



MONTHLY CUSTOMER SERVICE REPORT

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



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

Table of Contents

Department of the Month 1
Monthly Statistics 3
Monthly Top Service Requests by Type Opened 3
Monthly Top Service Requests by Type Closed 4
Cumulative Top Unresolved Service Request Types 4
 Service Requests by District 5
 Top Service Request Opened by District (> 10 requests) 6
Average Number of Days to Close a Service Request 9
Aging of Open Requests 15
Aging by District, Top 5 Service Request Types Open 0-30 Days 15
Aging by District, Top 5 Service Request Types Open 31-60 Days 16
Aging by District, Top 5 Service Request Types Open 61-90 Days 17
Aging by District, Top 5 Service Request Types Open >90 Days 17
Dispatch Services Request 19



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

Department of the Month

Department of the Month: Department of Technology

Director: Rami Zakaria, Chief Information Officer (CIO)

Website: <https://technology.saccounty.net>

Mission: Fulfilling our customer's vision through effective use of technology to improve quality of life through collaboration and innovation.

The Department of Technology (DTech) is the County's central information technology, network, data center, applications and telecommunications service provider. DTech manages the public safety Sacramento Regional Radio Communications System (SRRCS) and the County's Web portals as well as the e-government program for Sacramento County employees, departments and regional partners.

Divisions

Fiscal Services

- Provides financial analysis, oversight, and administrative support and coordinates the preparation of the annual budget, including setting rates/fees.

Operations

- Enterprise Communication Services/Information Security/AccessAdmin – Provide the County's communications services via data network services, internet/network security, telephone and voice communications, and voice and messaging applications; manage data centers, dedicated intranet and extranet environments.
- Enterprise Hosted Services - Provide secure, reliable and redundant support for data storage services and emergency backup and restore services. Manage Active Directory/Exchange email (including webmail, instant messaging, email encryption and email filtering); provide virtual computing server resources.
- Local Radio & SRRCS – Provide network/infrastructure for public safety 2-way mobile radio communications equipment to a regional partnership of local, state and federal government jurisdictions and electronic security systems recording alarms and dispatching personnel.
- Server Support – Provide software/hardware services on County platforms and in hybrid cloud environment and perform consultation, planning, design, project management and support for the County's IT infrastructure and customer environments.
- Desktop & Field Services – Provide first and second level technical support services and liaison with central services for a number of departments and other agencies throughout Sacramento County.
- IT Service Desk – Provide first point of contact for County IT and telephone incident reporting and track and provide informational updates during problem resolution.

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

E-Government and Business Services

- Application Development and Support – Provide custom designed and developed applications and maintenance for Windows, Web, and Mobile environments.
- Enterprise E-Government Solutions – Provide complete content/document management, application development and support, database, and project management services.
- Geographic Information Systems (GIS) – Maintain countywide geographic data layers, and develop user applications. Provide customer access and analysis of data within a mapping context.
- Probation Technology – Provide the Probation Department with information technology services to improve the safety, accuracy and efficiency of Probation staff.
- SAP Support (COMPASS/FOCUS) – Provide a single, integrated system that tracks and controls all aspects of the County's financial, logistics and human resources operations.
- Airport and Public Defender IT Support – Provide business analysis, application development and IT support services.

Social Services Support

- Provide business analysis, application development and IT support services specific to Social Services Agency departments of:
 - [Child, Family and Adult Services](#) / [Child Support Services](#)
 - [Health Services](#)
 - [Human Assistance Application Services](#)
 - [Human Assistance Business Services](#) – Also provide business systems support for CalWIN/CalHEERS service desk, enterprise applications, network security & account management.

Information Security Office (ISO)

- Provide proactive security expertise, training, and operational services to safeguard the confidentiality, integrity, and availability of information systems and data.
- InfoSec Operations – monitor, defend, assess, and respond to cyberattacks against County web sites, applications, databases, servers, networks, desktops, and other endpoints.
- InfoSec Risk Management – identify, assess, and recommend mitigation actions to risks that threaten the confidentiality, integrity, and availability of county information systems.
- InfoSec Governance – ensure appropriate cybersecurity frameworks, policies, and standards are in use.
- InfoSec Compliance – ensure the organization complies with defined cybersecurity-related requirements and provide user outreach and awareness services to promote compliance.

FTE: 394 FTE permanent staff budgeted positions.

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

Monthly Statistics

Number of	
• Service request by calls	16,755
• Service request by mobile application	2,103
• Other	838
Service requests opened	12,855
Informational calls	4,856
Transferred calls	1,987
Service request closed	18,762
Average days to close service request	16

Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	19	272	476	186	76	1,029
Waste Management/Illegal Dumping	51	256	178	103	111	699
Missed Service/Recycle	6	70	163	50	39	328
Missed Service/Green Waste	5	41	146	76	27	295
Missed Service/Neighborhood Clean Up (NCU)	1	28	76	16	36	157
Total	82	667	1,039	431	289	2,508

**Customer Service Report
October 1, 2020 – October 31, 2020**

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
Waste Management/Illegal Dumping	9	41	55	32	35	172
Missed Service/Garbage	2	41	61	37	9	150
Private Property Complaint/Junk/Rubbish	22	61	51	37	16	187
Encroachment Violation/Basketball Hoop/Garbage Can	4	13	35	16	17	85
Private Property Complaint/Parked on Lawn	4	9	35	9	14	71
Total	41	165	237	131	91	665

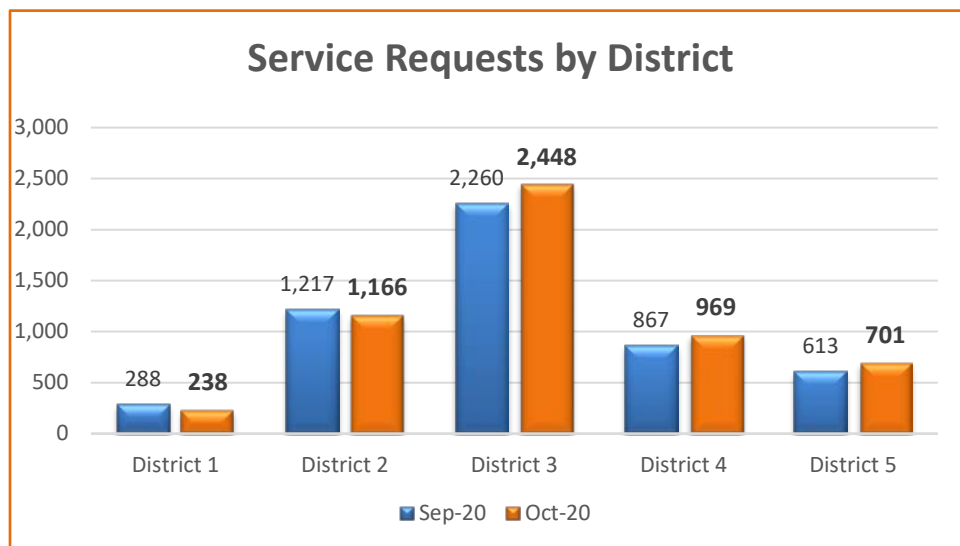
Customer Service Report
October 1, 2020 – October 31, 2020

Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	238
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	1,166
District 3 – Peters <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,448
District 4 – Frost <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	969
District 5 – Nottoli <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	701
Total	5,522

Monthly Comparison: September 2020 vs. October 2020



**Customer Service Report
October 1, 2020 – October 31, 2020**

Top Service Request Opened by District (>10 requests)

District 1 - Serna	
Waste Management/Illegal Dumping	51
Missed Service/Garbage	19
Regional Parks/Illegal Activity	15
Regional Parks/Illegal Camp/Occupied	12
Abandoned Vehicles/Dismantled	11
District 2 – Kennedy	
Missed Service/Garbage	272
Waste Management/Illegal Dumping	256
Missed Service/Recycle	70
Missed Service/Green Waste	41
Missed Service/Neighborhood Clean Up (NCU)	28
Transportation/Shopping Cart by Vendor	27
Private Property Complaint/Junk/Rubbish	26
Animal Care/Stray/Roam	23
Abandoned Vehicles/Inoperable	23
Animal Care/Investigation/Barking (Dogs Only)	20
Notify Supervisor/Garbage	19
Animal Care/Stray/Injured	19
Abandoned Vehicles/Wrecked	17
Code Enforcement/Zoning/Other	14
Environmental Health (All Jurisdictions)/Food Facility Complaint	12
Encroachment Violation/Basketball Hoop/Garbage Cans	12
District 3 – Peters	
Missed Service/Garbage	476
Waste Management/Illegal Dumping	178
Missed Service/Recycle	163
Missed Service/Green Waste	146
Animal Care/Investigation/Barking (Dogs Only)	76
Missed Service/Neighborhood Clean Up (NCU)	76
Private Property Complaint/Junk/Rubbish	55
Abandoned Vehicles/Inoperable	49
Animal Care/Dead Animal/Roadside	48

**Customer Service Report
October 1, 2020 – October 31, 2020**

Private Property Vehicle/Parked on Lawn	34
Pavement/Pothole/Pothole/Chuckhole Repair/Large	33
Animal Care/Investigation/Negligence	31
Animal Care/Stray/Injured	30
Animal Care/Stray/Sick	28
Transportation/Shopping Cart by Vendor	27
Notify Supervisor/Garbage	27
Encroachment Violation/Basketball Hoop/Garbage Cans	26
Animal Care/Dead Animal/Wild	26
Animal Care/Stray/Roam	26
Animal Care/Wild/Injured	25
Animal Care/Dead Animal/Domestic	24
Pavement/Pothole/Pothole/Chuckhole Repair/Small	22
Traffic Sign/Non-Emergency/Sign Down	21
Animal Care/Dead Animal/In Traffic	21
Code Enforcement/Zoning/Other	21
Roadway Hazard (Potential for Injury or Damage to Vehicles)	19
Abandoned Vehicles/Wrecked	19
Abandoned Vehicles/Dismantled	18
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Construction without Permit	18
Traffic Investigations/Request/Speedbumps	18
Street Lights/Light Out	17
Regional Parks/Trash and Debris	16
Pavement/Pothole/Paving Needs on Street/Pavement Broken	15
Sidewalk/Curb, Gutter, and Sidewalk Repair/Tripping Hazard	14
Animal Care/Investigation/Cruelty	14
Notify Supervisor/Supervisor Dispute NCU	14
Traffic Signal/All Signals Dark	13
Notify Supervisor/Recycle	13
Sidewalk/Curb, Gutter, and Sidewalk Repair/Other	12
Regional Parks/Maintenance Request	12
Drainage Problems/Plugged Drain Inlet	12

**Customer Service Report
October 1, 2020 – October 31, 2020**

District 4 – Frost	
Missed Service/Garbage	186
Waste Management/Illegal Dumping	103
Missed Service/Green Waste	76
Missed Service/Recycle	50
Animal Care/Investigation/Barking (Dogs Only)	28
Animal Care/Dead Animal/Roadside	22
Private Property Complaint/Junk/Rubbish	20
Street Lights/Light Out	18
Missed Service/Neighborhood Clean Up (NCU)	16
Abandoned Vehicles/Inoperable	15
Animal Care/Dead Animal/Domestic	14
Graffiti/Public Right-of-Way/Utility Box	13
Animal Care/Stray/Confined	12
Animal Care/Investigation/Negligence	11
Animal Care/Stray/Injured	11
District 5 – Nottoli	
Waste Management/Illegal Dumping	111
Missed Service/Garbage	76
Missed Service/Recycle	39
Missed Service/Neighborhood Clean Up (NCU)	36
Missed Service/Green Waste	27
Animal Care/Investigation/Barking (Dogs Only)	21
Animal Care/Assist (On-Scene Only)/Police/Sheriff	17
Roadway Hazard (Potential for Injury or Damage to Vehicles)	17
Animal Care/Stray/Roam	17
Pavement/Pothole/Pothole/Chuckhole Repair/Small	15
Pavement/Pothole/Pothole/Chuckhole Repair/Large	13
Street Lights/Light Out	13
Traffic Signal/Flashing Red	12
Animal Care/Dead Animal/Roadside	11

**Customer Service Report
October 1, 2020 – October 31, 2020**

Average Number of Days to Close a Service Request

Request Type	No. of Request	Avg. Days To Close
Zoning/Fence Residential/Fence Condition	1	0
Animal Care/Stray/Aggressive/Happening NOW	12	0
Animal Care/Rescue/Drain	1	0
Animal Care/Rescue/Other	4	0
Animal Care/Rescue/Fence	5	0
Animal Care/Investigation/Illegal Sales	1	0
Animal Care/Rescue/Roof	1	0
Animal Care/Stray/Injured	72	0
Animal Care/Wild/Sick	13	0
Animal Care/Stray/Trapped	3	0
Animal Care/Stray/Sick	41	0
Animal Care/Wild/Injured	41	0
Animal Care/Stray/Tied	4	0
Animal Care/License/ Specimen Pick Up/Rabies Specimen Pick-Up	3	0
Animal Care/Assist (On-Scene Only)/Animal Control Agency	3	0
Animal Care/Investigation/Animal Left in Vehicle	7	0
Animal Care/Assist (On-Scene Only)/Police/Sheriff	34	0
Animal Care/Wild/Roam	1	0
Pavement/Pothole/Sink Hole in Roadway/Shoulder	1	0
Animal Care/Stray/Vet/Business Confined	7	0
Animal Care/Stray/Traffic	23	0
Animal Care/Wild/Confined	2	0
Animal Care/Assist (On-Scene Only)/Fire	1	0
Animal Care/Wild/Aggressive/Happening NOW	2	0
Animal Care/Rescue/Vehicle	2	0
Priority Housing/VOA (Vacant, Open, Accessible) Properties	1	0
Animal Care/Dead Animal/In Traffic	38	0
Transportation/Shopping Cart by Vendor	68	0
Drainage Problems/Drainage Advice (Engineering)	9	0
Animal Care/Dead Animal/Roadside	98	0
Animal Care/Stray/Aggressive/NOT Happening NOW	13	0
Animal Care/Investigation/Abandoned Animal	11	0
Animal Care/Investigation/Bite - NOT Happening NOW	15	0
Barricades/Road Flooding/Barricades/Entire Road	1	0
Animal Care/Investigation/Tethered	16	0
Animal Care/Investigation/Cruelty	30	0
Drainage Problems/Illegal/Illicit Discharge	15	0
Animal Care/Dead Animal/Domestic	50	0
Animal Care/Dead Animal/Wild	41	0

**Customer Service Report
October 1, 2020 – October 31, 2020**

Request Type	No. of Request	Avg. Days To Close
Animal Care/Stray/Roam	78	0
Drainage Problems/Plugged Drain Inlet	20	0
Animal Care/Investigation/Kennel	6	0
Drainage Problems/Street/Intersection Flooding	1	0
Animal Care/Investigation/Negligence	54	0
Missed Service/Non-Regular Service/Recycle	1	0
Graffiti/Obscene/Public Right-of-Way	1	0
Business Licenses/Operating without License	1	0
Waste Management/Calendar Request	9	0
Transportation/Sweeper Request/Sweeper/Spill in Roadway	2	0
Animal Care/Stray/Confined	36	0
Bridge Complaints/Guardrail/Fence/Median that is not attached to a Bridge/Fence	1	0
Missed Service/Non-Regular Service/Green Waste	1	1
Zoning/Fence Residential/Fence too Close to Building	1	1
Sweeper Request/Median Clean Up and Debris Removal/Intersection	2	1
Drainage Problems/Missing Drain Inlet/Manhole Cover	7	1
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants on Frontages and Roadside	1	1
Transportation/Hazmat/Other	2	1
Animal Care/Investigation/Barking (Dogs Only)	141	1
Missed Service/Recycle	323	1
Missed Service/Garbage	1,024	1
Missed Service/Green Waste	294	1
Graffiti/Public Right-of-Way/Building	1	1
Ditches/Culverts/Shoulder Erosion/Drop-Off Repair/Other Maintenance	1	1
Traffic Signal/Pedestrian Signal Inoperative	5	1
Sweeper Request/Median Clean Up and Debris Removal/Other	3	1
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Addition	2	1
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)/Down	14	1
Traffic Signal/Light Out/Over Roadway	3	1
Traffic Signal/Loose	1	2
Transportation/Hazmat/Hydraulic Spill	5	2
Traffic Investigations/Speeding	5	2
Sidewalk/Tree Trimming Needed/Sidewalk	1	2
Notify Supervisor/Garbage	59	2
Tree Complaint/Tree Down/Roadway	6	2
Missed Service/Neighborhood Clean Up (NCU)	157	2
Missed Service/Over Flow	4	2

**Customer Service Report
October 1, 2020 – October 31, 2020**

Request Type	No. of Request	Avg. Days To Close
Traffic Signal/Damaged	5	2
Notify Supervisor/Supervisor Dispute NCU	32	2
Sidewalk/Curb, Gutter, and Sidewalk Repair/Lifting	1	2
Transportation/Sweeper Request/Sweeper/Glass	11	2
Notify Supervisor/Recycle	29	2
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	5	2
Roadway Hazard (Potential for Injury or Damage to Vehicles)	34	2
Notify Supervisor/Green Waste	16	2
Graffiti/Public Right-of-Way/Sidewalk	2	2
Tree Complaint/Broken/Hanging Tree Limb/Roadway	5	2
Environmental Compliance/Hazardous Conditions	2	2
Waste Management/Missed Sweeper Request	10	2
Tree Complaint/Request/Arden Park Ash Tree Removal and Replacement Program	1	2
Barricades/Road Flooding/Barricades/Single Lane	1	2
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Shed	2	3
Transportation/Hazmat/Needles	6	3
Traffic Signal/Flashing Red	22	3
Traffic Signal/Cycling/Detection Problem	7	3
Pavement/Pothole/Sink Hole in Roadway/Roadway	2	3
Traffic Signal/All Signals Dark	17	3
Building Permits & Inspections (BPI)/Fence/Retaining Wall/Fence over 7 feet tall	2	3
Tree Complaint/Tree Down/Sidewalk	1	3
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Fence-Retaining Wall	2	3
Traffic Signal/Miscellaneous Issues	2	3
Graffiti/Private Property/Other	6	3
Traffic Investigations/Request/Speedbumps	29	3
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Construction without Permit	12	3
Regional Parks/Illegal Activity	17	3
Waste Management/Illegal Dumping	607	4
Street Lights/Lights Out (Group)	3	4
Graffiti/Private Property/Building	5	4
Graffiti/Public Right-of-Way/Utility Box	18	4
Transportation/Hazmat/Unknown Container	3	4
Transportation/Sweeper Request/Sweeper/Nails	3	4
Environmental Compliance/Hazardous Substances	7	4
Traffic Signal/Knock Down	2	4

**Customer Service Report
October 1, 2020 – October 31, 2020**

Request Type	No. of Request	Avg. Days To Close
Missed Service/Non-Regular Service/Garbage	1	4
Traffic Signal/Light Out/On Corner	5	4
Street Lights/Light Out	53	4
Priority Housing/Lack of Utilities (Gas/Water/Electric/Sewer)	1	4
Bridge Complaints/Maintenance/Other	2	4
Tree Complaint/Tree Obstructing/County Stop Sign	1	4
Sidewalk/Curb, Gutter, and Sidewalk Repair/Other	2	4
Street Lights/Noisy	1	4
Tree Complaint/Request/Tree Removal on County Right-of-Way	2	5
Sidewalk/Curb, Gutter, and Sidewalk Repair/Cracking	1	5
Traffic Signal/Turned Signal Head	1	5
Landscape/Vegetation/Miscellaneous Vegetation/Tree Calls	5	5
Tree Complaint/Tree Obstructing/Illumination of County Street Light and/or Pole/Head Clearance	1	5
Abandoned Vehicles/Dismantled	32	5
Traffic Sign/New Sign Request/No Parking	1	5
Graffiti/Public Right-of-Way/Other	10	5
Graffiti/Private Property/Fence	3	5
Landscape/Vegetation/Weed Abatement	1	5
Tree Complaint/Broken/Hanging Tree Limb/Sidewalk	6	5
Traffic Signal/Long Red/Short Green	8	5
Tree Complaint/Tree Down/Bike Lane	1	5
Street Lights/Cycling On and Off	6	5
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	11	5
Traffic Investigations/Traffic Safety Related Issues	3	5
Transportation/Hazmat/Bio-waste	3	5
Traffic Sign/Non-Emergency/Sign Down	29	5
Barricades/Sidewalk End Barricade	4	5
Environmental Health (All Jurisdictions)/Food Facility Complaint	17	6
Abandoned Vehicles/Wrecked	32	6
Street Lights/Cover Missing/Wires Exposed	1	6
Pavement/Pothole/Pavement-Other Unknown Maintenance Needs	3	6
Traffic Sign/New Sign Request/Other	2	6
Regional Parks/Illegal Camp/Occupied	10	6
Abandoned Vehicles/Inoperable	79	6
Transportation/Graffiti/Sign	6	6
Road Markings/Road Lines/ Edge Lines/Legends Missing or Faded	1	6
Street Lights/Light or Pole Damaged	5	6
Traffic Investigations/Request/Sign	1	6
Bridge Complaints/Maintenance/Fence, Guardrail	1	6

**Customer Service Report
October 1, 2020 – October 31, 2020**

Request Type	No. of Request	Avg. Days To Close
Bridge Complaints/Maintenance/Debris/Obstructions	1	6
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	3	7
Zoning/Cannabis (If wish to remain anonymous must refer to Sheriff's Dept.)	2	7
Pavement/Pothole/Pothole/Chuckhole Repair/Small	35	7
Regional Parks/Trash and Debris	19	7
Graffiti/Public Right-of-Way/Soundwall	4	7
Regional Parks/Maintenance Request	14	7
Pavement/Pothole/Pothole/Chuckhole Repair/Large	41	7
Street Lights/Knock Down	2	7
Private Property Complaint/Vacant, Unmaintained/Residential	2	8
Aggregate Dumping/Trash Pick Up/Homeless Camp/Visual Blight Clean Up	2	8
Regional Parks/Other	5	8
Pavement/Pothole/Paving Needs on Street/Resurfacing Request	5	8
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Remodel	5	8
Aggregate Dumping/Trash Pick Up/Debris Blocking Roadway/Sidewalk (Non-Vegetation)	3	9
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Garage Conversion	2	9
Zoning/20K SQ FT or Small-Large Farm Animals	2	10
Pavement/Pothole/Paving Needs on Street/Pavement Broken	10	10
Ditches/Culverts/Ditch Cleaning	4	10
Graffiti/Public Right-of-Way/Roadway	2	10
Sidewalk/Obstruction (non-vegetation)	1	10
Traffic Sign/Non-Emergency/Sign Missing	8	10
Encroachment Violation/Basketball Hoop/Garbage Cans	29	11
Landscape/Vegetation/Request/Abate Debris or Vegetation on Sidewalks/Pedwalks/County Bike Trails	4	12
Priority Housing/Collapsing Building Roof or Ceiling	1	12
Private Property Complaint/Vacant, Unmaintained/Commercial	2	13
Building Permits & Inspections (BPI)/Fence/Retaining Wall/Without a Permit	1	13
Landscape/Vegetation/Request/Abate a Visibility Obstruction by Vegetation	2	14
Street Lights/Dim	1	14
Pavement/Pothole/Paving Needs on Street/Alligator Cracking	2	14
Sidewalk/Tree Trimming Needed/Roadway	12	14
Priority Housing/No Hot Water	1	14
Private Property Vehicle/Non-Operable (Commercial Included)	2	15
Private Property Complaint/Junk/Rubbish	20	16
Code Enforcement/Zoning/Other	3	17

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

Request Type	No. of Request	Avg. Days To Close
Private Property Vehicle/Parked on Lawn	8	17
Private Property Complaint/Overflowing Dumpster	1	20
Private Property Vehicle/Occupied Mobile Homes/Trailers	1	21
Zoning/10K SQ FT or Smaller-Small Farm Animals	1	23

**Customer Service Report
October 1, 2020 – October 31, 2020**

Aging of Open Requests

Days	Count
<30	950
31 to 60	313
61 to 90	184
> 91	1,021

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	9	31	26	19	12	97
Private Property Complaint/Junk/Rubbish	1	19	43	18	7	88
Private Property Complaint/Parked on Lawn	6	8	29	5	3	51
Code Enforcement/Zoning/Other	0	15	17	6	3	41
Private Property Vehicle/Non-Operable (Commercial Included)	0	6	10	3	6	25
Total	16	79	125	51	31	302

**Customer Service Report
October 1, 2020 – October 31, 2020**

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	2	16	15	8	14	55
Environmental Health (All Jurisdictions)/Food Facility Complaint	6	9	1	5	1	22
Private Property Vehicle/Non-Operable (Commercial Included)	1	4	9	2	2	18
Private Property Complaint/Parked on Lawn	1	6	5	1	5	18
Code Enforcement/Zoning/Other	2	5	3	2	1	13
Total	12	40	33	18	23	126

**Customer Service Report
October 1, 2020 – October 31, 2020**

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	12	12	3	2	30
Environmental Health (All Jurisdictions)/Food Facility Complaint	0	6	4	2	2	14
Code Enforcement/Zoning/Other	0	4	4	3	2	13
Private Property Vehicle/Non-Operable (Commercial Included)	0	2	3	3	2	10
Private Property Complaint/Parked on Lawn	0	4	2	0	1	7
Total	1	28	25	11	9	74

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	45	25	6	121
Environmental Health (All Jurisdictions)/Food Facility Complaint	16	17	15	12	7	67
Private Property Complaint/ Junk/Rubbish	3	23	18	18	8	70
Regional Parks/Illegal Camp/Occupied	15	0	21	4	15	55
Encroachment Violation/Other Encroachment Types/Other	1	5	28	13	2	49
Total	38	87	127	72	38	362

**Customer Service Report
October 1, 2020 – October 31, 2020**

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.

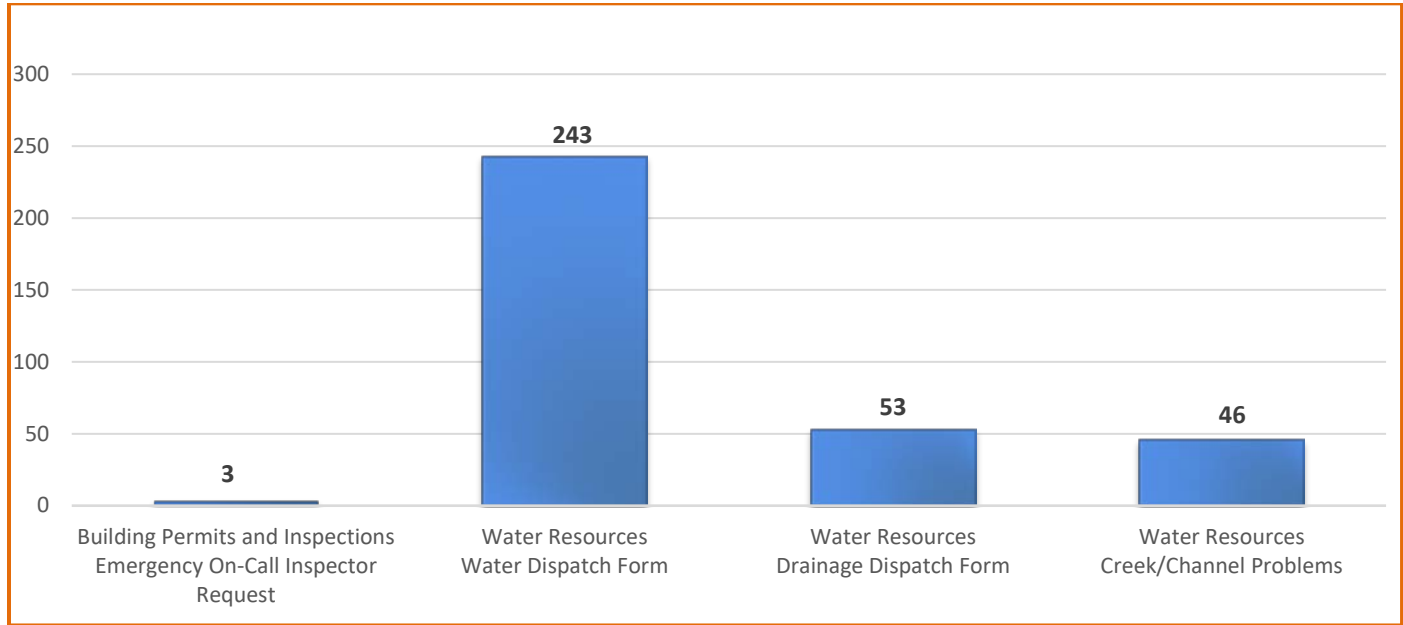
Acronym Glossary

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

**Customer Service Report
October 1, 2020 – October 31, 2020**

Dispatch Services Request

Public Works and Infrastructure



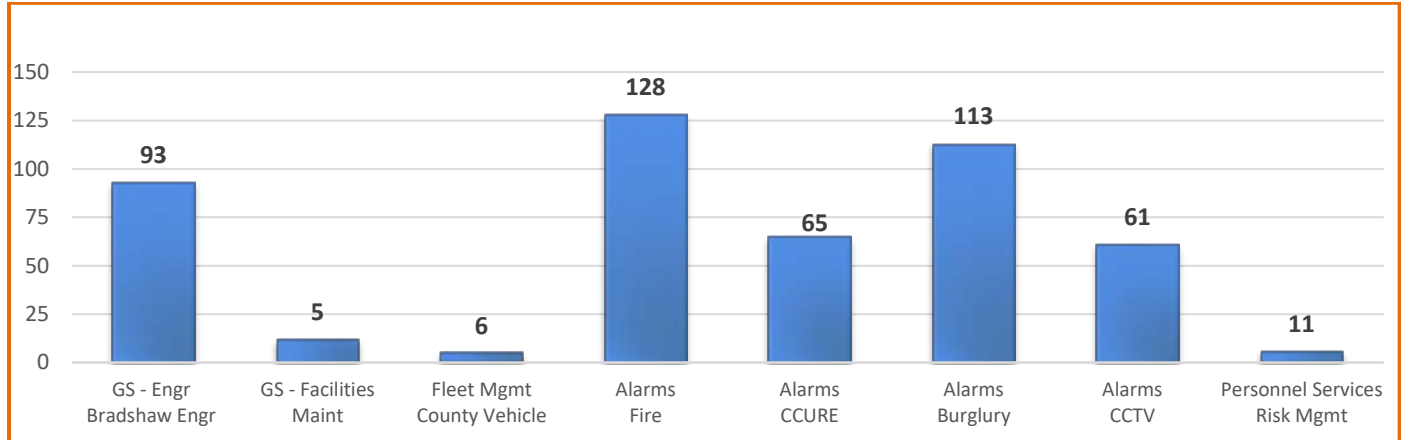
Service Definitions

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.

**Customer Service Report
October 1, 2020 – October 31, 2020**

Dispatch Services Request

Administrative Services



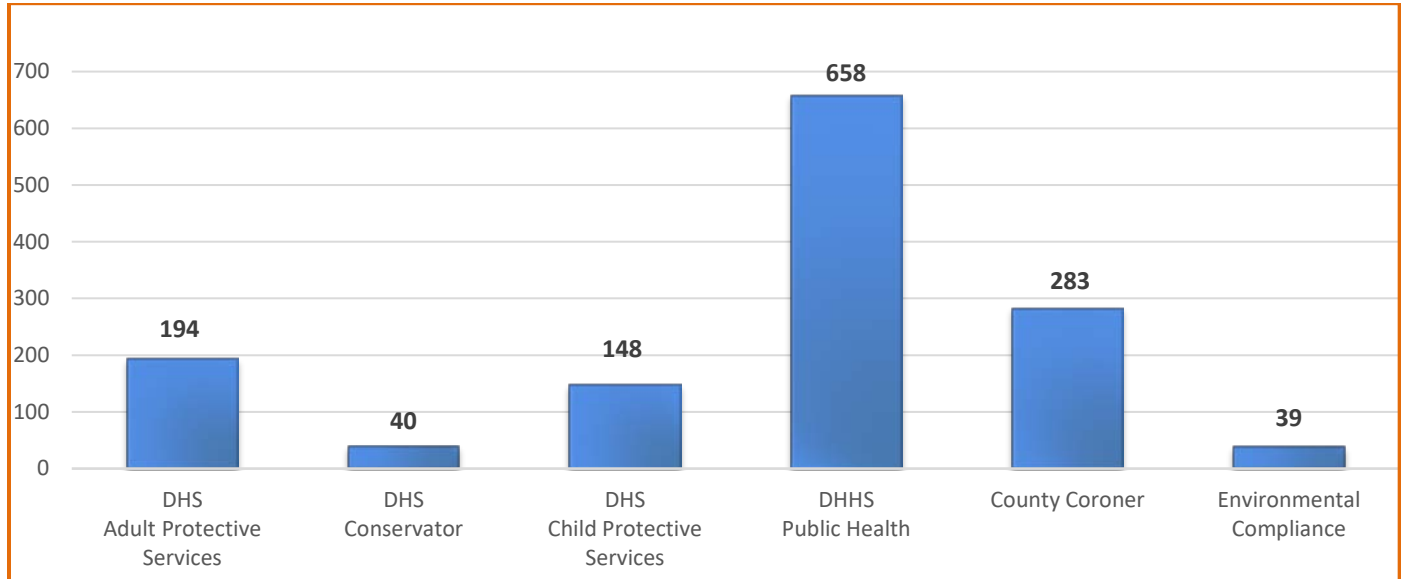
Service Definitions

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
October 1, 2020 – October 31, 2020**

Dispatch Services Request

Social Services



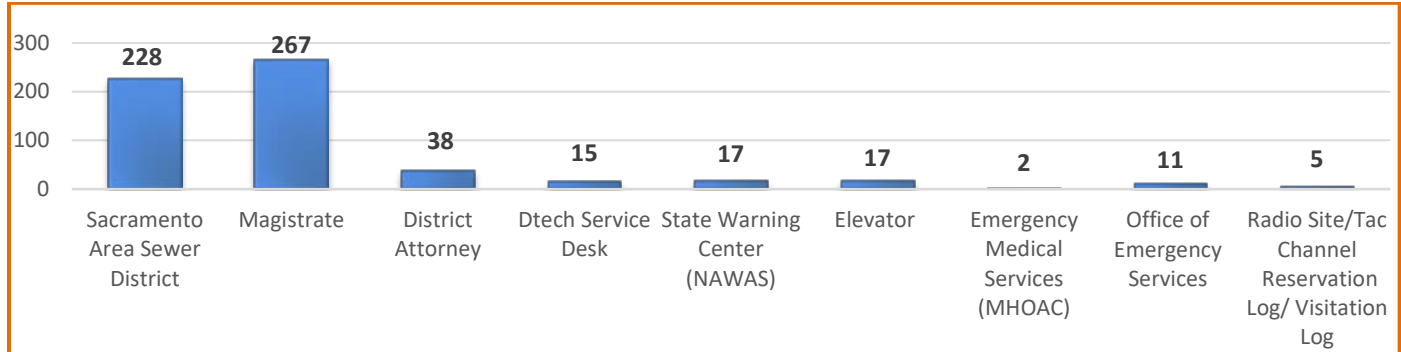
Service Definitions

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
October 1, 2020 – October 31, 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