



July 1, 2021 to July 31, 2021

Service Request & Statistics

# MONTHLY CUSTOMER SERVICE REPORT



Office of Customer Service  
(916) 875-4311  
[www.311.saccounty.net](http://www.311.saccounty.net)



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## Department of the Month

**Department:** Office of Homeless Initiatives

**Director:** Emily Halcon

### Overview

The Office of Homeless Initiatives was created in 2016 to serve as the central coordinator of the County's policy and program development efforts to address homelessness. The goal is aligning and integrating County policies, programs, services and funding toward reducing the prevalence of homelessness in Sacramento County and its impact on communities, business districts, and people experiencing homelessness. The Director of Homeless Initiatives works to centralize and increase the impact and visibility of the work that the County provides to the homeless population. The Director serves as the County's policy expert on homelessness, leading the development of programs to prevent and end homelessness, supporting County departments on implementation of these programs, and collaborating with external partners throughout the County.

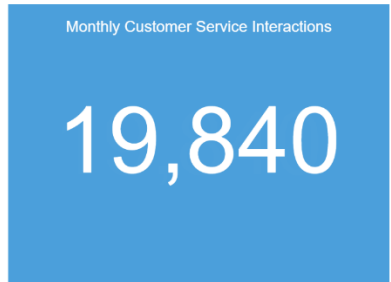
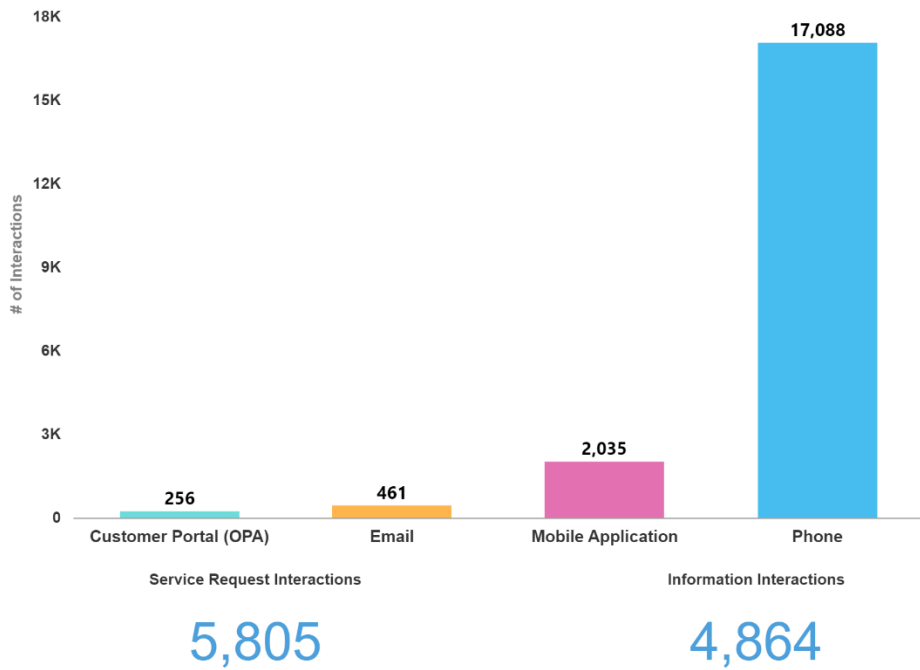
Sacramento County has made significant investments to increase and diversify outreach, shelter, and rehousing programs to accommodate the growing and changing needs of the population. The County has created many new programs that seek to demonstrably change the way we engage with people experiencing homelessness, all of which are oriented towards permanent housing solutions and connections to supportive services. Some of the innovative programs developed at the County include:

- Development of a scattered site sheltering program that facilitates low-barrier sheltering and re-housing throughout the County using master leased homes;
- Increased use of motel vouchers for , weather respite and crisis shelter for vulnerable populations;
- Re-design of the family shelter system, including development of a single front door access for any family in need;
- Development of the community's first flexible housing pool, providing intensive case management, property related tenancy services, and rental assistance to help quickly re-house people from the streets and shelters; and
- Implementation of the County's response to COVID-19 for the homeless population, standing up over 500 units of quarantine shelter for those most medically fragile.

Through strategic partnerships with its cities and homeless service provider non-profits, Sacramento has seen promising success in long-term results with these approaches. Going forward, Sacramento County continues to adapt and change its response to the growing problem – including new and innovative outreach programs to engage people living in encampments, development of sanctioned encampments to better support the transition out of unsheltered homelessness into longer-term support and services, and a commitment to continual improvement with our system partners to get closer to the mission of ending homelessness in Sacramento County.

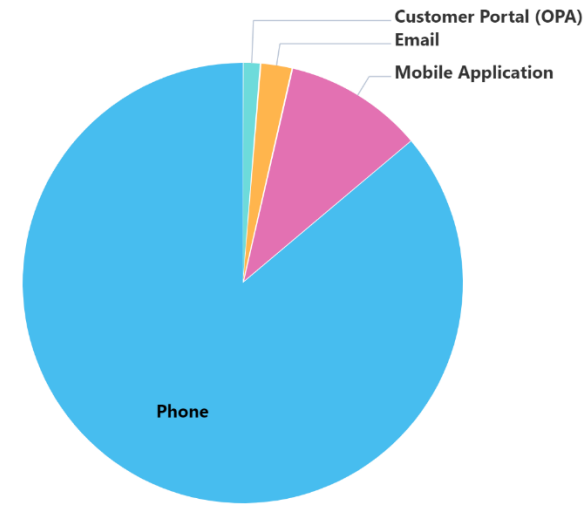
# Monthly Statistics

Monthly Interactions by Source



Incident Source Name	Service Request Map Count
Customer Portal (OPA)	256
Email	461
Mobile Application	2,035
Phone	17,088

Monthly Interactions by Source



Service Request Interactions

5,805

Information Interactions

4,864

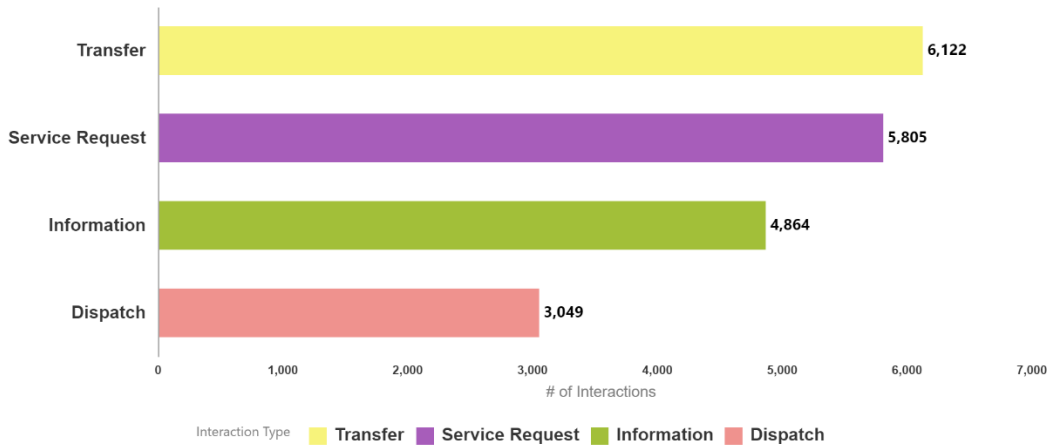
Transfer Interactions

6,122

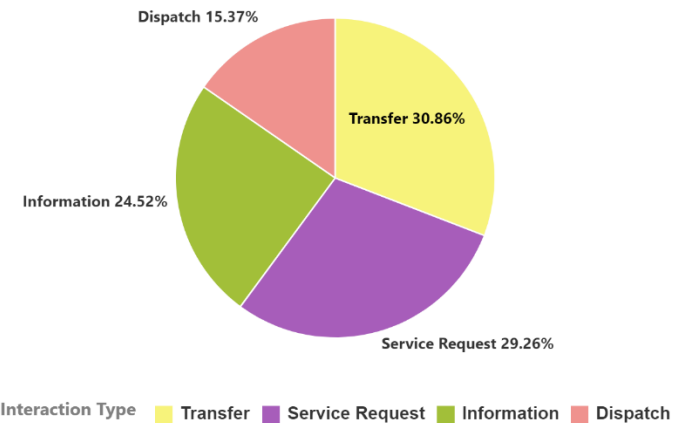
Dispatch Interactions

3,049

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	1,382
Illegal Dumping, Illegal Dumping	615
Missed Service, Recycle	387
Missed Service, Green Waste	299
Private Property Complaint, Junk/Rubbish	154
Missed Service, Neighborhood Clean Up (NCU)	121
Notify Supervisor, Garbage	111
Pavement/Pothole, Pothole/Chuckhole Repair	109
Abandoned Vehicles, Inoperable	91
Shopping Cart by Vendor, Shopping Cart by Vendor	90
Stray, Roam	90
Private Property Vehicle, Parked on Lawn	87
Investigation, Negligence	82
Investigation, Barking (Dogs Only)	72
Dead Animal, Roadside	67
Zoning, Other	67
Owned, Aggressive	60
Stray, Injured	55
Private Property Vehicle, Non-Operable (Commercial Included)	51
Stray, Sick	48
Wild, Injured	48
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	47

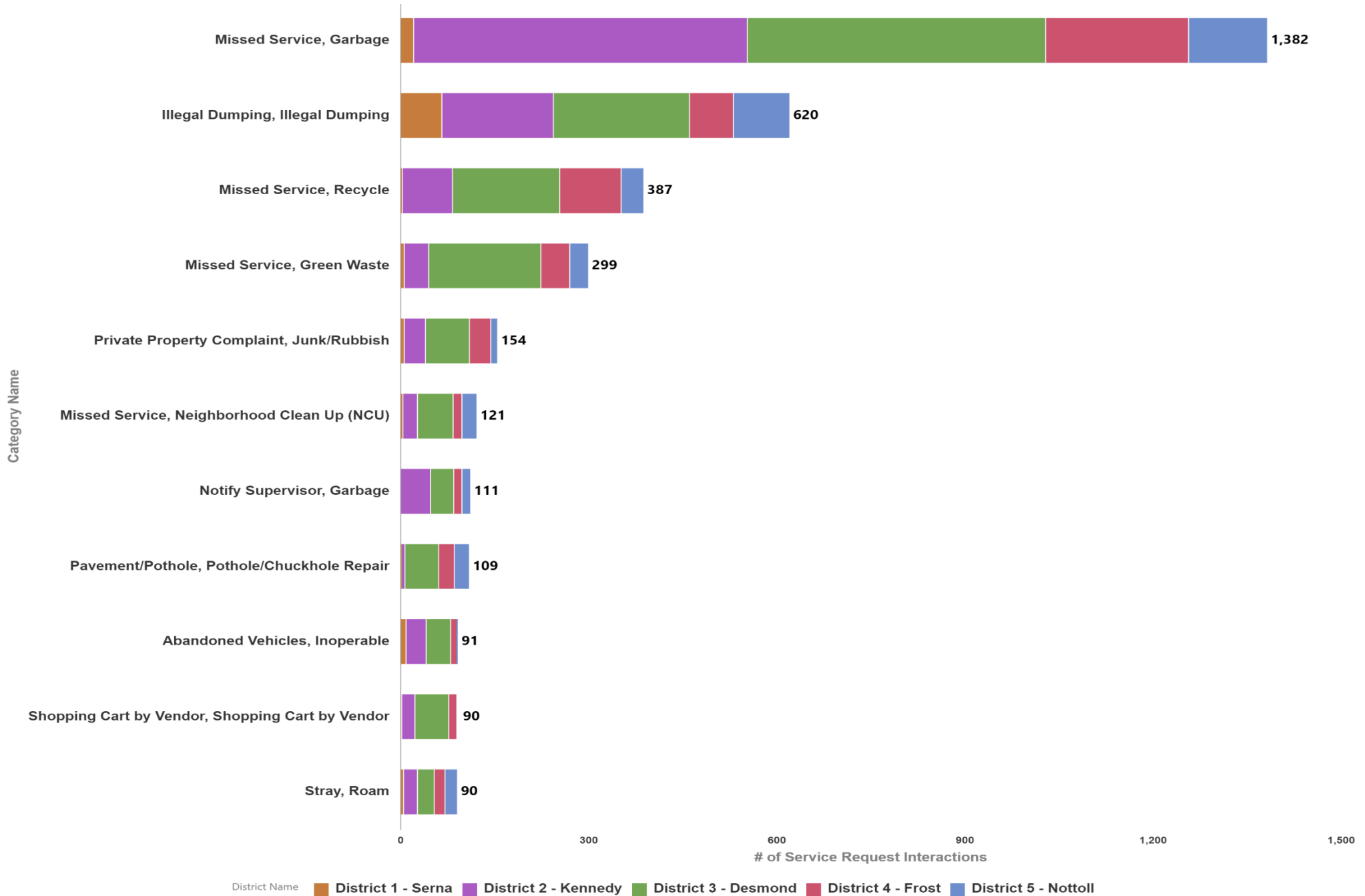
Cat2, Cat3	Customer Service Report Interactions
Abandoned Vehicles, Dismantled	46
Dead Animal, Wild	46
Environmental Health (All Jurisdictions), Food Facility Complaint	45
Dead Animal, Domestic	44
Assist (On-Scene Only), Police/Sheriff	41
Stray, Confined	41
Investigation, Cruelty	40
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	40
Traffic Sign, Non-Emergency	39
Trash and Debris, Trash and Debris	39
Dead Animal, In Traffic	35
Encroachment Violation, Basketball Hoop/Garbage Cans	34
Notify Supervisor, Recycle	32
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	31
Private Property Complaint, Vacant, Unmaintained	31
Graffiti, Public Right-of-Way	29
Owned, Nuisance (No Cats)	29
Landscape/Vegetation, Request	28
Notify Supervisor, Supervisor Dispute NCU	27
Pavement/Pothole, Paving Needs on Street	26

Cat2, Cat3	Customer Service Report Interactions
Abandoned Vehicles, Wrecked	25
Graffiti, Private Property	25
Sidewalk, Curb, Gutter, and Sidewalk Repair	25
Street Lights, Light Out	25
Traffic Signal, Flashing Red	23
Investigation, Bite - NOT Happening NOW	22
Tree Complaint, Broken/Hanging Tree Limb	22
Notify Supervisor, Green Waste	21
Stray, Aggressive	20
Traffic Signal, Cycling/Detection Problem	20
Traffic Investigations, Request	19
Wild, Sick	19
Illegal Camp, Occupied	18
Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	18
Maintenance Request, Maintenance Request	18
Sidewalk, Tree Trimming Needed	18
Sweeper Request, Sweeper	18
Investigation, Abandoned Animal	16
Missed Service, Non-Regular Service	16
Stray, Traffic	16

Cat2, Cat3	Customer Service Report Interactions
Investigation, Tethered	15
Tree Complaint, Tree Obstructing	14
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	13
Traffic Signal, All Signals Dark	13
Tree Complaint, Request	13
Pavement/Pothole, Pavement-Other Unknown Maintenance Needs	12
Investigation, Kennel	11
Traffic Sign, New Sign Request	11
Traffic Signal, Pedestrian Signal Inoperative	11
Tree Complaint, Tree Down	11
Wild, Aggressive	11
Ditches/Culverts, Ditch Cleaning	10
Traffic Signal, Long Red/Short Green	10
Zoning, 10K SQ FT or Smaller-Small Farm Animals	10

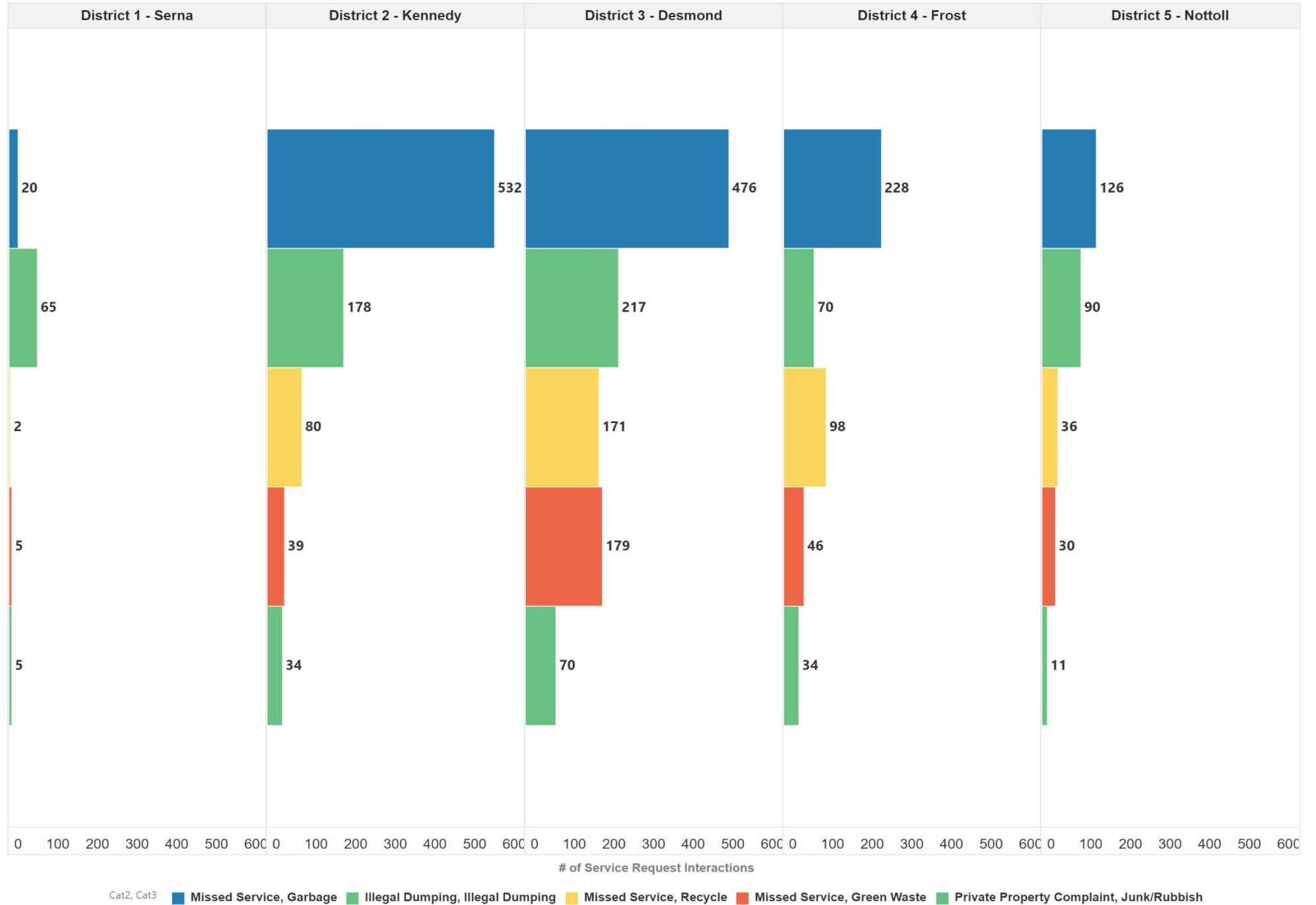
# Top Service Requests Opened

## Top 10 Service Requests Categories Opened | With Districts



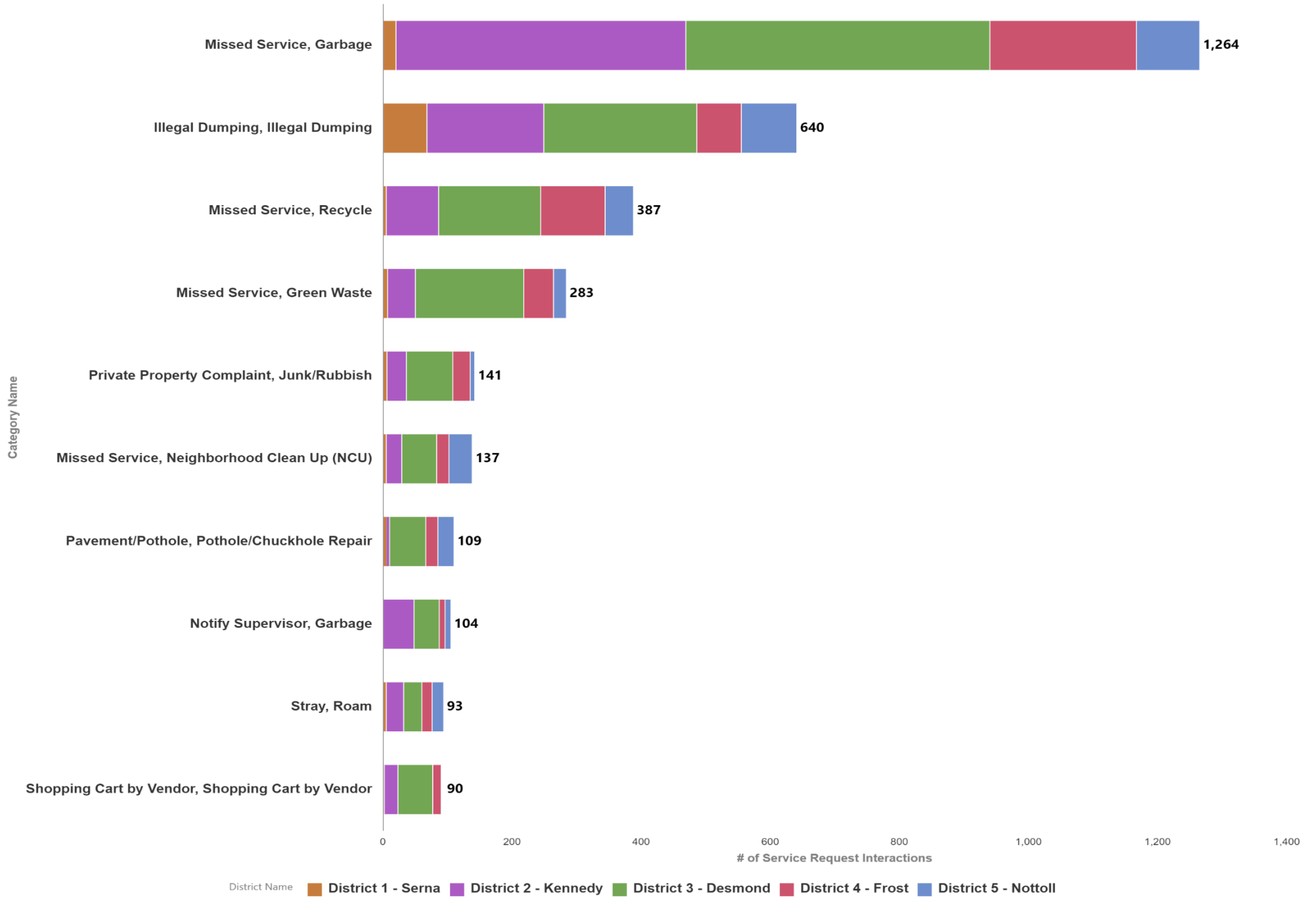
# Top Service Requests Opened

## Top 5 Service Requests Opened | by Districts



# Top Service Requests Closed

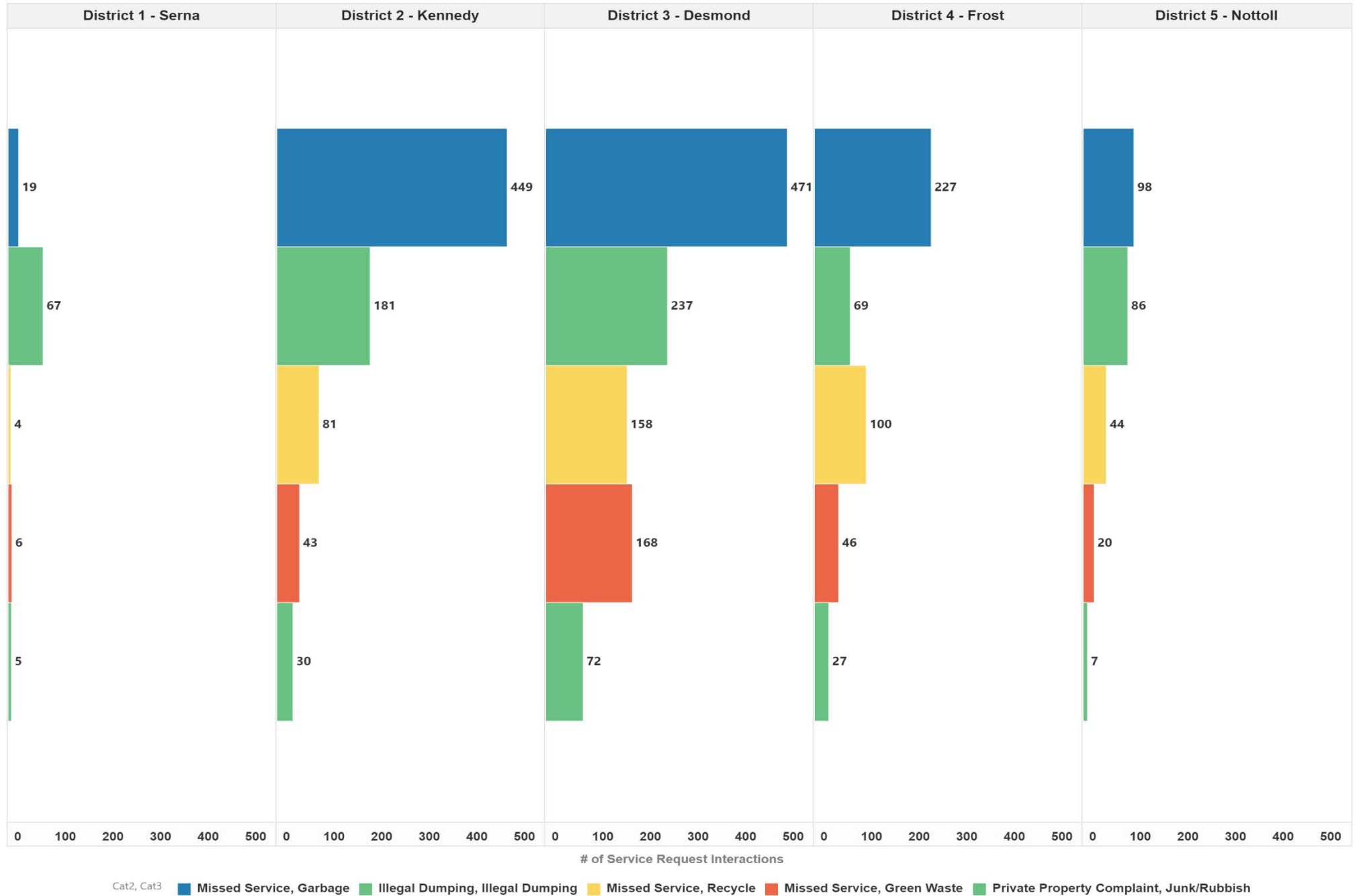
## Top 10 Service Requests Categories Closed | With Districts





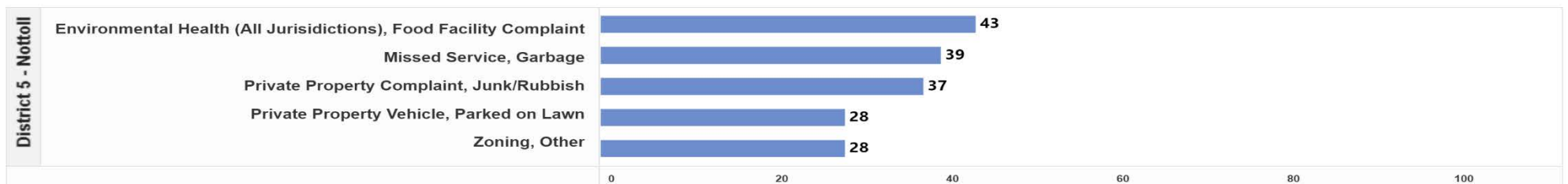
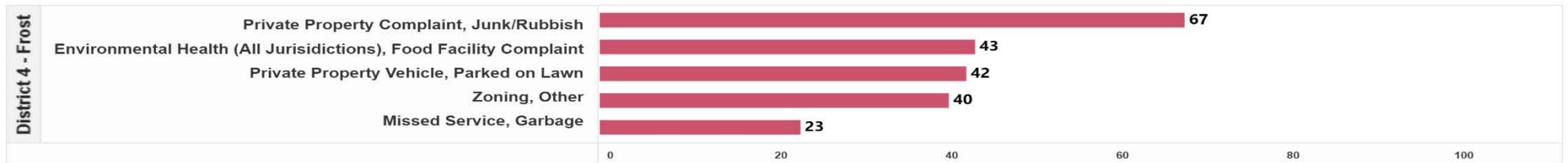
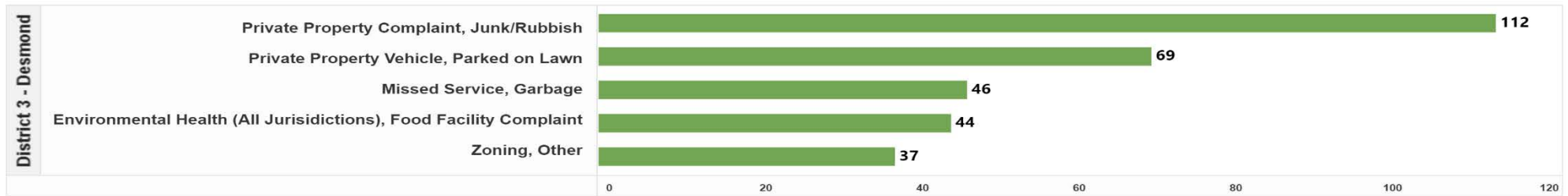
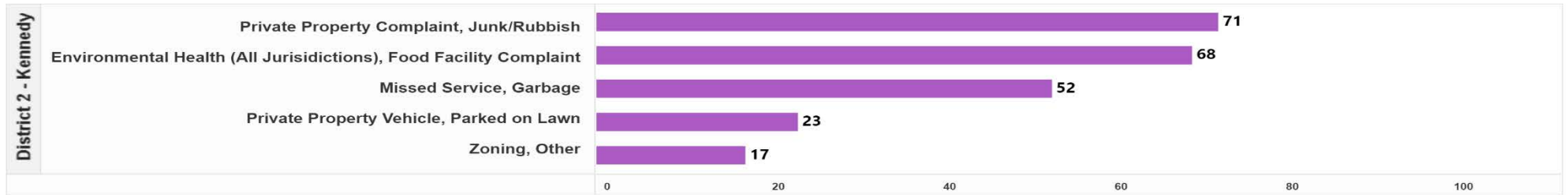
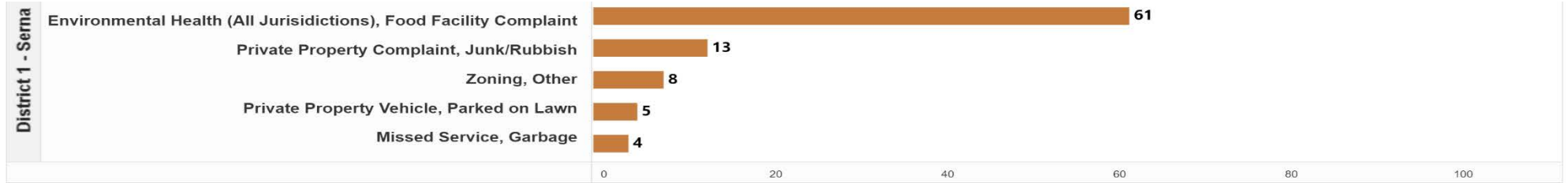
# Top Service Requests Closed

## Top 5 Service Requests Categories Closed | by Districts



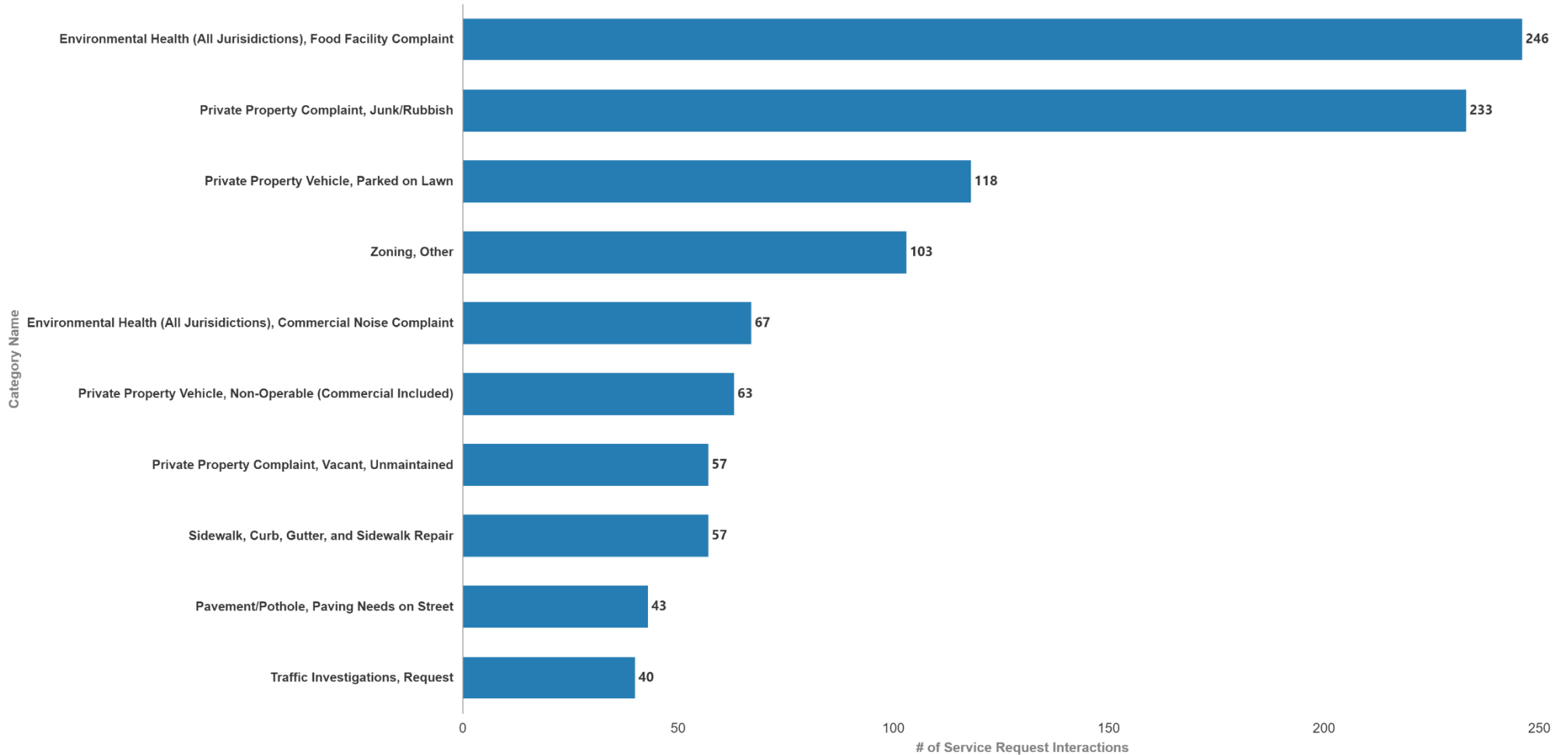
# Top Unresolved Service Request

## Top Unresolved Service Request Categories | by Districts



# Top Unresolved Service Request

## Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through July 31st

2,639

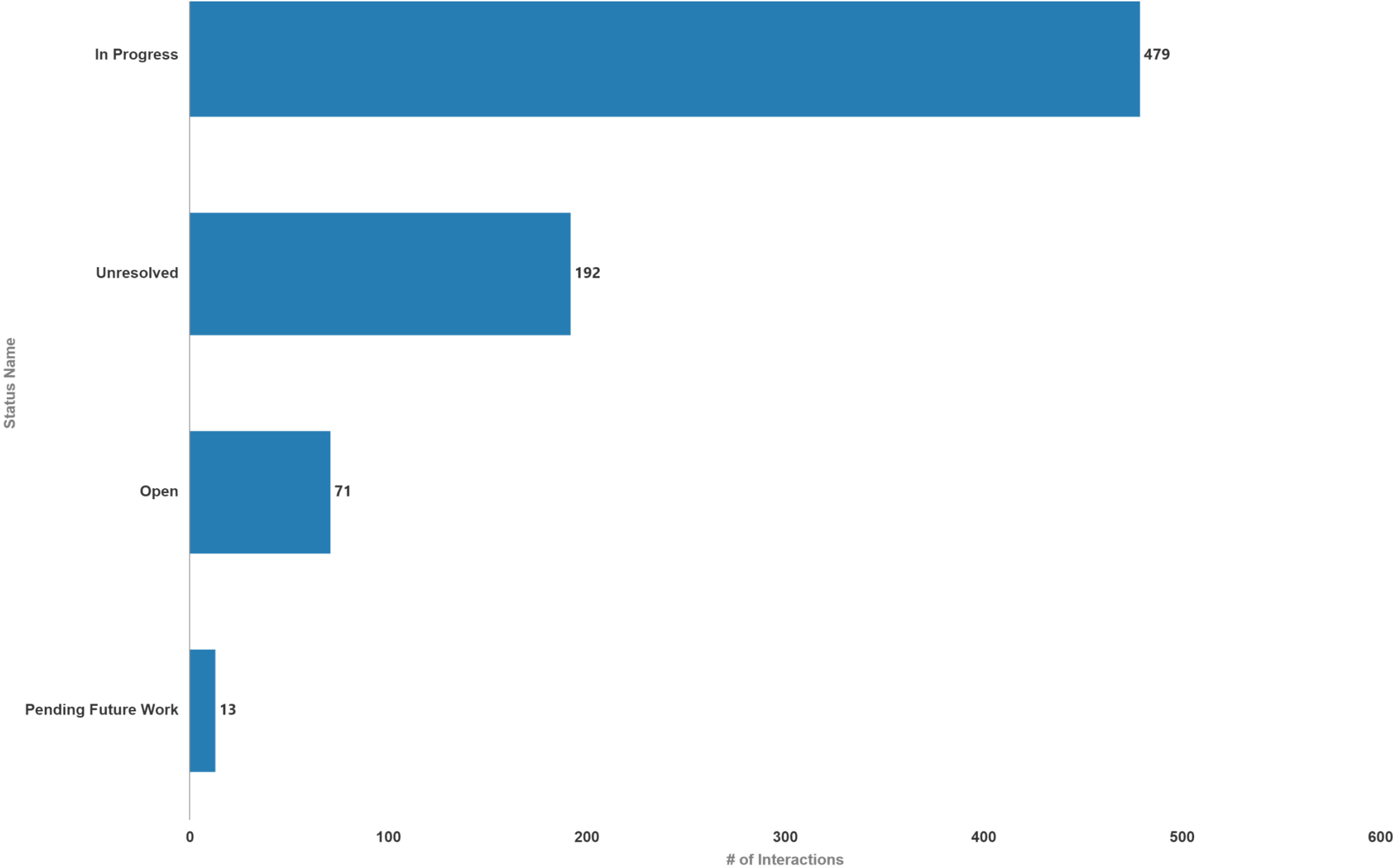
Interactions Closed this Month

19,683

Monthly Interactions Not Closed

576

# Monthly Interactions Not Closed by Status





# Board of Supervisor District Information

## Service Requests Opened by District

### July 2021

Monthly Service Request Interactions Opened

# 5,785

District 1 Serna

## 245

Service Request Interactions

District 2 Kennedy

## 1,374

Service Request Interactions

District 3 Desmond

## 2,439

Service Request Interactions

District 4 Frost

## 1,035

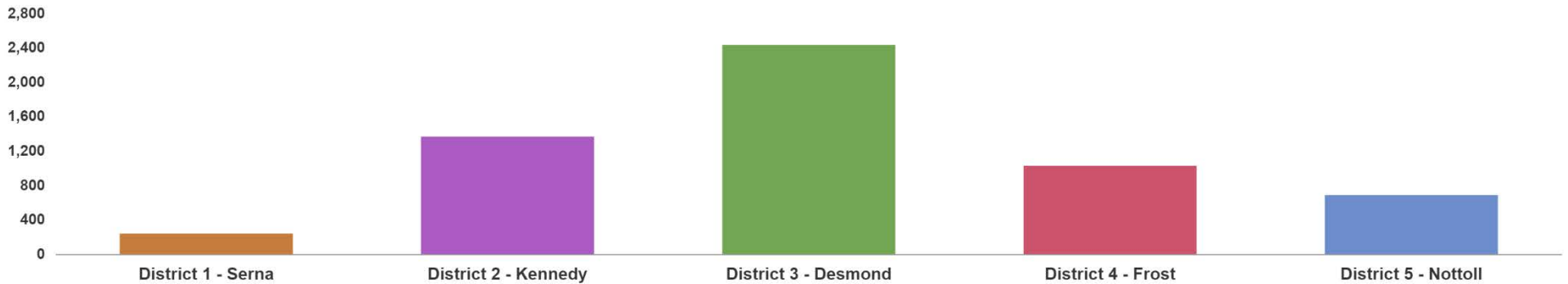
Service Request Interactions

District 5 Nottoll

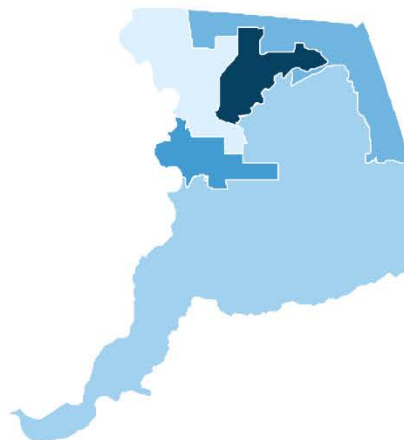
## 692

Service Request Interactions

Service Request Interactions by District

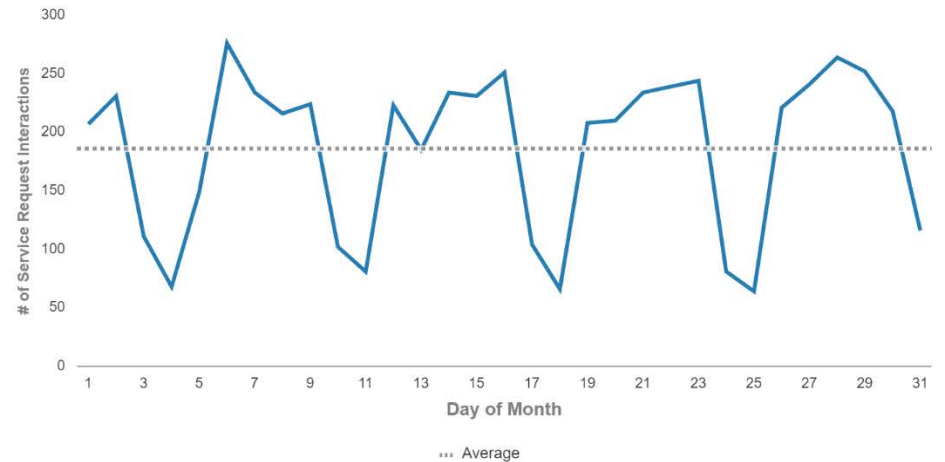


Service Request Interactions by District Map



● District Name  
 Customer Service Repoi  
 245 2.4K

Service Request Interactions Created by Day of Month



# Board of Supervisor District Information

## Service Requests Closed by District

### July 2021

Monthly Service Request Interactions Closed

# 5,601

District 1 Serna

## 254

Service Request Interactions

District 2 Kennedy

## 1,286

Service Request Interactions

District 3 Desmond

## 2,404

Service Request Interactions

District 4 Frost

## 1,001

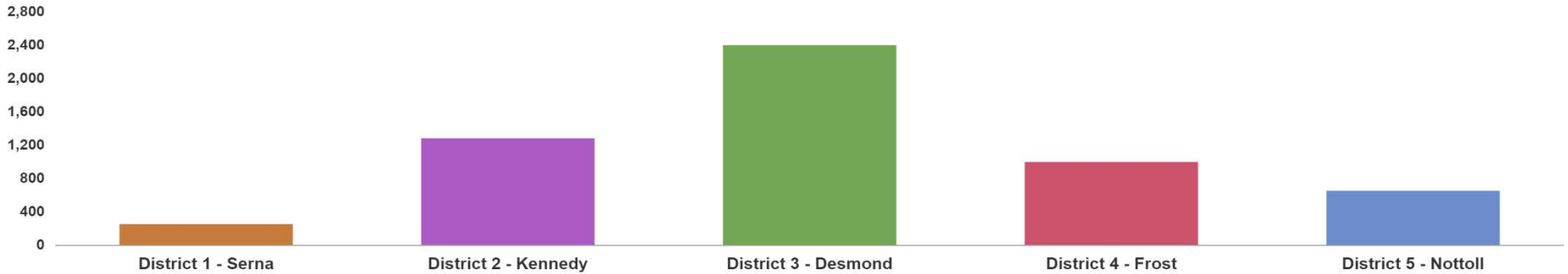
Service Request Interactions

District 5 Nottoll

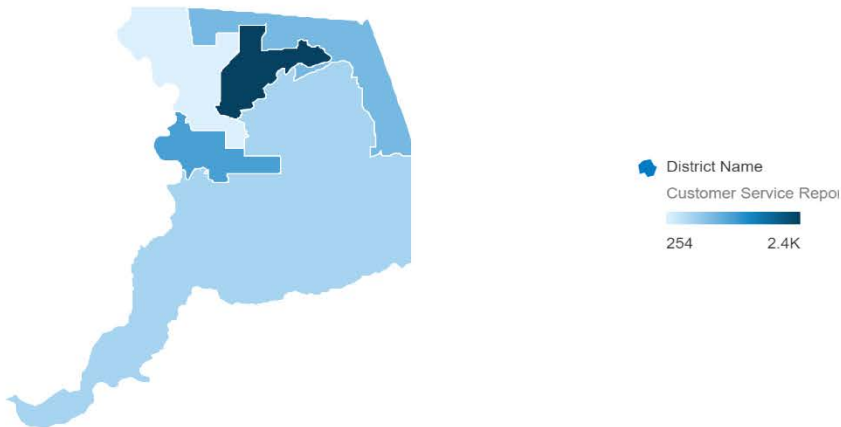
## 656

Service Request Interactions

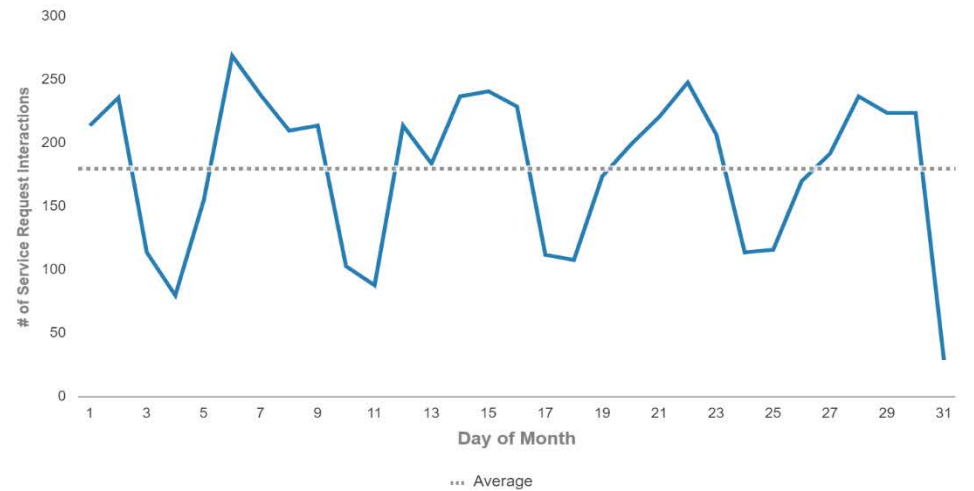
Service Request Interactions by District



Service Request Interactions by District Map

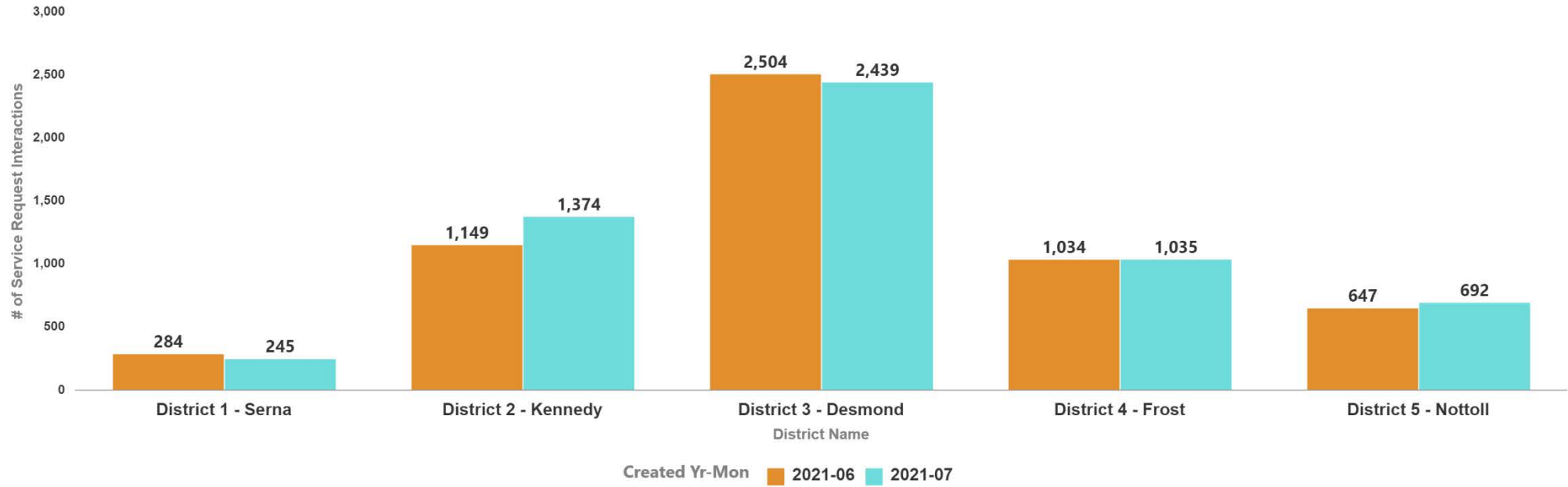


Service Request Interactions Closed by Day of Month

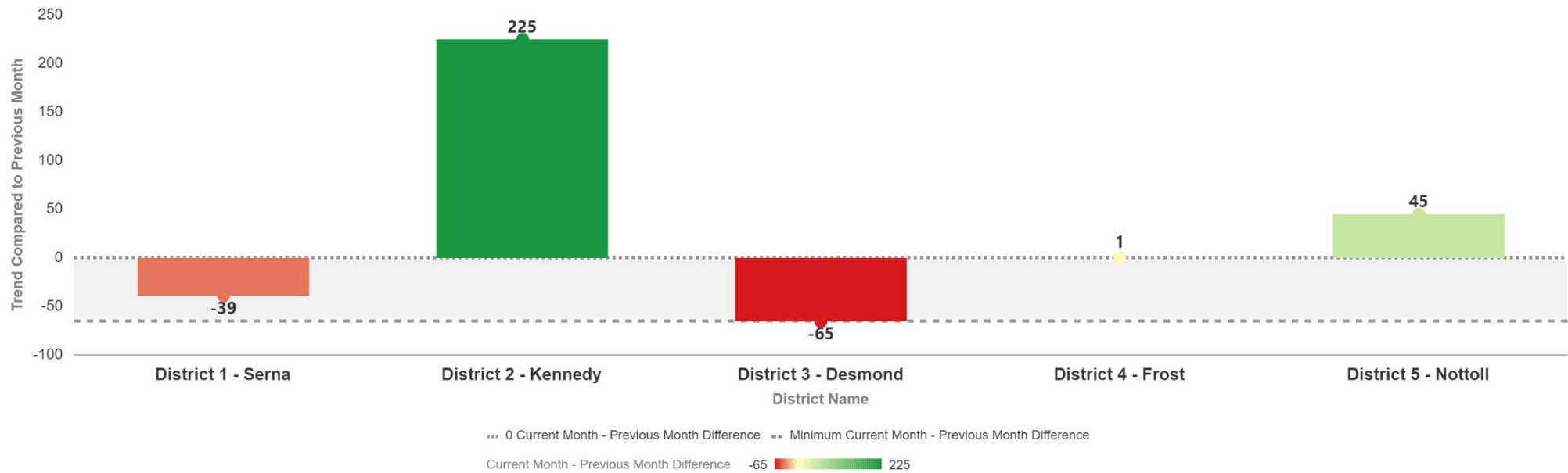


# Board of Supervisors District Information

## Previous Month Comparison of Service Request



## Previous Month Trend of Service Request Interactions Per District



## Previous Month Comparison (continued)

District Name	2021-06	2021-07
	Service Request Map Count	Service Request Map Count
District 1 - Serna	284	245
District 2 - Kennedy	1,149	1,374
District 3 - Desmond	2,504	2,439
District 4 - Frost	1,034	1,035
District 5 - Nottoll	647	692

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

	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	
<b>Cat2, Cat3</b>						
Missed Service, Garbage	-7	282	-44	9	42	282
Private Property Complaint, Junk/Rubbish		12	8	14	1	40
Notify Supervisor, Garbage		20	1	0	6	27
Illegal Dumping, Illegal Dumping	-10	5	21	8	-12	12
Missed Service, Neighborhood Clean Up (NCU)	-1	4	23	-15	-8	3
Pavement/Pothole, Pothole/Chuckhole Repair	-2	-4	-4	6	7	3
Abandoned Vehicles, Inoperable	-2	11	-8	-3	-7	-9
Stray, Roam	0	-17	-5	5	6	-11
Missed Service, Recycle	-4	-2	-28	-7	3	-38
Missed Service, Green Waste	-6	-60	29	-19	-4	-60
<b>Grand Total</b>	<b>-27</b>	<b>251</b>	<b>-7</b>	<b>-2</b>	<b>34</b>	<b>249</b>

# Board of Supervisor District Analysis

## District 1

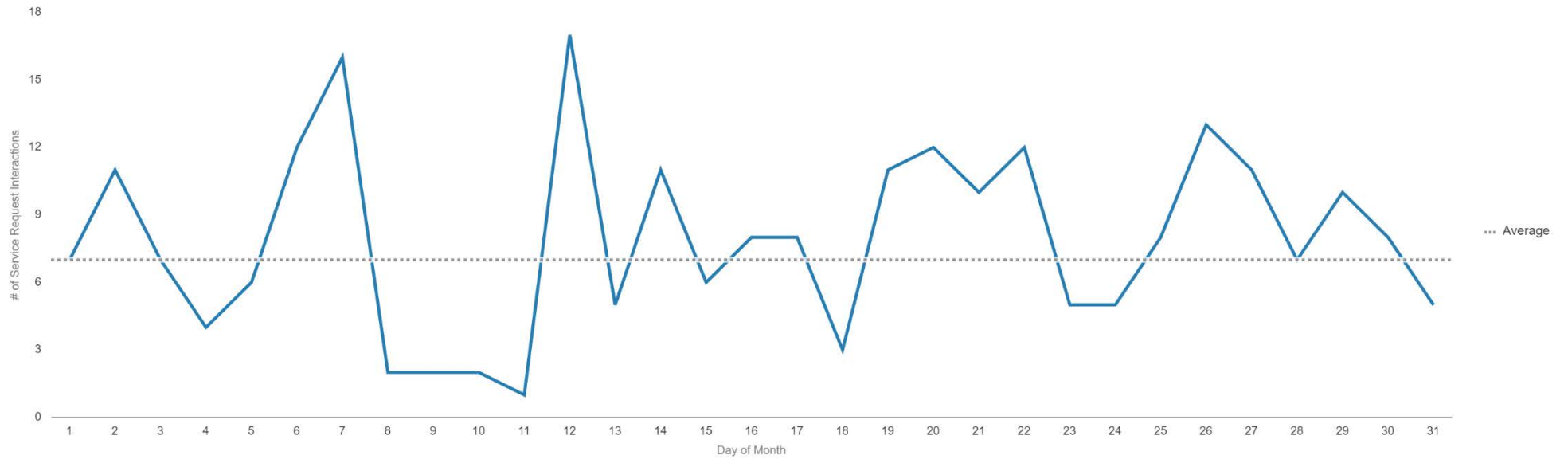
Service Requests Created

# 245

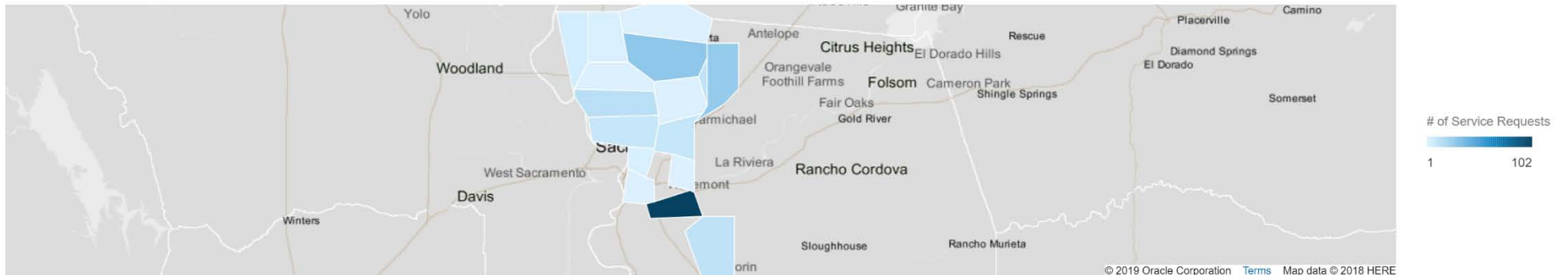
Service Requests Closed

# 188

Service Request Interactions Created by Day of Month



GIS Zip Code, District Name, Customer Service Report Interactions



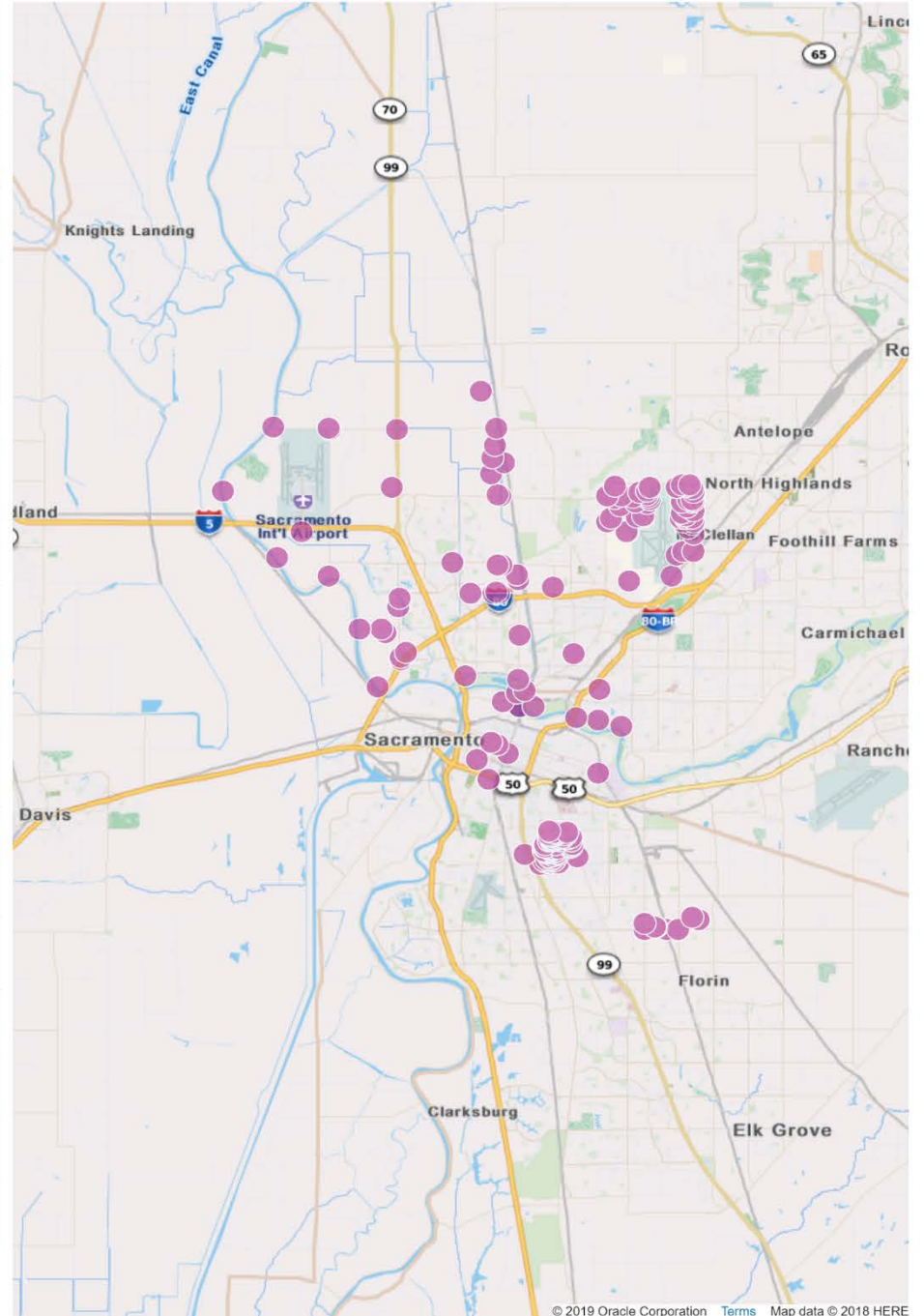
# Board of Supervisor District Analysis

## 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

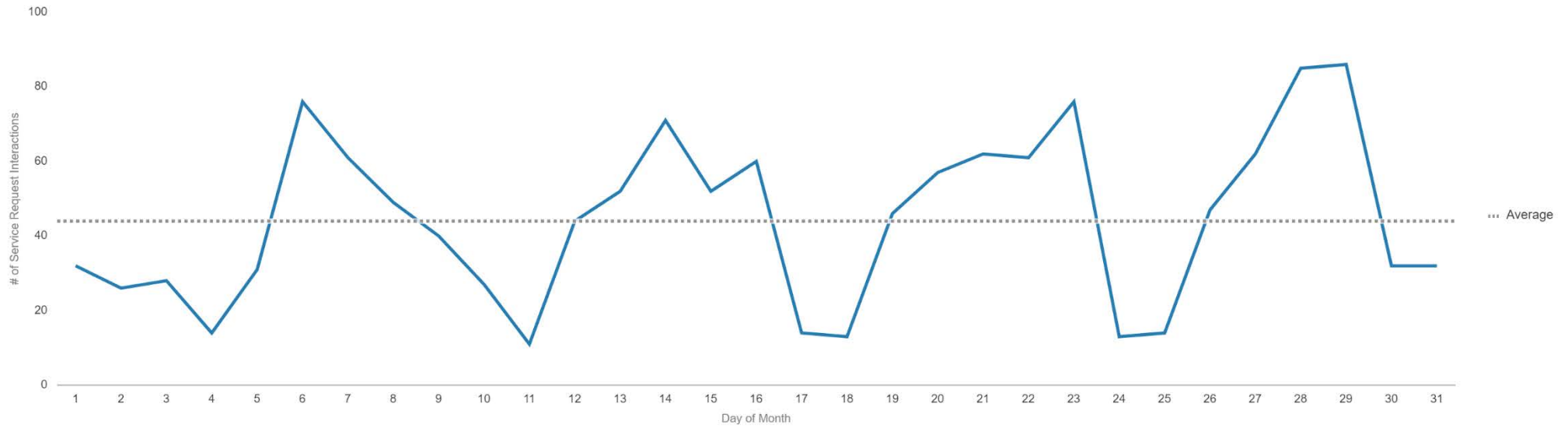
Service Requests Created

# 1,374

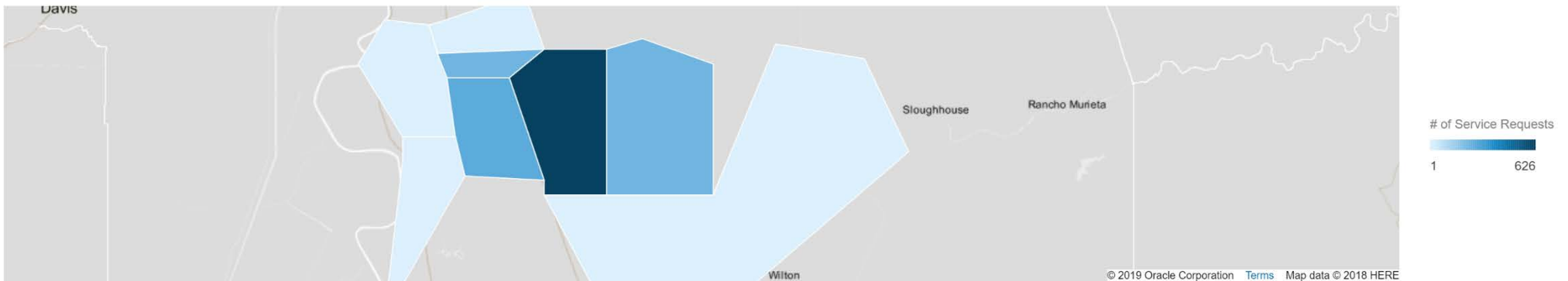
Service Requests Closed

# 1,029

Service Request Interactions Created by Day of Month



GIS Zip Code, District Name, Customer Service Report Interactions





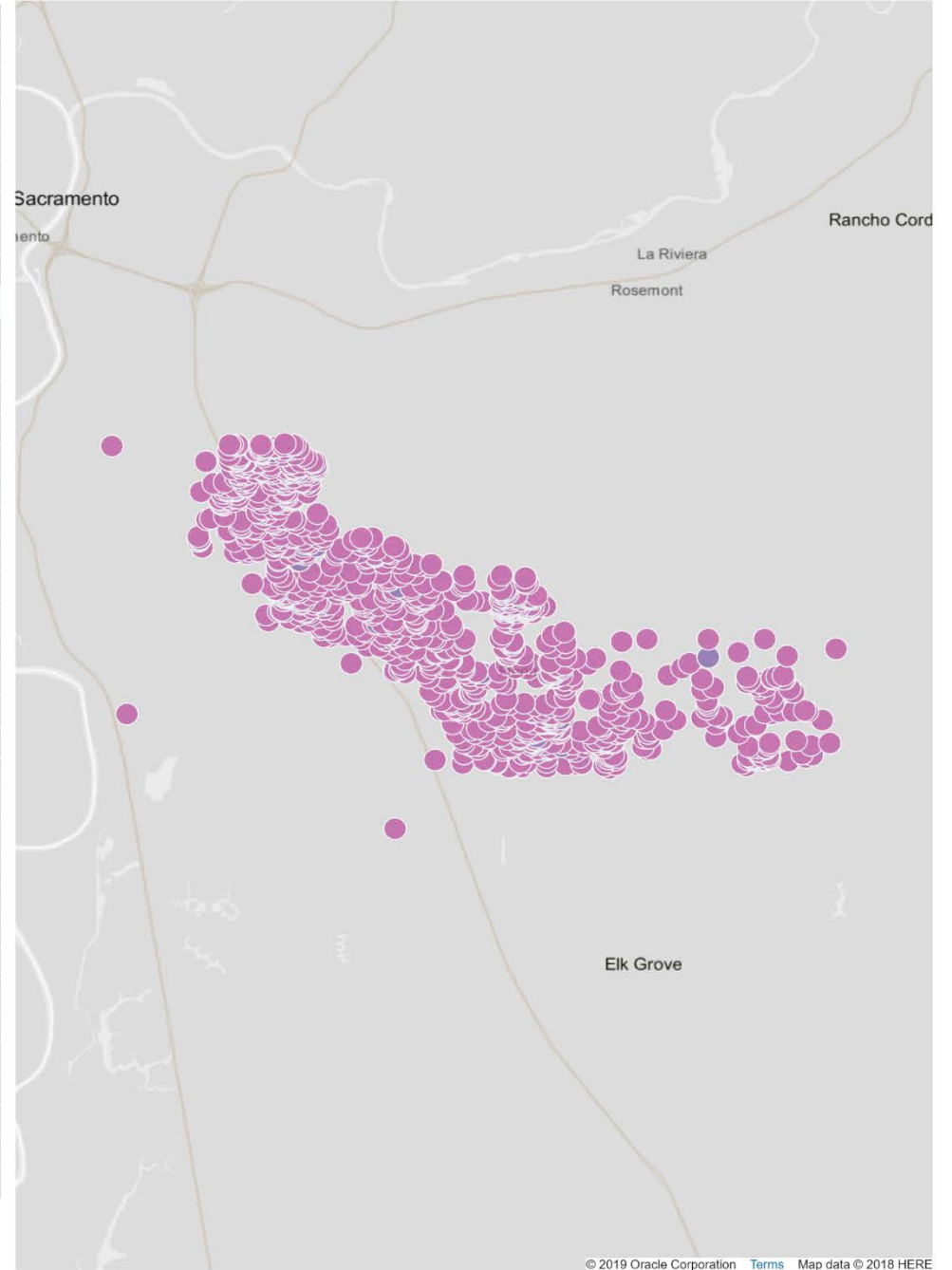
# Board of Supervisor District Analysis

## 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

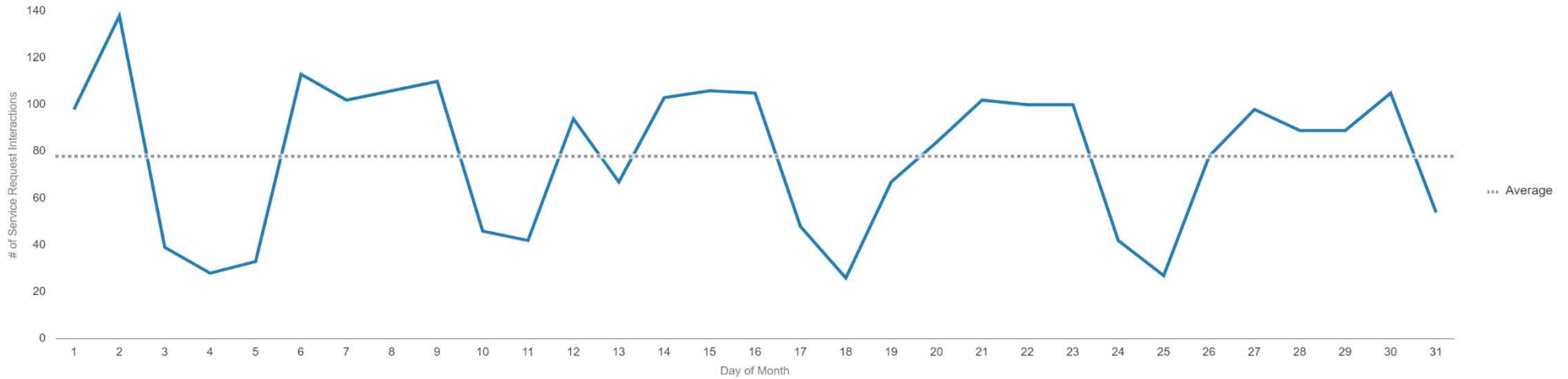
Service Requests Created

# 2,439

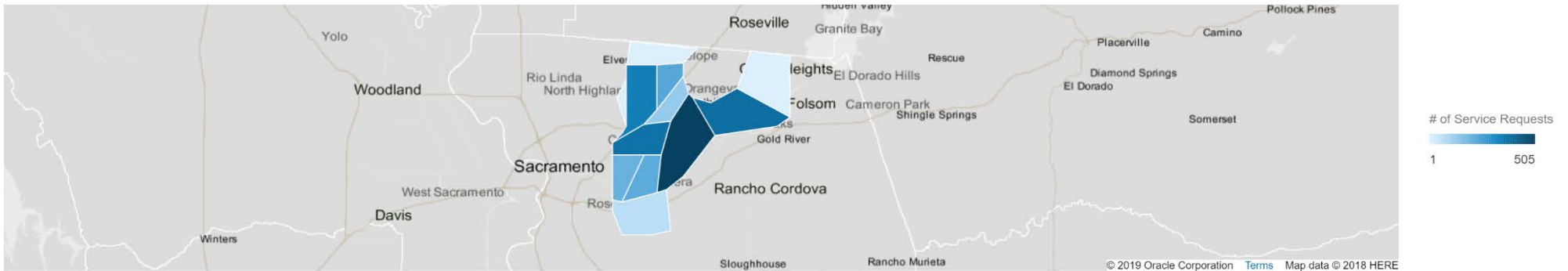
Service Requests Closed

# 1,851

Service Request Interactions Created by Day of Month



GIS Zip Code, District Name, Customer Service Report Interactions



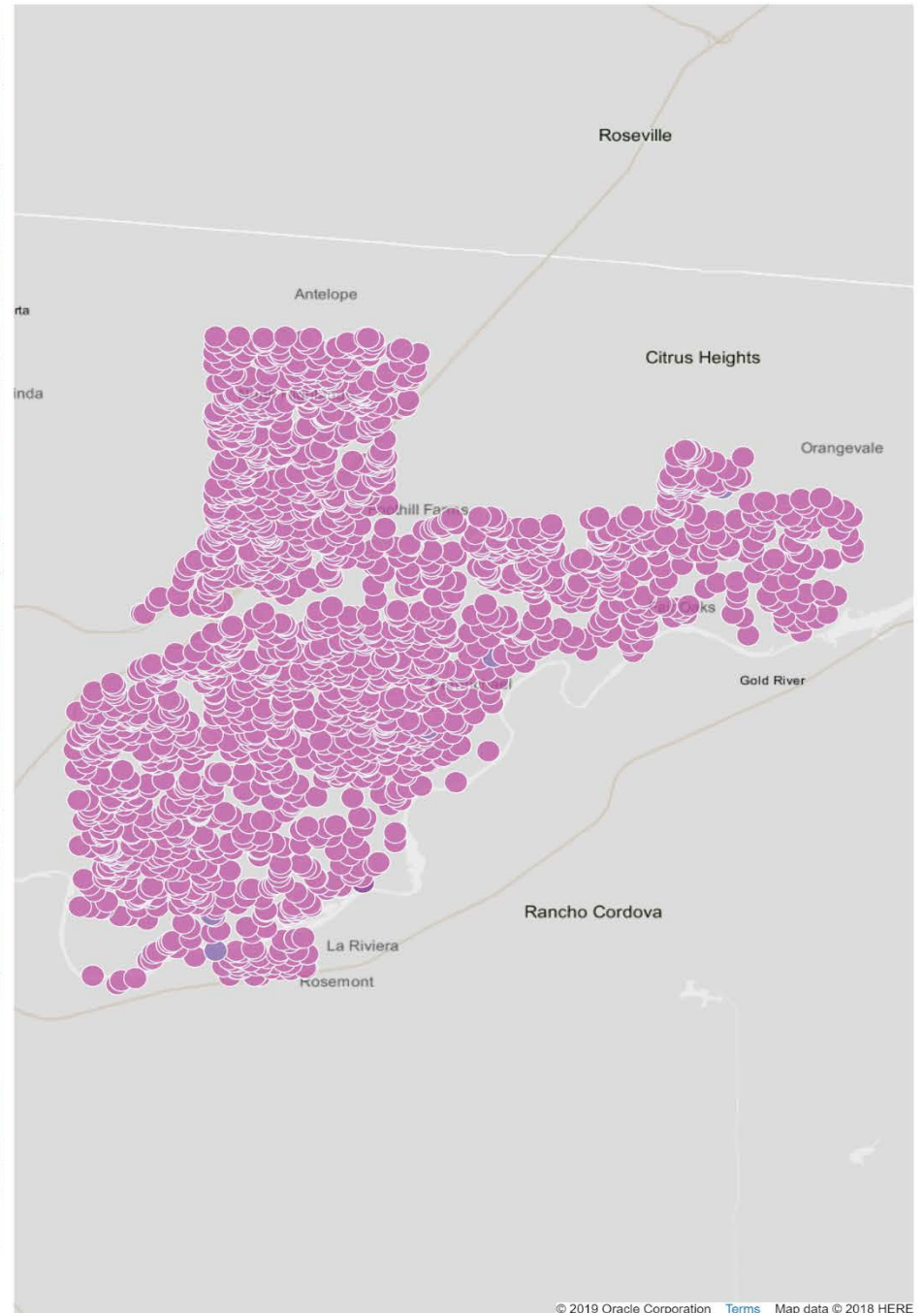
# Board of Supervisor District Analysis

## 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

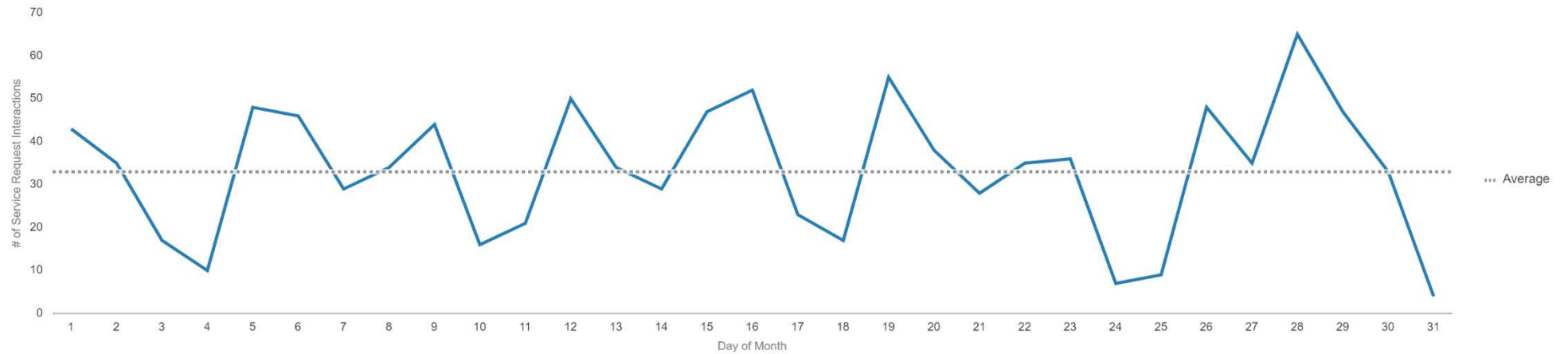
Service Requests Created

# 1,035

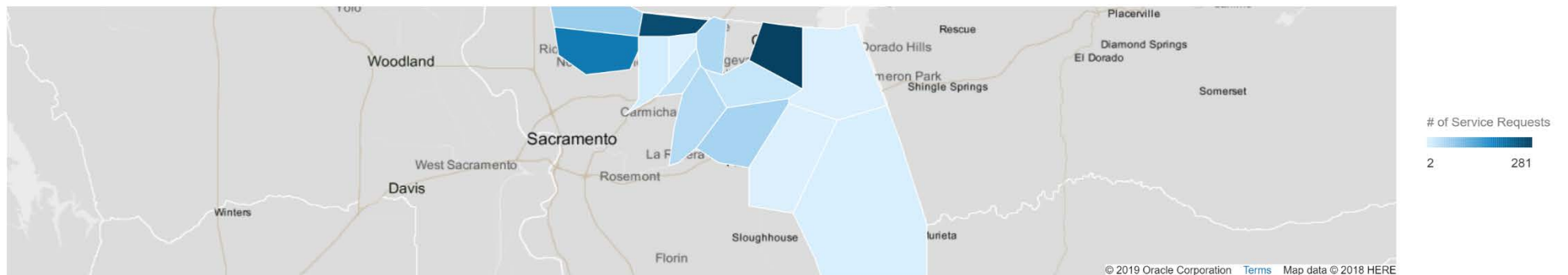
Service Requests Closed

# 766

Service Request Interactions Created by Day of Month



GIS Zip Code, District Name, Customer Service Report Interactions





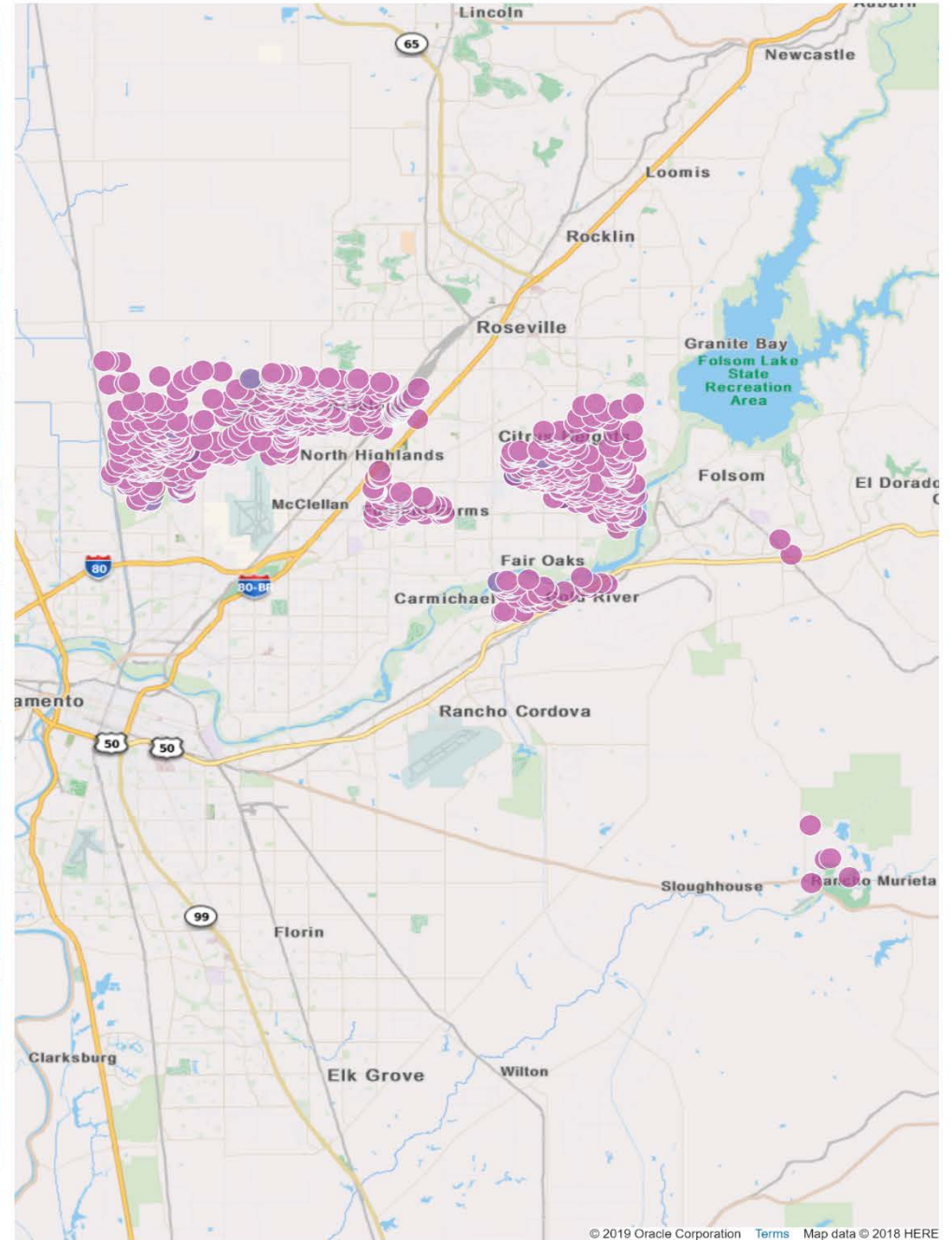
# Board of Supervisor District Analysis

## 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

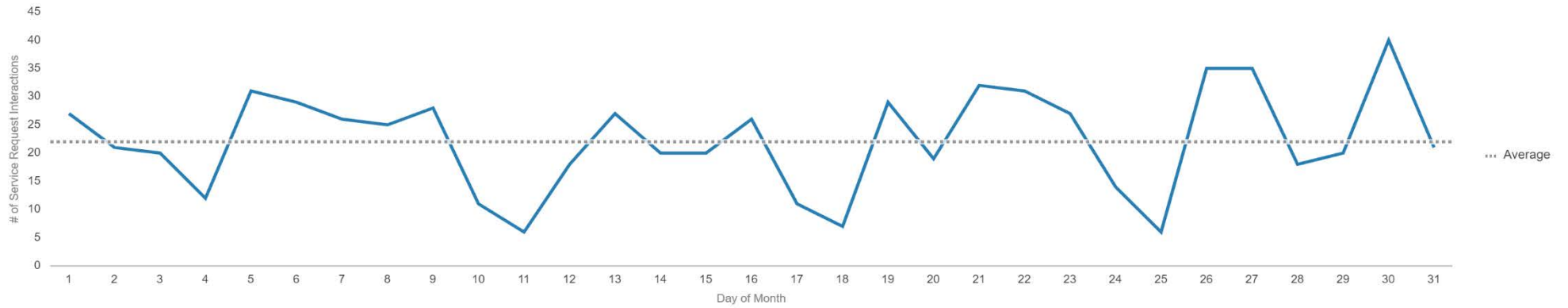
Service Requests Created

# 692

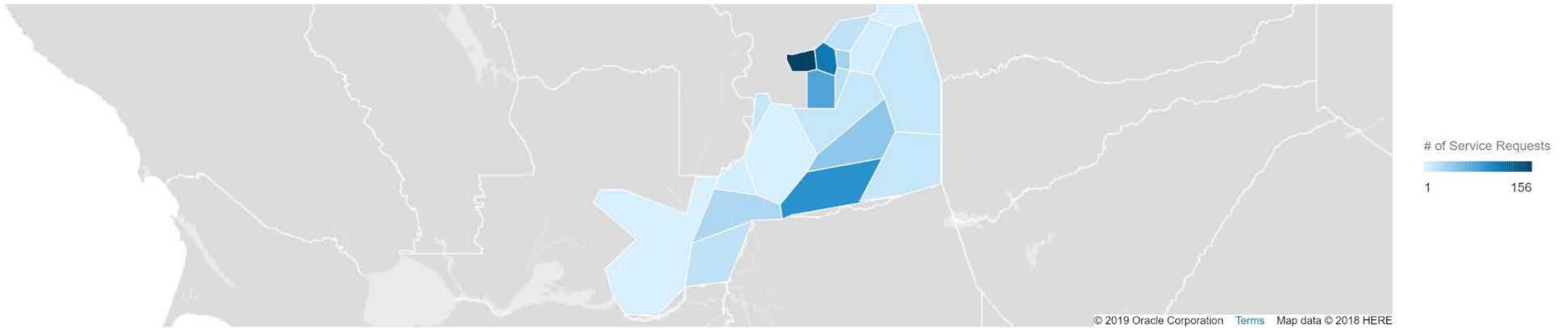
Service Requests Closed

# 513

Service Request Interactions Created by Day of Month



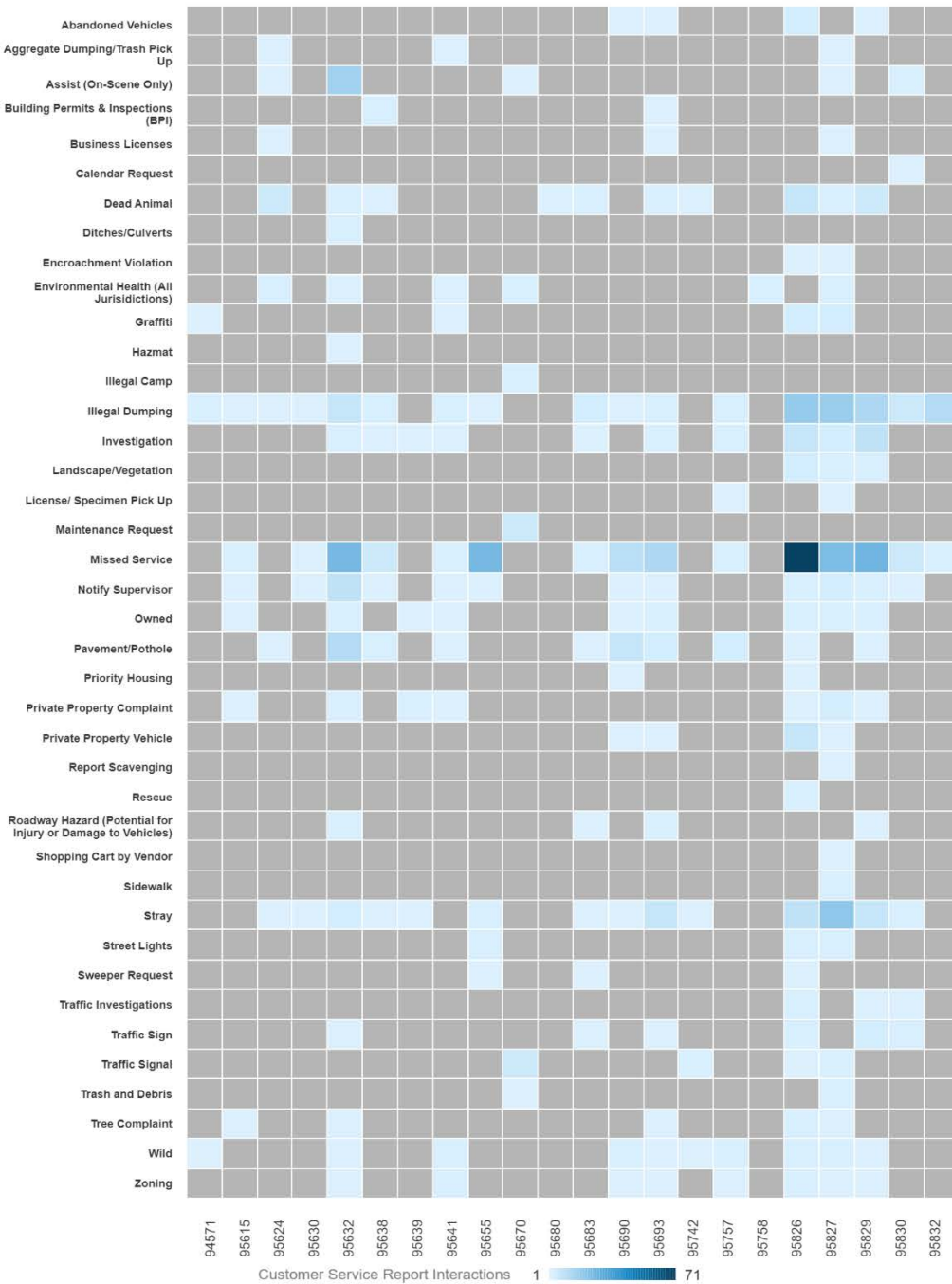
GIS Zip Code, District Name, Customer Service Report Interactions



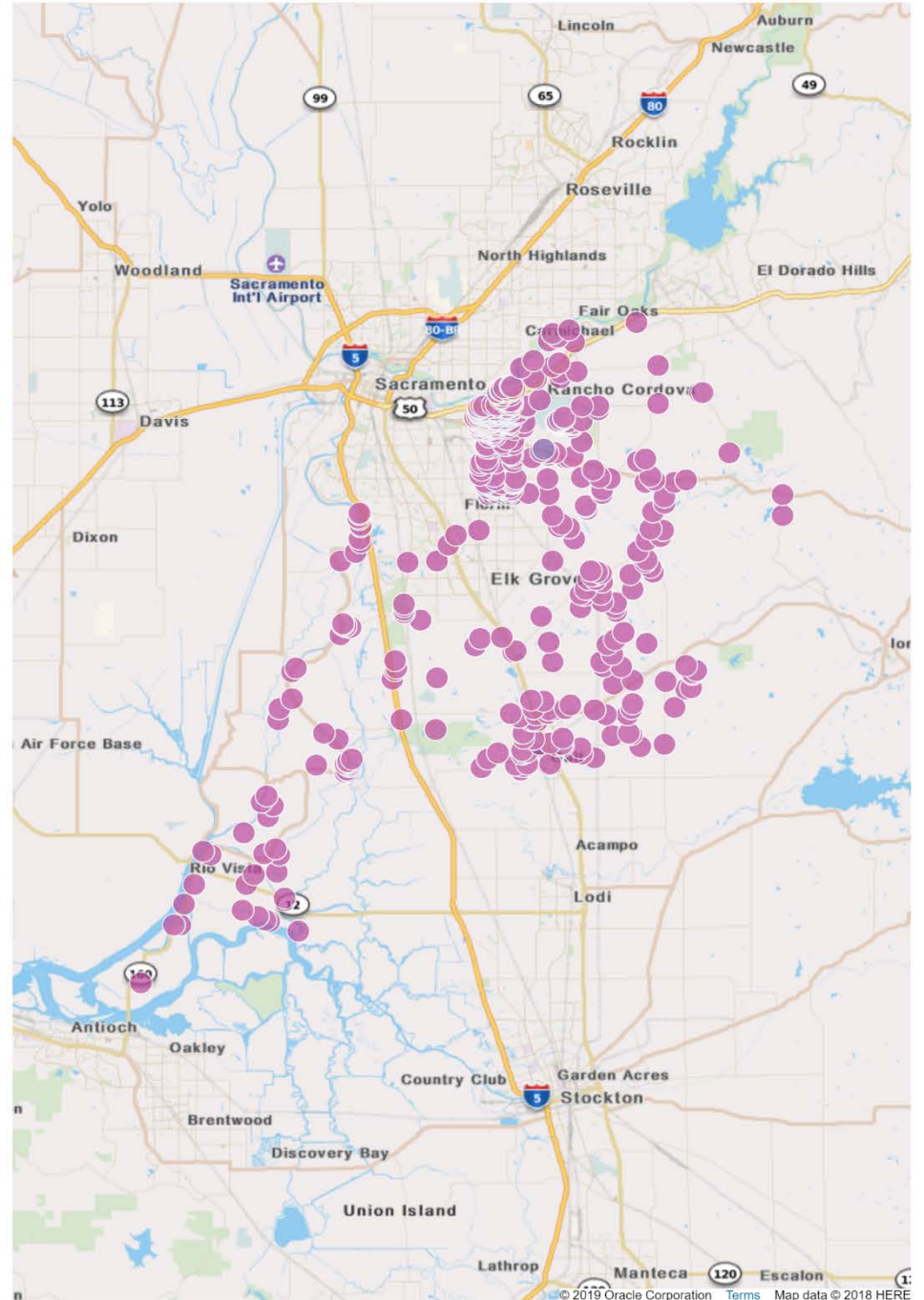
# Board of Supervisor District Analysis

## District 5 (continued)

Service Request Interactions by Category Per Zip Code



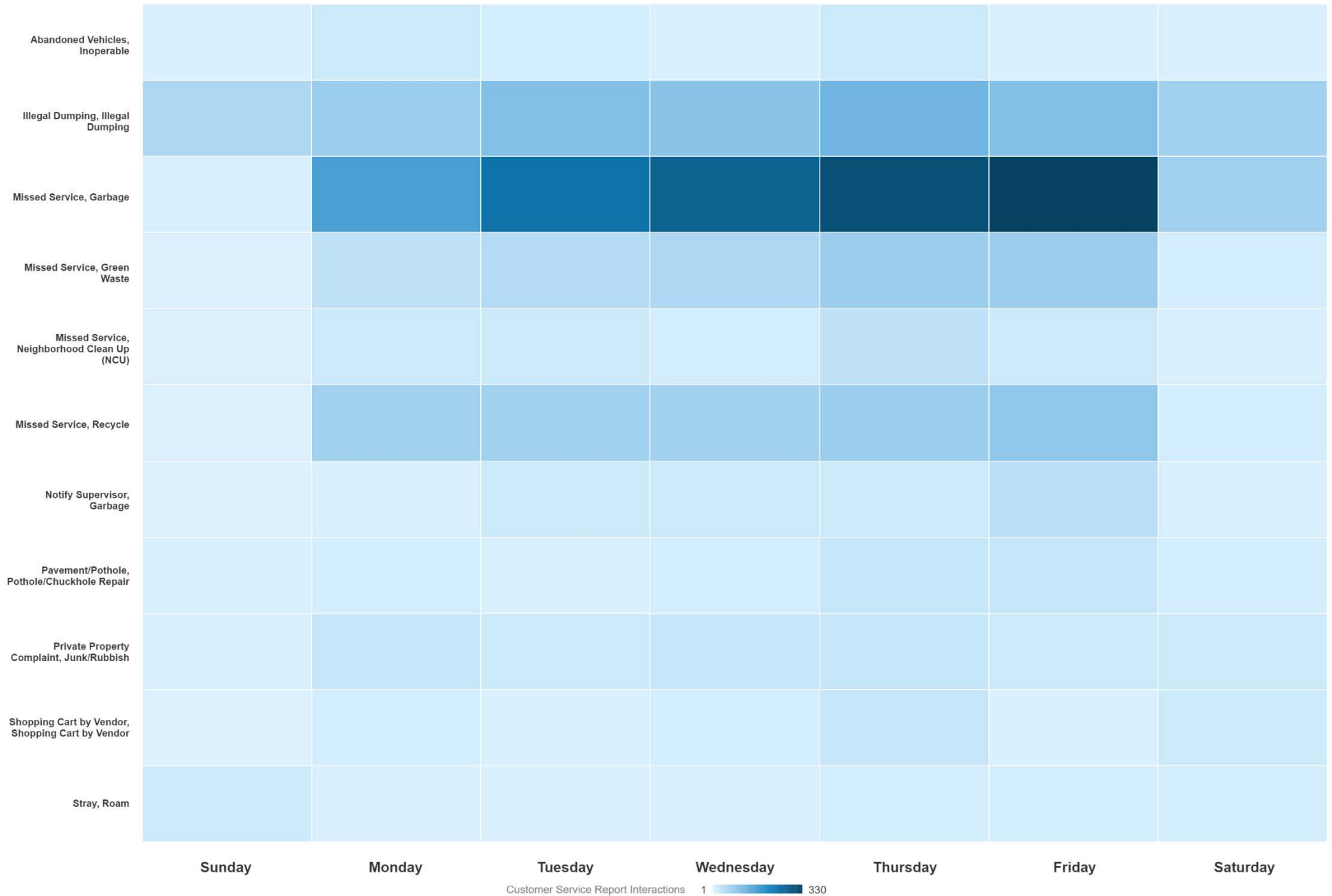
Service Request Interactions Mapped by Selected Zip Code



# Aging of Open Requests

## Top Service Requests Open by Day

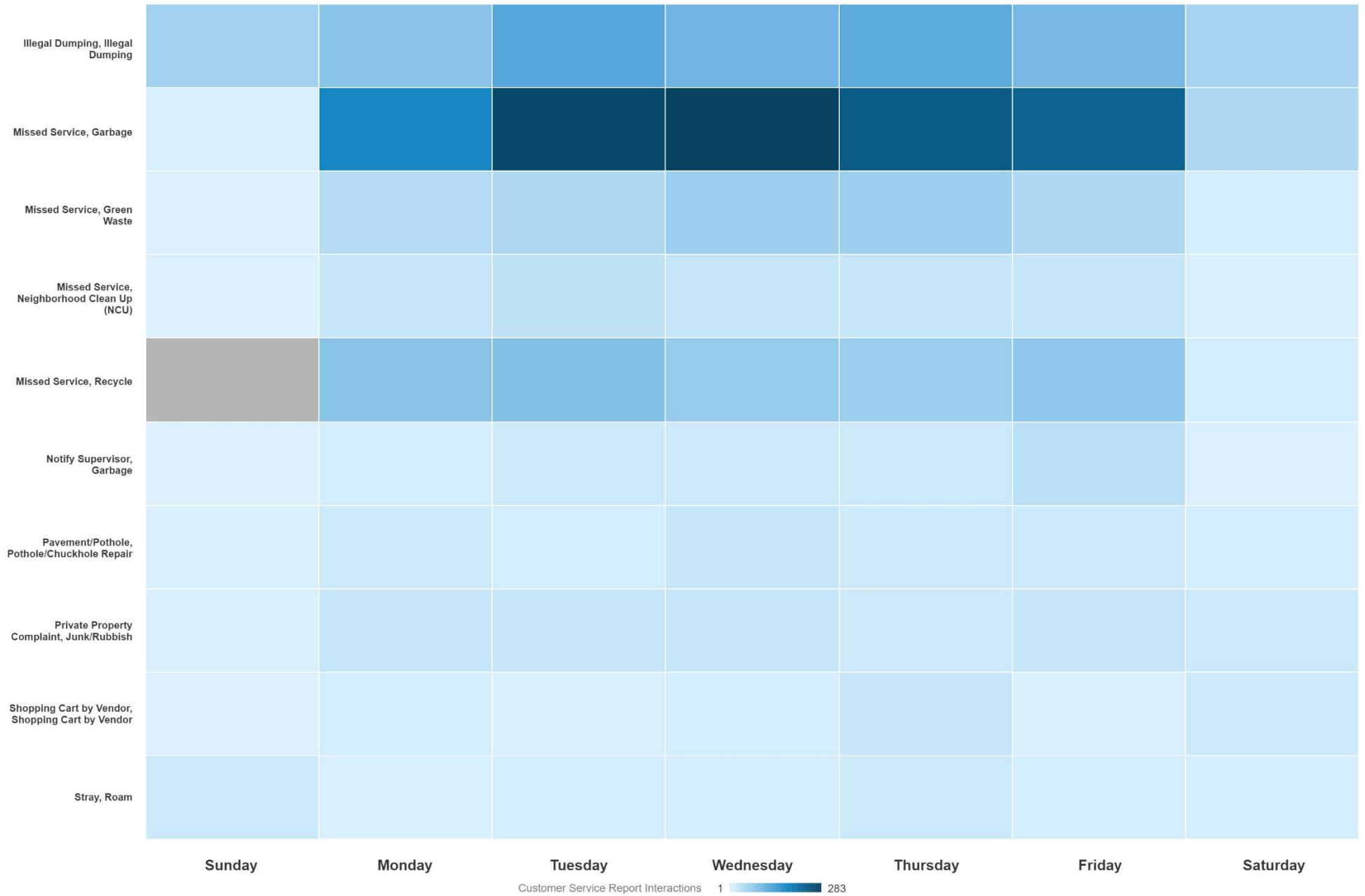
Opened Service Request Interactions by Category Per Day of Week



# Aging of Open Requests

## Top Service Requests Closed by Day

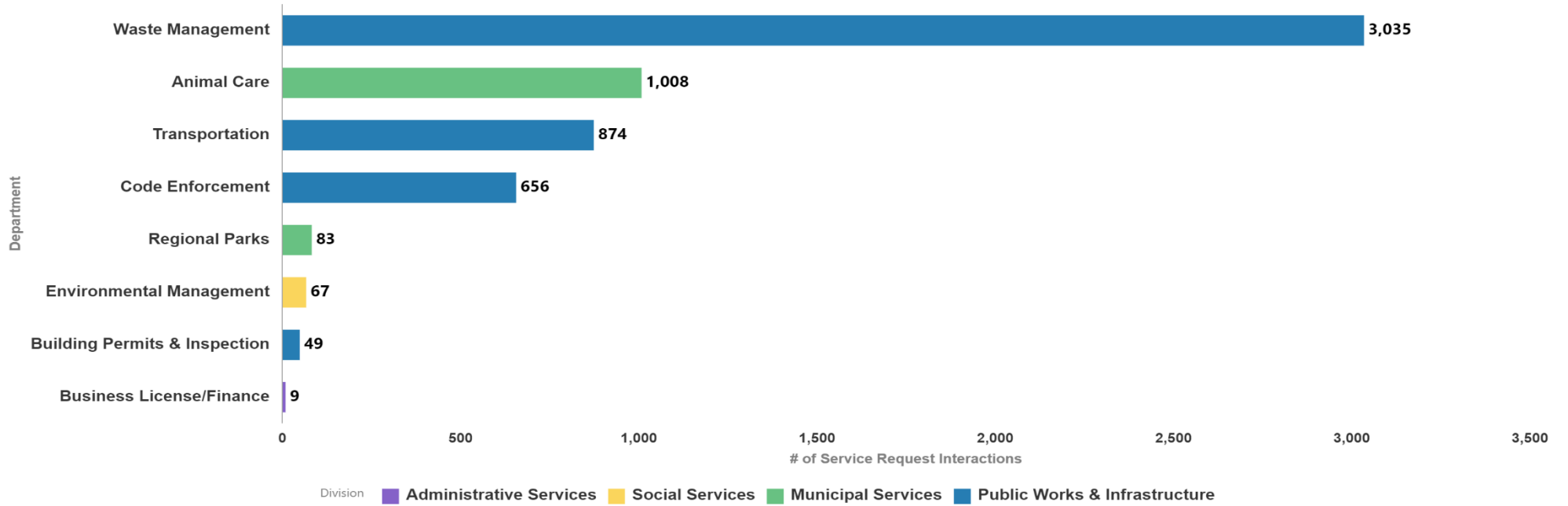
Closed Service Request Interactions by Category Per Day of Week



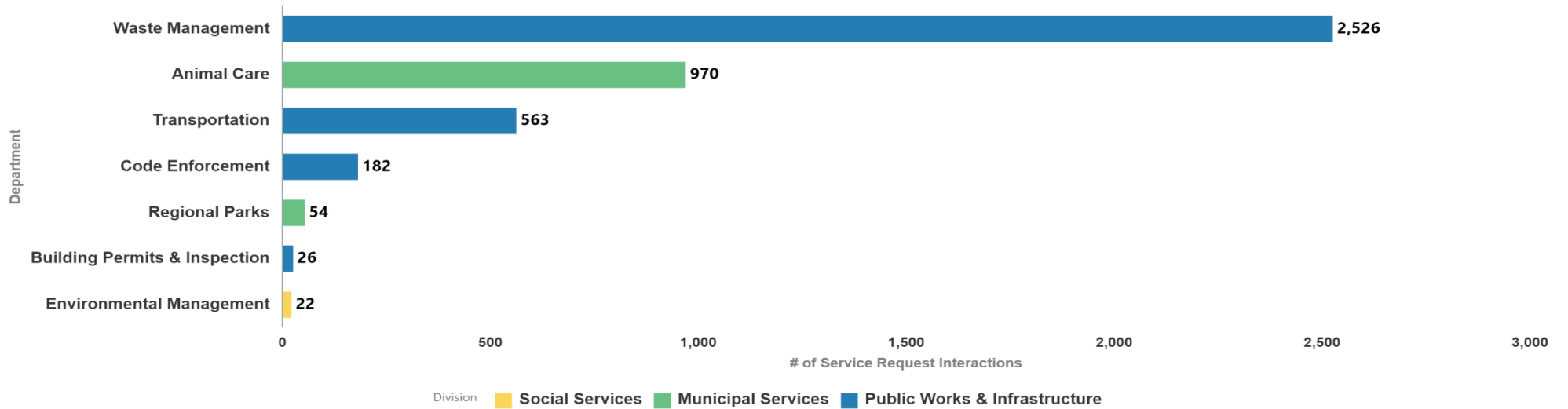
# Aging of Open Requests

## Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



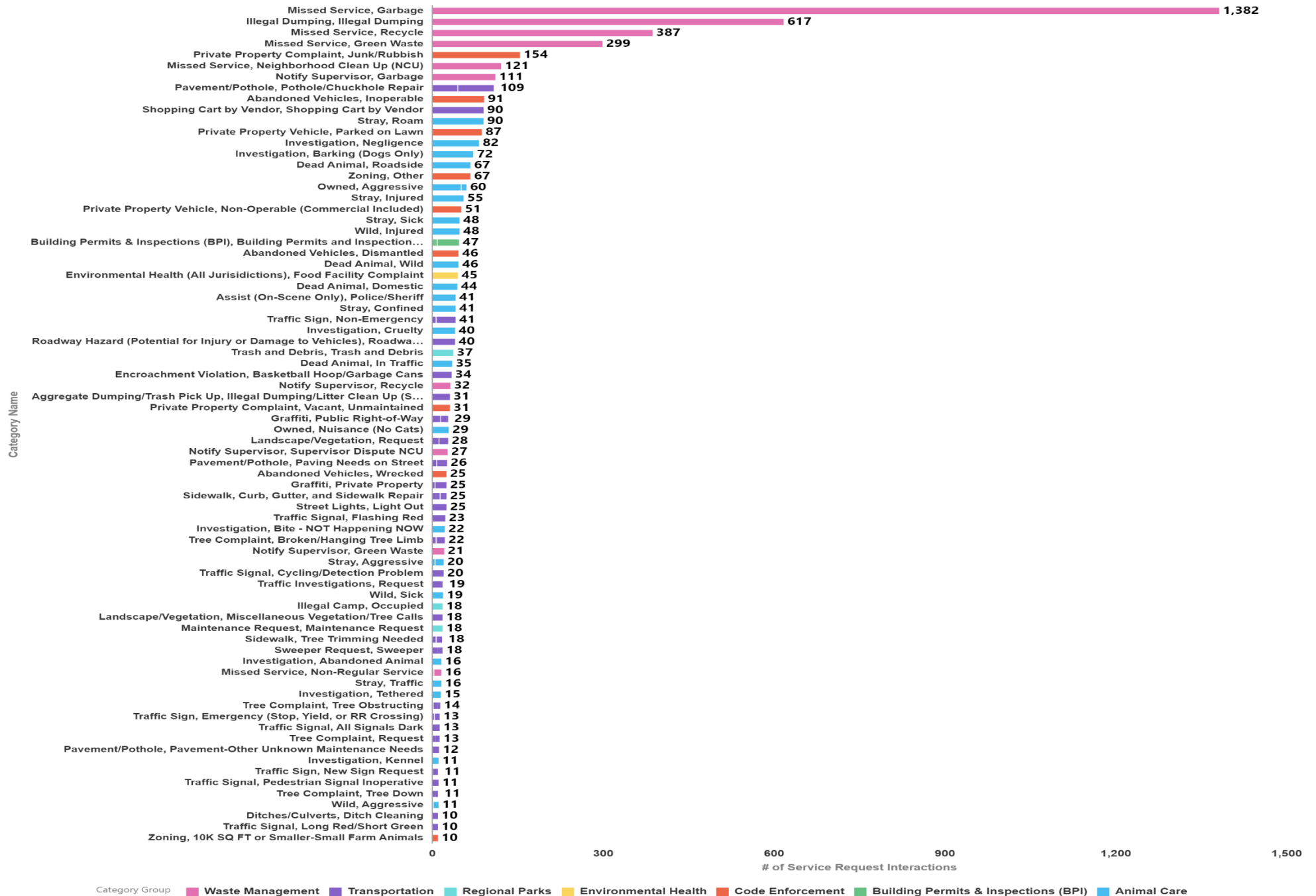
Service Request Interactions Closed by Department, Division



# Aging of Open Requests

## Greater Than 10 Service Requests

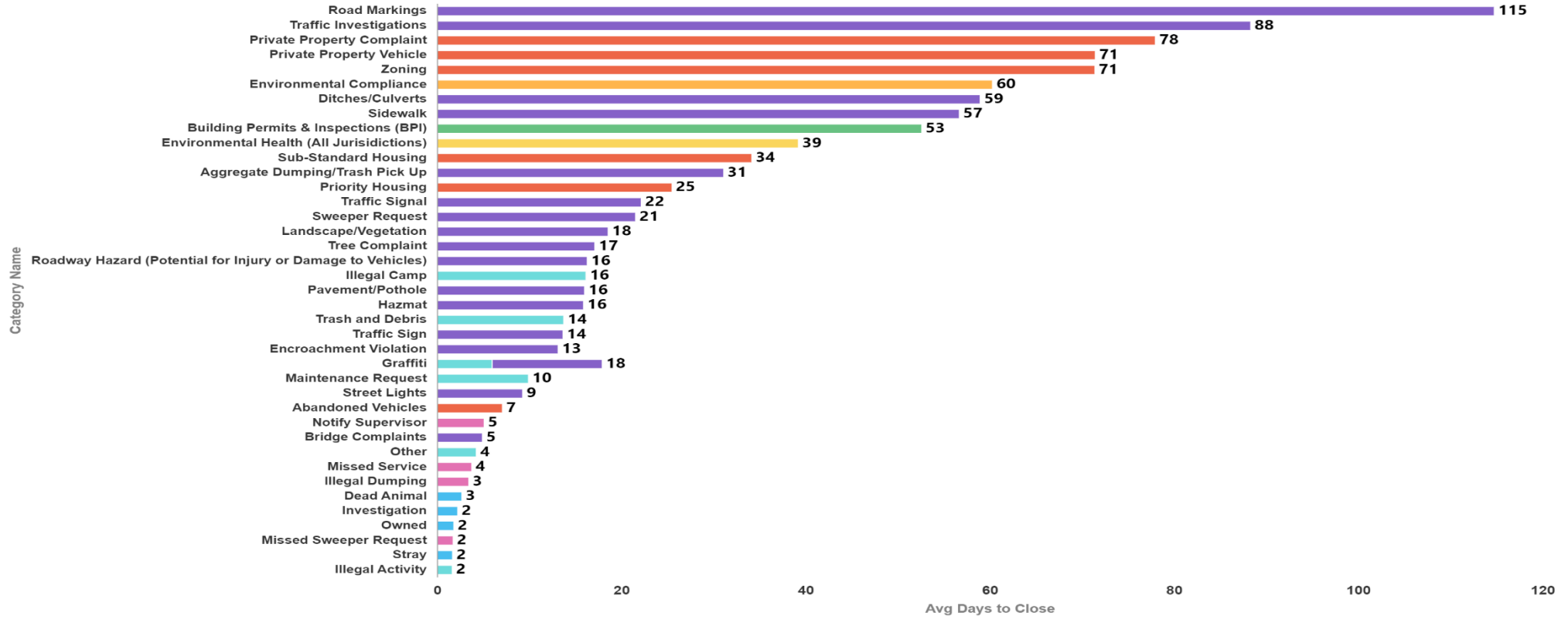
Service Request Interactions (>10 requests) by Category, Group



# Aging of Open Requests

## Average Days to Close Service Requests

Avg Days to Close by Category Name, Group



Category Group



Avg Days to Close

Avg Days to Close by Category Name, Group

12.54



Category Group



.... Average Avg Days to Close    .... Average Customer Service Report Interactions



# Aging of Open Requests

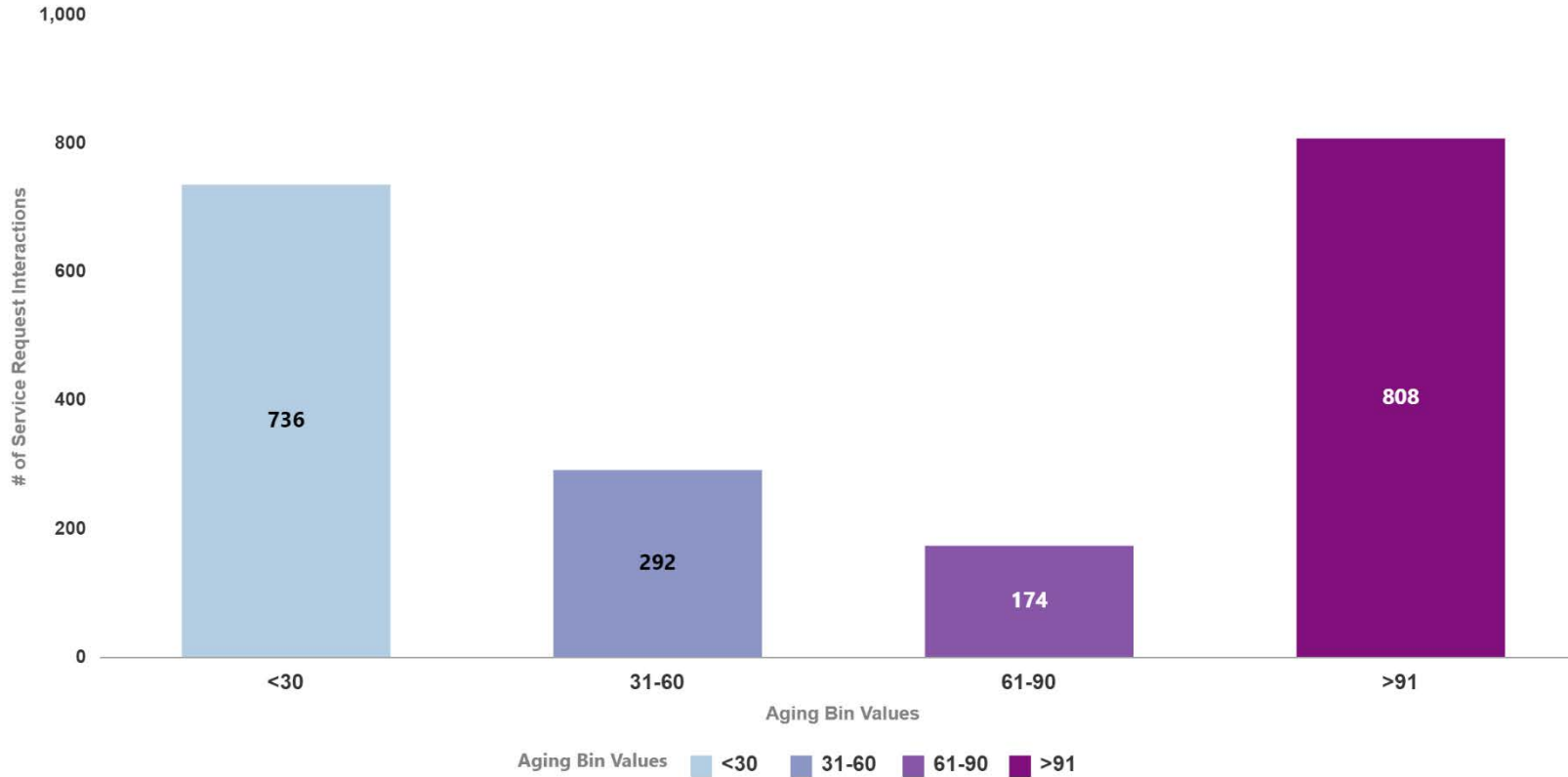
## Number of Service Request Interactions Per Category with Average Days to Close

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Environmental Health	Environmental Health (All Jurisdictions)	1	0.01
Animal Care	Rescue	16	0.08
Animal Care	Wild	98	0.12
Animal Care	License/ Specimen Pick Up	2	0.14
Animal Care	Assist (On-Scene Only)	46	0.24
Transportation	Shopping Cart by Vendor	90	0.29
Waste Management	Calendar Request	9	0.35
Transportation	Barricades	1	0.55
Transportation	Hazmat	7	0.85
Transportation	Sweeper Request	1	1.03
Transportation	Pavement/Pothole	2	1.05
Regional Parks	Illegal Activity	2	1.54
Animal Care	Stray	292	1.58
Transportation	Sidewalk	1	1.62
Waste Management	Missed Sweeper Request	9	1.65
Animal Care	Owned	103	1.72
Transportation	Tree Complaint	21	2.00
Animal Care	Investigation	289	2.15
Transportation	Bridge Complaints	2	2.48
Animal Care	Dead Animal	175	2.58
Transportation	Traffic Sign	12	2.62
Transportation	Street Lights	12	2.62
Waste Management	Illegal Dumping	640	3.34
Waste Management	Missed Service	2,076	3.64
Regional Parks	Other	3	4.15
Code Enforcement	Sub-Standard Housing	1	4.62
Transportation	Graffiti	38	4.88
Waste Management	Notify Supervisor	185	5.00
Transportation	Traffic Signal	10	5.02
Code Enforcement	Priority Housing	1	5.18
Code Enforcement	Abandoned Vehicles	40	5.39
Regional Parks	Graffiti	2	5.88

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Waste Management	Missed Service	18	6.11
Transportation	Bridge Complaints	2	7.15
Code Enforcement	Abandoned Vehicles	112	7.57
Regional Parks	Maintenance Request	17	9.82
Transportation	Street Lights	30	11.81
Transportation	Encroachment Violation	20	13.04
Regional Parks	Trash and Debris	39	13.65
Regional Parks	Illegal Camp	20	16.06
Transportation	Pavement/Pothole	150	16.11
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	43	16.19
Transportation	Traffic Sign	35	17.32
Transportation	Graffiti	46	17.78
Transportation	Landscape/Vegetation	49	18.47
Transportation	Sweeper Request	21	22.41
Transportation	Traffic Signal	75	24.34
Code Enforcement	Priority Housing	10	27.42
Transportation	Tree Complaint	27	28.69
Transportation	Hazmat	8	28.87
Transportation	Aggregate Dumping/Trash Pick Up	42	31.01
Code Enforcement	Sub-Standard Housing	27	35.15
Environmental Health	Environmental Health (All Jurisdictions)	39	40.12
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	49	52.51
Transportation	Sidewalk	44	57.84
Transportation	Ditches/Culverts	22	58.86
Environmental Compliance	Environmental Compliance	8	60.19
Code Enforcement	Zoning	90	71.31
Code Enforcement	Private Property Vehicle	136	71.35
Code Enforcement	Private Property Complaint	201	77.88
Transportation	Traffic Investigations	30	88.22
Transportation	Road Markings	4	114.67

# Aging of Open Requests

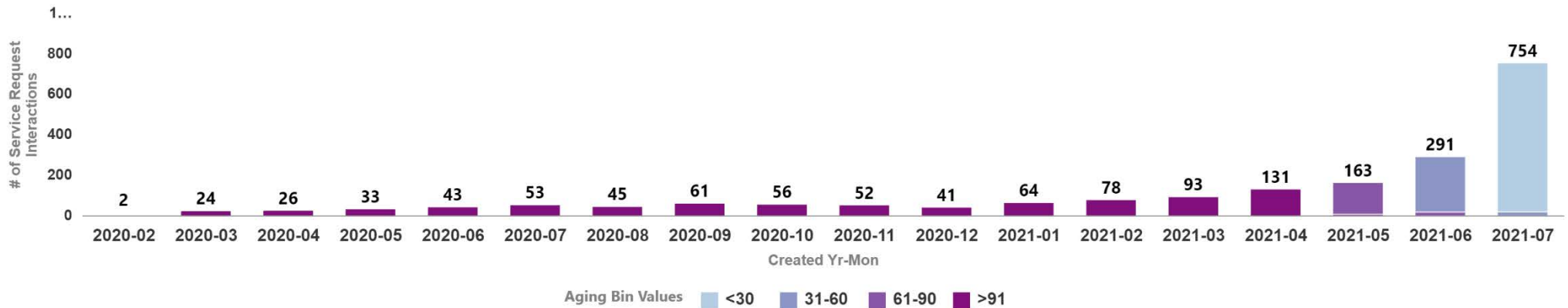
Aging Service Requests



Aging Service Requests

Aging Bin Values	Customer Service Report Interactions
<30	736
31-60	292
61-90	174

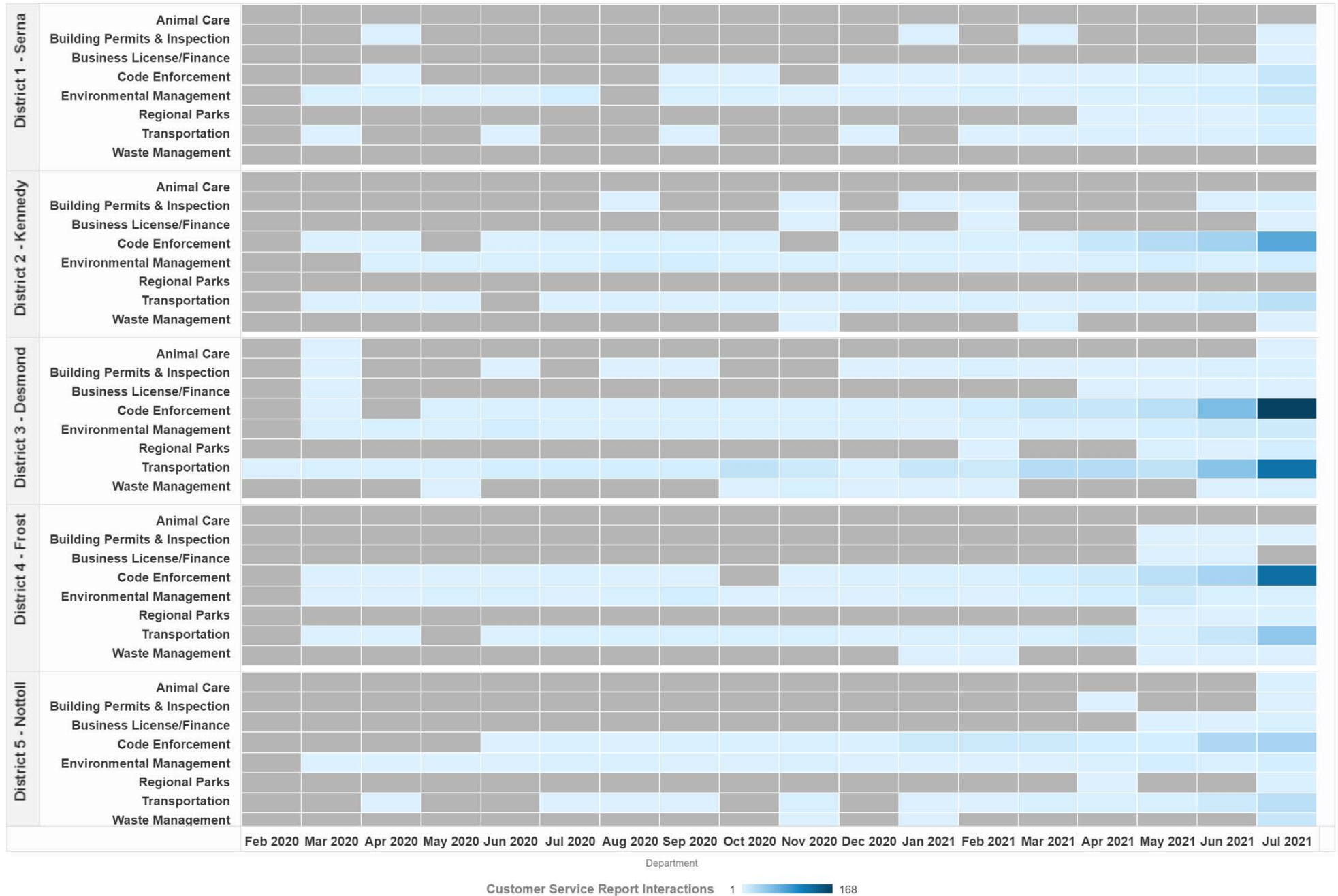
Aging Service Requests by Created Year-Month



# Aging of Open Requests

## Aging Requests by Month Created Per District

Department Aging Service Requests by Created Year-Month Per District



### Dispatch Service Definition

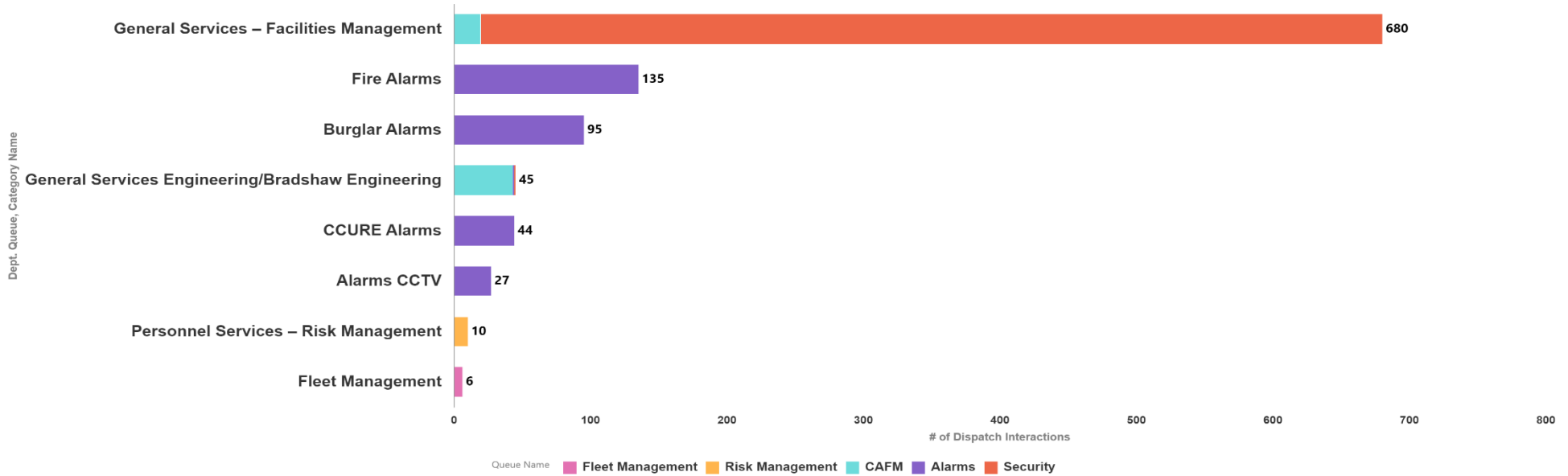
The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides an immediate notification to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

# Dispatch Service Request

## Administrative Services

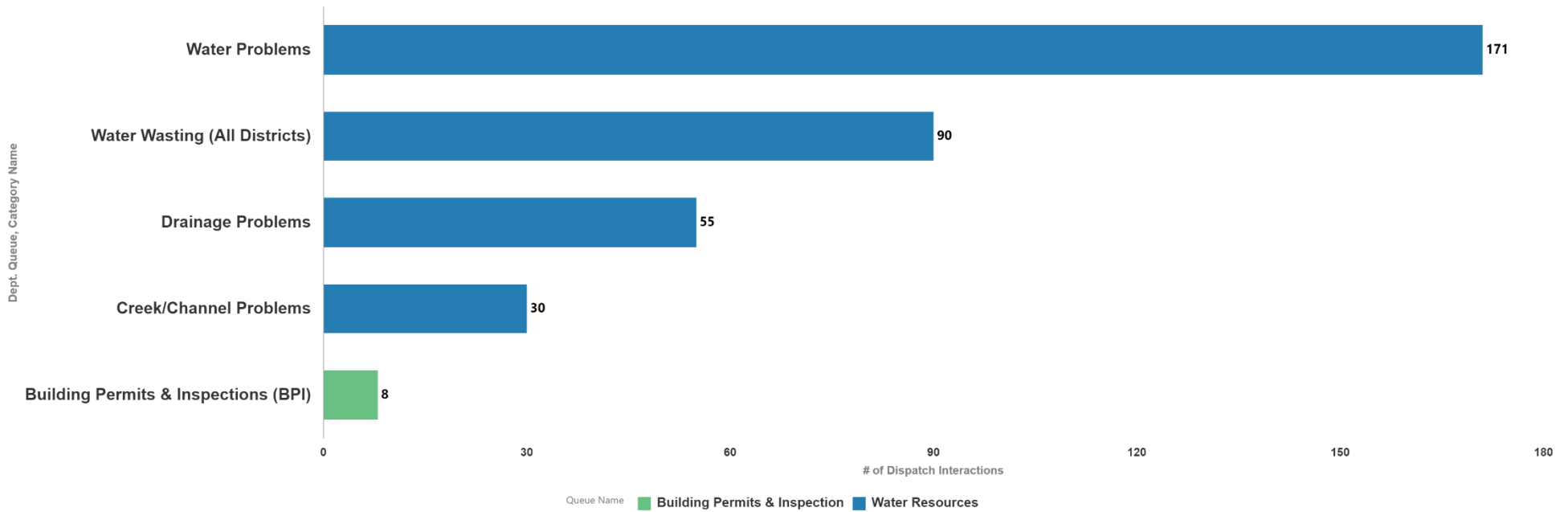


### Service Definitions

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

## Public Works and Infrastructure

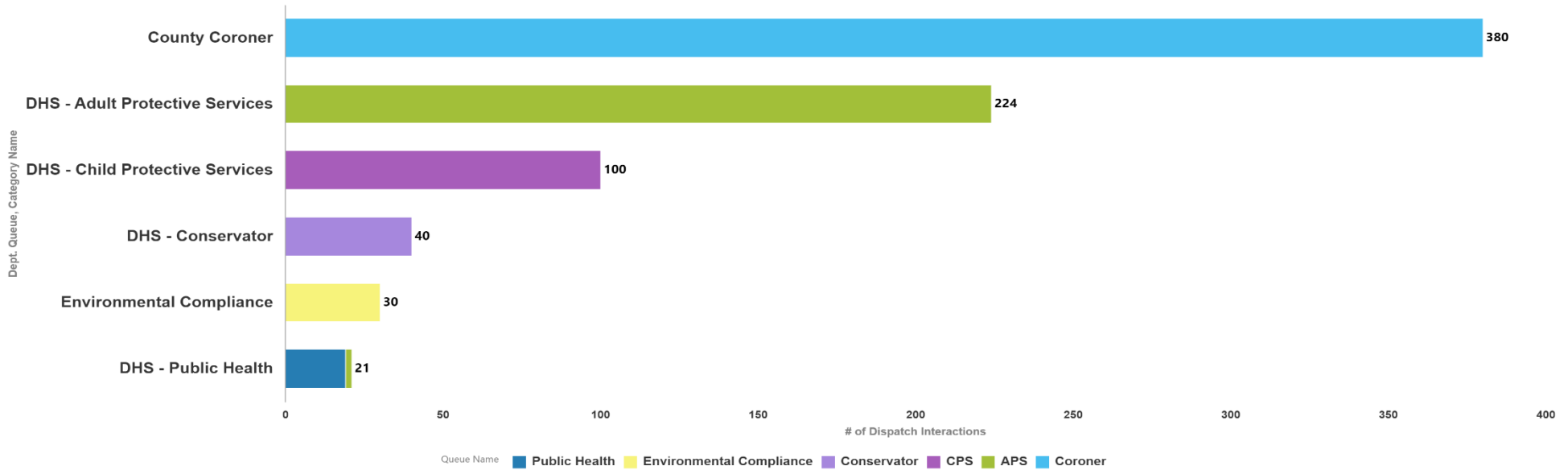


### Service Definitions

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.
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



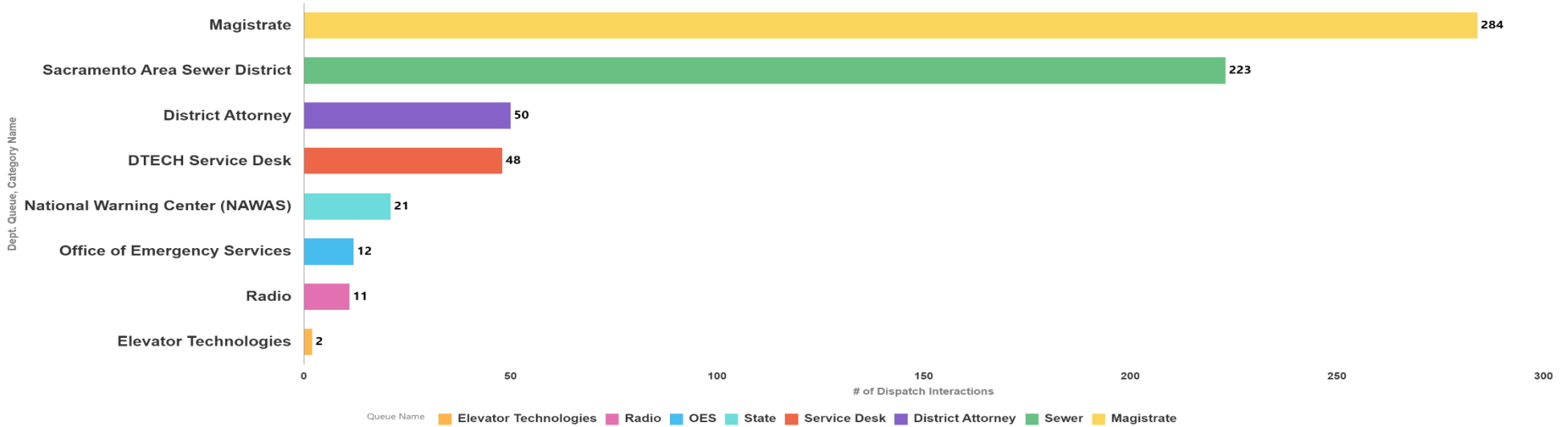
### Service Definitions

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.