

MONTHLY
CUSTOMER SERVICE REPORT
SERVICE REQUESTS AND STATISTICS
MARCH 1, 2021 – MARCH 31, 2021



Office of Customer Service
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www.311.saccounty.net

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Department of the Month

Department/Division: Development & Code Services,
Construction Management & Inspection

Division Chief: Juan Chavez, PE

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

Mission: To provide the public, developers, contractors, and government agencies with consistent and efficient construction services through inspection and quality assurance, constructability reviews, materials testing, labor law compliance, project coordination, and other related construction management activities.

Sections

- **Roads, Bridges & Parks** Includes Airside and Landside Operations, Safety Management, Airport Fire, Facilities and Maintenance. Operations oversees the day-to-day operations at all four airports.
- **Water, Drainage & Wastewater** This section provides construction management and inspection for water, drainage and wastewater projects throughout the County. Our clients include the Sacramento Regional County Sanitation District, the Sacramento Area Sewer District, the Sacramento County Water Agency, and the Department of Water Resources. Typical projects include water supply, water treatment plants, storm drains, water meters, storm drain pump stations, sewer lift stations, sanitary sewer conveyance pipelines (force mains, collection and interceptors) and wastewater treatment projects.
- **County Owned Buildings & Facilities** This section provides construction management and inspection for County Owned Building Projects and Facilities. Past and current projects include Detention Facilities, Airport Facilities and Infrastructure, Libraries and County Owned Office Buildings. This section also provides construction management and inspection for County Owned Building Remodel and Maintenance Projects.
- **Private Development** This section inspects improvements constructed by developers, which ultimately become owned and maintained by the County. This includes streets, curb/gutter and sidewalks, sanitary sewer, storm drain, water (if within a County Water District), streetlights and signals, and offsite improvements such as channels and pump stations. This section also covers improvements associated with commercial projects, which involve frontage improvements such as road widening, utility tie-ins, new curb/gutter and sidewalk, streetlights and signals. Lastly, this section inspects all work associated with Grading Permits and associated Erosion and Sediment Control requirements.
- **Encroachments** This section inspects construction within the road right-of-way to ensure the County-owned facilities are reconstructed in compliance with current County construction standards. This section also monitors construction activity within the road right-of-way to verify that required traffic control measures are in place during construction. Typical construction activity under this section includes telecommunication utility installation, water, gas, storm drains, sanitary sewer pipelines, and electrical cable.

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Sections

■ **Material Testing**

The Material Testing Laboratory provides on site, production plant and laboratory testing services to confirm compliance with County Standards and contractual requirements. Material testing is routinely performed for a wide variety of materials including:

- Soils
- Aggregates
- Concrete
- Asphalt
- Concrete pipe

The Lab is accredited by Caltrans, AMRL and CCRL. Lab staff holds certifications issued by NICET, ACI and Caltrans. Typical tests performed include compaction testing, compressive strength, asphalt oil, soil gradation as well as other ASTM tests on soil.

■ **Erosion, Sediment and Water Pollution Control Program**

This section assists in the protection of County surface waters. Staff provides construction water quality technical and educational assistance on both private development and public construction projects. Depending on project parameters, staff assistance can include:

- Construction Storm Water Quality Training (CWA, NPDES, Construction General Permit, MS4 Permit, etc.)
- Federal, State and Local Construction Storm Water Quality Permit Compliance
- Construction Water Quality Permit Document (SWPPP, WPCP, ESCP, etc.) Review and Compliance
- Construction General Permit and MS4 Permit Inspection and Monitoring
- Construction General Permit and MS4 Permit Enforcement

■ **Labor Compliance**

The Labor Compliance Section is responsible for enforcement of both federal and state labor compliance requirements for all contracts advertised and awarded by the Municipal Services. The Labor Compliance staff assists contractors and County staff in meeting federal and state labor compliance and Labor Laws requirements by providing information and assistance regarding:

- Labor Compliance Program Requirements
- California Labor Law Requirements
- State and Federal Prevailing Wages
- Disadvantage Business Enterprises (DBE) Requirements and Analysis
- Resolution of Non-Compliance Issues

The Labor Compliance Program (LCP) operates under approval of the Director of the California Department of Industrial Relations in accordance with Section 1771.5 of the California Labor Code and Sections 16425 through 16439 of the California Code of Regulations. This Program is administered by the Labor Compliance Section of the Construction Management and Inspection Division.

FTE: CMID has 107 FTE permanent staff budgeted positions.

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Monthly Statistics

Number of	
• Service request by Calls	17,336
• Service request by Mobile application	1,716
• Other	759
Service requests opened	19,811
Informational calls	4,137
Transferred calls	6,696
Service requests closed	18,944
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	26	181	487	260	90	1,044
Waste Management/Illegal Dumping	54	203	183	84	131	655
Missed Service/Recycle	10	59	176	108	33	386
Missed Service/Green Waste	7	34	150	76	61	328
Missed Service/Neighborhood Clean Up (NCU)	2	21	50	37	27	137
Total	99	498	1,046	565	342	2,550

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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	25	166	455	247	86	979
Waste Management/Illegal Dumping	52	200	182	83	129	646
Missed Service/Recycle	10	48	163	105	33	359
Missed Service/Green Waste	7	32	132	75	58	304
Missed Service/Neighborhood Clean Up (NCU)	2	19	45	36	26	128
Total	96	465	977	546	332	2,416

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	27	38	22	21	16	124
Private Property Complaint/Junk/Rubbish	2	23	25	17	14	81
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	2	4	20	8	5	39
Code Enforcement/Zoning/Other	0	10	12	3	10	35
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Construction without Permit	2	2	12	5	4	25
Total	33	77	91	54	49	304

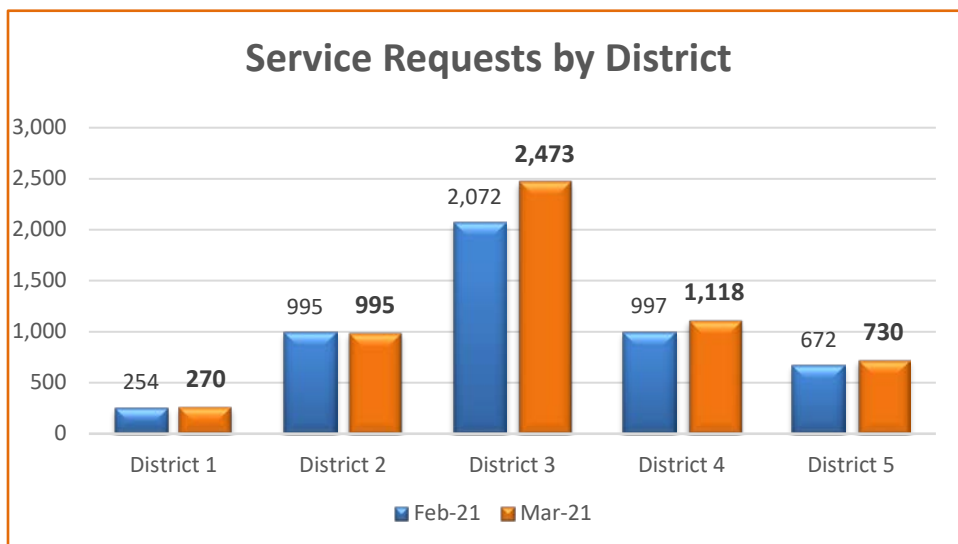
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Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	270
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	995
District 3 – Desmond <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,473
District 4 – Frost <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	1,118
District 5 – Nottoli <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	730
Total	5,586

Monthly Comparison: February 2021 vs. March 2021



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Top Service Request Opened by District (> 10 requests)

District 1 - Serna	
Waste Management/Illegal Dumping	54
Missed Service/Garbage	26
Regional Parks/Trash and Debris	13
District 2 – Kennedy	
Waste Management/Illegal Dumping	203
Missed Service/Garbage	181
Missed Service/Recycle	59
Abandoned Vehicles/Inoperable	36
Missed Service/Green Waste	34
Animal Care/Stray/Roam	29
Code Enforcement/Zoning/Other	24
Animal Care/Investigation/Barking (Dogs Only)	23
Missed Service/Neighborhood Clean Up (NCU)	21
Transportation/Shopping Cart by Vendor	20
Private Property Complaint/Junk/Rubbish	16
Private Property Vehicle/Non-Operable (Commercial Included)	12
Animal Care/Stray/Confined	12
District 3 – Desmond	
Missed Service/Garbage	487
Waste Management/Illegal Dumping	183
Missed Service/Recycle	176
Missed Service/Green Waste	150
Animal Care/Investigation/Barking (Dogs Only)	60
Pavement/Pothole/Pothole/Chuckhole Repair/Large	57
Abandoned Vehicles/Inoperable	55
Missed Service/Neighborhood Clean Up (NCU)	50
Private Property Complaint/Junk/Rubbish	45
Animal Care/Stray/Roam	42
Roadway Hazard (Potential for Injury or Damage to Vehicles)	36
Pavement/Pothole/Pothole/Chuckhole Repair/Small	35
Animal Care/Dead Animal/Roadside	32
Animal Care/Dead Animal/Wild	31
Animal Care/Dead Animal/Domestic	30
Notify Supervisor/Garbage	30
Private Property Vehicle/Parked on Lawn	27

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Code Enforcement/Zoning/Other	27
Encroachment Violation/Basketball Hoop/Garbage Cans	26
Animal Care/Stray/Injured	25
Regional Parks/Trash and Debris	25
Animal Care/Investigation/Negligence	24
Traffic Sign/Non-Emergency/Sign Down	20
Animal Care/Investigation/Cruelty	19
Sidewalk/Curb, Gutter, and Sidewalk Repair/Tripping Hazard	18
Animal Care/Wild/Injured	18
Drainage Problems/Illegal/Illicit Discharge	16
Animal Care/Dead Animal/In Traffic	16
Street Lights/Light Out	15
Drainage Problems/Drainage Advice (Engineering)	15
Animal Care/Stray/Sick	15
Animal Care/Stray/Confined	14
Transportation/Shopping Cart by Vendor	14
Abandoned Vehicles/Wrecked	14
Sub-Standard Housing/Other	13
Waste Management/Calendar Request	13
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Construction without Permit	13
Traffic Signal/Pedestrian Signal Inoperative	13
Traffic Investigations/Request/Speedbumps	12
Regional Parks/Maintenance Request	12
Sweeper Request/Sweeper/Glass	12
District 4 – Frost	
Missed Service/Garbage	260
Missed Service/Recycle	108
Waste Management/Illegal Dumping	84
Missed Service/Green Waste	76
Missed Service/Neighborhood Clean Up (NCU)	37
Animal Care/Investigation/Barking (Dogs Only)	24
Private Property Complaint/Junk/Rubbish	22
Abandoned Vehicles/Inoperable	22
Animal Care/Dead Animal/Roadside	20
Animal Care/Stray/Roam	17
Notify Supervisor/Garbage	16

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Code Enforcement/Zoning/Other	14
Animal Care/Investigation/Negligence	14
Private Property Vehicle/Parked on Lawn	12
Transportation/Shopping Cart by Vendor	11
Animal Care/Stray/Injured	11
Roadway Hazard (Potential for Injury or Damage to Vehicles)	11
Pavement/Pothole/Pothole/Chuckhole Repair/Large	11
District 5 – Nottoli	
Waste Management/Illegal Dumping	131
Missed Service/Garbage	90
Missed Service/Green Waste	61
Missed Service/Recycle	33
Missed Service/Neighborhood Clean Up (NCU)	27
Animal Care/Stray/Roam	24
Animal Care/Dead Animal/Roadside	19
Animal Care/Investigation/Barking (Dogs Only)	14
Animal Care/Assist (On-Scene Only)/Police/Sheriff	13
Code Enforcement/Zoning/Other	11
Animal Care/Investigation/Negligence	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
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
Priority Housing/No Hot Water	3	21
Priority Housing/Lack of Utilities (Gas/Water/Electric/Sewer)	1	22
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
Sidewalk/Curb, Gutter, and Sidewalk Repair/Lifting	15	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
Regional Parks/Other	5	43
Private Property Vehicle/Occupied Mobile Homes/Trailers	7	45
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Remodel	4	45
Private Property Vehicle/Parked on Lawn	61	46

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Request Type	No. of Request	Avg. Days To Close
Sub-Standard Housing/Other	13	46
Sub-Standard Housing/Roof Leak	1	48
Regional Parks/Illegal Camp/Occupied	17	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
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 Vehicle/Non-Operable (Commercial Included)	29	53
Private Property Vehicle/Other	10	54
Sub-Standard Housing/Vector Infestation	6	57
Private Property Complaint/Junk/Rubbish	95	57
Private Property Complaint/Vacant, Unmaintained/Residential	16	58
Sub-Standard Housing/Electrical Malfunction	1	58
Zoning/10K SQ FT or Smaller-Small Farm Animals	5	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
Zoning/Occupied Out-Building	6	82
Tree Complaint/Request/Abate a Visibility Obstruction by Tree(s)	8	93
Private Property Complaint/Overflowing Dumpster	3	93
Private Property Complaint/Illegal Signage/Other	2	93
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	1,375
31 to 60	349
61 to 90	179
>91	740

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

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	1	49	93	59	14	216
Waste Management/Illegal Dumping	10	42	39	11	21	123
Missed Service/Recycle	1	40	26	18	7	92
Private Property Complaint/Junk/Rubbish	3	14	32	16	8	73
Missed Service/Green Waste	0	9	28	11	5	53
Total	15	154	218	115	55	557

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	0	13	16	14	7	50
Code Enforcement/Zoning/Other	3	9	8	6	3	29
Private Property Complaint/Parked on Lawn	0	4	7	2	5	18
Sidewalk/Curb, Gutter, Sidewalk Repair/Tripping Hazard	0	1	9	0	1	11
Aggregate Dumping/Trash Pick Up/Illegal Dumping/Litter Clean Up	0	4	0	2	4	10
Total	3	31	40	24	20	118

**Customer Service Report
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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
Private Property Complaint/Junk/Rubbish	1	6	8	4	4	23
Private Property Complaint/Parked on Lawn	0	2	4	2	4	12
Code Enforcement/Zoning/Other	1	2	6	1	2	12
Environmental Health (All Jurisdictions)/Food Facility Complaint	3	1	0	2	2	8
Private Property Vehicle/Non-Operable (Commercial Included)	0	3	0	3	0	6
Total	5	14	18	12	12	61

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	23	25	17	14	81
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	2	4	20	8	5	39
Code Enforcement/Zoning/Other	0	10	12	3	10	35
Building Permits & Inspections (BPI) Complaints Construction without Permit	2	2	12	5	4	25
Total	33	77	91	54	49	304

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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.

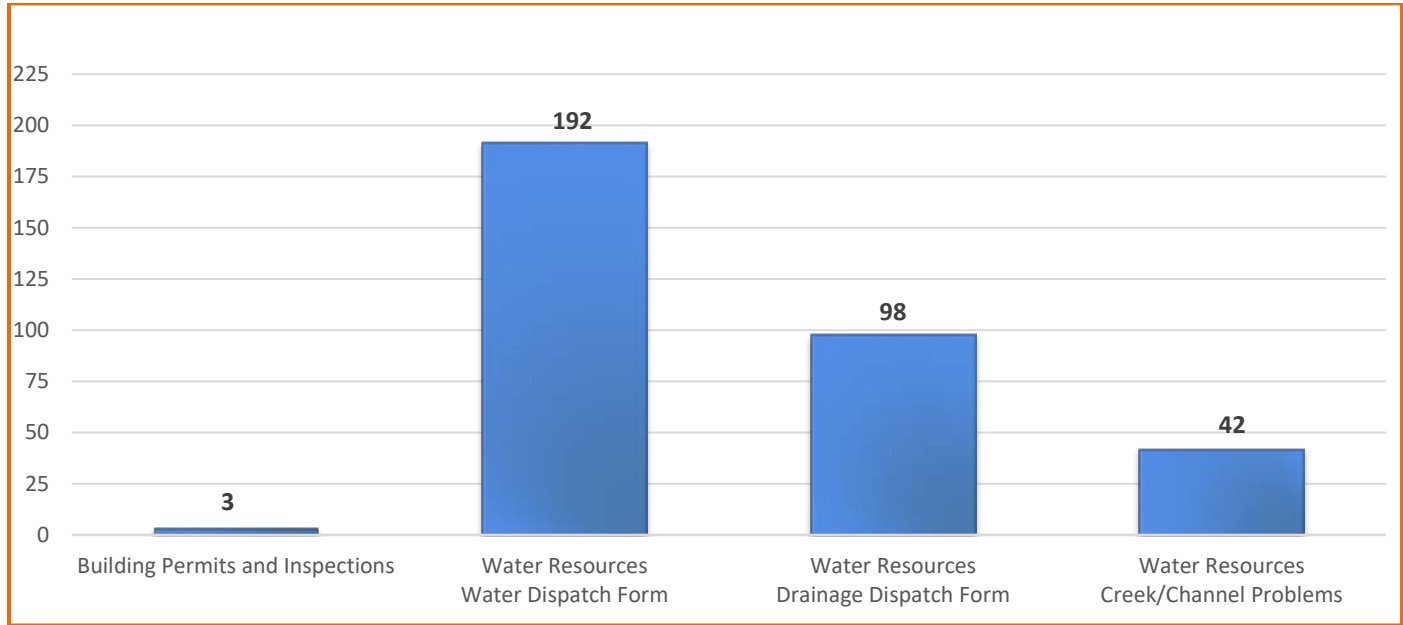
Acronym Glossary

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

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Dispatch Services Request

Public Works and Infrastructure



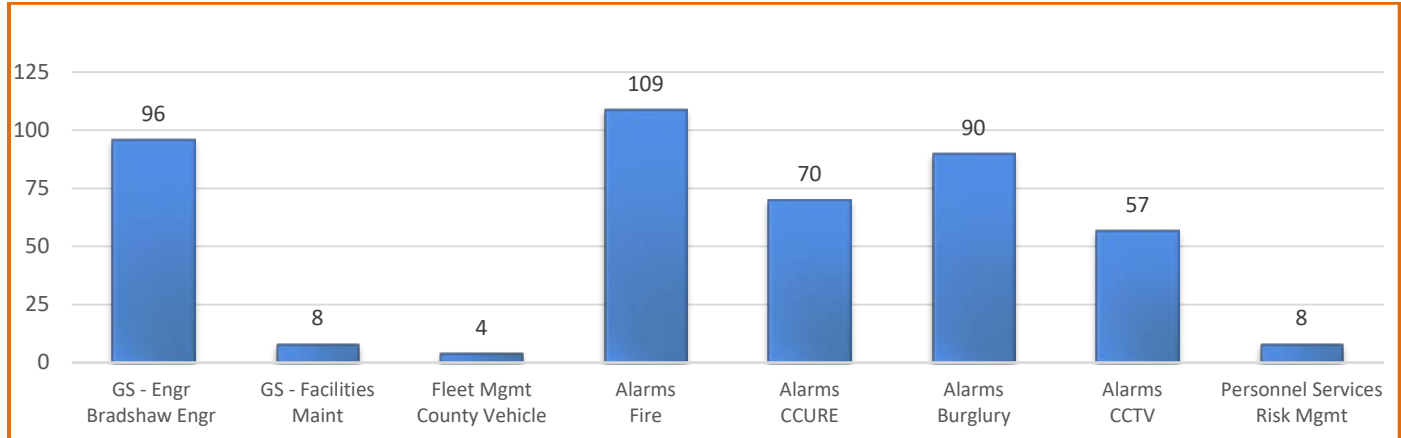
Service Definitions

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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Dispatch Services Request

Administrative Services



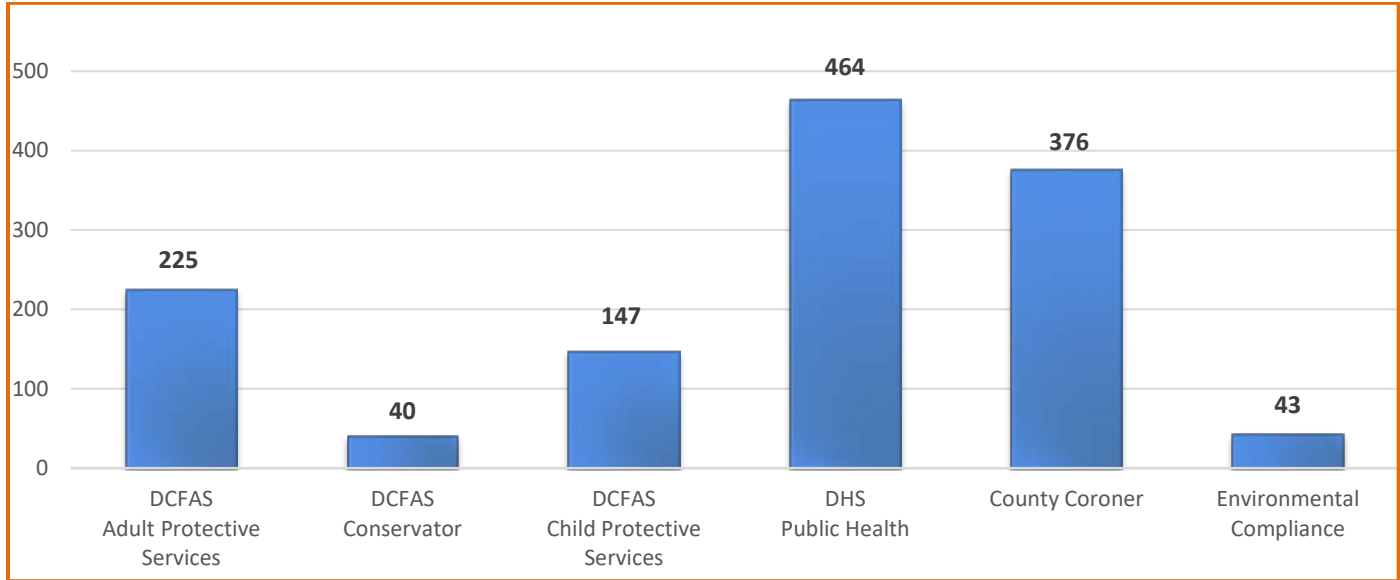
Service Definitions

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



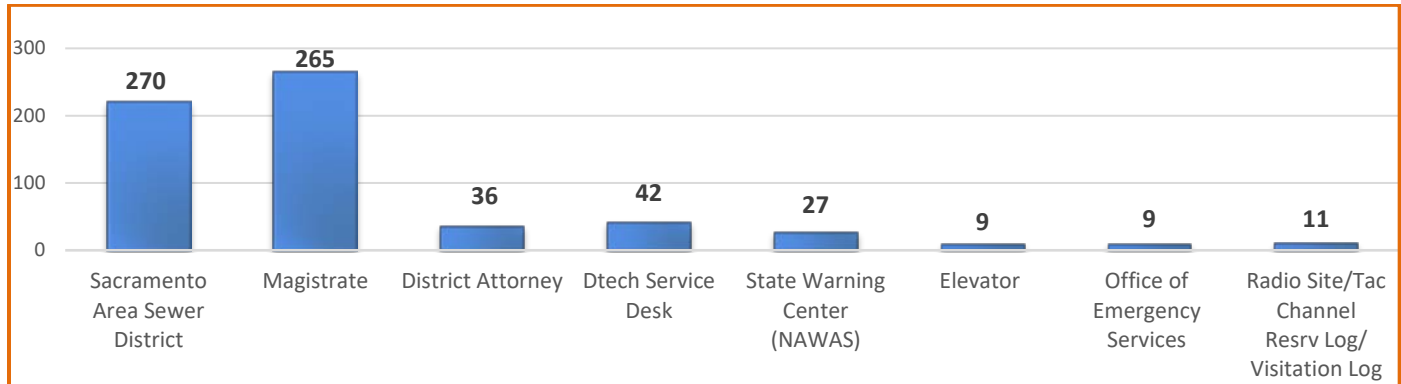
Service Definitions

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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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.