



October 1, 2021 - October 31, 2021

MONTHLY CUSTOMER SERVICE REPORT

SERVICE REQUEST & STATISTICS

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



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Department of the Month

Department: Waste Management & Recycling

Director: Doug Sloan

Website: <http://www.wmr.saccounty.net/>

Department Highlights

■ THE COUNTY'S SACGREENTEAM AT WORK

The Sacramento County Department of Waste Management & Recycling (DWMR) has competitive rates to collect and dispose or recycle the contents of carts from about 150,000 households each week. Our employees, the SacGreenTeam, service the garbage cart plus either the recycling cart or green waste cart. Each of the Collection Equipment Operators who drive the trucks typically service 1,000 residential accounts each day and 99.8 percent are serviced on time, without issue. Additionally, the SacGreenTeam operates a transfer station, scale houses, landfill, and free Household Hazardous Waste (HHW) drop-off locations. The department also has other essential SacGreenTeam employees in administration, finance, engineering, safety, and technical services. The SacGreenTeam is incredibly dedicated to customer service and on occasion are able to accommodate a birthday party garbage truck drive-by, school/classroom events, and other community improvement projects.

■ TEAM PLAYERS AT WORK

Each year, the SacGreenTeam responds to about 9,000 illegal dumping reports through SacCounty 3-1-1 Connect and most are picked up within 72 hours. Although an annual free bulky waste pickup is available to each residential account, and low cost disposal fees (some items are free to drop-off) are available at our disposal/recycling facilities, the SacGreenTeam has collected nearly 1,000 tons of illegally dumped items in the first half of 2021.

The SacGreenTeam also supports social services and law enforcement services at homeless encampments with clean-up efforts to reduce environmental hazards and community blight, while individuals and families receive a variety of County services, such as shelter, food benefits, stable housing, and medical/behavioral health connections.

Homeless Encampment Clean-up Efforts through DWMR (2020 to present [21 months])

Pounds of Debris Collected: 88,380 **Total Medical Waste Items Collected** 8,030 **Total Bulky Items (TVs, tanks)** 212

For the annual Creek Week cleanup, the SacGreenTeam is there to transport and dispose of the items collected by volunteers and help with special clean-up project efforts by request. For example, about two dozen of our SacGreenTeam have removed 131 tons from the American River Regional Parks last year and 314 tons in the unincorporated areas of the County in the first half of 2021.

■ INNOVATIVE SOLUTIONS AT WORK

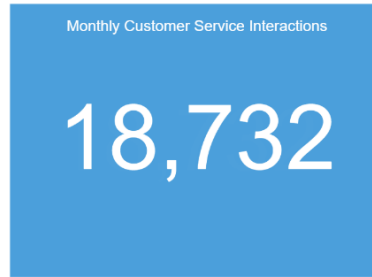
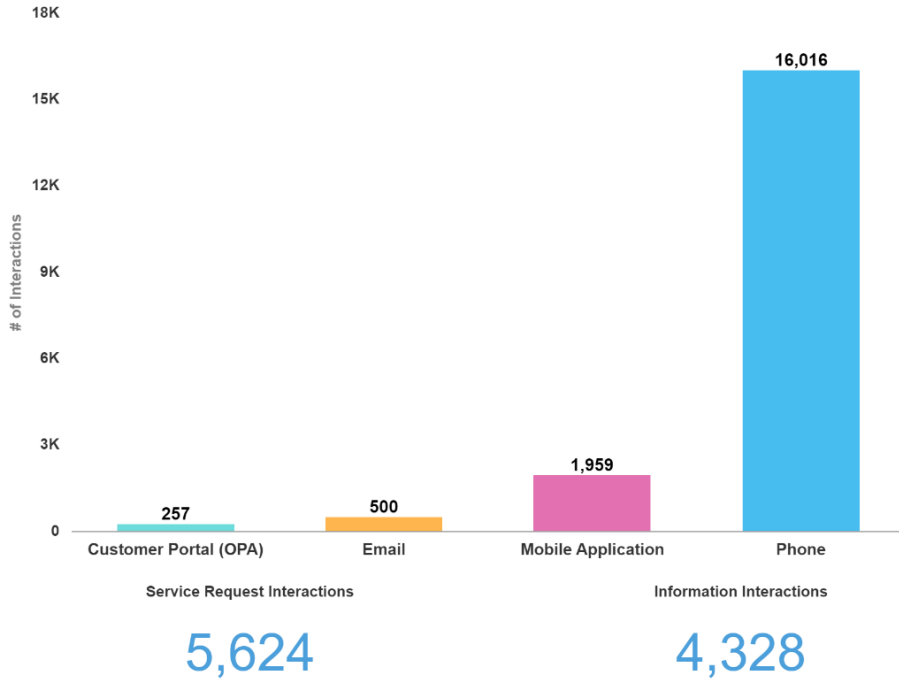
During the COVID-19 pandemic, Sacramento County residents have experienced no interruptions to garbage and green waste collection, and very few recycling collection interruptions. Our transfer, landfill, and household hazardous waste facilities have remained open to serve the community by providing safe and convenient waste and diversion options. This was achieved by the commitment of our dedicated work force who kept coming to work despite the challenges. Staff also beefed up cross-training, moved resources, and implemented the DWMR Pandemic Continuity of Operations Plan.

■ GRATITUDE AT WORK

We are a big group who make up the SacGreenTeam (314 employees) and we are proud to provide these essential services to our community. In the upcoming year, we look forward to expanding our services to include weekly collection of all organic materials (food waste and green waste), continuing our goals of maintaining environmental stewardship of our resources and providing outstanding customer service.

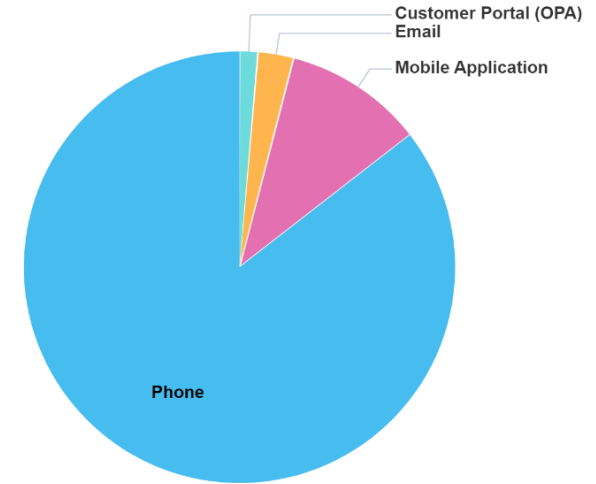
Monthly Statistics

Monthly Interactions by Source



Incident Source Name	Service Request Map Count
Customer Portal (OPA)	257
Email	500
Mobile Application	1,959
Phone	16,016

Monthly Interactions by Source



Service Request Interactions

5,624

Information Interactions

4,328

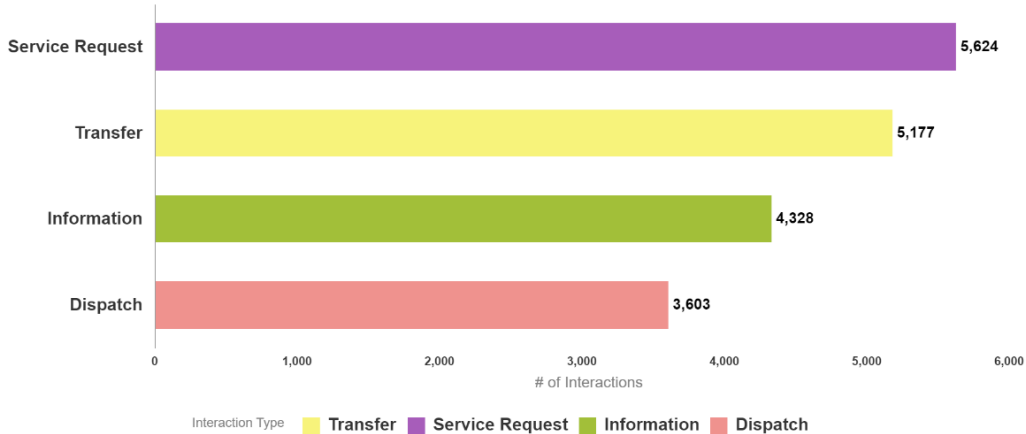
Transfer Interactions

5,177

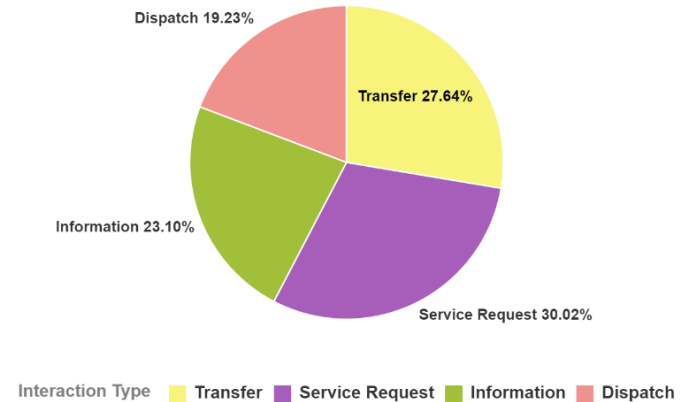
Dispatch Interactions

3,603

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	1,014
Illegal Dumping, Illegal Dumping	580
Missed Service, Recycle	449
Missed Service, Green Waste	344
Pavement/Pothole, Pothole/Chuckhole Repair	187
Missed Service, Neighborhood Clean Up (NCU)	157
Investigation, Barking (Dogs Only)	125
Notify Supervisor, Garbage	105
Stray, Roam	87
Private Property Complaint, Junk/Rubbish	78
Shopping Cart by Vendor, Shopping Cart by Vendor	74
Tree Complaint, Tree Down	73
Investigation, Negligence	68
Owned, Aggressive	62
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	62
Dead Animal, Roadside	61
Stray, Injured	60
Abandoned Vehicles, Inoperable	54
Dead Animal, Domestic	51
Street Lights, Light Out	50
Environmental Health (All Jurisdictions), Food Facility Complaint	49
Ditches/Culverts, Culvert/Pipe Repair or Cleaning	46
Wild, Injured	46

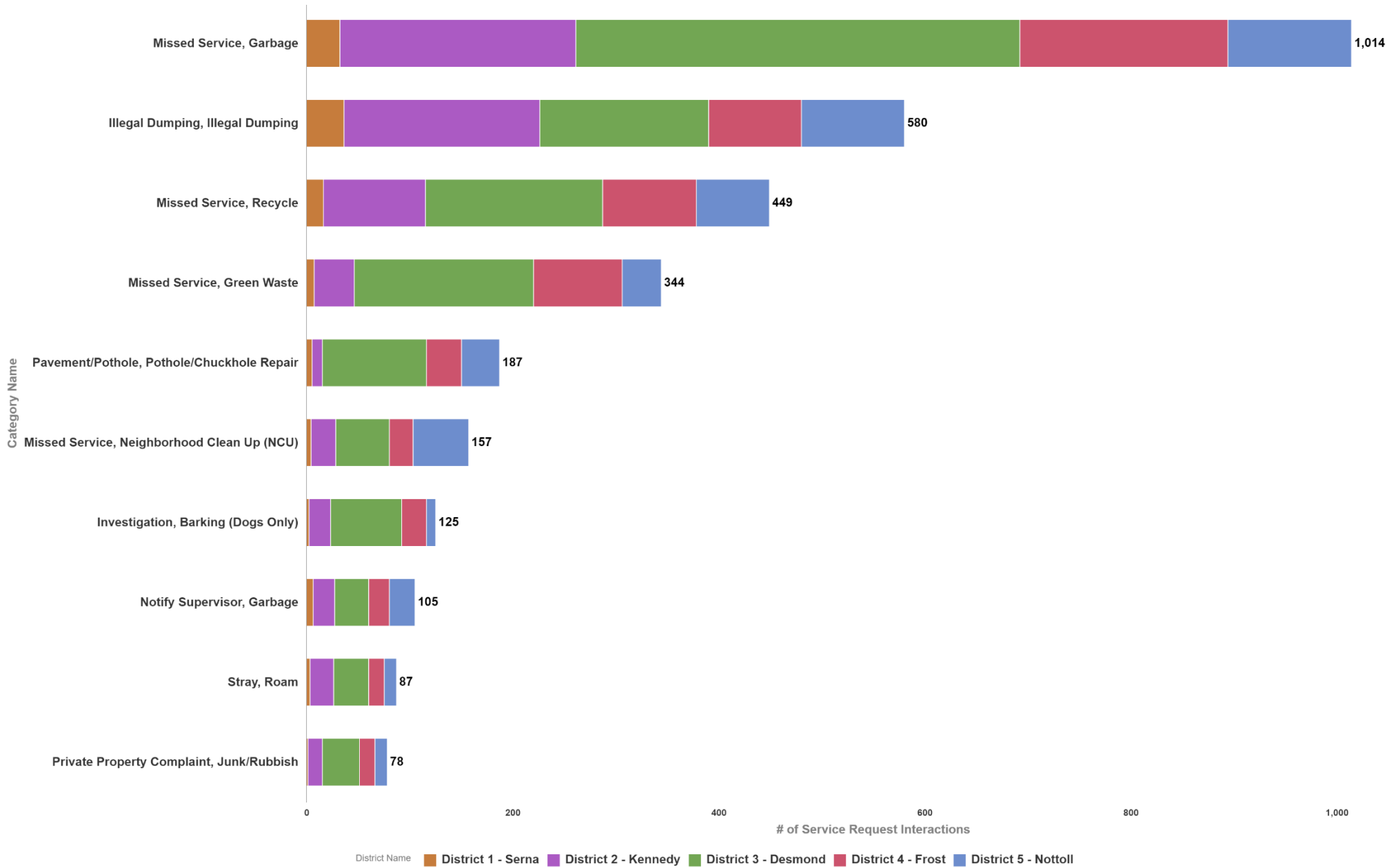
Cat2, Cat3	Customer Service Report Interactions
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	45
Dead Animal, In Traffic	44
Trash and Debris, Trash and Debris	43
Stray, Confined	41
Zoning, Other	41
Dead Animal, Wild	40
Owned, Nuisance (No Cats)	40
Private Property Vehicle, Parked on Lawn	40
Pavement/Pothole, Paving Needs on Street	39
Notify Supervisor, Recycle	36
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	36
Traffic Sign, Non-Emergency	36
Stray, Sick	35
Assist (On-Scene Only), Police/Sheriff	32
Notify Supervisor, Supervisor Dispute NCU	31
Abandoned Vehicles, Dismantled	30
Notify Supervisor, Green Waste	30
Abandoned Vehicles, Wrecked	29
Ditches/Culverts, Ditch Cleaning	29
Sidewalk, Curb, Gutter, and Sidewalk Repair	29
Barricades, Road Flooding/Barricades	28
Traffic Signal, Flashing Red	28
Tree Complaint, Broken/Hanging Tree Limb	27

Cat2, Cat3	Customer Service Report Interactions
Private Property Vehicle, Non-Operable (Commercial Included)	26
Stray, Traffic	26
Investigation, Cruelty	25
Stray, Aggressive	25
Traffic Signal, All Signals Dark	25
Graffiti, Public Right-of-Way	23
Missed Service, Non-Regular Service	22
Traffic Investigations, Request	22
Encroachment Violation, Basketball Hoop/Garbage Cans	21
Sweeper Request, Sweeper	21
Calendar Request, Calendar Request	20
Investigation, Bite - NOT Happening NOW	20
Tree Complaint, Request	19
Sidewalk, Tree Trimming Needed	18
Illegal Camp, Occupied	17
Traffic Signal, Cycling/Detection Problem	16

Cat2, Cat3	Customer Service Report Interactions
Investigation, Abandoned Animal	15
Maintenance Request, Maintenance Request	15
Traffic Signal, Long Red/Short Green	15
Owned, Animal Feces Complaint	14
Pavement/Pothole, Pavement-Other Unknown Maintenance Needs	14
Wild, Sick	14
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	13
Ditches/Culverts, Drainage Problem (Not Ditches or Culverts)	13
Private Property Complaint, Vacant, Unmaintained	13
Environmental Health (All Jurisdictions), Commercial Noise Complaint	12
Traffic Signal, Miscellaneous Issues	11
Encroachment Violation, Other Encroachment Types	10
Investigation, Tethered	10
Traffic Investigations, Traffic Safety Related Issues	10
Traffic Signal, Light Out	10
Traffic Signal, Pedestrian Signal Inoperative	10

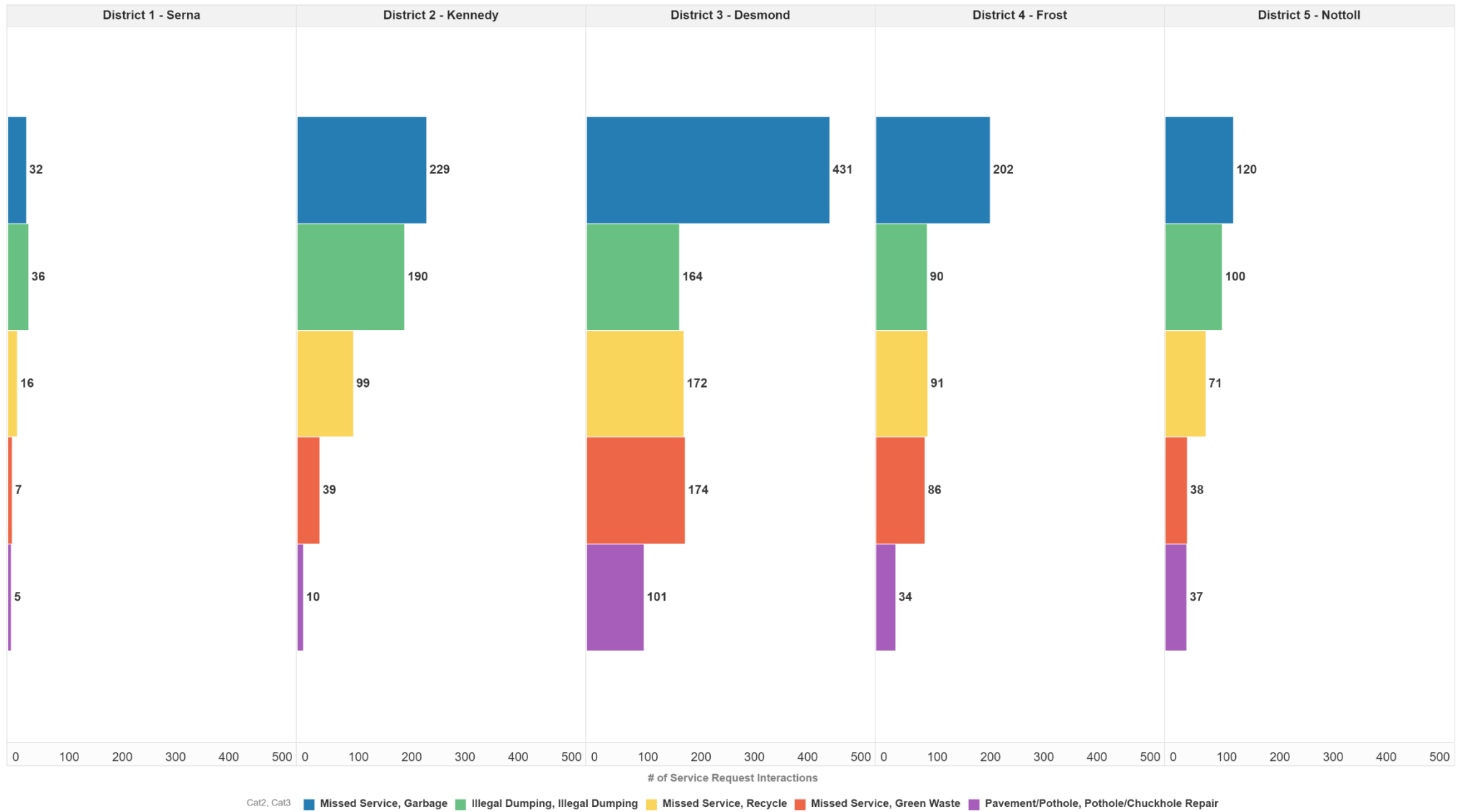
Top Service Requests Opened

Top 10 Service Requests Categories Opened | With Districts



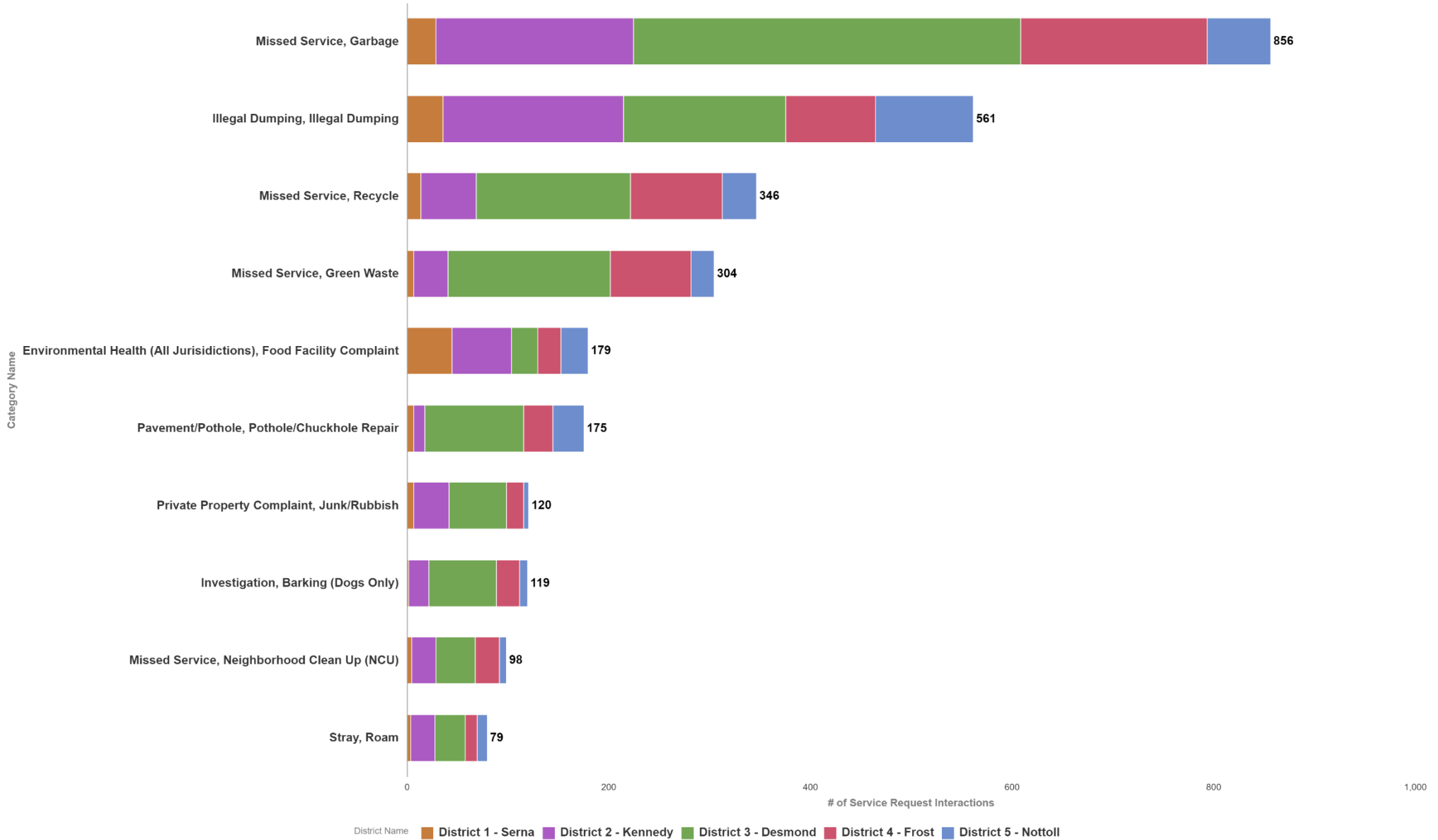
Top Service Requests Opened

Top 5 Service Requests Opened | by Districts



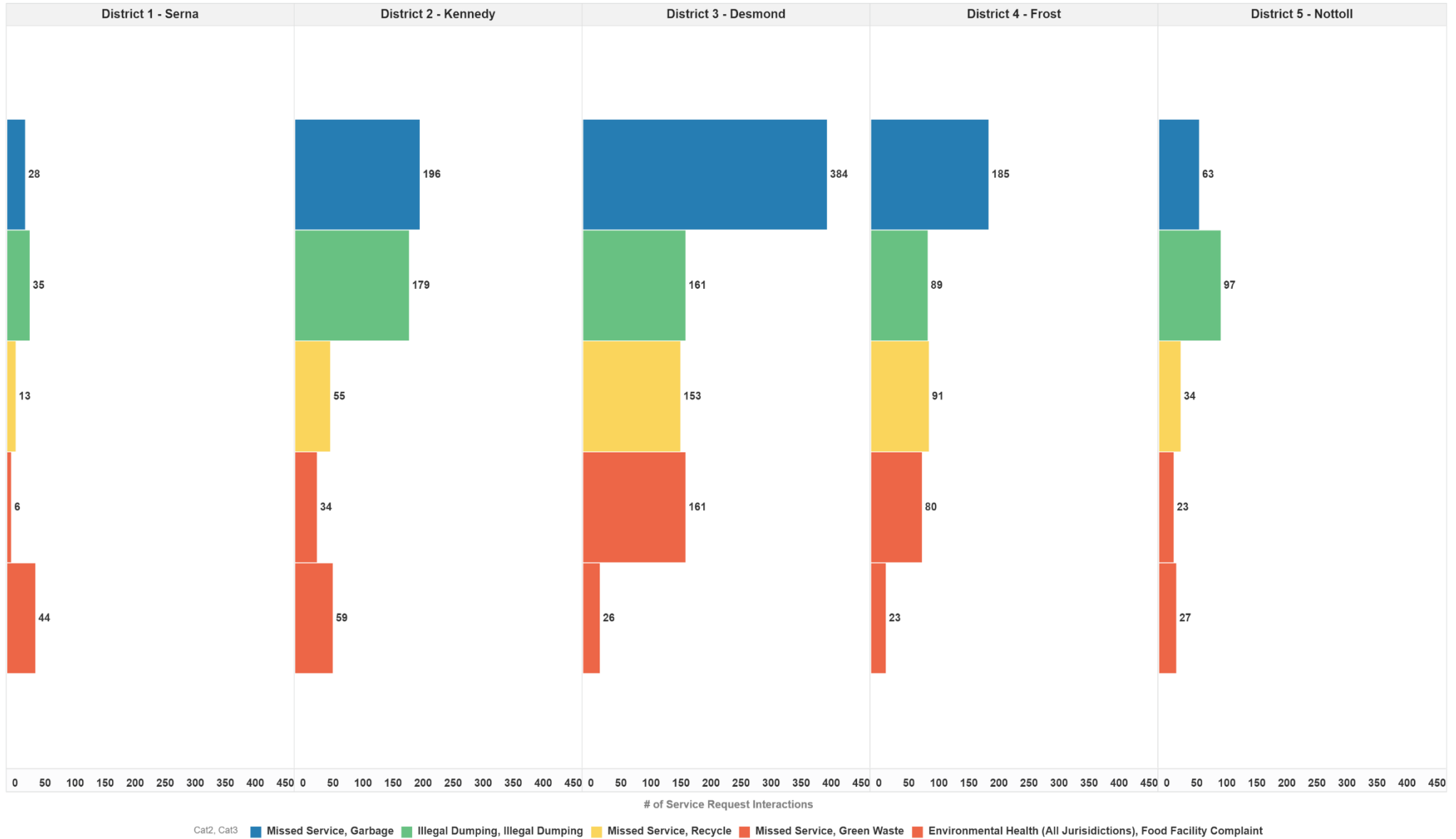
Top Service Requests Closed

Top 10 Service Requests Categories Closed | With Districts



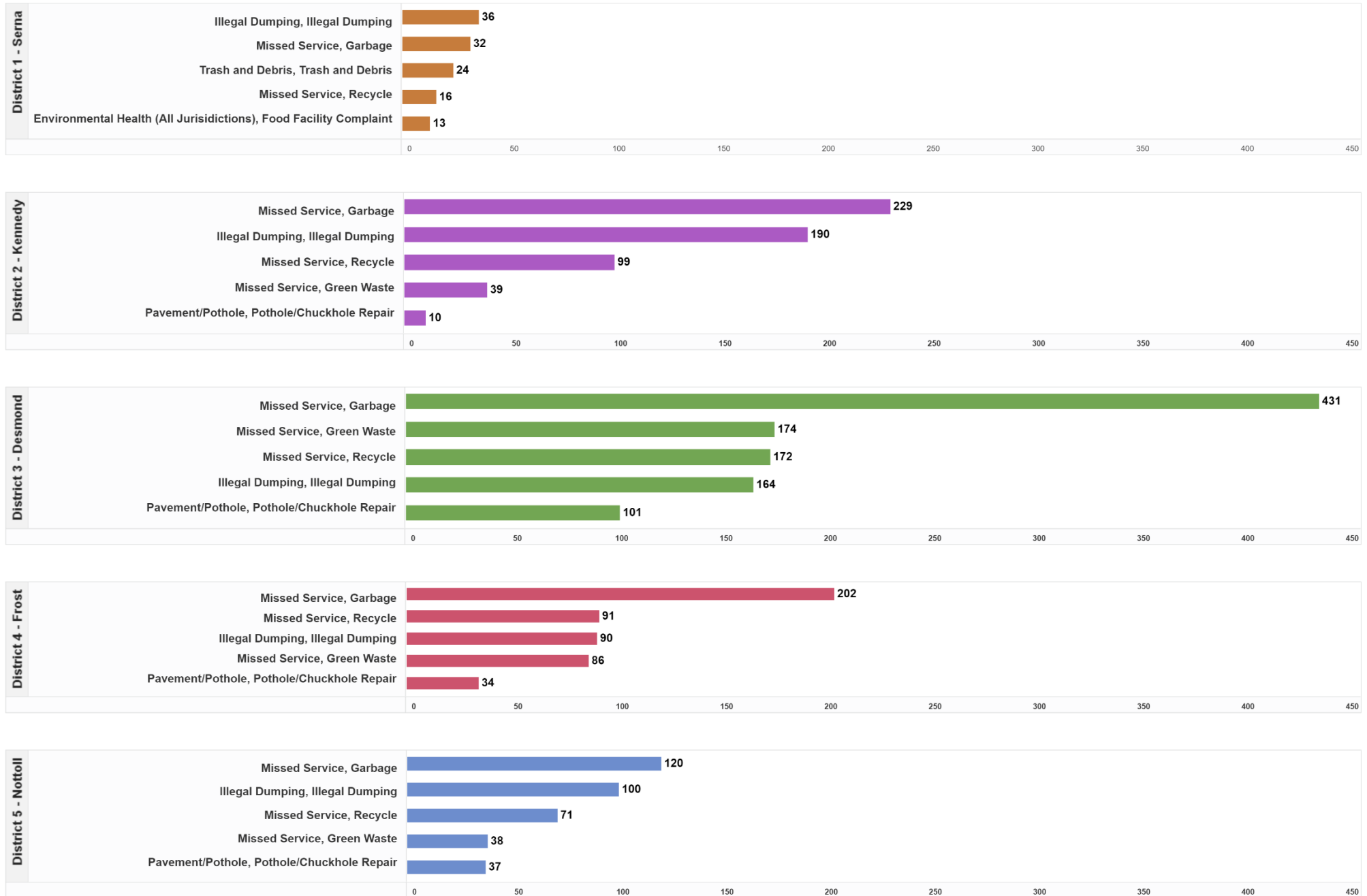
Top Service Requests Closed

Top 5 Service Requests Categories Closed | by Districts



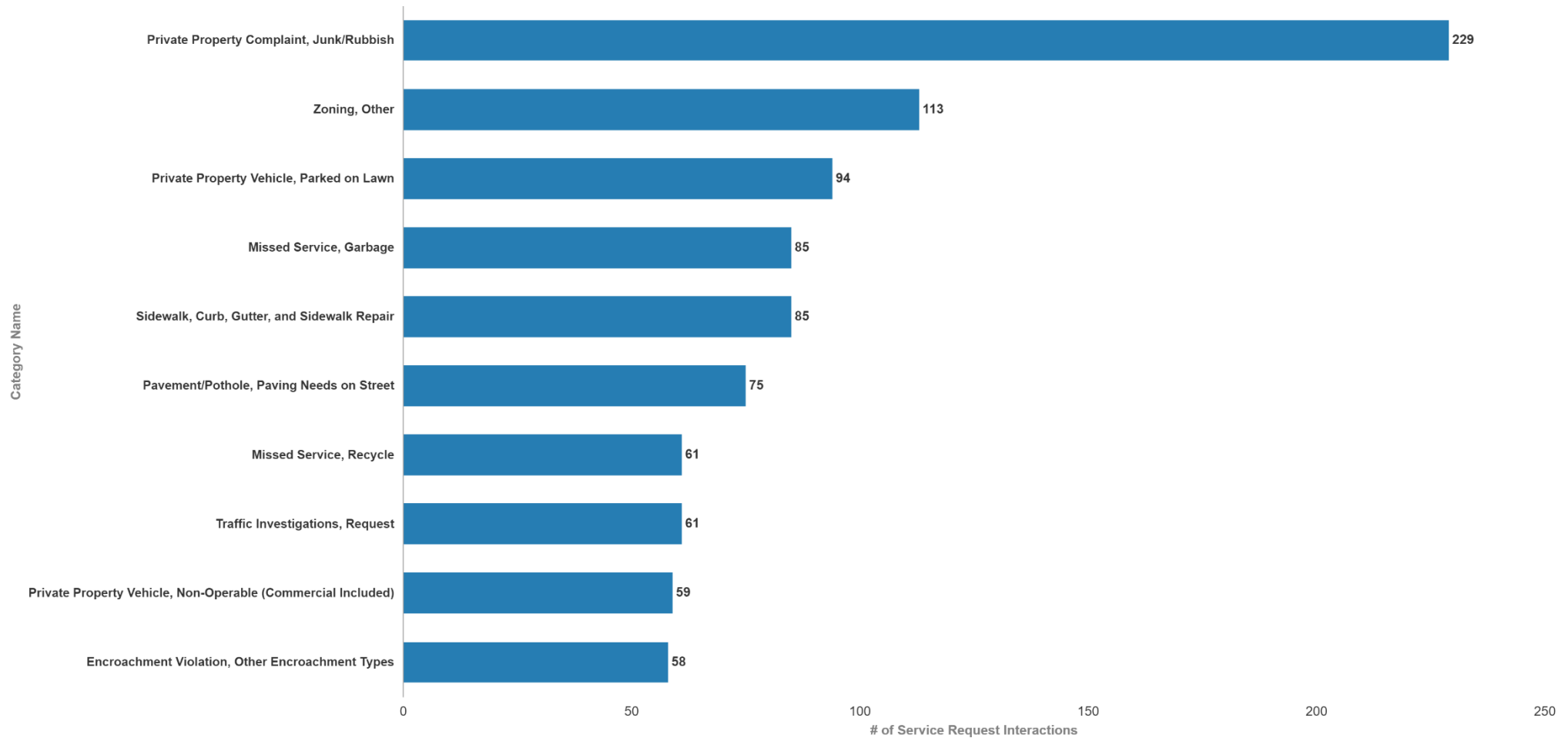
Top Unresolved Service Request

Top Unresolved Service Request Categories | by Districts



Top Unresolved Service Request

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through October 31st

2,552

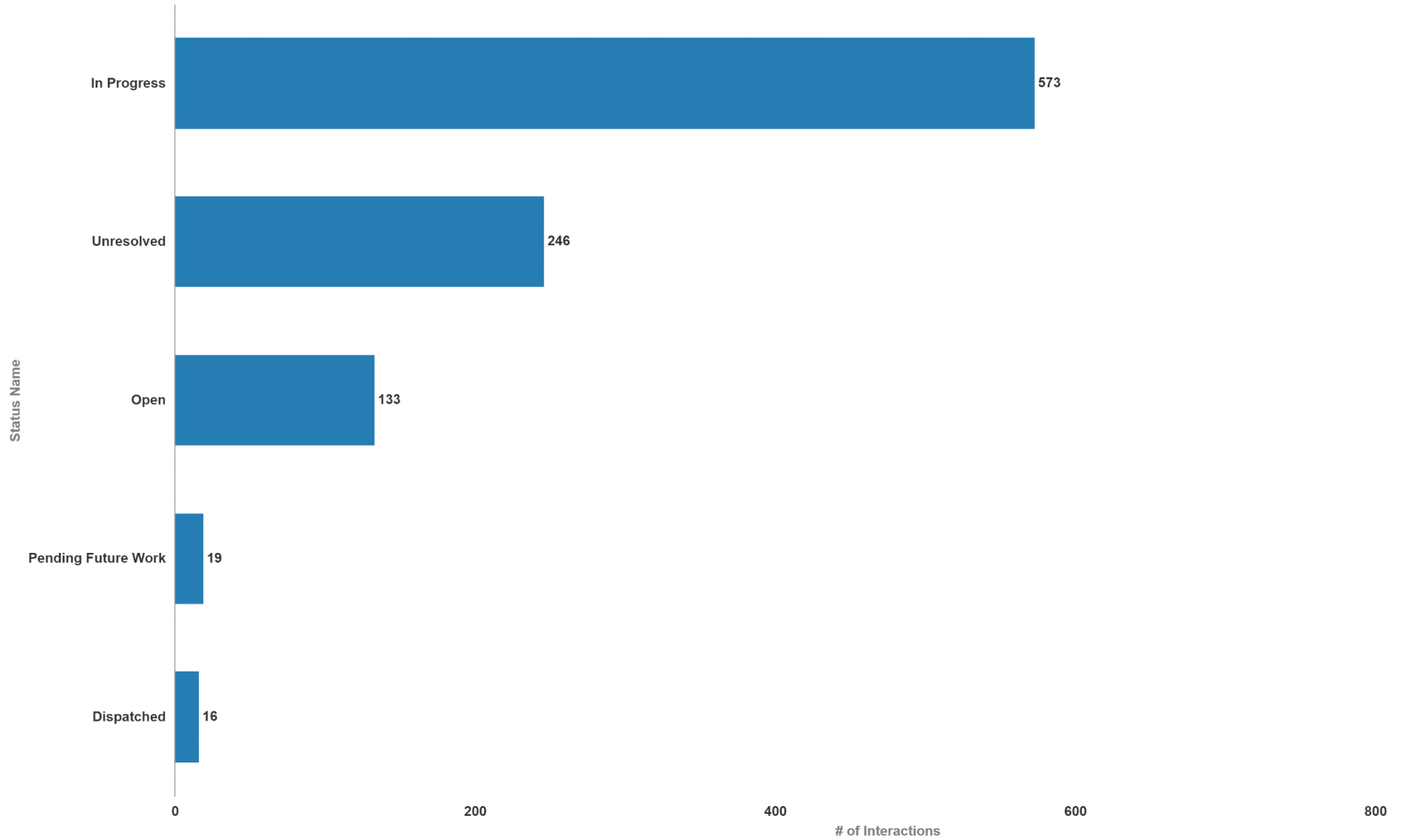
Interactions Closed this Month

18,319

Monthly Interactions Not Closed

987

Monthly Interactions Not Closed by Status



Board of Supervisor District Information

Service Requests Opened by District

October 2021

Monthly Service Request Interactions Opened

5,624

District 1 Serna

262

Service Request Interactions

District 2 Kennedy

1,075

Service Request Interactions

District 3 Desmond

2,361

Service Request Interactions

District 4 Frost

1,044

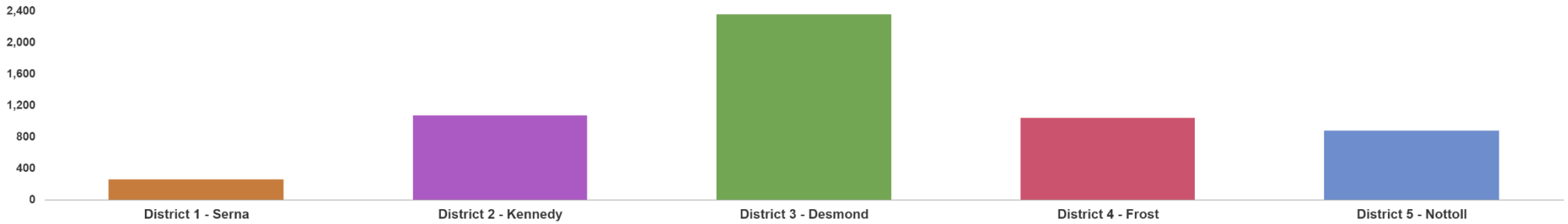
Service Request Interactions

District 5 Nottoll

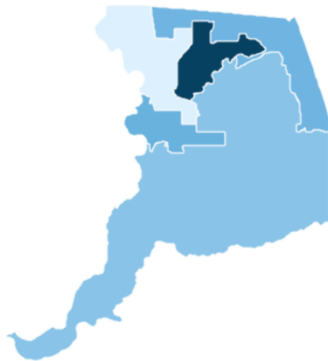
882

Service Request Interactions

Service Request Interactions by District

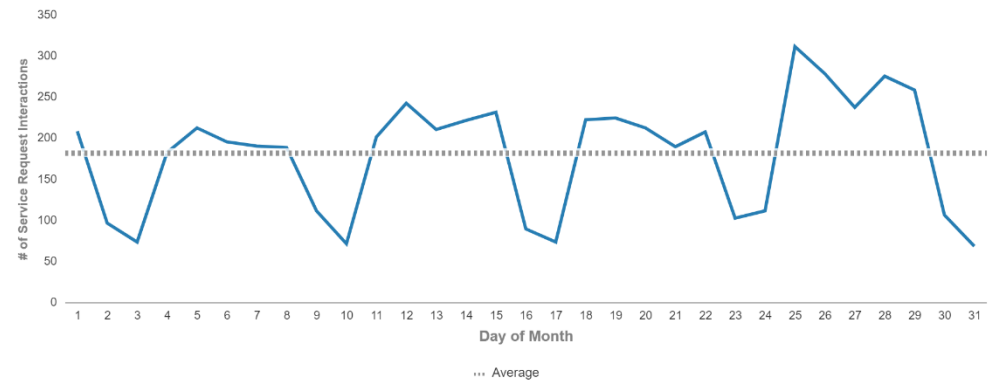


Service Request Interactions by District Map



● District Name
 Customer Service Repoi
 262 2.4K

Service Request Interactions Created by Day of Month



Board of Supervisor District Information

Service Requests Closed by District

October 2021

Monthly Service Request Interactions Closed

5,273

District 1 Serna

294

Service Request Interactions

District 2 Kennedy

1,057

Service Request Interactions

District 3 Desmond

2,244

Service Request Interactions

District 4 Frost

1,025

Service Request Interactions

District 5 Nottoll

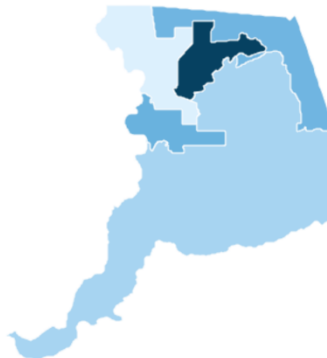
653

Service Request Interactions

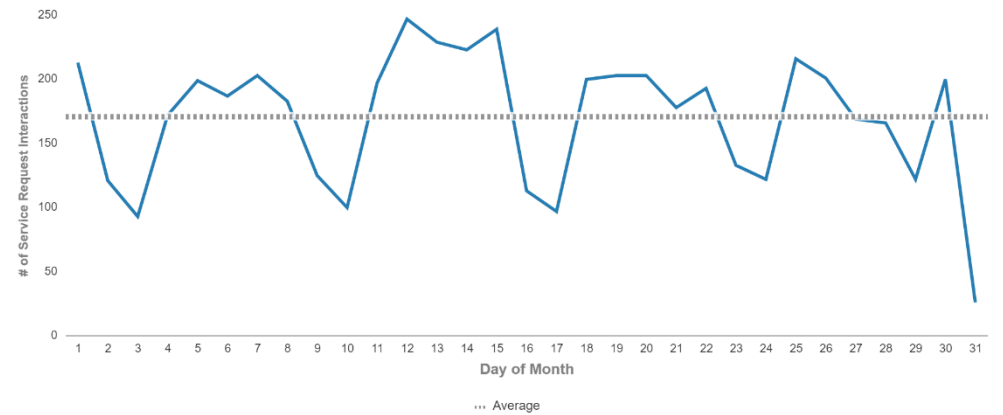
Service Request Interactions by District



Service Request Interactions by District Map

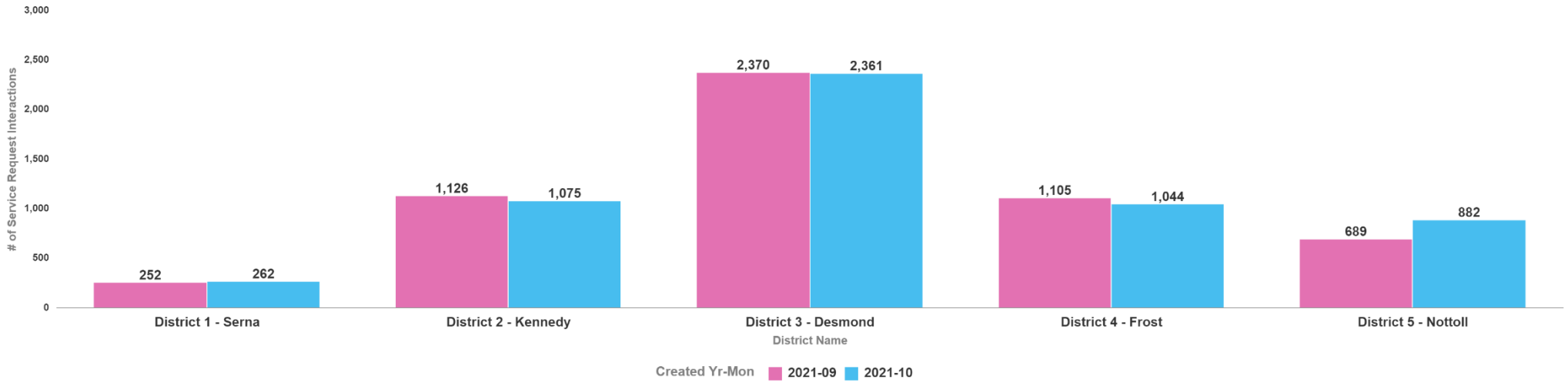


Service Request Interactions Closed by Day of Month

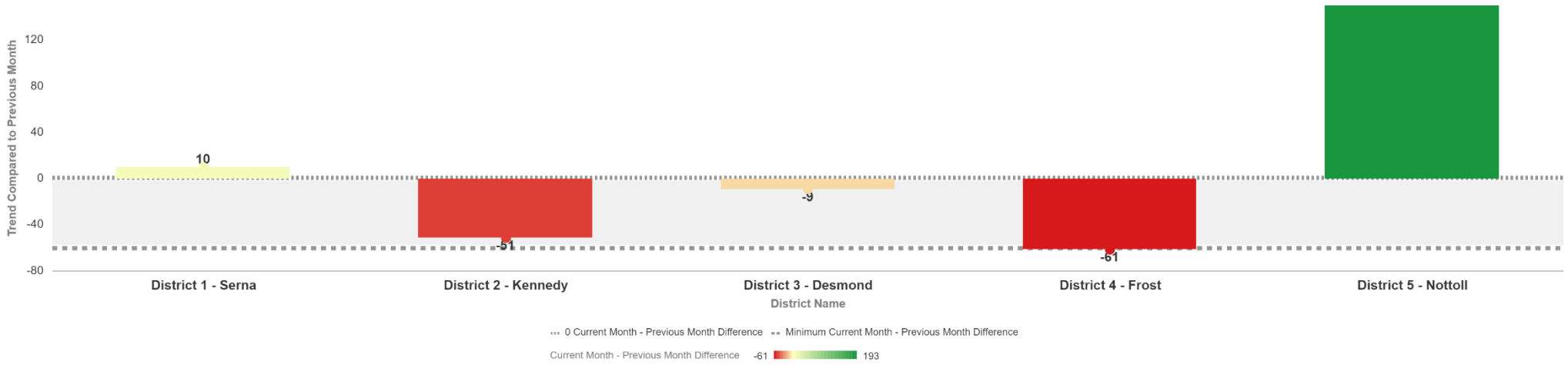


Board of Supervisors District Information

Previous Month Comparison of Service Request



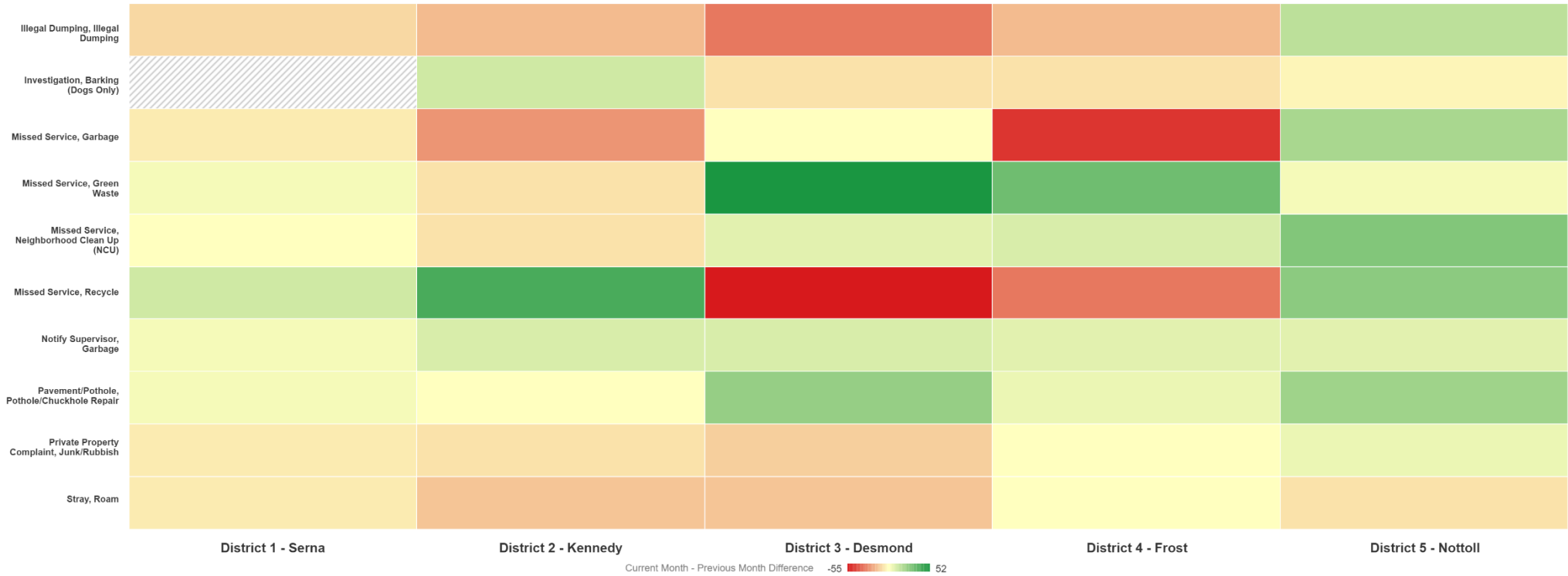
Previous Month Trend of Service Request Interactions Per District



Previous Month Comparison (continued)

District Name	2021-09	2021-10
	Service Request Map Count	Service Request Map Count
District 1 - Serna	252	262
District 2 - Kennedy	1,126	1,075
District 3 - Desmond	2,370	2,361
District 4 - Frost	1,105	1,044
District 5 - Nottoll	689	882

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

Cat2, Cat3	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	
Missed Service, Green Waste	3	-7	52	33	3	84
Pavement/Pothole, Pothole/Chuckhole Repair	2	1	24	5	22	54
Missed Service, Neighborhood Clean Up (NCU)	0	-8	7	8	29	36
Notify Supervisor, Garbage	2	8	8	7	7	32
Investigation, Barking (Dogs Only)		11	-8	-6	-3	-4
Missed Service, Recycle	11	41	-55	-31	25	-9
Private Property Complaint, Junk/Rubbish	-5	-8	-11	1	5	-18
Stray, Roam	-4	-13	-13	0	-8	-38
Illegal Dumping, Illegal Dumping	-10	-15	-31	-15	16	-55
Missed Service, Garbage	-5	-26	-1	-47	19	-60
Grand Total	-4	-16	-28	-45	115	22

Board of Supervisor District Analysis

District 1

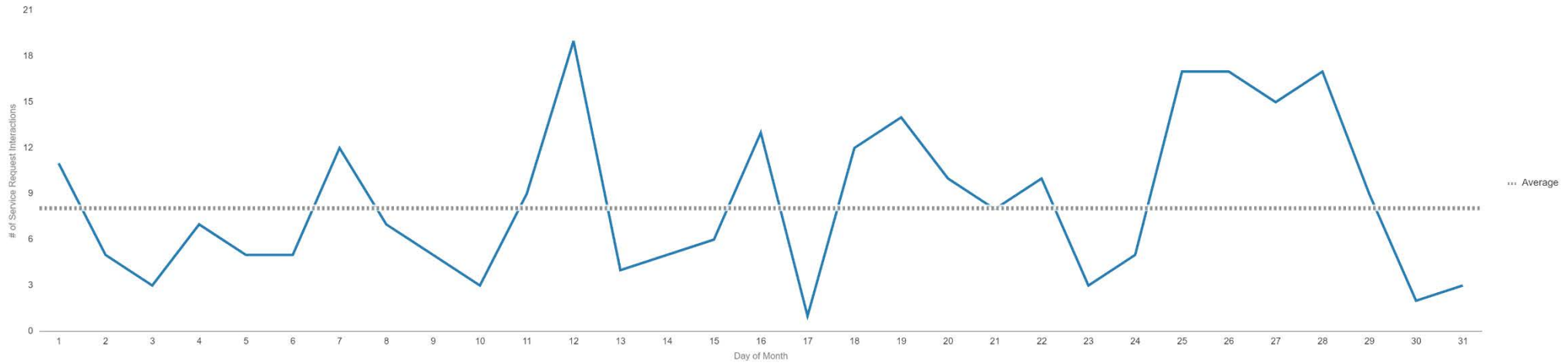
Service Requests Created

262

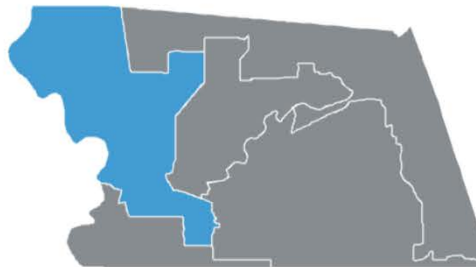
Service Requests Closed

202

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions

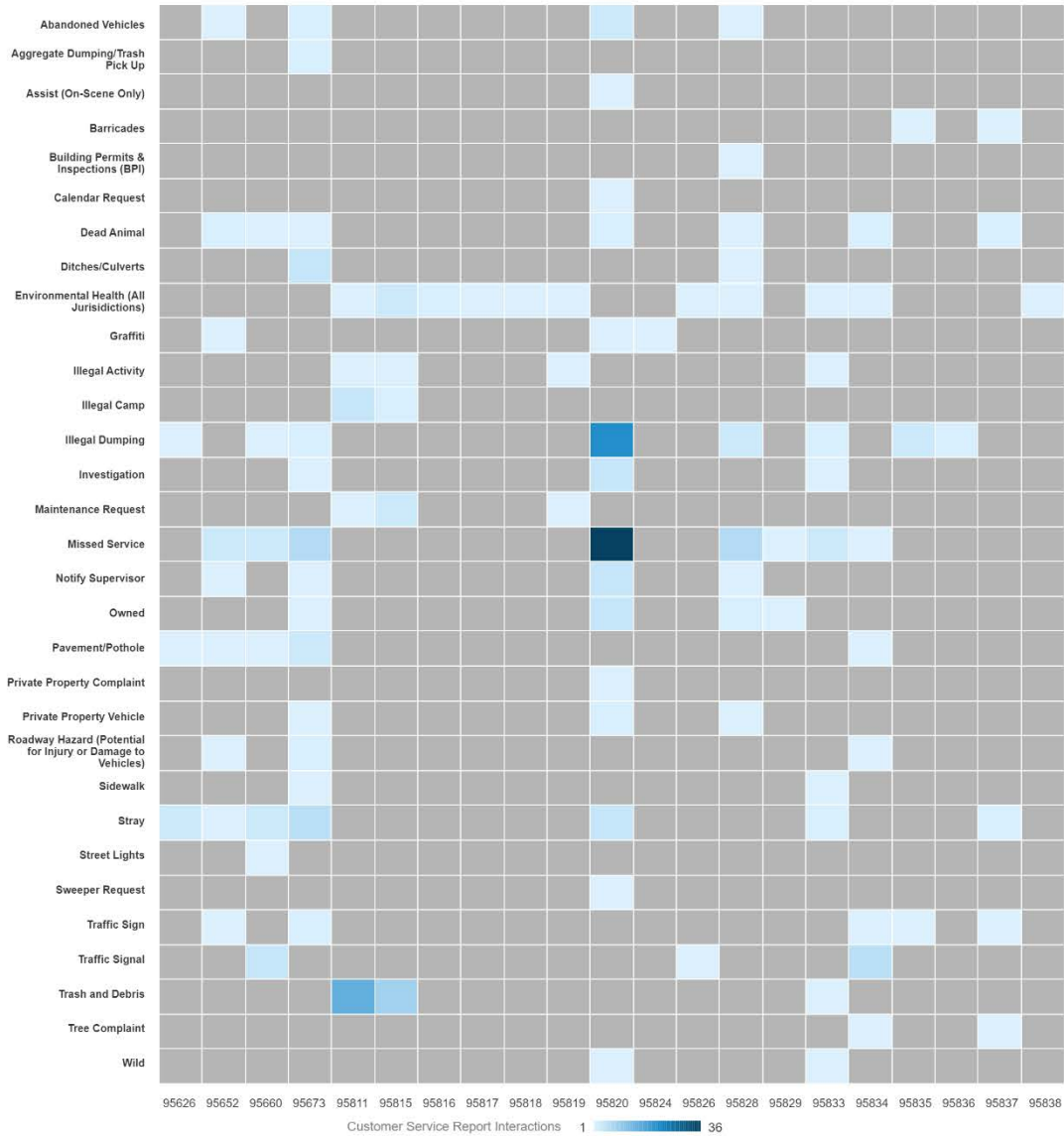


of Service Requests
262 262

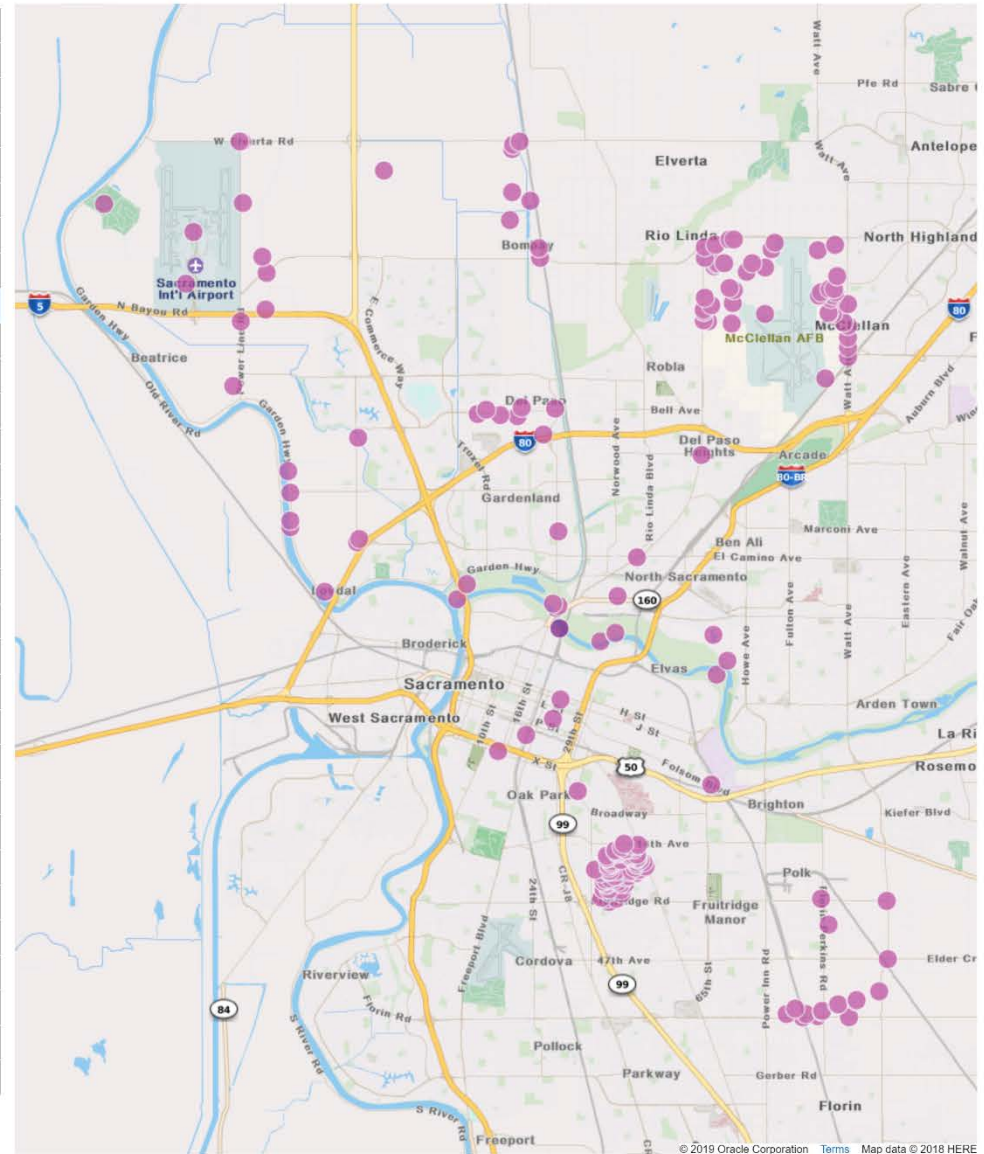
Board of Supervisor District Analysis

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

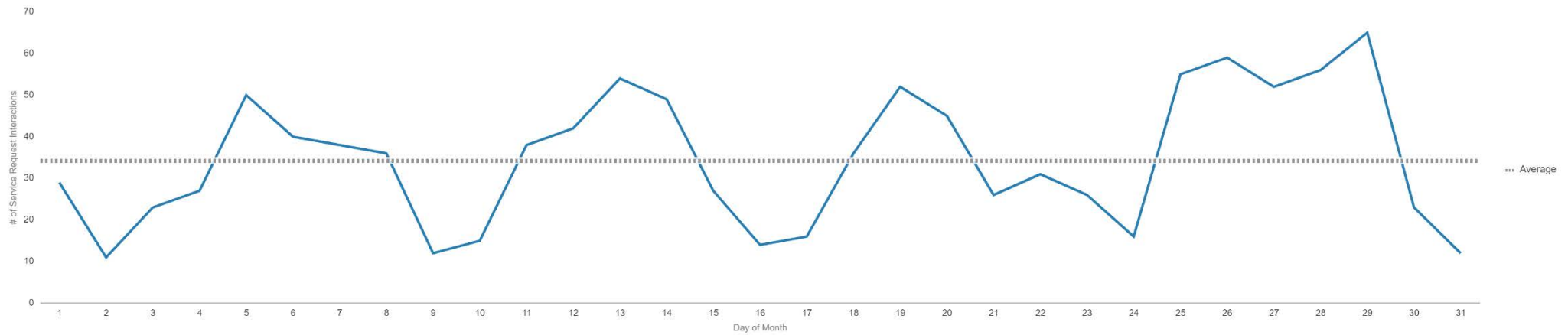
Service Requests Created

1,075

Service Requests Closed

828

Service Request Interactions Created by Day of Month



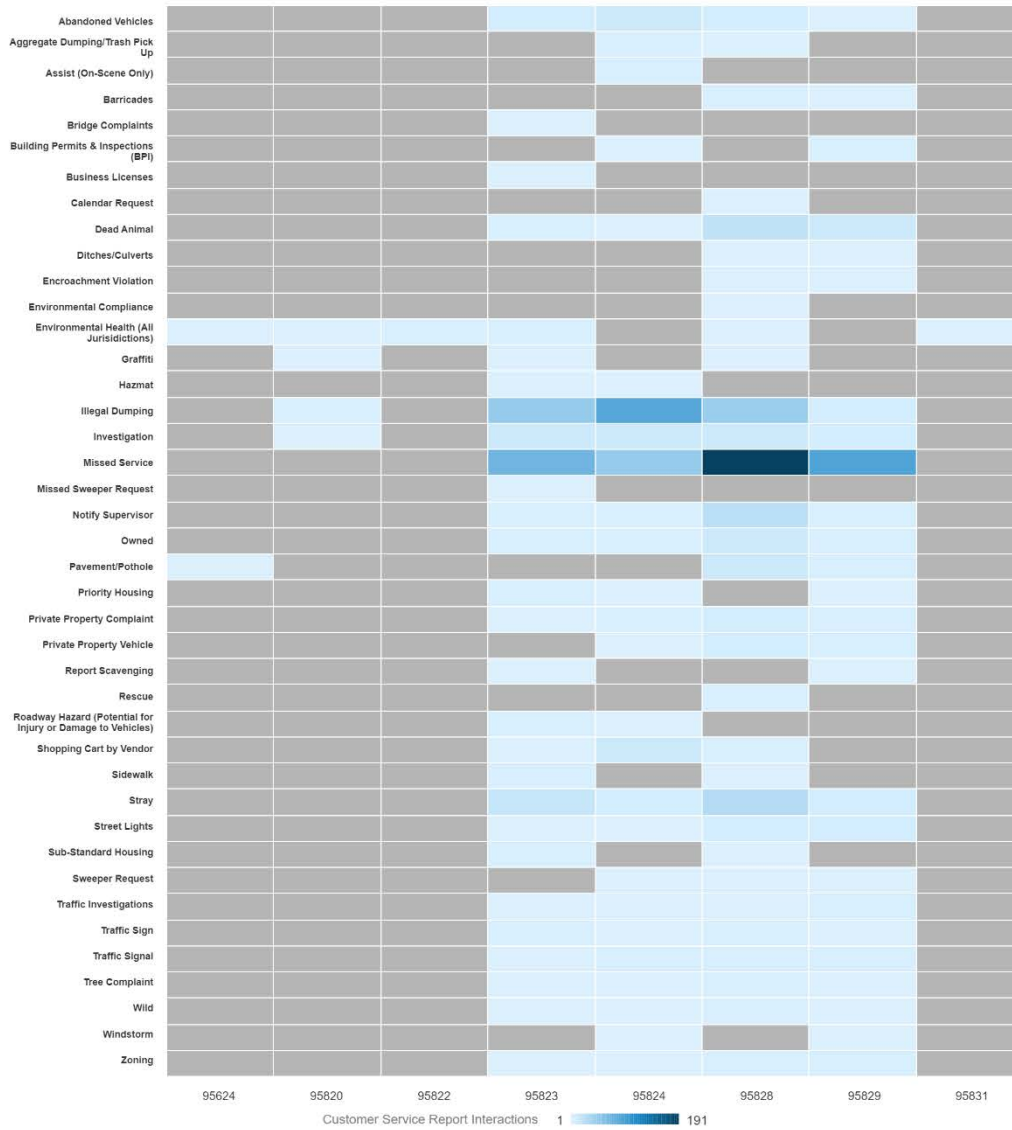
District Name, Customer Service Report Interactions



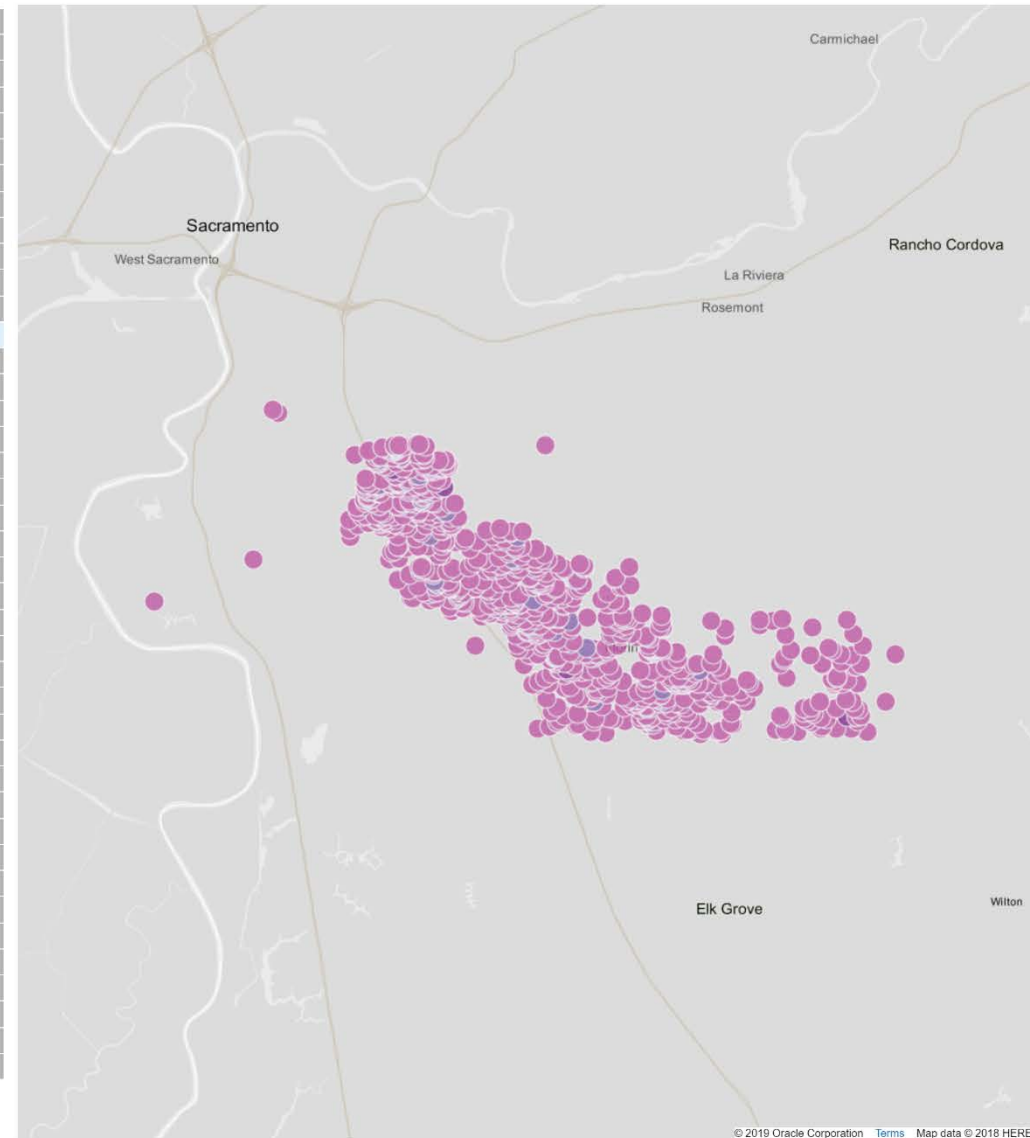
Board of Supervisor District Analysis

District 2 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code

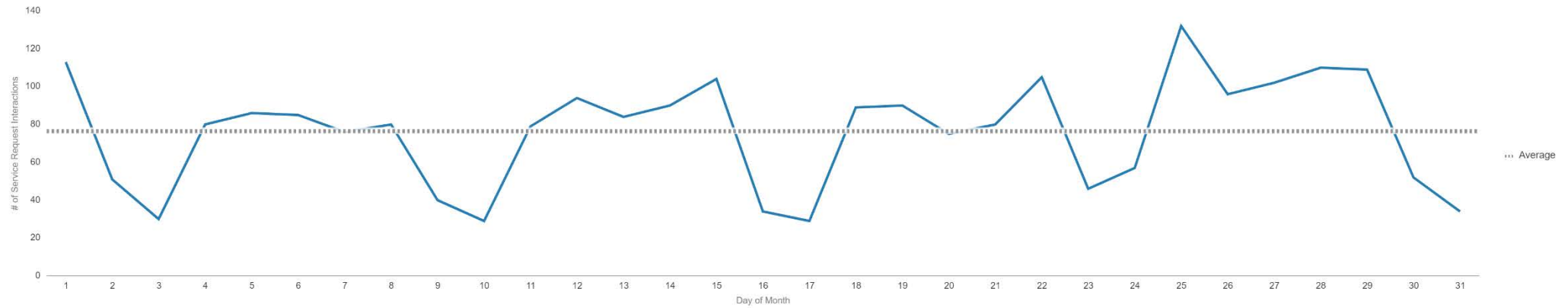


Board of Supervisor District Analysis

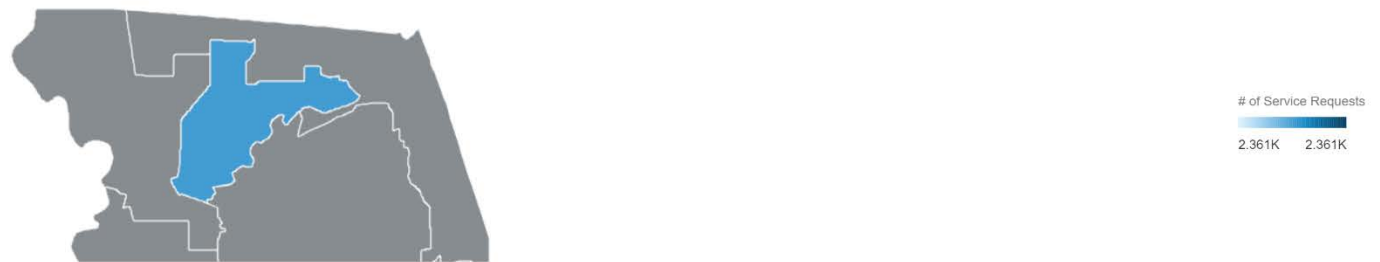
District 3



Service Request Interactions Created by Day of Month



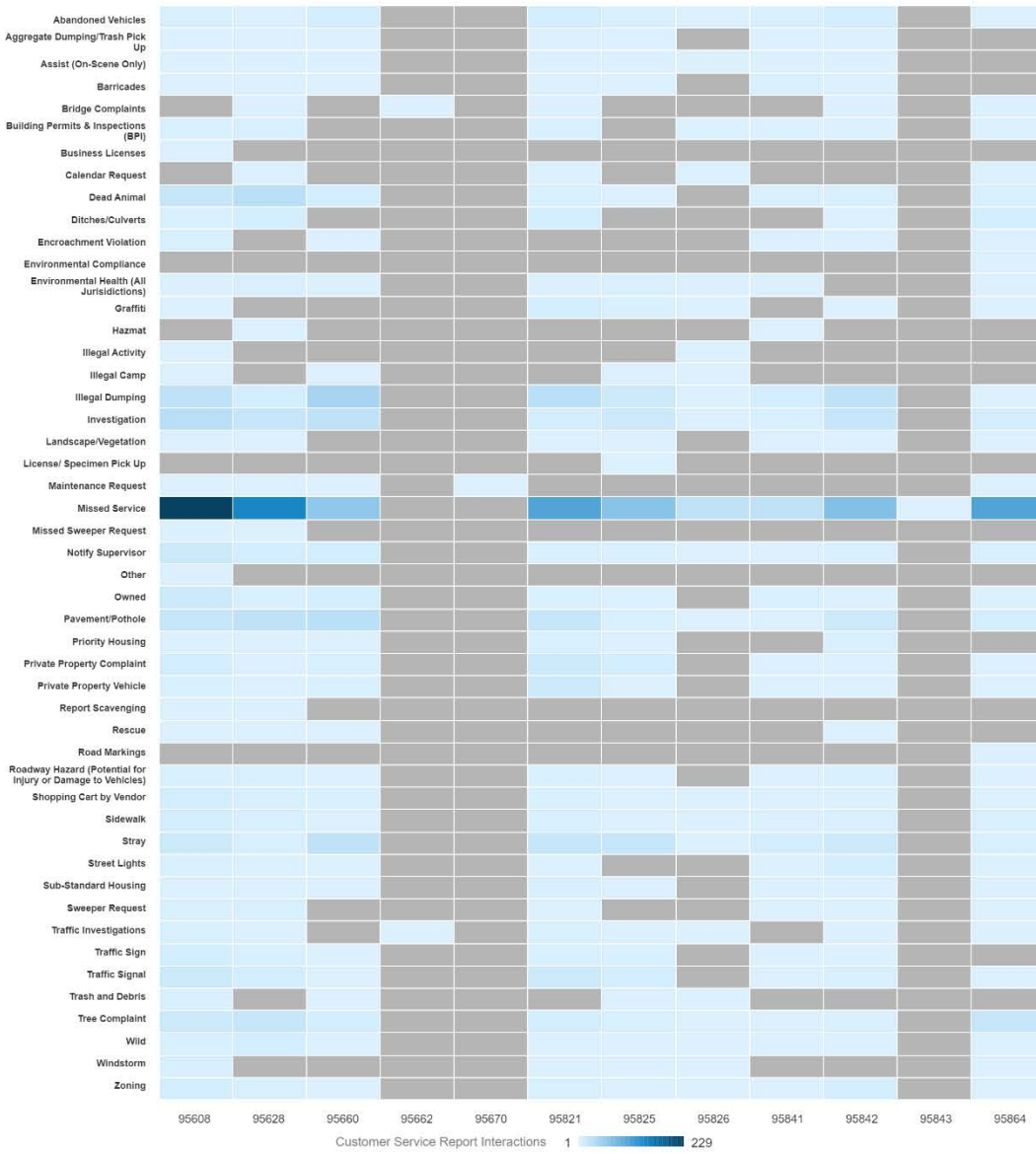
District Name, Customer Service Report Interactions



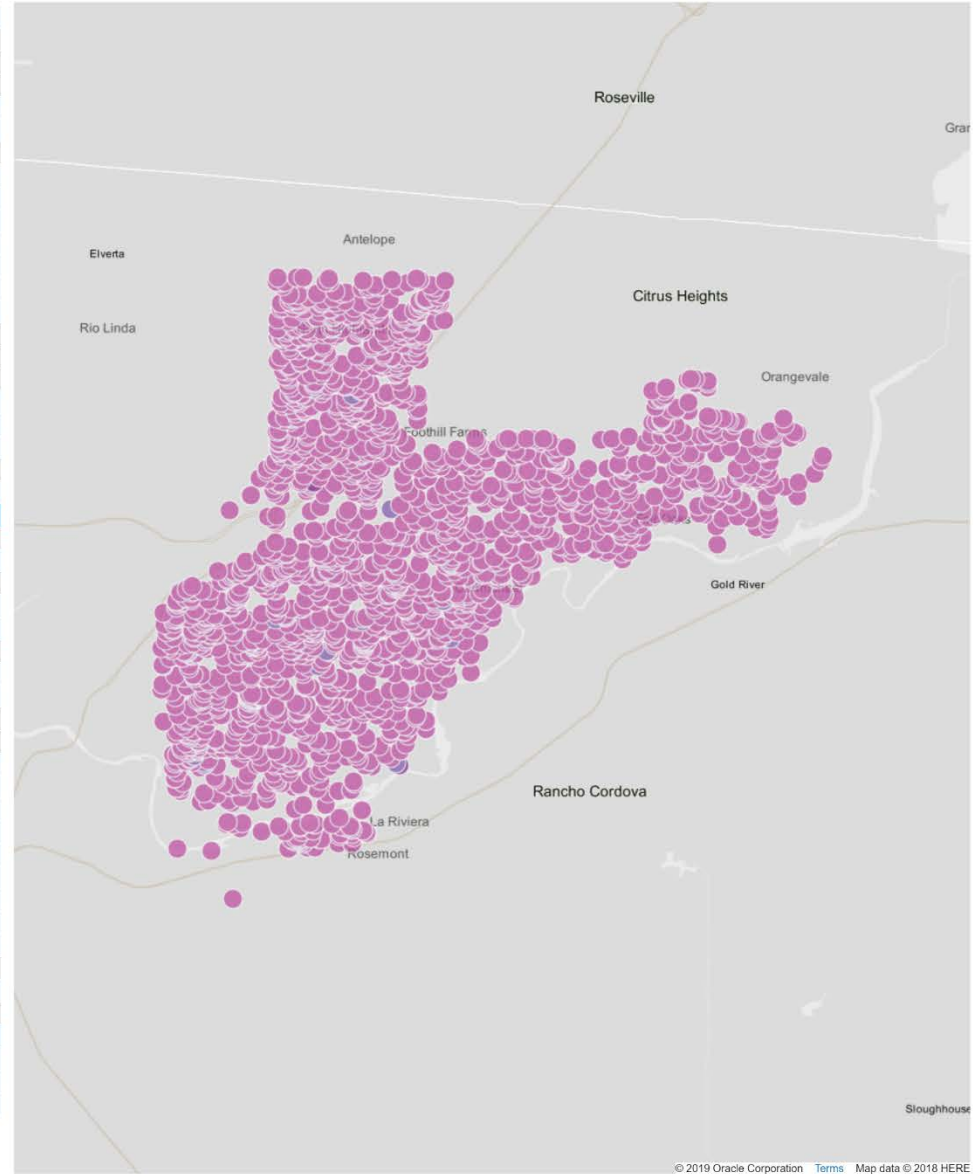
Board of Supervisor District Analysis

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

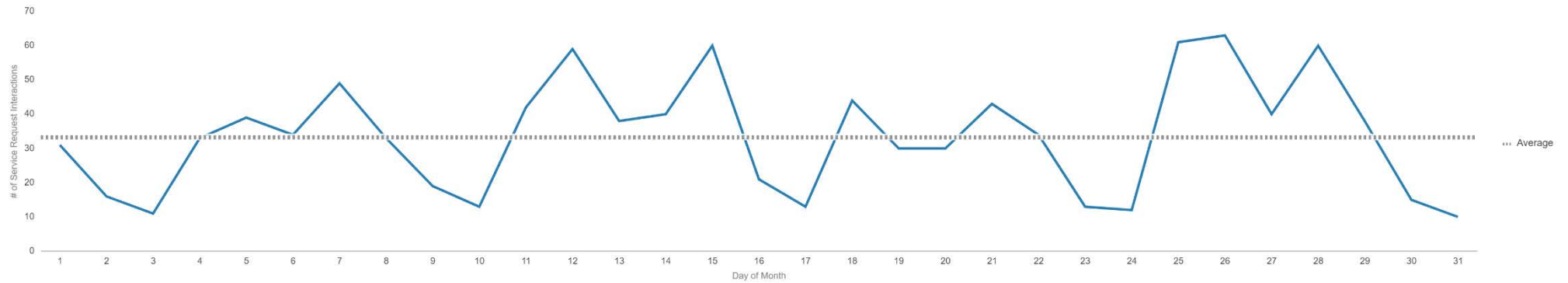
Service Requests Created

1,044

Service Requests Closed

809

Service Request Interactions Created by Day of Month



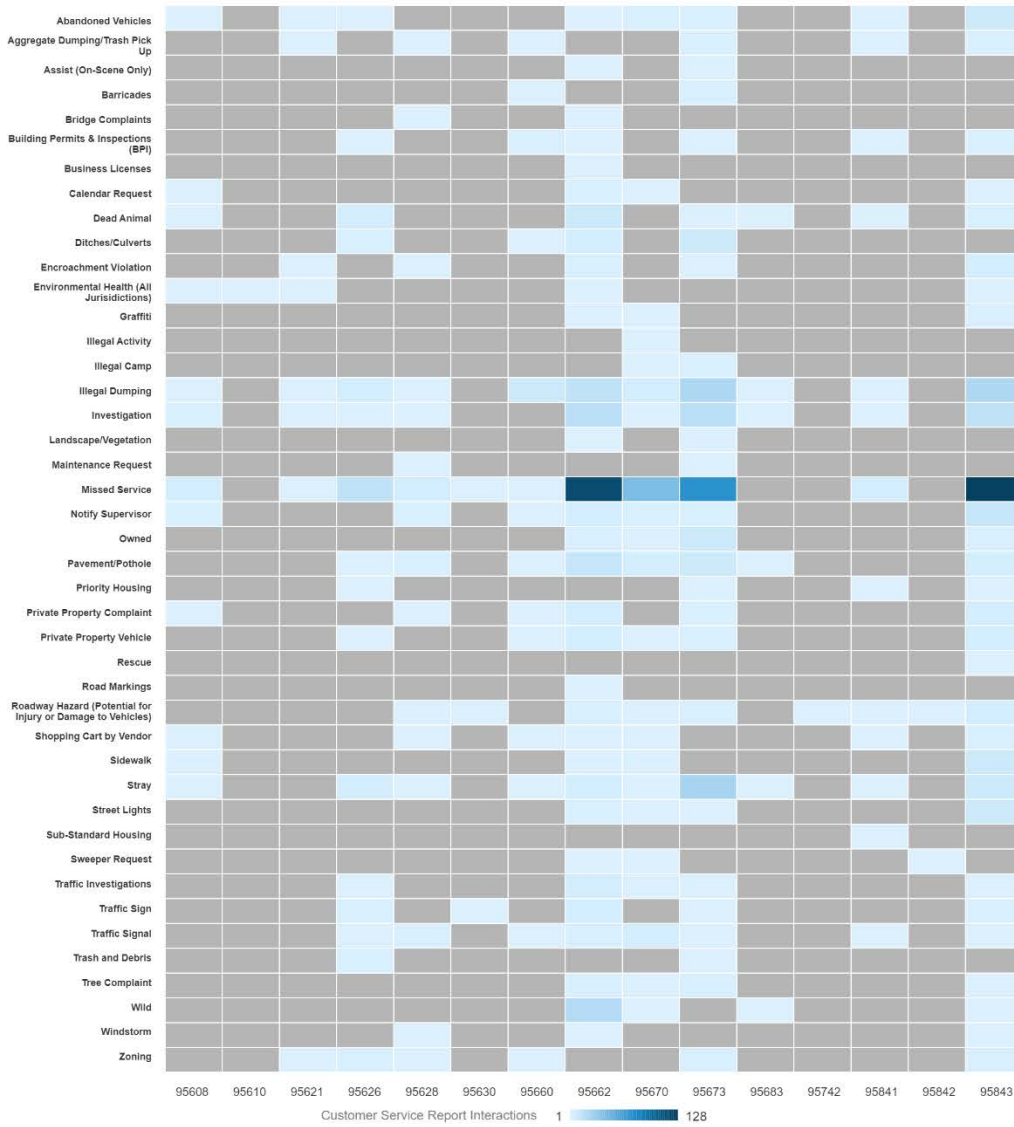
District Name, Customer Service Report Interactions



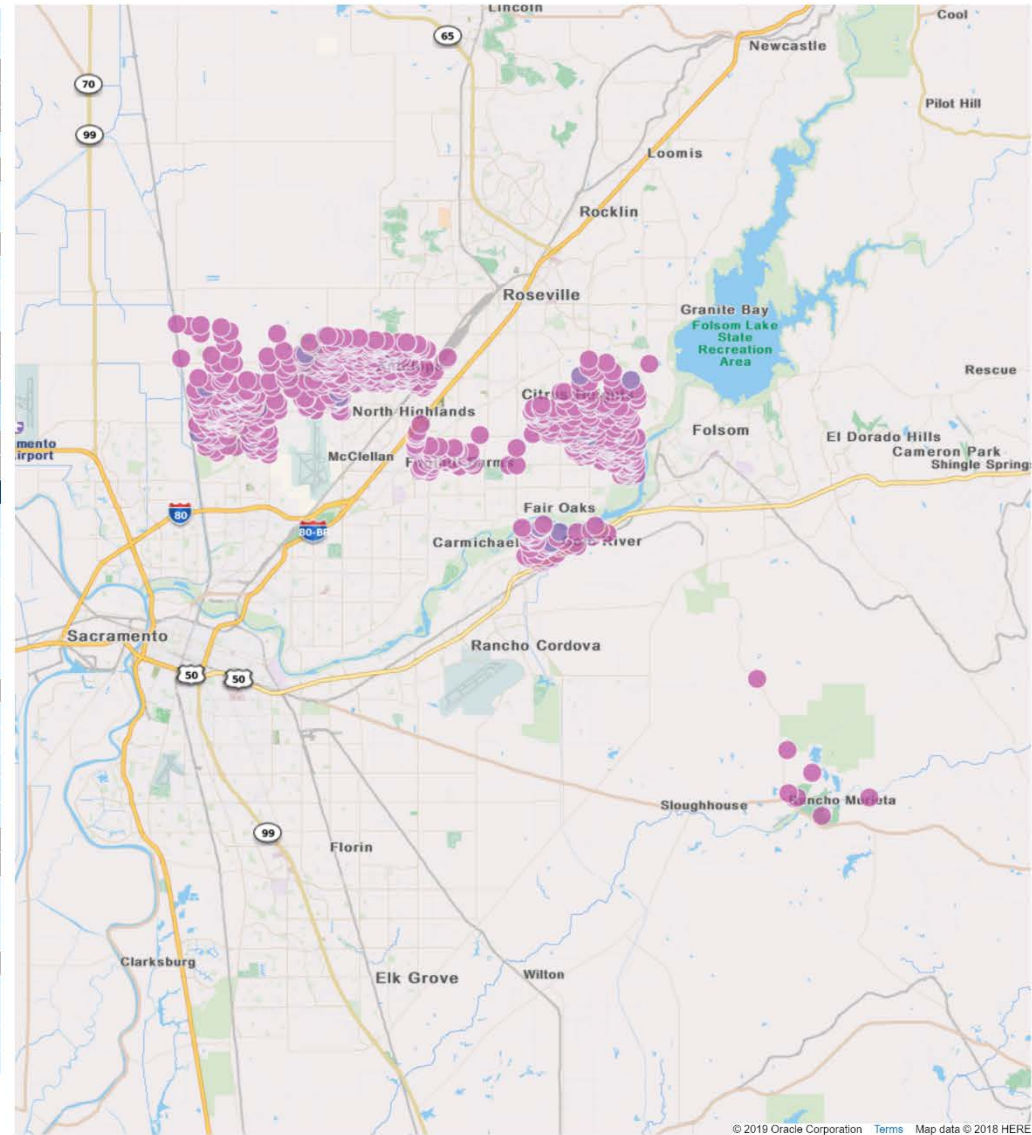
Board of Supervisor District Analysis

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

882

Service Requests Closed

542

Service Request Interactions Created by Day of Month



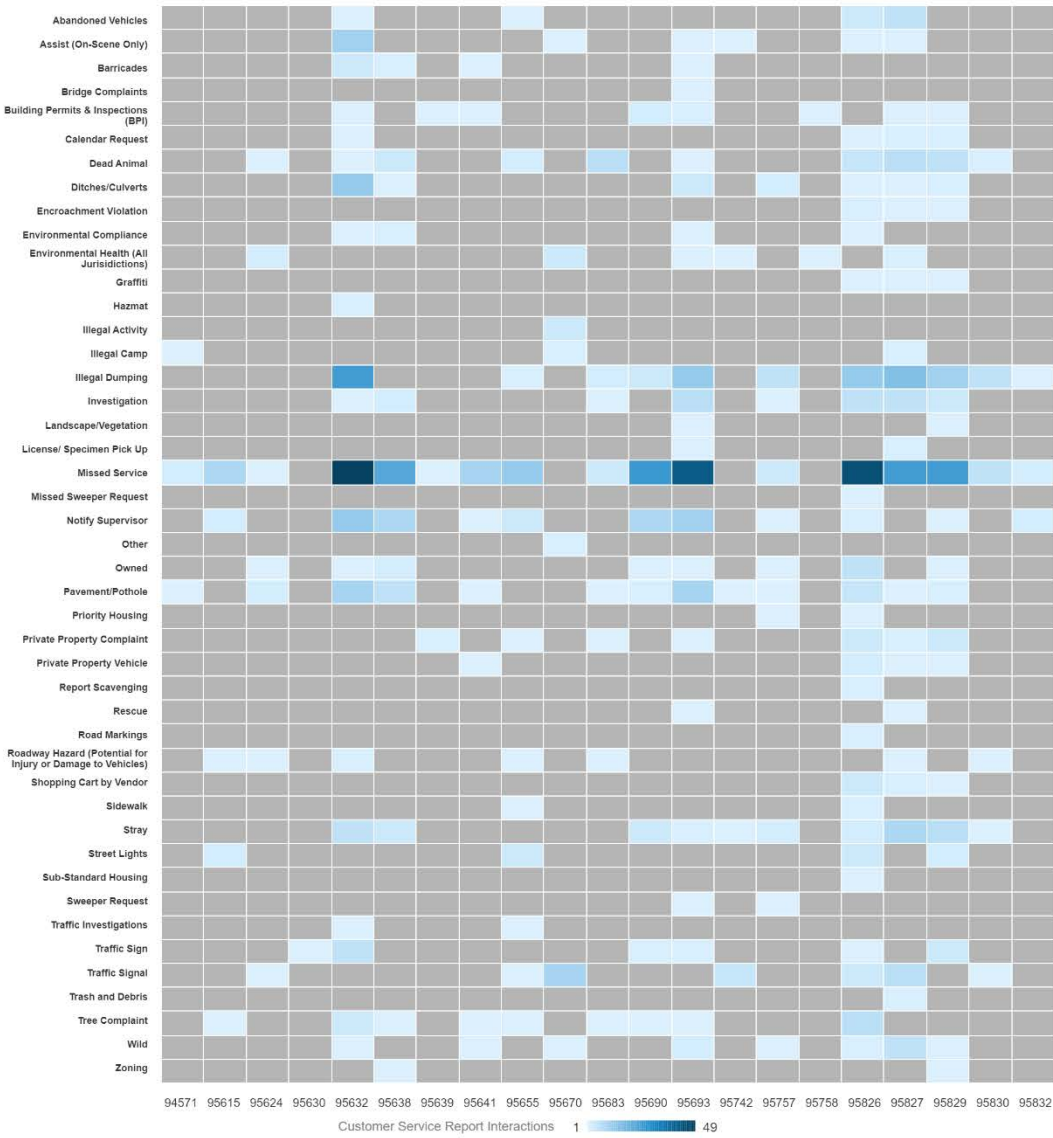
District Name, Customer Service Report Interactions



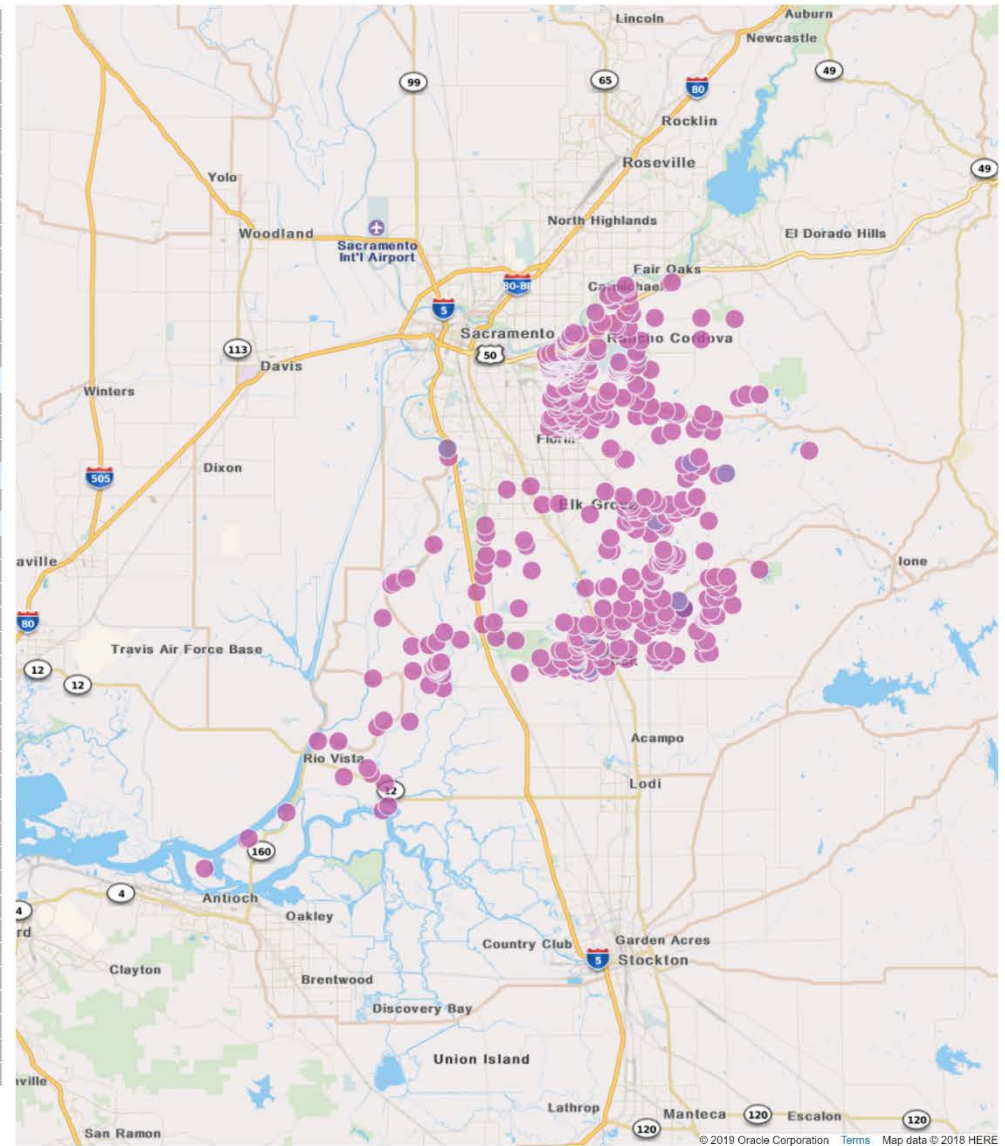
Board of Supervisor District Analysis

District 5 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



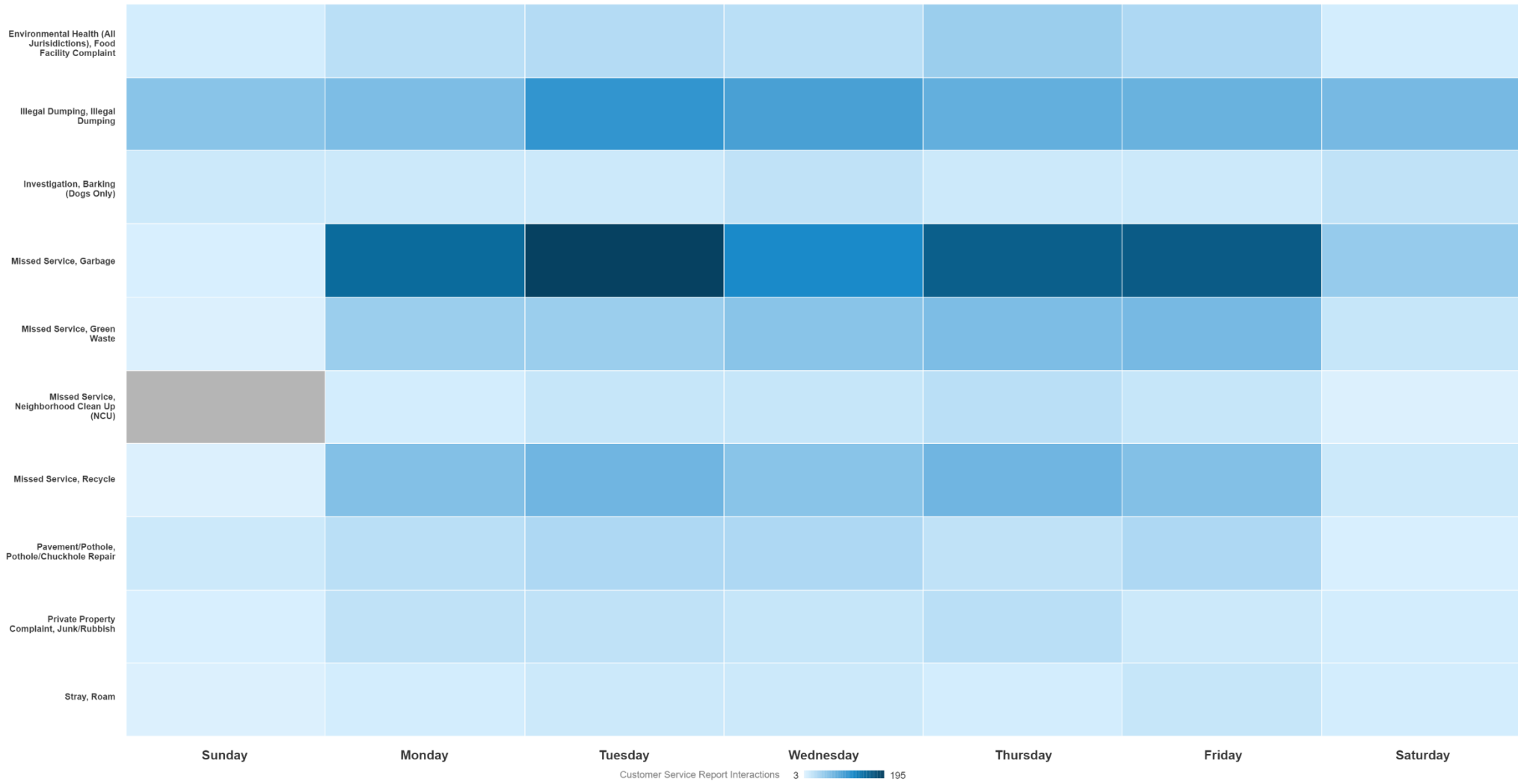
Aging of Open Requests

Top Service Requests Open by Day



Aging of Open Requests

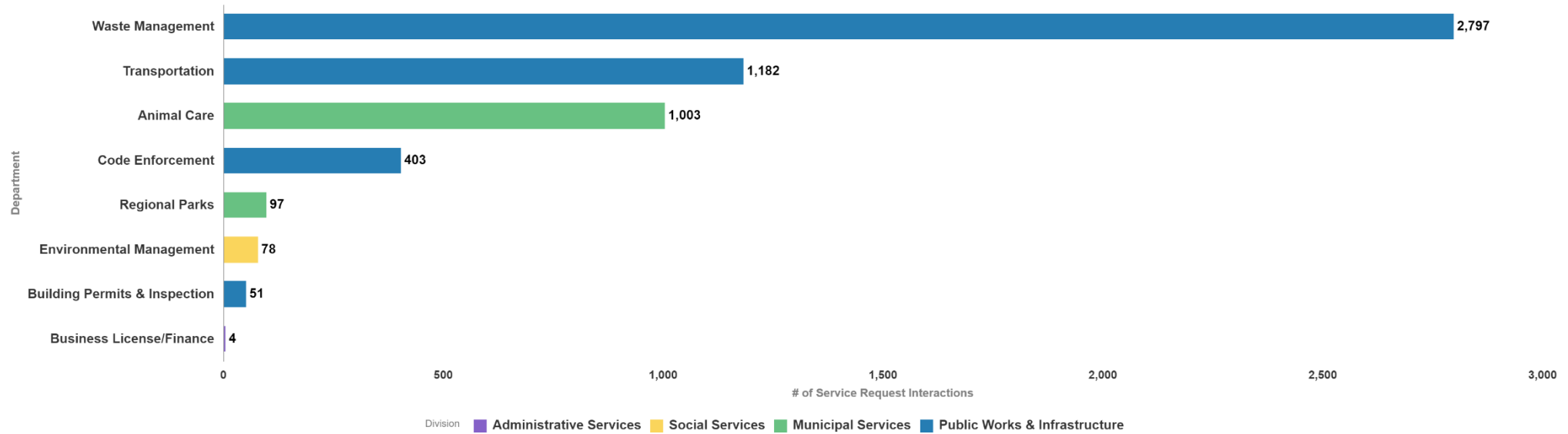
Top Service Requests Closed by Day



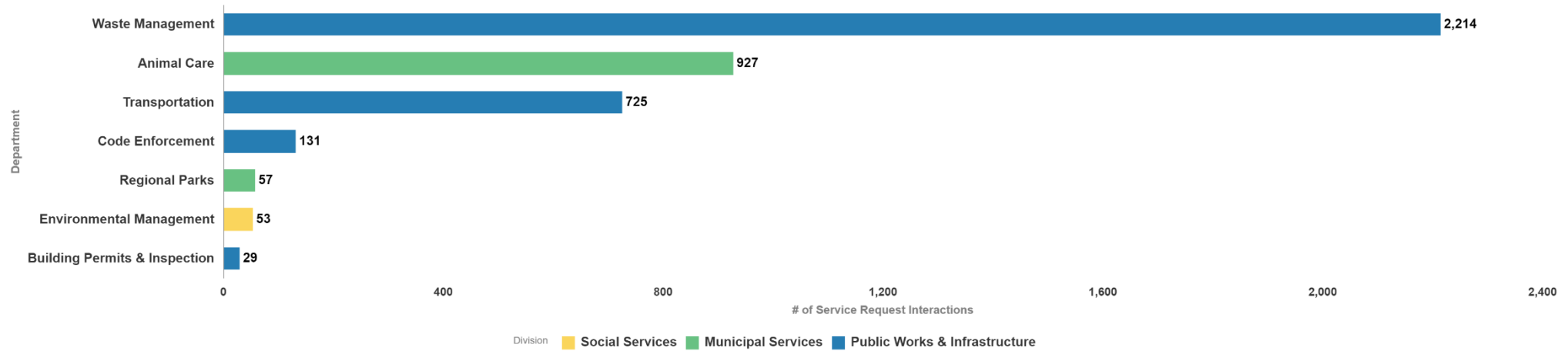
Aging of Open Requests

Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division

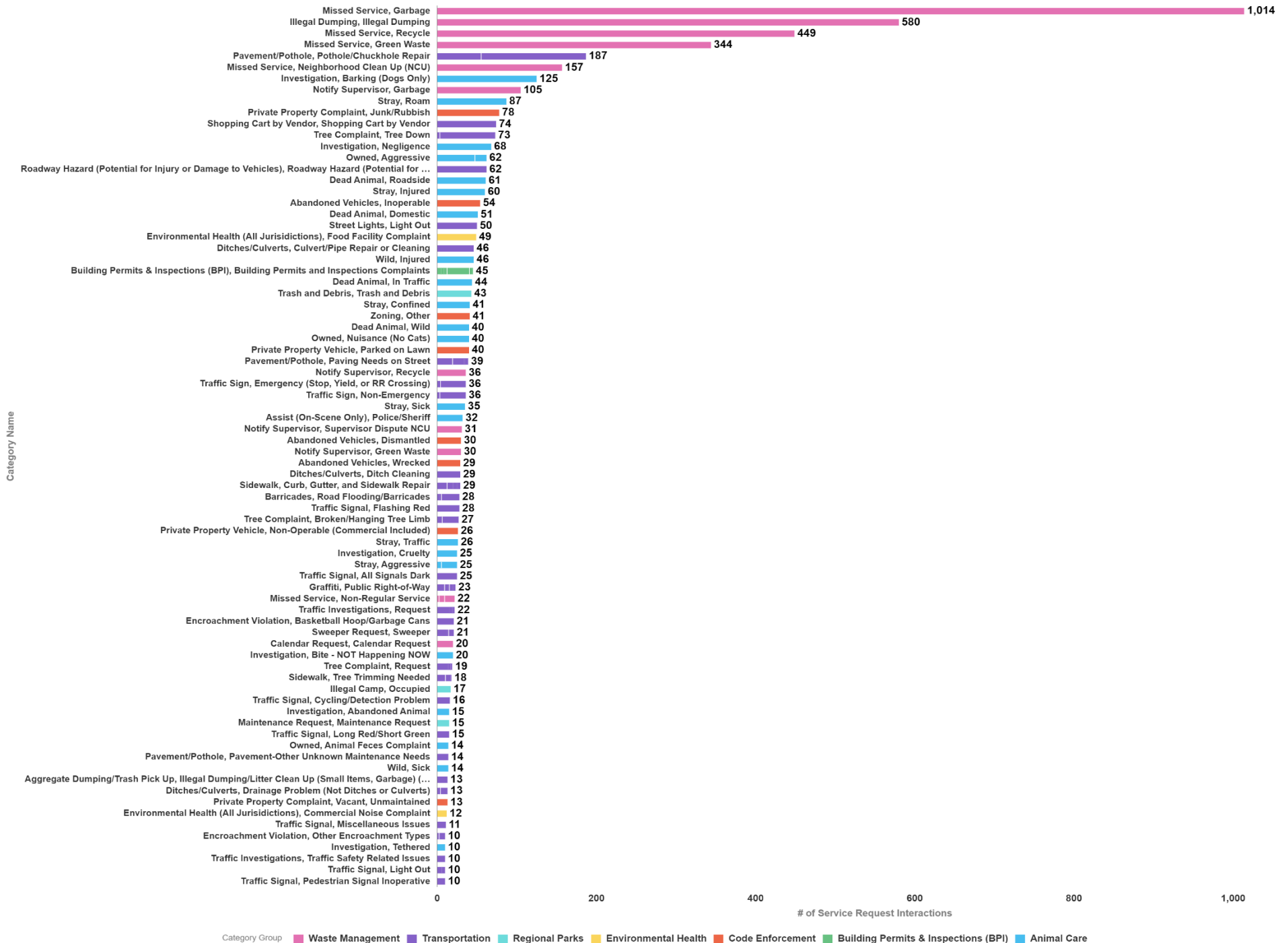


Service Request Interactions Closed by Department, Division



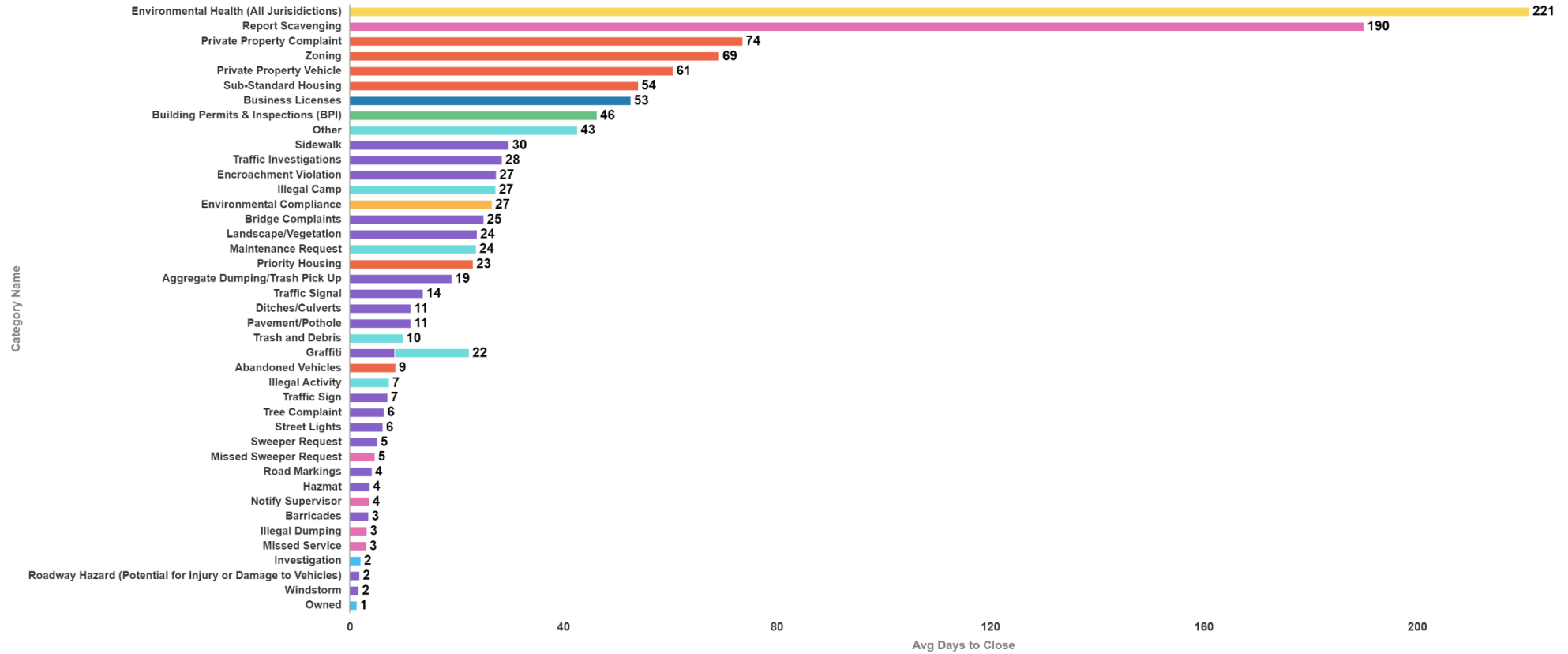
Aging of Open Requests

Greater Than 10 Service Requests



Aging of Open Requests

Average Days to Close Service Requests

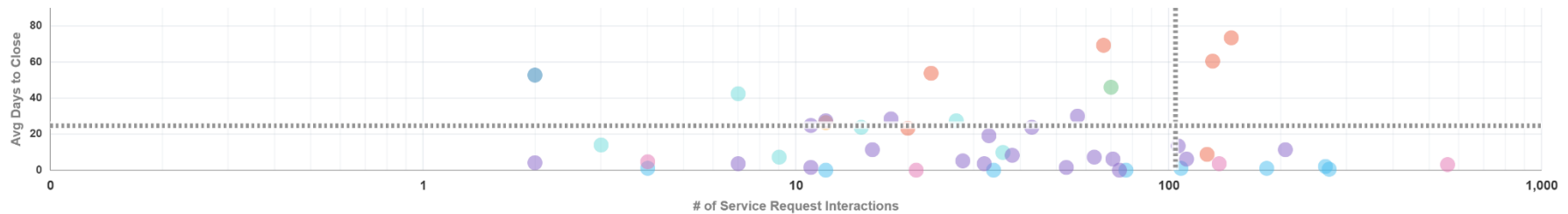


Category Group: Animal Care, Waste Management, Transportation, Regional Parks, Environmental Compliance, Building Permits & Inspections (BPI), Code Enforcement, Business Licensing, Environmental Health

Avg Days to Close

Avg Days to Close by Category Name, Group

21.33



Category Group: Animal Care, Building Permits & Inspections (BPI), Business Licensing, Code Enforcement, Environmental Compliance, Environmental Health, Regional Parks, Transportation, Waste Management

--- 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
Waste Management	Calendar Request	21	0.06
Animal Care	Assist (On-Scene Only)	34	0.08
Animal Care	Rescue	12	0.09
Animal Care	Wild	77	0.10
Transportation	Shopping Cart by Vendor	74	0.14
Environmental Health	Environmental Health (All Jurisdictions)	3	0.39
Animal Care	Stray	270	0.58
Animal Care	Dead Animal	183	0.81
Animal Care	License/ Specimen Pick Up	4	0.96
Transportation	Tree Complaint	64	1.11
Animal Care	Owned	108	1.30
Transportation	Barricades	29	1.42
Environmental Compliance	Environmental Compliance	5	1.52
Transportation	Windstorm	11	1.67
Transportation	Graffiti	1	1.73
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	53	1.82
Animal Care	Investigation	264	2.04
Transportation	Aggregate Dumping/Trash Pick Up	8	2.72
Transportation	Traffic Sign	36	2.87
Waste Management	Missed Service	1,625	3.09
Waste Management	Illegal Dumping	561	3.17
Waste Management	Notify Supervisor	137	3.64
Transportation	Hazmat	7	3.74
Transportation	Sidewalk	6	3.89
Transportation	Road Markings	2	4.14
Transportation	Traffic Signal	7	4.44
Waste Management	Missed Sweeper Request	4	4.68
Transportation	Street Lights	64	4.85
Transportation	Ditches/Culverts	7	4.88
Transportation	Sweeper Request	27	5.01
Code Enforcement	Priority Housing	2	5.02
Code Enforcement	Sub-Standard Housing	2	5.41

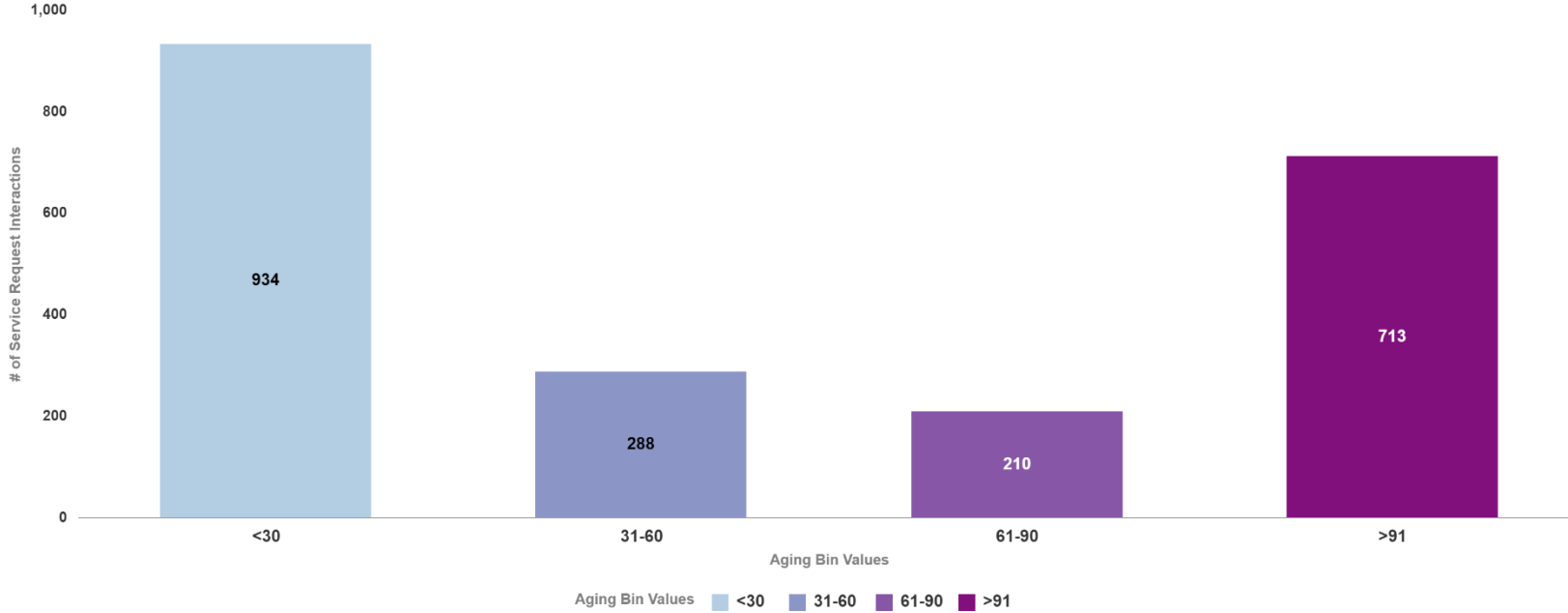
Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Regional Parks	Illegal Activity	9	7.34
Transportation	Graffiti	37	8.54
Code Enforcement	Abandoned Vehicles	127	8.57
Transportation	Sweeper Request	1	8.72
Regional Parks	Trash and Debris	36	9.94
Transportation	Pavement/Pothole	206	11.41
Transportation	Traffic Sign	27	12.68
Transportation	Tree Complaint	48	13.47
Regional Parks	Graffiti	3	13.99
Transportation	Traffic Signal	99	14.37
Transportation	Ditches/Culverts	9	16.51
Transportation	Street Lights	7	18.08
Transportation	Barricades	3	23.58
Regional Parks	Maintenance Request	15	23.65
Transportation	Landscape/Vegetation	43	23.81
Transportation	Aggregate Dumping/Trash Pick Up	25	24.34
Transportation	Bridge Complaints	11	25.06
Code Enforcement	Priority Housing	18	25.07
Regional Parks	Illegal Camp	27	27.30
Transportation	Encroachment Violation	12	27.41
Transportation	Traffic Investigations	18	28.49
Transportation	Sidewalk	51	32.85
Regional Parks	Other	7	42.63
Environmental Compliance	Environmental Compliance	7	44.57
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	70	46.30
Business Licensing	Business Licenses	2	52.62
Code Enforcement	Sub-Standard Housing	21	58.65
Code Enforcement	Private Property Vehicle	131	60.57
Code Enforcement	Zoning	67	69.21
Code Enforcement	Private Property Complaint	147	73.58
Waste Management	Report Scavenging	36	190.01
Environmental Health	Environmental Health (All Jurisdictions)	245	223.72

Aging of Open Requests

Select As Of Date

2021.0228

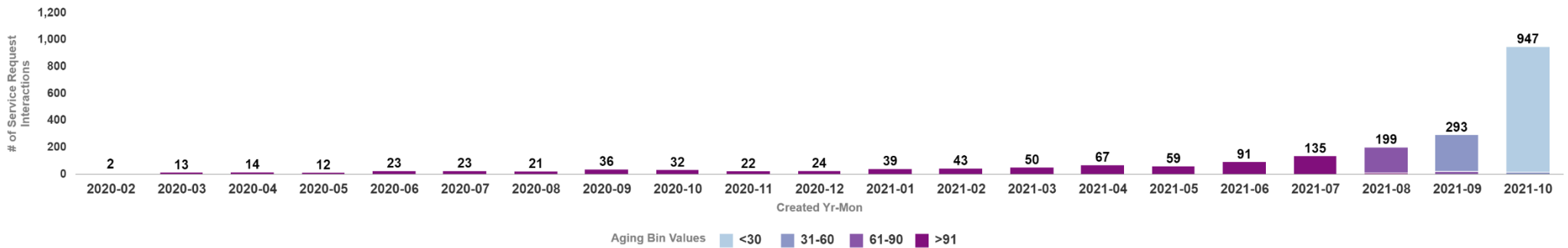
Aging Service Requests



Aging Service Requests

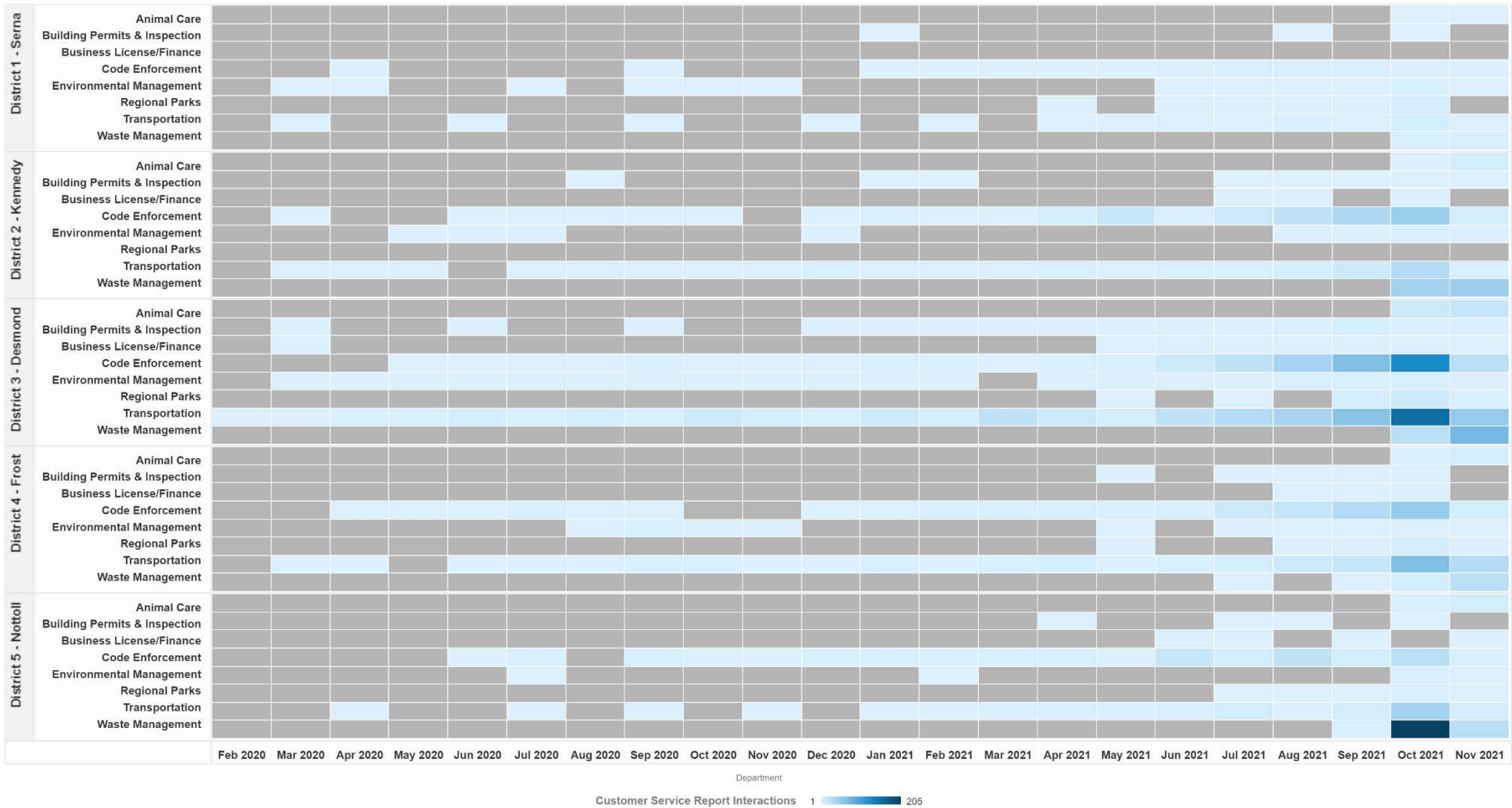
Aging Bin Values	Customer Service Report Interactions
<30	934
31-60	288
61-90	210
>91	713

Aging Service Requests by Created Year-Month



Aging of Open Requests

Aging Requests by Month Created Per District



Dispatch Service Definition

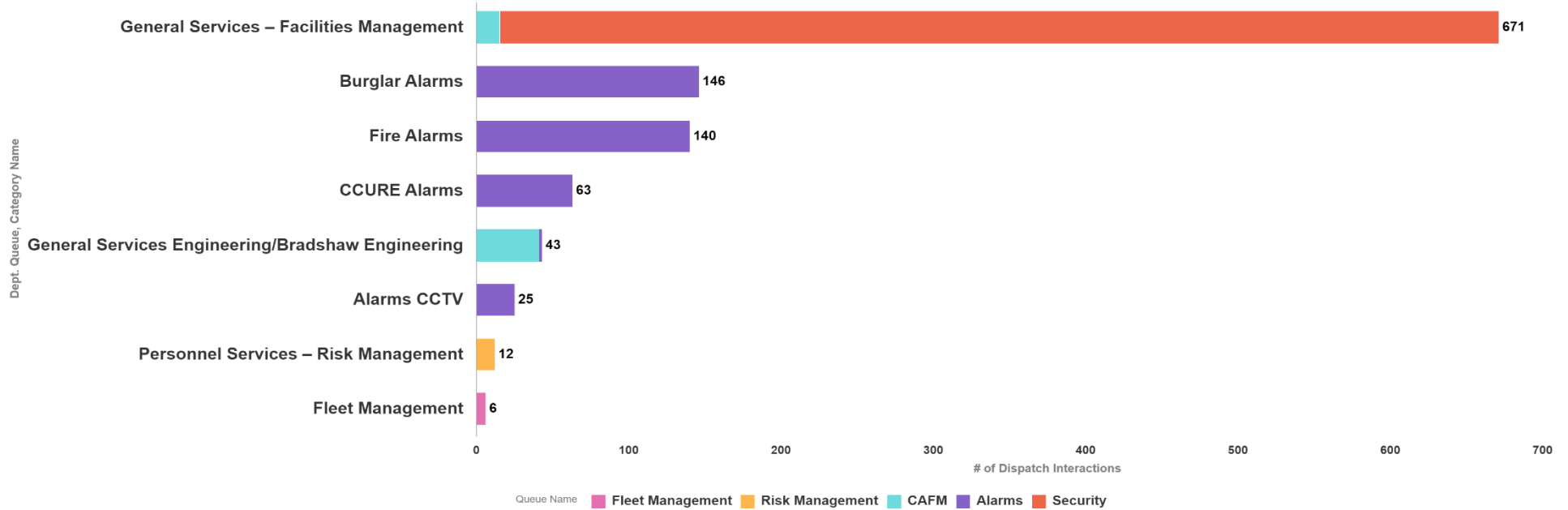
The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides immediate notification to departmental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

Dispatch Service Request

Administrative Services

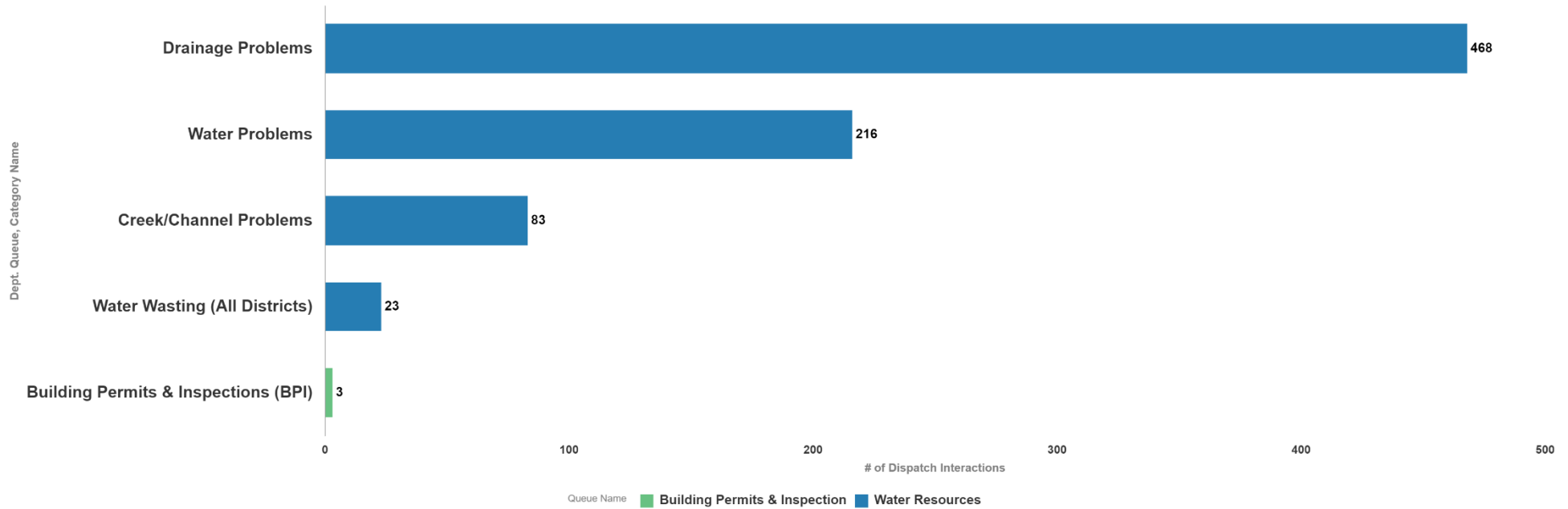


Service Definitions

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

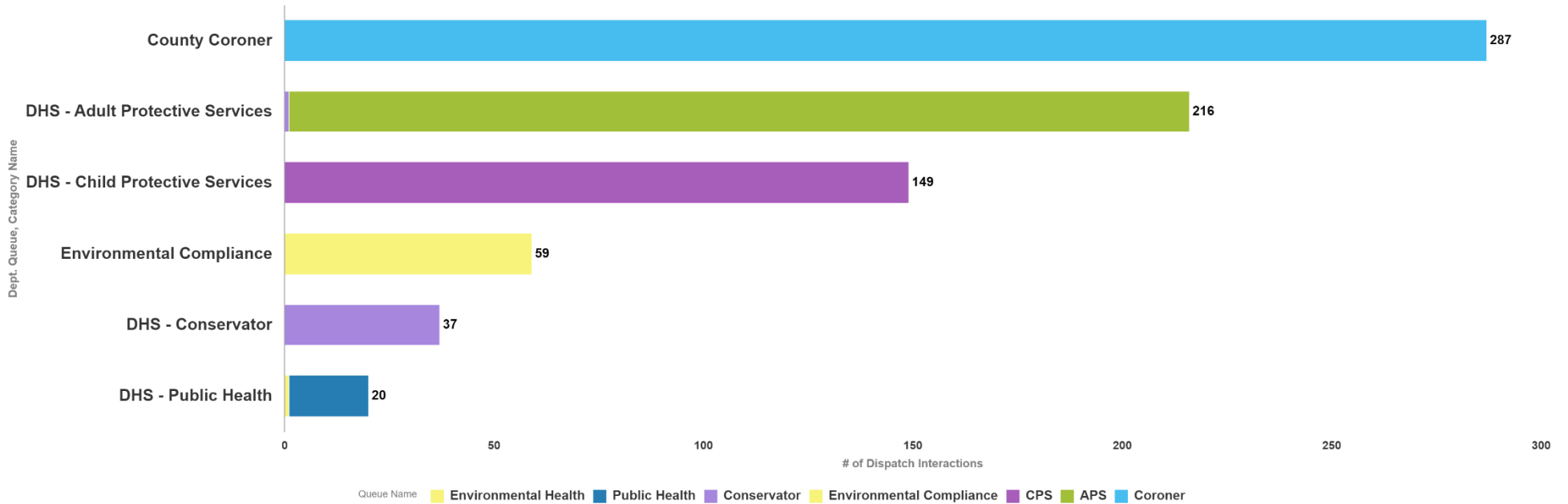


Service Definitions

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

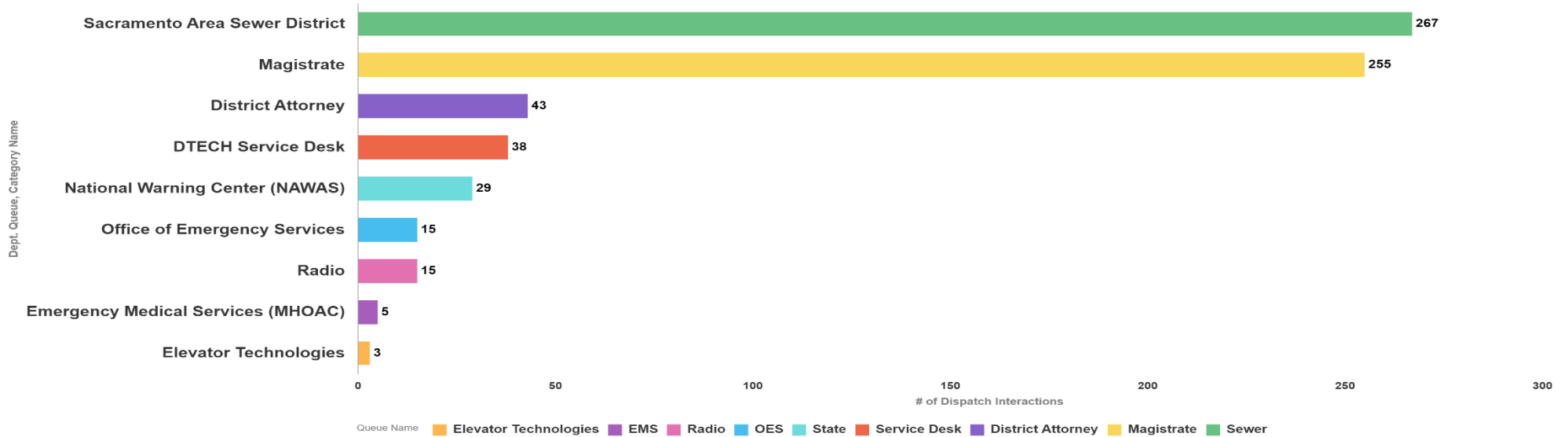


Service Definitions

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.