

**Customer Service Report  
April 1, 2019 – April 30, 2019**

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# Customer Service Report

## April 1, 2019 – April 30, 2019

### Department of the Month

**Department:** Office of Economic Development

**Director:** Troy Givans

**Website:** [www.economic.sacounty.net](http://www.economic.sacounty.net)

**Mission:** The Office of Economic Development supports the ongoing economic vitality of the County by attracting, retaining and expanding employment opportunities for area residents and stimulating the local economy.

#### Divisions:

##### Business Attraction, Expansion and Retention

- **Site Identification & Coordination:** Identify opportunity sites and work with property owners, developers and brokers to market and recruit quality business.
- **Business Visits:** Identify business needs and opportunities for improvement.
- **Relocation Assistance:** Provide development opportunities and resources to expanding companies to retain businesses operations within the County.
- **Marketing Engagement:** Promote sites at regional and national commercial real estate events to market available development opportunities.
- **Community Engagement:** Host, sponsor and participate in local events to provide resources to businesses.
- **Expedited Permit Facilitation:** Provide streamlined and/or expedited permit assistance to companies for the growth and sustainability of quality business.
- **Target Sector Recruitment:** Meet with business community in target sectors to solicit ideas for new business opportunities.
- **Incentive Coordination:** Provide local and state incentive assistance for business recruitment and retention efforts.
- **Workforce Development:** Support workforce development initiatives through the participation in various committees and events.
- **Partnerships:** Work with key partner organizations to network and promote the region, provide information, and education and business development assistance.

##### Small Business Assistance

- **Small Business Liaison:** Provide one-on-one support to entrepreneurs and small business owners by providing tools, additional resources and consultations.
- **Business Environmental Resource Center:** Provide confidential permit and regulatory compliance assistance to entrepreneurs and small business owners.
- **Training:** Host business seminars and workshops to support entrepreneurs and business owners.

##### Former Military Base Conversion

Mather Field and McClellan Park: Provide large-scale support focused on environmental restoration, adaptive reuse and business park conversion.

**FTE:** 16 FTE permanent staff budgeted position.

## Customer Service Report April 1, 2019 – April 30, 2019

### Monthly Statistics

Number of	
• Service request by calls	4,591
• Service request by mobile application	1,210
• Other	662
Service requests opened	6,463
Informational calls	3,751
Transferred calls	7,802
Service request closed	7,269
Average days to close service request	19

### Monthly Top Service Requests by Type Opened

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	18	193	328	179	81	799
Waste Management/Illegal Dumping	97	259	191	84	114	745
Pavement/Pothole/Pothole/Chuckhole Repair	28	20	273	107	64	492
Missed Service/Green Waste	7	59	151	68	19	304
Animal Care/Dead Animal	8	35	94	53	61	251
<b>Total</b>	<b>158</b>	<b>566</b>	<b>1,037</b>	<b>491</b>	<b>339</b>	<b>2,591</b>

## Customer Service Report April 1, 2019 – April 30, 2019

### Monthly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Pavement/Pothole/Pothole/Chuckhole Repair	24	46	485	152	89	796
Missed Service/Garbage	18	194	326	179	80	797
Waste Management/Illegal Dumping	92	265	171	91	123	742
Abandoned Vehicles/Inoperable	28	49	189	73	14	353
Missed Service/Green Waste	7	59	150	68	19	303
<b>Total</b>	<b>169</b>	<b>613</b>	<b>1,321</b>	<b>563</b>	<b>325</b>	<b>2,991</b>

### Cumulative Top Unresolved Service Request Types

Type	District 1	District 2	District 3	District 4	District 5	Total
Private Property Complaint/Other	12	44	122	62	21	261
Pavement/Pothole/Pothole/Chuckhole Repair	22	19	347	145	46	579
Private Property Complaint/Junk/Rubbish	10	79	184	92	33	398
Private Property Vehicle/Parked on Lawn	6	51	62	50	14	183
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	13	17	51	17	18	116
<b>Total</b>	<b>63</b>	<b>210</b>	<b>766</b>	<b>366</b>	<b>132</b>	<b>1,537</b>

# Customer Service Report

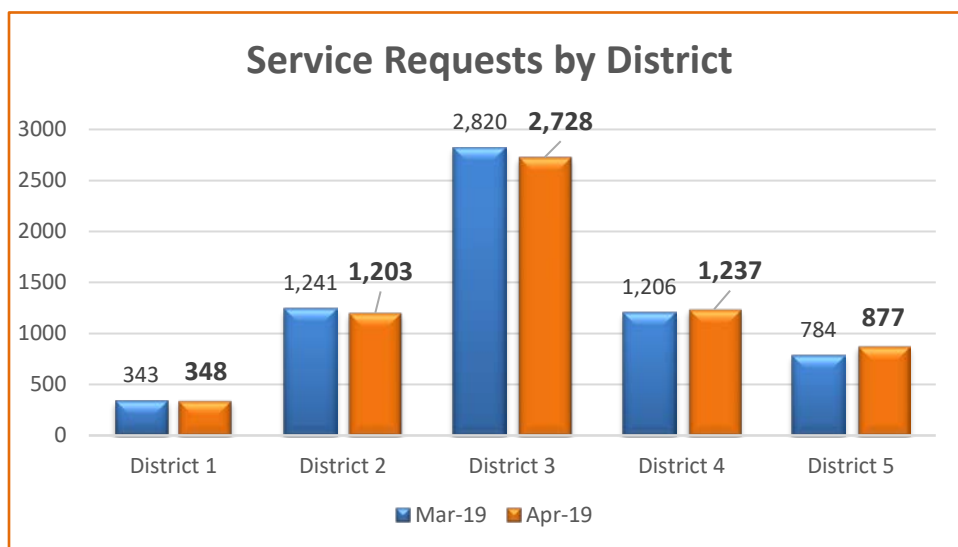
## April 1, 2019 – April 30, 2019

### Board of Supervisor District Information

#### Service Requests by District

District	Count
<b>District 1 – Serna</b> <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	348
<b>District 2 – Kennedy</b> <i>(Parkway, Lemon Hill, Florin)</i>	1,203
<b>District 3 – Peters</b> <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,728
<b>District 4 – Frost</b> <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	1,237
<b>District 5 – Nottoli</b> <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	877
Unspecified	70
<b>Total</b>	<b>6,463</b>

### Monthly Comparison: March 2019 vs. April 2019



## Customer Service Report April 1, 2019 – April 30, 2019

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

<b>District 1 - Serna</b>	
Waste Management/Illegal Dumping	97
Pavement/Pothole/Pothole/Chuckhole Repair	28
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	20
Missed Service/Garbage	18
Abandoned Vehicles/Inoperable	13
Environmental Health (All Jurisdictions)/Food Facility Complaint	11
Animal Care Stray/Roam	11
<b>District 2 – Kennedy</b>	
Waste Management/Illegal Dumping	259
Missed Service/Garbage	193
Missed Service/Green Waste	59
Animal Care Stray/Roam	47
Missed Service/Recycle	46
Animal Care/Dead Animal	35
Abandoned Vehicles/Inoperable	33
Animal Care Investigations/Barking (Dogs Only)	27
Private Property Complaint/Junk/Rubbish	25
Private Property Complaint/Other	23
Abandoned Vehicles/Wrecked	21
Animal Care Stray/Confined	20
Pavement/Pothole/Pothole/Chuckhole Repair	20
Missed Service/Neighborhood Clean Up (NCU)	17
Private Property Vehicle/Parked on Lawn	15
Abandoned Vehicles/Dismantled	14
Animal Care Investigations/Negligence/Cruelty	12
Animal Care Owned/Nuisance (Dog Only)	12
Animal Care Stray/Injured	12
Encroachment Violations/Basketball Hoop/Garbage Cans	10
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	10

## Customer Service Report April 1, 2019 – April 30, 2019

District 3 - Peters	
Missed Service/Garbage	333
Pavement/Pothole/Pothole/Chuckhole Repair	273
Waste Management/Illegal Dumping	191
Missed Service/Green Waste	151
Missed Service/Recycle	128
Animal Care/Dead Animal	94
Abandoned Vehicles/Inoperable	89
Animal Care Investigations/Barking (Dogs Only)	79
Animal Care Stray/Roam	73
Private Property Complaint/Junk/Rubbish	61
Private Property Complaint/Other	58
Investigations/Negligence/Cruelty	43
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	40
Abandoned Vehicles/Wrecked	36
Animal Care Stray/Injured	34
Animal Care Stray/Confined	31
Graffiti/Private Property	29
Animal Care Owned/Aggressive - Not Happening Now	28
Private Property Complaint/Vacant, Unmaintained - Resident	28
Animal Care Wild/Injured	28
Missed Service/Neighborhood Clean Up (NCU)	25
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	24
Animal Care Stray/Sick	24
Other Transportation/Roadway Problems/Miscellaneous – Other Unknown Maintenance Needs	23
Sidewalk/Sidewalk Obstruction	22
Encroachment Violations/Basketball Hoop/Garbage Cans	21
Sidewalk/Curb, Gutter and Sidewalk Repair	21
Abandoned Vehicles/Dismantled	20
Notify Supervisor/Garbage	20
Animal Care Stray/Aggressive - Happening Now	19
Shopping Cart/By Vendor	19
Street Lights/Street Light Out	19
Animal Care Owned/Nuisance (Dog Only)	19

## Customer Service Report April 1, 2019 – April 30, 2019

Private Property Vehicle/Parked on Lawn	18
Tree Complaint/Miscellaneous Tree Calls	18
Environmental Health (All Jurisdictions)/Food Facility Complaint	18
Sub-Standard Housing/Other	17
Pavement/Pothole/Paving Needed on Street	17
Animal Care Owned/Aggressive - Happening Now	17
Traffic Signal/Traffic Signal Flashing Red	15
Investigations/Animal Left in Vehicle	15
Traffic Signal/Traffic Signal Miscellaneous Issues	15
Traffic Signal/Traffic Signal Cycling Problem	14
Private Property Vehicle/Non-Operable (Commercial Included)	14
Notify Supervisor/Recycle	14
Environmental Compliance/EMD On-Call Hazmat	13
Regional Parks/Trash and Debris	13
Encroachment Violations/Other Encroachment Types	12
Traffic Sign/Street Name Sign Missing or Down	11
Investigations/Bite - Not Happening Now	11
Animal Care Wild/Roam	10
Private Property Vehicle/Occupied Mobile Homes/Trailers	10
<b>District 4 – Frost</b>	
Missed Service/Garbage	182
Pavement/Pothole/Pothole/Chuckhole Repair	107
Waste Management/Illegal Dumping	84
Missed Service/Green Waste	68
Animal Care/Dead Animal	53
Investigations/Barking (Dogs Only)	45
Missed Service/Recycle	45
Abandoned Vehicles/Inoperable	35
Private Property Complaint/Junk/Rubbish	32
Private Property Complaint/Other	28
Animal Care Stray/Roam	26
Private Property Vehicle/Parked on Lawn	25
Animal Care Investigations/Negligence/Cruelty	22
Animal Care Stray/Injured	21
Abandoned Vehicles/Wrecked	18
Shopping Cart/By Vendor	17
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	15



## Customer Service Report April 1, 2019 – April 30, 2019

Environmental Compliance/EMD On-Call Hazmat	13
Notify Supervisor/Garbage	12
Animal Care Stray/Sick	12
Encroachment Violations/Basketball Hoop/Garbage Cans	12
Private Property Complaint/Vacant, Unmaintained - Resident	12
Animal Care Owned/Nuisance (Dog Only)	11
Animal Care Stray/Confined	11
Sidewalk/Sidewalk Obstruction	11
Animal Care Owned/Aggressive - Not Happening Now	10
Graffiti/Private Property	10
Abandoned Vehicles/Dismantled	10
Private Property Vehicle/Occupied Mobile Homes/Trailers	10
Wild/Injured	10
<b>District 5 – Nottoli</b>	
Waste Management/Illegal Dumping	114
Missed Service/Garbage	81
Pavement/Pothole/Pothole/Chuckhole Repair	64
Animal Care/Dead Animal	61
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	59
Animal Care Stray/Roam	34
Missed Service/Recycle	25
Missed Service/Green Waste	19
Environmental Compliance/EMD On-Call Hazmat	17
Animal Care Stray/Traffic	15
Animal Care Stray/Injured	15
Animal Care Investigations/Barking (Dogs Only)	14
Private Property Complaint/Junk/Rubbish	13
Abandoned Vehicles/Inoperable	12
Missed Service/Neighborhood Clean Up (NCU)	12
Regional Parks/Illegal Camp	11
Animal Care Investigations/Negligence/Cruelty	11
<b>Unspecified</b>	
Unspecified	0

## Customer Service Report April 1, 2019 – April 30, 2019

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

Request Type	Avg. Days To Close
Animal Care Stray/Roam	1
Notify Supervisor/Supervisor Dispute (Sorry Tag/Other Issue)	1
Investigations/Tethered	1
Environmental Health (All Jurisdictions)/Early Morning Noise Complaint Waste Management Truck	1
Building Permits and Inspections (BPI)/Building Permits and Inspection Complaint	1
Animal Care Investigations/Bite - Not Happening Now	2
Environmental Compliance/Hazardous Substances	2
Animal Care Stray/Aggressive - Not Happening Now	2
Animal Care Stray/Confined	2
Animal Care Owned/Aggressive - Happening Now	2
Mowing/Spraying - Weed Abatement/Requesting for Weed Abatement within County Right-of-Way	2
Animal Care Investigations/Bite - Happening Now	2
Encroachment Violations/Visibility Obstructions (Non-Vegetation)	3
Waste Management/Illegal Dumping	3
Environmental Compliance/Hazardous Conditions	3
Bike Lane/Request to Abate Debris or Vegetation on County Bike Lane	3
Animal Care Investigations/Negligence/Cruelty	4
Public Works & Infrastructure/Transportation	4
Regional Parks/Other	4
Waste Management/Report Scavenging	4
Regional Parks/Illegal Activity	4
Zoning/Bee Keeping	5
Animal Care Owned/Aggressive - Not Happening Now	6
Animal Care Owned/Nuisance (Dog Only)	6
Landscape/Vegetation/Miscellaneous Vegetation Calls	6
Bridge Complaints/Bridge Maintenance, Fence & Guard Rail Repair	6
Animal Care Investigations/Kennel	7
Waste Management/Missed Sweeper Request	8
Regional Parks/Trash and Debris	9
Street Lights/Street Light Knock Down	9
Mowing/Spraying - Weed Abatement/Maintain Roadside Vegetation by Mowing or Spraying	10
Traffic Investigations/Traffic Safety Related Issues	12
Barricades/Road End Barricade	13
Barricades/Needed for Emergency, Barricade-End-Sidewalk End	13

## Customer Service Report April 1, 2019 – April 30, 2019

Request Type	Avg. Days To Close
Sidewalk/Sidewalk Obstruction	13
Environmental Health (All Jurisdictions)/Foodborne Illness Complaint	13
Traffic Signal/Traffic Signal Detection Problem	14
Regional Parks/Illegal Camp	15
Environmental Health (All Jurisdictions)/Food Facility Complaint	15
Other Transportation/Roadway Problems/Miscellaneous - Other Unknown Maintenance Needs	16
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	16
Street Lights/Street Light Cycling On and Off	18
Environmental Health (All Jurisdictions)/Public Pool Complaint	18
Traffic Sign/Graffiti	18
Sidewalk/Tree Limb Down Obstructing Bike Lane or Sidewalk	19
Bridge Complaints/Soundwall Repair	19
Tree Complaint/Tree or Vegetation Obstructing Sidewalk	20
Traffic Investigations/Parking Restriction/No Parking Sign	21
Ditches/Culverts/Shoulder Erosion/Drop-Off/Repair	21
Pavement/Pothole/Paving Needed on Street	22
Aggregate Dumping/Trash Pick Up/Debris Dumped in Roadway	22
Traffic Signal/Traffic Signal Light Out	24
Traffic Signal/Traffic Signal Flashing Red	26
Business Licenses/Business Operating Without License	26
Graffiti/Private Property	27
Pavement/Pothole/Sunken Spot on Roadway	27
Other Transportation/Roadway Problems/Roadway Hazard Call-Out if Potential for Injury or Dam	27
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants	28
Hazmat/Hazmat	29
Sweeper Request/Sweeper (Glass/Nails/Spills in Roadway) - Immediately	29
Encroachment Violations/Basketball Hoop/Garbage Cans	29
Improper Lot Size for Animal/10K SQ FT or Smaller - Small Farm Animals	30
Pavement/Pothole/Pothole/Chuckhole Repair	30
Traffic Signal/Traffic Signal Cycling Problem	30
Traffic Investigations/New Sign Request	30
Traffic Signal/Traffic Signal Long Red	31
Street Lights/Street Light Dim	32
Tree Complaint/Tree Limb Down Obstructing Bike Lane or Sidewalk	32

## Customer Service Report April 1, 2019 – April 30, 2019

Request Type	Avg. Days To Close
Aggregate Dumping/Trash Pick Up/Visual Blight-Trash and Homeless Camp Clean Up	32
Traffic Signal/Traffic Signal Misc. Issues	33
Graffiti/Public Right-of-Way	34
Aggregate Dumping/Trash Pick Up/Litter Clean Up (Small Items, Garbage)	36
Traffic Signal/Traffic Signal Short Green	36
Traffic Sign/Missing or Down (Stop, Yield or RR Crossing) - Immediately	36
Traffic Sign/Street Name Sign Missing or Down	37
Aggregate Dumping/Trash Pick Up/Illegal Dumping	37
Traffic Sign/New Sign Request	38
Traffic Signal/Pedestrian Signal Inoperative	39
Traffic Signal/Traffic Signal Knock Down	41
Abandoned Vehicles/Dismantled	42
Private Property Complaint/Illegal Signage - A-Frames	44
Ditches/Culverts/Drainage Problem	45
Hazmat/Hydraulic Spill	45
Tree Complaint/Tree Down Roadway, Tree Limb Broken/Hanging in Roadway	45
Sub-Standard Housing/HVAC Issues (must be part of heating and cooling unit)	46
Road Markings/Road Lines/Edge Lines	48
Traffic Investigations/Speeding/New Speed Bumps	49
Traffic Signal/Damaged, Loose or Turned Signal Head	50
Abandoned Vehicles/Wrecked	53
Abandoned Vehicles/Inoperable	53
Ditches/Culverts/Ditch Cleaning	53
Traffic Signal/All Signals Dark	54
Tree Complaint/Miscellaneous Tree Calls	55
Priority Housing/Collapsing Building Roof or Ceiling	56
Private Property Complaint/Vacant, Unmaintained - Resident	58
Street Lights/Street Light Cover Missing/Wires Exposed	58
Sub-Standard Housing/Rodent Harborage	59
Street Lights/Street Light or Pole Damaged	59
Ditches/Culverts/Miscellaneous Flooding	59
Barricades/Road Flooding	61
Landscape/Vegetation/Request to Abate Debris or Vegetation on Sidewalks	63
Ditches/Culverts/Culvert/Pipe Repair or Cleaning	64
Private Property Vehicle/Other	66
Priority Housing/Surfacing Sewage	66

## Customer Service Report April 1, 2019 – April 30, 2019

Request Type	Avg. Days To Close
Street Lights/Group of Street Lights Out	67
Sub-Standard Housing/Structural Defects	68
Private Property Vehicle/Occupied Mobile Homes/Trailers	69
Encroachment Violations/Other Encroachment Types	69
Sidewalk/Curb, Gutter and Sidewalk Repair	71
Sub-Standard Housing/Vector Infestation	72
Tree Complaint/Request for Arden Park Ash Tree Removal and Replace	74
Landscape/Vegetation/Vegetation Obstructing Sidewalks	76
Priority Housing/Total Lack of Heat	76
Private Property Complaint/Other	77
Road Markings/Missing and Faded	77
Pavement/Pothole/Pavement - Other Unknown Maintenance Needs	78
Sidewalk/Tree Trimming Needed Over Roadway, Bike Lane or Si	78
Tree Complaint/Requesting for Tree Removal on County Right-of-Way	78
Priority Housing/No Hot Water	79
Tree Complaint/Tree Obstructing County Signal Pole Light Head	84
Zoning/Rooster (in Residential Zone)	84
Sub-Standard Housing/Other	85
Sub-Standard Housing/Roof Leak	86
Street Lights/Street Light Out	86
Sweeper Request/Landscape/Median Clean Up and Debris Removal	89
Ditches/Culverts/Off Road - Other Unknown Maintenance Needs	90
Priority Housing/VOA (Vacant, Open, Accessible) Properties	95
Sub-Standard Housing/Plumbing	95
Regional Parks/Maintenance Request	95
Private Property Complaint/Junk/Rubbish	96
Priority Housing/Lack of Utilities (Gas/Water/Elect/Sewer)	96
Private Property Complaint/Vacant, Unmaintained - Commercial	99
Street Lights/Street Light Shield Issue	101
Private Property Vehicle/Non-Operable (Commercial Included)	103
Private Property Vehicle/Parked on Lawn	103
Sub-Standard Housing/Electrical Malfunction	106
Marijuana (If wish to remain anonymous must refer /Cultivation	108
Aggregate Dumping/Trash Pick Up/Trash Pick Up (Larger Items)	109
Private Property Complaint/Overflowing Dumpster	109
Occupied Out-Building/Garage/Shed/Other	111
Landscape/Vegetation/Request to Abate a Visibility Obstruction by Vegetation	112

**Customer Service Report  
April 1, 2019 – April 30, 2019**

Request Type	Avg. Days To Close
Tree Complaint/Tree Trimming Needed Over Roadway, Bike Lane or Sidewalk	112
Private Property Complaint/Illegal Signage - Other	126
Private Property Complaint/Illegal Signage - Balloons	130
Road Markings/Request for New Legends or Markings	167
Encroachment Violations/Signs that Block View or Path	199
Tree Complaint/Request to Abate a Visibility Obstruction by Tree	206
Sidewalk/Tree or Vegetation Obstructing Sidewalk	256
Street Lights/Street Light Miscellaneous Problem	273

## Customer Service Report April 1, 2019 – April 30, 2019

### Aging of Open Requests

Days	Count
< 30	2,005
31 to 60	798
61 to 90	681
> 91	863

Departments are working to establish meaningful Service Level Agreements (SLA) by complaint type that will measure responsiveness to customer requests for service.

SLA completion and integration of departmental systems with the County Customer Relationship Management database (CRM) is expected within six months.

Until completion of department SLA and OSC departmental system integration, Aging Service Requests are explained as follows:

**Process** – Departmental processes for case completion vary. Many case types require between 30 days and up to 1 year to process.

**Systems** – Departments that do not have their database systems fully integrated with the County CRM may have completed a requested item, but lack of system integration does not close the item in the County CRM. This issue will resolve with CRM integration.

**Workload** – Manual work required by administrative staff to open and close service request in the County CRM can be delayed due to competing departmental requirements. This issue should also be resolved with County CRM integration.

Many departments utilize work project assistance to complete service requests and this resource is not always available.

**Seasonal/Cycle** – Construction season is late spring early summer, many projects are completed in season or on cycle.

# Customer Service Report

## April 1, 2019 – April 30, 2019

### Dispatch Services

#### Dispatch Service Definition

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

#### Acronym Glossary

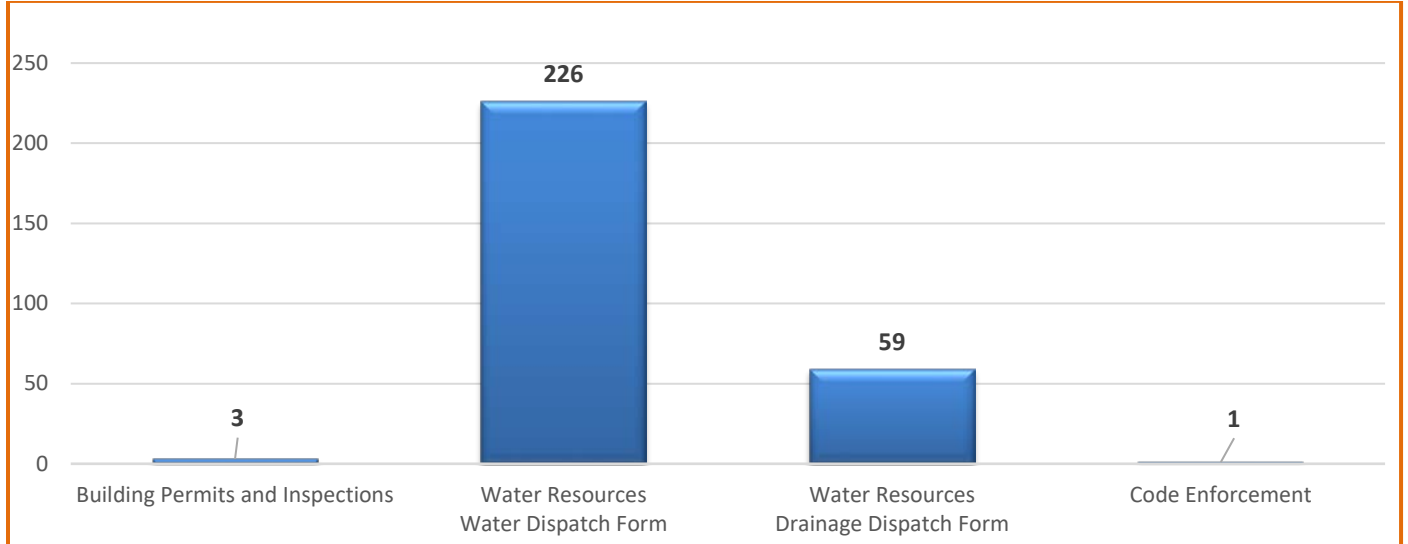
<b>CCURE</b>	Computer Coordinated Universal Retrieval Entry
<b>DTECH</b>	Department of Technology
<b>DHHS</b>	Department of Health and Human Services
<b>SASD</b>	Sacramento Area Sewer District
<b>JIRA</b>	Proprietary issue tracking product that allows bug tracking and agile project management.
<b>NAWAS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



# Customer Service Report April 1, 2019 – April 30, 2019

## Dispatch Services Request

### Public Works and Infrastructure

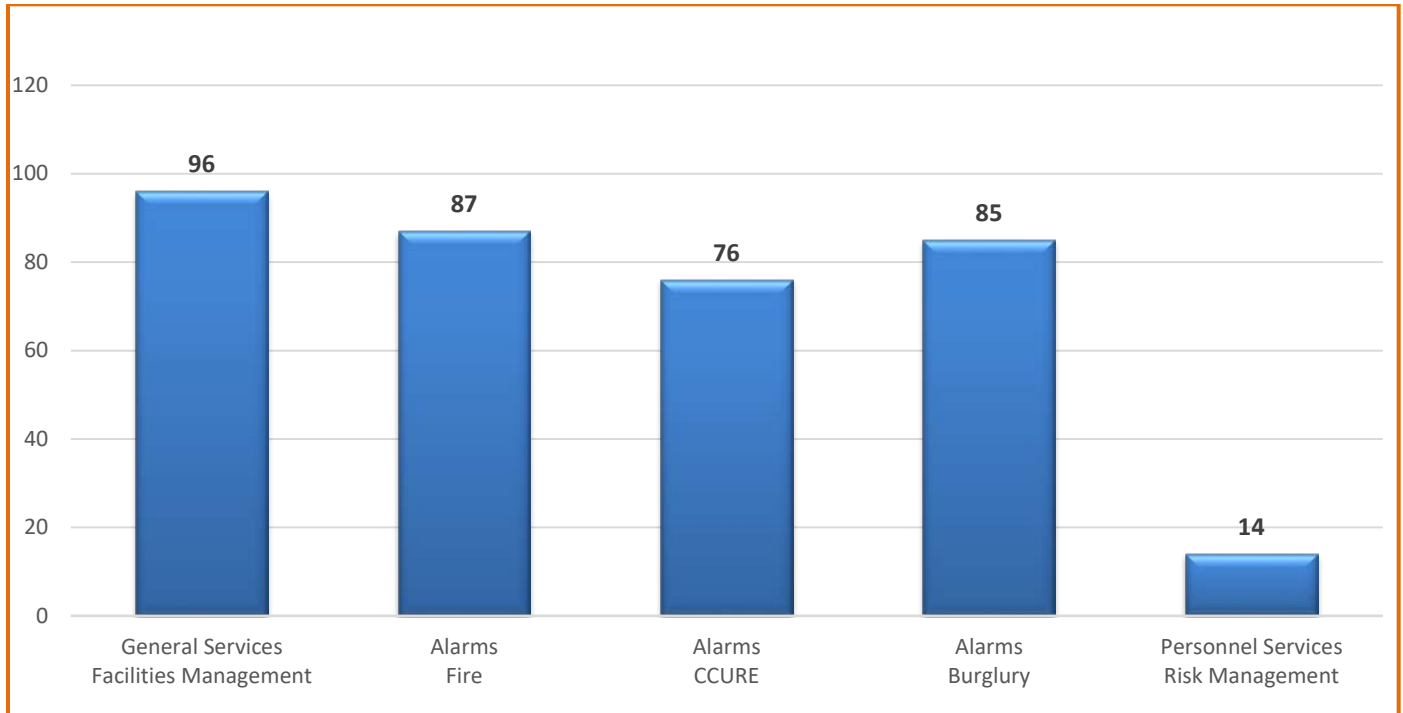


Service Definitions	
Building Permits and Inspections	On-call emergency building inspections for either residential or commercial properties in regards to plumbing, mechanical, electrical, or structural inspections
Water Resources - Water Dispatch Form	Dispatch Services including fire hydrant, odor/taste/color, 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.
Code Enforcement - Dispatch Log	On-Call Emergency Code Enforcement Inspection such as after-hours calls for abandoned, damaged buildings, creating nuisance, and/or hazard, Call Building Inspection. Private property sewage overflows, assist request with EMD.

# Customer Service Report April 1, 2019 – April 30, 2019

## Dispatch Services Request

### Administrative Services



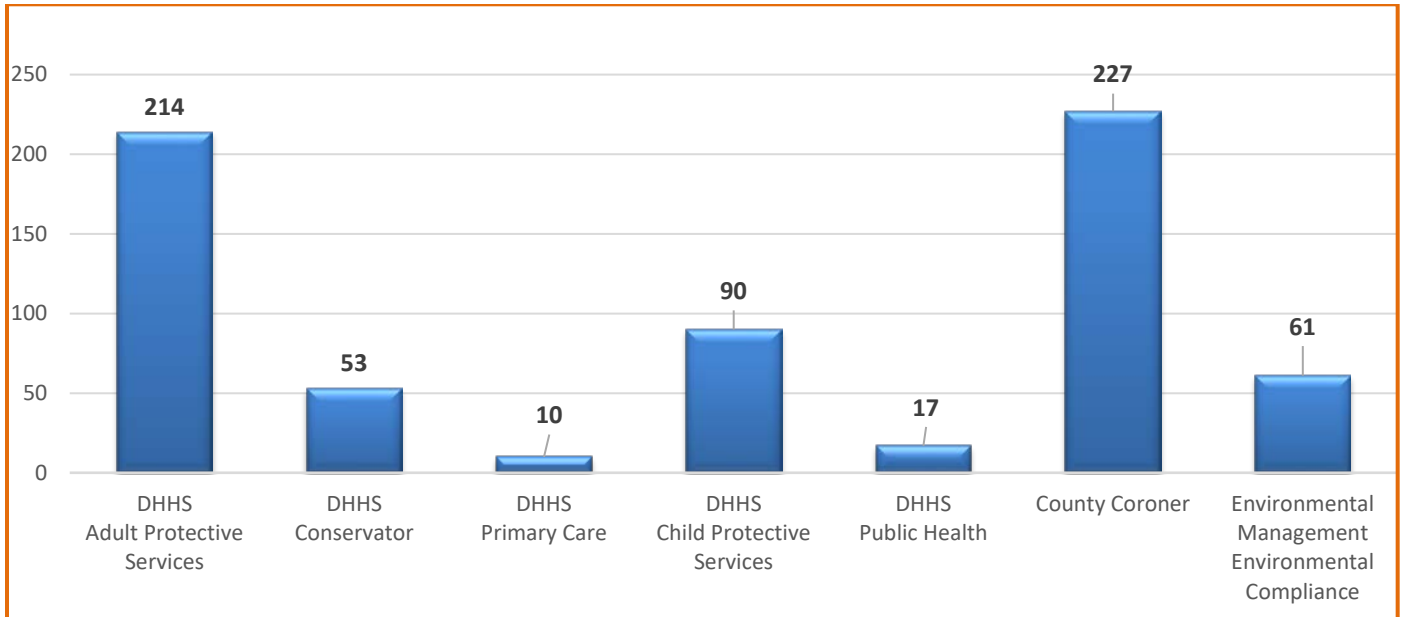
### Service Definitions

General Services - Facilities Management	Dispatch Services for Facilities Management staff such as engineer (alarms, reported issues), janitorial, electrical, plumbing, CCURE card readers etc.
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
Personnel Services - Risk Management	Dispatch Services for county vehicle accident/towing services, claims, etc.

# Customer Service Report April 1, 2019 – April 30, 2019

## Dispatch Services Request

### Social Services



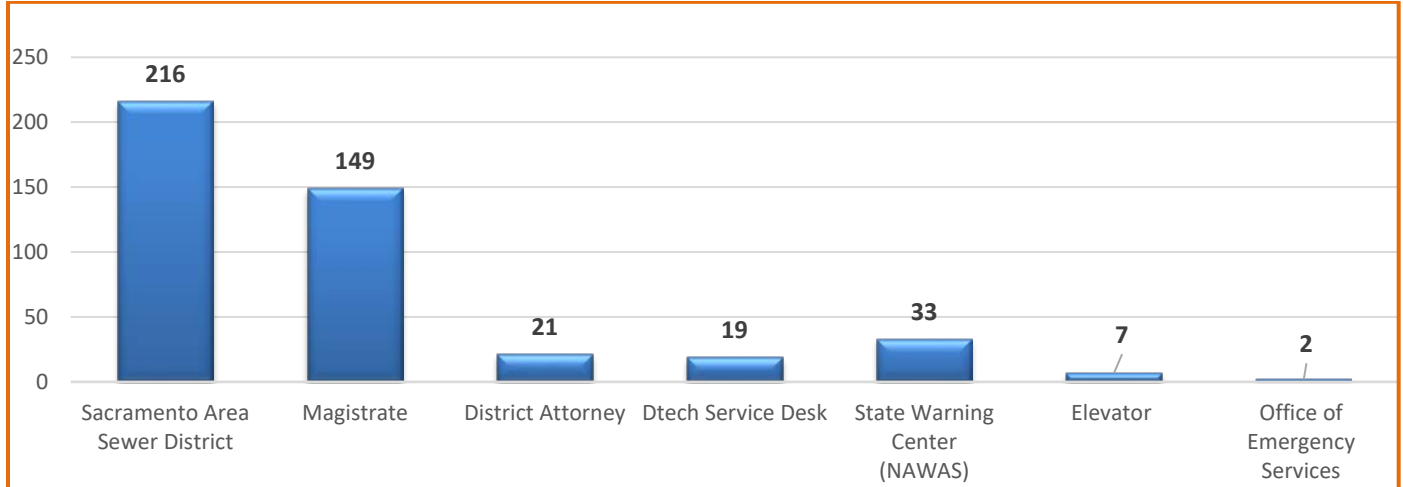
### Service Definitions

DHHS - Adult Protective Services	Dispatch Services for 24/7 social worker intake line for any adult protective services requests
DHHS - Conservator	Dispatch Services for conservator/conservatee request
DHHS - Primary Care	Dispatch Services for primary care clinic, phone medical treatment/assistance, etc.
DHHS - Child Protective Services	Dispatch Services for 24/7 social worker intake line for any child protective services request
DHHS - 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.

# Customer Service Report April 1, 2019 – April 30, 2019

## 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
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