



MONTHLY CUSTOMER SERVICE REPORT

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



Office of Customer Service
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Monthly Statistics

Number of	
• Service request by calls	20,253
• Service request by mobile application	1,777
• Other	676
Service requests opened	14,685
Informational calls	5,387
Transferred calls	2,639
Service request closed	21,665
Average days to close service request	17

Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	21	224	473	203	133	1,054
Waste Management/Illegal Dumping	72	246	212	100	94	724
Missed Service/Green Waste	7	67	221	79	25	399
Missed Service/Recycle	5	80	144	58	37	324
Missed Service/Neighborhood Clean	19	43	79	13	22	176
Total	124	660	1,129	453	311	2,677

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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	19	208	434	194	129	984
Waste Management/Illegal Dumping	65	216	181	92	79	633
Missed Service/Green Waste	7	66	198	71	23	365
Missed Service/Recycle	4	74	132	57	36	303
Missed Service/Neighborhood	16	41	62	10	16	145
Total	111	605	1,007	424	283	2,430

Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Waste Management/Illegal Dumping	7	30	31	8	15	91
Private Property Complaint/Junk/Rubbish	2	12	37	19	10	80
Missed Service/Garbage	2	16	39	9	4	70
Private Property Vehicle/Parked on Lawn	1	12	27	11	3	54
Encroachment Violation/Basketball Hoop/Garbage Cans	1	20	12	9	3	45
Total	13	90	146	56	35	340

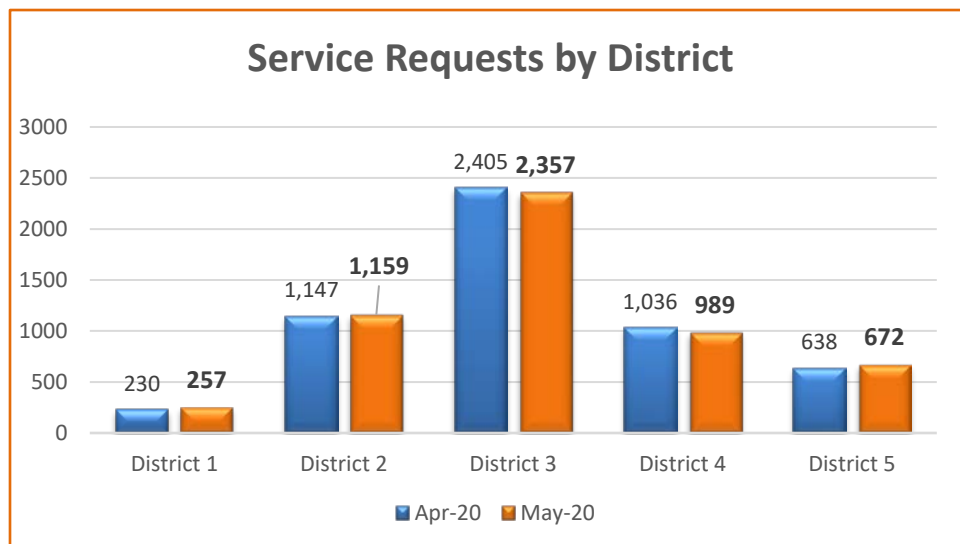
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Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	257
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	1,159
District 3 – Peters <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,357
District 4 – Frost <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	989
District 5 – Nottoli <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	672
Total	5,434

Monthly Comparison: April 2020 vs. May 2020



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Top Service Request Opened by District (> 10 requests)

District 1 - Serna	
Waste Management/Illegal Dumping	72
Missed Service/Garbage	21
Missed Service/Neighborhood Clean Up (NCU)	19
Environmental Health (All Jurisdictions)/Food Facility Complaint	11
Abandoned Vehicles/Inoperable	10
Missed Service/Green Waste	7
Illegal Camp/Occupied	6
Animal Care/Dead Animal	6
Abandoned Vehicles/Dismantled	6
Missed Service/Recycle	5
Animal Care/Stray/Roam	4
Regional Parks/Illegal Activity	4
Private Property Complaint Vacant, Unmaintained Residential	4
Code Enforcement/Zoning/Other	3
Regional Parks/Maintenance Request	3
Abandoned Vehicles/Wrecked	3
Animal Care/Dead Animal/Roadside	3
Notify Supervisor/Recycle	3
Tree Complaint Request Tree Removal on County Right-of-Way	2
Pavement/Pothole/Chuckhole Repair Large	2
Roadway Hazard (Potential for Injury or Damage to Vehicles)	2
Traffic Investigations Request Sidewalk	2
Graffiti/Sign	2
Animal Care/Investigation/Negligence	2
Animal Care/Wild/Injured	2
Animal Care/Stray/Injured	2
Animal Care/Investigation/Bite - Happening NOW	2
Animal Care/Investigation/Bite - NOT Happening NOW	2
Sub-Standard Housing/Other	2
Animal Care/Stray/Traffic	2
Notify Supervisor/Supervisor Dispute NCU	2
Animal Care/Investigation/Animal Left in Vehicle	2
Private Property Complaint/Junk/Rubbish	2

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Priority Housing/VOA (Vacant, Open, Accessible) Properties	2
Animal Care/Assist (On-Scene Only)/Police/Sheriff	2
Traffic Sign Non-Emergency Sign Down	1
Sidewalk Curb, Gutter, and Sidewalk Repair Sinking	1
Private Property Vehicle/Parked on Lawn	1
Traffic Signal/Long Red/Short Green	1
Traffic Sign New Sign Request No Parking	1
Sidewalk Curb, Gutter, and Sidewalk Repair Lifting	1
Sub-Standard Housing/Rodent Harborage	1
Pavement/Pothole/Chuckhole Repair Small	1
Drainage Problems/Missing Drain Inlet/Manhole Cover	1
Traffic Signal/Cycling/Detection Problem	1
Zoning Fence Residential Other	1
Building Permits & Inspections (BPI) Building Permits and Inspections Complaints Construction without Permit	1
Environmental Compliance/Hazardous Substances	1
Sidewalk Curb, Gutter, and Sidewalk Repair Cracking	1
Road Markings/Request for New Legends or Markings	1
Transportation/Shopping Cart by Vendor	1
Animal Care/Investigation/Cruelty	1
Tree Complaint Tree Down Roadway	1
Waste Management/Calendar Request	1
Regional Parks/Trash and Debris	1
Environmental Compliance/Hazardous Conditions	1
Sidewalk Curb, Gutter, and Sidewalk Repair Other	1
Transportation/Ditches/Culverts/Ditch Cleaning	1
Notify Supervisor/Garbage	1
Environmental Health (All Jurisdictions)/Public Pool Complaint	1
Animal Care/Wild/Sick	1
Animal Care/Investigation/Barking (Dogs Only)	1
Transportation/Hazmat/Bio-waste	1
Street Lights/Light Out	1
Encroachment Violation/Basketball Hoop/Garbage Cans	1
Animal Care/Wild/Traffic	1
Animal Care/Dead Animal/Domestic	1
Animal Care/Stray/Sick	1
Animal Care/Stray/Confined	1

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Private Property Complaint Vacant, Unmaintained Commercial	1
Animal Care/Assist (On-Scene Only)/Animal Control Agency	1
Building Permits & Inspections (BPI)Building Permits and Inspections Complaints Addition	1
Transportation/Hazmat/Other	1
District 2 – Kennedy	
Waste Management/Illegal Dumping	246
Missed Service/Garbage	224
Missed Service/Recycle	80
Missed Service/Green Waste	67
Missed Service/Neighborhood Clean Up (NCU)	43
Transportation/Shopping Cart by Vendor	33
Abandoned Vehicles/Inoperable	28
Encroachment Violation/Basketball Hoop/Garbage Cans	24
Animal Care/Investigation/Barking (Dogs Only)	17
Environmental Health (All Jurisdictions)/Food Facility Complaint	17
Animal Care/Investigation/Negligence	16
Notify Supervisor/Garbage	16
Private Property Complaint/Junk/Rubbish	15
Abandoned Vehicles/Dismantled	15
Animal Care/Stray/Sick	12
Private Property Vehicle/Parked on Lawn	12
Animal Care/Stray/Injured	11
Animal Care/Dead Animal	10
Private Property Vehicle/Non-Operable (Commercial Included)	10
Private Property Complaint Vacant, Unmaintained Residential	9
Animal Care/Stray/Roam	9
Pavement/Pothole/Chuckhole Repair Small	9
Animal Care/Dead Animal/Roadside	9
Notify Supervisor/Supervisor Dispute NCU	8
Animal Care/Investigation/Cruelty	8
Notify Supervisor/Green Waste	8
Street Lights/Light Out	7
Code Enforcement/Zoning/Other	7
Abandoned Vehicles/Wrecked	7
Animal Care/Stray Aggressive Happening NOW	7

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Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	7
Roadway Hazard (Potential for Injury or Damage to Vehicles)	6
Zoning/10K SQ FT or Smaller-Small Farm Animals	6
Pavement/Pothole/Chuckhole Repair Large	6
Notify Supervisor/Recycle	5
Animal Care/Stray/Confined	4
Sidewalk Tree Trimming Needed Sidewalk	4
Traffic Sign Non-Emergency Sign Down	4
Traffic Signal/Long Red/Short Green	4
Waste Management/Calendar Request	4
Animal Care/Investigation/Bite - NOT Happening NOW	4
Drainage Problems/Illegal/Illicit Discharge	4
Private Property Vehicle/Commercial Vehicle on Property	3
Sidewalk Curb, Gutter, and Sidewalk Repair Lifting	3
Animal Care/Assist (On-Scene Only)/Police/Sheriff	3
Traffic Investigations Request Speedbumps	3
Animal Care/Stray Aggressive NOT Happening NOW	3
Encroachment Violation Other Encroachment Types Other	3
Landscape/Vegetation Request Abate Debris or Vegetation on Sidewalks/Ped walks/County Bike Trails	3
Animal Care/Rescue	2
Private Property Complaint/Rooster (in Residential Zone)	2
Animal Care/Investigation/Kennel	2
Graffiti Private Property Building	2
Traffic Signal/Flashing Red	2
Animal Care/Wild/Confined	2
Sweeper Request Sweeper Spill in Roadway	2
Traffic Investigations/Traffic Safety Related Issues	2
Private Property Vehicle/Other	2
Transportation/Hazmat/Other	2
Landscape/Vegetation/Miscellaneous Vegetation/Tree Calls	2
Street Lights/Lights Out (Group)	2
Sub-Standard Housing/Other	2
Sidewalk Curb, Gutter, and Sidewalk Repair Cracking	2
Drainage Problems/Plugged Drain Inlet	2
Animal Care/Stray/Tied	2

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Sub-Standard Housing/Vector Infestation	2
Animal Care/Wild/Injured	2
Landscape/Vegetation/Cleaning of Vegetation and Debris from Soundwall	2
Traffic Signal/All Signals Dark	2
Landscape/Vegetation/Weed Abatement	2
Building Permits & Inspections (BPI)Fence/Retaining Wall Fence over 7 feet tall	2
Sub-Standard Housing/Rodent Harborage	1
Landscape/Vegetation Request Abate a Visibility Obstruction by Vegetation	1
Zoning/Occupied Out-Building	1
Priority Housing/Lack of Utilities (Gas/Water/Electric/Sewer)	1
Missed Sweeper Request	1
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	1
Private Property Vehicle/Occupied Mobile Homes/Trailers	1
Animal Care/Investigation/Tethered	1
Transportation/Hazmat/Needles	1
Private Property Complaint/Overflowing Dumpster	1
Street Lights/Cycling On and Off	1
Sub-Standard Housing/HVAC Issues (must be part of a heating and cooling unit)	1
Building Permits & Inspections (BPI)Building Permits and Inspections Complaints Addition	1
Tree Complaint Tree Down Sidewalk	1
Graffiti Public Right-of-Way Soundwall	1
Zoning/20K SQ FT or Small-Large Farm Animals	1
Building Permits & Inspections (BPI)Building Permits and Inspections Complaints HVAC Change Out	1
Business Licenses/Operating without License	1
Tree Complaint Request Tree Removal on County Right-of-Way	1
Animal Care/Assist (On-Scene Only)/Fire	1
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	1
Animal Care/Investigation/Abandoned Animal	1
Tree Complaint Broken/Hanging Tree Limb Roadway	1
Traffic Investigations/Speeding	1
Zoning Fence Residential Fence Over 7' Tall	1
Priority Housing/VOA (Vacant, Open, Accessible) Properties	1
Drainage Problems/Drainage Advice (Engineering)	1
Tree Complaint Request Abate a Visibility Obstruction by Tree(s)	1

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Animal Care/Wild/Sick	1
Animal Care/Stray/Vet/Business Confined	1
Animal Care/Dead Animal/In Traffic	1
Street Lights/Knock Down	1
Traffic Signal Light Out Over Roadway	1
Sub-Standard Housing/Plumbing	1
Street Lights/On Daytime	1
Traffic Signal Light Out On Corner	1
Animal Care/Rescue/Other	1
Traffic Signal/Damaged	1
Sub-Standard Housing/Roof Leak	1
Building Permits & Inspections (BPI)Building Permits and Inspections Complaints Construction without Permit	1
Ditches/Culverts/Ditch Cleaning	1
Tree Complaint Broken/Hanging Tree Limb Bike Lane	1
Graffiti/Sign	1
Private Property Complaint Vacant, Unmaintained Commercial	1
Street Lights/Cover Missing/Wires Exposed	1
Traffic Sign New Sign Request	1
Waste Management/Report Scavenging	1
Traffic Sign Emergency (Stop, Yield, or RR Crossing) Down	1
Animal Care/Rescue/Fence	1
Sidewalk Curb, Gutter, and Sidewalk Repair Other	1
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants on Frontages and Roadside	1
Priority Housing/Surfacing Sewage	1
Animal Care/Dead Animal/Domestic	1
Traffic Signal/Pedestrian Signal Inoperative	1
Graffiti Public Right-of-Way Fence	1
Bridge Complaints Maintenance Fence, Guardrail	1
District 3 – Peters	
Missed Service/Garbage	473
Missed Service/Green Waste	221
Waste Management/Illegal Dumping	212
Missed Service/Recycle	144
Missed Service/Neighborhood Clean Up (NCU)	79
Abandoned Vehicles/Inoperable	72

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Animal Care/Investigation/Barking (Dogs Only)	45
Animal Care/Dead Animal	43
Private Property Complaint/Junk/Rubbish	43
Private Property Vehicle/Parked on Lawn	33
Animal Care/Wild/Injured	30
Animal Care/Stray/Injured	28
Animal Care/Stray/Sick	26
Animal Care/Investigation/Negligence	25
Abandoned Vehicles/Wrecked	25
Transportation/Shopping Cart by Vendor	24
Animal Care/Stray/Roam	23
Roadway Hazard (Potential for Injury or Damage to Vehicles)	23
Private Property Complaint Vacant, Unmaintained Residential	22
Notify Supervisor/Garbage	21
Code Enforcement/Zoning/Other	21
Pavement/Pothole Pothole/Chuckhole Repair Small	19
Abandoned Vehicles/Dismantled	19
Notify Supervisor/Supervisor Dispute NCU	18
Encroachment Violation/Basketball Hoop/Garbage Cans	16
Traffic Signal/All Signals Dark	15
Pavement/Pothole Pothole/Chuckhole Repair Large	15
Building Permits & Inspections (BPI) Building Permits and Inspections Complaints Construction without Permit	15
Notify Supervisor/Green Waste	14
Traffic Investigations Request Speedbumps	13
Animal Care/Wild/Sick	12
Regional Parks/Illegal Camp/Abandoned	11
Animal Care/Investigation/Bite - NOT Happening NOW	11
Regional Parks/Maintenance Request	10
Regional Parks/Trash and Debris	10
Tree Complaint Tree Down Roadway	10
Traffic Signal/Flashing Red	10
Drainage Problems/Plugged Drain Inlet	10
Animal Care/Dead Animal/Roadside	10
Sub-Standard Housing/Other	10
Animal Care/Stray Aggressive Happening NOW	9
Waste Management/Missed Sweeper Request	9

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Pavement/Pothole Paving Needs on Street Resurfacing Request	9
Animal Care/Investigation/Cruelty	9
Sidewalk Tree Trimming Needed Roadway	9
Animal Care/Assist (On-Scene Only)/Police/Sheriff	8
Drainage Problems/Illegal/Illicit Discharge	8
Environmental Health (All Jurisdictions)/Food Facility Complaint	8
Drainage Problems/Missing Drain Inlet/Manhole Cover	8
Street Lights/Light Out	8
Private Property Complaint Vacant, Unmaintained Commercial	7
Animal Care/Stray/Confined	7
Pavement/Pothole Paving Needs on Street Pavement Broken	7
Zoning/10K SQ FT or Smaller-Small Farm Animals	7
Traffic Sign Non-Emergency Sign Down	7
Private Property Vehicle/Other	7
Animal Care/Dead Animal/Domestic	7
Animal Care/Dead Animal/In Traffic	7
Traffic Investigations/Traffic Safety Related Issues	6
Tree Complaint Broken/Hanging Tree Limb Roadway	6
Traffic Sign New Sign Request No Parking	6
Pavement/Pothole/Pavement-Other Unknown Maintenance Needs	6
Regional Parks/Illegal Camp/Occupied	6
Animal Care/Wild/Trapped	6
Waste Management/Calendar Request	6
Notify Supervisor/Recycle	6
Animal Care/Dead Animal/Wild	6
Private Property Vehicle/Non-Operable (Commercial Included)	6
Private Property Complaint/Overflowing Dumpster	6
Traffic Sign Non-Emergency Sign Missing	5
Sidewalk Curb, Gutter, and Sidewalk Repair Tripping Hazard	5
Sub-Standard Housing/Vector Infestation	5
Traffic Sign Emergency (Stop, Yield, or RR Crossing) Down	5
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	5
Animal Care/Investigation/Tethered	5
Traffic Signal/Pedestrian Signal Inoperative	5
Sidewalk Tree Trimming Needed Sidewalk	5
Priority Housing/VOA (Vacant, Open, Accessible) Properties	5
Traffic Investigations Request Sign	4

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Pavement/Pothole Paving Needs on Street Alligator Cracking	5
Aggregate Dumping/Trash Pick Up/Homeless Camp/Visual Blight Clean- Up	5
Traffic Signal/Cycling/Detection Problem	5
Traffic Signal/Miscellaneous Issues	5
Street Lights/Light or Pole Damaged	4
Tree Complaint Request Tree Removal on County Right-of-Way	4
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	4
Landscape/Vegetation/Miscellaneous Vegetation/Tree Calls	4
Traffic Signal Light Out Over Roadway	4
Graffiti Public Right-of-Way Other	4
Graffiti Private Property Other	4
Sidewalk Curb, Gutter, and Sidewalk Repair Other	4
Animal Care/Investigation/Kennel	3
Private Property Vehicle/Occupied Mobile Homes/Trailers	3
Graffiti/Sign	3
Landscape/Vegetation/Weed Abatement	3
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	3
Transportation/Sweeper Request Sweeper Glass	3
Building Permits & Inspections (BPI)Building Permits and Inspections Complaints Addition	3
Bridge Complaints Maintenance Other	3
Traffic Signal/Long Red/Short Green	3
Landscape/Vegetation Request Abate Debris or Vegetation on Sidewalks/Pedwalks/County Bike Trails	3
Pavement/Pothole Sink Hole in Roadway Roadway	3
Sub-Standard Housing/Electrical Malfunction	3
Animal Care/Rescue	3
Waste Management/Report Scavenging	3
Sub-Standard Housing/Plumbing	3
Regional Parks/Illegal Activity	3
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants on Frontages and Roadside	3
Street Lights/Cover Missing/Wires Exposed	3
Animal Care/Stray/Traffic	3
Animal Care/Investigation/Animal Left in Vehicle	3
Tree Complaint Broken/Hanging Tree Limb Sidewalk	2
Sidewalk Curb, Gutter, and Sidewalk Repair Gutter Drainage	2

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Zoning Fence Residential Fence Condition	2
Street Lights/Miscellaneous	2
Street Lights/Cycling On and Off	2
Animal Care/Stray/Tied	2
Sweeper Request Sweeper Spill in Roadway	2
Road Markings/Road Lines/ Edge Lines/Legends Missing or Faded	2
Tree Complaint Request Abate a Visibility Obstruction by Tree(s)	2
Ditches/Culverts/Ditch Cleaning	2
Graffiti Private Property Fence	2
Business Licenses/Operating without License	2
Private Property Complaint/Rooster (in Residential Zone)	2
Tree Complaint Request Arden Park Ash Tree Removal and Replacement Program	2
Animal Care/Investigation/Bite - Happening NOW	2
Encroachment Violation Other Encroachment Types Visibility	2
Animal Care/Stray/Trapped	2
Animal Care/Stray/Vet/Business Confined	2
Traffic Investigations Request Sidewalk	2
Transportation/Hazmat/Other	2
Animal Care/Assist (On-Scene Only)/Fire	2
Graffiti Public Right-of-Way Utility Box	2
Animal Care/Stray Aggressive NOT Happening NOW	2
Animal Care/Wild Aggressive Happening NOW	2
Regional Parks/Other	2
Traffic Investigations/Speeding	2
Zoning/Mobile Home Zoning Complaint	2
Encroachment Violation Other Encroachment Types Other	2
Graffiti Obscene Public Right-of-Way	2
Street Lights/Knock Down	2
Ditches/Culverts Shoulder Erosion/Drop-Off Repair Erosion of Slope	1
Sidewalk Curb, Gutter, and Sidewalk Repair Cracking	1
Building Permits & Inspections (BPI) Building Permits and Inspections Complaints Remodel	1
Bridge Complaints Soundwall Repair Brick	1
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	1
Graffiti Public Right-of-Way Soundwall	1
Tree Complaint Tree Obstructing County Signal Pole Light Head	1

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Priority Housing/Lack of Utilities (Gas/Water/Electric/Sewer)	1
Tree Complaint Tree Obstructing Illumination of County Street Light and/or Pole/Head Clearance	1
Transportation/Sweeper Request Median Clean Up and Debris Removal Center	1
Ditches/Culverts Drainage Problem (Not Ditches or Culverts) Other Maintenance	1
Graffiti Private Property Utility Box	1
Transportation/Sweeper Request Sweeper Nails	1
Sidewalk Curb, Gutter, and Sidewalk Repair Lifting	1
Traffic Sign New Sign Request Speed Limit	1
Priority Housing/Collapsing Building Roof or Ceiling	1
Missed Service/Over Flow	1
Building Permits & Inspections (BPI) Fence/Retaining Wall Pool Fence/No Fence	1
Animal Care/Wild/Roam	1
Graffiti Public Right-of-Way Roadway	1
Bridge Complaints Guardrail/Fence/Median that is not attached to a Bridge Other	1
Traffic Investigations Request Parking Restriction	1
Animal Care/Investigation/Abandoned Animal	1
Road Markings/Request for New Legends or Markings	1
Ditches/Culverts/Off Road-Other Unknown Maintenance Needs	1
Sidewalk/Obstruction (non-vegetation)	1
Barricades/Sidewalk End Barricade	1
Building Permits & Inspections (BPI) Building Permits and Inspections Complaints Pool Fence	1
Missed Service Non-Regular Service Recycle	1
Tree Complaint Broken/Hanging Tree Limb Bike Lane	1
Animal Care/Assist (On-Scene Only)/Animal Control Agency	1
Graffiti Public Right-of-Way Sidewall	1
Zoning Fence Residential Fence Over 7' Tall	1
Landscape/Vegetation Request Abate a Visibility Obstruction by Vegetation	1
Transportation/Hazmat/Needles	1
Animal Care/Rescue/Fence	1
Street Lights/Lights Out (Group)	1
Priority Housing/No Hot Water	1
Sub-Standard Housing/Deteriorated Floors	1
Aggregate Dumping/Trash Pick Up/Debris Blocking Roadway/Sidewalk (Non-Vegetation)	1

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Landscape/Vegetation/Cleaning of Vegetation and Debris from Soundwall	1
Animal Care/License/ Specimen Pick Up/Rabies Specimen Pick-Up	1
Pavement/Pothole Paving Needs on Street Bike Lane	1
Animal Care/Rescue/Drain	1
Animal Care/Wild/Confined	1
Missed Service Non-Regular Service Garbage	1
Tree Complaint Tree Obstructing County Sign	1
Sub-Standard Housing/HVAC Issues (must be part of a heating and cooling unit)	1
Tree Complaint Tree Obstructing County Stop Sign	1
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	1
Traffic Signal/Knock Down	1
District 4 – Frost	
Missed Service/Garbage	203
Waste Management/Illegal Dumping	100
Missed Service/Green Waste	79
Missed Service/Recycle	58
Animal Care/Investigation/Barking (Dogs Only)	25
Animal Care/Dead Animal	24
Abandoned Vehicles/Inoperable	22
Private Property Complaint/Junk/Rubbish	19
Roadway Hazard (Potential for Injury or Damage to Vehicles)	16
Animal Care/Wild/Injured	15
Traffic Signal/All Signals Dark	14
Missed Service/Neighborhood Clean Up (NCU)	13
Animal Care/Investigation/Cruelty	11
Encroachment Violation/Basketball Hoop/Garbage Cans	11
Private Property Vehicle/Parked on Lawn	11
Notify Supervisor/Recycle	10
Environmental Health (All Jurisdictions)/Food Facility Complaint	10
Code Enforcement/Zoning/Other	10
Notify Supervisor/Garbage	9
Transportation/Shopping Cart by Vendor	9
Animal Care/Stray/Injured	9
Abandoned Vehicles/Dismantled	8
Animal Care/Stray/Sick	8
Animal Care/Dead Animal/Domestic	8

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Building Permits & Inspections (BPI) Building Permits and Inspections	7
Complaints Construction without Permit	7
Private Property Vehicle/Non-Operable (Commercial Included)	7
Private Property Complaint Vacant, Unmaintained Residential	7
Animal Care/Stray/Roam	7
Pavement/Pothole Pothole/Chuckhole Repair Small	7
Traffic Sign Non-Emergency Sign Down	7
Traffic Signal/Flashing Red	6
Animal Care/Wild/Sick	6
Pavement/Pothole Pothole/Chuckhole Repair Large	6
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	6
Sidewalk Tree Trimming Needed Roadway	6
Animal Care/Investigation/Bite - NOT Happening NOW	5
Animal Care/Stray/Traffic	5
Abandoned Vehicles/Wrecked	5
Animal Care/Dead Animal/Roadside	5
Transportation/Hazmat/Needles	5
Animal Care/Dead Animal/Wild	5
Notify Supervisor/Green Waste	5
Animal Care/Assist (On-Scene Only)/Police/Sheriff	4
Animal Care/Investigation/Tethered	4
Regional Parks/Maintenance Request	4
Graffiti Public Right-of-Way Other	4
Street Lights/Light Out	4
Private Property Complaint/Rooster (in Residential Zone)	4
Drainage Problems/Illegal/Illicit Discharge	3
Graffiti Private Property Utility Box	3
Animal Care/Investigation/Negligence	3
Graffiti Public Right-of-Way Utility Box	3
Sub-Standard Housing/Other	3
Regional Parks/Illegal Activity	3
Private Property Vehicle/Occupied Mobile Homes/Trailers	3
Private Property Complaint Vacant, Unmaintained Commercial	3
Animal Care/Wild/Trapped	3
Zoning/10K SQ FT or Smaller-Small Farm Animals	3
Landscape/Vegetation/Miscellaneous Vegetation/Tree Calls	3

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Animal Care/Stray Aggressive NOT Happening NOW	3
Graffiti Public Right-of-Way Soundwall	3
Animal Care/Wild Aggressive Happening NOW	3
Traffic Investigations Request Speedbumps	2
Graffiti Public Right-of-Way Sidewall	2
Tree Complaint Broken/Hanging Tree Limb Roadway	2
Animal Care/Stray Aggressive Happening NOW	2
Traffic Signal/Long Red/Short Green	2
Sidewalk Curb, Gutter, and Sidewalk Repair Cracking	2
Tree Complaint Tree Down Roadway	2
Building Permits & Inspections (BPI) Fence/Retaining Wall Without a Permit	2
Traffic Investigations Request Crosswalk	2
Graffiti Private Property Other	2
Waste Management/Missed Sweeper Request	2
Notify Supervisor/Supervisor Dispute NCU	2
Environmental Compliance/Hazardous Conditions	2
Sidewalk Tree Trimming Needed Sidewalk	2
Traffic Sign New Sign Request Other	2
Private Property Vehicle/Other	2
Tree Complaint Request Tree Removal on County Right-of-Way	2
Graffiti Private Property Soundwall	2
Zoning/Occupied Out-Building	2
Animal Care/Investigation/Abandoned Animal	2
Tree Complaint Request Abate a Visibility Obstruction by Tree(s)	2
Business Licenses/Operating without License	2
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	2
Tree Complaint Broken/Hanging Tree Limb Sidewalk	2
Street Lights/Knock Down	2
Animal Care/Stray/Confined	2
Animal Care/Dead Animal/In Traffic	2
Traffic Sign Emergency (Stop, Yield, or RR Crossing) Down	2
Landscape/Vegetation/Weed Abatement	2
Aggregate Dumping/Trash Pick Up/Homeless Camp/Visual Blight Clean Up	1
Pavement/Pothole Paving Needs on Street Other	1
Zoning Fence Residential Other	1
Street Lights/Light or Pole Damaged	1
Pavement/Pothole Paving Needs on Street Resurfacing Request	1

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

Animal Care/Investigation/Bite - Happening NOW	1
Waste Management/Calendar Request	1
Zoning Fence Residential Fence Condition	1
Animal Care/Rescue/Fence	1
Transportation/Sweeper Request Sweeper Glass	1
Animal Care/Stray/Tied	1
Tree Complaint Tree Obstructing County Stop Sign	1
Animal Care/Assist (On-Scene Only)/Animal Control Agency	1
Building Permits & Inspections (BPI) Building Permits and Inspections Complaints Addition	1
Building Permits & Inspections (BPI) Fence/Retaining Wall Fence over 7 feet tall	1
Graffiti Public Right-of-Way Building	1
Pavement/Pothole Paving Needs on Street Pavement Broken	1
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	1
Traffic Signal/Loose	1
Animal Care/Wild/Traffic	1
Animal Care/Wild/Roam	1
Traffic Sign Emergency (Stop, Yield, or RR Crossing) Missing	1
Tree Complaint Tree Obstructing County Signal Pole Light Head	1
Environmental Compliance/Hazardous Substances	1
Barricades/Road End Barricade	1
Traffic Sign New Sign Request Stop	1
Sidewalk Curb, Gutter, and Sidewalk Repair Lifting	1
Animal Care/Investigation/Kennel	1
Animal Care/Wild Aggressive NOT Happening NOW	1
Waste Management/Report Scavenging	1
Pavement/Pothole Paving Needs on Street Alligator Cracking	1
Animal Care/Investigation/Illegal Sales	1
Regional Parks/Illegal Camp/Occupied	1
Traffic Signal/Cycling/Detection Problem	1
Sub-Standard Housing/Vector Infestation	1
Private Property Complaint Illegal Signage Other	1
Traffic Signal/Miscellaneous Issues	1
Transportation/Hazmat/Bio-waste	1
Road Markings/Road Lines/ Edge Lines/Legends Missing or Faded	1
Regional Parks/Trash and Debris	1

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

Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	1
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	1
Encroachment Violation Other Encroachment Types Visibility	1
Building Permits & Inspections (BPI) Fence/Retaining Wall Pool Fence/No Fence	1
Building Permits & Inspections (BPI) Building Permits and Inspections Complaints Remodel	1
Animal Care/Stray/Vet/Business Confined	1
Animal Care/Wild/Confined	1
Traffic Sign New Sign Request No Parking	1
Missed Service Non-Regular Service Recycle	1
Sidewalk Curb, Gutter, and Sidewalk Repair Tripping Hazard	1
Transportation/Hazmat/Unknown Container	1
Encroachment Violation Other Encroachment Types Other	1
Pavement/Pothole Pothole/Chuckhole Repair Bike Lane	1
Drainage Problems/Plugged Drain Inlet	1
Environmental Compliance/Private Well/Small Water System on Unimproved Vacant Property Only	1
Bridge Complaints Maintenance Other	1
District 5 – Nottoli	
Missed Service/Garbage	133
Waste Management/Illegal Dumping	94
Missed Service/Recycle	37
Missed Service/Green Waste	25
Missed Service/Neighborhood Clean Up (NCU)	22
Animal Care/Dead Animal	19
Notify Supervisor/Garbage	16
Animal Care/Stray/Traffic	14
Animal Care/Assist (On-Scene Only)/Police/Sheriff	12
Animal Care/Investigation/Negligence	12
Animal Care/Investigation/Barking (Dogs Only)	11
Private Property Complaint/Junk/Rubbish	10
Animal Care/Wild/Injured	9
Notify Supervisor/Supervisor Dispute NCU	7
Encroachment Violation/Basketball Hoop/Garbage Cans	7
Abandoned Vehicles/Inoperable	7
Animal Care/Investigation/Bite - NOT Happening NOW	7
Street Lights/Light Out	7

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

Private Property Complaint Vacant, Unmaintained Residential	7
Animal Care/Stray/Injured	7
Environmental Health (All Jurisdictions)/Food Facility Complaint	6
Notify Supervisor/Recycle	6
Code Enforcement/Zoning/Other	6
Regional Parks/Illegal Camp/Occupied	5
Roadway Hazard (Potential for Injury or Damage to Vehicles)	5
Animal Care/Stray/Roam	5
Traffic Signal/Flashing Red	5
Abandoned Vehicles/Dismantled	5
Zoning/Cannabis	5
Private Property Vehicle/Non-Operable (Commercial Included)	5
Animal Care/Dead Animal/Roadside	5
Animal Care/Stray/Confined	4
Regional Parks/Maintenance Request	4
Traffic Signal/All Signals Dark	4
Notify Supervisor/Green Waste	4
Animal Care/Dead Animal/Wild	4
Transportation/Sweeper Request Sweeper Spill in Roadway	3
Private Property Vehicle/Parked on Lawn	3
Traffic Sign Non-Emergency Sign Down	3
Regional Parks/Illegal Activity	3
Tree Complaint Tree Down Roadway	3
Animal Care/Investigation/Cruelty	3
Transportation/Shopping Cart by Vendor	3
Waste Management/Calendar Request	3
Drainage Problems/Drainage Advice (Engineering)	3
Zoning/10K SQ FT or Smaller-Small Farm Animals	3
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	3
Animal Care/Dead Animal/Domestic	3
Animal Care/Wild/Roam	3
Landscape/Vegetation/Miscellaneous Vegetation/Tree Calls	3
Regional Parks/Illegal Camp/Abandoned	2
Animal Care/Investigation/Tethered	2
Ditches/Culverts Drainage Problem (Not Ditches or Culverts) Flooding Issues	2
Traffic Signal/Cycling/Detection Problem	2

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

Transportation/Hazmat/Other	2
Animal Care/Wild/Traffic	2
Animal Care/Investigation/Kennel	2
Pavement/Pothole Pothole/Chuckhole Repair Small	2
Traffic Investigations/Speeding	2
Waste Management/Missed Sweeper Request	2
Pavement/Pothole Paving Needs on Street Pavement Broken	2
Traffic Signal/Long Red/Short Green	2
Traffic Sign New Sign Request Other	2
Sub-Standard Housing/Plumbing	2
Sidewalk Tree Trimming Needed Roadway	2
Building Permits & Inspections (BPI) Building Permits and Inspections Complaints Construction without Permit	2
Regional Parks/Trash and Debris	2
Traffic Signal Light Out Over Roadway	2
Landscape/Vegetation Request Abate Debris or Vegetation on Sidewalks/Pedwalks/County Bike Trails	2
Animal Care/Wild/Trapped	2
Animal Care/Stray/Sick	2
Pavement/Pothole Pothole/Chuckhole Repair Large	2
Traffic Signal Light Out On Corner	2
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants on Frontages and Roadside	1
Traffic Signal/Damaged	1
Street Lights/Miscellaneous	1
Abandoned Vehicles/Wrecked	1
Street Lights/Cycling On and Off	1
Sidewalk Curb, Gutter, and Sidewalk Repair Cracking	1
Aggregate Dumping/Trash Pick Up/Debris Blocking Roadway/Sidewalk (Non-Vegetation)	1
Graffiti/Sign	1
Landscape/Vegetation Request Abate a Visibility Obstruction by Vegetation	1
Animal Care/Wild Aggressive NOT Happening NOW	1
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	1
Sidewalk Tree Trimming Needed Sidewalk	1
Animal Care/Stray Aggressive NOT Happening NOW	1
Street Lights/Lights Out (Group)	1
Traffic Sign Emergency (Stop, Yield, or RR Crossing) Down	1

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Animal Care/Investigation/Illegal Sales	1
Business Licenses/Operating without License	1
Traffic Investigations/Traffic Safety Related Issues	1
Landscape/Vegetation/Weed Abatement	1
Pavement/Pothole Sink Hole in Roadway Roadway	1
Environmental Compliance/Hazardous Substances	1
Transportation/Hazmat/Hydraulic Spill	1
Animal Care/Assist (On-Scene Only)/Fire	1
Animal Care/Investigation/Bite - Happening NOW	1
Traffic Sign Non-Emergency Sign Missing	1
Waste Management/Report Scavenging	1
Traffic Investigations Request Speedbumps	1
Sub-Standard Housing/HVAC Issues (must be part of a heating and cooling unit)	1
Animal Care/Stray Aggressive Happening NOW	1
Animal Care/Wild Aggressive Happening NOW	1
Aggregate Dumping/Trash Pick Up/Homeless Camp/Visual Blight Clean Up	1
Traffic Signal/Knock Down	1
Animal Care/Stray/Vet/Business Confined	1
Zoning/Occupied Out-Building	1
Animal Care/Wild/Sick	1
Drainage Problems/Illegal/Illicit Discharge	1
Pavement/Pothole Paving Needs on Street Resurfacing Request	1
Tree Complaint Broken/Hanging Tree Limb Roadway	1
Sidewalk Curb, Gutter, and Sidewalk Repair Lifting	1
Encroachment Violation Other Encroachment Types Other	1
Tree Complaint Request Tree Removal on County Right-of-Way	1
Transportation/Hazmat/Unknown Container	1
Sub-Standard Housing/Rodent Harborage	1

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

Average Number of Days to Close a Service Request

Request Type	Avg. Days To Close
Animal Care/Dead Animal	1
Aggregate Dumping/Trash Pick Up/Homeless Camp/Visual Blight Clean Up	1
Barricades/Sidewalk End Barricade	1
Bridge Complaints Maintenance Other	1
Animal Care/Dead Animal/Wild	1
Traffic Signal/Knock Down	1
Transportation/Hazmat/Needles	1
Animal Care/Stray/Roam	1
Animal Care/Dead Animal/Roadside	1
Animal Care/Dead Animal/Domestic	1
Tree Complaint Broken/Hanging Tree Limb Roadway	1
Traffic Sign New Sign Request Stop	1
Transportation/Hazmat/Bio-waste	1
Graffiti Public Right-of-Way Fence	1
Traffic Signal/Long Red/Short Green	1
Graffiti Private Property Fence	1
Traffic Signal/Flashing Red	1
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants on Frontages and Roadside	1
Animal Care/Investigation/Cruelty	1
Traffic Signal/All Signals Dark	1
Roadway Hazard (Potential for Injury or Damage to Vehicles)	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/Negligence	1
Pavement/Pothole Sink Hole in Roadway Roadway	2
Traffic Sign Emergency (Stop, Yield, or RR Crossing) Down	2
Transportation/Hazmat/Unknown Container	2
Transportation/Hazmat/Other	2
Regional Parks/Trash and Debris	2
Tree Complaint Broken/Hanging Tree Limb Bike Lane	2
Waste Management/Missed Sweeper Request	2
Traffic Sign New Sign Request Other	2
Street Lights/Knock Down	2

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Request Type	Avg. Days To Close
Traffic Signal/Loose	2
Traffic Sign New Sign Request No Parking	2
Transportation/Sweeper Request Sweeper Glass	2
Missed Service Non-Regular Service Recycle	2
Graffiti Private Property Building	2
Pavement/Pothole/Pavement-Other Unknown Maintenance Needs	2
Traffic Signal/Miscellaneous Issues	2
Regional Parks/Other	2
Traffic Investigations Request Sign	2
Animal Care/Investigation/Kennel	2
Traffic Investigations/Speeding	2
Sweeper Request Sweeper Spill in Roadway	2
Animal Care/Stray/Confined	3
Missed Service/Garbage	3
Sidewalk Curb, Gutter, and Sidewalk Repair Other	3
Notify Supervisor/Recycle	3
Animal Care/Investigation/Barking (Dogs Only)	3
Missed Service/Recycle	3
Regional Parks/Illegal Camp/Abandoned	3
Notify Supervisor/Green Waste	3
Ditches/Culverts/Ditch Cleaning	3
Missed Service/Neighborhood Clean Up (NCU)	3
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	3
Regional Parks/Illegal Activity	3
Graffiti Public Right-of-Way Other	3
Traffic Signal/Damaged	3
Traffic Signal Light Out On Corner	3
Traffic Investigations Request Speedbumps	3
Pavement/Pothole Paving Needs on Street Alligator Cracking	3
Notify Supervisor/Garbage	3
Missed Service/Green Waste	3
Pavement/Pothole Pothole/Chuckhole Repair Large	3
Landscape/Vegetation/Weed Abatement	3
Missed Service Non-Regular Service Garbage	3
Sidewalk Tree Trimming Needed Sidewalk	3
Tree Complaint Tree Obstructing County Sign	3
Street Lights/Light or Pole Damaged	3
Pavement/Pothole Pothole/Chuckhole Repair Small	3
Traffic Signal Light Out Over Roadway	3
Tree Complaint Request Arden Park Ash Tree Removal and Replacement	3

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

Request Type	Avg. Days To Close
Program	
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	4
Tree Complaint Request Abate a Visibility Obstruction by Tree(s)	4
Graffiti Public Right-of-Way Utility Box	4
Notify Supervisor/Supervisor Dispute NCU	4
Regional Parks/Illegal Camp/Occupied	4
Graffiti Private Property Utility Box	4
Ditches/Culverts Drainage Problem (Not Ditches or Culverts) Flooding Issues	4
Traffic Signal/Cycling/Detection Problem	4
Street Lights/Miscellaneous	4
Graffiti/Sign	4
Street Lights/Cycling On and Off	4
Sidewalk Tree Trimming Needed Roadway	4
Waste Management/Illegal Dumping	4
Street Lights/Light Out	4
Traffic Investigations Request Crosswalk	4
Graffiti Public Right-of-Way Building	5
Landscape/Vegetation Request Abate Debris or Vegetation on Sidewalks/Pedwalks/County Bike Trails	5
Graffiti Public Right-of-Way Sidewall	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
Traffic Signal/Pedestrian Signal Inoperative	5
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	5
Pavement/Pothole Paving Needs on Street Resurfacing Request	5
Building Permits & Inspections (BPI) Building Permits and Inspections Complaints HVAC Change Out	5
Regional Parks/Maintenance Request	5
Tree Complaint Request Tree Removal on County Right-of-Way	5
Graffiti Private Property Other	5
Traffic Sign Non-Emergency Sign Down	5
Private Property Complaint Vacant, Unmaintained Commercial	6
Animal Care/Investigation/Illegal Sales	6
Sweeper Request Median Clean Up and Debris Removal Center	6
Abandoned Vehicles/Inoperable	6
Building Permits & Inspections (BPI) Building Permits and Inspections Complaints Construction without Permit	6
Street Lights/Lights Out (Group)	6
Graffiti Public Right-of-Way Soundwall	6

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

Request Type	Avg. Days To Close
Tree Complaint Broken/Hanging Tree Limb Sidewalk	6
Private Property Complaint Illegal Signage Other	6
Business Licenses/Operating without License	6
Street Lights/Cover Missing/Wires Exposed	7
Abandoned Vehicles/Wrecked	7
Pavement/Pothole Paving Needs on Street Pavement Broken	7
Sidewalk Curb, Gutter, and Sidewalk Repair Cracking	7
Ditches/Culverts/Off Road-Other Unknown Maintenance Needs	7
Barricades/Road End Barricade	7
Private Property Complaint/Junk/Rubbish	8
Traffic Investigations/Traffic Safety Related Issues	8
Tree Complaint Tree Obstructing County Stop Sign	8
Sidewalk Curb, Gutter, and Sidewalk Repair Tripping Hazard	8
Landscape/Vegetation/Miscellaneous Vegetation/Tree Calls	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
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
Private Property Complaint/Overflowing Dumpster	10
Road Markings/Road Lines/ Edge Lines/Legends Missing or Faded	10
Sidewalk Curb, Gutter, and Sidewalk Repair Lifting	11
Environmental Health (All Jurisdictions)/Food Facility Complaint	11
Private Property Vehicle/Parked on Lawn	11
Private Property Vehicle/Other	11
Private Property Vehicle/Non-Operable (Commercial Included)	12
Sub-Standard Housing/Electrical Malfunction	13
Sub-Standard Housing/Vector Infestation	13
Encroachment Violation/Basketball Hoop/Garbage Cans	15
Zoning Fence Residential Other	22
Private Property Vehicle/Occupied Mobile Homes/Trailers	23

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Aging of Open Requests

Days	Count
<30	1,398
31 to 60	435
61 to 90	273
>91	631

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.

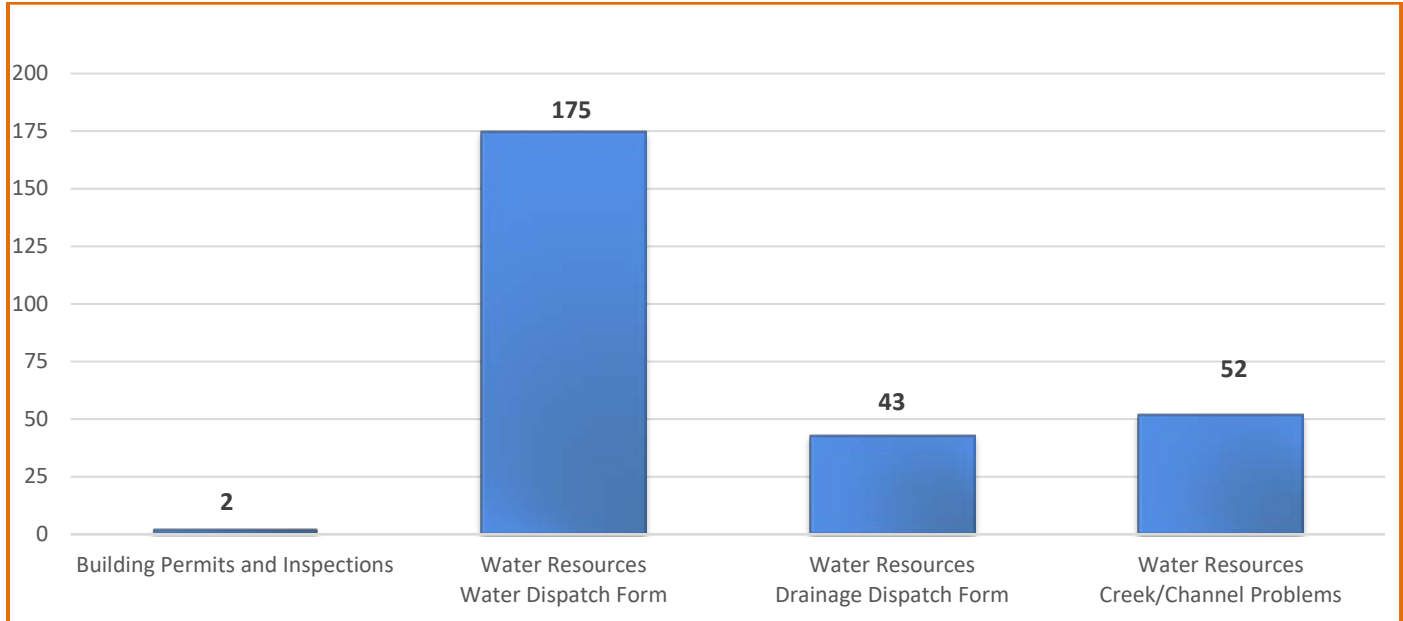
Acronym Glossary

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

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

Dispatch Services Request

Public Works and Infrastructure



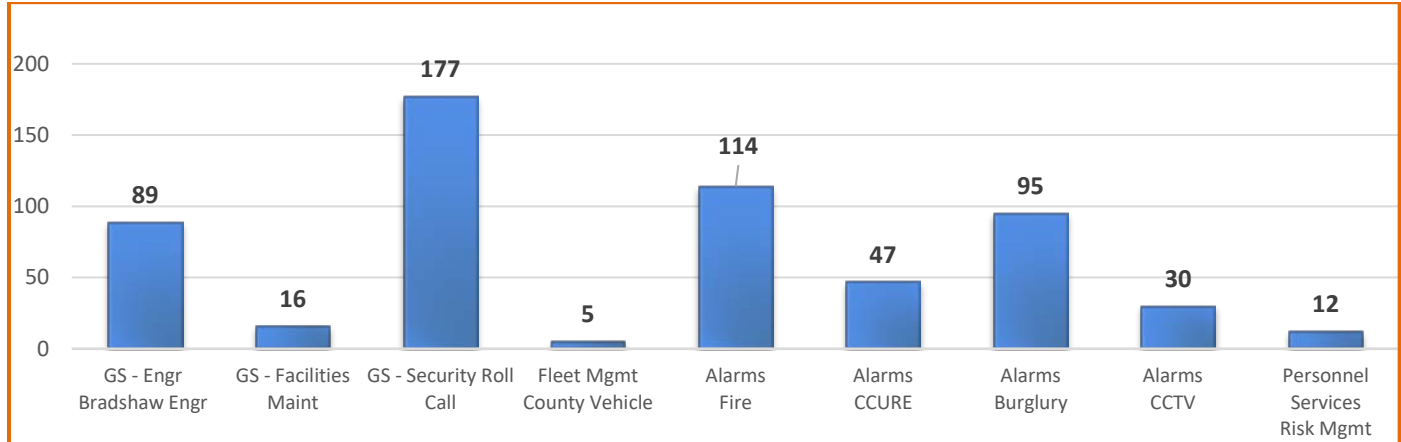
Service Definitions

Building Permits and Inspections	On-call emergency building inspections for either residential or commercial properties in regards to plumbing, mechanical, electrical, or structural inspections
Water Resources - Water Dispatch Form	Dispatch Services including fire hydrant, odor/taste/color, no water, water leak, low/high pressure, locate curb stop, water shut-off/turn back on, etc.
Water Resources - Drainage Dispatch Form	Dispatch Services including drain inlet plugged, house/street flooded, illegal discharge, missing/broken storm cover, creek/channel issues, etc.
Water Resources - Creek/Channel Problems	Dispatch Services including Debris in Creek/Channels, Trees Down in Creek/Channels issues, etc.

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Dispatch Services Request

Administrative Services



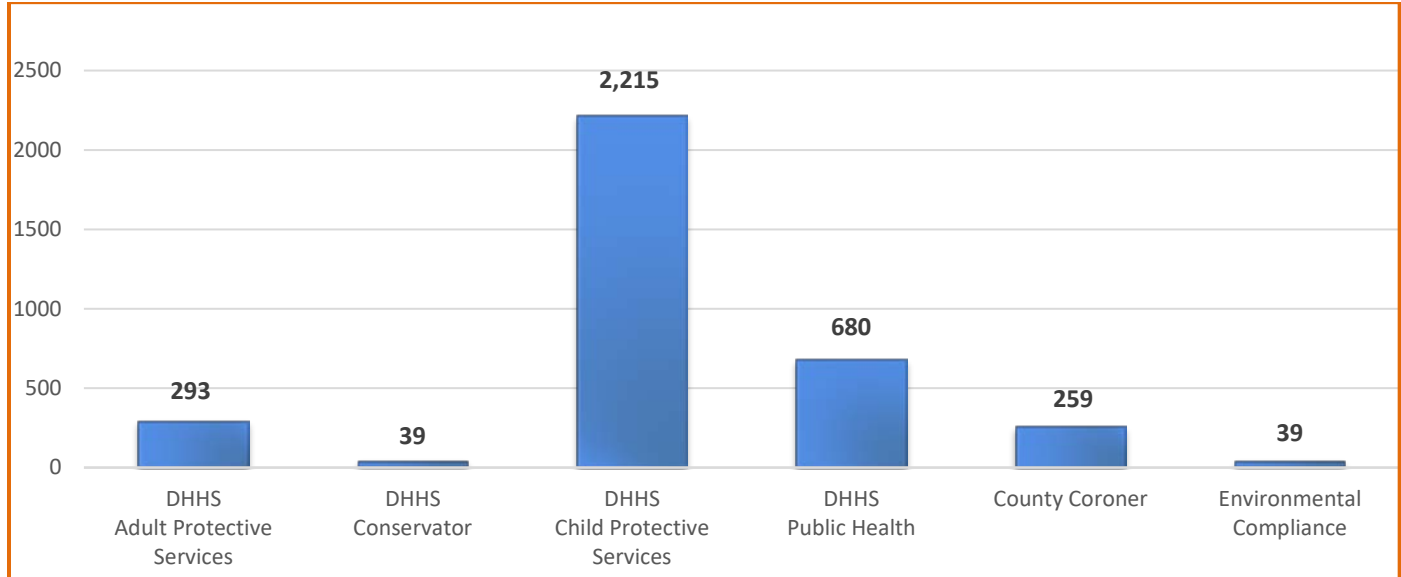
Service Definitions

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



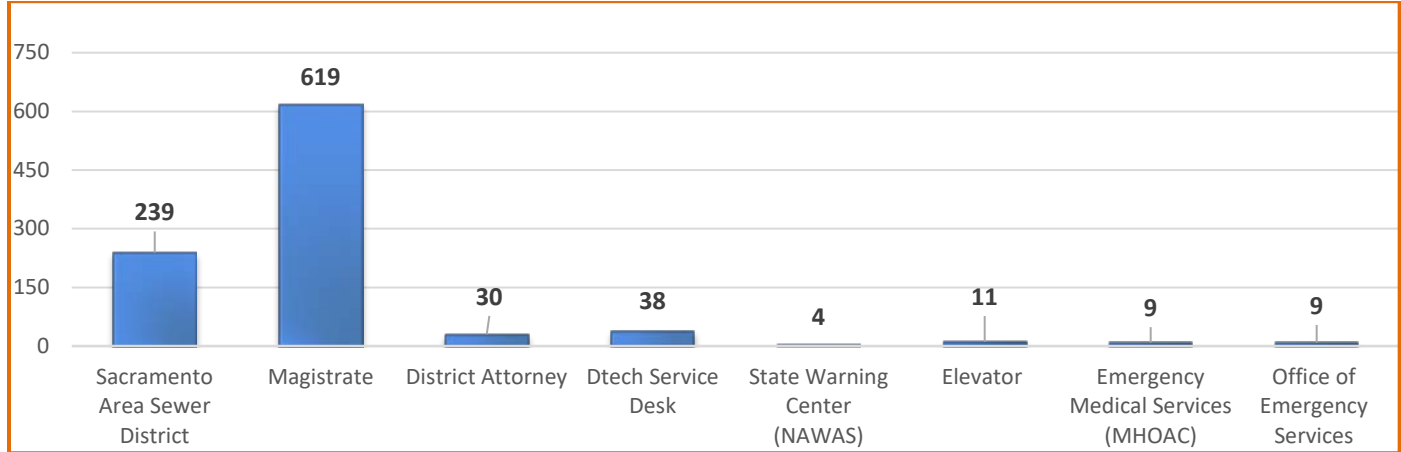
Service Definitions

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