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**Customer Service Report**  
**April 1, 2021 – April 30, 2021**

**Department of the Month**

**Department/Division:** Office of Customer Service | 311

**Division Chief:** Deidre Andrus

**Website:** <https://311.saccounty.net>

**Mission:** To provide residents, businesses, and visitors with transparent access to all Sacramento County services and information in a timely and efficient manner, while providing superior customer service.

**Primary Responsibilities:**

- Provide customers with information on behalf of Sacramento County
- Record issues/complaints pertaining to services provided by Sacramento County
- Electronically forward service requests to departments that are responsible for taking appropriate action
- Follow-up with departments to determine what action has been taken and inform callers what actions were taken on their service requests
- Furnish statistics regarding services that have been provided and areas of improvement

**Sections**

- **Overview:** Sacramento County 311 is a simple, three-digit number to call for help with almost any non-emergency issue in Unincorporated Sacramento County. Customer Service Representatives are available 24 hours a day, 7 days a week 365 days a year to assist with submitting any of the available service request types offered by the County. Sac County 311 also maintains a Knowledge database that helps citizens locate information about County Departments, Offices, and services. Contact 311 by phone, email, mobile application, or by using the customer web portal at [www.311.saccounty.net](http://www.311.saccounty.net)
- **County Communications Center:** The Sacramento County 311 Communications Center provides dispatch services for departments that do not have public-facing telephone lines. After regular business hours, 311 generates service requests on behalf of most departments and provides 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.
- **Sacramento County 311:** Responsible for answering, screening, and processing over 25,000 monthly citizen contacts by phone, email, and web portal. 311 agents answer citizen questions; provide information or forward issues directly to the responsible department. The 311 Leadership Team meets regularly with servicing departments to ensure continuous improvement and excellent service quality. 311 also maintains a robust and up-to-date Knowledge Base and web portal for customer self-service use.

**FTE:** 311 has twenty (20) FTE budgeted positions and fifteen (15) intermittent staff

**Customer Service Report  
April 1, 2021 – April 30, 2021**

**Monthly Statistics**

Number of	
• Service request by Calls	17,288
• Service request by Mobile application	1,828
• Other	743
Service requests opened	19,859
Informational calls	4,480
Transferred calls	6,883
Service requests closed	19,161
Average days to close service requests	10

**Monthly Top Service Requests by Type Opened**

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	20	260	476	219	92	1,067
Waste Management/Illegal Dumping	42	204	192	81	117	636
Missed Service/Recycle	4	115	155	100	39	413
Missed Service/Green Waste	11	36	169	71	29	316
Investigation/Barking (Dogs Only)	4	32	93	29	20	178
<b>Total</b>	<b>81</b>	<b>647</b>	<b>1,085</b>	<b>500</b>	<b>297</b>	<b>2,610</b>

**Customer Service Report  
April 1, 2021 – April 30, 2021**

**Monthly Top Service Requests by Type Closed**

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	20	260	476	219	92	1,067
Waste Management/Illegal Dumping	42	203	191	81	113	630
Missed Service/Recycle	4	115	155	100	39	413
Missed Service/Green Waste	11	36	168	71	29	315
Investigation/Barking (Dogs Only)	4	32	93	29	20	178
<b>Total</b>	<b>81</b>	<b>646</b>	<b>1,083</b>	<b>500</b>	<b>293</b>	<b>2,603</b>

**Cumulative Top Unresolved Service Request Types**

Type	District 1	District 2	District 3	District 4	District 5	Total
Private Property Complaint/Junk/Rubbish	3	18	34	23	3	81
Private Property Vehicle/Parked on Lawn	3	10	21	16	2	52
Code Enforcement/Zoning/Other	3	10	19	8	7	47
Environmental Health (All Jurisdictions)/Food Facility Complaint	5	9	4	8	2	28
Private Property Complaint/Vacant, Unmaintained/Residential	0	4	15	8	1	28
<b>Total</b>	<b>14</b>	<b>51</b>	<b>93</b>	<b>63</b>	<b>15</b>	<b>236</b>

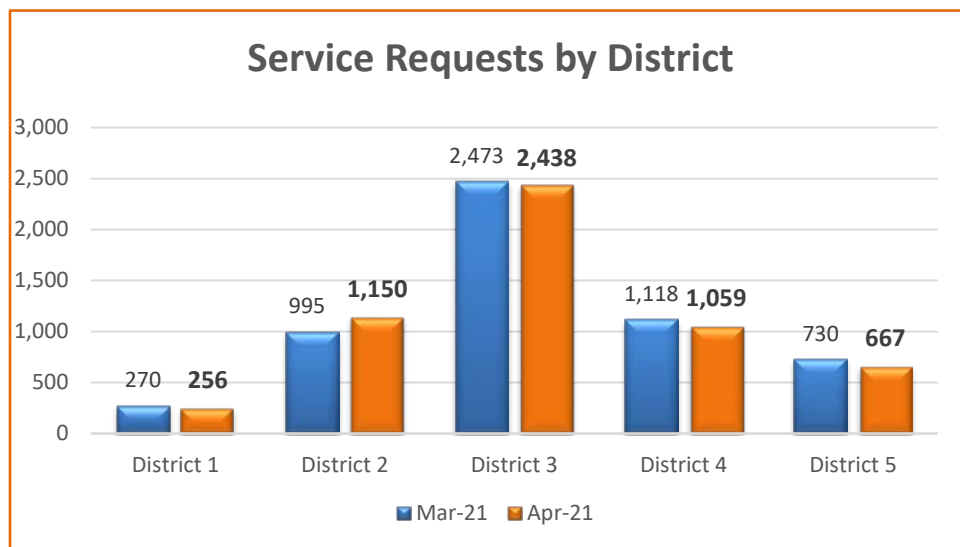
**Board of Supervisor District Information**

**Customer Service Report  
April 1, 2021 – April 30, 2021**

**Service Requests by District**

District	Count
<b>District 1 – Serna</b> <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	256
<b>District 2 – Kennedy</b> <i>(Parkway, Lemon Hill, Florin)</i>	1,150
<b>District 3 – Desmond</b> <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,438
<b>District 4 – Frost</b> <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	1,059
<b>District 5 – Nottoli</b> <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	667
<b>Total</b>	<b>5,570</b>

**Monthly Comparison: March 2021 vs. April 2021**



**Customer Service Report  
April 1, 2021 – April 30, 2021**

**Top Service Request Opened by District (> 10 requests)**

<b>District 1 - Serna</b>	
Waste Management/Illegal Dumping	42
Regional Parks/Trash and Debris	21
Missed Service/Garbage	20
Missed Service/Green Waste	11
<b>District 2 – Kennedy</b>	
Missed Service/Garbage	260
Waste Management/Illegal Dumping	204
Missed Service/Recycle	115
Missed Service/Green Waste	36
Animal Care/Investigation/Barking (Dogs Only)	32
Missed Service/Neighborhood Clean Up (NCU)	28
Abandoned Vehicles/Inoperable	23
Private Property Complaint/Junk/Rubbish	20
Notify Supervisor/Garbage	19
Transportation/Shopping Cart by Vendor	16
Code Enforcement/Zoning/Other	15
Animal Care/Dead Animal/Roadside	14
Animal Care/Owned/Nuisance (No Cats)	14
Animal Care/Stray/Roam	13
Animal Care/Stray/Sick	13
Animal Care/Owned/Aggressive/NOT Happening NOW	13
Abandoned Vehicles/Dismantled	13
Private Property Vehicle/Parked on Lawn	12
Animal Care/Stray/Injured	11
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	11
<b>District 3 – Desmond</b>	
Missed Service/Garbage	476
Waste Management/Illegal Dumping	192
Missed Service/Green Waste	169
Missed Service/Recycle	155
Animal Care/Investigation/Barking (Dogs Only)	93
Pavement/Pothole/Pothole/Chuckhole Repair/Large	63
Private Property Complaint/Junk/Rubbish	49
Abandoned Vehicles/Inoperable	43

**Customer Service Report  
April 1, 2021 – April 30, 2021**

Notify Supervisor/Garbage	43
Animal Care/Wild/Injured	42
Animal Care/Dead Animal/Domestic	36
Animal Care/Stray/Roam	35
Pavement/Pothole/Pothole/Chuckhole Repair/Small	33
Missed Service/Neighborhood Clean Up (NCU)	32
Animal Care/Dead Animal/Wild	31
Private Property Vehicle/Parked on Lawn	30
Abandoned Vehicles/Dismantled	28
Animal Care/Dead Animal/Roadside	25
Code Enforcement/Zoning/Other	25
Roadway Hazard (Potential for Injury or Damage to Vehicles)	23
Transportation/Shopping Cart by Vendor	22
Animal Care/Investigation/Cruelty	21
Traffic Signal/Flashing Red	21
Animal Care/Dead Animal/In Traffic	20
Regional Parks/Trash and Debris	20
Animal Care/Investigation/Negligence	19
Abandoned Vehicles/Wrecked	19
Animal Care/Stray/Injured	19
Animal Care/Stray/Sick	17
Encroachment Violation/Basketball Hoop/Garbage Cans	17
Private Property Complaint/Vacant, Unmaintained/Residential	17
Street Lights/Light Out	16
Traffic Investigations/Request/Speedbumps	16
Animal Care/Owned/Aggressive/NOT Happening NOW	16
Animal Care/Owned/Nuisance (No Cats)	16
Traffic Sign/Non-Emergency/Sign Down	15
Notify Supervisor/Recycle	14
Animal Care/Stray/Traffic	12
Animal Care/Stray/Confined	12
Sidewalk/Curb, Gutter, and Sidewalk Repair/Tripping Hazard	11
Sweeper Request/Sweeper/Glass	11
Traffic Signal/Long Red/Short Green	11
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	11

**Customer Service Report  
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<b>District 4 – Frost</b>	
Missed Service/Garbage	219
Missed Service/Recycle	100
Waste Management/Illegal Dumping	81
Missed Service/Green Waste	71
Animal Care/Investigation/Barking (Dogs Only)	29
Private Property Complaint/Junk/Rubbish	26
Private Property Vehicle/Parked on Lawn	17
Animal Care/Investigation/Negligence	16
Pavement/Pothole/Pothole/Chuckhole Repair/Large	15
Missed Service/Neighborhood Clean Up (NCU)	15
Pavement/Pothole/Pothole/Chuckhole Repair/Small	14
Animal Care/Dead Animal/Domestic	14
Abandoned Vehicles/Inoperable	14
Animal Care/Owned/Aggressive/NOT Happening NOW	14
Animal Care/Stray/Roam	13
Animal Care/Wild/Injured	13
Code Enforcement/Zoning/Other	13
Transportation/Graffiti/Sign	13
Animal Care/Dead Animal/Roadside	8+
Notify Supervisor/Garbage	12
Animal Care/Owned/Nuisance (No Cats)	11
Waste Management/Calendar Request	11
Street Lights/Light Out	11
<b>District 5 – Nottoli</b>	
Waste Management/Illegal Dumping	117
Missed Service/Garbage	92
Missed Service/Recycle	39
Missed Service/Green Waste	29
Animal Care/Stray/Roam	23
Animal Care/Investigation/Barking (Dogs Only)	20
Animal Care/Stray/Injured	17
Abandoned Vehicles/Inoperable	14
Missed Service/Neighborhood Clean Up (NCU)	14
Animal Care/Owned/Nuisance (No Cats)	12



**Customer Service Report  
April 1, 2021 – April 30, 2021**

**Average Number of Days to Close a Service Request**

<b>Request Type</b>	<b>No. of Request</b>	<b>Avg. Days To Close</b>
Animal Care/Rescue/Structure	1	0
Animal Care/Rescue/Vehicle	1	0
Animal Care/Investigation/Animal Left in Vehicle	6	0
Animal Care/Stray/Trapped	1	0
Animal Care/Assist (On-Scene Only)/Fire	5	0
Animal Care/Wild/Aggressive/Happening NOW	8	0
Animal Care/Rescue/Tree	1	0
Transportation/Shopping Cart by Vendor	45	0
Animal Care/Rescue/Other	6	0
Animal Care/Owned/Aggressive/Happening NOW	21	0
Animal Care/Investigation/Bite - Happening NOW	5	0
Animal Care/Assist (On-Scene Only)/Animal Control Agency	1	0
Animal Care/Rescue/Drain	9	0
Animal Care/Wild/Traffic	7	0
Animal Care/Stray/Vet/Business Confined	4	0
Animal Care/Stray/Tied	6	0
Animal Care/Wild/Confined	5	0
Animal Care/Stray/Traffic	23	0
Animal Care/Stray/Aggressive/Happening NOW	21	0
Animal Care/Rescue/Fence	5	0
Building Permits & Inspections (BPI)/Fence/Retaining Wall/Pool Fence/No Fence	1	0
Animal Care/Stray/Sick	43	0
Animal Care/Wild/Injured	72	0
Animal Care/Stray/Aggressive/NOT Happening NOW	4	0
Animal Care/Investigation/Abandoned Animal	12	0
Animal Care/Stray/Injured	58	0
Animal Care/Wild/Vet/Business Confined	3	0
Animal Care/Wild/Roam	9	0
Animal Care/Dead Animal/Domestic	72	0
Animal Care/Rescue/Building	2	0
Waste Management/Calendar Request	20	0
Animal Care/Investigation/Import	2	0
Animal Care/Wild/Sick	22	0
Animal Care/Dead Animal/In Traffic	37	0
Animal Care/Dead Animal/Roadside	65	0
Animal Care/Investigation/Cruelty	39	0
Traffic Investigations/Speeding	3	0
Animal Care/Stray/Roam	89	0

**Customer Service Report**  
**April 1, 2021 – April 30, 2021**

Request Type	No. of Request	Avg. Days To Close
Animal Care/Investigation/Tethered	15	0
Animal Care/Assist (On-Scene Only)/Police/Sheriff	21	0
Pavement/Pothole/Pavement-Other Unknown Maintenance Needs	1	0
Private Property Complaint/Rooster (in Residential Zone)	1	0
Missed Service/Over Flow	1	0
Sub-Standard Housing/Plumbing	1	0
Animal Care/Owned/Aggressive/NOT Happening NOW	51	0
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/HVAC Change Out	1	0
Missed Service/Non-Regular Service/Green Waste	1	0
Animal Care/Investigation/Illegal Sales	3	0
Animal Care/Investigation/Barking (Dogs Only)	178	0
Traffic Signal/Loose	1	0
Animal Care/Owned/Nuisance (No Cats)	58	0
Animal Care/Investigation/Kennel	10	0
Priority Housing/VOA (Vacant, Open, Accessible) Properties	2	1
Animal Care/Owned/Animal Feces Complaint	5	1
Graffiti/Obscene/Private	1	1
Animal Care/Investigation/Negligence	55	1
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)/Missing	2	1
Animal Care/Dead Animal/Wild	43	1
Animal Care/Investigation/Bite - NOT Happening NOW	23	1
Building Permits & Inspections (BPI)/Fence/Retaining Wall/Fence too close to building	1	1
Graffiti/Private Property/Soundwall	1	1
Traffic Signal/Miscellaneous Issues	3	1
Animal Care/Stray/Confined	30	1
Sidewalk/Curb, Gutter, and Sidewalk Repair/Tripping Hazard	2	1
Missed Service/Non-Regular Service/Garbage	5	1
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)/Down	9	1
Tree Complaint/Tree Down/Roadway	4	1
Graffiti/Public Right-of-Way/Soundwall	1	1
Pavement/Pothole/Sink Hole in Roadway/Shoulder	1	1
Transportation/Hazmat/Hydraulic Spill	3	1
Animal Care/License/ Specimen Pick Up/Rabies Specimen Pick-Up	4	1
Waste Management/Missed Sweeper Request	10	1
Notify Supervisor/Recycle	32	1
Bridge Complaints/Guardrail/Fence/Median that is not attached to a Bridge/Fence	1	1
Barricades/Road End Barricade	2	1
Traffic Signal/Turned Signal Head	1	1

**Customer Service Report  
April 1, 2021 – April 30, 2021**

Request Type	No. of Request	Avg. Days To Close
Graffiti/Private Property/Other	2	2
Sweeper Request/Median Clean Up and Debris Removal/Intersection	1	2
Notify Supervisor/Green Waste	17	2
Missed Service/Neighborhood Clean Up (NCU)	92	2
Graffiti/Public Right-of-Way/Utility Box	5	2
Priority Housing/Surfacing Sewage	2	2
Graffiti/Public Right-of-Way/Other	8	2
Notify Supervisor/Supervisor Dispute NCU	24	2
Street Lights/Light or Pole Damaged	3	2
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Remodel	2	2
Missed Service/Recycle	413	2
Traffic Sign/New Sign Request/Other	2	2
Missed Service/Green Waste	315	2
Barricades/Road Flooding/Barricades/Entire Road	1	2
Barricades/Road Flooding/Barricades/Multiple Lanes	1	2
Priority Housing/Lack of Utilities (Gas/Water/Electric/Sewer)	1	2
Missed Service/Garbage	1,067	2
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Shed	10	3
Tree Complaint/Broken/Hanging Tree Limb/Roadway	6	3
Waste Management/Illegal Dumping	630	3
Notify Supervisor/Garbage	84	3
Regional Parks/Other	1	3
Sweeper Request/Sweeper/Glass	14	3
Building Permits & Inspections (BPI)/Fence/Retaining Wall/Fence over 7 feet tall	4	3
Graffiti/Private Property/Fence	3	3
Traffic Signal/Light Out/Over Roadway	2	3
Tree Complaint/Request/Tree Removal on County Right-of-Way	4	3
Sidewalk/Curb, Gutter, and Sidewalk Repair/Cracking	2	3
Transportation/Hazmat/Unknown Container	3	3
Graffiti/Public Right-of-Way/Sidewall	1	3
Transportation/Graffiti/Sign	16	3
Private Property Vehicle/Occupied Mobile Homes/Trailers	2	3
Regional Parks/Illegal Activity	10	4
Bridge Complaints/Guardrail/Fence/Median that is not attached to a Bridge/Other	1	4
Street Lights/Lights Out (Group)	3	4
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Addition	4	4

**Customer Service Report  
April 1, 2021 – April 30, 2021**

Request Type	No. of Request	Avg. Days To Close
Tree Complaint/Broken/Hanging Tree Limb/Sidewalk	3	4
Building Permits & Inspections (BPI)/Fence/Retaining Wall/Without a Permit	2	4
Transportation/Hazmat/Other	4	4
Street Lights/Knock Down	3	4
Traffic Signal/Flashing Red	27	4
Environmental Compliance/Hazardous Substances	6	4
Transportation/Hazmat/Needles	3	4
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Construction without Permit	20	4
Sidewalk/Obstruction (non-vegetation)	1	4
Roadway Hazard (Potential for Injury or Damage to Vehicles)	45	4
Pavement/Pothole/Paving Needs on Street/Alligator Cracking	2	4
Street Lights/Light Out	36	4
Landscape/Vegetation/Weed Abatement	2	4
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants on Frontages and Roadside	2	4
Abandoned Vehicles/Dismantled	57	5
Street Lights/Cover Missing/Wires Exposed	5	5
Regional Parks/Maintenance Request	17	5
Aggregate Dumping/Trash Pick Up/Debris Blocking Roadway/Sidewalk (Non-Vegetation)	4	5
Road Markings/Road Lines/ Edge Lines/Legends Missing or Faded	2	5
Street Lights/Cycling On and Off	2	5
Abandoned Vehicles/Inoperable	92	5
Traffic Sign/Non-Emergency/Sign Down	27	5
Sweeper Request/Median Clean Up and Debris Removal/Center	1	6
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	2	6
Regional Parks/Illegal Camp/Occupied	6	6
Traffic Investigations/Request/Speedbumps	14	6
Abandoned Vehicles/Wrecked	35	6
Sweeper Request/Sweeper/Spill in Roadway	7	6
Graffiti/Public Right-of-Way/Roadway	1	6
Street Lights/Miscellaneous	2	6
Sidewalk/Curb, Gutter, and Sidewalk Repair/Other	2	6
Traffic Signal/Long Red/Short Green	23	7
Traffic Sign/New Sign Request/No Parking	1	7
Traffic Signal/All Signals Dark	5	7
Street Lights/Dim	1	7
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Garage Conversion	2	7

**Customer Service Report**  
**April 1, 2021 – April 30, 2021**

Request Type	No. of Request	Avg. Days To Close
Traffic Sign/Non-Emergency/Sign Missing	4	7
Tree Complaint/Request/Arden Park Ash Tree Removal and Replacement Program	1	7
Sidewalk/Curb, Gutter, and Sidewalk Repair/Lifting	1	7
Regional Parks/Trash and Debris	44	8
Pavement/Pothole/Pothole/Chuckhole Repair/Large	65	8
Tree Complaint/Request/Abate a Visibility Obstruction by Tree(s)	2	8
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	15	8
Pavement/Pothole/Pothole/Chuckhole Repair/Small	40	8
Pavement/Pothole/Sink Hole in Roadway/Roadway	4	8
Landscape/Vegetation/Request/Abate Debris or Vegetation on Sidewalks/Pedwalks/County Bike Trails	8	8
Pavement/Pothole/Paving Needs on Street/Pavement Broken	3	8
Traffic Signal/Pedestrian Signal Inoperative	9	8
Aggregate Dumping/Trash Pick Up/Homeless Camp/Visual Blight Clean Up	2	9
Sidewalk/Tree Trimming Needed/Roadway	5	9
Landscape/Vegetation/Miscellaneous Vegetation/Tree Calls	4	9
Environmental Health (All Jurisdictions)/Food Facility Complaint	8	9
Traffic Signal/Light Out/On Corner	3	9
Traffic Investigations/Traffic Safety Related Issues	3	10
Encroachment Violation/Basketball Hoop/Garbage Cans	19	11
Encroachment Violation/Other Encroachment Types/Visibility	1	11
Regional Parks/Illegal Camp/Abandoned	4	11
Traffic Signal/Cycling/Detection Problem	18	11
Zoning/Fence Residential/Missing Fence	2	11
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	1	11
Traffic Signal/Damaged	4	12
Zoning/Occupied Out-Building	3	12
Private Property Vehicle/Non-Operable (Commercial Included)	5	13
Private Property Vehicle/Other	1	14
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	4	14
Encroachment Violation/Other Encroachment Types/Other	6	15
Pavement/Pothole/Paving Needs on Street/Other	1	15
Sidewalk/Tree Trimming Needed/Sidewalk	2	16
Landscape/Vegetation/Cleaning of Vegetation and Debris from Soundwall	1	16
Code Enforcement/Zoning/Other	16	17
Private Property Complaint/Junk/Rubbish	20	17

**Customer Service Report**  
**April 1, 2021 – April 30, 2021**

Request Type	No. of Request	Avg. Days To Close
Private Property Complaint/Illegal Signage/Other	1	18
Private Property Complaint/Overflowing Dumpster	1	19
Zoning/Mobile Home Zoning Complaint	1	19
Zoning/Bee Keeping	1	19
Zoning/10K SQ FT or Smaller-Small Farm Animals	2	20
Private Property Vehicle/Parked on Lawn	13	20
Private Property Complaint/Vacant, Unmaintained/Residential	4	22
Priority Housing/Collapsing Building Roof or Ceiling	1	26
Sub-Standard Housing/Rodent Harborage	1	28
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	1	30
Private Property Complaint/Vacant, Unmaintained/Commercial	1	31

**Customer Service Report  
April 1, 2021 – April 30, 2021**

**Aging of Open Requests**

Days	Count
<30	908
31 to 60	303
61 to 90	211
>91	787

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

Type	District 1	District 2	District 3	District 4	District 5	Total
Private Property Complaint/Junk/Rubbish	4	24	37	21	5	91
Waste Management/Illegal Dumping	4	12	18	8	18	60
Private Property Complaint/Parked on Lawn	3	11	22	16	2	54
Code Enforcement/Zoning/Other	3	8	25	8	6	50
Missed Service/Garbage	0	4	14	5	25	48
<b>Total</b>	<b>14</b>	<b>59</b>	<b>116</b>	<b>58</b>	<b>56</b>	<b>303</b>

**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	9	12	9	7	39
Code Enforcement/Zoning/Other	0	6	8	9	4	27
Private Property Complaint/Parked on Lawn	1	2	4	5	6	18
Sidewalk/Curb, Gutter, and Sidewalk Repair/Tripping Hazard	0	0	13	1	0	14
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up	2	3	4	0	2	11
<b>Total</b>	<b>5</b>	<b>20</b>	<b>41</b>	<b>24</b>	<b>19</b>	<b>109</b>

**Customer Service Report  
April 1, 2021 – April 30, 2021**

**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	0	11	10	8	6	35
Code Enforcement/Zoning/Other	1	4	4	4	3	16
Private Property Complaint/Parked on Lawn	0	2	6	0	3	11
Sidewalk/Curb, Gutter, and Sidewalk Repair/Tripping Hazard	0	1	6	1	0	8
Environmental Health (All Jurisdictions)/Food Facility Complaint	4	1	2	0	0	7
<b>Total</b>	<b>5</b>	<b>19</b>	<b>28</b>	<b>13</b>	<b>12</b>	<b>77</b>

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

Type	District 1	District 2	District 3	District 4	District 5	Total
Environmental Health (All Jurisdictions)/Food Facility Complaint	31	46	24	24	21	146
Private Property Complaint/Junk/Rubbish	4	16	23	16	11	70
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	2	5	20	8	5	40
Code Enforcement/Zoning/Other	1	5	9	6	11	32
Private Property Vehicle/Non-Operable (Commercial Included)	0	5	6	6	6	23
<b>Total</b>	<b>38</b>	<b>77</b>	<b>82</b>	<b>60</b>	<b>54</b>	<b>311</b>



**Customer Service Report  
April 1, 2021 – April 30, 2021**

**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.

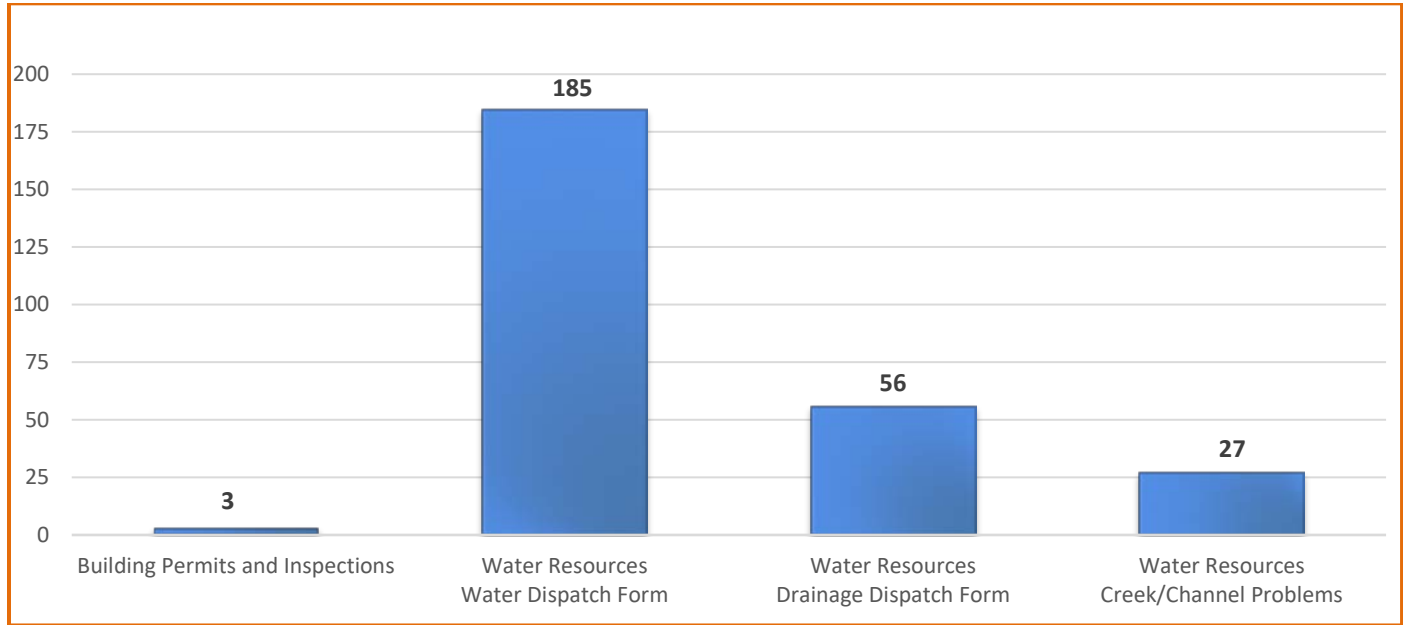
**Acronym Glossary**

<b>CCURE</b>	Computer Coordinated Universal Retrieval Entry
<b>DTECH</b>	Department of Technology
<b>DHS</b>	Department of Health Services
<b>SASD</b>	Sacramento Area Sewer District
<b>JIRA</b>	Proprietary issue tracking product that allows bug tracking and agile project management.
<b>NAWAS</b>	National Warning System

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**Dispatch Services Request**

**Public Works and Infrastructure**



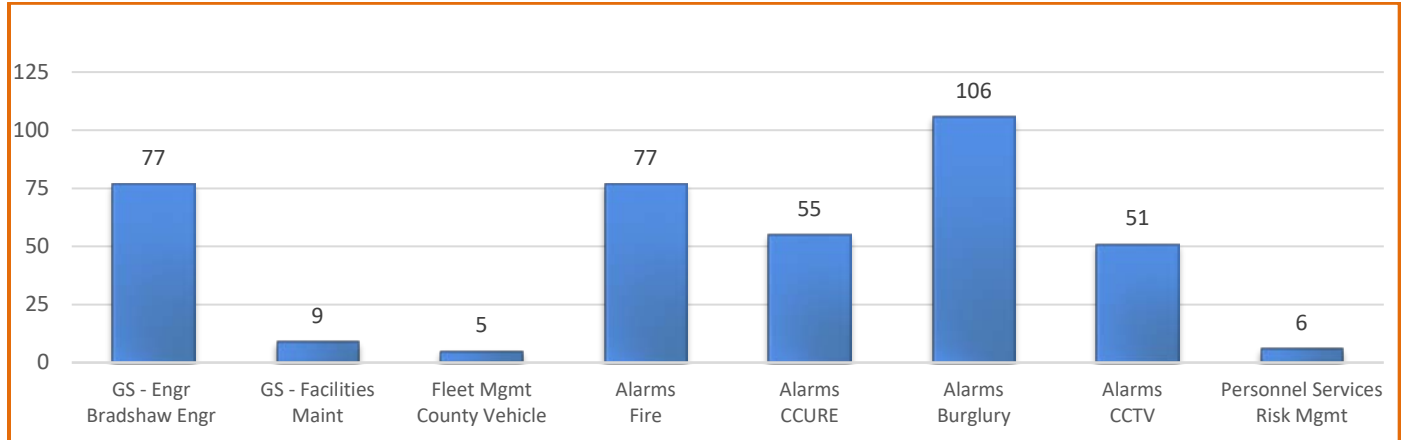
**Service Definitions**

Building Permits and Inspections	On-Call Emergency Building Inspections for either Residential or Commercial properties in regards to Plumbing, Mechanical, Electrical, or Structural inspections
Water Resources - Water Dispatch Form	Dispatch Services including fire hydrant, odor/taste/color, no water, water leak, low/high pressure, locate curb stop, water shut-off/turn back on, etc.
Water Resources - Drainage Dispatch Form	Dispatch Services including drain inlet plugged, house/street flooded, illegal discharge, missing/broken storm cover, creek/channel issues, etc.
Water Resources - Creek/Channel Problems	Dispatch Services including Debris in Creek/Channels, Trees Down in Creek/Channels issues, etc.

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**Administrative Services**



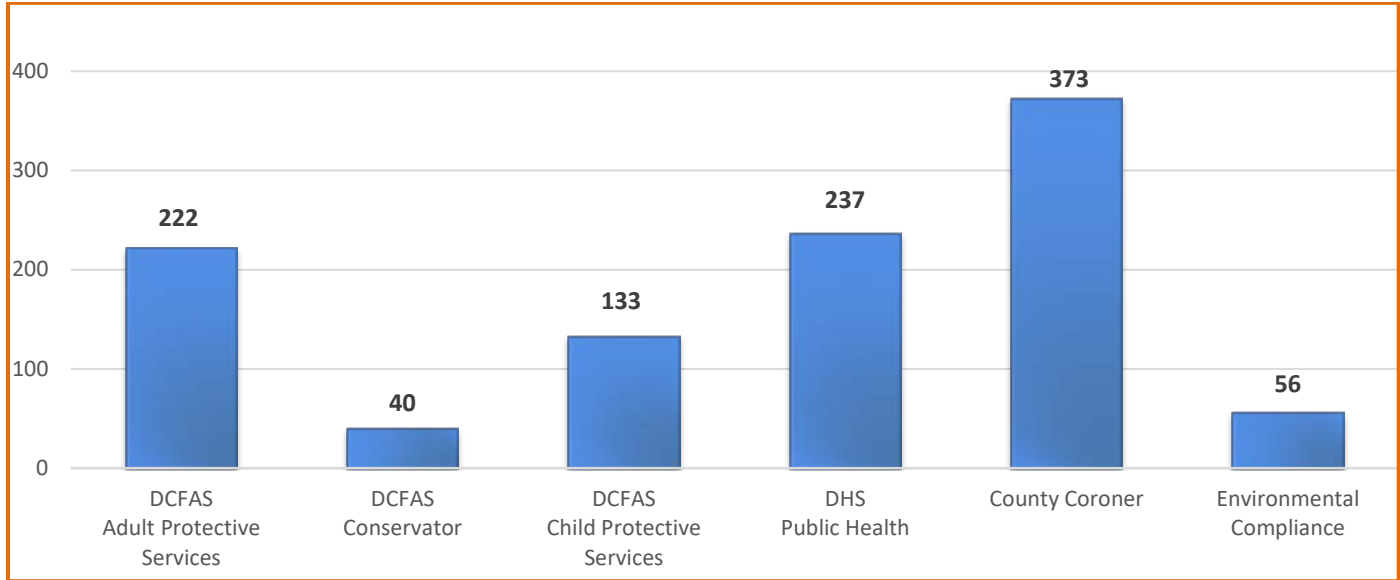
**Service Definitions**

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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**Social Services**

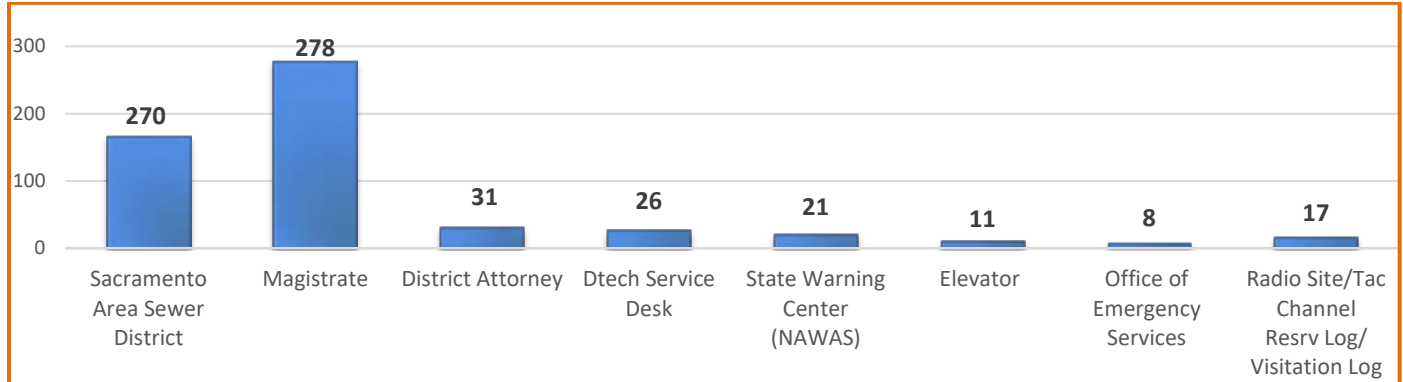


<b>Service Definitions</b>	
Department of Child, Family & Adult Services (DCFAS) – Adult Protective Services	Dispatch Services for 24/7 social worker intake line for any adult protective services requests
Department of Child, Family & Adult Services (DCFAS) – Conservator	Dispatch Services for conservator/conservatee request
Department of Child, Family & Adult Services (DCFAS) – Child Protective Services	Dispatch Services for 24/7 social worker intake line for any child protective services request
Department of Health Services - 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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**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.