



MONTHLY CUSTOMER SERVICE REPORT

SERVICE REQUESTS AND STATISTICS

SEPTEMBER 1, 2020 – SEPTEMBER 30 2020



Office of Customer Service

916-875-4311

www.311.saccounty.net

Table of Contents

Department of the Month 1

Monthly Statistics 2

Monthly Top Service Requests by Type Opened 2

Monthly Top Service Requests by Type Closed 3

Cumulative Top Unresolved Service Request Types 3

Service Requests by District 4

Top Service Request Opened by District (/10 requests) 5

Average Number of Days to Close a Service Request 8

Aging of Open Requests 13

Aging by District, Top 5 Service Request Types Open 0-30 Days 13

Aging by District, Top 5 Service Request Types Open 31-60 Days 13

Aging by District, Top 5 Service Request Types Open 61-90 Days 14

Aging by District, Top 5 Service Request Types Open >90 Days 14

Dispatch Services Request 16



Customer Service Report
September 1, 2020 – September 30, 2020

Department of the Month

Department: Office of Planning and Environmental Review

Director: Leighann Moffitt, AICP

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

Mission: Plan and sustain a built and natural environment that is reflective of our diverse population while protecting quality of life, the environment, and promoting equity.

Sections

- **Current Planning Section:** Current Planning processes private Entitlement Applications including staffing 19 public hearing bodies and advisory committees. Staff process approximately 200 entitlement applications and 220 non-discretionary design reviews per year. They coordinate formal pre-application meetings with County departments and potential applicants. Staff also work to implement development of adopted master/specific plan areas such as Elverta, Vineyard Springs, North Vineyard Station, Florin Vineyard, Cordova Hills, Mather and Easton/Glenborough.
- **Environmental Review Section:** Environmental Review is responsible for County compliance with the California Environmental Quality Act (CEQA) for public and private projects. This includes a Mitigation Monitoring and Reporting Program; National Environmental Policy Act (NEPA) compliance for some public projects; assistance with environmental permitting for public agency & infrastructure projects; Tribal Consultation coordination; the County's tree preservation program; and issuance of Endangered Species Act Incidental Take Permits and Clean Water Act 404 authorization under the South Sacramento Habitat Conservation Plan (SSHCP).
- **Long Range and Master Planning Section:** Long Range and Master Planning maintains and implements the County General Plan including the recently adopted Environmental Justice Element and the pending Housing Element. The team is also working on: a Communitywide Climate Action Plan; the Re-envision West Arden Arcade initiative and the Arden Way corridor plan; a multifamily rezone program to meet State mandates; a Fair Housing program; and Successor Agency Administration. Staff oversee the large new Master/Specific Plans including three in the Jackson Highway corridor area (NewBridge, Jackson Township, and West Jackson) and two in Natomas (Grandpark and Upper Westside).
- **Zoning Administration Section:** Zoning Administration provides public information including informal pre-application meetings; plan checks building permits for compliance with the zoning code and project conditions; reviews business licenses against the Zoning Code; and assists Code Enforcement in Zoning Code compliance. Staff oversee the surface mining program under the Surface Mining and Reclamation Act (SMARA); serve as the Zoning Administrator hearing officer; process administrative level permits and entitlements; and maintain, process amendments to, and interpretation of the County Zoning Code.
- **Administrative Services Section:** Administrative Services is responsible for administrative support including budgeting and fiscal services, payroll management, HR liaison, facilities management, clerical support and hearing body support to the Zoning Administrator and Design Review Advisory Committee.

FTE: 55.6 FTE permanent staff budgeted positions.

**Customer Service Report
September 1, 2020 – September 30, 2020**

Monthly Statistics

Number of	
• Service request by calls	15,987
• Service request by mobile application	1,951
• Other	851
Service requests opened	12,154
Informational calls	4,574
Transferred calls	2,064
Service request closed	17,789
Average days to close service request	15

Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	24	237	445	177	78	961
Waste Management/Illegal Dumping	55	254	208	98	80	695
Missed Service/Recycle	11	96	128	63	34	332
Missed Service/Green Waste	3	36	153	50	19	261
Missed Service/Neighborhood Clean	3	49	61	16	33	162
Total	96	672	995	404	244	2,411

Customer Service Report
September 1, 2020 – September 30, 2020

Monthly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	24	216	429	172	75	916
Waste Management/Illegal Dumping	45	207	172	83	74	581
Missed Service/Recycle	11	91	125	57	34	318
Missed Service/Green Waste	3	36	147	50	19	255
Missed Service/Neighborhood	3	45	58	15	30	151
Total	86	595	931	377	232	2,221

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	21	60	50	35	16	182
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	40	164	236	129	91	660

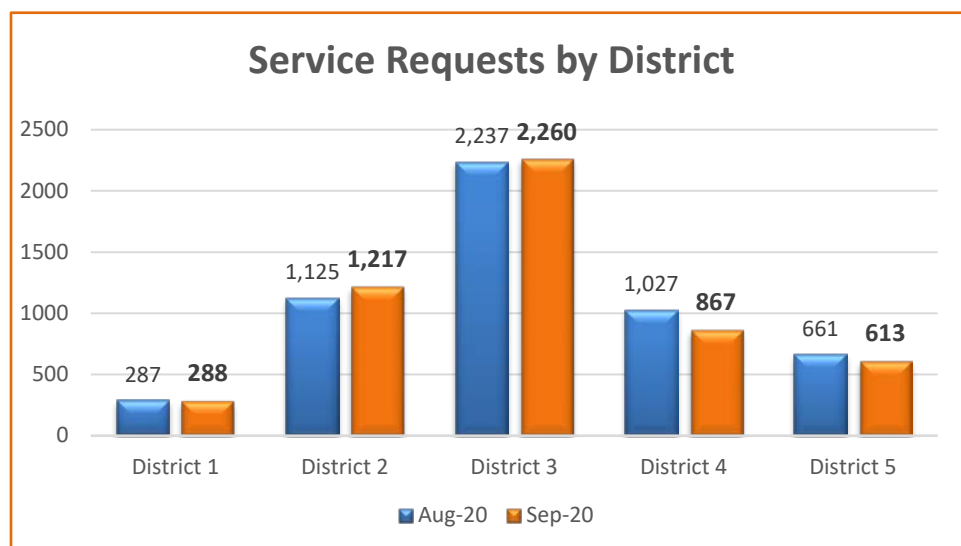
Customer Service Report
September 1, 2020 – September 30, 2020

Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	288
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	1,217
District 3 – Peters <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,260
District 4 – Frost <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	867
District 5 – Nottoli <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	613
Total	5,245

Monthly Comparison: August 2020 vs. September 2020



Customer Service Report
September 1, 2020 – September 30, 2020

Top Service Request Opened by District (>10 requests)

District 1 - Serna	
Waste Management/Illegal Dumping	55
Missed Service/Garbage	24
Regional Parks/Maintenance Request	15
Regional Parks/Illegal Activity	14
Missed Service/Recycle	11
District 2 – Kennedy	
Waste Management/Illegal Dumping	254
Missed Service/Garbage	237
Missed Service/Recycle	96
Missed Service/Neighborhood Clean Up (NCU)	49
Missed Service/Green Waste	36
Transportation/Shopping Cart by Vendor	35
Private Property Complaint/Junk/Rubbish	28
Abandoned Vehicles/Inoperable	23
Animal Care/Stray/Roam	22
Animal Care/Investigation/Barking (Dogs Only)	20
Animal Care/Dead Animal/Roadside	19
Abandoned Vehicles/Wrecked	19
Notify Supervisor/Garbage	18
Abandoned Vehicles/Dismantled	14
Notify Supervisor/Supervisor Dispute NCU	14
Private Property Vehicle/Parked on Lawn	12
Animal Care/Stray/Injured	12
Animal Care/Stray/Sick	11
District 3 – Peters	
Missed Service/Garbage	445
Waste Management/Illegal Dumping	208
Missed Service/Green Waste	153
Missed Service/Recycle	128
Missed Service/Neighborhood Clean Up (NCU)	61
Abandoned Vehicles/Inoperable	55
Private Property Complaint/Junk/Rubbish	48
Animal Care/Investigation/Barking (Dogs Only)	41

**Customer Service Report
September 1, 2020 – September 30, 2020**

Private Property Vehicle/Parked on Lawn	36
Animal Care/Dead Animal/Roadside	30
Pavement/Pothole/Pothole/Chuckhole Repair/Large	30
Animal Care/Dead Animal/Domestic	27
Notify Supervisor/Garbage	27
Animal Care/Wild/Injured	27
Transportation/Shopping Cart by Vendor	25
Encroachment Violation/Basketball Hoop/Garbage Cans	25
Animal Care/Stray/Roam	24
Animal Care/Stray/Injured	22
Pavement/Pothole/Pothole/Chuckhole Repair/Small	20
Animal Care/Dead Animal/Wild	20
Code Enforcement/Zoning/Other	19
Private Property Vehicle/Non-Operable (Commercial Included)	18
Roadway Hazard (Potential for Injury or Damage to Vehicles)	18
Abandoned Vehicles/Wrecked	17
Animal Care/Stray/Sick	16
Sidewalk/Curb, Gutter, and Sidewalk Repair/Lifting	15
Abandoned Vehicles/Dismantled	15
Traffic Investigations/Request/Speedbumps	14
Traffic Signal/All Signals Dark	14
Animal Care/Stray/Confined	13
Animal Care/Investigation/Negligence	13
Regional Parks/Maintenance Request	12
Notify Supervisor/Supervisor Dispute NCU	12
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Construction without Permit	12
Traffic Sign/Non-Emergency/Sign Down	12
Traffic Signal/Flashing Red	12
Private Property Complaint/Vacant, Unmaintained/Residential	11
Street Lights/Light Out	11
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	11
Animal Care/Assist (On-Scene Only)/Police/Sheriff	11
Traffic Signal/Long Red/Short Green	11
Animal Care/Dead Animal/In Traffic	11
Sub-Standard Housing/Other	11

Customer Service Report
September 1, 2020 – September 30, 2020

District 4 – Frost	
Missed Service/Garbage	177
Waste Management/Illegal Dumping	98
Missed Service/Recycle	63
Missed Service/Green Waste	50
Transportation/Graffiti/Sign	24
Private Property Complaint/Junk/Rubbish	20
Abandoned Vehicles/Inoperable	16
Missed Service/Neighborhood Clean Up (NCU)	16
Animal Care/Stray/Injured	14
Animal Care/Investigation/Negligence	14
Sidewalk/Tree Trimming Needed/Roadway	12
Roadway Hazard (Potential for Injury or Damage to Vehicles)	11
Transportation/Shopping Cart by Vendor	11
Animal Care/Investigation/Barking (Dogs Only)	11
Graffiti/Public Right-of-Way/Utility Box	11
District 5 – Nottoli	
Waste Management/Illegal Dumping	80
Missed Service/Garbage	78
Missed Service/Recycle	34
Missed Service/Neighborhood Clean Up (NCU)	33
Animal Care/Stray/Roam	20
Missed Service/Green Waste	19
Private Property Complaint/Junk/Rubbish	18
Animal Care/Assist (On-Scene Only)/Police/Sheriff	12
Animal Care/Dead Animal/Roadside	12
Animal Care/Stray/Traffic	11
Pavement/Pothole/Pothole/Chuckhole Repair/Large	11

Customer Service Report
September 1, 2020 – September 30, 2020

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
Transportation/Shopping Cart by Vendor	76	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
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
Drainage Problems/Illegal/Illicit Discharge	12	0
Animal Care/Dead Animal/Roadside	72	0
Animal Care/License/ Specimen Pick Up/Rabies Specimen Pick-Up	6	0
Animal Care/Stray/Roam	80	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

Customer Service Report
September 1, 2020 – September 30, 2020

Request Type	No. of Request	Avg. Days To Close
Animal Care/Investigation/Bite - NOT Happening NOW	15	0
Animal Care/Investigation/Negligence	48	0
Animal Care/Investigation/Cruelty	31	0
Animal Care/Investigation/Tethered	5	0
Animal Care/Investigation/Kennel	10	0
Tree Complaint/Tree Down/Roadway	8	0
Animal Care/Investigation/Illegal Sales	1	0
Transportation/Hazmat/Needles	6	0
Tree Complaint/Tree Down/Bike Lane	1	0
Barricades/Road Flooding/Barricades/Multiple Lanes	2	1
Tree Complaint/Tree Down/Sidewalk	2	1
Animal Care/Stray/Confined	31	1
Traffic Signal/Light Out/On Corner	2	1
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Addition	1	1
Transportation/Hazmat/BioWaste	1	1
Bridge Complaints/Guardrail/Fence/Median that is not attached to a Bridge/Fence	3	1
Tree Complaint/Tree Obstructing/County Sign	2	1
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)/Missing	5	1
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
Traffic Signal/Light Out/Over Roadway	8	1
Sidewalk/Obstruction (non-vegetation)	1	1
Transportation/Sweeper Request/Sweeper/Nails	1	1
Animal Care/Investigation/Barking (Dogs Only)	79	1
Waste Management/Missed Sweeper Request	12	1
Street Lights/Knock Down	5	1
Traffic Investigations/Request/Sign	2	1
Traffic Signal/All Signals Dark	14	2
Roadway Hazard (Potential for Injury or Damage to Vehicles)	47	2
Street Lights/Light or Pole Damaged	3	2
Regional Parks/Illegal Activity	18	2
Tree Complaint/Broken/Hanging Tree Limb/Roadway	7	2
Traffic Signal/Damaged	4	2
Tree Complaint/Broken/Hanging Tree Limb/Sidewalk	5	2
Traffic Signal/Flashing Red	21	2

**Customer Service Report
September 1, 2020 – September 30, 2020**

Request Type	No. of Request	Avg. Days To Close
Tree Complaint/Tree Obstructing/County Stop Sign	1	2
Sweeper Request/Sweeper/Glass	13	2
Graffiti/Private Property/Utility Box	1	2
Transportation/Hazmat/Unknown Container	3	2
Regional Parks/Illegal Camp/Occupied	8	2
Aggregate Dumping/Trash Pick Up/Homeless Camp/Visual Blight Clean Up	1	2
Sidewalk/Curb, Gutter, and Sidewalk Repair/Cracking	1	2
Street Lights/Cover Missing/Wires Exposed	3	2
Pavement/Pothole/Paving Needs on Street/Alligator Cracking	7	3
Street Lights/Miscellaneous	2	3
Traffic Signal/Pedestrian Signal Inoperative	5	3
Pavement/Pothole/Pothole/Chuckhole Repair/Large	46	3
Missed Service/Green Waste	255	3
Missed Service/Garbage	916	3
Notify Supervisor/Supervisor Dispute NCU	32	3
Notify Supervisor/Green Waste	11	3
Waste Management/Illegal Dumping	576	3
Environmental Health (All Jurisdictions)/Food Facility Complaint	8	3
Notify Supervisor/Garbage	60	3
Transportation/Hazmat/Other	5	3
Traffic Signal/Knock Down	2	3
Traffic Signal/Miscellaneous Issues	1	3
Traffic Signal/Cycling/Detection Problem	14	3
Missed Service/Neighborhood Clean Up (NCU)	151	3
Graffiti/Public Right-of-Way/Utility Box	12	3
Missed Service/Recycle	318	3
Traffic Sign/New Sign Request/Yield	1	3
Priority Housing/No Hot Water	2	3
Pavement/Pothole/Pothole/Chuckhole Repair/Bike Lane	1	3
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	5	4
Street Lights/Lights Out (Group)	5	4
Tree Complaint/Broken/Hanging Tree Limb/Bike Lane	3	4
Regional Parks/Maintenance Request	17	4
Traffic Signal/Long Red/Short Green	13	4
Street Lights/Light Out	26	4
Environmental Compliance/Hazardous Substances	5	4
Street Lights/Cycling On and Off	3	4
Graffiti/Public Right-of-Way/Sidewall	3	4
Landscape/Vegetation/Miscellaneous Vegetation/Tree Calls	4	4

**Customer Service Report
September 1, 2020 – September 30, 2020**

Request Type	No. of Request	Avg. Days To Close
Traffic Investigations/Speeding	1	4
Notify Supervisor/Recycle	18	4
Missed Service/Non-Regular Service/Green Waste	2	4
Pavement/Pothole/Pothole/Chuckhole Repair/Small	34	5
Sidewalk/Curb, Gutter, and Sidewalk Repair/Sinking	1	5
Barricades/Road Flooding/Barricades/Entire Road	1	5
Abandoned Vehicles/Dismantled	35	5
Pavement/Pothole/Sink Hole in Roadway/Roadway	3	5
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	2	5
Sweeper Request/Median Clean Up and Debris Removal/Other	2	5
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Garage Conversion	2	5
Graffiti/Public Right-of-Way/Soundwall	3	5
Sidewalk/Tree Trimming Needed/Sidewalk	1	5
Road Markings/Request for New Legends or Markings	1	5
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	5	6
Pavement/Pothole/Paving Needs on Street/Resurfacing Request	7	6
Street Lights/Light Shield Issue	1	6
Abandoned Vehicles/Inoperable	76	6
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants on Frontages and Roadside	2	6
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	3	6
Regional Parks/Trash and Debris	11	6
Pavement/Pothole/Pavement-Other Unknown Maintenance Needs	3	6
Sidewalk/Curb, Gutter, and Sidewalk Repair/Other	2	6
Graffiti/Private Property/Other	2	6
Abandoned Vehicles/Wrecked	40	6
Graffiti/Public Right-of-Way/Roadway	2	6
Graffiti/Sign	28	6
Tree Complaint/Request/Tree Removal on County Right-of-Way	6	6
Environmental Compliance/Illegal Dumping Unimproved Property	1	6
Traffic Investigations/Request/Parking Restriction	1	6
Graffiti/Private Property/Building	5	7
Traffic Investigations/Request/Speedbumps	22	7
Graffiti/Public Right-of-Way/Other	8	8
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Construction without Permit	14	8
Regional Parks/Other	4	8
Private Property Vehicle/Other	1	8
Landscape/Vegetation/Request/Abate a Visibility Obstruction by Vegetation	2	8

Customer Service Report
September 1, 2020 – September 30, 2020

Request Type	No. of Request	Avg. Days To Close
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	1	8
Sub-Standard Housing/Other	1	9
Traffic Sign/Non-Emergency/Sign Down	15	9
Regional Parks/Illegal Camp/Abandoned	5	9
Barricades/Road End Barricade	1	9
Traffic Sign/New Sign Request/No Parking	1	10
Sweeper Request/Median Clean Up and Debris Removal/Center	1	10
Pavement/Pothole/Paving Needs on Street/Pavement Broken	4	10
Zoning/Fence Residential/Fence Condition	1	12
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Remodel	3	12
Traffic Investigations/Traffic Safety Related Issues	2	12
Graffiti/Public Right-of-Way/Fence	1	12
Priority Housing/Surfacing Sewage	1	12
Private Property Vehicle/Non-Operable (Commercial Included)	6	13
Tree Complaint/Request/Abate a Visibility Obstruction by Tree(s)	1	13
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Fence-Retaining Wall	1	16
Private Property Complaint/Junk/Rubbish	10	16
Building Permits & Inspections (BPI)/Fence/Retaining Wall/Fence over 7 feet tall	4	16
Traffic Sign/Non-Emergency/Sign Missing	5	16
Private Property Vehicle/Parked on Lawn	10	16
Transportation/Ditches/Culverts/Ditch Cleaning	2	17
Zoning/Cannabis (If wish to remain anonymous must refer to Sheriff's Dept.)	3	17
Code Enforcement/Zoning/Other	3	17
Private Property Complaint/Vacant, Unmaintained/Residential	6	18

**Customer Service Report
September 1, 2020 – September 30, 2020**

Aging of Open Requests

Days	Count
<30	1,003
31 to 60	365
61 to 90	355
>91	856

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	10	47	36	15	6	114
Private Property Complaint/Junk/Rubbish	3	25	40	19	18	105
Private Property Complaint/Parked on Lawn	1	12	27	6	6	52
Missed Service/Garbage	0	22	19	5	3	49
Encroachment Violation/Basketball Hoop/Garbage	3	6	27	5	3	44
Total	17	112	149	50	36	364

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

Type	District 1	District 2	District 3	District 4	District 5	Total
Encroachment Violation/Basketball Hoop/Garbage	4	10	20	10	16	60
Private Property Complaint/Junk/Rubbish	6	22	15	6	6	55
Code Enforcement/Zoning/Other	0	7	7	6	3	23
Private Property Complaint/Parked on Lawn	2	4	8	2	4	20
Private Property Vehicle/Non-Operable	0	5	5	3	3	16
Total	12	48	55	27	32	174

**Customer Service Report
September 1, 2020 – September 30, 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
Encroachment Violation/ Basketball Hoop/Garbage Can	10	22	16	8	8	64
Private Property Complaint/Junk/Rubbish	2	17	13	8	6	46
Environmental Health (All Jurisdictions)/Food Facility Complaint	4	3	2	4	3	16
Code Enforcement/Zoning/ Other	1	1	5	3	3	13
Landscape/Vegetation/Request/ Abate Debris or Vegetation on Sidewalk/Pedwalks/County Bike Trails	1	4	5	1	1	12
Total	18	47	41	24	21	151

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	0	24	34	19	4	81
Environmental Health (All Jurisdictions)/Food Facility Complaint	12	14	13	8	4	51
Regional Parks/Illegal Camp/Occupied	12	0	18	3	15	48
Private Property Complaint/Junk/Rubbish	7	22	22	20	5	76
Encroachment Violation/Other Encroachment Types/Other	1	4	22	11	2	40
Total	32	64	109	61	30	296

**Customer Service Report
September 1, 2020 – September 30, 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.

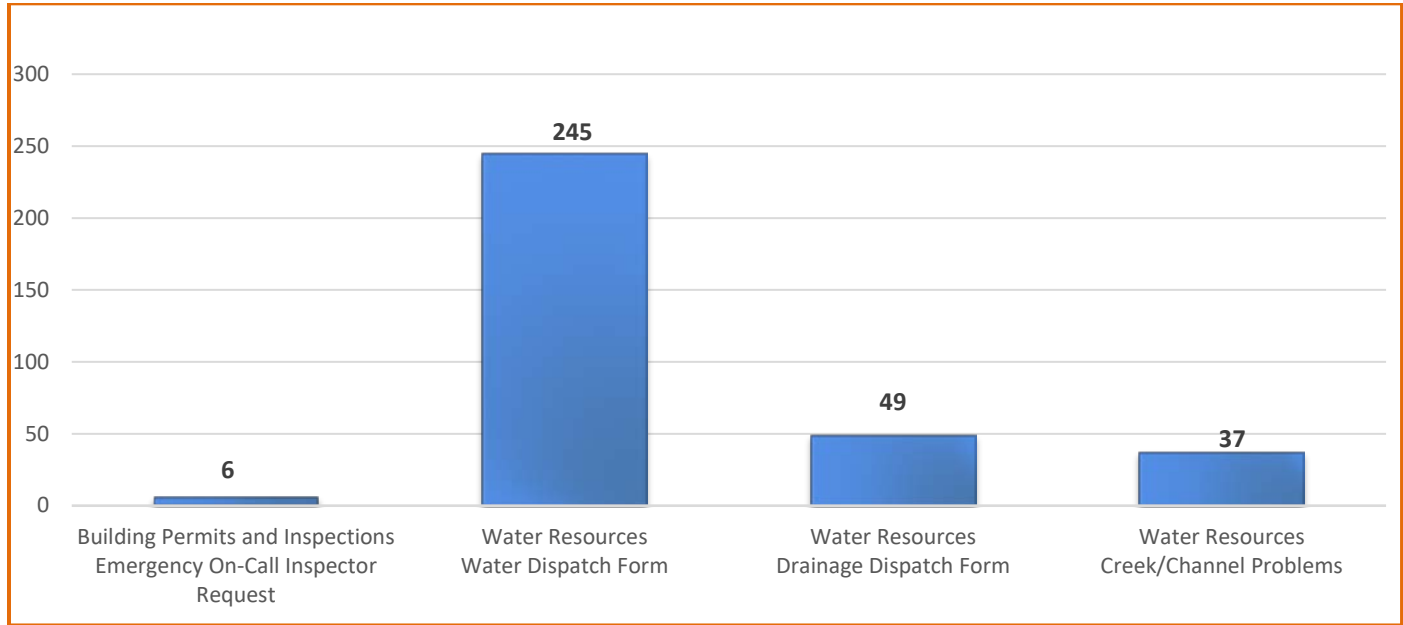
Acronym Glossary

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
September 1, 2020 – September 30, 2020**

Dispatch Services Request

Public Works and Infrastructure



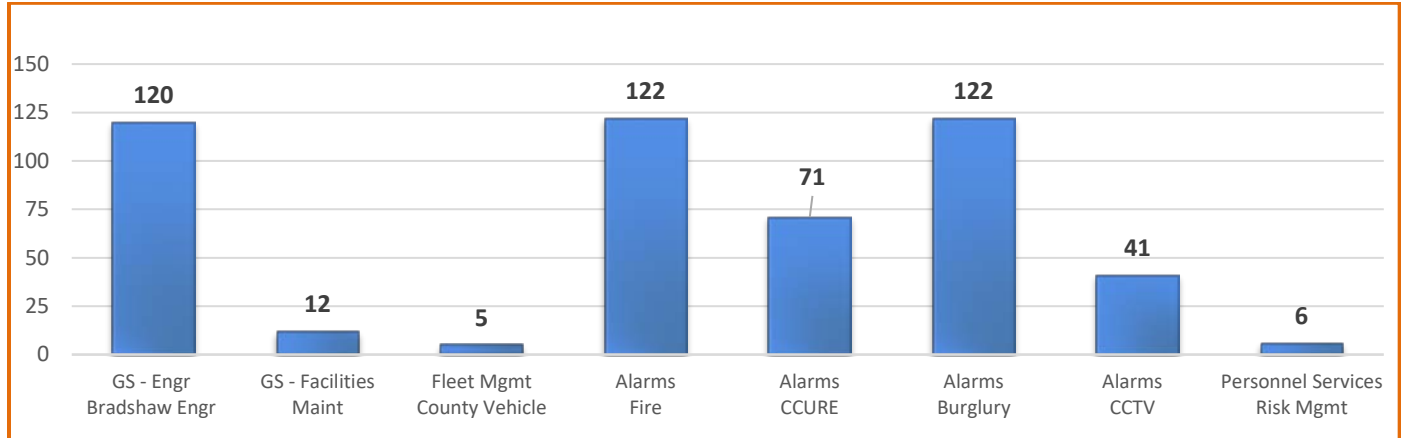
Service Definitions

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
September 1, 2020 – September 30, 2020**

Dispatch Services Request

Administrative Services



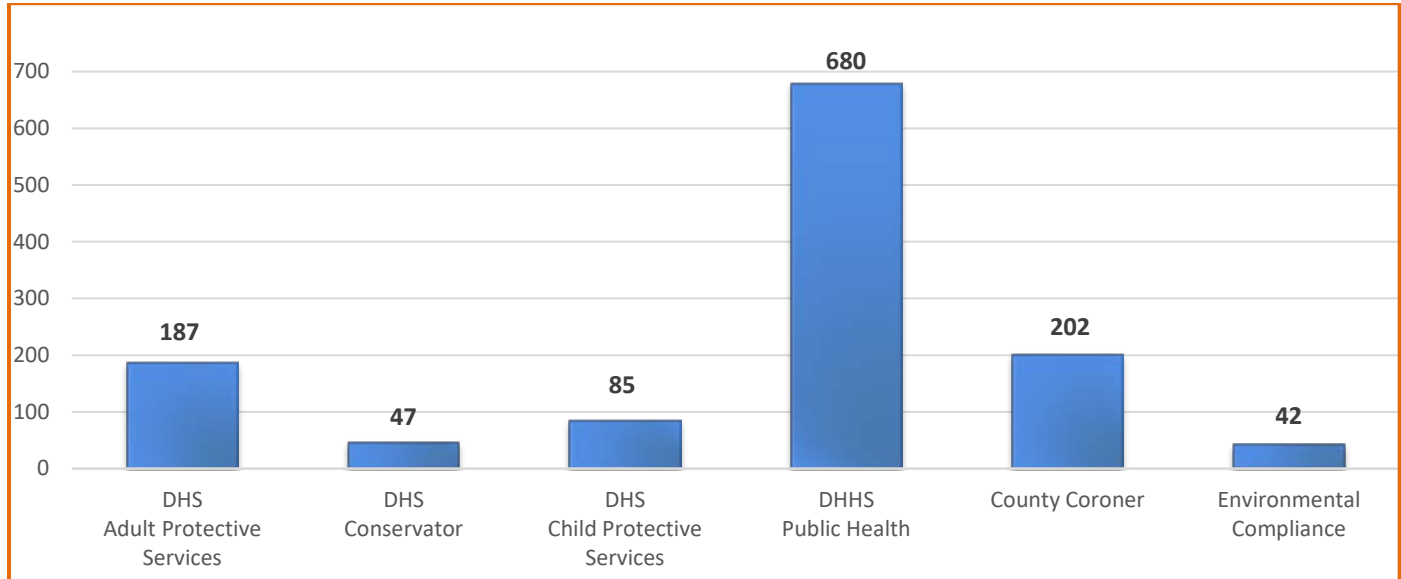
Service Definitions

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
September 1, 2020 – September 30, 2020**

Dispatch Services Request

Social Services



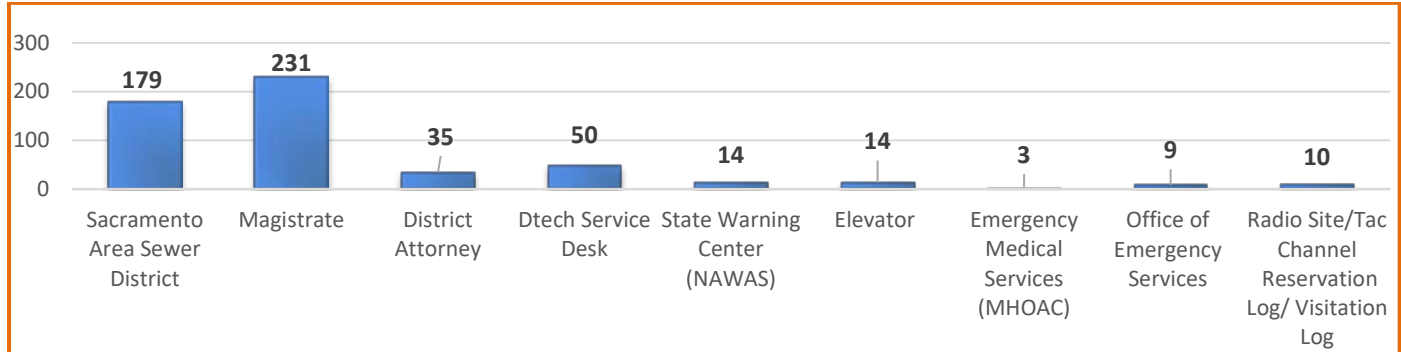
Service Definitions

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
September 1, 2020 – September 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