



CUSTOMER SERVICE REPORT

MONTHLY

SERVICE REQUESTS AND STATISTICS

MARCH 1, 2020 – MARCH 31, 2020



DEPARTMENT OF
GENERAL SERVICES



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

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VISION

To be a County that is safe, prosperous and provides quality public services

MISSION

Improve residents' quality of life by providing cost-effective public services while fostering economic health, regional cooperation and stewardship of community assets

VALUES

- Honesty, integrity and respect for the individual
- Quality Customer Service
- Respect for cultural and ethnic diversity
- Clear communication and transparency
- Efficiency and fiscal responsibility
- Recognition of employee contributions
- Exploration of partnerships and collaboration

Customer Service Report

March 01, 2020 – March 31, 2020

Department of the Month

Department: General Services

Director: Jeffrey Gasaway

Website: www.dgs.saccounty.net

Mission: Continually provide superior and dependable services with exceptional quality results and high customer satisfaction.

Divisions:

Administrative and Business Services — Provides administrative services to the department and support services to all county agencies and departments

- **Office of the Director:** Accounting, Budget and Analysis, Lease Management, Project Management
- **Alarm Services** - performs the design, installation, and maintenance of the County's electronic security alarm, surveillance, and access control systems at most County owned and leased facilities
- **Fleet Services** - purchases, rents and maintains light and heavy equipment
- **Parking Enterprise** - provides parking services to the public, county employees, and other governmental agencies

Architectural Services — Provides services for county owned and leased facilities. These services include: feasibility studies; facility programming; architectural design and programming; mechanical engineering; electrical engineering; civil engineering; space planning; interior design; modular furniture design and installation; environmental services; and the Job Order Contracting Program

Contract and Purchasing Services — Provides centralized procurement services, coordinates the procurement card program, and prepares complex legal contracts and agreements for operating staff to complete construction projects

Facility Planning and Management — Provides for the administration of facility planning for county-owned and leased facilities

- **Airport, Bradshaw and Downtown Districts** - Provides for the total maintenance and operation needs of all county-owned facilities including minor remodeling and repair work
- **Capital Construction Fund** - Provides funding for construction and remodeling of county-owned facilities
- **Computer Aided Facility Management** - Provides Environmental Management Services and Master Planning for county-owned and leased facilities
- **Energy Management Program** — Coordinates energy related issues, seeks ways to reduce energy usage and promote use of alternative fuels, and analyzes energy savings resulting from conservation or other methods
- **Security Services** — Provides an unarmed, observe and report security presence for county-owned and some leased facilities

Real Estate - Negotiates the purchase of real estate property interests required for projects of the Municipal Services Agency, Sacramento Regional County Sanitation District, Sacramento Area Sewer District, Department of Regional Parks and Open Space, other County agencies, and special districts. It also manages county-owned property, sells surplus real estate, negotiates revenue leases, negotiates and manages facility leases; and provides property management in support of the County Facility Management Program.

FTE: 426 FTE positions

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Monthly Statistics

Number of	
• Service request by calls	19,705
• Service request by mobile application	1,691
• Other	643
Service requests opened	12,769
Informational calls	6,756
Transferred calls	2,516
Service request closed	20,106
Average days to close service request	20

Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	23	185	380	163	103	854
Waste Management/Illegal Dumping	78	255	179	90	122	724
Missed Service/Recycle	11	31	131	64	46	283
Animal Care/Dead Animal	11	29	108	43	31	222
Missed Service/Green Waste	3	42	122	68	33	268
Total	126	542	920	428	335	2,351

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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	23	166	316	141	97	743
Waste Management/Illegal Dumping	78	248	169	89	120	704
Missed Service/Recycle	8	30	110	54	40	242
Missed Service/Green Waste	2	39	92	66	29	228
Animal Care/Dead Animal	11	29	107	40	31	218
Total	122	512	794	390	317	2,135

Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Encroachment Violations/Basketball Hoop/Garbage Cans		39	78	32	12	161
Graffiti/Private Property	8	21	105	42	7	183
Pavement/Pothole/Pothole/Chuckhole Repair	15	19	469	174	67	744
Sidewalk/Curb, Gutter and Sidewalk Repair		19	95	34	14	162
Sidewalk/Sidewalk Obstruction	1	14	60	45	8	128
Total	24	112	807	327	108	1,378

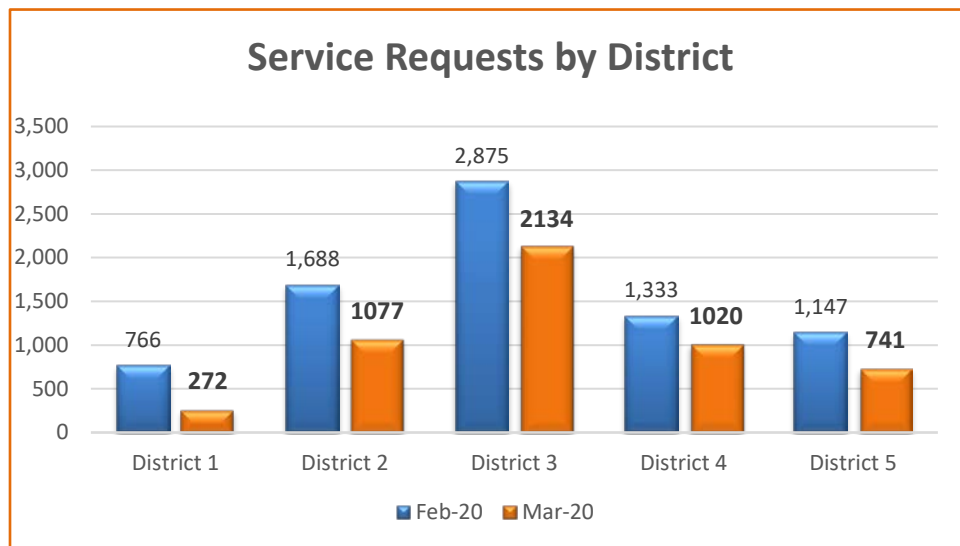
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Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	272
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	1,077
District 3 – Peters <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,134
District 4 – Frost <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	1,020
District 5 – Nottoli <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	741
Total	5,244

Monthly Comparison: February 2020 vs. March 2020



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Top Service Request Opened by District (> 10 requests)

District 1 - Serna	
Waste Management/Illegal Dumping	78
Missed Service/Garbage	23
Environmental Health (All Jurisdictions)/Food Facility Complaint	20
Animal Care/Dead Animal	11
Missed Service/Recycle	11
District 2 – Kennedy	
Waste Management/Illegal Dumping	255
Missed Service/Garbage	185
Abandoned Vehicles/Inoperable	42
Animal Care/Stray/Roam	42
Missed Service/Green Waste	42
Missed Service/Neighborhood Clean Up (NCU)	31
Missed Service/Recycle	31
Animal Care/Dead Animal	29
Private Property Vehicle/Non-Operable (Commercial Included)	24
Shopping Cart/By Vendor	21
Animal Care/Investigations/Barking (Dogs Only)	19
Abandoned Vehicles/Dismantled	17
Encroachment Violations/Basketball Hoop/Garbage Cans	15
Private Property Complaint/Junk/Rubbish	14
Animal Care/Stray/Injured	14
Notify Supervisor/Supervisor Dispute (Sorry Tag/Other Issue)	13
Private Property Vehicle/Parked On Lawn	12
Animal Care/Stray/Confined	12
Notify Supervisor/Garbage	12
Environmental Health (All Jurisdictions)/Food Facility Complaint	11
Abandoned Vehicles/Wrecked	10
Private Property Complaint/Other	10
District 3 – Peters	
Missed Service/Garbage	380
Waste Management/Illegal Dumping	179
Missed Service/Recycle	131
Missed Service/Green Waste	122

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Animal Care/Dead Animal	108
Pavement/Pothole/Pothole/Chuckhole Repair	91
Missed Service/Neighborhood Clean Up (NCU)	76
Animal Care/Investigations/Barking (Dogs Only)	56
Animal Care/Stray/Roam	52
Private Property Complaint/Junk/Rubbish	50
Abandoned Vehicles/Inoperable	46
Animal Care/Stray/Injured	32
Private Property Vehicles/Parked on Lawn	24
Animal Care/investigations/Negligence	24
Animal Care/Wild/Injured	22
Notify Supervisor/Supervisor Dispute (Sorry Tag/Other Issue)	21
Shopping Cart/By Vendor	21
Abandoned Vehicles/Wrecked	19
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	19
Encroachment Violations/Basketball Hoop / Garbage Cans	17
Animal Care/Investigations/Cruelty	17
Animal Care/Stray/Confined	16
Regional Parks/Trash and Debris	16
Abandoned Vehicles/Dismantled	16
Animal Care/Wild/Confined	16
Building Permits and Inspections (BPI)/Construction without Permit	15
Animal Care/Investigations/Bite - Not Happening Now	13
Animal Care/Investigations/Animal Left in Vehicle	13
Traffic Signal/Traffic Signal Cycling/Detection Problem	13
Waste Management/Calendar Request	12
Regional Parks/Illegal Camp/Abandoned	12
Sub-Standard Housing/Other	11
Notify Supervisor/Supervisor Dispute/Garbage	11
Animal Care/Stray/Sick	10
Private Property Complaint/Other	10
Animal Care/Stray/Aggressive - Happening Now	10
Environmental Health (All Jurisdictions)/Food Facility Complaint	10
District 4 – Frost	
Missed Service/Garbage	163
Waste Management/Illegal Dumping	90

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Missed Service/Green Waste	68
Missed Service/Recycle	64
Animal Care/Dead Animal	43
Animal Care/Investigations/Barking (Dogs Only)	40
Private Property Complaint/Junk/Rubbish	26
Abandoned Vehicles/Inoperable	26
Shopping Cart/By Vendor	26
Pavement/Pothole/Pothole/Chuckhole Repair	32
Pavement/Pothole/Pothole/Chuckhole Repair	31
Missed Service/Neighborhood Clean Up (NCU)	24
Animal Care/Stray/Roam	19
Street Lights/Street Light Out	15
Animal Care/Investigations/Negligence	13
Animal Care/Investigations/Stray/Aggressive - Happening Now	11
Abandoned Vehicles/Wrecked	11
District 5 – Nottoli	
Waste Management/Illegal Dumping	122
Missed Service/Garbage	103
Missed Service/Recycle	46
Animal Care/Stray/Roam	34
Missed Service/Green Waste	33
Animal Care/Dead Animal	31
Missed Service/Neighborhood Clean Up (NCU)	30
Animal Care/Assist (On-Scene Only)/Police/Sheriff	17
Animal Care/Stray/Traffic	13
Traffic Signals/Flashing Red	11
Street Lights/Street Light Out	11
Regional Parks/Illegal Camp/Occupied	11
Abandoned Vehicles/Inoperable	10
Animal Care/Investigations/Barking (Dogs Only)	10
Animal Care/Stray/Injured	10

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Average Number of Days to Close a Service Request

Request Type	Avg. Days To Close
Animal Care/Stray/Roam	1
Animal Care/Investigation/Bite - NOT Happening NOW	1
Traffic Signal/Knock Down	1
Zoning/Cannabis (If wish to remain anonymous must refer to Sheriff's Dept.)	1
Hazmat/Hydraulic Spill	1
Animal Care/Owned/Aggressive	1
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)	1
Hazmat/Bio-waste	1
Street Lights/Light Shield Issue	1
Animal Care/Stray/Vet/Business Confined	1
Sweeper Request/Sweeper	1
Animal Care/Owned/Animal Feces Complaint	1
Bridge Complaints/Guardrail/Fence/Median that is not attached to a Bridge	1
Hazmat/Needles	1
Animal Care/Investigation/Cruelty	1
Pavement/Pothole/Sink Hole in Roadway	1
Animal Care/Investigations/Kennel	1
Traffic Signal/Damaged	1
Zoning/10K SQ FT or Smaller-Small Farm Animals	1
Street Lights/Cycling On and Off	1
Animal Care/Investigation/Negligence	1
Aggregate Dumping/Trash Pick Up/Debris Blocking Roadway/Sidewalk (Non-Vegetation)	1
Tree Complaint/Tree Down	2
Private Property Complaint/Vacant, Unmaintained	2
Street Lights/Knock Down	2
Priority Housing/VOA (Vacant, Open, Accessible) Properties	2
Animal Care/Wild/Roam	2
Ditches/Culverts/Drainage Problem (Not Ditches or Culverts)	2
Traffic Signal/All Signals Dark	2
Animal Care/Investigation/Barking (Dogs Only)	2
Animal Care/Owned/Nuisance (No Cats)	2
Zoning/Barbed Wire/ Concertina/ Razor Wire (ONLY ALLOWED IN INDUSTRIAL AREAS)	2
Missed Service/Green Waste	2
Hazmat/Other	2
Tree Complaint/Request	3

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Request Type	Avg. Days To Close
Landscape/Vegetation/Miscellaneous Vegetation/Tree Calls	3
Missed Service/Recycle	3
Missed Service/Missed Can Delivery	3
Traffic Signal/Flashing Red	3
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	3
Missed Service/Garbage	3
Street Lights/Light Out	3
Traffic Signal/Pedestrian Signal Inoperative	3
Sidewalk/Curb, Gutter, and Sidewalk Repair	3
Traffic Signal/Cycling/Detection Problem	3
Building Permits & Inspections (BPI)/Fence/Retaining Wall	3
Street Lights/Lights Out (Group)	3
Street Lights/Miscellaneous	3
Notify Supervisor/Garbage	3
Notify Supervisor/Green Waste	3
Traffic Sign/Non-Emergency	3
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints	3
Missed Service/Neighborhood Clean Up (NCU)	4
Pavement/Pothole/Pothole/Chuckhole Repair	4
Notify Supervisor/Supervisor Dispute (Sorry Tag/Other Issue)	4
Traffic Signal/Long Red/Short Green	4
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	4
Sweeper Request/Median Clean Up and Debris Removal	4
Sidewalk/Tree Trimming Needed	4
Private Property Complaint/Junk/Rubbish	4
Traffic Signal/Turned Signal Head	4
Sub-Standard Housing/Other	4
Sub-Standard Housing/Roof Leak	5
Street Lights/Light or Pole Damaged	5
Animal Care/Investigation/Import	5
Private Property Complaint/Rooster (in Residential Zone)	5
Traffic Investigations/Traffic Safety Related Issues	5
Traffic Signal/Light Out	5
Abandoned Vehicles/Dismantled	5
Illegal Camp/Occupied	5
Zoning/Mobile Home Zoning Complaint	5
Traffic Investigations/Speeding	5
Traffic Signal/Miscellaneous Issues	5
Private Property Vehicle/Non-Operable (Commercial Included)	5

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Request Type	Avg. Days To Close
Road Markings/Request for New Legends or Markings	5
Illegal Camp/Abandoned	6
Priority Housing/Total Lack of Heat	6
Graffiti/Private Property	6
Abandoned Vehicles/Inoperable	6
Animal Care/Stray/Confined	6
Priority Housing/Collapsing Building Roof or Ceiling	6
Abandoned Vehicles/Wrecked	6
Environmental Health (All Jurisdictions)/Food Facility Complaint	7
Notify Supervisor/Recycle	7
Graffiti/Public Right-of-Way	7
Sub-Standard Housing/Vector Infestation	7
Bridge Complaints/Maintenance	7
Private Property Vehicle/Parked on Lawn	7
Traffic Investigations/Request	7
Private Property Vehicle/Other	8
Zoning/Other	8
Pavement/Pothole/Paving Needs on Street	8
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	8
Environmental Compliance/Hazardous Substances	8
Aggregate Dumping/Trash Pick Up/Homeless Camp/Visual Blight Clean Up	8
Pavement/Pothole/Pavement-Other Unknown Maintenance Needs	9
Sub-Standard Housing/Rodent Harborage	9
Traffic Sign/New Sign Request	11
Zoning/Occupied Out-Building	11
Environmental Compliance/Hazardous Conditions	11
Environmental Health (All jurisdictions)/Commercial Noise Complaint	12
Private Property Complaint/Overflowing Dumpster	15
Ditches/Culverts/Ditch Cleaning	16
Ditches/Culverts/Off Road-Other Unknown Maintenance Needs	18
Business Licenses/Operating without License	20
Graffiti/Sign	20

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Aging of Open Requests

Days	Count
< 30	5,088
31 to 60	2,139
61 to 90	775
> 91	1,179

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.

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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.

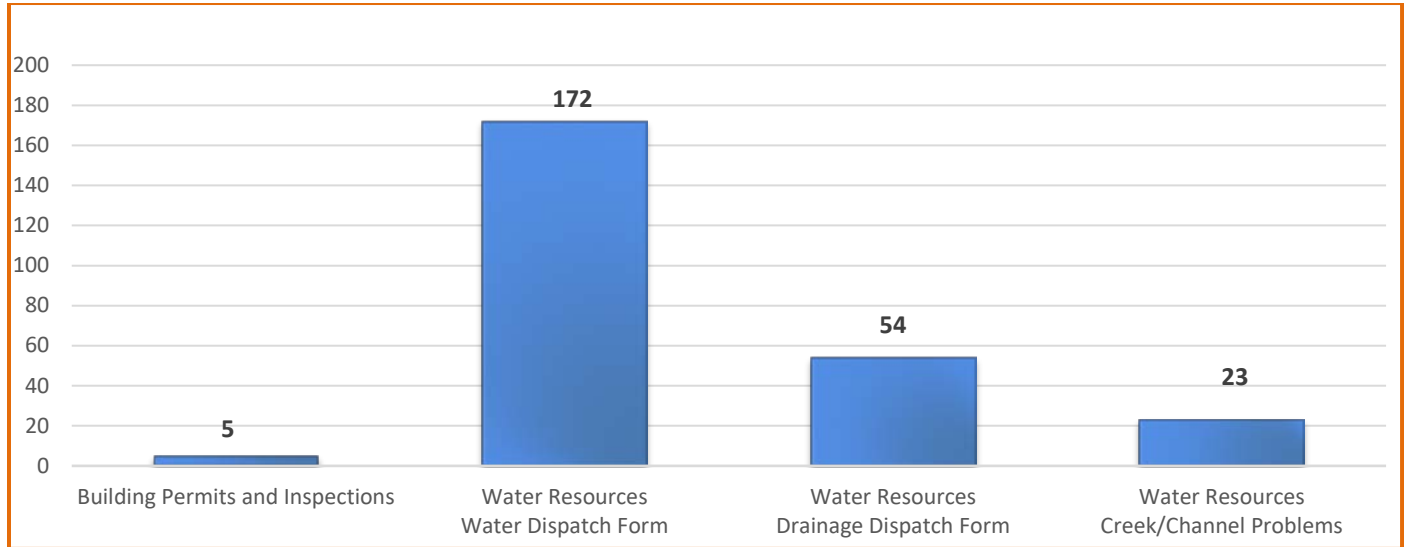
Acronym Glossary

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



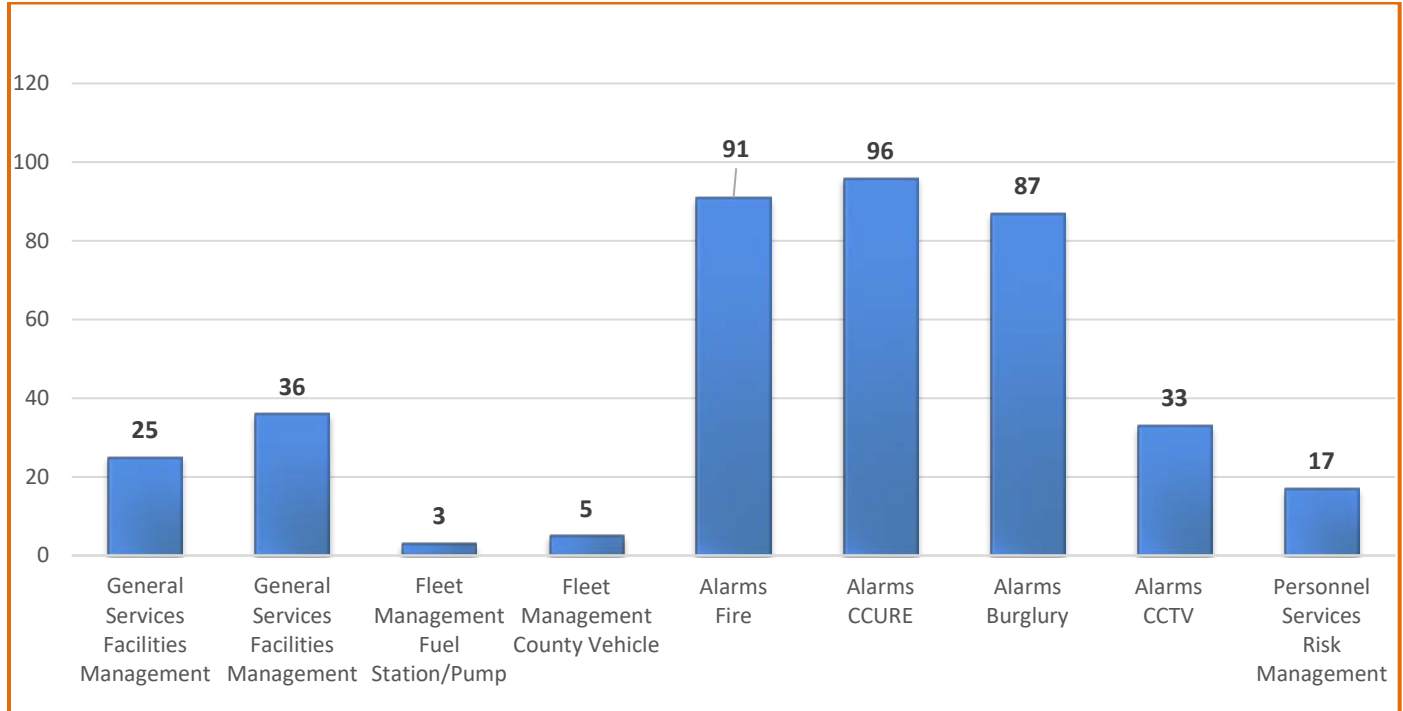
Service Definitions

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.

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Dispatch Services Request

Administrative Services



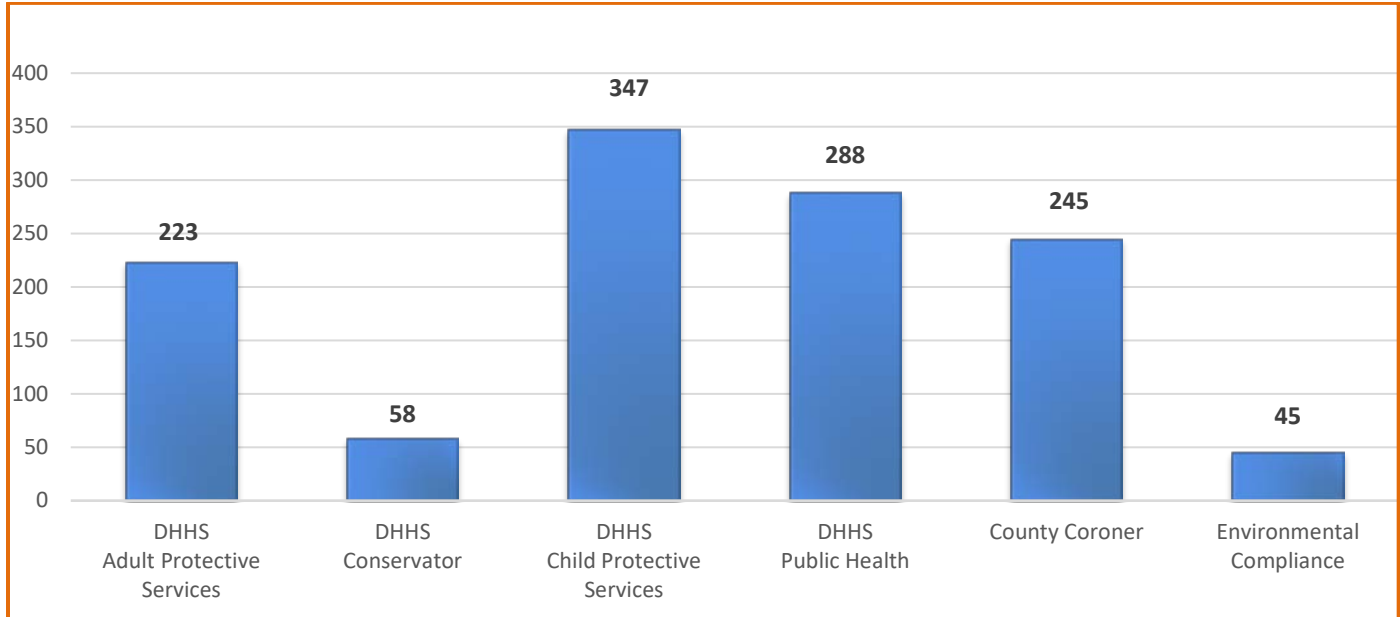
Service Definitions

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.

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Dispatch Services Request

Social Services



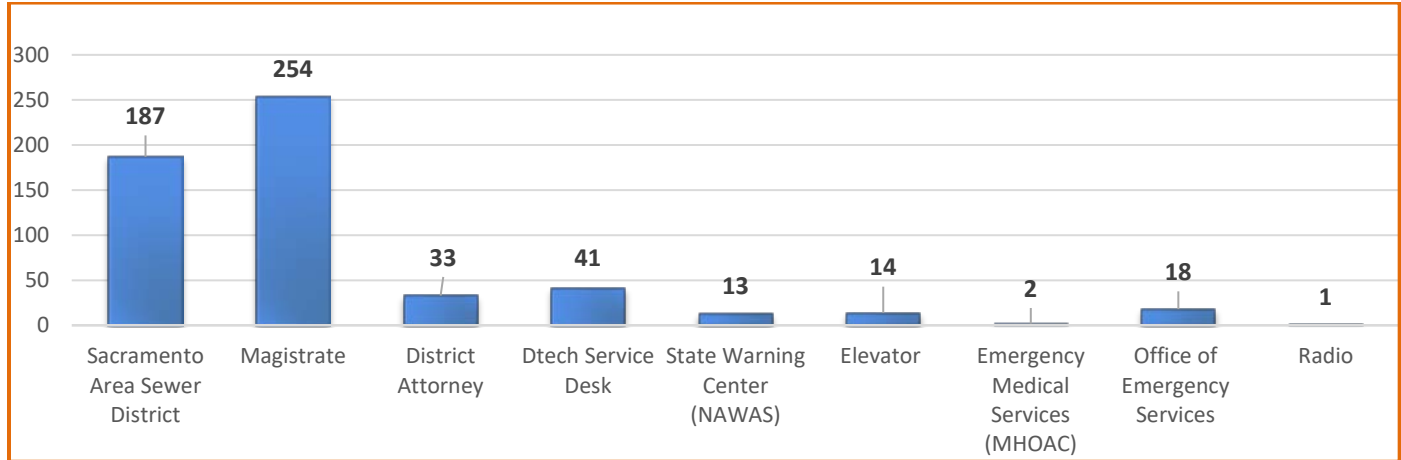
Service Definitions

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