffiti/Private Property >Sidewall	12
Street Lights/Dim	12
Sub-Standard Housing/Roof Leak	13
Traffic Sign/New Sign Request/Stop	13
Private Property Vehicle/Parked on Lawn	14
Private Property Complaint/Rooster (in Residential Zone)	15
Zoning/20K SQ FT or Small-Large Farm Animals	16
Private Property Vehicle/Non-Operable (Commercial Included)	17
Missed Service Non-Regular Service Recycle	17
Private Property Complaint/Junk/Rubbish	19
Private Property Vehicle/Occupied Mobile Homes/Trailers	20
Private Property Complaint/Vacant, Unmaintained/Residential	20
Zoning/Occupied Out-Building	20
Code Enforcement/Zoning/Other	21
Sub-Standard Housing/Electrical Malfunction	21
Zoning/Cannabis	21
Private Property Vehicle/Other	25
Sub-Standard Housing/Other	27
Sub-Standard Housing/Plumbing	27

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Aging of Open Requests

Days	Count
<30	1,491
31 to 60	427
61 to 90	303
> 91	840

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.

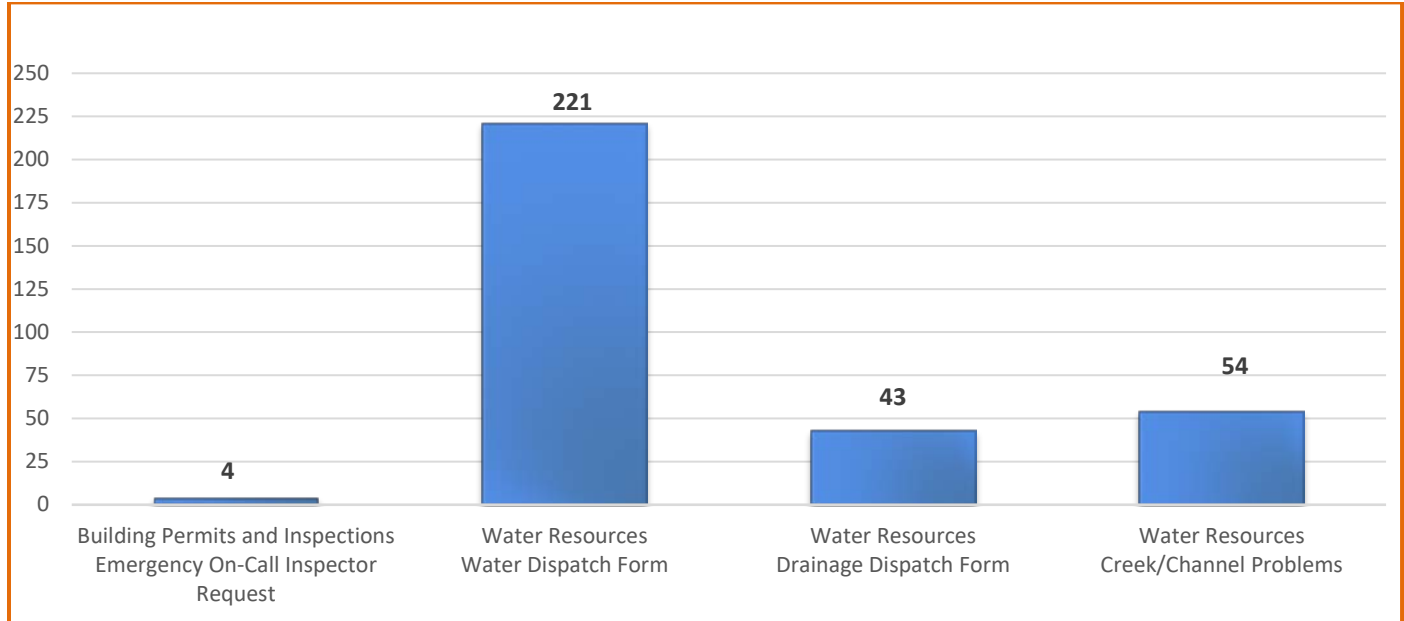
Acronym Glossary

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



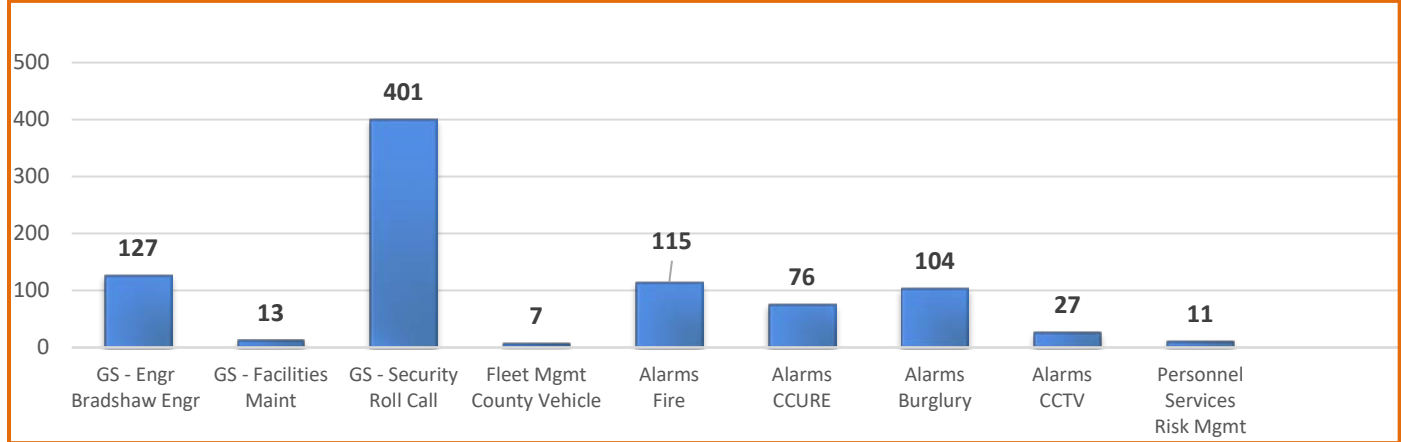
Service Definitions

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.
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



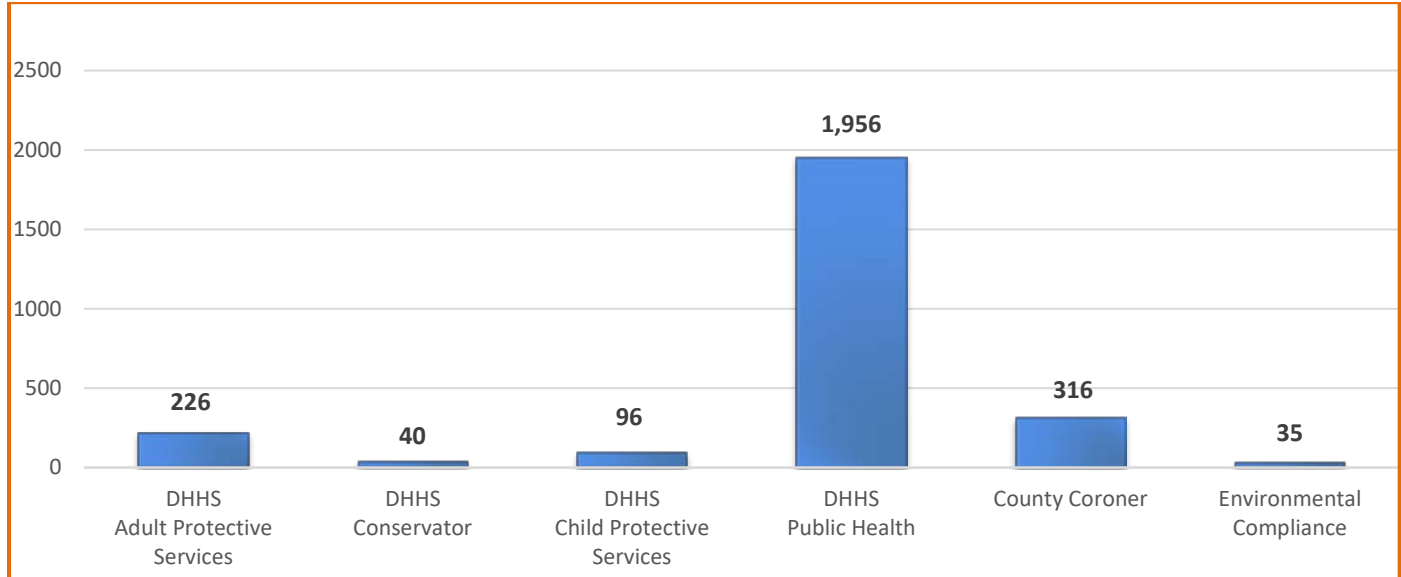
Service Definitions

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



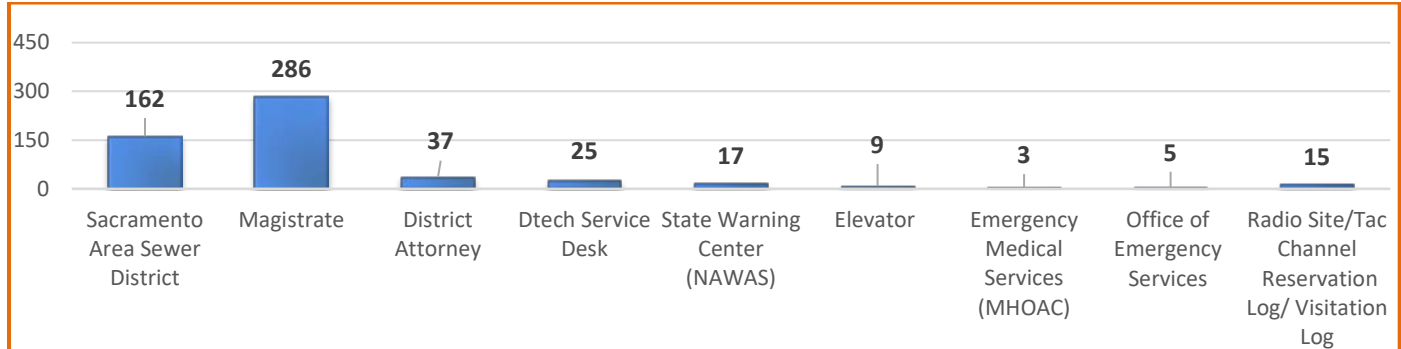
Service Definitions

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