



MONTHLY CUSTOMER SERVICE REPORT



Service Request & Statistics
December 1, 2021 - December 31, 2021



OFFICE OF CUSTOMER SERVICE



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Department of the Month

Department: County Clerk/Recorder

Director: Donna Allred

Website: <https://ccr.saccounty.gov/>

Department Highlights

The County Clerk/Recorder (CCR) department carries out the following functions, at three different locations, to serve the public within Sacramento County:

- Files approximately 800 documents annually in accordance with the California Environmental Quality Act (CEQA)
- Records/files various documents related to real estate. CCR is projected to process approximately 495,000 real estate documents in 2021, 80% of which are submitted electronically.
- Issues vital records for all marriages, births, and deaths occurring within Sacramento County. There are 105,000 vital records projected to be issued in 2021, which is approximately 30,000 more records than the average of previous years.
- Issues marriage licenses and performs wedding ceremonies in all three of our offices. On average, 9,000 – 9,500 marriage licenses are issued annually, and of these, approximately 50% of those issued have the wedding ceremony performed by staff in one of our ceremony rooms.

To provide additional convenience to our customers, CCR offers extended hours on Thursday evenings so members of the public can obtain marriage and vital record services outside of the regular business hours. The extended Thursday hours rotate between the three locations to provide the most options for our customers.

While the COVID-19 pandemic rules and protocols impacted all aspects of providing CCR services, conducting marriage services was particularly challenging. Between April and June of 2020, CCR's South satellite office lobby was modified to allow for safe in-person marriage license issuance and ceremonies. Customers expressed gratitude and their appreciation to staff as most counties in the state suspended all in-person ceremonies during this time period.

As part of CCR's Community Outreach Program, we've developed and distributed multi-language literature to ensure the public is aware of the services we provide in their communities. This provides opportunities for sharing new ideas and concerns of stakeholders. CCR information is also being displayed on Electronic Information Boards within the local field offices of the Department of Motor Vehicles to provide the public resources on obtaining vital records.

In early November, staff from CCR provided information and resources at the Office of Emergency Services Local Assistance Center, located in Isleton. Vital record information was given to approximately 130 residents of the Rancho Marina Mobile Home Park where a fire destroyed 46 structures.

Customer service surveys are available both in our office and online, and CCR receives a 99% positive rating. CCR staff is dedicated and committed to providing the highest level of customer service, which is reflected in customer comments:

"I was very thankful for the exceptional service they gave me. They were knowledgeable, kind, courteous, and had positive attitudes. I was not well and they helped me quickly and with genuine concern for my well-being!"

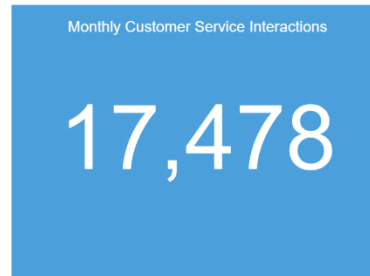
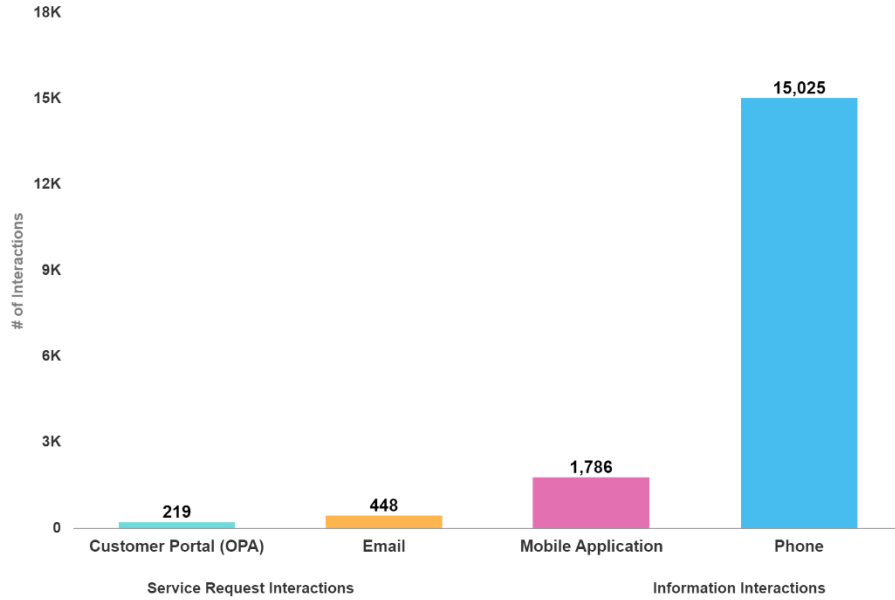
"Efficient and very professional. Absolutely 5-Star!"

"We received courteous, efficient service with a very pleasant attitude. Very, very helpful!"

CCR strives to provide responsive, efficient, and cost-effective service while maintaining the highest degree of respect, fairness, public trust and integrity. Such service is balanced to reflect compliance with statutory requirements and the needs of our customers.

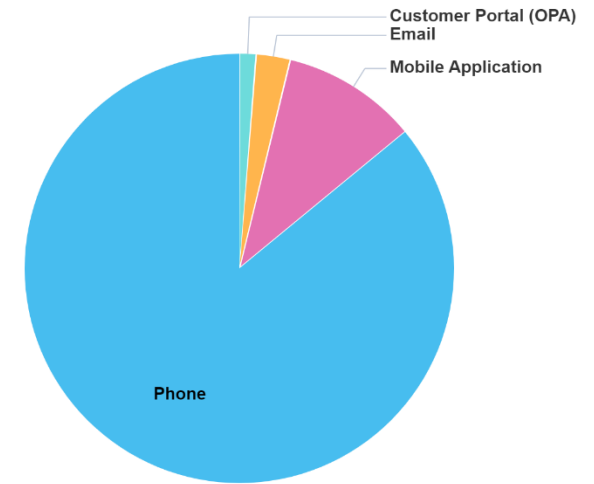
Monthly Statistics

Monthly Interactions by Source



Incident Source Name	Service Request Map Count
Customer Portal (OPA)	219
Email	448
Mobile Application	1,786
Phone	15,025

Monthly Interactions by Source



Service Request Interactions

5,269

Information Interactions

4,417

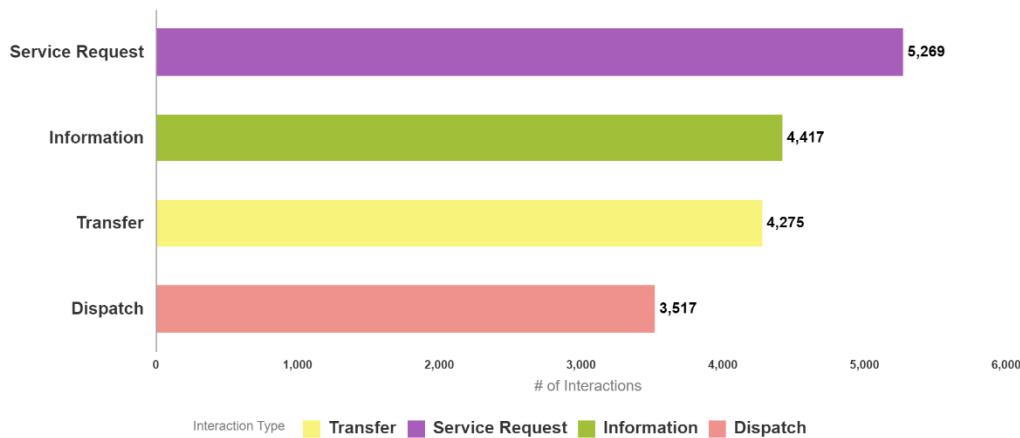
Transfer Interactions

4,275

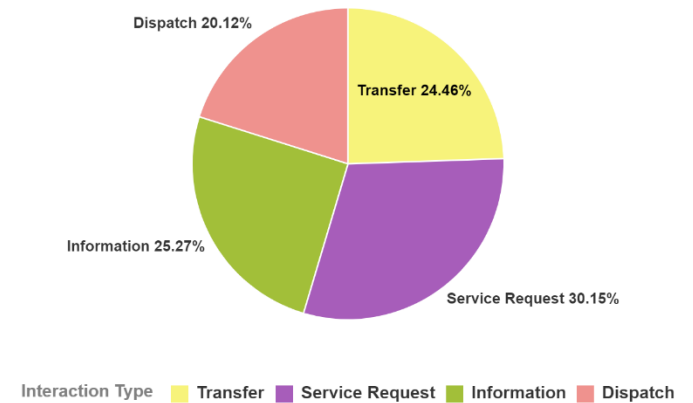
Dispatch Interactions

3,517

Customer Service Report Interactions by Interaction Type



Monthly Interactions by Interaction Type



Service Request Interaction Totals (> 10 Requests) by Category

Cat2, Cat3	Customer Service Report Interactions
Missed Service, Garbage	965
Illegal Dumping, Illegal Dumping	530
Missed Service, Green Waste	351
Pavement/Pothole, Pothole/Chuckhole Repair	312
Missed Service, Recycle	291
Stray, Roam	145
Missed Service, Neighborhood Clean Up (NCU)	134
Investigation, Barking (Dogs Only)	97
Owned, Aggressive	85
Investigation, Negligence	82
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	81
Notify Supervisor, Garbage	77
Shopping Cart by Vendor, Shopping Cart by Vendor	76
Private Property Complaint, Junk/Rubbish	75
Traffic Sign, Non-Emergency	66
Dead Animal, Roadside	62
Tree Complaint, Tree Down	59
Pavement/Pothole, Paving Needs on Street	55
Owned, Nuisance (No Cats)	53
Stray, Injured	53
Street Lights, Light Out	52
Ditches/Culverts, Culvert/Pipe Repair or Cleaning	49
Stray, Traffic	48

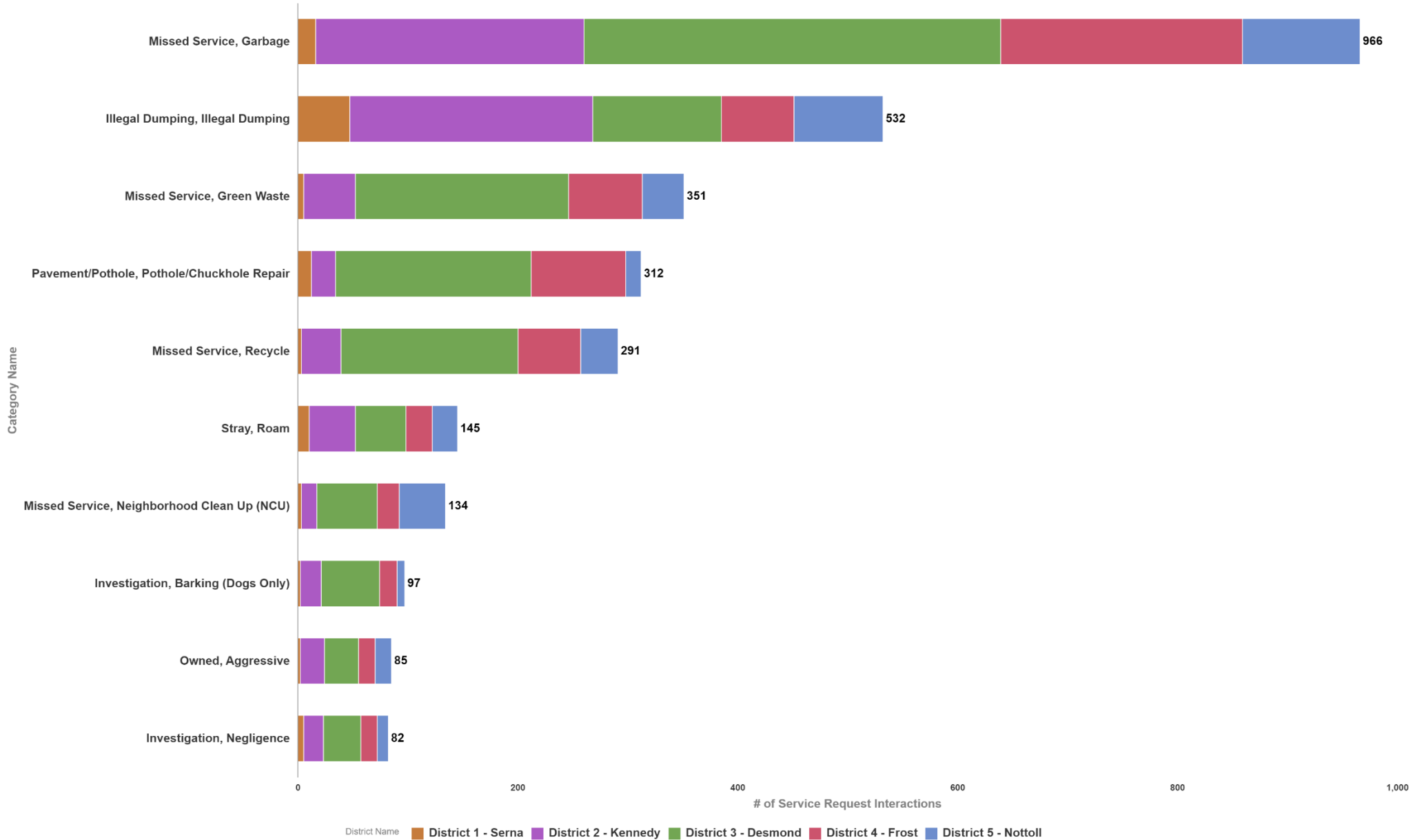
Cat2, Cat3	Customer Service Report Interactions
Abandoned Vehicles, Inoperable	42
Dead Animal, Wild	39
Stray, Aggressive	37
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	36
Environmental Health (All Jurisdictions), Food Facility Complaint	34
Trash and Debris, Trash and Debris	32
Assist (On-Scene Only), Police/Sheriff	31
Dead Animal, Domestic	31
Wild, Injured	29
Dead Animal, In Traffic	28
Stray, Confined	28
Ditches/Culverts, Drainage Problem (Not Ditches or Culverts)	27
Private Property Vehicle, Parked on Lawn	27
Traffic Signal, All Signals Dark	27
Barricades, Road Flooding/Barricades	26
Graffiti, Public Right-of-Way	26
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	26

Cat2, Cat3	Customer Service Report Interactions
Abandoned Vehicles, Dismantled	25
Encroachment Violation, Basketball Hoop/Garbage Cans	24
Investigation, Cruelty	24
Notify Supervisor, Recycle	24
Zoning, Other	24
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	23
Missed Sweeper Request, Missed Sweeper Request	23
Notify Supervisor, Green Waste	23
Notify Supervisor, Supervisor Dispute NCU	23
Traffic Signal, Flashing Red	23
Abandoned Vehicles, Wrecked	21
Traffic Signal, Cycling/Detection Problem	21
Investigation, Abandoned Animal	19
Stray, Sick	19
Sweeper Request, Sweeper	19
Calendar Request, Calendar Request	17
Private Property Vehicle, Non-Operable (Commercial Included)	17
Traffic Signal, Long Red/Short Green	17

Cat2, Cat3	Customer Service Report Interactions
Maintenance Request, Maintenance Request	16
Missed Service, Non-Regular Service	16
Sidewalk, Curb, Gutter, and Sidewalk Repair	16
Ditches/Culverts, Ditch Cleaning	15
Investigation, Bite - NOT Happening NOW	14
Stray, Vet/Business Confined	14
Priority Housing, Total Lack of Heat	12
Traffic Investigations, Request	12
Sub-Standard Housing, Other	11
Illegal Camp, Occupied	10
Landscape/Vegetation, Request	10
Tree Complaint, Broken/Hanging Tree Limb	10

Top Service Requests Opened

Top 10 Service Requests Categories Opened | With Districts



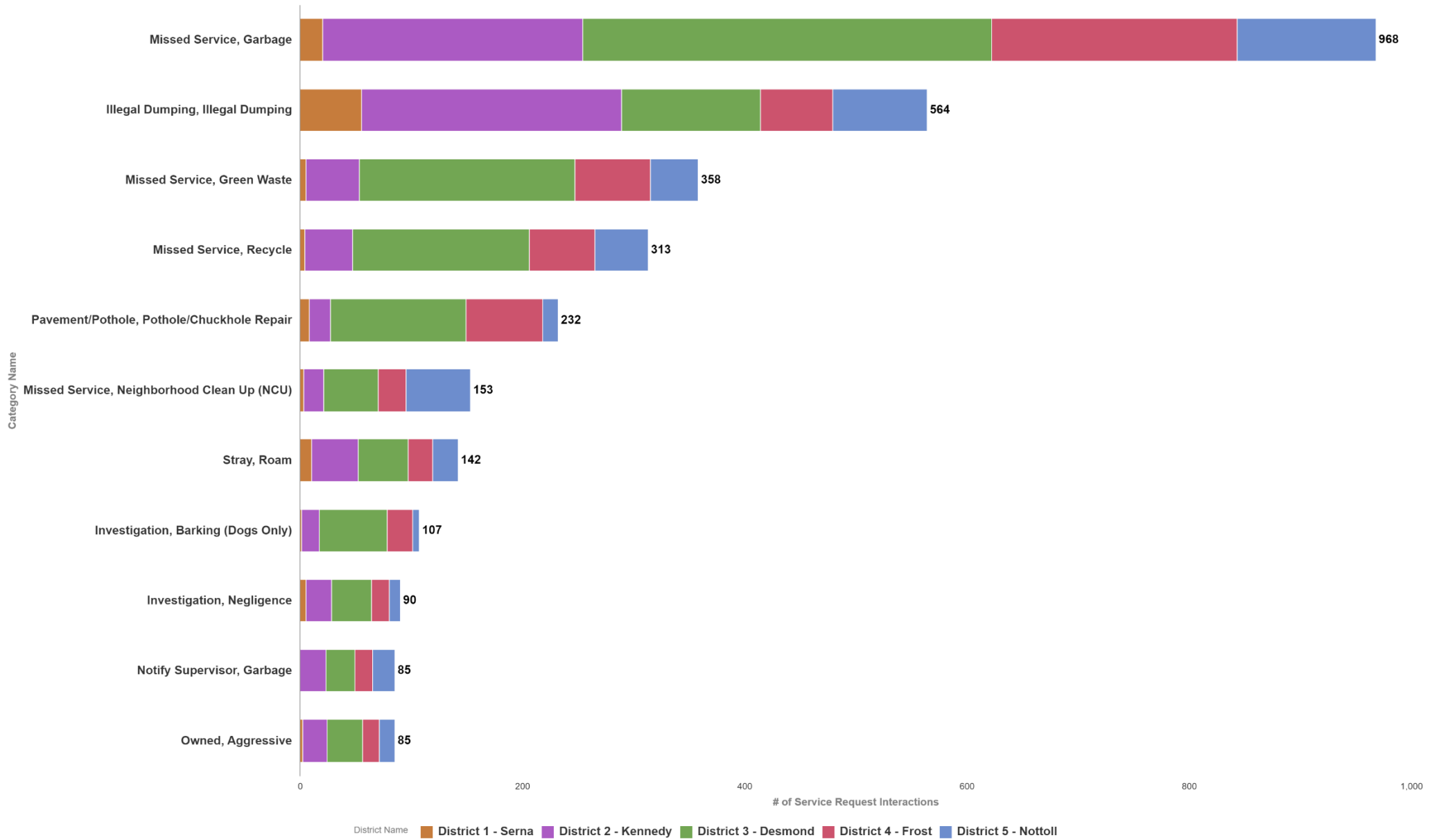
Top Service Requests Opened

Top 5 Service Requests Opened | by Districts



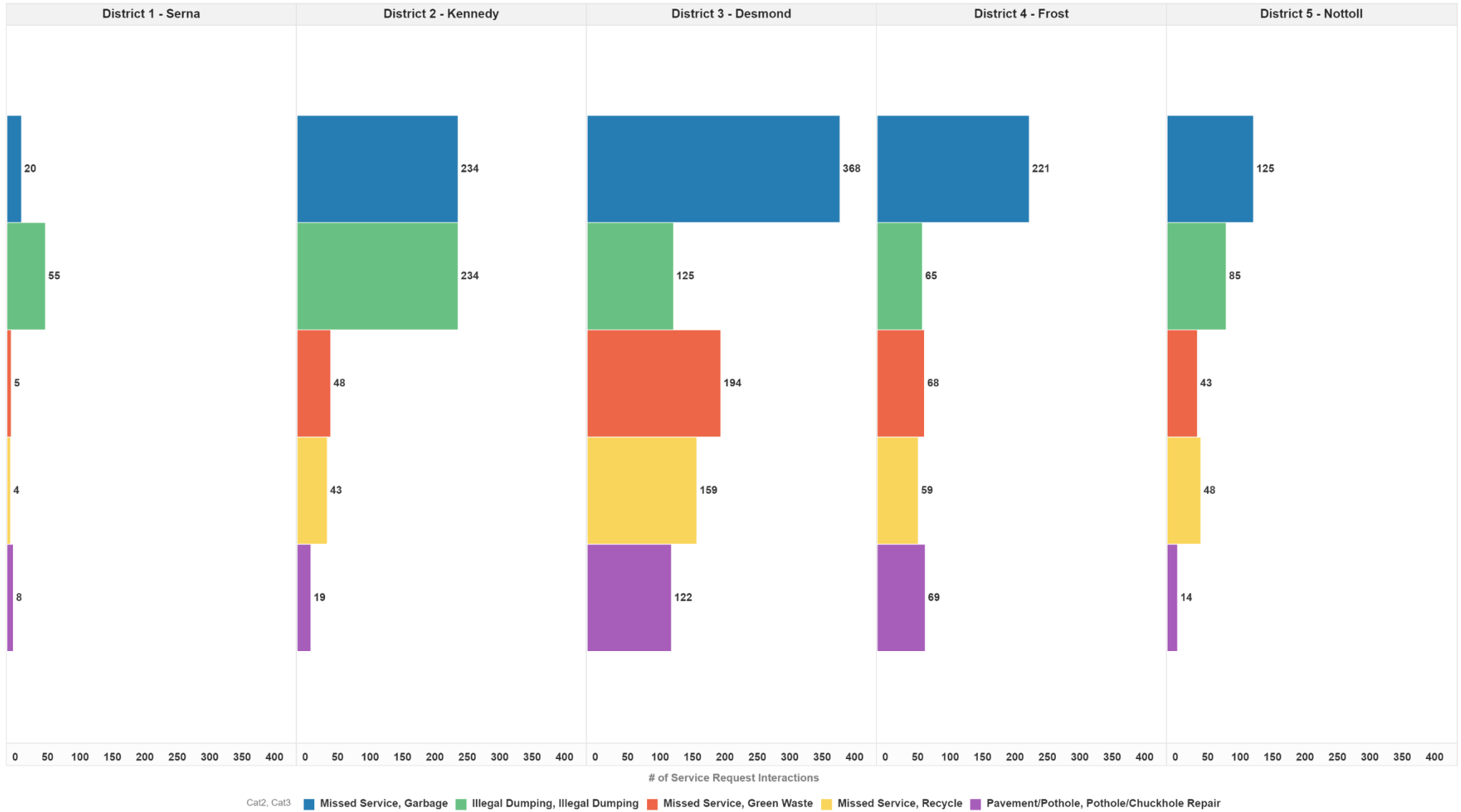
Top Service Requests Closed

Top 10 Service Requests Categories Closed | With Districts



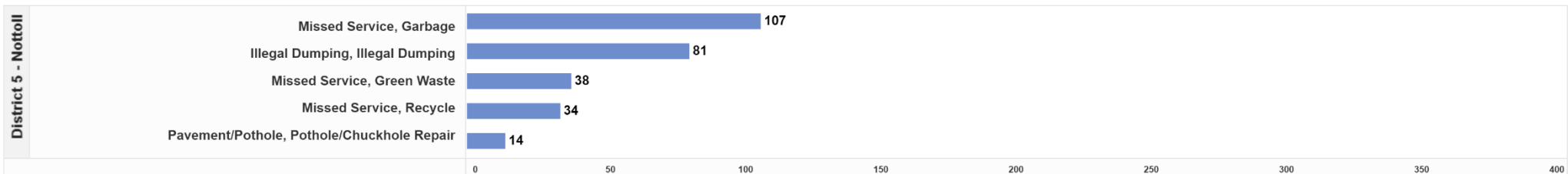
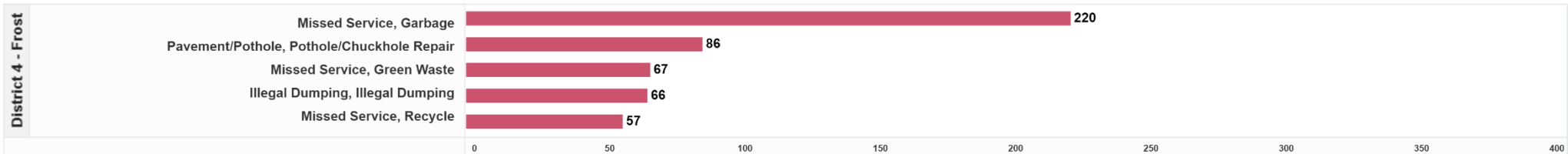
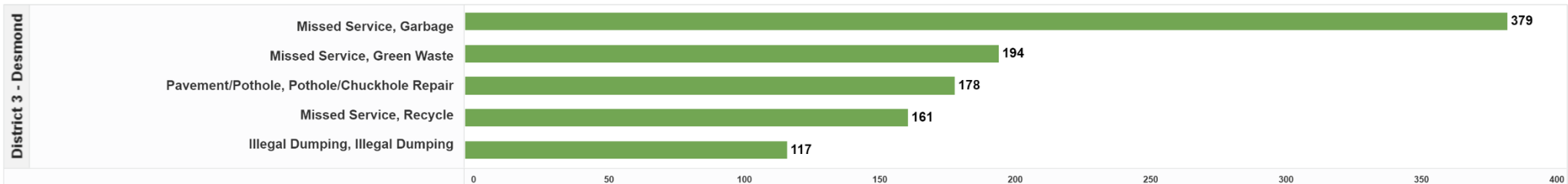
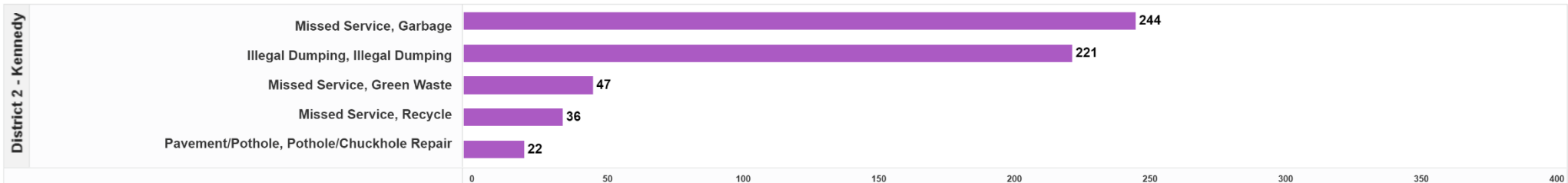
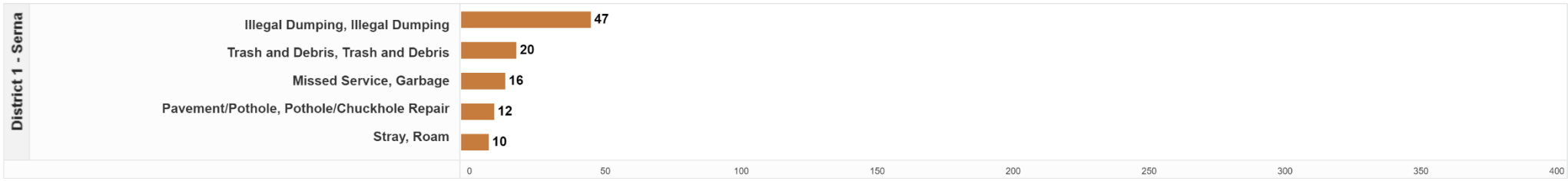
Top Service Requests Closed

Top 5 Service Requests Categories Closed | by Districts



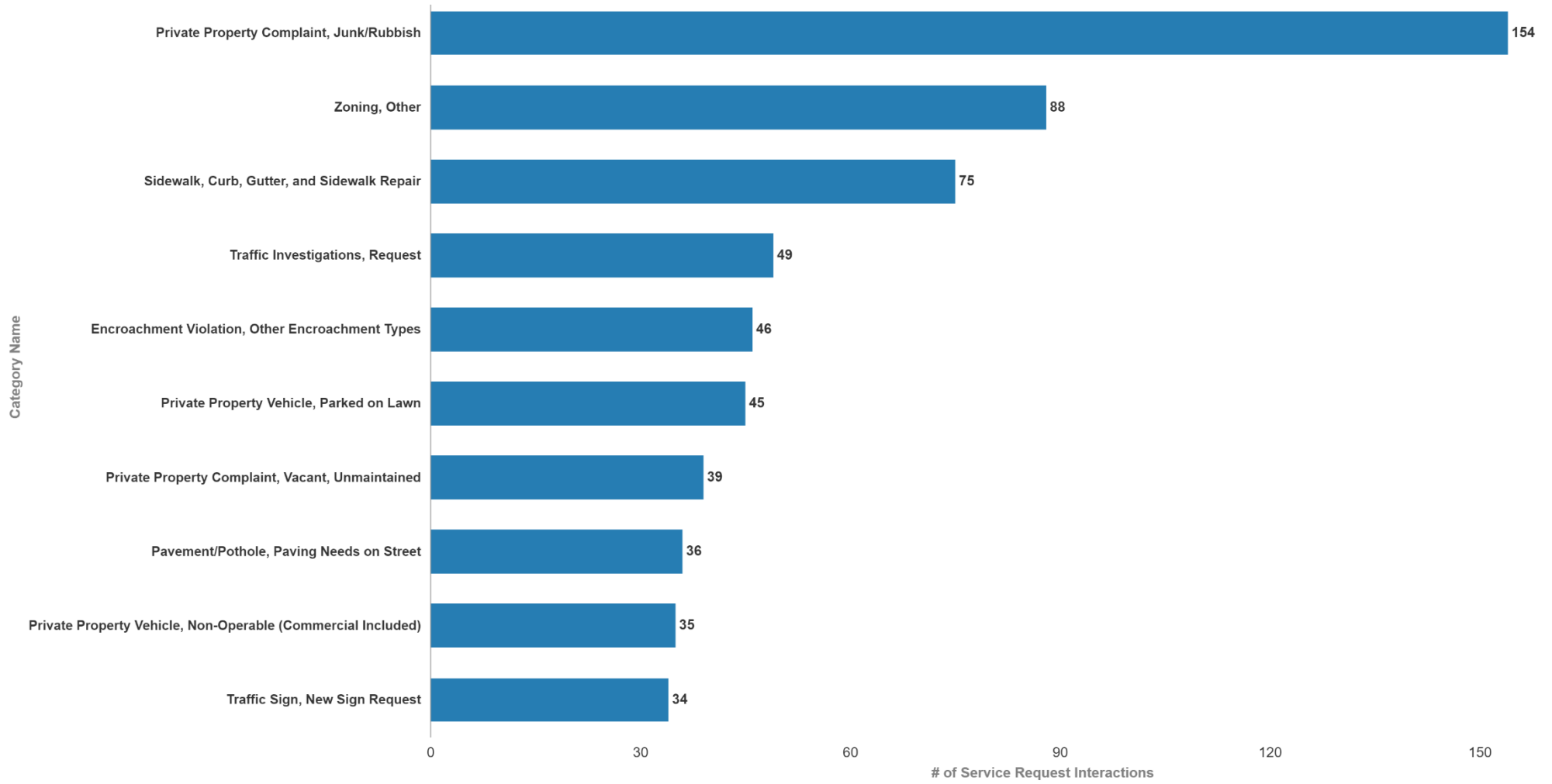
Top Unresolved Service Request

Top Unresolved Service Request Categories | by Districts



Top Unresolved Service Request

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through December 31st

Interactions Closed this Month

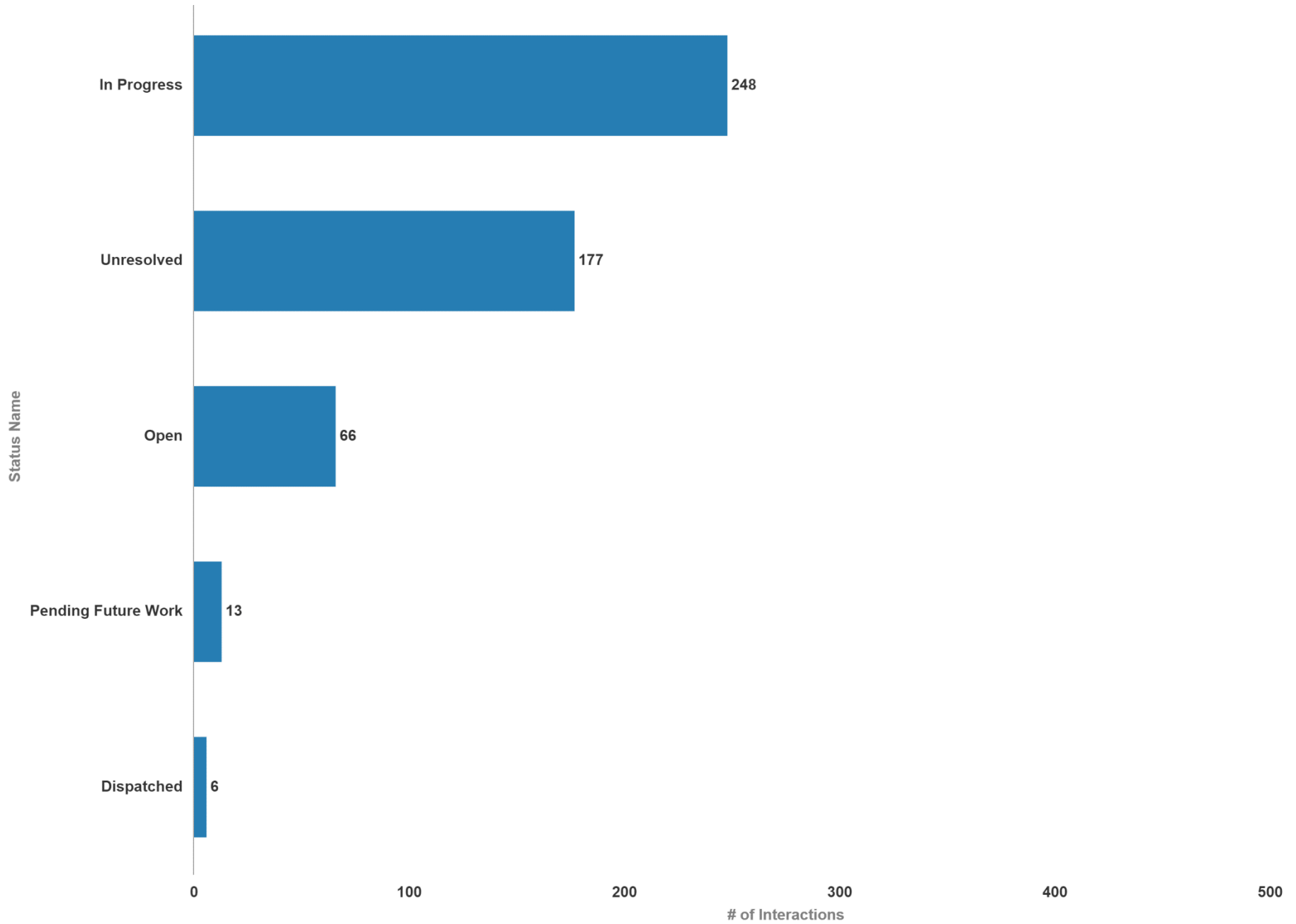
Monthly Interactions Not Closed

2,450

17,486

745

Monthly Interactions Not Closed by Status



Board of Supervisor District Information

Service Requests Opened by District

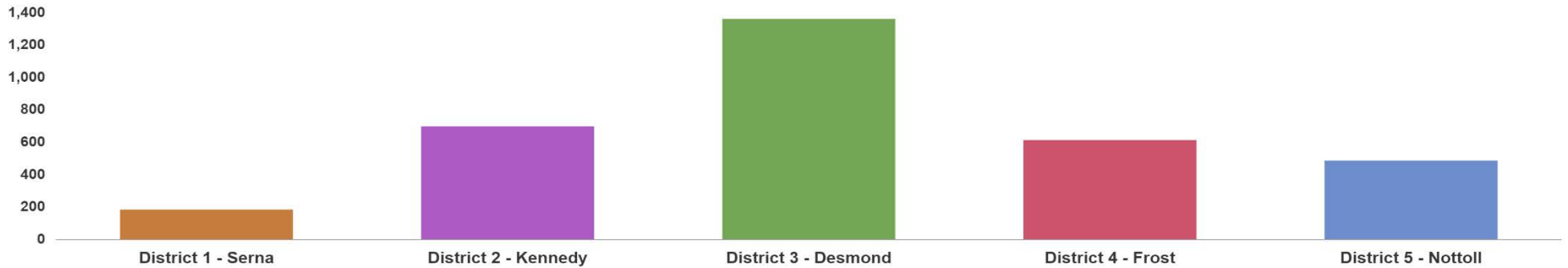
December 2021

Monthly Service Request Interactions Opened

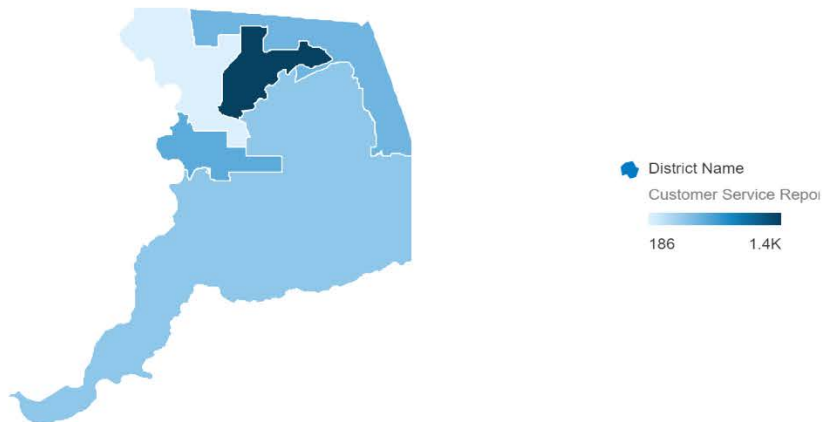
3,352



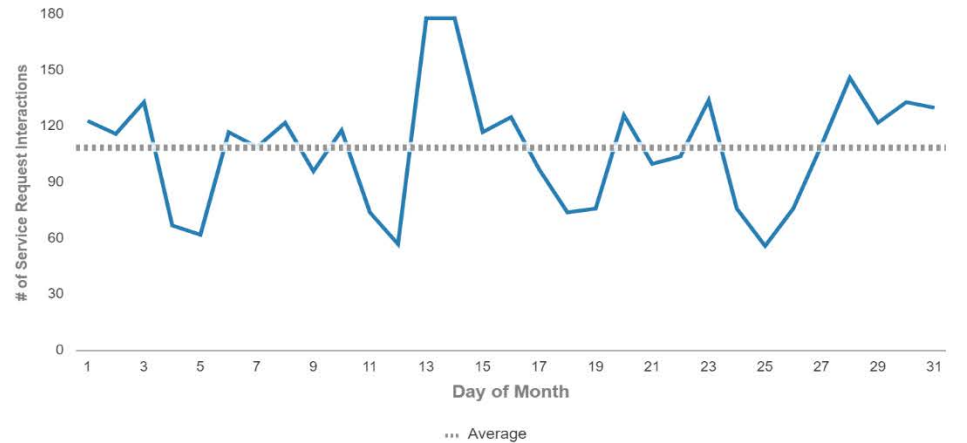
Service Request Interactions by District



Service Request Interactions by District Map



Service Request Interactions Created by Day of Month



Board of Supervisor District Information

Service Requests Closed by District

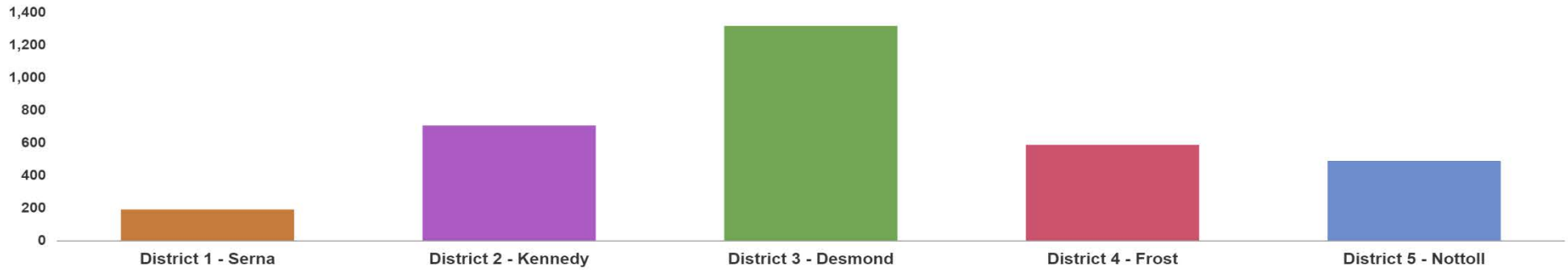
December 2021

Monthly Service Request Interactions Closed

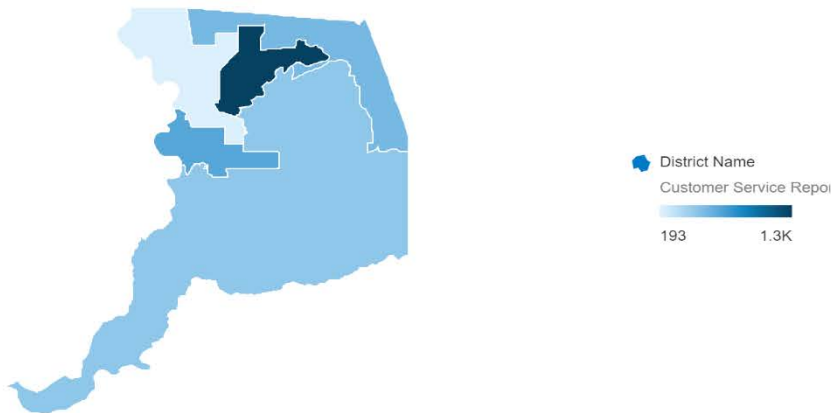
3,303



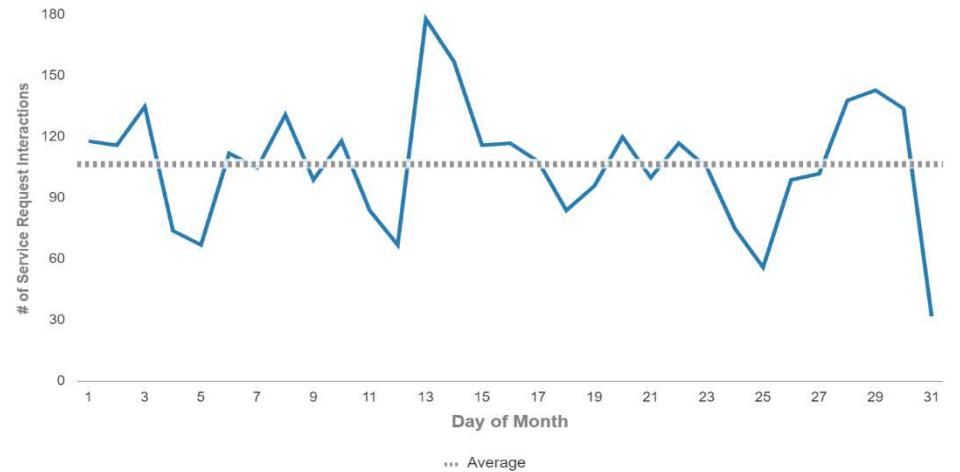
Service Request Interactions by District



Service Request Interactions by District Map

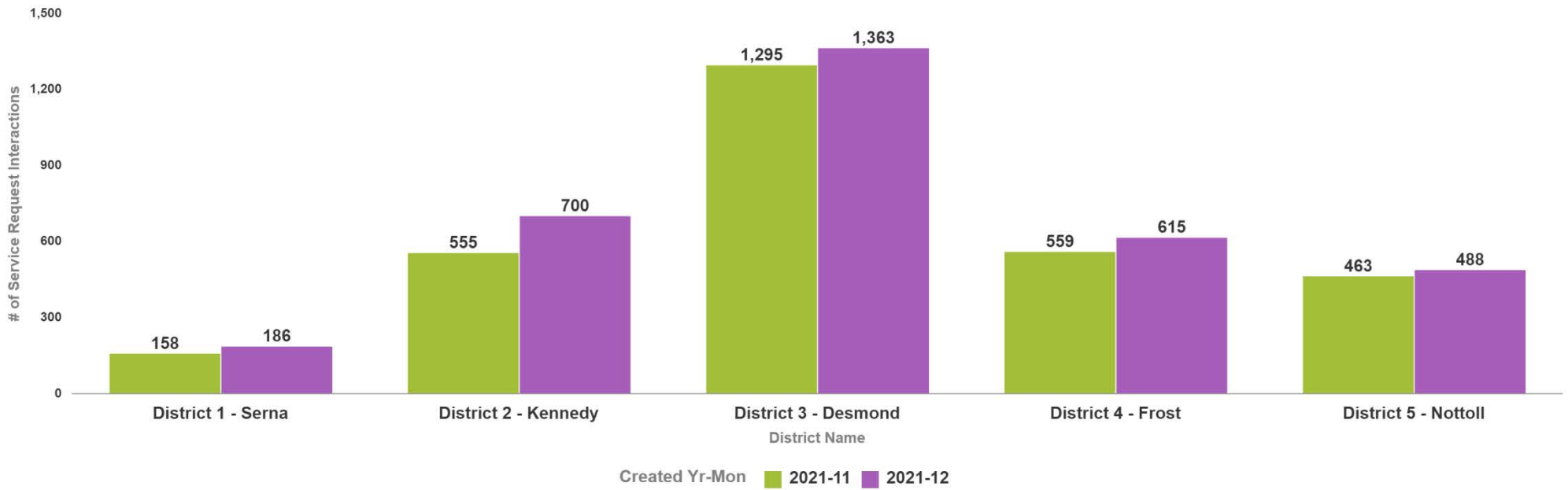


Service Request Interactions Closed by Day of Month

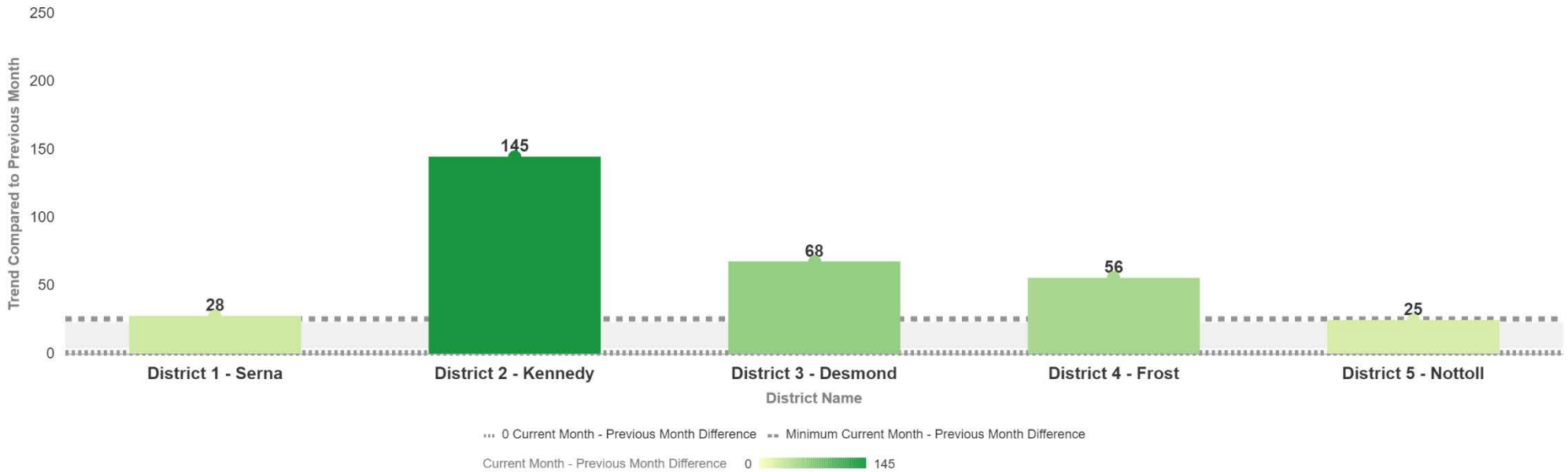


Board of Supervisors District Information

Previous Month Comparison of Service Request



Previous Month Trend of Service Request Interactions Per District



Previous Month Comparison (continued)

District Name	2021-11	2021-12
	Service Request Map Count	Service Request Map Count
District 1 - Serna	158	186
District 2 - Kennedy	555	700
District 3 - Desmond	1,295	1,363
District 4 - Frost	559	615
District 5 - Nottoll	463	488

Difference in Interaction Totals From Previous Month by District for Top 10 Categories Opened



Difference in Interaction Totals from Previous Month by District for Top 10 Categories

Cat2, Cat3	District 1 - Serna	District 2 - Kennedy	District 3 - Desmond	District 4 - Frost	District 5 - Nottoll	Grand Total
	Current Month - Previous Month Difference	Current Month - Previous Month Difference	Current Month - Previous Month Difference	Current Month - Previous Month Difference	Current Month - Previous Month Difference	
Pavement/Pothole, Pothole/Chuckhole Repair	6	11	50	40	5	112
Stray, Roam	1	14	12	6	4	37
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	1	4	22	-1	6	32
Investigation, Negligence	3	8	10	4	-3	22
Private Property Complaint, Junk/Rubbish	2	0	10	3	-1	14
Shopping Cart by Vendor, Shopping Cart by Vendor		17	-5	1	-2	12
Owned, Aggressive	-1	11	-3	-9	7	5
Dead Animal, Roadside	-1	-4	-5	-1	2	-9
Investigation, Barking (Dogs Only)		-7	3	-10	2	-10
Illegal Dumping, Illegal Dumping	13	67	-38	-3	-56	-17
Grand Total	27	121	56	30	-36	198

Board of Supervisor District Analysis

District 1

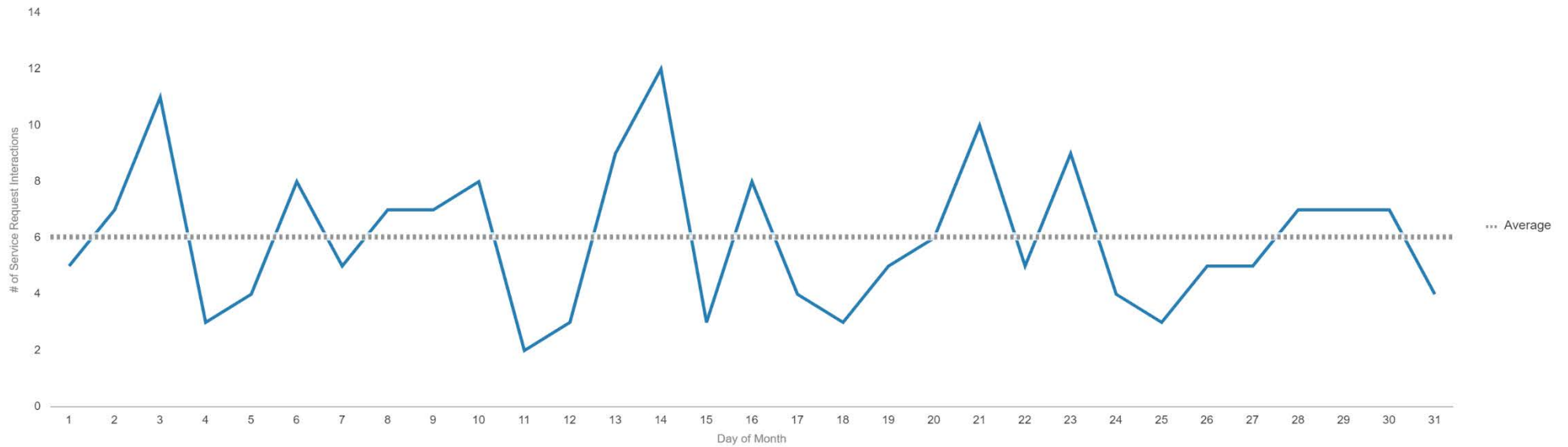
Service Requests Created

186

Service Requests Closed

150

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions



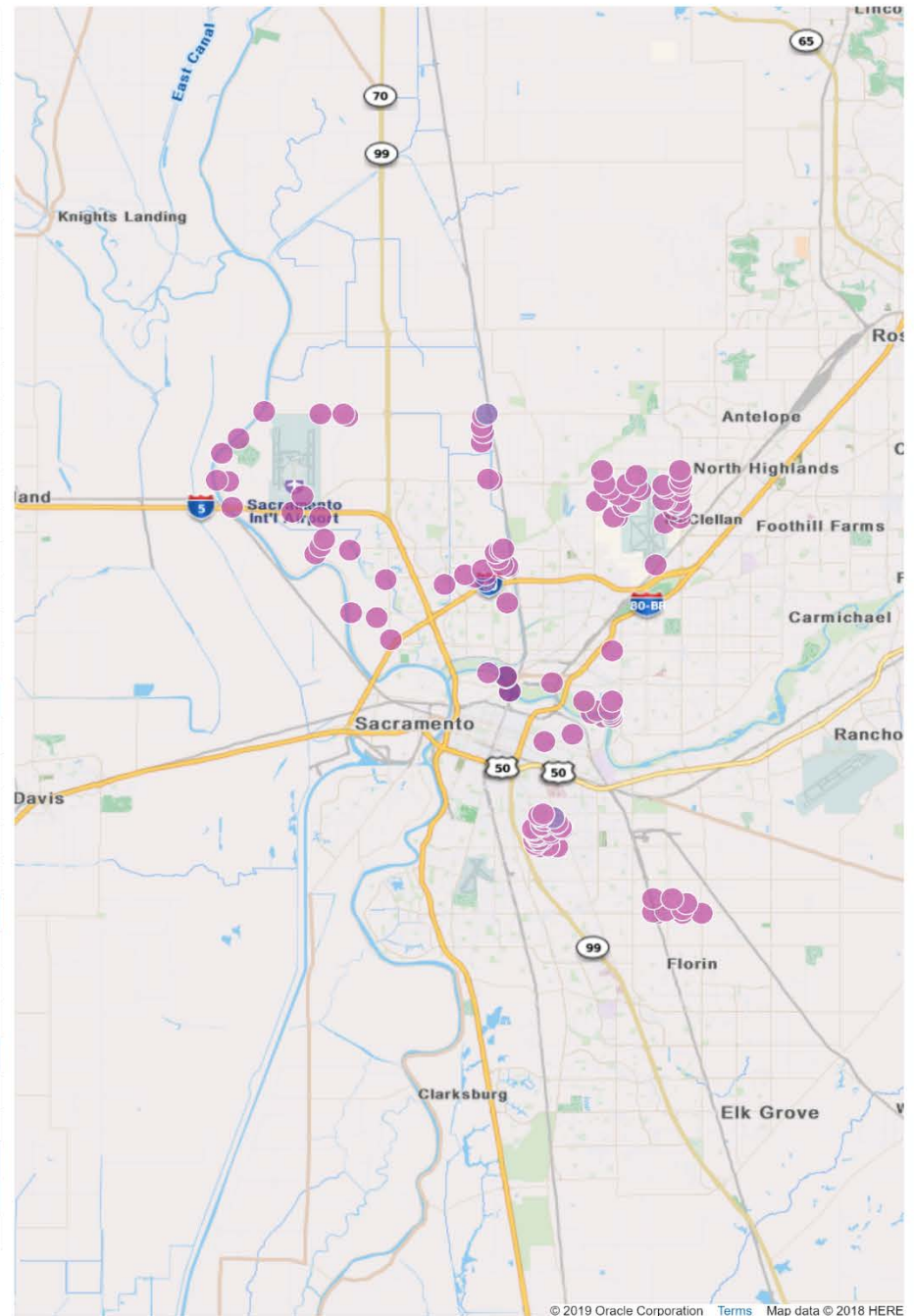
Board of Supervisor District Analysis

District 1 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



Board of Supervisor District Analysis

District 2

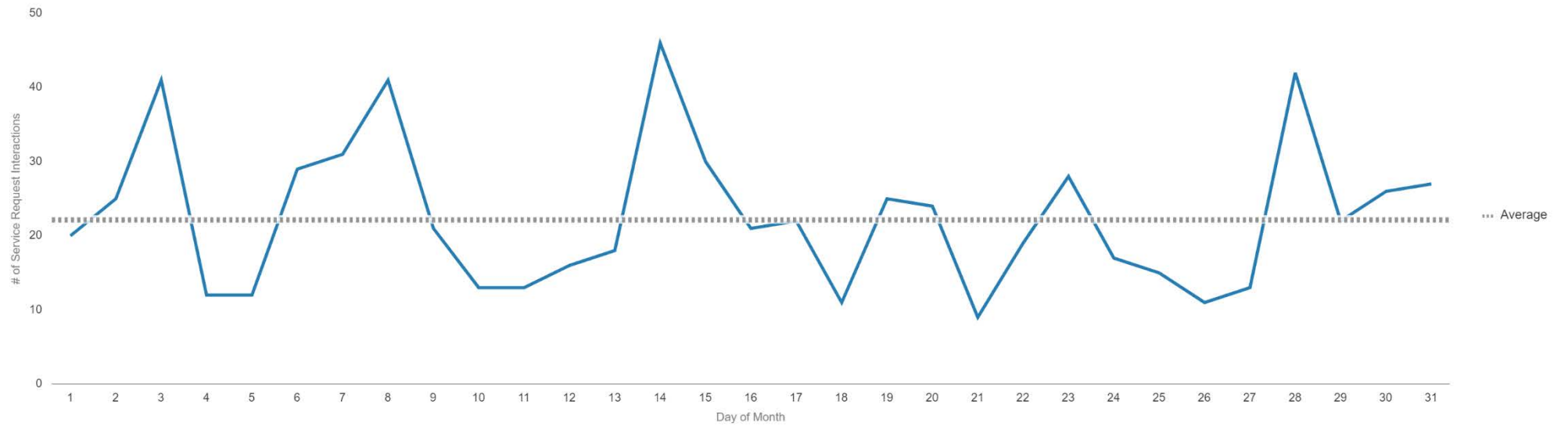
Service Requests Created

700

Service Requests Closed

601

Service Request Interactions Created by Day of Month



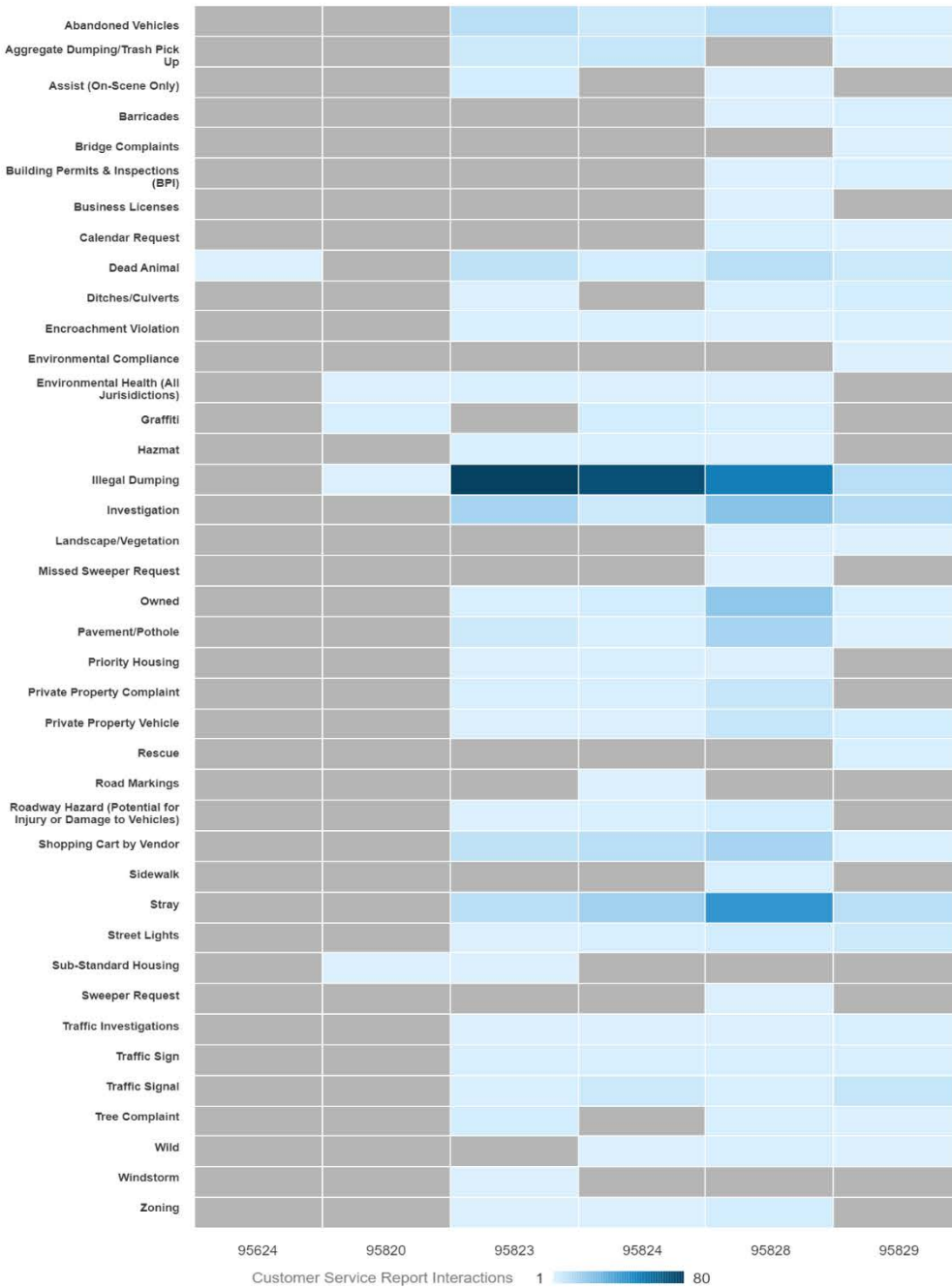
District Name, Customer Service Report Interactions



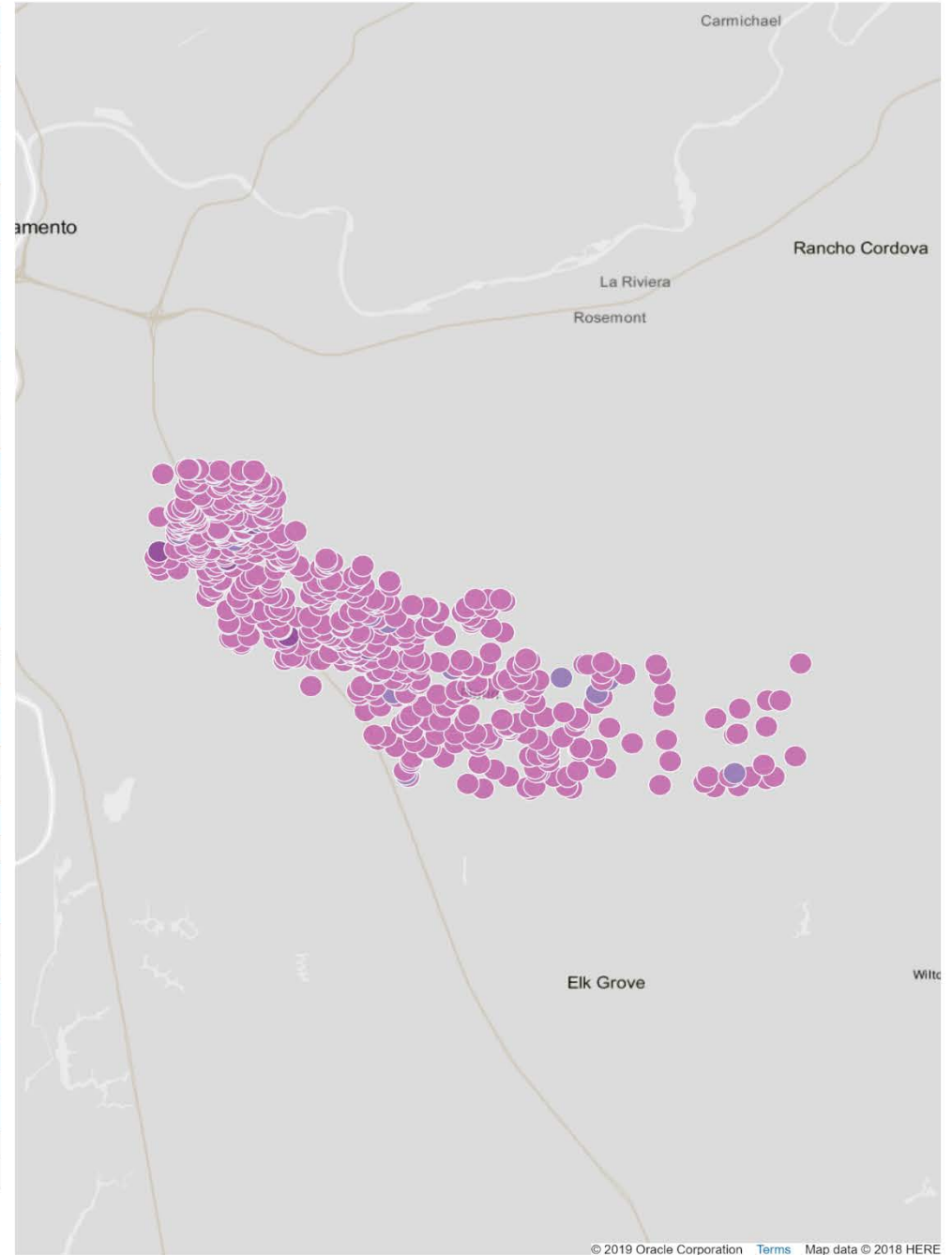
Board of Supervisor District Analysis

District 2 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



Board of Supervisor District Analysis

District 3

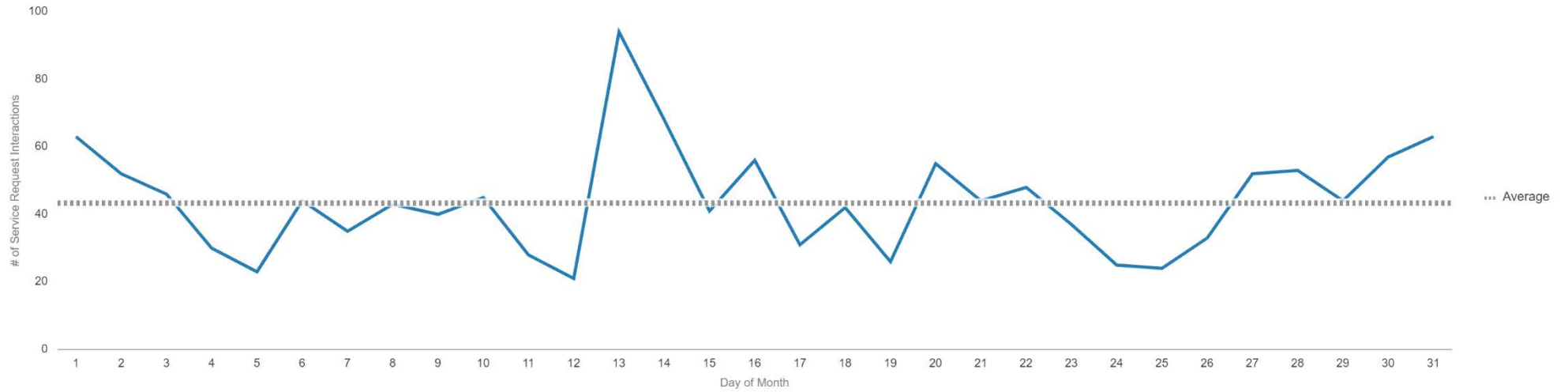
Service Requests Created

1,363

Service Requests Closed

954

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions



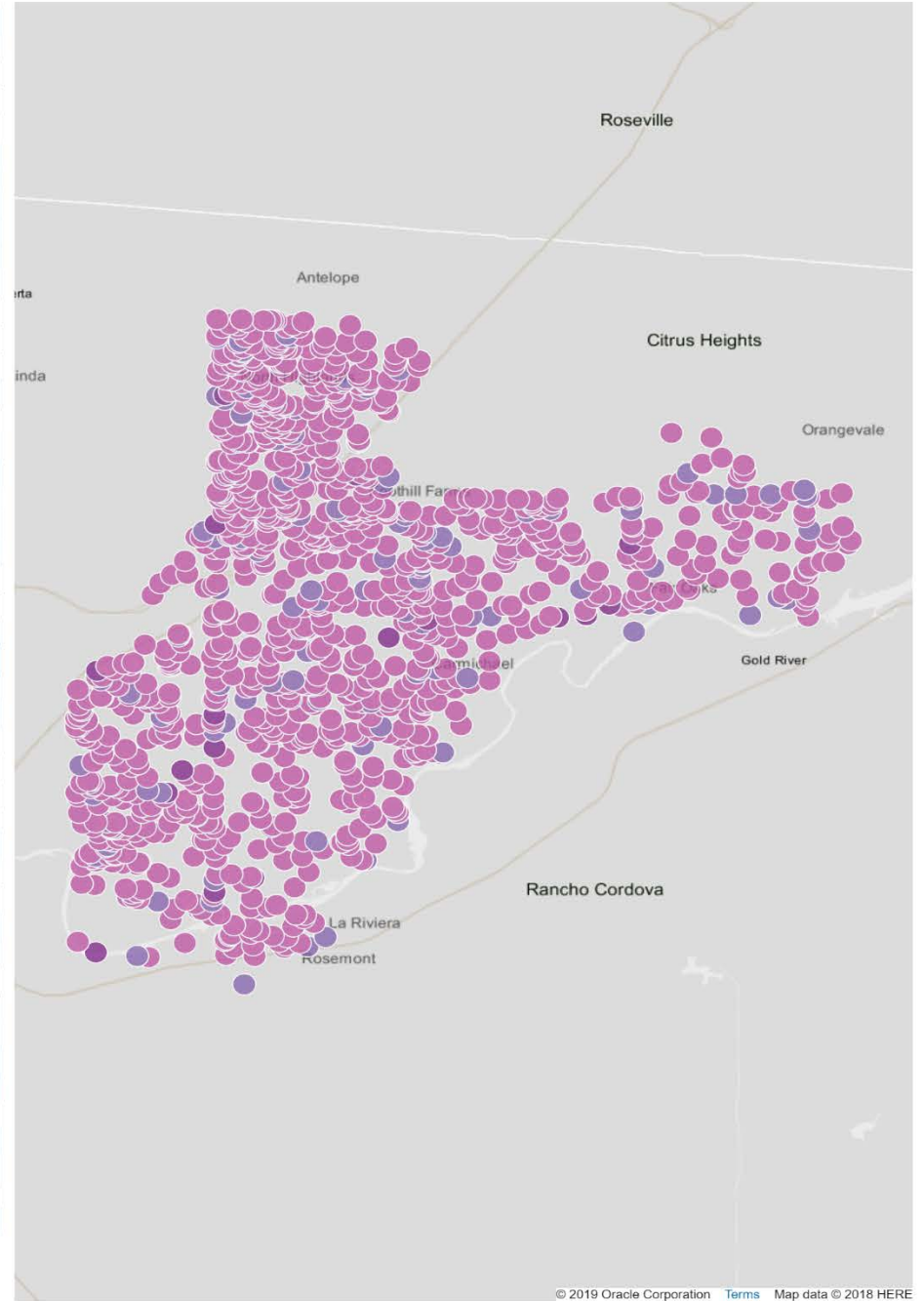
Board of Supervisor District Analysis

District 3 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



Board of Supervisor District Analysis

District 4

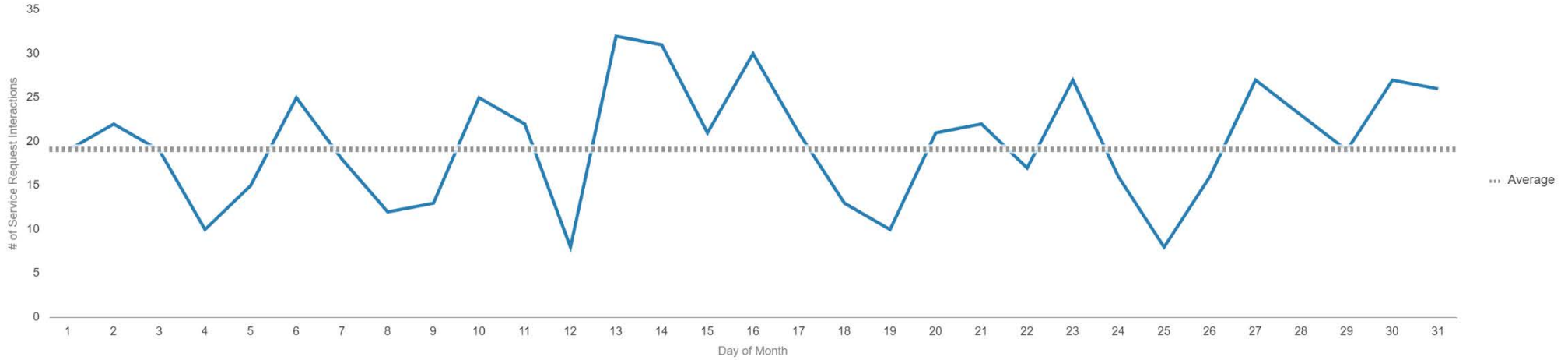
Service Requests Created

615

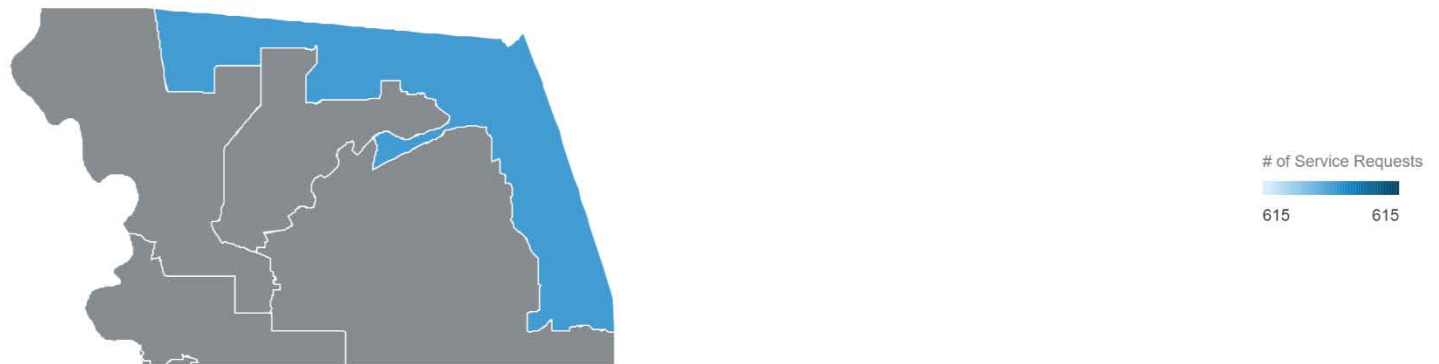
Service Requests Closed

425

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions



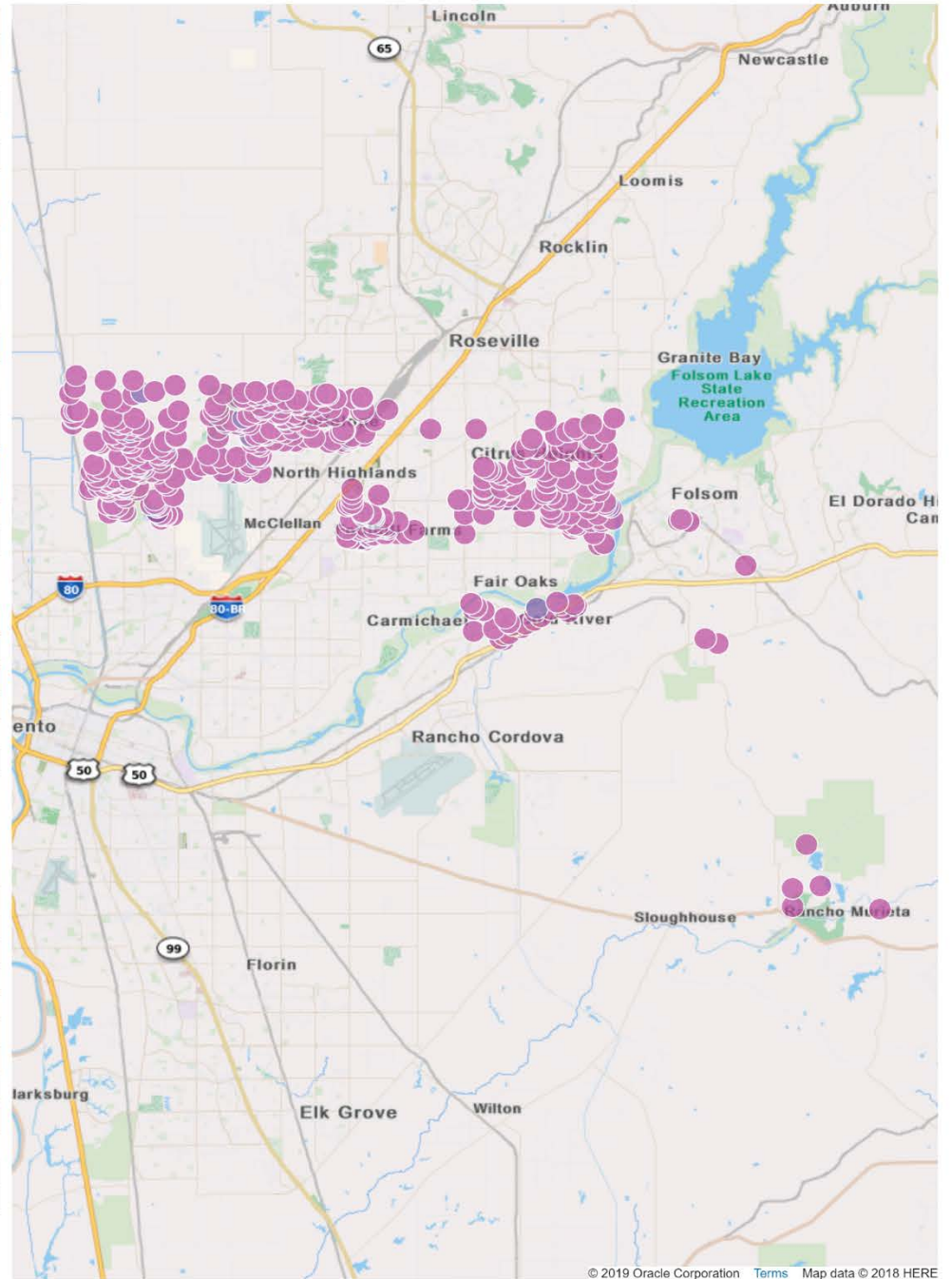
Board of Supervisor District Analysis

District 4 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



Board of Supervisor District Analysis

District 5

Service Requests Created

488

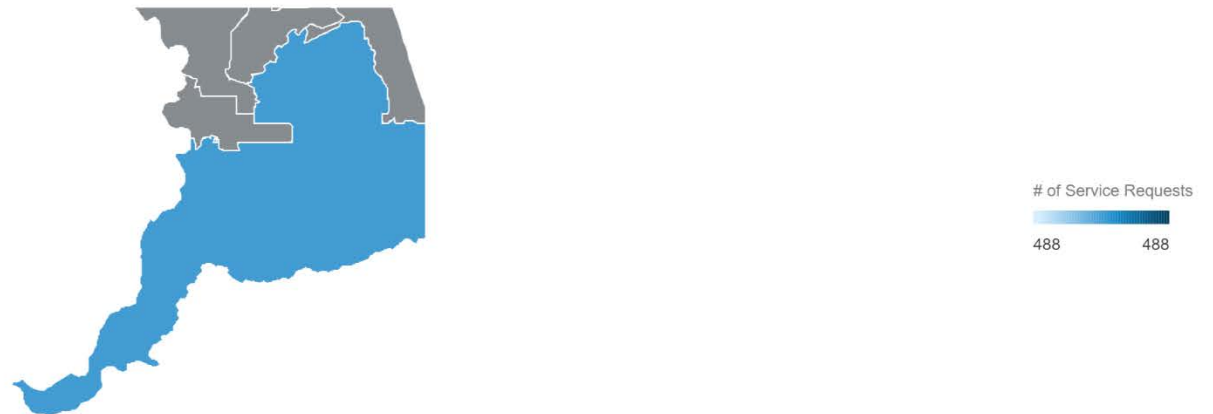
Service Requests Closed

397

Service Request Interactions Created by Day of Month



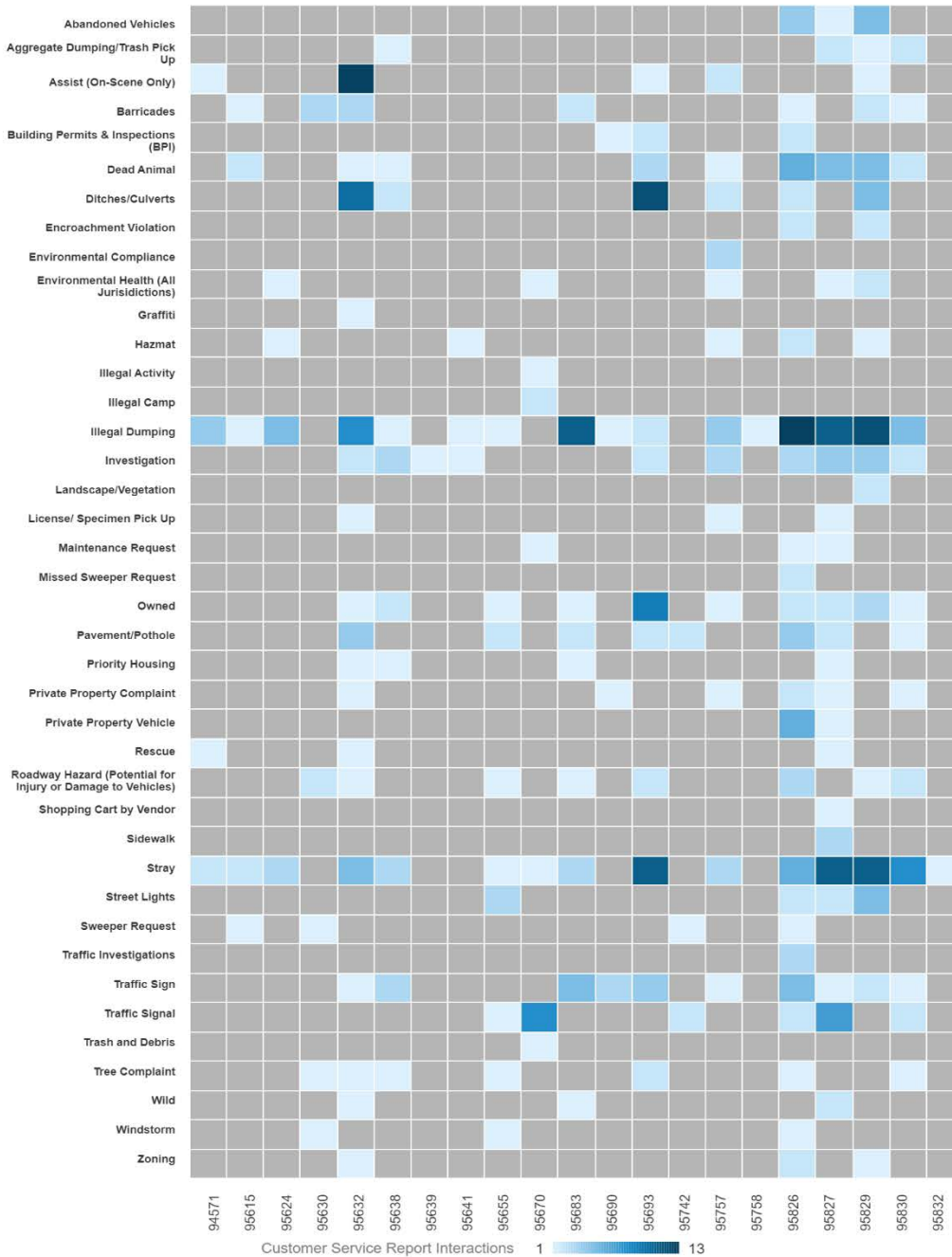
District Name, Customer Service Report Interactions



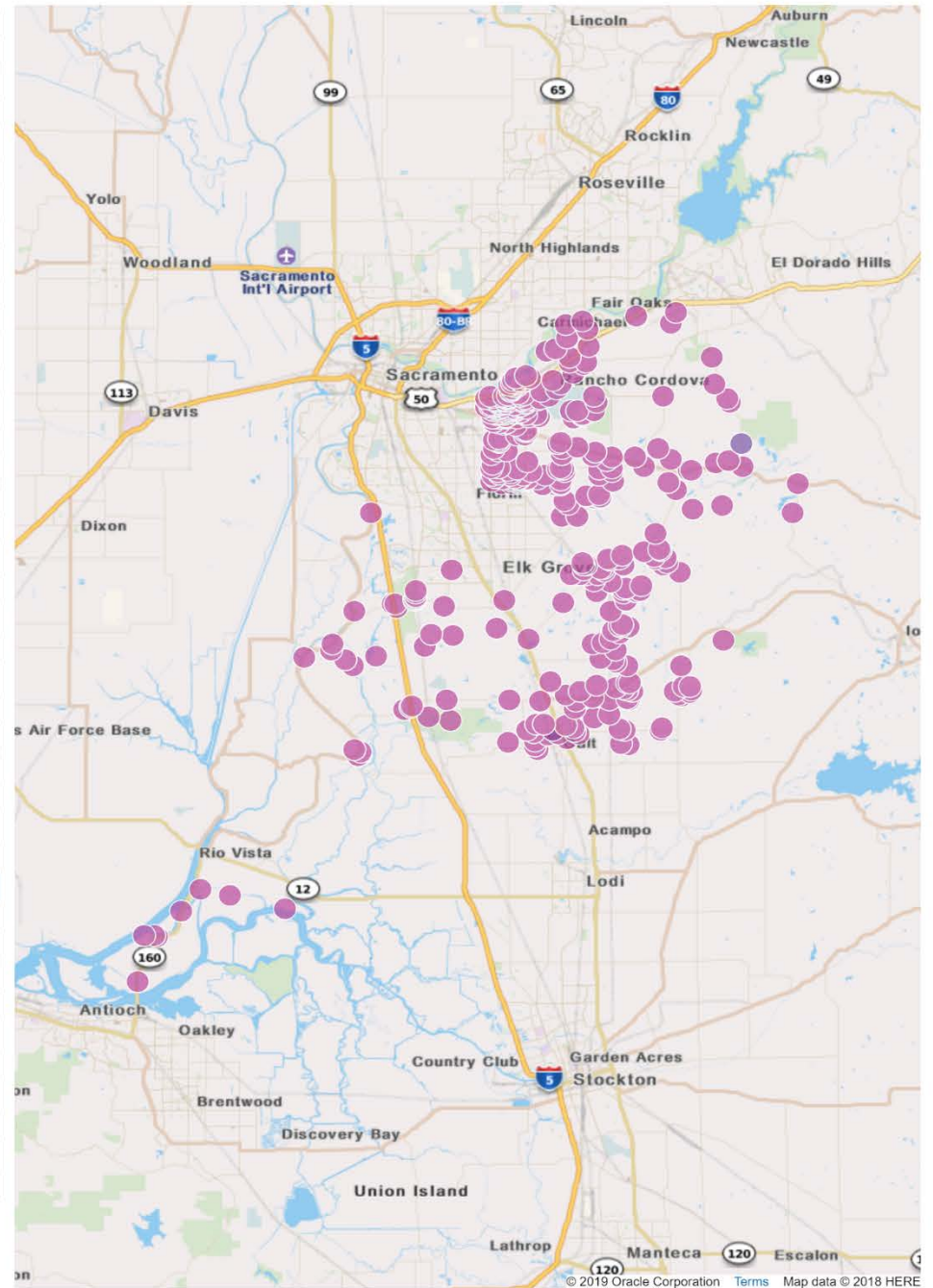
Board of Supervisor District Analysis

District 5 (continued)

Service Request Interactions by Category Per Zip Code



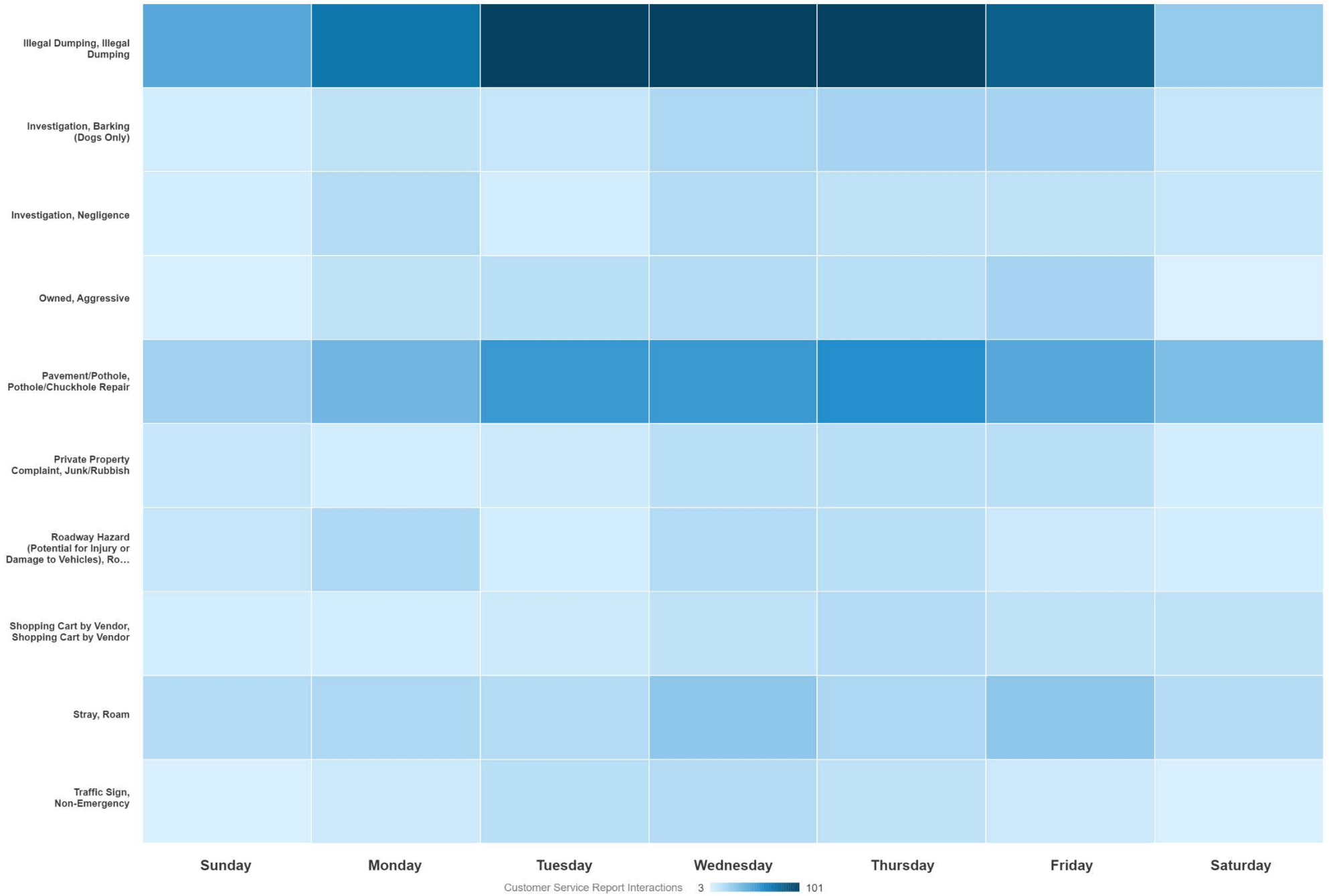
Service Request Interactions Mapped by Selected Zip Code



Aging of Open Requests

Top Service Requests Open by Day

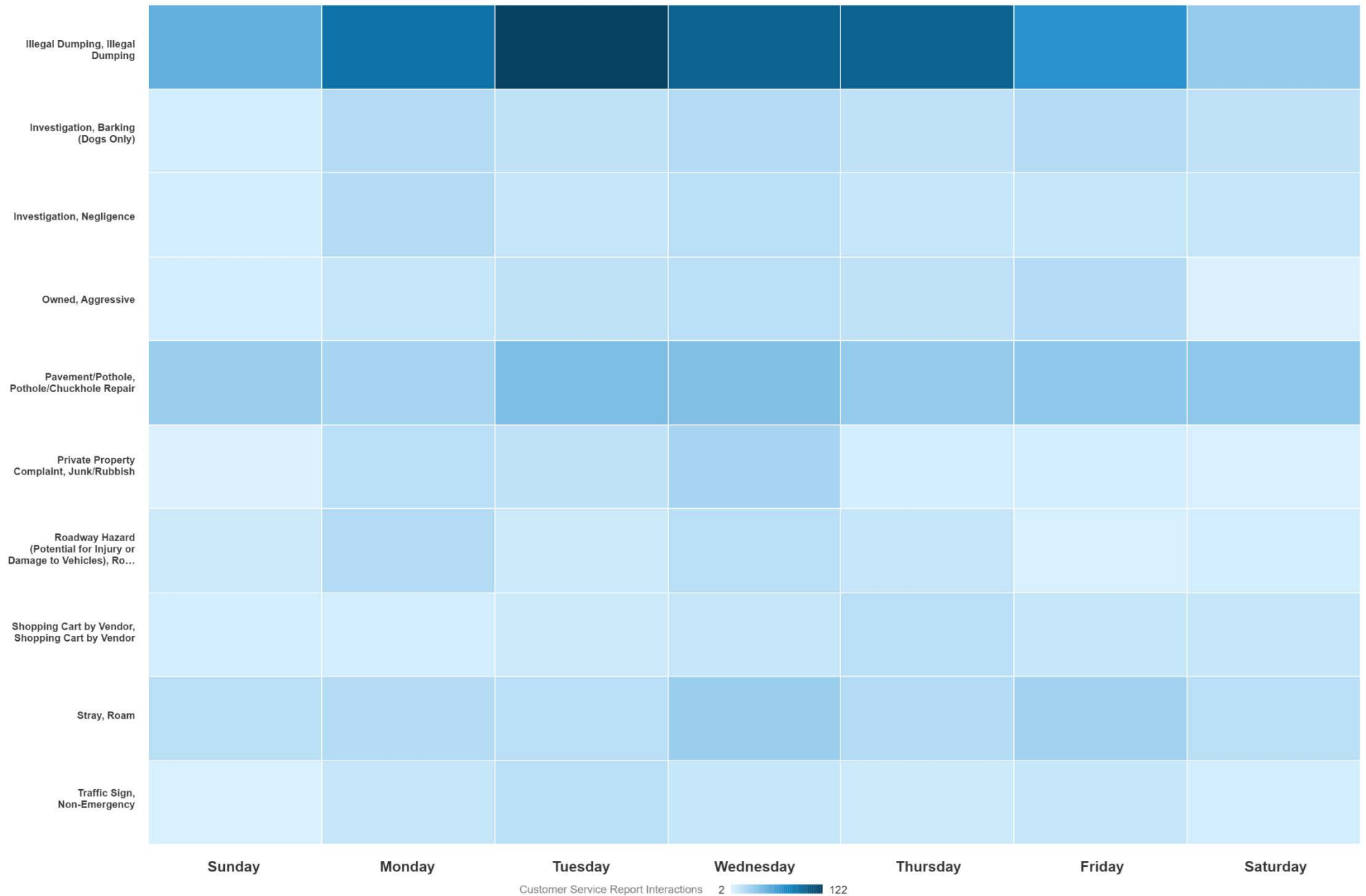
Opened Service Request Interactions by Category Per Day of Week



Aging of Open Requests

Top Service Requests Closed by Day

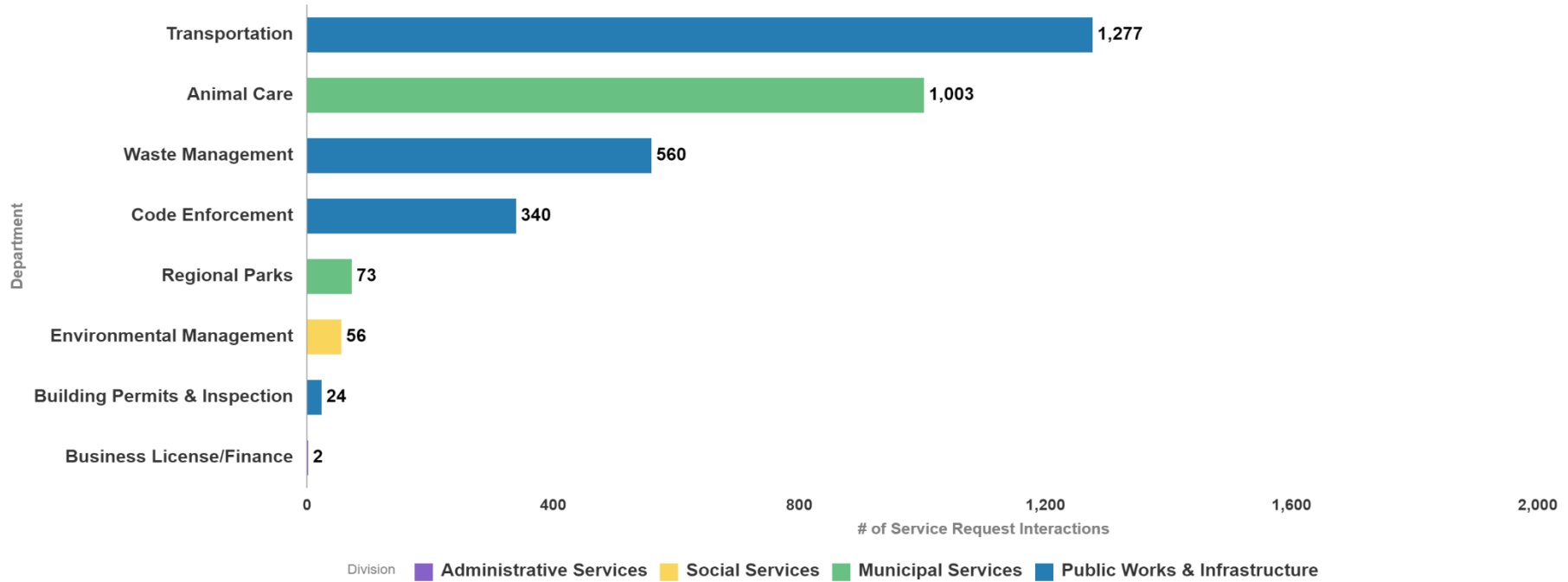
Closed Service Request Interactions by Category Per Day of Week



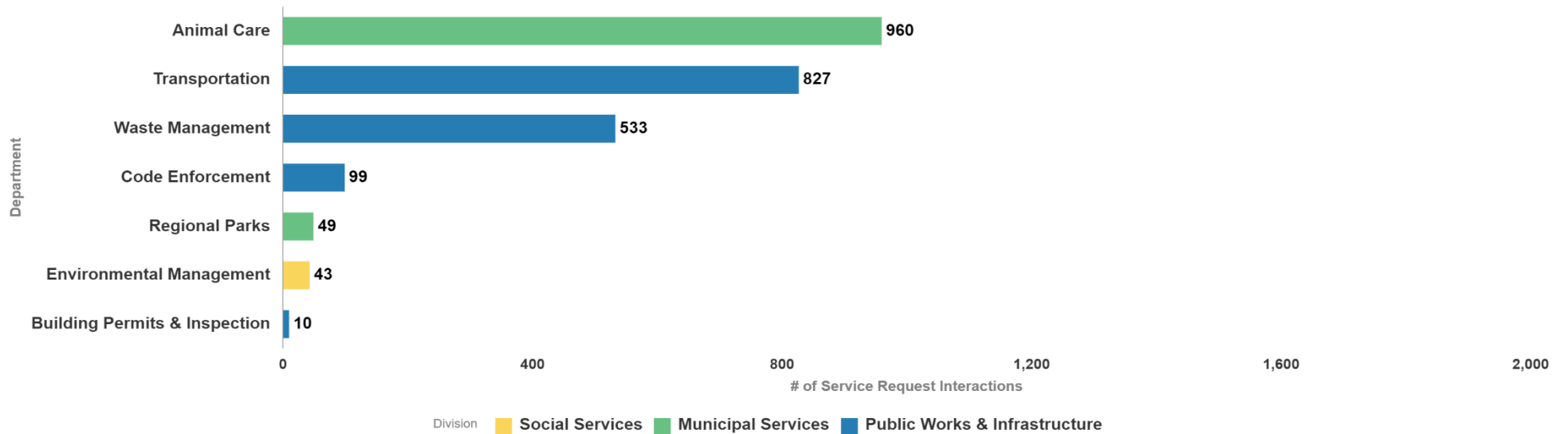
Aging of Open Requests

Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division

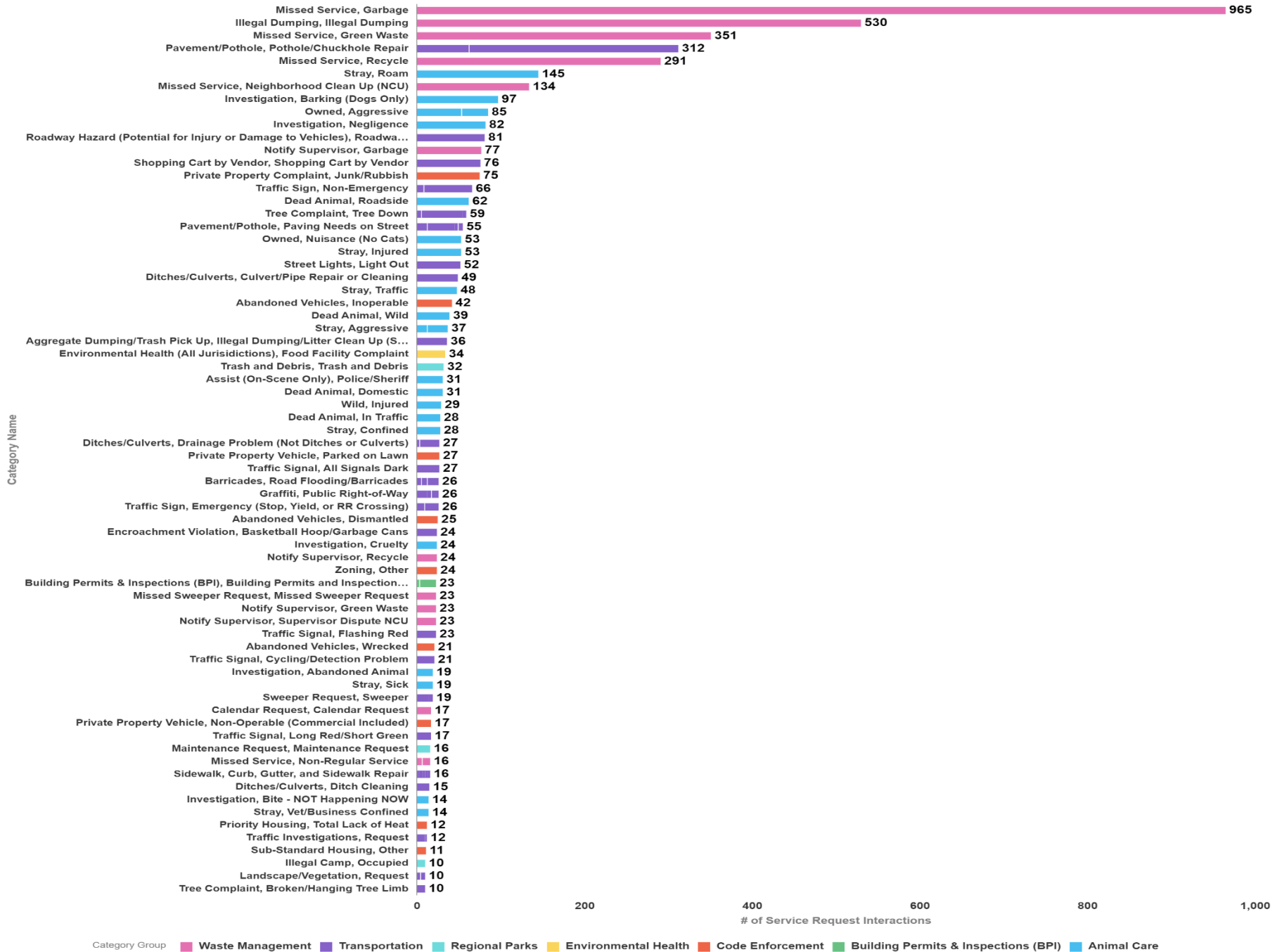


Service Request Interactions Closed by Department, Division



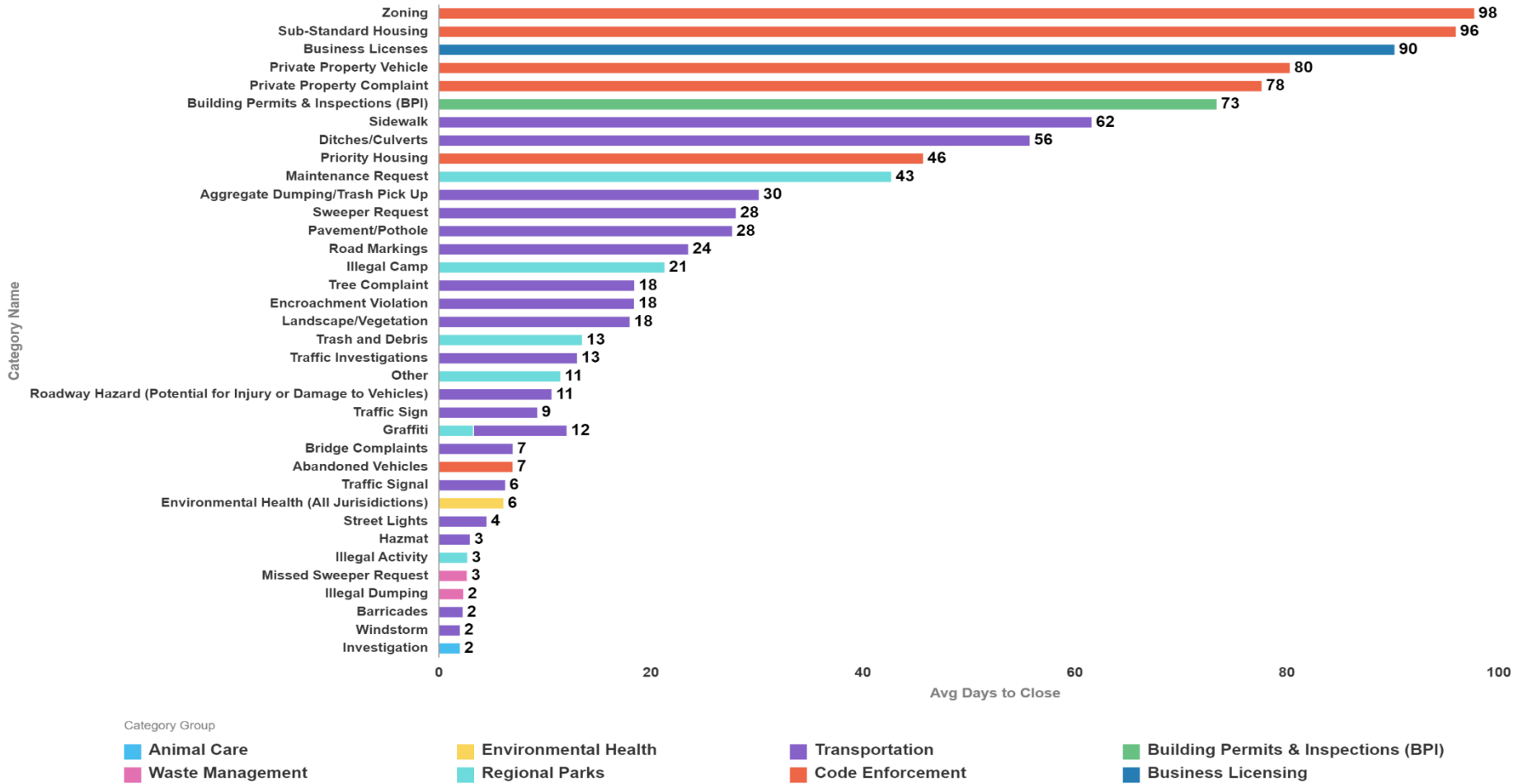
Aging of Open Requests

Greater Than 10 Service Requests



Aging of Open Requests

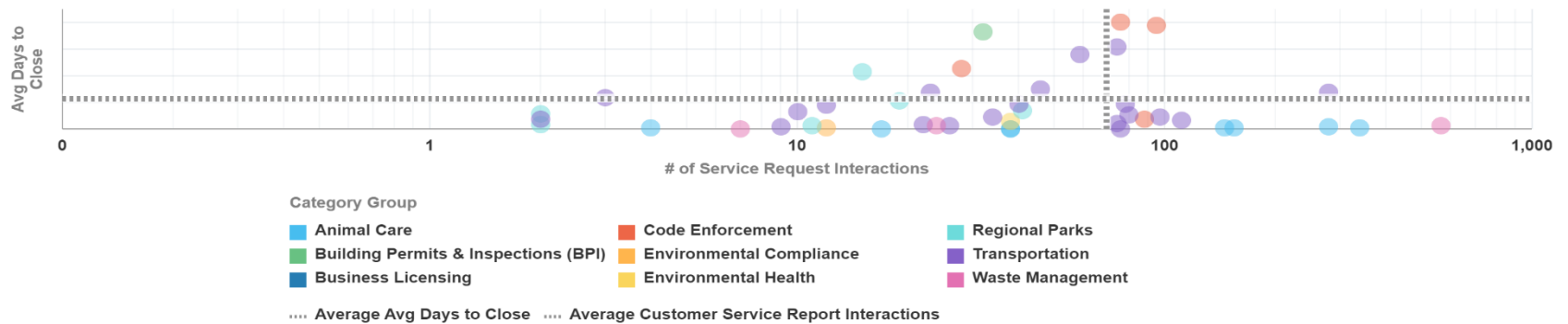
Average Days to Close Service Requests



Avg Days to Close

Avg Days to Close by Category Name, Group

16.02



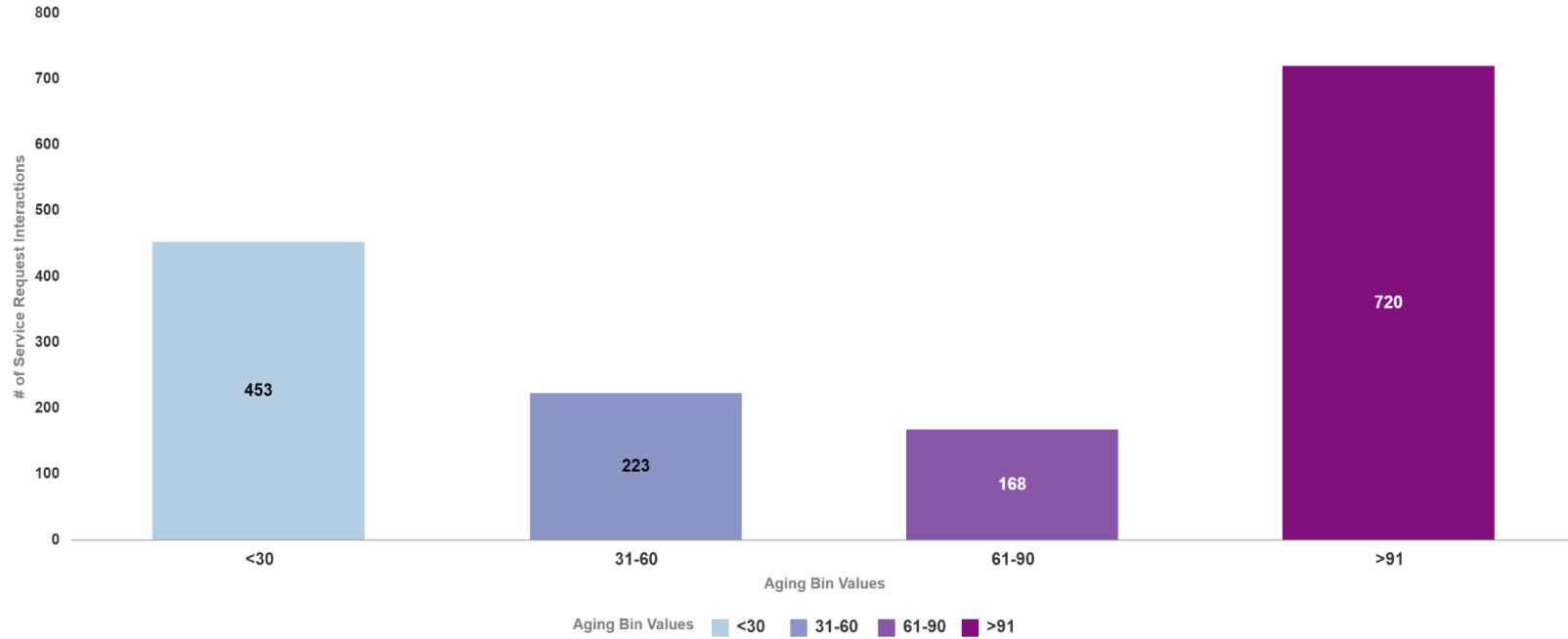
Aging of Open Requests

Number of Service Request Interactions Per Category with Average Days to Close

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Waste Management	Calendar Request	7	0.03
Animal Care	Wild	38	0.09
Transportation	Shopping Cart by Vendor	76	0.12
Animal Care	Assist (On-Scene Only)	38	0.13
Animal Care	Rescue	17	0.15
Environmental Compliance	Environmental Compliance	12	0.59
Animal Care	License/ Specimen Pick Up	4	0.60
Animal Care	Dead Animal	155	0.69
Animal Care	Owned	145	0.76
Animal Care	Stray	340	0.83
Transportation	Traffic Sign	24	1.40
Animal Care	Investigation	279	1.97
Transportation	Windstorm	9	1.98
Transportation	Barricades	26	2.24
Waste Management	Illegal Dumping	564	2.30
Waste Management	Missed Sweeper Request	24	2.63
Regional Parks	Illegal Activity	11	2.68
Transportation	Hazmat	22	2.92
Regional Parks	Graffiti	2	3.21
Transportation	Sidewalk	5	3.28
Transportation	Street Lights	72	4.23
Transportation	Sweeper Request	3	4.42
Waste Management	Missed Service	1,658	4.55
Transportation	Graffiti	5	4.82
Transportation	Tree Complaint	53	4.83
Environmental Health	Environmental Health (All Jurisdictions)	36	5.76
Transportation	Traffic Signal	104	6.05
Waste Management	Notify Supervisor	112	6.87
Code Enforcement	Abandoned Vehicles	88	6.96
Transportation	Bridge Complaints	2	6.97
Transportation	Traffic Investigations	2	7.84

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Transportation	Traffic Signal	7	9.07
Transportation	Graffiti	29	9.53
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	80	10.63
Regional Parks	Other	2	11.46
Environmental Health	Environmental Health (All Jurisdictions)	2	11.85
Transportation	Traffic Sign	73	11.88
Waste Management	Missed Service	153	13.44
Regional Parks	Trash and Debris	41	13.50
Waste Management	Notify Supervisor	59	13.65
Transportation	Street Lights	2	13.94
Transportation	Traffic Investigations	8	14.32
Transportation	Landscape/Vegetation	12	18.00
Transportation	Encroachment Violation	40	18.41
Regional Parks	Illegal Camp	19	21.29
Transportation	Road Markings	3	23.52
Transportation	Pavement/Pothole	280	27.67
Transportation	Aggregate Dumping/Trash Pick Up	46	30.18
Transportation	Sweeper Request	20	31.54
Regional Parks	Maintenance Request	15	42.69
Code Enforcement	Priority Housing	28	45.68
Transportation	Tree Complaint	25	47.27
Transportation	Ditches/Culverts	59	55.73
Transportation	Sidewalk	69	65.79
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	32	73.37
Code Enforcement	Private Property Complaint	95	77.63
Code Enforcement	Private Property Vehicle	76	80.29
Business Licensing	Business Licenses	5	90.16
Code Enforcement	Sub-Standard Housing	30	95.93
Code Enforcement	Zoning	42	97.68

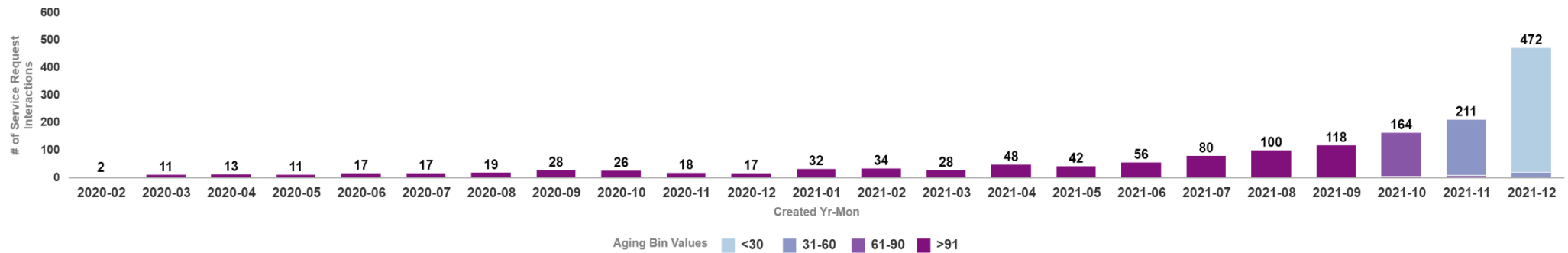
Aging of Open Requests



Aging Service Requests

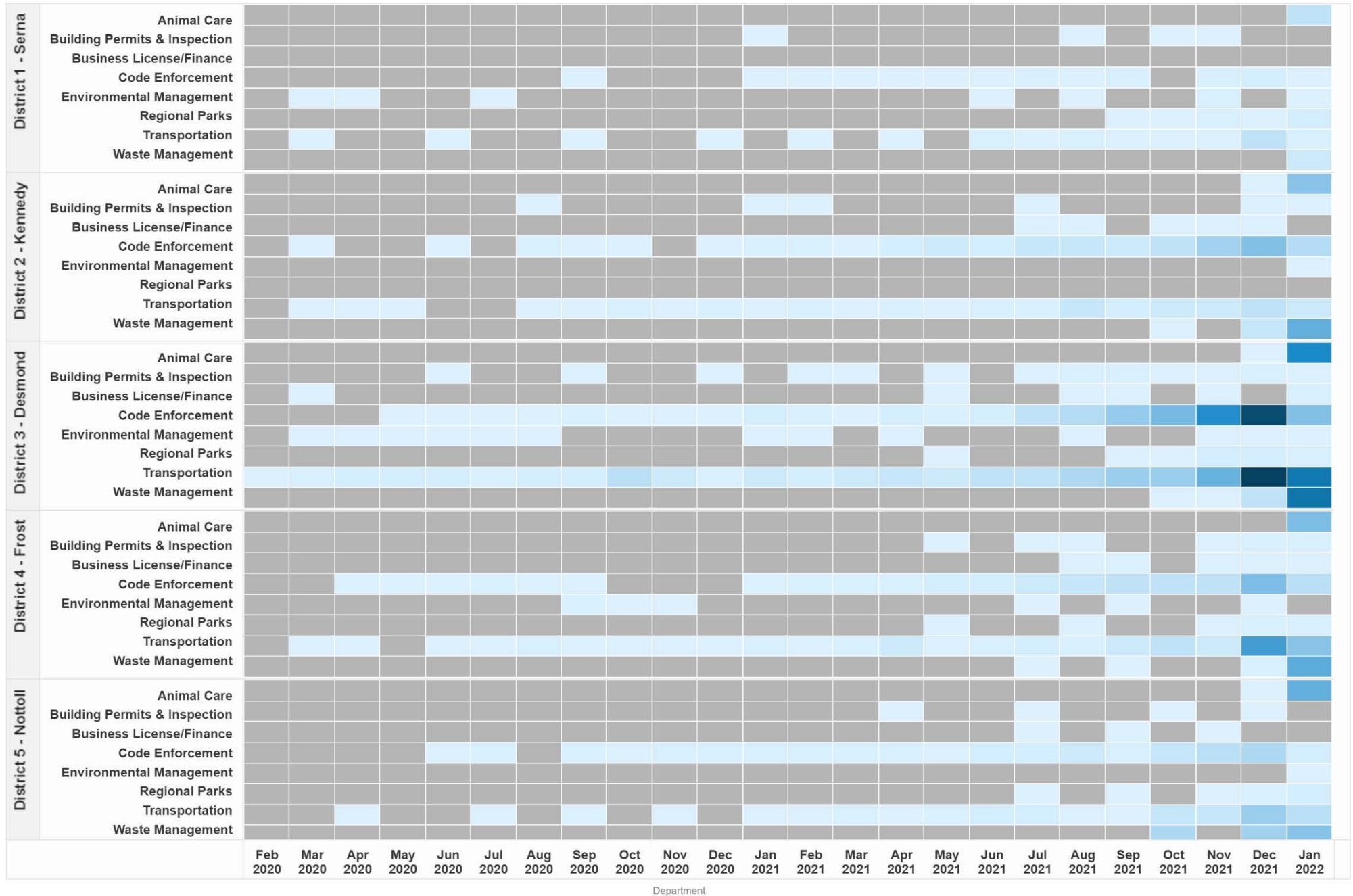
Aging Bin Values	Customer Service Report Interactions
<30	453
31-60	223
61-90	168
>91	720

Aging Service Requests by Created Year-Month



Aging of Open Requests

Aging Requests by Month Created Per District



Customer Service Report Interactions 1 119

Dispatch Service Definition

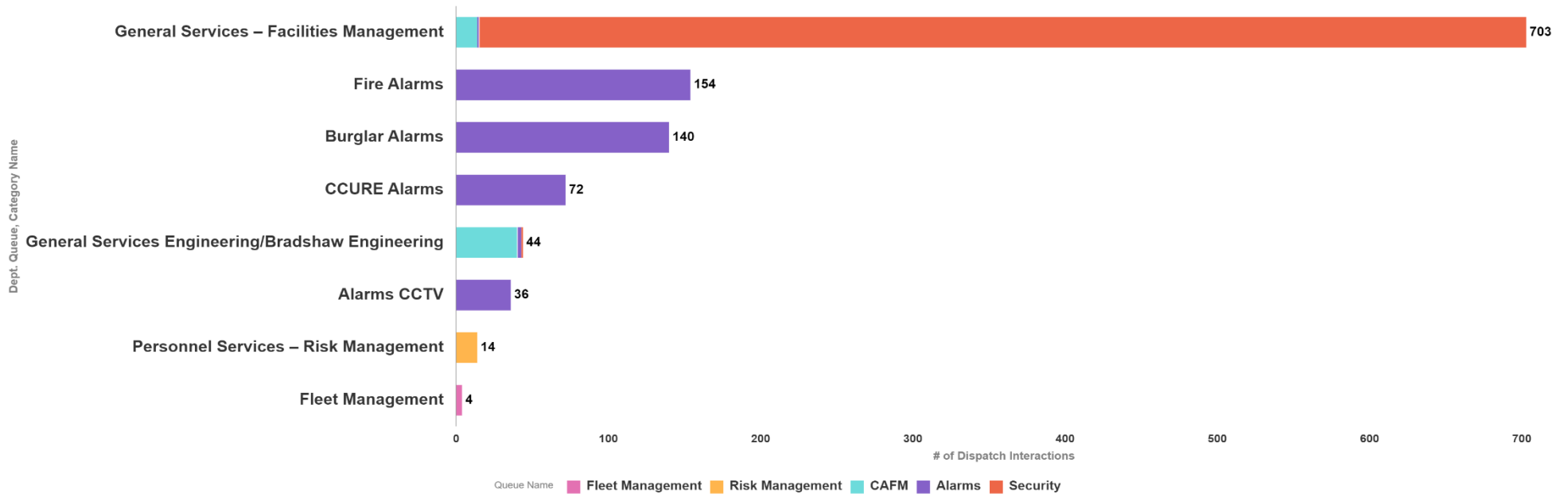
The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides immediate notification to departmental 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

Dispatch Service Request

Administrative Services

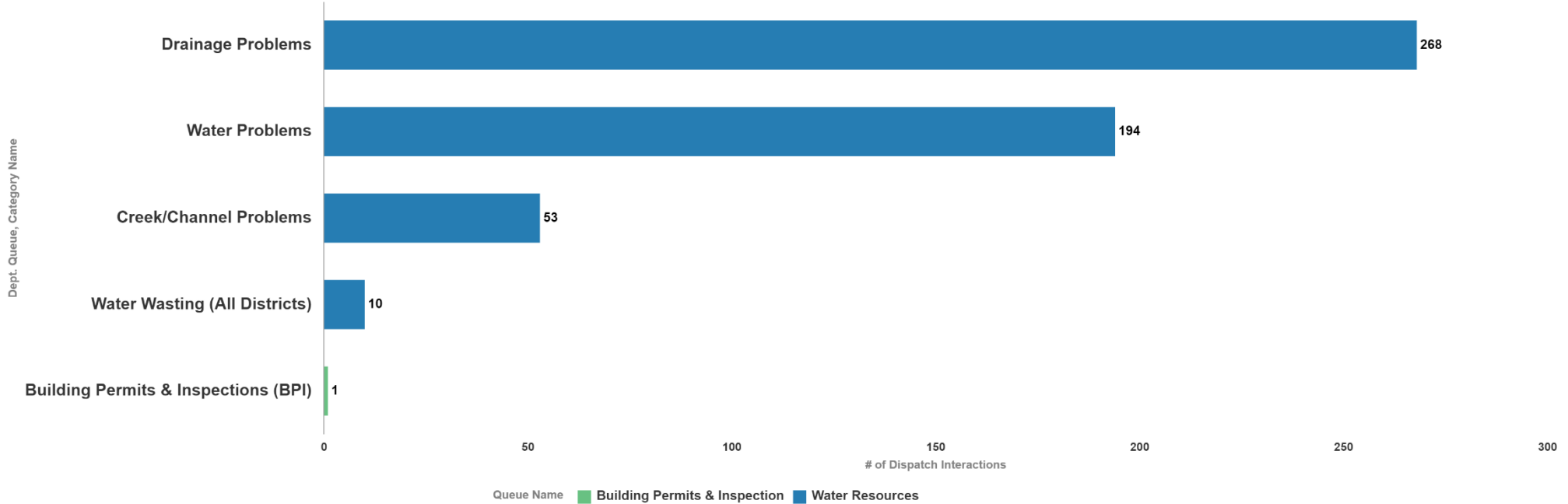


Service Definitions

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.

Dispatch Services Request

Community Services

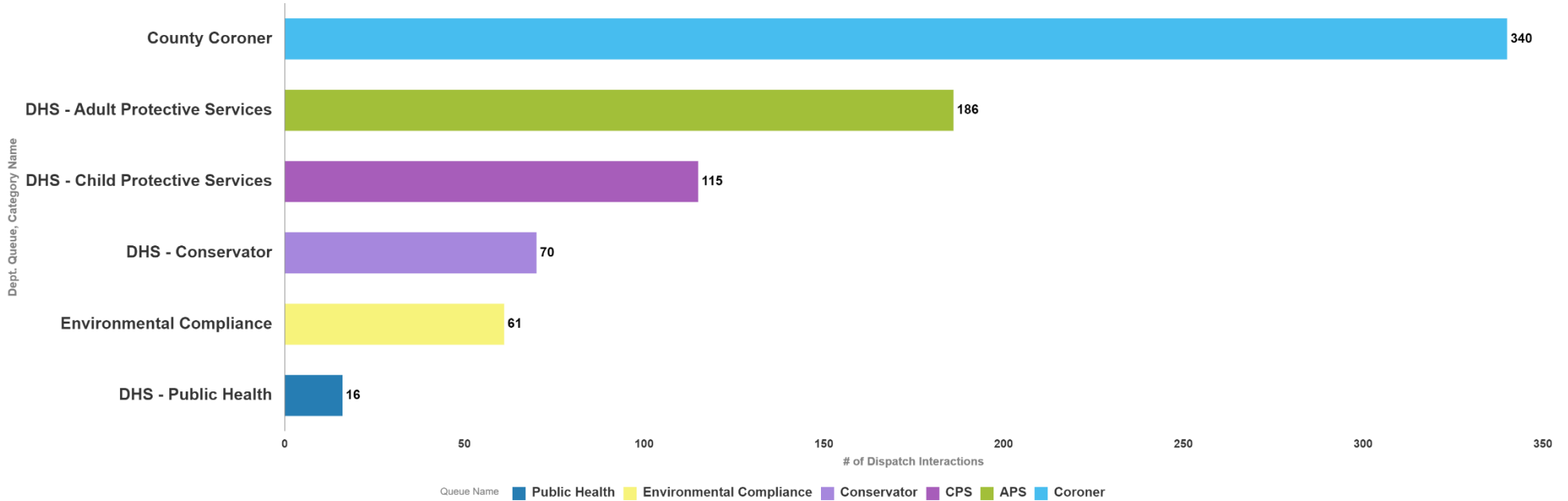


Service Definitions

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.
Water Resources Water Wasting (All Districts)	Reports of excessive running or dissipation of water, watering outside of regulated water conservation guidelines, submitted on behalf of reporter and distributed to the appropriate water agency for investigation/possible citation.

Dispatch Services Request

Social Services

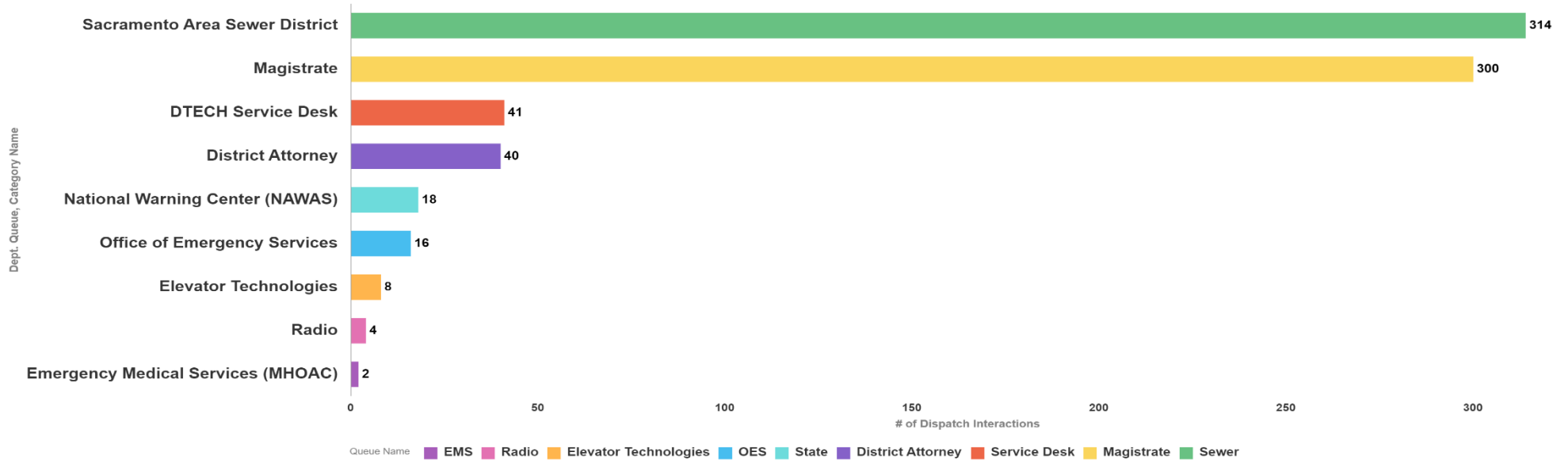


Service Definitions

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 Defender	Dispatch Services for any reported public defender after-hours dispatch requests by law enforcement agencies
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.

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	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.