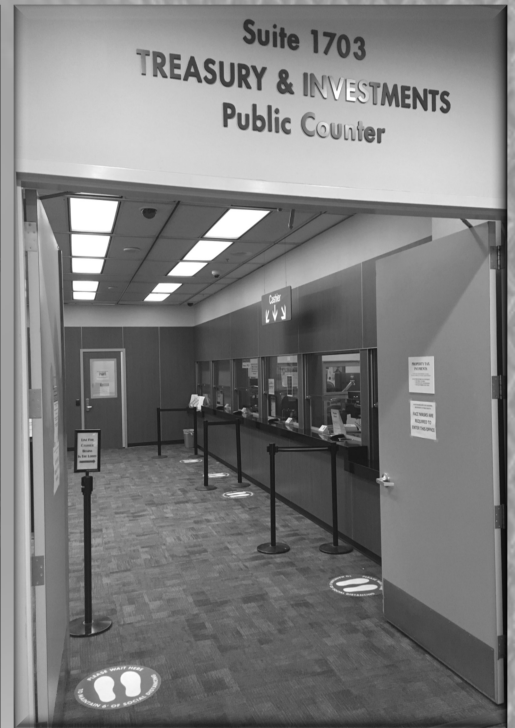




CUSTOMER SERVICE REPORT

SERVICE REQUESTS AND STATISTICS
JANUARY 1, 2021 – JANUARY 31, 2021



Office of Customer Service
916-875-4311

www.311.sacounty.net

Table of Contents

Department of the Month 2

Monthly Statistics..... 4

Monthly Top Service Requests by Type Opened 4

Monthly Top Service Requests by Type Closed 5

Cumulative Top Unresolved Service Request Types..... 5

Service Requests by District6

Top Service Request Opened by District (>10 requests)7

Aging of Open Requests16

Aging by District, Top 5 Service Request Types Open 0-30 Days16

Aging by District, Top 5 Service Request Types Open 31-60 Days16

Aging by District, Top 5 Service Request Types Open 61-90 Days17

Aging by District, Top 5 Service Request Types Open >90 Days17

Dispatch Services Request.....19



**Customer Service Report
January 1, 2021 – January 31, 2021**

VISION

To be a County that is safe, prosperous and provides quality public services

MISSION

Improve residents' quality of life by providing cost-effective public services while fostering economic health, regional cooperation and stewardship of community assets

VALUES

- Honesty, integrity and respect for the individual
- Quality Customer Service
- Respect for cultural and ethnic diversity
- Clear communication and transparency
- Efficiency and fiscal responsibility
- Recognition of employee contributions
- Exploration of partnerships and collaboration

Customer Service Report
January 1, 2021 – January 31, 2021

Department of the Month

Department of the Month: Finance

Director: Ben Lamera

Website: www.finance.saccounty.net

Mission: To provide innovative and exemplary service to customers and maintain the highest degree of respect, public trust and integrity, while complying with federal and state regulatory requirements.

Programs

- **Administration** includes the Office of the Director and provides departmental oversight and support services in the areas of personnel, budget, purchasing, contracts, facilities and other areas that sustain operations
- **Auditor-Controller** operational units include Accounting Services; Accounting Reporting and Control; Systems Control and reconciliations; Payroll; Audits; Payment Services; and Tax Accounting. The division provides central support to all County departments, approximately 70 special districts, and a variety of other governmental agencies and taxpayers in the Sacramento area, and is charged to:
 - Maintain financial records on the County's integrated financial, logistics, and human resource system (COMPASS);
 - Prepare and publish the Comprehensive Annual Financial Report (CAFR) and the countywide Cost Allocation Plan;
 - Process vendor payments for County departments and special districts;
 - County and special district payroll;
 - Control over County warrant issuance and other payment media;
 - Perform financial, compliance, and internal control audits of various departments and special districts; and
 - Provide property tax accounting services to general taxpayers.
- **Consolidated Utilities Billing and Service (CUBS)** performs billing and collection services and operates a customer contact center for refuse, water, sewer, and storm water drainage departments as well as the cities of Citrus Heights and Rancho Cordova for storm water drainage; and the County Landfill for credit accounts. CUBS provides billing and collection services for the Code Enforcement annual Rental Housing Code Compliance fee and for the City of Citrus Heights Code Enforcement annual Housing Stock Conservation fee.
- **Investments** manages the approximately \$4.5 billion Sacramento County Pooled Investment Fund and separate accounts; invests and manages over \$700 million in proceeds of municipal debt; assists in the evaluation of deferred compensation investment options; and provides compliance and performance reporting for review by the Board of Supervisors, County Executive, and the Treasury Oversight Committee.
- **Revenue Recovery** is responsible to assist departments to recover as much revenue as possible from billing and receivable functions as early in the process and as cost effectively as possible.

Customer Service Report
January 1, 2021 – January 31, 2021

Programs (continued)

- **Tax Collection and Business Licensing** collects taxes on real property and personal property as required by the State of California; collects and accounts for Transient Occupancy Tax (TOT) and Utility User Tax (UUT); and regulates, in coordination with other departments, businesses operating in the unincorporated area of Sacramento County to promote improved enforcement of ordinances that protect the public and prevent nuisances and neighborhood disturbances.
- **Treasury** is responsible for the receipt, custody, depository, investment accounting, and recording of funds for the County, school districts, joint power authorities and special districts whose funds are held and invested by the County Treasury. Treasury also acts as paying agent for a variety of debt issues for various affiliated entities. Each year, this division processes and deposits approximately 3.5 million incoming payments.

FTE: 237

**Customer Service Report
January 1, 2021 – January 31, 2021**

Monthly Statistics

Number of	
• Service request by Calls	17,188
• Service request by Mobile application	1,573
• Other	996
Service requests opened	12,633
Informational calls	5,090
Transferred calls	2,035
Service requests closed	18,318
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	19	225	449	175	106	974
Waste Management/Illegal Dumping	48	188	194	88	101	619
Missed Service/Recycle	7	51	130	84	34	306
Missed Service/Green Waste	3	31	176	52	26	288
Tree Complaint/Tree Down/Roadway	9	19	102	19	22	171
Total	86	514	1,051	418	289	2,358

**Customer Service Report
January 1, 2021 – January 31, 2021**

Monthly Top Service Requests by Type Closed

Type	District 1	District 2	District 3	District 4	District 5	Total
Missed Service/Garbage	19	205	383	158	98	863
Waste Management/Illegal Dumping	41	172	170	76	90	549
Missed Service/Recycle	7	50	112	73	31	273
Missed Service/Green Waste	3	27	142	43	10	225
Animal Care/Stray/Roam	4	31	29	8	24	96
Total	74	485	836	358	253	2,006

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	22	32	19	19	10	102
Private Property Complaint/Junk/Rubbish	3	32	27	22	11	88
Regional Parks/Illegal Camp/Occupied	20	0	17	4	6	47
Encroachment Violation/Basketball Hoop/Garbage Can	0	12	17	6	2	37
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	2	4	14	7	4	31
Total	47	80	94	58	33	312

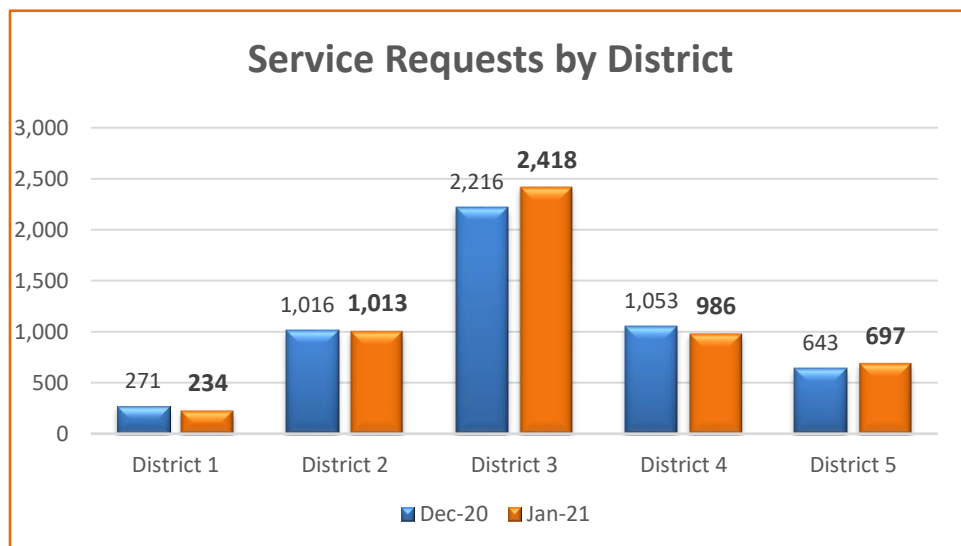
**Customer Service Report
January 1, 2021 – January 31, 2021**

Board of Supervisor District Information

Service Requests by District

District	Count
District 1 – Serna <i>(McClellan Park, Fruitridge Pocket, North Natomas)</i>	234
District 2 – Kennedy <i>(Parkway, Lemon Hill, Florin)</i>	1,013
District 3 – Desmond <i>(North Highlands, Arden-Arcade, Carmichael, Fair Oaks, Foothill Farms)</i>	2,418
District 4 – Frost <i>(Elverta, Rio Linda, Orangevale, Gold River, La Riviera, Rancho Murieta, Antelope)</i>	986
District 5 – Nottoli <i>(Rosemont, Mather, Vineyard, Walnut Grove, Wilton, Clay, Herald, Courtland, Franklin, Freeport, Hood, Delta)</i>	697
Total	5,348

Monthly Comparison: December 2020 vs January 2021



**Customer Service Report
January 1, 2021 – January 31, 2021**

Top Service Request Opened by District (>10 requests)

District 1 - Serna	
Waste Management/Illegal Dumping	48
Regional Parks/Trash and Debris	19
Missed Service/Garbage	19
District 2 – Kennedy	
Missed Service/Garbage	225
Waste Management/Illegal Dumping	188
Missed Service/Recycle	51
Animal Care/Stray/Roam	32
Missed Service/Green Waste	31
Transportation/Shopping Cart by Vendor	23
Private Property Complaint/Junk/Rubbish	20
Animal Care/Stray/Injured	19
Tree Complaint/Tree Down/Roadway	19
Notify Supervisor/Garbage	17
Animal Care/Investigation/Barking (Dogs Only)	16
Animal Care/Dead Animal/Roadside	15
Abandoned Vehicles/Inoperable	15
Roadway Hazard (Potential for Injury or Damage to Vehicles)	13
Waste Management/Calendar Request	12
Missed Service/Neighborhood Clean Up (NCU)	11
Traffic Sign/Non-Emergency/Sign Down	11
District 3 – Desmond	
Missed Service/Garbage	449
Waste Management/Illegal Dumping	194
Missed Service/Green Waste	176
Missed Service/Recycle	130
Tree Complains/Tree Down/Roadway	102
Drainage Problems/Plugged Drain Inlet	64
Traffic Signal/All Signals Dark	60
Animal Care/Investigation/Barking (Dogs Only)	38
Traffic Sign/Non-Emergency/Sign Down	36
Animal Care/Dead Animal/Roadside	35
Abandoned Vehicles/Inoperable	34
Pavement/Pothole/Pothole/Chuckhole Repair/Large	34
Roadway Hazard (Potential for Injury or Damage to Vehicles)	33

**Customer Service Report
January 1, 2021 – January 31, 2021**

Missed Service/Neighborhood Clean Up (NCU)	31
Waste Management/Calendar Request	30
Animal Care/Stray/Roam	29
Private Property Complaint/Junk/Rubbish	29
Animal Care/Investigation/Negligence	25
Code Enforcement/Zoning/Other	24
Transportation/Shopping Cart by Vendor	23
Private Property Vehicle/Parked on Lawn	23
Regional Parks/Maintenance Request	22
Animal Care/Stray/Injured	22
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Construction without Permit	20
Street Lights/Light Out	19
Notify Supervisor/Garbage	19
Tree Complaint/Broken/Hanging Tree Limb/Roadway	18
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)/Down	18
Pavement/Pothole/Pothole/Chuckhole Repair/Small	17
Abandoned Vehicles/Wrecked	15
Traffic Signal/Flashing Red	14
Animal Care/Dead Animal/Domestic	14
Tree Complaint/Request/Tree Removal on County Right-of-Way	14
Sub-Standard Housing/Other	14
Animal Care/Wild/Injured	13
Regional Parks/Trash and Debris	13
Traffic Signal/Cycling/Detection Problem	13
Animal Care/Dead Animal/In Traffic	12
Waste Management/Missed Sweeper Request	12
Animal Care/Dead Animal/Wild	12
Animal Care/Investigation/Cruelty	11
Encroachment Violation/Basketball Hoop/Garbage Cans	11
Drainage Problems/Street/Intersection Flooding	11
Abandoned Vehicles/Dismantled	11
District 4 – Frost	
Missed Service/Garbage	175
Waste Management/Illegal Dumping	88
Missed Service/Recycle	84
Missed Service/Green Waste	52

**Customer Service Report
January 1, 2021 – January 31, 2021**

Missed Service/Neighborhood Clean Up (NCU)	26
Tree Complaint/Tree Down/Roadway	19
Animal Care/Investigation/Barking (Dogs Only)	18
Abandoned Vehicles/Inoperable	17
Traffic Signal/All Signals Dark	17
Private Property Complaint/Junk/Rubbish	16
Traffic Sign/Emergency (Stop, Yield, or RR Crossing)/Down	16
Animal Care/Investigation/Negligence	16
Waste Management/Calendar Request	15
Roadway Hazard (Potential for Injury or Damage to Vehicles)	14
Animal Care/Dead Animal/Roadside	12
Abandoned Vehicles/Dismantled	12
Animal Care/Dead Animal/Wild	12
Animal Care/Investigation/Cruelty	12
Street Lights/Light Out	11
Pavement/Pothole/Pothole/Chuckhole Repair/Large	11
Code Enforcement/Zoning/Other	11
Traffic Sign/Non-Emergency/Sign Down	11
District 5 – Nottoli	
Missed Service/Garbage	106
Waste Management/Illegal Dumping	101
Missed Service/Recycle	34
Missed Service/Green Waste	26
Traffic Signal/All Signals Dark	26
Animal Care/Stray/Roam	24
Tree Complaint/Tree Down/Roadway	22
Animal Care/Dead Animal/Roadside	15
Animal Care/Assist (On-Scene Only)/Police/Sheriff	13
Missed Service/Neighborhood Clean Up (NCU)	13
Roadway Hazard (Potential for Injury or Damage to Vehicles)	11

**Customer Service Report
January 1, 2021 – January 31, 2021**

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

**Customer Service Report
January 1, 2021 – January 31, 2021**

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
Transportation/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
Transportation/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
Transportation/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
Regional Parks/Illegal Activity	18	2
Traffic Signal/Damaged	4	2
Transportation/Sweeper Request/Sweeper/Glass	13	2
Traffic Signal/Flashing Red	24	2
Transportation/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

**Customer Service Report
January 1, 2021 – January 31, 2021**

Request Type	No. of Request	Avg. Days To Close
Street Lights/Miscellaneous	2	3
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
Transportation/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
Transportation/Graffiti/Public Right-of-Way/Sidewalk	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
Transportation/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

**Customer Service Report
January 1, 2021 – January 31, 2021**

Request Type	No. of Request	Avg. Days To Close
Abandoned Vehicles/Wrecked	49	7
Transportation/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
Transportation/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
Transportation/Graffiti/Private Property/Building	6	10
Traffic Investigations/Request/Parking Restriction	2	10
Pavement/Pothole/Pavement-Other Unknown Maintenance Needs	4	11
Regional Parks/Illegal Camp/Occupied	13	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
Transportation/Graffiti/Public Right-of-Way/Fence	1	12
Priority Housing/Surfacing Sewage	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

**Customer Service Report
January 1, 2021 – January 31, 2021**

Request Type	No. of Request	Avg. Days To Close
Bridge Complaints/Guardrail/Fence/Median that is not attached to a Bridge/Guardrail	1	18
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
Transportation/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
Transportation/Graffiti/Public Right-of-Way/Soundwall	4	34
Private Property Complaint/Rooster (in Residential Zone)	3	35
Private Property Complaint/Vacant, Unmaintained/Residential	13	35
Sidewalk/Curb, Gutter, and Sidewalk Repair/Cracking	4	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
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

**Customer Service Report
January 1, 2021 – January 31, 2021**

Request Type	No. of Request	Avg. Days To Close
Landscape/Vegetation/Cleaning of Vegetation and Debris from Soundwall	2	41
Sidewalk/Curb, Gutter, and Sidewalk Repair/Tripping Hazard	8	42
Priority Housing/VOA (Vacant, Open, Accessible) Properties	4	42
Private Property Vehicle/Parked on Lawn	60	43
Private Property Vehicle/Occupied Mobile Homes/Trailers	7	45
Building Permits & Inspections (BPI)/Building Permits and Inspections Complaints/Remodel	4	45
Code Enforcement/Zoning/Other	29	46
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
Landscape/Vegetation/Maintenance Request for Oleanders and Other Plants on Frontages and Roadside	3	49
Private Property Complaint/Junk/Rubbish	89	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
Sub-Standard Housing/Electrical Malfunction	1	58
Sub-Standard Housing/HVAC Issues (must be part of a heating and cooling unit)	3	60
Landscape/Vegetation/Request/Abate a Visibility Obstruction by Vegetation	5	60
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
Zoning/Occupied Out-Building	5	72
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
Sidewalk/Tree Trimming Needed/Bike Lane	1	132

**Customer Service Report
January 1, 2021 – January 31, 2021**

Aging of Open Requests

Days	Count
<30	1,412
31 to 60	190
61 to 90	139
>91	778

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

Type	District 1	District 2	District 3	District 4	District 5	Total
Tree Complaint/Tree Down/Roadway	5	13	67	14	13	112
Missed Service/Garbage	0	17	66	18	6	107
Traffic Signal/All Signals Dark	1	7	48	17	16	89
Waste Management/Illegal Dumping	7	19	25	14	12	77
Missed Service/Green Waste	0	3	34	9	19	65
Total	13	59	240	72	66	450

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	3	4	6	2	15
Private Property Complaint/Parked on Lawn	2	4	4	3	2	15
Code Enforcement/Zoning/Other	1	2	4	5	3	15
Environmental Health (All Jurisdictions)/Food Facility Complaint	3	6	2	1	1	13
Private Property Vehicle/Non-Operable (Commercial Included)	0	3	3	2	3	11
Total	6	18	17	17	11	69

**Customer Service Report
January 1, 2021 – January 31, 2021**

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	0	2	4	4	5	15
Environmental Health (All Jurisdictions)/Food Facility Complaint	1	2	2	1	4	10
Code Enforcement/Zoning/Other	0	2	4	1	3	10
Sidewalk/Curb, Gutter, and Sidewalk Repair/Tripping Hazard	0	0	4	2	0	6
Building Permits & Inspections (BPI)/BPI Complaints/Construction without Permit	1	0	1	2	1	5
Total	2	6	15	10	13	46

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	26	36	20	20	12	114
Private Property Complaint/Junk/Rubbish	2	23	27	16	10	78
Regional Parks/Illegal Camp/Occupied	24	0	18	4	7	53
Environmental Health (All Jurisdictions)/Commercial Noise Complaint	2	4	16	7	4	33
Code Enforcement/Zoning/Other	0	10	9	2	8	26
Total	54	73	90	49	41	307

**Customer Service Report
January 1, 2021 – January 31, 2021**

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.

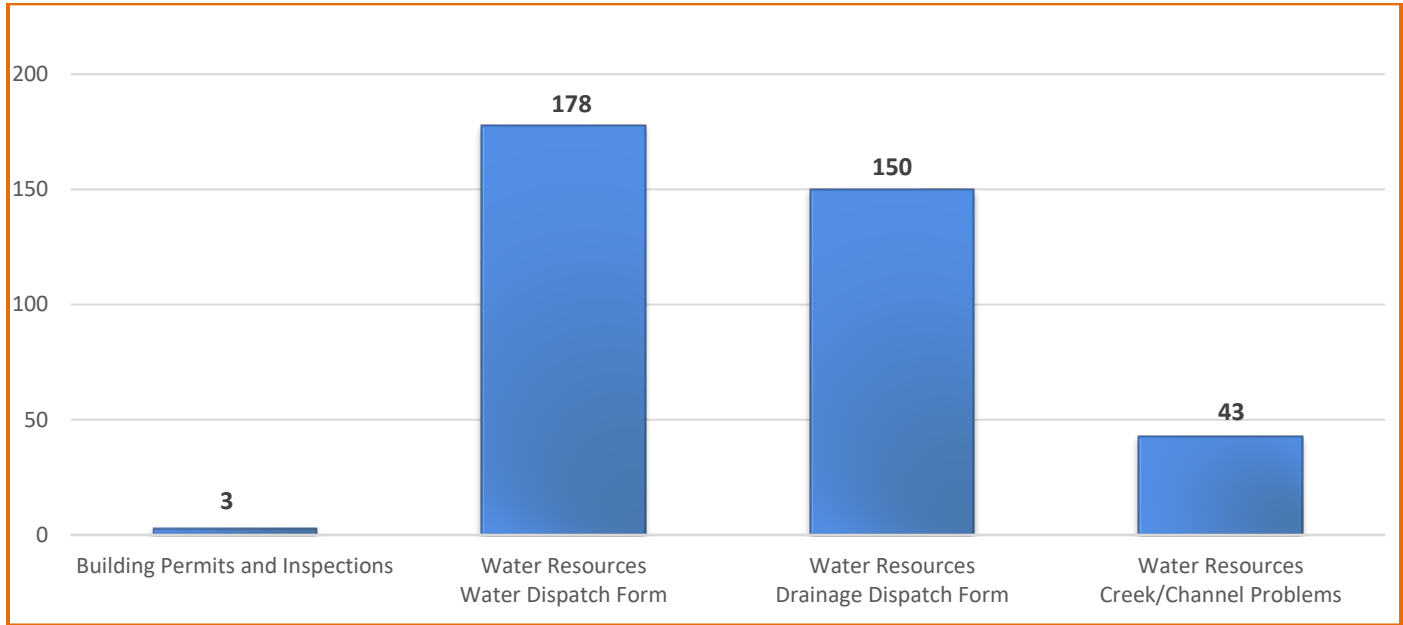
Acronym Glossary

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
January 1, 2021 – January 31, 2021**

Dispatch Services Request

Public Works and Infrastructure



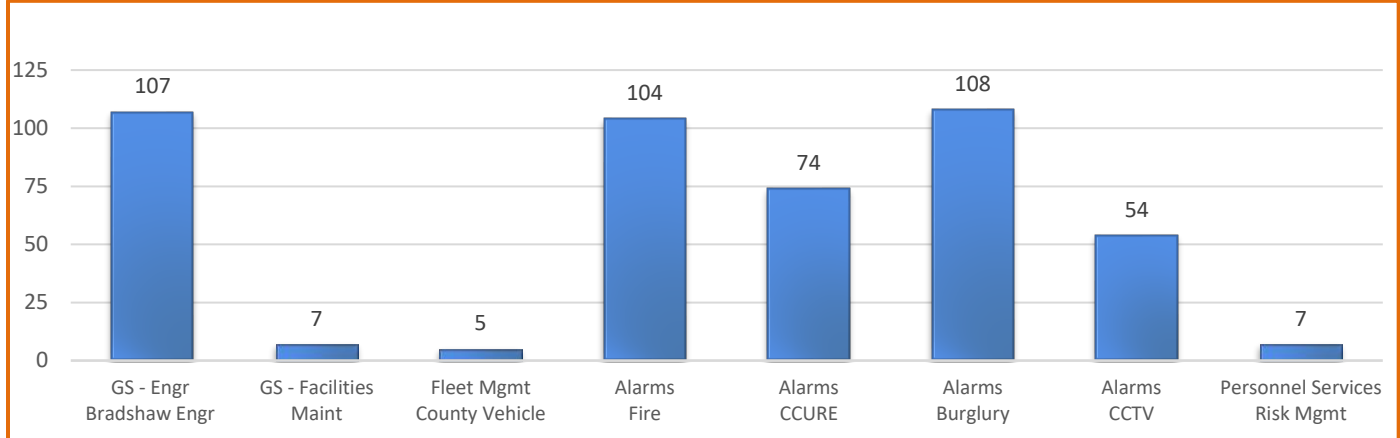
Service Definitions

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.

**Customer Service Report
January 1, 2021 – January 31, 2021**

Dispatch Services Request

Administrative Services



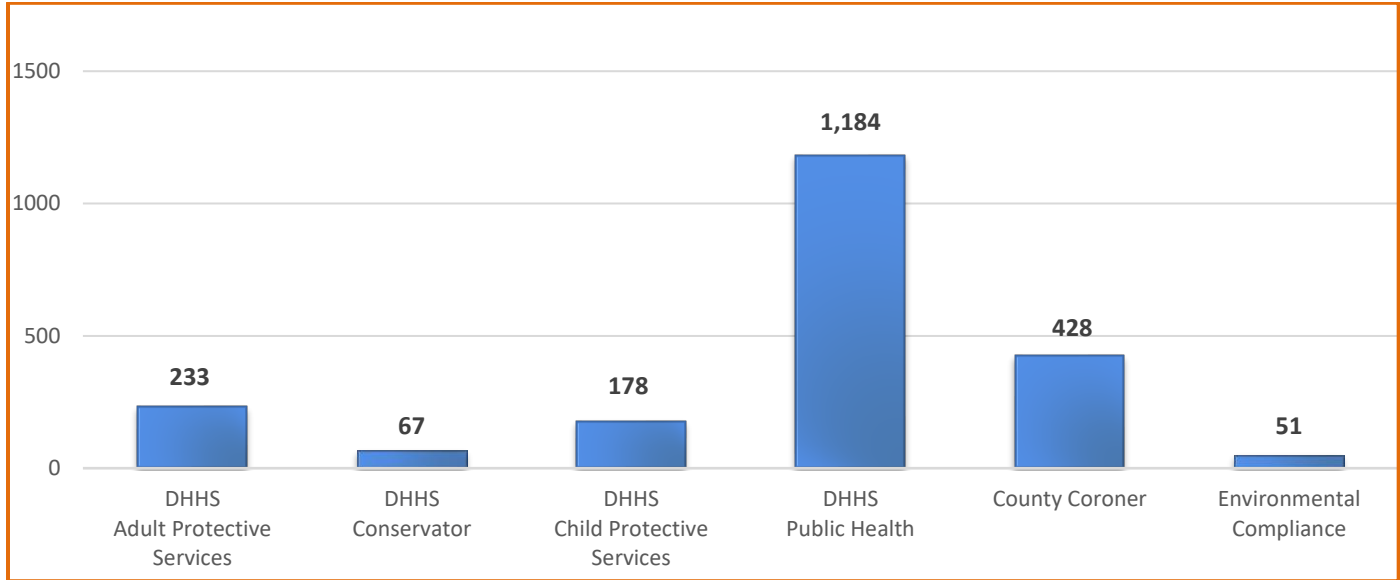
Service Definitions

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.

**Customer Service Report
January 1, 2021 – January 31, 2021**

Dispatch Services Request

Social Services



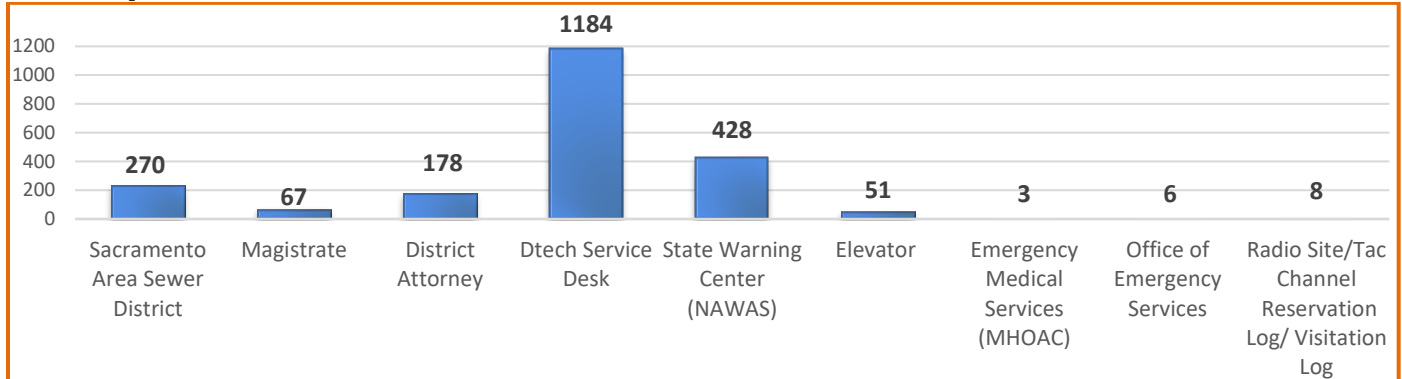
Service Definitions

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.

**Customer Service Report
January 1, 2021 – January 31, 2021**

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.