



# MONTHLY CUSTOMER SERVICE REPORT

**SERVICE REQUESTS AND STATISTICS**  
JUNE 1, 2020 – JUNE 30, 2020



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

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# Customer Service Report June 1, 2020 – June 30, 2020

## Department of the Month

**Department:** Department of Personnel Services

**Director:** David Devine

**Website:** [www.personnel.saccounty.net/Pages/default.aspx](http://www.personnel.saccounty.net/Pages/default.aspx)

**Commitment:** We are committed to providing quality human resource services to attract, develop, motivate, and retain a diverse workforce within a supportive environment.

### Divisions:

**Administrative Services:** Provides administration services for department personnel; prepares, monitors, and controls the budget; provides centralized department purchasing and facilities management; and performs departmental accounting and record keeping.

**Department Services comprised of the Bradshaw Team, Families First Team, Specialized HR Services, Parkway Team, and West Team:** Provides all human resources support and services to each of the County's operating departments. These services include employee relations consultation, payroll processing and administering State Disability Insurance payroll integration.

**Disability Compliance:** Coordinates compliance with laws that prohibit discrimination against persons with disabilities; and provides related training and technical assistance to County agencies and departments.

**Employee Benefits:** Administers the employee benefits programs; employee and retiree health and dental plans; and a variety of available benefits.

**Employment Services:** Administers the County's Classification Plan; develops County job classification specifications, collects salary information, and recommends salaries for County classes; designs job-related examinations for County classes, administers County Civil Service examinations, and certifies eligible candidates for employment.

**Equal Employment Opportunity:** Provides Equal Employment recruiting and monitoring and advises county agencies and departments in developing methods for reviewing County workforce statistical information to evaluate the effectiveness of the County's Equal Employment Opportunity program.

**Training and Organization Development:** Provides skills-based training programs, employee development services, Countywide and department-specific training services.

**Risk Management; Safety; Unemployment Insurance; Workers Compensation:** The Department also administers the County's Self Insurance Plans: Liability/Property Insurance, Safety/Accident Prevention and Industrial Hygiene programs, the County's Unemployment Insurance, and Workers' Compensation Insurance.

FTE: 206

## Customer Service Report June 1, 2020 – June 30, 2020

### Monthly Statistics

Number of	
• Service request by calls	20,265
• Service request by mobile application	1,797
• Other	686
Service requests opened	14,534
Informational calls	5,527
Transferred calls	2,562
Service request closed	21,209
Average days to close service request	16

### Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	19	264	524	229	166	1,202
Waste Management/Illegal Dumping	60	259	225	109	163	816
Missed Service/Green Waste	5	43	193	91	31	363
Missed Service/Recycle	7	63	159	87	39	355
Missed Service/Neighborhood Clean	3	39	78	37	18	175
<b>Total</b>	<b>94</b>	<b>668</b>	<b>1,179</b>	<b>553</b>	<b>417</b>	<b>2,911</b>

## Customer Service Report June 1, 2020 – June 30, 2020

### Monthly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	18	225	470	198	131	1,042
Waste Management/Illegal Dumping	55	236	188	100	137	716
Missed Service/Green Waste	3	30	171	79	24	307
Missed Service/Recycle	5	53	127	76	30	291
Missed Service/Neighborhood	2	28	51	20	10	111
<b>Total</b>	<b>83</b>	<b>572</b>	<b>1,007</b>	<b>473</b>	<b>332</b>	<b>2,467</b>

### Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Private Property Complaint/ Junk/Rubbish	7	19	27	28	7	88
Encroachment Violation/ Basketball Hoop/Garbage Cans	1	21	21	12	4	59
Private Property Vehicle/ Parked on Lawn		13	14	12	4	43
Regional Parks/Illegal Camp/ Occupied	9		19	6	18	52
Sidewalk/Curb, Gutter, and Sidewalk Repair	2	6	25	14	7	54
<b>Total</b>	<b>19</b>	<b>59</b>	<b>106</b>	<b>72</b>	<b>40</b>	<b>293</b>

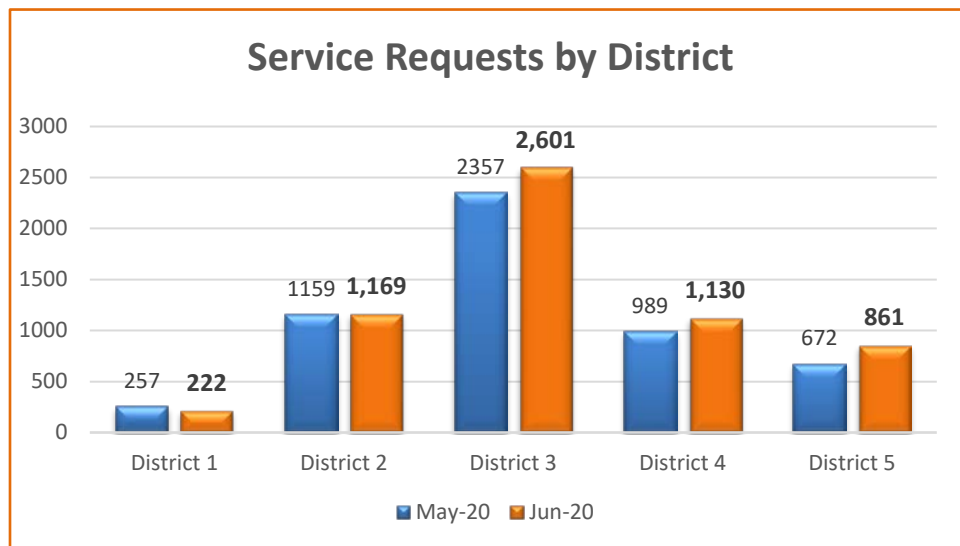
# Customer Service Report June 1, 2020 – June 30, 2020

## Board of Supervisor District Information

### Service Requests by District

District	Count
<b>District 1 – Serna</b> <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	222
<b>District 2 – Kennedy</b> <i>(Parkway, Lemon Hill, Florin)</i>	1,169
<b>District 3 – Peters</b> <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,601
<b>District 4 – Frost</b> <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	1,130
<b>District 5 – Nottoli</b> <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	861
<b>Total</b>	<b>5,983</b>

### Monthly Comparison: May 2020 vs. June 2020



## Customer Service Report June 1, 2020 – June 30, 2020

### Top Service Request Opened by District (> 10 requests)

<b>District 1 - Serna</b>	
Waste Management/Illegal Dumping	60
Missed Service/Garbage	19
Abandoned Vehicles/Inoperable	11
<b>District 2 – Kennedy</b>	
Missed Service/Garbage	264
Waste Management/Illegal Dumping	259
Missed Service/Recycle	63
Missed Service/Green Waste	43
Abandoned Vehicles/Inoperable	40
Missed Service/Neighborhood Clean Up (NCU)	39
Private Property Complaint/Junk/Rubbish	34
Abandoned Vehicles/Dismantled	20
Animal Care/Stray/Sick	18
Animal Care/Investigation/Barking (Dogs Only)	17
Animal Care/Stray/Roam	16
Notify Supervisor/Garbage	15
Animal Care/Dead Animal/Domestic	15
Encroachment Violation/Basketball Hoop/Garbage Cans	15
Animal Care/Stray/Injured	13
Abandoned Vehicles/Wrecked	11
Private Property Vehicle/Parked on Lawn	10
Animal Care/Dead Animal/Roadside	10
Environmental Health (All Jurisdictions)/Food Facility Complaint	10
<b>District 3 – Peters</b>	
Missed Service/Garbage	524
Waste Management/Illegal Dumping	225
Missed Service/Green Waste	193
Missed Service/Recycle	159
Missed Service/Neighborhood Clean Up (NCU)	78
Private Property Complaint/Junk/Rubbish	55
Abandoned Vehicles/Inoperable	49
Animal Care/Investigation/Barking (Dogs Only)	44
Animal Care/Dead Animal/Roadside	40

## Customer Service Report June 1, 2020 – June 30, 2020

Notify Supervisor/Garbage	38
Private Property Vehicle/Parked on Lawn	35
Pavement/Pothole/Pothole/Chuckhole Repair/Large	33
Animal Care/Wild/Injured	28
Animal Care/Investigation/Negligence	28
Animal Care/Stray/Injured	28
Animal Care/Dead Animal/Domestic	27
Pavement/Pothole/Pothole/Chuckhole Repair/Small	27
Animal Care/Stray/Roam	24
Private Property Complaint/Vacant, Unmaintained/Residential	23
Transportation/Shopping Cart by Vendor	23
Notify Supervisor/Supervisor Dispute NCU	22
Animal Care/Dead Animal/Wild	22
Animal Care/Investigation/Bite - NOT Happening NOW	21
Regional Parks/Trash and Debris	21
Code Enforcement/Zoning/Other	20
Traffic Sign/Non-Emergency/Sign Down	20
Roadway Hazard (Potential for Injury or Damage to Vehicles)	18
Animal Care/Stray/Sick	18
Animal Care/Investigation/Cruelty	17
Regional Parks/Maintenance Request	16
Notify Supervisor/Recycle	16
Encroachment Violation/Basketball Hoop/Garbage Cans	15
Notify Supervisor/Green Waste	15
Abandoned Vehicles/Wrecked	15
Abandoned Vehicles/Dismantled	14
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Construction without Permit	14
Private Property Vehicle/Non-Operable (Commercial Included)	13
Sidewalk/Curb, Gutter, and Sidewalk Repair/Tripping Hazard	13
Transportation/Sweeper Request/Sweeper/Glass	13
Traffic Signal/All Signals Dark	12
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)/Down	11
Traffic Signal/Flashing Red	11
Landscape/Vegetation/Request/Abate a Visibility Obstruction by Vegetation	11
Animal Care/Dead Animal/In Traffic	10



## Customer Service Report June 1, 2020 – June 30, 2020

Street Lights/Light Out	10
Traffic Investigations/Request/Speedbumps	10
Animal Care/Stray/Confined	10
Tree Complaint/Broken/Hanging Tree Limb/Roadway	10
Regional Parks/Illegal Camp/Abandoned	10
<b>District 4 – Frost</b>	
Missed Service/Garbage	229
Waste Management/Illegal Dumping	109
Missed Service/Green Waste	91
Missed Service/Recycle	87
Missed Service/Neighborhood Clean Up (NCU)	37
Private Property Complaint/Junk/Rubbish	29
Transportation/Shopping Cart by Vendor	26
Abandoned Vehicles/Inoperable	24
Animal Care/Investigation/Barking (Dogs Only)	22
Pavement/Pothole/Pothole/Chuckhole Repair/Large	21
Animal Care/Dead Animal/Roadside	19
Animal Care/Wild/Injured	16
Animal Care/Investigation/Negligence	15
Notify Supervisor/Garbage	13
Code Enforcement/Zoning/Other	13
Private Property Complaint/Vacant, Unmaintained/Residential	13
Animal Care/Dead Animal/Wild	13
Abandoned Vehicles/Dismantled	10
Animal Care/Stray/Injured	10
<b>District 5 – Nottoli</b>	
Missed Service/Garbage	166
Waste Management/Illegal Dumping	163
Missed Service/Recycle	39
Missed Service/Green Waste	30
Missed Service/Neighborhood Clean Up (NCU)	18
Animal Care/Stray/Traffic	16
Animal Care/Dead Animal/Roadside	13
Animal Care/Stray/Roam	12
Animal Care/Dead Animal/Wild	12
Pavement/Pothole/Pothole/Chuckhole Repair/Small	12
Animal Care/Investigation/Barking (Dogs Only)	11

## Customer Service Report June 1, 2020 – June 30, 2020

Animal Care/Assist (On-Scene Only)/Police/Sheriff	10
Pavement/Pothole/Pothole/Chuckhole Repair/Large	10
Animal Care/Stray/Sick	10

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

Request Type	Avg. Days To Close
Animal Care/Dead Animal	1
Sub-Standard Housing/Deteriorated Floors	1
Road Markings/Request for New Legends or Markings	1
Barricades/Sidewalk End Barricade	1
Transportation/Hazmat/Needles	1
Animal Care/Dead Animal/Roadside	1
Animal Care/Dead Animal/Domestic	1
Animal Care/Stray/Roam	1
Private Property Complaint/Rooster (in Residential Zone)	1
Transportation/Hazmat/Bio-waste	1
Graffiti/Public Right-of-Way/Fence	1
Graffiti/Private Property/Fence	1
Traffic Signal/Flashing Red	1
Animal Care/Dead Animal/Wild	1
Graffiti/Obscene/Public Right-of-Way	1
Tree Complaint/Tree Obstructing/Illumination of County Street Light and/or Pole/Head Clearance	1
Graffiti/Private Property/Soundwall	1
Environmental Health (All Jurisdictions)/Public Pool Complaint	1
Tree Complaint/Tree Down/Roadway	1
Animal Care/Investigation/Cruelty	1
Pavement/Pothole/Sink Hole in Roadway/Roadway	2
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)/Down	2
Traffic Signal/Long Red/Short Green	2
Traffic Signal/All Signals Dark	2
Transportation/Hazmat/Unknown Container	2
Transportation/Hazmat/Other	2
Tree Complaint/Broken/Hanging Tree Limb/Bike Lane	2
Animal Care/Investigation/Negligence	2
Waste Management/Missed Sweeper Request	2
Traffic Sign/New Sign Request/Other	2
Tree Complaint/Broken/Hanging Tree Limb/Roadway	2
Street Lights/Knock Down	2

## Customer Service Report June 1, 2020 – June 30, 2020

Request Type	Avg. Days To Close
Traffic Signal/Loose	2
Transportation/Sweeper Request/Sweeper/Glass	2
Missed Service/Non-Regular Service/Recycle	2
Graffiti/Private Property/Building	2
Traffic Investigations/Request/Sign	2
Transportation/Sweeper Request/Sweeper/Spill in Roadway	2
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Remodel	2
Building Permits & Inspections (BPI)/Fence/Retaining Wall/Pool Fence/No Fence	2
Roadway Hazard (Potential for Injury or Damage to Vehicles)	3
Sidewalk/Curb, Gutter, and Sidewalk Repair/Other	3
Animal Care/Investigation/Barking (Dogs Only)	3
Ditches/Culverts/Ditch Cleaning	3
Animal Care/Investigation/Kennel	3
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Addition	3
Graffiti/Public Right-of-Way/Other	3
Traffic Signal/Damaged	3
Traffic Signal/Light Out/On Corner	3
Missed Service/Garbage	3
Regional Parks/Illegal Activity	3
Landscape/Vegetation/Weed Abatement	3
Animal Care/Stray/Confined	3
Notify Supervisor/Green Waste	3
Traffic Investigations/Request/Speedbumps	3
Missed Service/Neighborhood Clean Up (NCU)	3
Missed Service/Non-Regular Service/Garbage	3
Sidewalk/Tree Trimming Needed/Sidewalk	3
Missed Service/Recycle	3
Tree Complaint/Tree Obstructing/County Sign	3
Street Lights/Light or Pole Damaged	3
Traffic Signal/Light Out/Over Roadway	3
Tree Complaint/Request/Arden Park Ash Tree Removal and Replacement Program	3
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	4
Ditches/Culverts/Shoulder Erosion/Drop-Off Repair/Other Maintenance	4
Tree Complaint/Request/Abate a Visibility Obstruction by Tree(s)	4
Graffiti/Public Right-of-Way/Utility Box	4
Traffic Signal/Knock Down	4
Pavement/Pothole/Pothole/Chuckhole Repair/Small	4

## Customer Service Report June 1, 2020 – June 30, 2020

Request Type	Avg. Days To Close
Missed Service/Green Waste	4
Graffiti/Private Property/Utility Box	4
Ditches/Culverts/Drainage Problem (Not Ditches or Culverts)/Flooding Issues	4
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants on Frontages and Roadside	4
Traffic Signal/Cycling/Detection Problem	4
Aggregate Dumping/Trash Pick Up/Debris Blocking Roadway/Sidewalk (Non-Vegetation)	4
Street Lights/Miscellaneous	4
Graffiti/Sign	4
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Pool Fence	4
Bridge Complaints/Maintenance/Other	4
Notify Supervisor/Garbage	4
Street Lights/Cycling On and Off	4
Sidewalk/Tree Trimming Needed/Roadway	4
Traffic Investigations/Request/Crosswalk	4
Landscape/Vegetation/Request/Abate Debris or Vegetation on Sidewalks/Pedwalks/County Bike Trails	4
Waste Management/Illegal Dumping	5
Graffiti/Public Right-of-Way/Building	5
Pavement/Pothole/Pothole/Chuckhole Repair/Large	5
Notify Supervisor/Recycle	5
Zoning/20K SQ FT or Small-Large Farm Animals	5
Street Lights/Light Out	5
Graffiti/Public Right-of-Way/Sidewalk	5
Bridge Complaints/Guardrail/Fence/Median that is not attached to a Bridge/Other	5
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	5
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	5
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/HVAC Change Out	5
Graffiti/Private Property/Other	5
Animal Care/Investigation/Illegal Sales	6
Sweeper Request/Median Clean Up and Debris Removal/Center	6
Traffic Investigations/Speeding	6
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Construction without Permit	6
Notify Supervisor/Supervisor Dispute NCU	6
Street Lights/Lights Out (Group)	6
Graffiti/Public Right-of-Way/Soundwall	6

## Customer Service Report June 1, 2020 – June 30, 2020

Request Type	Avg. Days To Close
Tree Complaint/Request/Tree Removal on County Right-of-Way	6
Tree Complaint/Broken/Hanging Tree Limb/Sidewalk	6
Private Property Complaint/Illegal Signage/Other	6
Street Lights/Cover Missing/Wires Exposed	7
Abandoned Vehicles/Dismantled	7
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	7
Traffic Sign/Non-Emergency/Sign Down	7
Ditches/Culverts/Off Road-Other Unknown Maintenance Needs	7
Traffic Sign/New Sign Request/No Parking	7
Barricades/Road End Barricade	7
Abandoned Vehicles/Inoperable	8
Tree Complaint/Tree Obstructing/County Stop Sign	8
Landscape/Vegetation/Cleaning of Vegetation and Debris from Soundwall	8
Traffic Signal/Miscellaneous Issues	8
Sidewalk/Curb, Gutter, and Sidewalk Repair/Tripping Hazard	8
Ditches/Culverts/Shoulder Erosion/Drop-Off Repair/Erosion of Slope	9
Bridge Complaints/Soundwall Repair/Brick	9
Tree Complaint/Tree Obstructing/County Signal Pole Light Head	9
Abandoned Vehicles/Wrecked	9
Regional Parks/Illegal Camp/Occupied	9
Building Permits & Inspections (BPI)/Fence/Retaining Wall/Without a Permit	9
Pavement/Pothole/Paving Needs on Street/Other	9
Graffiti/Public Right-of-Way/Roadway	9
Traffic Sign/Non-Emergency/Sign Missing	10
Landscape/Vegetation/Request/Abate a Visibility Obstruction by Vegetation	10
Road Markings/Road Lines/ Edge Lines/Legends Missing or Faded	10
Zoning/10K SQ FT or Smaller-Small Farm Animals	10
Pavement/Pothole/Paving Needs on Street/Alligator Cracking	10
Pavement/Pothole/Pothole/Chuckhole Repair/Bike Lane	10
Pavement/Pothole/Pavement-Other Unknown Maintenance Needs	10
Landscape/Vegetation/Miscellaneous Vegetation/Tree Calls	10
Environmental Health (All Jurisdictions)/Tattoo and Body Art Complaints/Unpermitted	10
Sidewalk/Curb, Gutter, and Sidewalk Repair/Lifting	11
Private Property Vehicle/Other	11
Priority Housing/VOA (Vacant, Open, Accessible) Properties	11
Traffic Signal/Pedestrian Signal Inoperative	12
Regional Parks/Other	12

## Customer Service Report June 1, 2020 – June 30, 2020

Request Type	Avg. Days To Close
Environmental Health (All Jurisdictions)/Food Facility Complaint	12
Regional Parks/Maintenance Request	12
Regional Parks/Illegal Camp/Abandoned	13
Sub-Standard Housing/Electrical Malfunction	13
Pavement/Pothole/Paving Needs on Street/Pavement Broken	13
Business Licenses/Operating without License	14
Encroachment Violation/Basketball Hoop/Garbage Cans	15
Pavement/Pothole/Paving Needs on Street/Resurfacing Request	18
Traffic Investigations/Traffic Safety Related Issues	18
Sidewalk/Curb, Gutter, and Sidewalk Repair/Cracking	18
Regional Parks/Trash and Debris	22
Zoning/Fence Residential/Other	22
Sub-Standard Housing/Vector Infestation	25
Sub-Standard Housing/Other	25
Private Property Complaint/Junk/Rubbish	25
Environmental Compliance/Private Well/Small Water System on Unimproved Vacant Property Only	26
Private Property Vehicle/Non-Operable (Commercial Included)	26
Priority Housing/No Hot Water	27
Traffic Sign/New Sign Request/Stop	27
Sub-Standard Housing/Plumbing	30
Aggregate Dumping/Trash Pick Up/Homeless Camp/Visual Blight Clean Up	30
Private Property Vehicle/Parked on Lawn	30
Code Enforcement/Zoning/Other	31
Private Property Complaint/Overflowing Dumpster	32
Private Property Complaint/Vacant, Unmaintained/Residential	35
Private Property Complaint/Vacant, Unmaintained/Commercial	37
Private Property Vehicle/Occupied Mobile Homes/Trailers	38
Sidewalk/Curb, Gutter, and Sidewalk Repair/Gutter Drainage	46
Zoning/Fence Residential/Fence Condition	53
Private Property Vehicle/Commercial Vehicle on Property	56

# Customer Service Report June 1, 2020 – June 30, 2020

## Aging of Open Requests

Days	Count
<30	1,426
31 to 60	553
61 to 90	361
> 91	747

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.

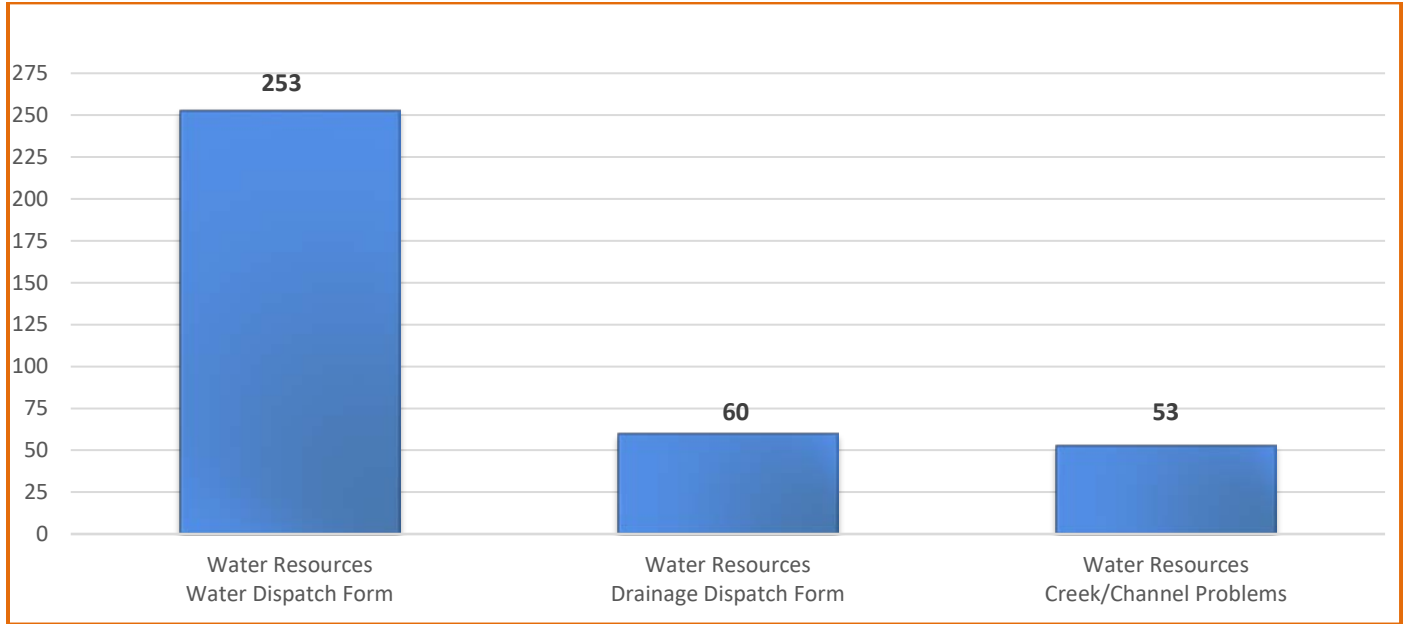
### Acronym Glossary

<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

# Customer Service Report June 1, 2020 – June 30, 2020

## Dispatch Services Request

### Public Works and Infrastructure



### Service Definitions

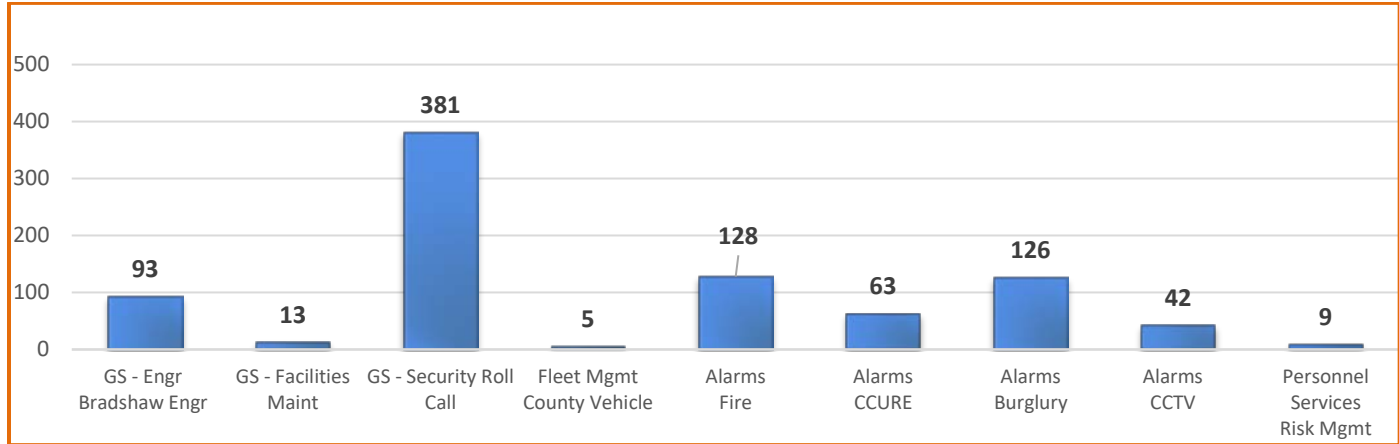
Water Resources - Water Dispatch Form	Dispatch Services including fire hydrant, odor/taste/color, no water, water leak, low/high pressure, locate curb stop, water shut-off/turn back on, etc.
Water Resources - Drainage Dispatch Form	Dispatch Services including drain inlet plugged, house/street flooded, 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 June 1, 2020 – June 30, 2020

## Dispatch Services Request

### Administrative Services



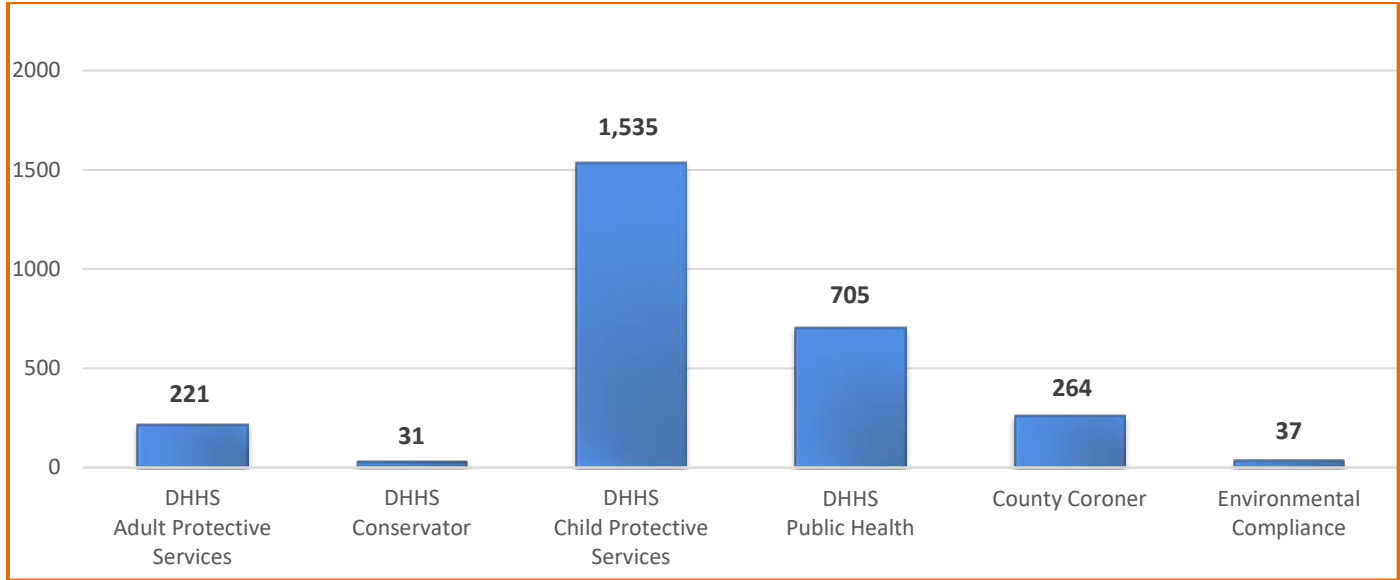
### Service Definitions

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 June 1, 2020 – June 30, 2020

## Dispatch Services Request

### Social Services



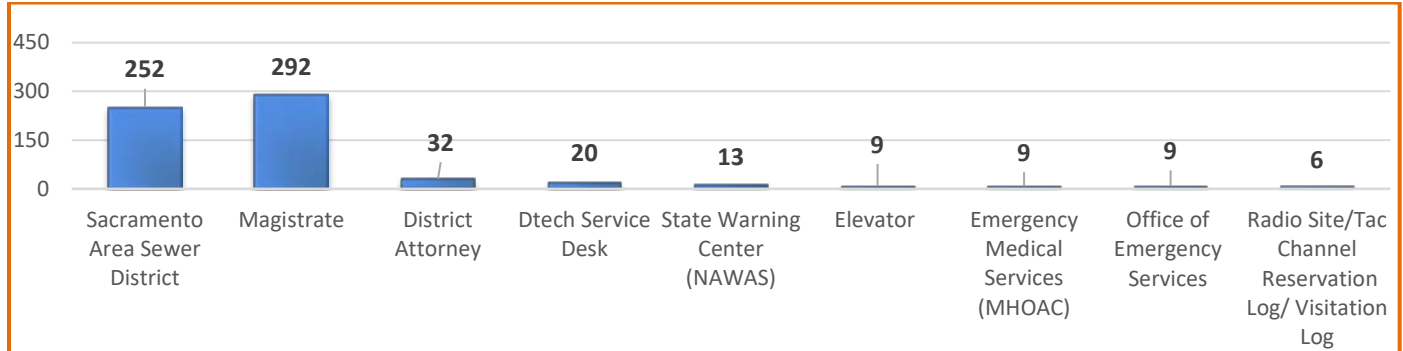
### Service Definitions

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 June 1, 2020 – June 30, 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