



MONTHLY
CUSTOMER SERVICE REPORT
SERVICE REQUESTS AND STATISTICS
FEBRUARY 1, 2021 – FEBRUARY 28, 2021



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

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Department of the Month

Department of the Month: Airports

Director: Cindy Nichol

Website: www.sacramento.aero

Mission: To put people at the center of every trip, every experience, every day.

About

The Sacramento County Airport System is comprised of four airports focused on:

- **Sacramento International Airport (SMF)** –Passenger Aviation
- **Mather Airport (MHR)** –Cargo Aviation
- **Executive Airport (SAC)** –General Aviation
- **Franklin Field (F72)** – General Aviation Training Activities

As an enterprise operation that is not supported by the Sacramento County General Fund, the County's airports must be self-funded with the revenues they generate in addition to airport-specific grants from federal and state sources. Each of the airports supports the others in the system by having a strategic focus. This enables the Department of Airports to focus on the uses that are best suited for each airport's facilities, services and customers.

■ **Operations**

Includes Airside and Landside Operations, Safety Management, Airport Fire, Facilities and Maintenance. Operations oversees the day-to-day operations at all four airports.

■ **Planning and Design**

Is comprised of Planning and Environment, Design and Development and Construction Management. The Planning and Design Division is responsible for planning, design and construction activities for the four airports in the system.

■ **Administration and Finance**

Includes Finance and Accounting, Air Service Development, Properties and Commercial Development, and Airport Concessions. The Administration and Finance Division is responsible for the Department's budget, development of air service and on-airport commercial properties, and airport concession and tenant agreements.

FTE: 346 Budgeted Positions

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Monthly Statistics

Number of	
• Service request by Calls	15,989
• Service request by Mobile application	1,952
• Other	852
Service requests opened	12,465
Informational calls	4,789
Transferred calls	1,951
Service requests closed	18,125
Average days to close service requests	15

Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	16	165	330	206	50	767
Waste Management/Illegal Dumping	52	199	196	88	148	683
Missed Service/Recycle	15	81	152	95	44	387
Missed Service/Green Waste	3	40	130	69	30	272
Pavement/Pothole/Pothole/Chuckhole Repair/Large	0	7	58	26	24	115
Total	86	492	866	484	296	2,224

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Monthly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	15	152	299	189	48	703
Waste Management/Illegal Dumping	49	172	176	81	117	595
Missed Service/Recycle	14	79	144	86	38	361
Missed Service/Green Waste	3	37	117	65	30	252
Animal Care/Stray/Roam	13	19	31	13	22	98
Total	94	459	767	434	255	2,009

Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Environmental Health (All Jurisdictions)/Food Facility Complaint	5	9	1	5	1	21
Private Property Complaint/Junk/Rubbish	0	6	3	5	4	18
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	0	1	5	1	0	7
Bridge Complaints/Soundwall Repair/Concrete	1	1	1	1	0	4
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	1	0	1	0	1	3
Total	7	17	11	12	6	53

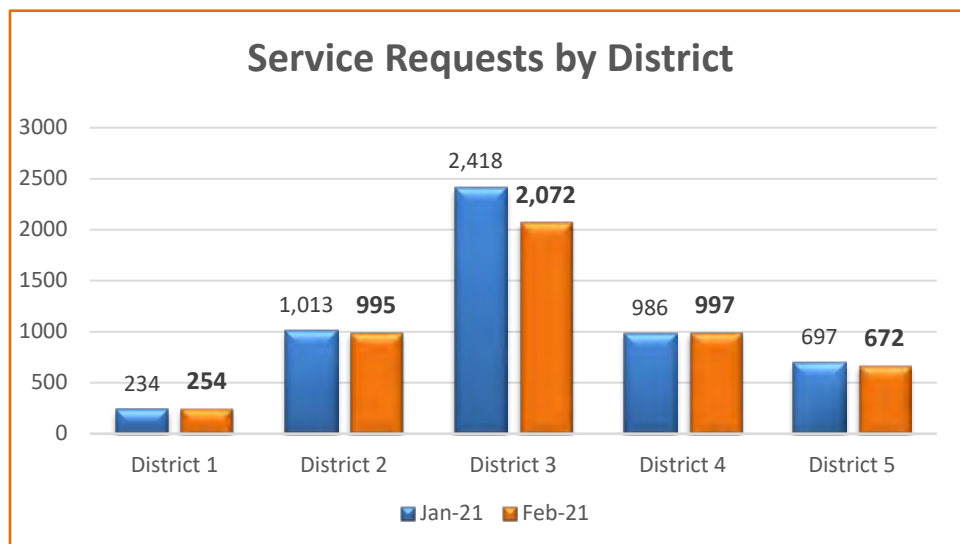
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Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	254
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	995
District 3 – Desmond <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,072
District 4 – Frost <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	997
District 5 – Nottoli <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	672
Total	4,990

Monthly Comparison: January 2021 vs. February 2021



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Top Service Request Opened by District (> 10 requests)

District 1 - Serna	
Waste Management/Illegal Dumping	52
Regional Parks/Trash and Debris	36
Missed Service/Garbage	16
Missed Service/Recycle	15
Animal Care/Stray/Roam	13
District 2 – Kennedy	
Waste Management/Illegal Dumping	199
Missed Service/Garbage	165
Missed Service/Recycle	81
Missed Service/Green Waste	40
Private Property Complaint/Junk/Rubbish	25
Transportation/Shopping Cart by Vendor	24
Animal Care/Investigation/Barking (Dogs Only)	19
Animal Care/Stray/Roam	19
Notify Supervisor/Garbage	19
Missed Service/Neighborhood Clean Up (NCU)	16
Private Property Vehicle/Parked on Lawn	15
Street Lights/Light Out	15
Animal Care/Dead Animal/Roadside	15
Abandoned Vehicles/Inoperable	14
Abandoned Vehicles/Wrecked	12
Abandoned Vehicles/Dismantled	11
Animal Care/Stray/Injured	11
District 3 – Desmond	
Missed Service/Garbage	330
Waste Management/Illegal Dumping	196
Missed Service/Recycle	152
Missed Service/Green Waste	130
Pavement/Pothole/Pothole/Chuckhole Repair/Large	58
Animal Care/Investigation/Barking (Dogs Only)	51
Traffic Sign/Non-Emergency/Sign Down	45
Abandoned Vehicles/Inoperable	41
Pavement/Pothole/Pothole/Chuckhole Repair/Small	38
Missed Service/Neighborhood Clean Up (NCU)	35
Private Property Complaint/Junk/Rubbish	34

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Private Property Vehicle/Parked on Lawn	32
Animal Care/Stray/Roam	31
Animal Care/Dead Animal/Roadside	30
Animal Care/Dead Animal/Domestic	30
Animal Care/Stray/Injured	28
Notify Supervisor/Garbage	24
Animal Care/Investigation/Negligence	23
Animal Care/Dead Animal/Wild	22
Regional Parks/Trash and Debris	22
Roadway Hazard (Potential for Injury or Damage to Vehicles)	22
Animal Care/Wild/Injured	22
Abandoned Vehicles/Dismantled	21
Street Lights/Light Out	20
Drainage Problems/Plugged Drain Inlet	19
Regional Parks/Maintenance Request	18
Encroachment Violation/Basketball Hoop/Garbage Cans	18
Animal Care/Stray/Confined	16
Animal Care/Stray/Aggressive/Happening NOW	15
Waste Management/Calendar Request	14
Landscape/Vegetation/Miscellaneous Vegetation/Tree Calls	14
Animal Care/Investigation/Cruelty	14
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Construction without Permit	14
Code Enforcement/Zoning/Other	13
Tree Complaint/Request/Arden Park Ash Tree Removal and Replacement Program	12
Animal Care/Dead Animal/In Traffic	12
Transportation/Shopping Cart by Vendor	11
Waste Management/Missed Sweeper Request	11
District 4 – Frost	
Missed Service/Garbage	206
Missed Service/Recycle	95
Waste Management/Illegal Dumping	88
Missed Service/Green Waste	69
Pavement/Pothole/Pothole/Chuckhole Repair/Large	26
Missed Service/Neighborhood Clean Up (NCU)	25
Abandoned Vehicles/Inoperable	24
Animal Care/Investigation/Barking (Dogs Only)	21

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Pavement/Pothole/Pothole/Chuckhole Repair/Small	15
Private Property Complaint/Junk/Rubbish	14
Animal Care/Stray/Roam	13
Animal Care/Investigation/Negligence	13
Animal Care/Dead Animal/Wild	12
Animal Care/Wild/Injured	12
Abandoned Vehicles/Dismantled	11
Code Enforcement/Zoning/Other	11
Street Lights/Light Out	11
Traffic Sign/Non-Emergency/Sign Down	11
District 5 – Nottoli	
Waste Management/Illegal Dumping	148
Missed Service/Garbage	50
Missed Service/Recycle	44
Missed Service/Green Waste	30
Pavement/Pothole/Pothole/Chuckhole Repair/Large	24
Animal Care/Stray/Roam	23
Missed Service/Neighborhood Clean Up (NCU)	17
Animal Care/Dead Animal/Roadside	17
Animal Care/Dead Animal/Wild	14
Animal Care/Investigation/Barking (Dogs Only)	12
Animal Care/Stray/Traffic	12
Private Property Complaint/Junk/Rubbish	11
Roadway Hazard (Potential for Injury or Damage to Vehicles)	11

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Average Number of Days to Close a Service Request

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

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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/Stray/Roam	82	0
Animal Care/Investigation/Tethered	5	0
Animal Care/Investigation/Illegal Sales	1	0
Animal Care/Investigation/Kennel	11	0
Tree Complaint/Tree Down/Bike Lane	1	0
Barricades/Road Flooding/Barricades/Multiple Lanes	2	1
Tree Complaint/Tree Down/Sidewalk	2	1
Transportation/Hazmat/Needles	7	1
Animal Care/Stray/Confined	31	1
Traffic Signal/Light Out/On Corner	2	1
Transportation/Hazmat/Bio-waste	1	1
Bridge Complaints/Guardrail/Fence/Median that is not attached to a Bridge/Fence	4	1
Road Markings/Road Lines/ Edge Lines/Legends Missing or Faded	1	1
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)/Missing	5	1
Sweeper Request/Sweeper/Spill in Roadway	6	1
Missed Service/Over Flow	2	1
Aggregate Dumping/Trash Pick Up/Debris Blocking Roadway/Sidewalk (Non-Vegetation)	5	1
Graffiti/Private Property/Soundwall	1	1
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)/Down	22	1
Animal Care/Investigation/Barking (Dogs Only)	83	1
Sidewalk/Obstruction (non-vegetation)	1	1
Sweeper Request/Sweeper/Nails	1	1
Environmental Health (All Jurisdictions)/Public Pool Complaint	1	1
Street Lights/Knock Down	5	1
Traffic Signal/Light Out/Over Roadway	9	2
Street Lights/Light or Pole Damaged	3	2
Waste Management/Missed Sweeper Request	13	2
Traffic Signal/Damaged	4	2
Sweeper Request/Sweeper/Glass	13	2
Traffic Signal/Flashing Red	24	2
Graffiti/Private Property/Utility Box	1	2
Transportation/Hazmat/Unknown Container	3	2
Traffic Signal/All Signals Dark	17	2
Street Lights/Cover Missing/Wires Exposed	3	2
Missed Service/Garbage	961	3
Street Lights/Miscellaneous	2	3

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Request Type	No. of Request	Avg. Days To Close
Missed Service/Green Waste	261	3
Notify Supervisor/Garbage	63	3
Transportation/Hazmat/Other	6	3
Notify Supervisor/Green Waste	11	3
Notify Supervisor/Supervisor Dispute NCU	34	3
Traffic Signal/Knock Down	2	3
Missed Service/Neighborhood Clean Up (NCU)	162	3
Tree Complaint/Tree Obstructing/County Sign	3	3
Missed Service/Recycle	332	3
Graffiti/Public Right-of-Way/Utility Box	12	3
Traffic Signal/Cycling/Detection Problem	15	3
Traffic Sign/New Sign Request/Yield	1	3
Pavement/Pothole/Pothole/Chuckhole Repair/Bike Lane	1	3
Waste Management/Illegal Dumping	691	4
Traffic Signal/Pedestrian Signal Inoperative	6	4
Tree Complaint/Tree Obstructing/Illumination of County Street Light and/or Pole/Head Clearance	1	4
Street Lights/Lights Out (Group)	5	4
Notify Supervisor/Recycle	21	4
Tree Complaint/Broken/Hanging Tree Limb/Sidewalk	6	4
Graffiti/Public Right-of-Way/Sidewall	3	4
Traffic Signal/Long Red/Short Green	16	4
Traffic Investigations/Speeding	1	4
Street Lights/Light Out	30	4
Missed Service/Non-Regular Service/Green Waste	2	4
Barricades/Road Flooding/Barricades/Entire Road	1	5
Pavement/Pothole/Sink Hole in Roadway/Roadway	3	5
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	2	5
Street Lights/Cycling On and Off	6	5
Street Lights/On Daytime	1	5
Sweeper Request/Median Clean Up and Debris Removal/Other	3	5
Tree Complaint/Tree Obstructing/County Stop Sign	3	6
Roadway Hazard (Potential for Injury or Damage to Vehicles)	49	6
Street Lights/Light Shield Issue	1	6
Abandoned Vehicles/Dismantled	42	6
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	3	6
Graffiti/Public Right-of-Way/Roadway	2	6
Pavement/Pothole/Pothole/Chuckhole Repair/Large	63	6
Environmental Compliance/Illegal Dumping Unimproved Property	1	6
Landscape/Vegetation/Weed Abatement	1	7
Abandoned Vehicles/Wrecked	49	7

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Request Type	No. of Request	Avg. Days To Close
Graffiti/Sign	29	7
Pavement/Pothole/Pothole/Chuckhole Repair/Small	42	7
Pavement/Pothole/Paving Needs on Street/Alligator Cracking	9	7
Abandoned Vehicles/Inoperable	99	7
Graffiti/Public Right-of-Way/Other	8	8
Regional Parks/Other	4	8
Pavement/Pothole/Paving Needs on Street/Resurfacing Request	8	8
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Garage Conversion	3	8
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	1	8
Traffic Investigations/Request/Speedbumps	26	8
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	6	9
Sidewalk/Curb, Gutter, and Sidewalk Repair/Sinking	3	9
Traffic Sign/New Sign Request/No Parking	1	10
Sweeper Request/Median Clean Up and Debris Removal/Center	1	10
Environmental Compliance/Hazardous Substances	6	10
Graffiti/Private Property/Building	6	10
Regional Parks/Illegal Activity	19	10
Traffic Investigations/Request/Parking Restriction	2	10
Pavement/Pothole/Pavement-Other Unknown Maintenance Needs	4	11
Environmental Health (All Jurisdictions)/Food Facility Complaint	16	11
Traffic Sign/Non-Emergency/Sign Down	25	11
Barricades/Road End Barricade	2	11
Zoning/Fence Residential/Fence Condition	1	12
Traffic Investigations/Traffic Safety Related Issues	2	12
Graffiti/Public Right-of-Way/Fence	1	12
Regional Parks/Maintenance Request	22	14
Sidewalk/Curb, Gutter, and Sidewalk Repair/Other	3	15
Regional Parks/Illegal Camp/Abandoned	6	16
Traffic Sign/Non-Emergency/Sign Missing	7	16
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Fence-Retaining Wall	1	16
Building Permits & Inspections (BPI)/Fence/Retaining Wall/Fence over 7 feet tall	4	16
Traffic Signal/Miscellaneous Issues	2	17
Regional Parks/Trash and Debris	16	17
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Construction without Permit	24	18
Bridge Complaints/Guardrail/Fence/Median that is not attached to a Bridge/Guardrail	1	18

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Request Type	No. of Request	Avg. Days To Close
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Addition	5	20
Zoning/Fence Residential/Without a Permit	1	20
Private Property Complaint/Illegal Signage/Other	1	20
Priority Housing/No Hot Water	3	21
Priority Housing/Lack of Utilities (Gas/Water/Electric/Sewer)	1	22
Zoning/10K SQ FT or Smaller-Small Farm Animals	4	23
Road Markings/Request for New Legends or Markings	2	23
Regional Parks/Graffiti	2	23
Pavement/Pothole/Paving Needs on Street/Pavement Broken	13	23
Tree Complaint/Tree Obstructing/County Signal Pole Light Head	1	24
Private Property Complaint/Vacant, Unmaintained/Commercial	3	26
Ditches/Culverts/Ditch Cleaning	5	26
Tree Complaint/Tree Down/Roadway	10	27
Graffiti/Private Property/Other	3	28
Traffic Investigations/Request/Sign	3	28
Landscape/Vegetation/Request/Abate Debris or Vegetation on Sidewalks/Pedwalks/County Bike Trails	4	28
Encroachment Violation/Other Encroachment Types/Visibility	1	29
Encroachment Violation/Basketball Hoop/Garbage Cans	43	30
Tree Complaint/Broken/Hanging Tree Limb/Roadway	11	31
Bridge Complaints/Maintenance/Under Bridge Homeless	1	31
Tree Complaint/Request/Tree Removal on County Right-of-Way	9	32
Sub-Standard Housing/Structural Defects	1	33
Graffiti/Public Right-of-Way/Soundwall	4	34
Private Property Complaint/Rooster (in Residential Zone)	3	35
Aggregate Dumping/Trash Pick Up/Homeless Camp/Visual Blight Clean Up	4	37
Tree Complaint/Broken/Hanging Tree Limb/Bike Lane	4	37
Pavement/Pothole/Paving Needs on Street/Other	3	38
Private Property Complaint/Overflowing Dumpster	2	38
Sidewalk/Curb, Gutter, and Sidewalk Repair/Lifting	15	40
Regional Parks/Illegal Camp/Occupied	16	40
Waste Management/Report Scavenging	4	40
Landscape/Vegetation/Miscellaneous Vegetation/Tree Calls	7	40
Zoning/Cannabis (If wish to remain anonymous must refer to Sheriff's Dept.)	12	40
Zoning/Mobile Home Zoning Complaint	1	41
Landscape/Vegetation/Cleaning of Vegetation and Debris from Soundwall	2	41
Sidewalk/Curb, Gutter, and Sidewalk Repair/Tripping Hazard	8	42
Private Property Vehicle/Parked on Lawn	60	43

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Request Type	No. of Request	Avg. Days To Close
Private Property Vehicle/Occupied Mobile Homes/Trailers	7	45
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Remodel	4	45
Sub-Standard Housing/Other	13	46
Sub-Standard Housing/Roof Leak	1	48
Private Property Vehicle/Commercial Vehicle on Property	5	49
Sidewalk/Tree Trimming Needed/Sidewalk	4	49
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	18	49
Private Property Complaint/Vacant, Unmaintained/Residential	15	49
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants on Frontages and Roadside	3	49
Code Enforcement/Zoning/Other	30	50
Sub-Standard Housing/Rodent Harborage	2	50
Private Property Complaint/Junk/Rubbish	91	52
Private Property Vehicle/Non-Operable (Commercial Included)	29	53
Private Property Vehicle/Other	10	54
Sub-Standard Housing/Vector Infestation	6	57
Sub-Standard Housing/Electrical Malfunction	1	58
Sub-Standard Housing/HVAC Issues (must be part of a heating and cooling unit)	3	60
Sidewalk/Curb, Gutter, and Sidewalk Repair/Cracking	5	60
Landscape/Vegetation/Request/Abate a Visibility Obstruction by Vegetation	5	60
Priority Housing/VOA (Vacant, Open, Accessible) Properties	5	61
Sidewalk/Tree Trimming Needed/Roadway	11	63
Encroachment Violation/Other Encroachment Types/Other	3	64
Traffic Sign/New Sign Request/Other	3	65
Encroachment Violation/Signs that Block View or Path	1	68
Sidewalk/Curb, Gutter, and Sidewalk Repair/Gutter Drainage	2	69
Priority Housing/Collapsing Building Roof or Ceiling	2	70
Priority Housing/Surfacing Sewage	2	70
Sub-Standard Housing/Plumbing	1	74
Zoning/Fence Residential/Fence Over 7' Tall	1	76
Tree Complaint/Request/Abate a Visibility Obstruction by Tree(s)	7	78
Zoning/Occupied Out-Building	6	82
Sidewalk/Tree Trimming Needed/Bike Lane	1	132
Traffic Sign/New Sign Request/Stop	1	137
Building Permits & Inspections (BPI)/Fence/Retaining Wall/Without a Permit	1	164

**Customer Service Report
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Aging of Open Requests

Days	Count
<30	1,080
31 to 60	257
61 to 90	110
>91	733

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	3	28	20	7	31	89
Private Property Complaint/Junk/Rubbish	4	23	30	14	10	81
Missed Service/Garbage	1	13	32	17	2	65
Private Property Complaint/Parked on Lawn	0	14	29	5	6	54
Pavement/Pothole/Pothole/Chuckhole Repair/Large	0	1	27	7	12	47
Total	8	79	138	50	61	336

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

Type	District 1	District 2	District 3	District 4	District 5	Total
Private Property Complaint/Junk/Rubbish	4	6	9	3	5	27
Private Property Complaint/Parked on Lawn	0	2	7	2	5	16
Code Enforcement/Zoning/Other	0	1	9	1	2	13
Encroachment Violation/Other	0	3	7	0	1	11
Encroachment Types/Other	0	3	7	0	1	11
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up	0	4	4	1	1	10
Total	4	16	36	7	14	77

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

Type	District 1	District 2	District 3	District 4	District 5	Total
Environmental Health (All Jurisdictions)/Food Facility Complaint	3	6	2	1	1	13
Private Property Complaint/Junk/Rubbish	0	1	2	6	2	11
Code Enforcement/Zoning/Other	0	1	3	4	3	11
Private Property Complaint/Parked on Lawn	1	0	3	1	2	7
Private Property Vehicle/Non-Operable (Commercial Included)	0	0	1	2	3	6
Total	4	8	11	14	11	48

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	27	38	22	21	16	124
Private Property Complaint/Junk/Rubbish	2	22	25	16	14	79
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	2	4	20	8	5	39
Code Enforcement/Zoning/Other	0	9	11	3	9	32
Building Permits & Inspections/BPI Complaints/Construction without Permit	2	2	12	5	4	25
Total	33	75	90	53	48	299

**Customer Service Report
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Dispatch Services

Dispatch Service Definition

The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides an immediate notification to departmental on-call staff by radio, telephone or text message. Departmental staff acknowledge receipt of the request and respond by providing the specific requested service, even after-hours and on holidays. Departments determine what requires an immediate dispatch and which staff members to contact outside of their regular business hours.

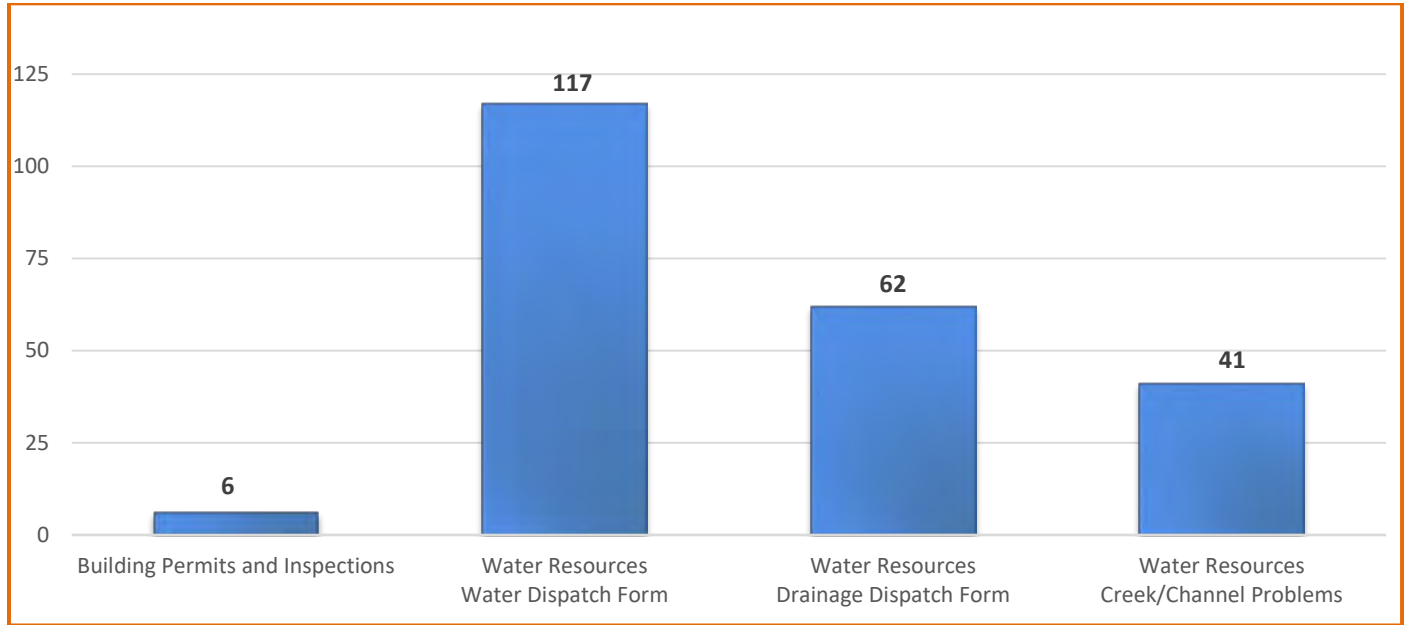
Acronym Glossary

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

Customer Service Report
February 1, 2021 – February 28, 2021

Dispatch Services Request

Public Works and Infrastructure



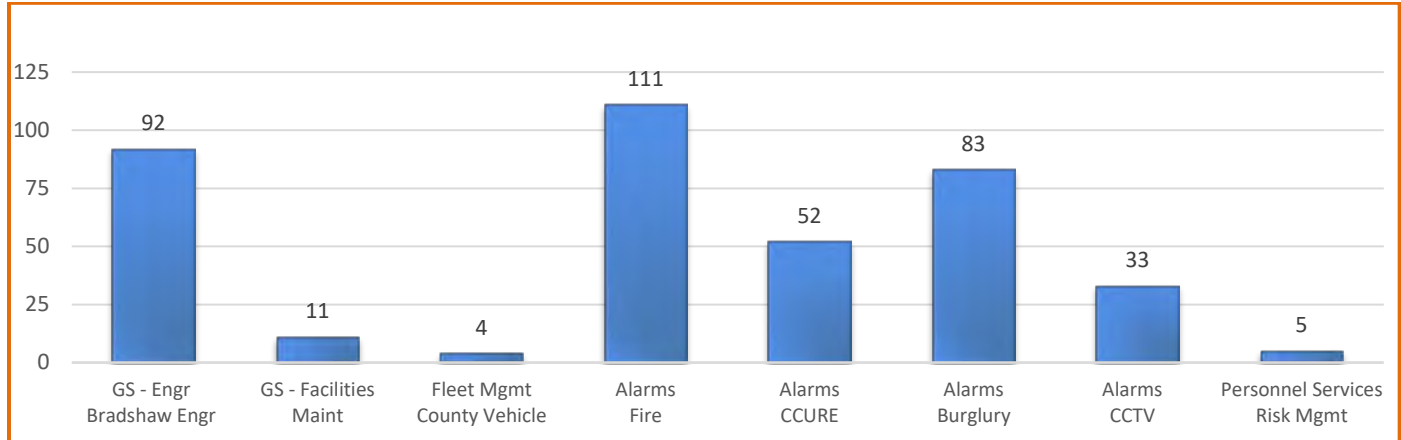
Service Definitions

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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Dispatch Services Request

Administrative Services



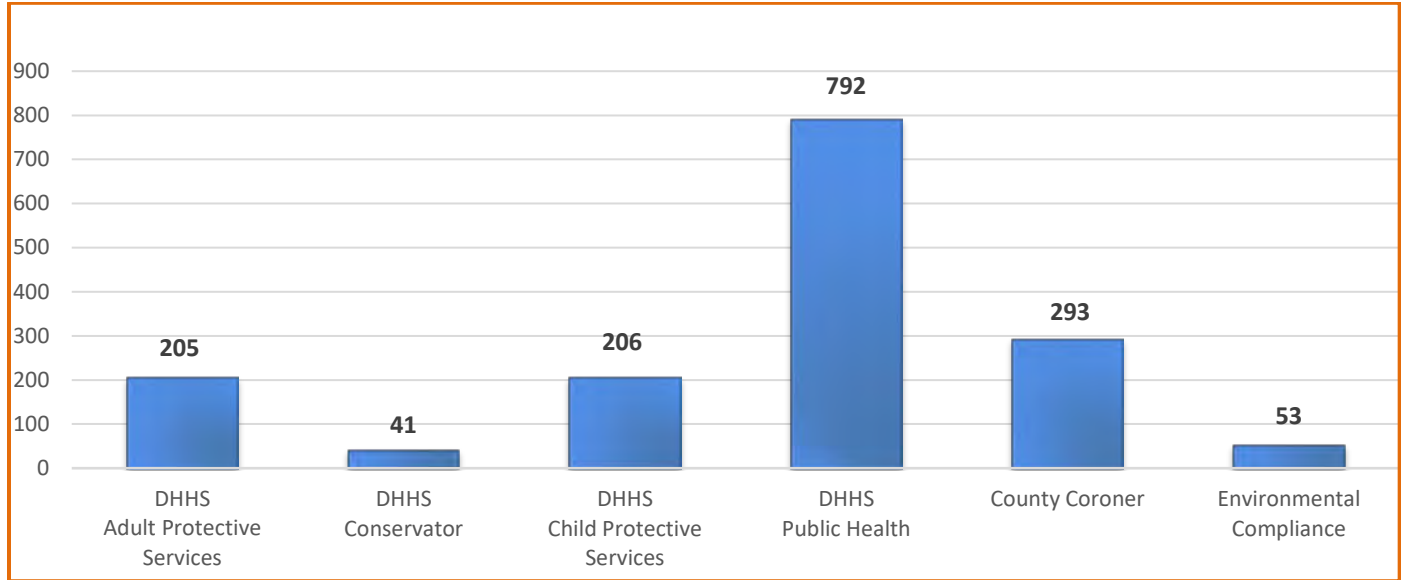
Service Definitions

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.

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Dispatch Services Request

Social Services

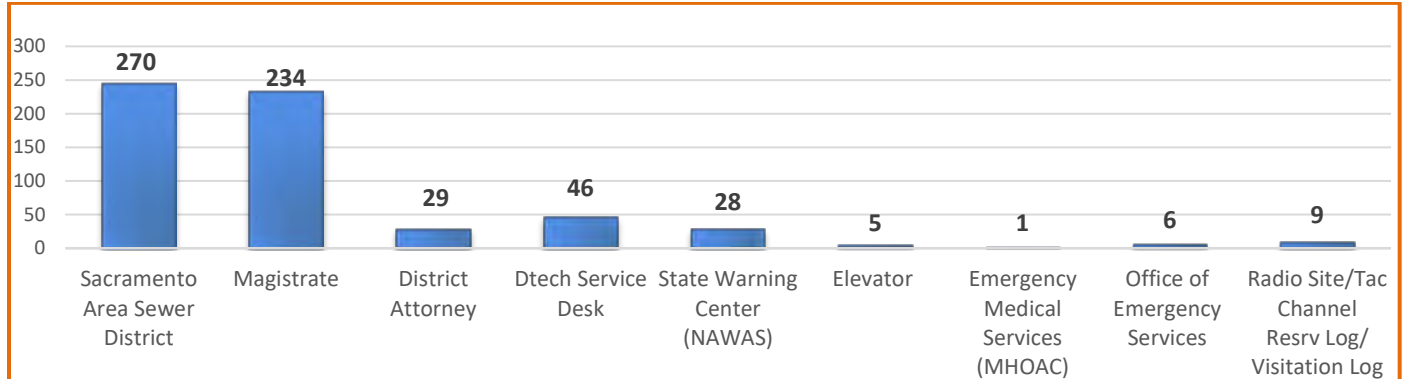


Service Definitions	
DHS - Adult Protective Services	Dispatch Services for 24/7 social worker intake line for any adult protective services requests
DHS - Conservator	Dispatch Services for conservator/conservatee request
DHS - Child Protective Services	Dispatch Services for 24/7 social worker intake line for any child protective services request
DHS - Public Health	Dispatch Services for any reported public health issues to health doctor
County Coroner	Dispatch Services for coroner scene calls, public line questions/assistance, allied agency request for assistance (fire, sheriff/police, etc.)
Environmental Compliance	Dispatch Services for emergency hazardous spills, illegal discharge to storm drains assistance from Water Resources units, etc.

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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.