



MONTHLY CUSTOMER SERVICE REPORT

SERVICE REQUESTS AND STATISTICS
NOVEMBER 1, 2020 – NOVEMBER 30, 2020



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

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Department of the Month

Department of the Month: Clerk of the Board

Director: Florence Evans

Website: www.sccob.saccounty.net

Mission: The mission of the Clerk of the Board Department is to provide the highest level of service to all customers, maintain the integrity and accuracy of official records, approach all matters promptly and prudently, and interact with others with courtesy and respect within a high performing team-oriented environment.

Programs

Administration

- Receive, certify, and preserve all documents as specified by the Sacramento County Charter and state and local statutes. Provide administrative support services, including public counter services, for the Board of Supervisors. Schedule and reserve use of County Board Chambers and Hearing Rooms. Accept claims filed against the County and schedule appeals for various hearing bodies. Prepare and monitor the budget, including grant funding. Manage special district payroll. Provide notary services to various agencies.

Assessment Appeals

- Accept assessment appeal applications from property owners disputing property value. Schedule appeal hearings before the Assessment Appeals Board, produce meeting agendas, action summaries and material, issue hearing notices, and finalize findings of fact.

Boards and Commissions

- Accept and process applications from local residents within the Sacramento community applying for seats on 67 plus County boards and commissions. Manage the Board of Supervisors' nominations and appointments to boards and commissions, publish the Local Appointments List and Vacancy Report, advertise vacancies, and manage the membership of boards and commissions. Provide onboarding training to newly appointed members of boards and commissions. Manage the Board of Supervisors' Own Ranks Appointments List.

Fair Political Practices Commission (FPPC)

- Accept, review and file annually 2,500 plus FPPC Statements of Economic Interests (Form 700) and AB 1234 Ethics certificates from personnel, County boards and commissions and local agencies. Issue FPPC Biennial Notices, review local agency conflict of interest (COI) codes, and make recommendations to the code reviewing body. Provide Form 700 and COI code training workshops to filers and filing officials. File and publish FPPC Form 800 Series reports.

Meeting Management Services

- Produce and publish meeting agendas, action summaries, minutes, material, and legal notices on behalf of 36 boards pursuant to the Brown Act. Clerk meetings, coordinate meeting facilities, administer meeting technology, manage meeting records, certify and execute legal documents, and conduct Brown Act and Robert's Rules training for board members. Assist and support departments, local agencies and members of the public with questions or services related to meetings.

Records Management

- Retain, research and provide copies of permanent records in various forms of media. Respond to Public Records Act (PRA) requests and general records requests. Prepare and certify public meeting transcripts and administrative records. Provide online public access to official meeting records.

FTE: 13.0; 0.9 Extra Help Retired Annuitants.

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Monthly Statistics

Number of	
• Service request by Calls	15,989
• Service request by Mobile application	1,952
• Other	853
Service requests opened	11,557
Informational calls	4,813
Transferred calls	1,951
Service requests closed	17,353
Average days to close service requests	15

Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	25	255	337	172	105	894
Waste Management/Illegal Dumping	41	192	176	76	102	587
Missed Service/Recycle	4	66	133	63	51	317
Missed Service/Green Waste	1	46	122	59	22	250
Missed Service/Neighborhood Clean Up (NCU)	1	35	57	26	26	145
Total	72	594	825	396	306	2193

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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	271	474	186	74	1,024
Waste Management/Illegal Dumping	43	227	156	88	100	614
Missed Service/Recycle	6	69	161	50	38	324
Missed Service/Green Waste	5	40	146	76	27	294
Missed Service/Neighborhood Clean Up (NCU)	1	28	76	16	36	157
Total	74	635	1,013	416	275	2,413

Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	23	243	320	155	74	815
Waste Management/Illegal Dumping	36	155	150	57	89	487
Missed Service/Recycle	4	63	123	55	45	290
Missed Service/Green Waste	1	40	112	53	22	228
Missed Service/Neighborhood Clean Up (NCU)	1	35	53	24	19	132
Total	65	536	758	344	249	1,952

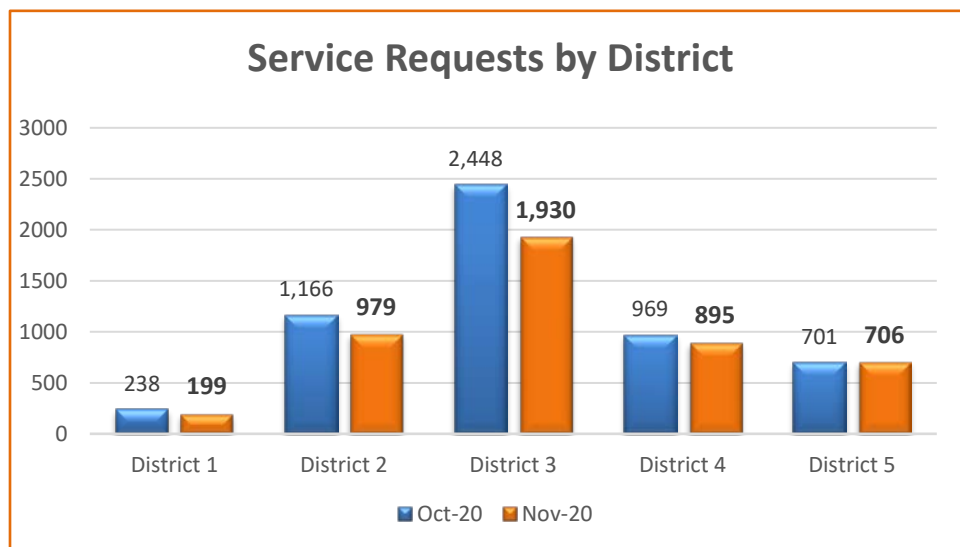
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Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	199
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	979
District 3 – Peters <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	1,930
District 4 – Frost <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	895
District 5 – Nottoli <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	706
Total	4,709

Monthly Comparison: October 2020 vs. November 2020



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Top Service Request Opened by District (> 10 requests)

District 1 - Serna	
Waste Management/Illegal Dumping	41
Missed Service/Garbage	25
Regional Parks/Maintenance Request	11
District 2 – Kennedy	
Missed Service/Garbage	255
Waste Management/Illegal Dumping	192
Missed Service/Recycle	66
Missed Service/Green Waste	46
Missed Service/Neighborhood Clean Up (NCU)	35
Animal Care/Stray/Roam	27
Notify Supervisor/Garbage	21
Abandoned Vehicles/Inoperable	19
Animal Care/Investigation/Barking (Dogs Only)	13
Animal Care/Stray/Injured	12
District 3 – Peters	
Missed Service/Garbage	337
Waste Management/Illegal Dumping	176
Missed Service/Recycle	133
Missed Service/Green Waste	122
Missed Service/Neighborhood Clean Up (NCU)	57
Pavement/Pothole/Pothole/Chuckhole Repair/Large	48
Animal Care/Investigation/Barking (Dogs Only)	43
Animal Care/Investigation/Negligence	42
Regional Parks/Trash and Debris	33
Private Property Complaint/Junk/Rubbish	32
Abandoned Vehicles/Inoperable	29
Animal Care/Stray/Injured	27
Traffic Signal/All Signals Dark	27
Drainage Problems/Plugged Drain Inlet	27
Animal Care/Dead Animal/Roadside	26
Animal Care/Wild/Injured	26
Animal Care/Dead Animal/Domestic	22
Pavement/Pothole/Pothole/Chuckhole Repair/Small	22
Animal Care/Dead Animal/Wild	22
Abandoned Vehicles/Dismantled	19

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Transportation/Shopping Cart by Vendor	19
Animal Care/Stray/Roam	18
Code Enforcement/Zoning/Other	17
Animal Care/Investigation/Cruelty	15
Notify Supervisor/Garbage	15
Roadway Hazard (Potential for Injury or Damage to Vehicles)	14
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Construction without Permit	14
Animal Care/Dead Animal/In Traffic	14
Private Property Vehicle/Parked on Lawn	14
Animal Care/Stray/Sick	12
Street Lights/Light Out	12
Animal Care/Assist (On-Scene Only)/Police/Sheriff	11
Traffic Signal/Cycling/Detection Problem	11
Traffic Sign/Non-Emergency/Sign Down	11
Regional Parks/Maintenance Request	11
Abandoned Vehicles/Wrecked	11
District 4 – Frost	
Missed Service/Garbage	172
Waste Management/Illegal Dumping	76
Missed Service/Recycle	63
Missed Service/Green Waste	59
Graffiti/Public Right-of-Way/Utility Box	27
Graffiti/Public Right-of-Way/Other	27
Missed Service/Neighborhood Clean Up (NCU)	26
Pavement/Pothole/Pothole/Chuckhole Repair/Large	22
Animal Care/Investigation/Barking (Dogs Only)	17
Transportation/Graffiti/Sign	17
Animal Care/Wild/Injured	17
Animal Care/Stray/Roam	15
Abandoned Vehicles/Inoperable	14
Transportation/Shopping Cart by Vendor	13
Animal Care/Dead Animal/Roadside	12
Animal Care/Dead Animal/Wild	12
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Construction without Permit	11
Private Property Complaint/Junk/Rubbish	11
Private Property Vehicle/Parked on Lawn	11

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District 5 – Nottoli

Missed Service/Garbage	105
Waste Management/Illegal Dumping	102
Missed Service/Recycle	51
Missed Service/Neighborhood Clean Up (NCU)	26
Pavement/Pothole/Pothole/Chuckhole Repair/Large	25
Missed Service/Green Waste	22
Animal Care/Investigation/Barking (Dogs Only)	16
Animal Care/Dead Animal/Roadside	13

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Average Number of Days to Close a Service Request

Request Type	No. of Request	Avg. Days To Close
Animal Care/Investigation/Bite - Happening NOW	1	0
Drainage Problems/Street/Intersection Flooding	1	0
Animal Care/Wild/Sick	9	0
Animal Care/Wild/Traffic	3	0
Animal Care/Investigation/Animal Left in Vehicle	8	0
Animal Care/Wild/Tied	1	0
Animal Care/Stray/Traffic	24	0
Animal Care/Wild/Aggressive/Happening NOW	4	0
Animal Care/Wild/Roam	3	0
Animal Care/Wild/Confined	2	0
Animal Care/Rescue/Other	1	0
Animal Care/Rescue/Drain	3	0
Animal Care/Wild/Injured	52	0
Animal Care/Stray/Injured	57	0
Animal Care/Stray/Sick	37	0
Animal Care/Wild/Trapped	5	0
Animal Care/Assist (On-Scene Only)/Animal Control Agency	9	0
Animal Care/Stray/Aggressive/Happening NOW	21	0
Animal Care/Stray/Trapped	1	0
Animal Care/Stray/Tied	5	0
Animal Care/Stray/Aggressive/NOT Happening NOW	7	0
Drainage Problems/Drainage Advice (Engineering)	12	0
Transportation/Shopping Cart by Vendor	76	0
Animal Care/Assist (On-Scene Only)/Police/Sheriff	27	0
Waste Management/Calendar Request	16	0
Animal Care/Assist (On-Scene Only)/Fire	5	0
Animal Care/Rescue/Vehicle	3	0
Animal Care/Dead Animal/In Traffic	30	0
Drainage Problems/Missing Drain Inlet/Manhole Cover	11	0
Animal Care/Dead Animal/Roadside	72	0
Animal Care/License/ Specimen Pick Up/Rabies Specimen Pick-Up	6	0
Drainage Problems/Illegal/Illicit Discharge	11	0
Drainage Problems/Plugged Drain Inlet	10	0
Animal Care/License/ Specimen Pick Up/Tag Pick-Up	1	0
Animal Care/Investigation/Abandoned Animal	15	0
Animal Care/Dead Animal/Domestic	52	0
Animal Care/Stray/Vet/Business Confined	8	0
Animal Care/Dead Animal/Wild	36	0
Animal Care/Investigation/Bite - NOT Happening NOW	15	0

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Request Type	No. of Request	Avg. Days To Close
Animal Care/Investigation/Negligence	48	0
Animal Care/Investigation/Cruelty	31	0
Animal Care/Stray/Roam	82	0
Animal Care/Investigation/Tethered	5	0
Tree Complaint/Tree Down/Roadway	8	0
Animal Care/Investigation/Illegal Sales	1	0
Animal Care/Investigation/Kennel	11	0
Tree Complaint/Tree Down/Bike Lane	1	0
Barricades/Road Flooding/Barricades/Multiple Lanes	2	1
Tree Complaint/Tree Down/Sidewalk	2	1
Transportation/Hazmat/Needles	7	1
Animal Care/Stray/Confined	31	1
Traffic Signal/Light Out/On Corner	2	1
Transportation/Hazmat/BioWaste	1	1
Bridge Complaints/Guardrail/Fence/Median that is not attached to a Bridge/Fence	4	1
Road Markings/Road Lines/ Edge Lines/Legends Missing or Faded	1	1
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)/Missing	5	1
Transportation/Sweeper Request/Sweeper/Spill in Roadway	6	1
Waste Management/Missed Service/Over Flow	2	1
Aggregate Dumping/Trash Pick Up/Debris Blocking Roadway/Sidewalk (Non-Vegetation)	5	1
Graffiti/Private Property/Soundwall	1	1
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)/Down	22	1
Animal Care/Investigation/Barking (Dogs Only)	83	1
Sidewalk/Obstruction (non-vegetation)	1	1
Transportation/Sweeper Request/Sweeper/Nails	1	1
Environmental Health (All Jurisdictions)/Public Pool Complaint	1	1
Street Lights/Knock Down	5	1
Roadway Hazard (Potential for Injury or Damage to Vehicles)	47	2
Traffic Signal/Light Out/Over Roadway	9	2
Street Lights/Light or Pole Damaged	3	2
Waste Management/Missed Sweeper Request	13	2
Regional Parks/Illegal Activity	18	2
Traffic Signal/Damaged	4	2
Transportation/Sweeper Request/Sweeper/Glass	13	2
Traffic Signal/Flashing Red	24	2
Graffiti/Private Property/Utility Box	1	2
Transportation/Hazmat/Unknown Container	3	2
Traffic Signal/All Signals Dark	17	2
Street Lights/Cover Missing/Wires Exposed	3	2

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Request Type	No. of Request	Avg. Days To Close
Missed Service/Garbage	961	3
Street Lights/Miscellaneous	2	3
Missed Service/Green Waste	261	3
Notify Supervisor/Garbage	63	3
Transportation/Hazmat/Other	6	3
Notify Supervisor/Green Waste	11	3
Notify Supervisor/Supervisor Dispute NCU	34	3
Traffic Signal/Knock Down	2	3
Missed Service/Neighborhood Clean Up (NCU)	162	3
Tree Complaint/Tree Obstructing/County Sign	3	3
Missed Service/Recycle	332	3
Graffiti/Public Right-of-Way/Utility Box	12	3
Traffic Signal/Cycling/Detection Problem	15	3
Traffic Sign/New Sign Request/Yield	1	3
Pavement/Pothole/Pothole/Chuckhole Repair/Bike Lane	1	3
Waste Management/Illegal Dumping	691	4
Traffic Signal/Pedestrian Signal Inoperative	6	4
Tree Complaint/Tree Obstructing/Illumination of County Street Light and/or Pole/Head Clearance	1	4
Street Lights/Lights Out (Group)	5	4
Tree Complaint/Broken/Hanging Tree Limb/Bike Lane	3	4
Notify Supervisor/Recycle	21	4
Tree Complaint/Broken/Hanging Tree Limb/Sidewalk	6	4
Graffiti/Public Right-of-Way/Sidewall	3	4
Traffic Signal/Long Red/Short Green	16	4
Traffic Investigations/Speeding	1	4
Street Lights/Light Out	30	4
Missed Service/Non-Regular Service/Green Waste	2	4
Barricades/Road Flooding/Barricades/Entire Road	1	5
Pavement/Pothole/Sink Hole in Roadway/Roadway	3	5
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	2	5
Graffiti/Public Right-of-Way/Soundwall	3	5
Street Lights/Cycling On and Off	6	5
Street Lights/On Daytime	1	5
Pavement/Pothole/Pothole/Chuckhole Repair/Large	62	5
Transportation/Sweeper Request/Median Clean Up and Debris Removal/Other	3	5
Tree Complaint/Tree Obstructing/County Stop Sign	3	6
Street Lights/Light Shield Issue	1	6
Abandoned Vehicles/Dismantled	42	6
Tree Complaint/Request/Tree Removal on County Right-of-Way	7	6

**Customer Service Report
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Request Type	No. of Request	Avg. Days To Close
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants on Frontages and Roadside	2	6
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	3	6
Graffiti/Public Right-of-Way/Roadway	2	6
Environmental Compliance/Illegal Dumping Unimproved Property	1	6
Landscape/Vegetation/Weed Abatement	1	7
Tree Complaint/Broken/Hanging Tree Limb/Roadway	9	7
Abandoned Vehicles/Wrecked	49	7
Transportation/Graffiti/Sign	29	7
Pavement/Pothole/Pothole/Chuckhole Repair/Small	42	7
Landscape/Vegetation/Miscellaneous Vegetation/Tree Calls	5	7
Pavement/Pothole/Paving Needs on Street/Alligator Cracking	9	7
Abandoned Vehicles/Inoperable	99	7
Graffiti/Public Right-of-Way/Other	8	8
Regional Parks/Other	4	8
Pavement/Pothole/Paving Needs on Street/Resurfacing Request	8	8
Landscape/Vegetation/Request/Abate a Visibility Obstruction by Vegetation	2	8
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Garage Conversion	3	8
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	1	8
Traffic Investigations/Request/Speedbumps	26	8
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	6	9
Regional Parks/Maintenance Request	21	9
Sidewalk/Curb, Gutter, and Sidewalk Repair/Sinking	3	9
Traffic Sign/New Sign Request/No Parking	1	10
Transportation/Sweeper Request/Median Clean Up and Debris Removal/Center	1	10
Environmental Compliance/Hazardous Substances	6	10
Graffiti/Private Property/Building	6	10
Aggregate Dumping/Trash Pick Up/Homeless Camp/Visual Blight Clean Up	3	10
Traffic Investigations/Request/Parking Restriction	2	10
Pavement/Pothole/Pavement-Other Unknown Maintenance Needs	4	11
Regional Parks/Illegal Camp/Occupied	13	11
Environmental Health (All Jurisdictions)/Food Facility Complaint	16	11
Traffic Sign/Non-Emergency/Sign Down	25	11
Barricades/Road End Barricade	2	11
Zoning/Fence Residential/Fence Condition	1	12
Traffic Investigations/Traffic Safety Related Issues	2	12

**Customer Service Report
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Request Type	No. of Request	Avg. Days To Close
Graffiti/Public Right-of-Way/Fence	1	12
Priority Housing/Surfacing Sewage	1	12
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Remodel	3	13
Sidewalk/Curb, Gutter, and Sidewalk Repair/Other	3	15
Regional Parks/Illegal Camp/Abandoned	6	16
Traffic Sign/Non-Emergency/Sign Missing	7	16
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Fence-Retaining Wall	1	16
Building Permits & Inspections (BPI)/Fence/Retaining Wall/Fence over 7 feet tall	4	16
Traffic Signal/Miscellaneous Issues	2	17
Regional Parks/Trash and Debris	16	17
Pavement/Pothole/Paving Needs on Street/Pavement Broken	12	17
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Construction without Permit	24	18
Bridge Complaints/Guardrail/Fence/Median that is not attached to a Bridge/Guardrail	1	18
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	11	19
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Addition	5	20
Zoning/Fence Residential/Without a Permit	1	20
Private Property Complaint/Illegal Signage/Other	1	20
Priority Housing/No Hot Water	3	21
Priority Housing/Lack of Utilities (Gas/Water/Electric/Sewer)	1	22
Zoning/10K SQ FT or Smaller-Small Farm Animals	4	23
Road Markings/Request for New Legends or Markings	2	23
Regional Parks/Graffiti	2	23
Private Property Complaint/Vacant, Unmaintained/Residential	11	24
Tree Complaint/Tree Obstructing/County Signal Pole Light Head	1	24
Private Property Vehicle/Non-Operable (Commercial Included)	19	26
Private Property Complaint/Vacant, Unmaintained/Commercial	3	26
Ditches/Culverts/Ditch Cleaning	5	26
Private Property Vehicle/Parked on Lawn	46	26
Graffiti/Private Property/Other	3	28
Traffic Investigations/Request/Sign	3	28
Private Property Vehicle/Commercial Vehicle on Property	4	28
Landscape/Vegetation/Request/Abate Debris or Vegetation on Sidewalks/Pedwalks/County Bike Trails	4	28
Encroachment Violation/Other Encroachment Types/Visibility	1	29
Encroachment Violation/Basketball Hoop/Garbage Cans	41	29
Tree Complaint/Request/Abate a Visibility Obstruction by Tree(s)	3	29

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Request Type	No. of Request	Avg. Days To Close
Sidewalk/Tree Trimming Needed/Roadway	7	29
Bridge Complaints/Maintenance/Under Bridge Homeless	1	31
Zoning/Cannabis (If wish to remain anonymous must refer to Sheriff's Dept.)	11	32
Sub-Standard Housing/Structural Defects	1	33
Code Enforcement/Zoning/Other	24	34
Private Property Complaint/Junk/Rubbish	69	35
Private Property Complaint/Rooster (in Residential Zone)	3	35
Sidewalk/Tree Trimming Needed/Sidewalk	3	35
Sidewalk/Curb, Gutter, and Sidewalk Repair/Cracking	4	35
Private Property Vehicle/Occupied Mobile Homes/Trailers	6	36
Sub-Standard Housing/HVAC Issues (must be part of a heating and cooling unit)	2	37
Pavement/Pothole/Paving Needs on Street/Other	3	38
Private Property Complaint/Overflowing Dumpster	2	38
Private Property Vehicle/Other	8	39
Sidewalk/Curb, Gutter, and Sidewalk Repair/Lifting	15	40
Waste Management/Report Scavenging	4	40
Sub-Standard Housing/Other	11	40
Zoning/Mobile Home Zoning Complaint	1	41
Landscape/Vegetation/Cleaning of Vegetation and Debris from Soundwall	2	41
Sidewalk/Curb, Gutter, and Sidewalk Repair/Tripping Hazard	8	42
Priority Housing/VOA (Vacant, Open, Accessible) Properties	4	42
Priority Housing/Collapsing Building Roof or Ceiling	1	48
Sub-Standard Housing/Roof Leak	1	48
Sub-Standard Housing/Vector Infestation	5	49
Sub-Standard Housing/Rodent Harborage	2	50
Zoning/Occupied Out-Building	3	54
Sub-Standard Housing/Electrical Malfunction	1	58
Sidewalk/Curb, Gutter, and Sidewalk Repair/Gutter Drainage	1	61
Encroachment Violation/Other Encroachment Types/Other	2	64
Traffic Sign/New Sign Request/Other	3	65

**Customer Service Report
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Aging of Open Requests

Days	Count
<30	952
31 to 60	368
61 to 90	226
> 91	1,034

Aging by District, Top 5 Service Request Types Open 0-30 Days

Type	District 1	District 2	District 3	District 4	District 5	Total
Waste Management/Illegal Dumping	5	40	27	20	13	105
Missed Service/Garbage	3	14	19	18	33	87
Pavement/Pothole/Pothole/Chuckhole Repair/Large	5	0	32	18	13	68
Private Property Complaint/Junk/Rubbish	1	7	24	7	7	46
Private Property Complaint/Parked on Lawn	1	7	12	8	2	30
Total	15	68	114	71	68	336

Aging by District, Top 5 Service Request Types Open 31-60 Days

Type	District 1	District 2	District 3	District 4	District 5	Total
Private Property Complaint/Junk/Rubbish	1	11	21	10	5	48
Code Enforcement/Zoning/Other	0	10	6	2	3	21
Private Property Complaint/Parked on Lawn	3	4	8	3	2	20
Private Property Vehicle/Non-Operable (Commercial Included)	0	4	6	1	5	16
Environmental Health (All Jurisdictions)/Food Facility Complaint	4	4	1	2	3	14
Total	8	33	42	18	18	119

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Aging by District, Top 5 Service Request Types Open 61-90 Days

Type	District 1	District 2	District 3	District 4	District 5	Total
Private Property Complaint/Junk/Rubbish	1	11	10	6	11	39
Environmental Health (All Jurisdictions)/Food Facility Complaint	6	9	1	5	1	22
Private Property Vehicle/Non-Operable (Commercial Included)	1	3	8	2	1	15
Private Property Complaint/Parked on Lawn	0	5	4	1	5	15
Code Enforcement/Zoning/Other	1	3	2	2	1	9
Total	9	31	25	16	19	100

Aging by District, Top 5 Service Request Types Open >90 Days

Type	District 1	District 2	District 3	District 4	District 5	Total
Encroachment Violation/Basketball Hoop/Garbage Can	3	42	48	27	6	126
Environmental Health (All Jurisdictions)/Food Facility Complaint	16	17	15	12	7	67
Private Property Complaint/Junk/Rubbish	4	24	19	20	8	75
Regional Parks/Illegal Camp/Occupied	15	0	21	4	15	55
Encroachment Violation/Other Encroachment Types/Other	2	8	39	21	3	73
Total	40	91	142	84	39	396

**Customer Service Report
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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.

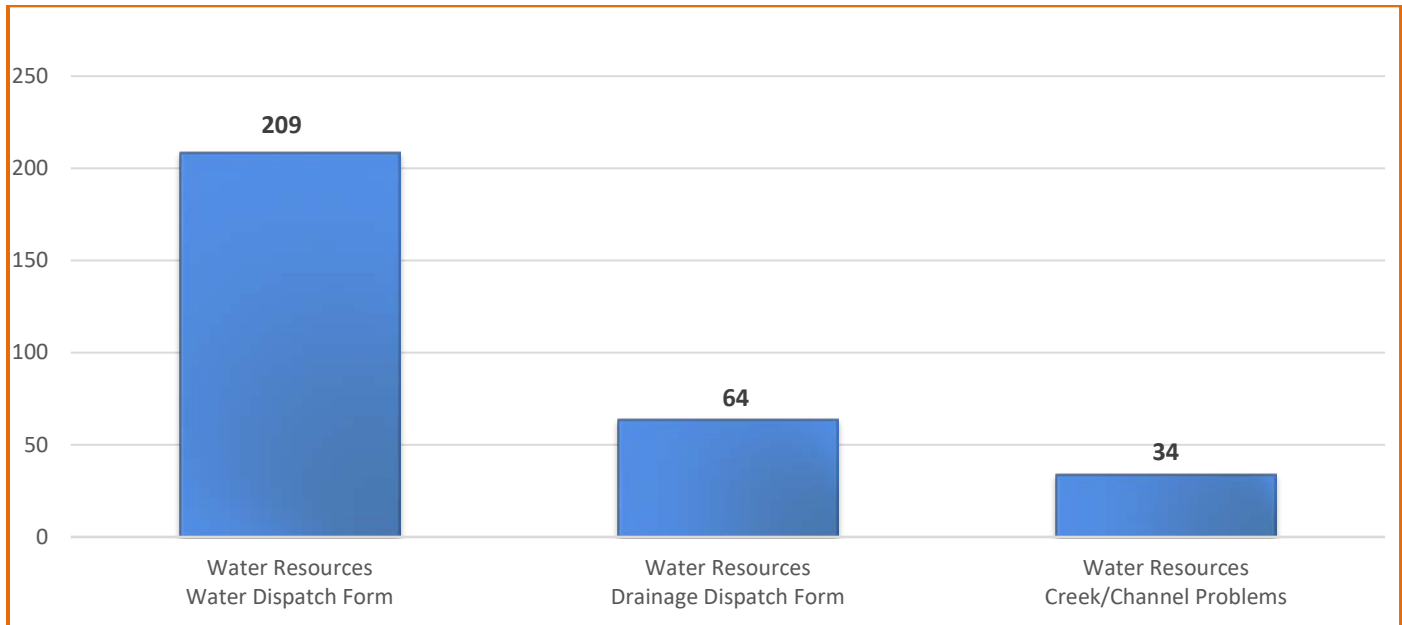
Acronym Glossary

CCURE	Computer Coordinated Universal Retrieval Entry
DTECH	Department of Technology
DHS	Department of Health 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



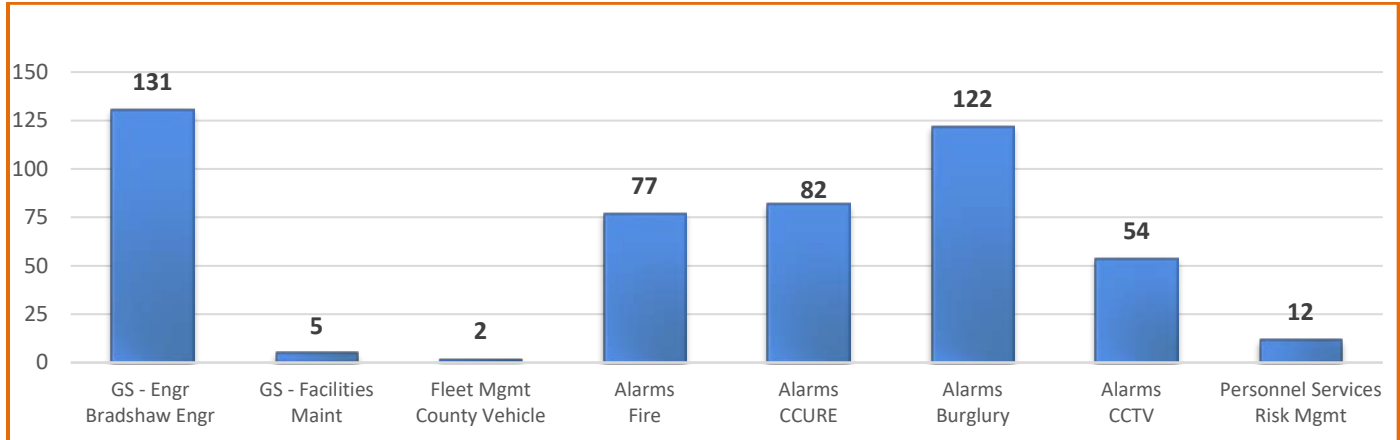
Service Definitions

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
November 1, 2020 – November 30, 2020**

Dispatch Services Request

Administrative Services



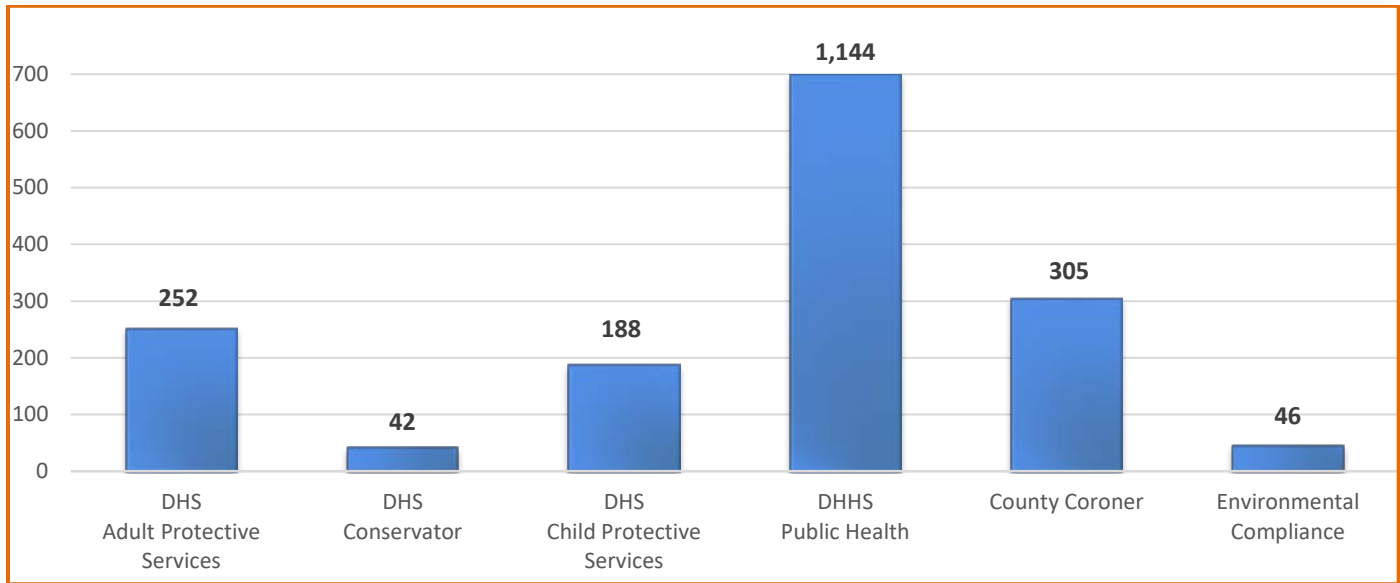
Service Definitions

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
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Dispatch Services Request

Social Services



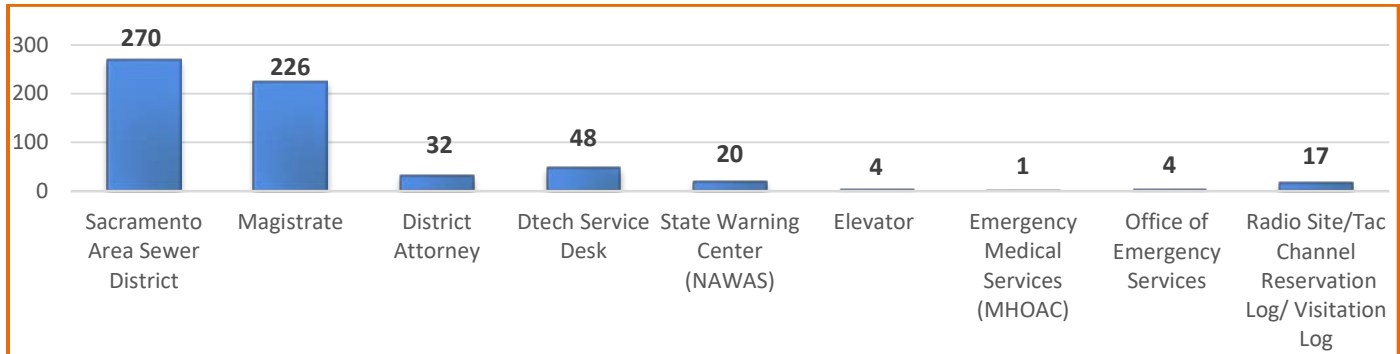
Service Definitions

DHS - Adult Protective Services	Dispatch Services for 24/7 social worker intake line for any adult protective services requests
DHS - Conservator	Dispatch Services for conservator/conservatee request
DHS - Child Protective Services	Dispatch Services for 24/7 social worker intake line for any child protective services request
DHS - 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
November 1, 2020 – November 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.