

September 1, 2021 - September 30, 2021

# MONTHLY CUSTOMER SERVICE REPORT

Service Request & Statistics

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



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# Department of the Month

**Department:** Regional Parks

**Director:** Liz Bellas

**Website:** [www.regionalparks.saccounty.net](http://www.regionalparks.saccounty.net)

## Department Highlights

### ■ **Regional Parks Staff Work to Keep Parks Safe, Vibrant and Inviting**

Sacramento County's Department of Regional Parks maintains and operates more than 15,000 acres of parks throughout the County. Our open spaces, multi-use trails, sports facilities, golf courses, river access and picnic areas offer outdoor adventure for every taste.

The parks and open spaces within the Regional Parks system see millions of visitors each year. In fact, it is estimated that the American River Parkway alone sees more annual visitor days than Yosemite National Park!

With such a large area of responsibility and high volume of visitors, Regional Parks staff come into contact with A LOT of customers! Luckily, parks staff make it their mission to ensure that every park visitor has a pleasant experience!

"The heart and soul of our operations is our people," said Liz Bellas, Director of Regional Parks. "We have just over one hundred employees who work to keep our parks safe, vibrant and inviting for our residents."

One of the innovative ways that Regional Parks keeps its properties safe, vibrant and inviting is through the Ranger Division's Ranger Stewardship Program. The goal of the Ranger Stewardship program is to:

- Have Rangers do as much as they can to improve the quality of life of our park visitors and the quality of people's park experience;
- Create a way for our parkway visitors to get to know our Rangers;
- Create as much public value for the Rangers and Regional Parks; and
- Act as ambassadors while they're out there.

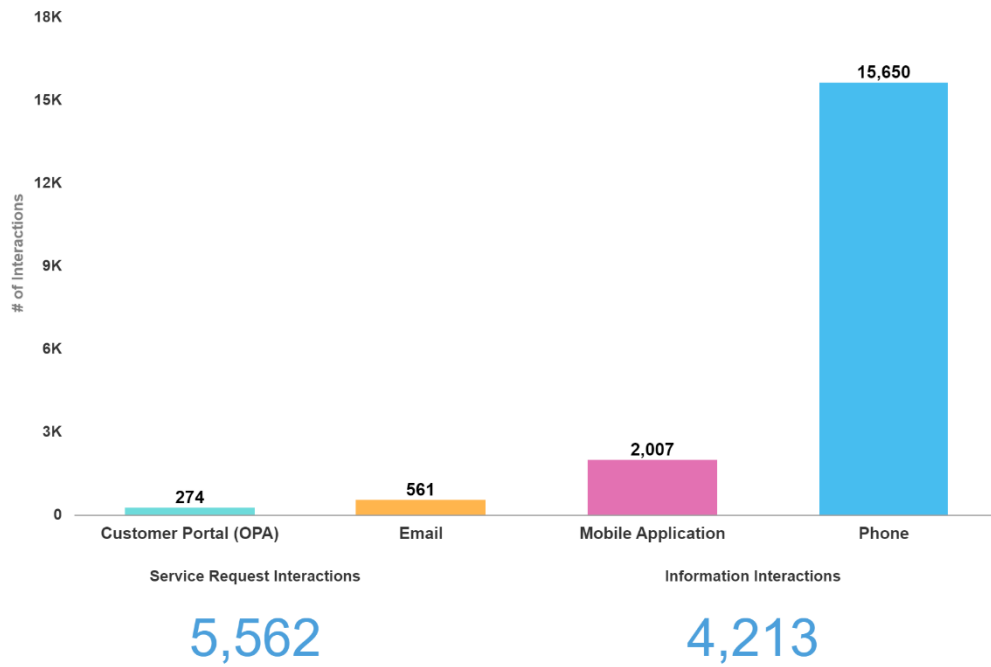
Ranger act as liaisons in their stewardship areas and get to know their stakeholders to learn what issues they are facing and how the Rangers can step in to improve the parks for the stakeholders and park visitors. Rangers periodically rotate through different stewardship areas and learn the background and history of each areas – not just in terms of criminal activity, but also the wildlife habitats and other intricacies

### **Customer Testimonials:**

- "I wanted to thank your maintenance crew for the great service over the three day holiday at Sutter's Landing Park. Saturday, Sunday and Monday the over full trash cans were emptied, and emptied early enough that they were available for each day's crowd to use. We know there is a lot of pressure on the crew over the holidays, so we are extra grateful. People bring tons of food down to the beach and if the food waste sits in the trash cans there are hundreds, although it feels more like thousands of meat bees that buzz all over the place." – Betsy Weiland, Friends of Sutter's Landing Park.
- "My husband and I were in a bike accident on the American River Parkway in July, and Ranger Bennett was one of the first responders on the scene. He took excellent care of us!" – Sharon

# Monthly Statistics

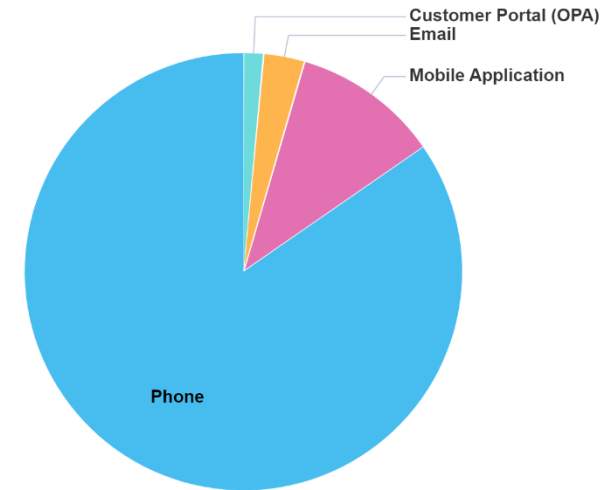
Monthly Interactions by Source



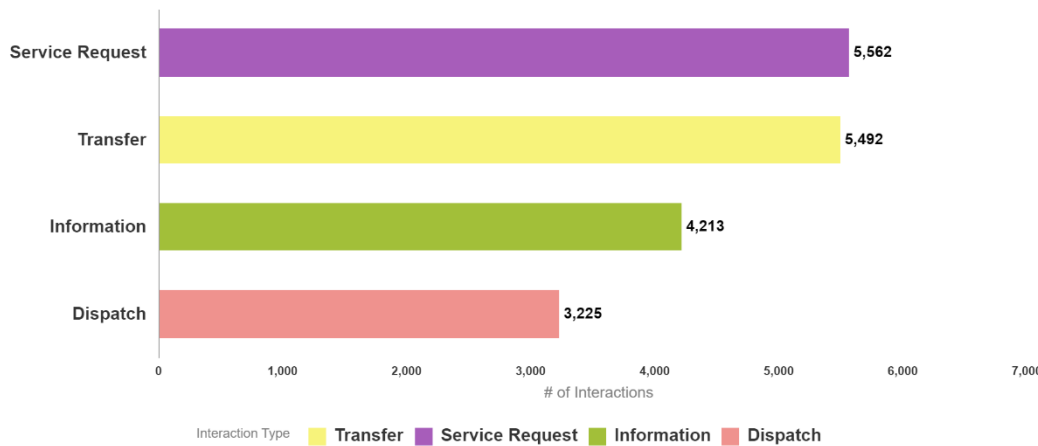
Monthly Customer Service Interactions  
**18,492**

Incident Source Name	Service Request Map Count
Customer Portal (OPA)	274
Email	561
Mobile Application	2,007
Phone	15,650

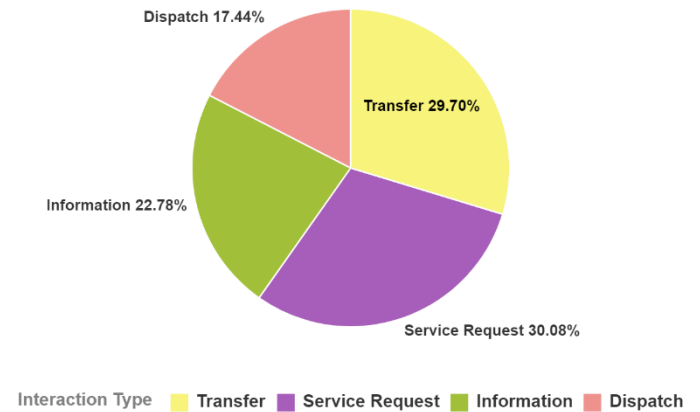
Monthly Interactions by Source



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	1,074
Illegal Dumping, Illegal Dumping	634
Missed Service, Recycle	458
Missed Service, Green Waste	260
Pavement/Pothole, Pothole/Chuckhole Repair	133
Investigation, Barking (Dogs Only)	129
Stray, Roam	126
Missed Service, Neighborhood Clean Up (NCU)	121
Abandoned Vehicles, Inoperable	108
Private Property Complaint, Junk/Rubbish	100
Notify Supervisor, Garbage	73
Shopping Cart by Vendor, Shopping Cart by Vendor	69
Dead Animal, Roadside	68
Private Property Vehicle, Parked on Lawn	65
Investigation, Negligence	63
Owned, Aggressive	62
Wild, Injured	60
Stray, Injured	58
Environmental Health (All Jurisdictions), Food Facility Complaint	52
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	50
Dead Animal, Domestic	49
Private Property Vehicle, Non-Operable (Commercial Included)	48

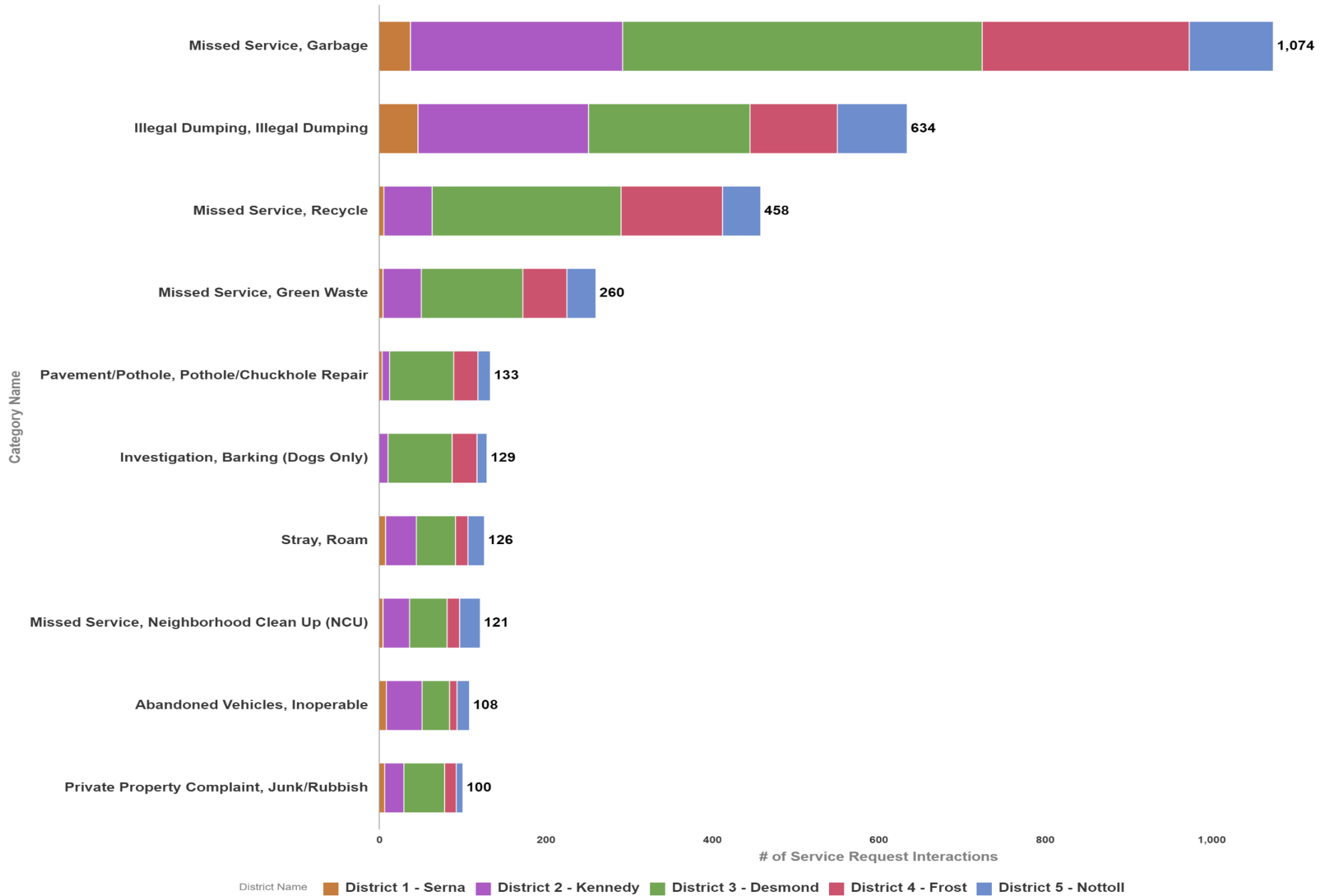
Cat2, Cat3	Customer Service Report Interactions
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	44
Pavement/Pothole, Paving Needs on Street	42
Encroachment Violation, Basketball Hoop/Garbage Cans	41
Zoning, Other	41
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	40
Investigation, Cruelty	40
Graffiti, Public Right-of-Way	39
Stray, Sick	39
Trash and Debris, Trash and Debris	39
Abandoned Vehicles, Wrecked	38
Notify Supervisor, Recycle	37
Dead Animal, Wild	35
Owned, Nuisance (No Cats)	35
Sidewalk, Curb, Gutter, and Sidewalk Repair	34
Notify Supervisor, Supervisor Dispute NCU	32
Sidewalk, Tree Trimming Needed	32
Traffic Sign, Non-Emergency	32
Street Lights, Light Out	31
Abandoned Vehicles, Dismantled	30
Missed Service, Non-Regular Service	30
Dead Animal, In Traffic	29
Stray, Traffic	28
Illegal Camp, Occupied	26
Landscape/Vegetation, Request	26
Stray, Confined	26

Cat2, Cat3	Customer Service Report Interactions
Stray, Aggressive	25
Sweeper Request, Sweeper	25
Traffic Signal, Flashing Red	24
Assist (On-Scene Only), Police/Sheriff	23
Private Property Complaint, Vacant, Unmaintained	23
Traffic Signal, Cycling/Detection Problem	23
Traffic Investigations, Request	21
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	21
Maintenance Request, Maintenance Request	19
Calendar Request, Calendar Request	18
Graffiti, Private Property	17
Investigation, Abandoned Animal	17
Encroachment Violation, Other Encroachment Types	16
Stray, Tied	16

Cat2, Cat3	Customer Service Report Interactions
Investigation, Kennel	15
Notify Supervisor, Green Waste	15
Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	14
Traffic Signal, Long Red/Short Green	14
Aggregate Dumping/Trash Pick Up, Debris Blocking Roadway/Sidewalk (Non-Vegetation)	13
Ditches/Culverts, Ditch Cleaning	13
Investigation, Bite - NOT Happening NOW	13
Private Property Vehicle, Other	13
Traffic Signal, Pedestrian Signal Inoperative	13
Environmental Health (All Jurisdictions), Commercial Noise Complaint	12
Tree Complaint, Request	12
Wild, Sick	12
Other, Other	11
Traffic Signal, All Signals Dark	11
Missed Sweeper Request, Missed Sweeper Request	10
Traffic Investigations, Traffic Safety Related Issues	10
Zoning, Fence Residential	10

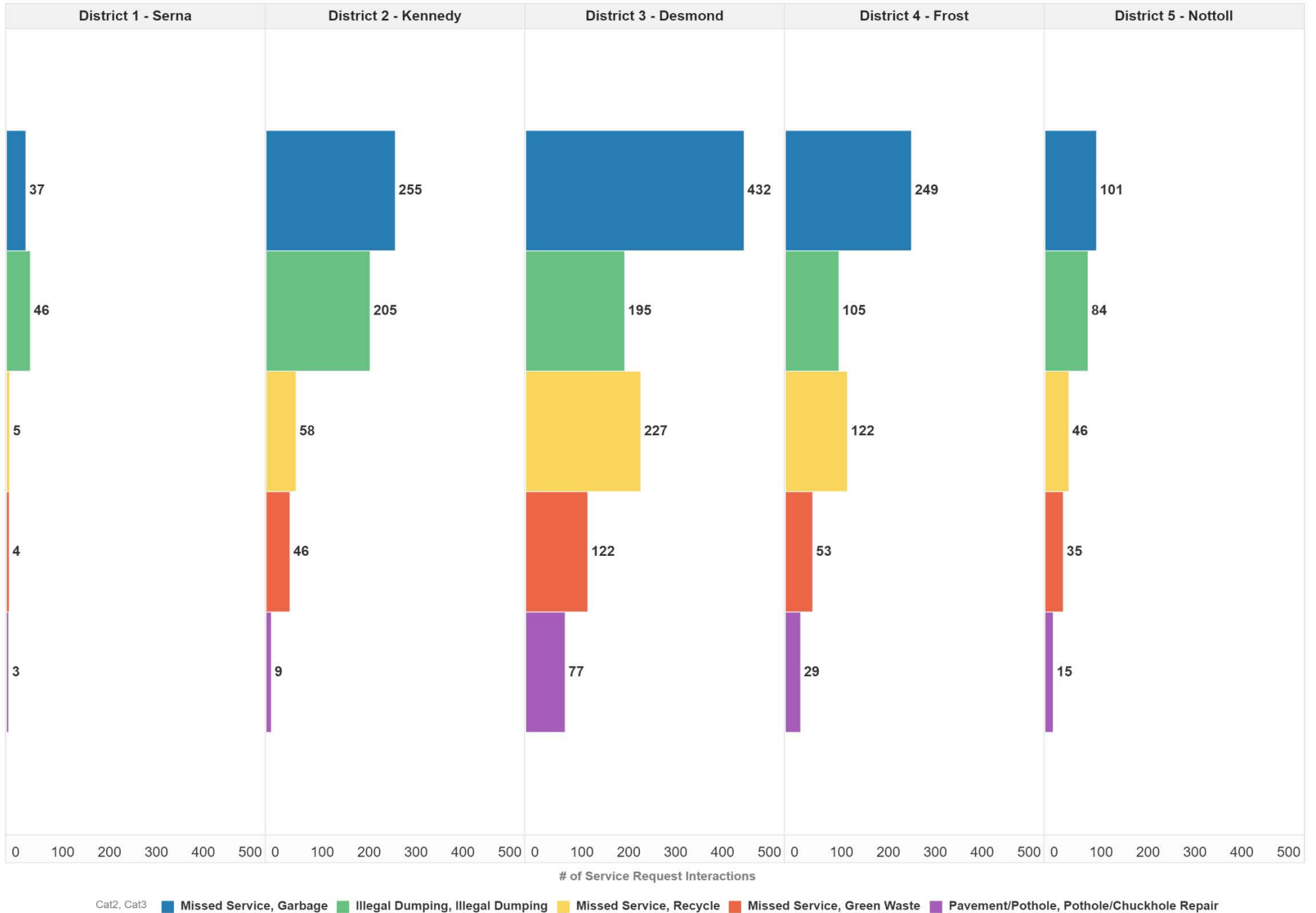
# Top Service Requests Opened

## Top 10 Service Requests Categories Opened | With Districts



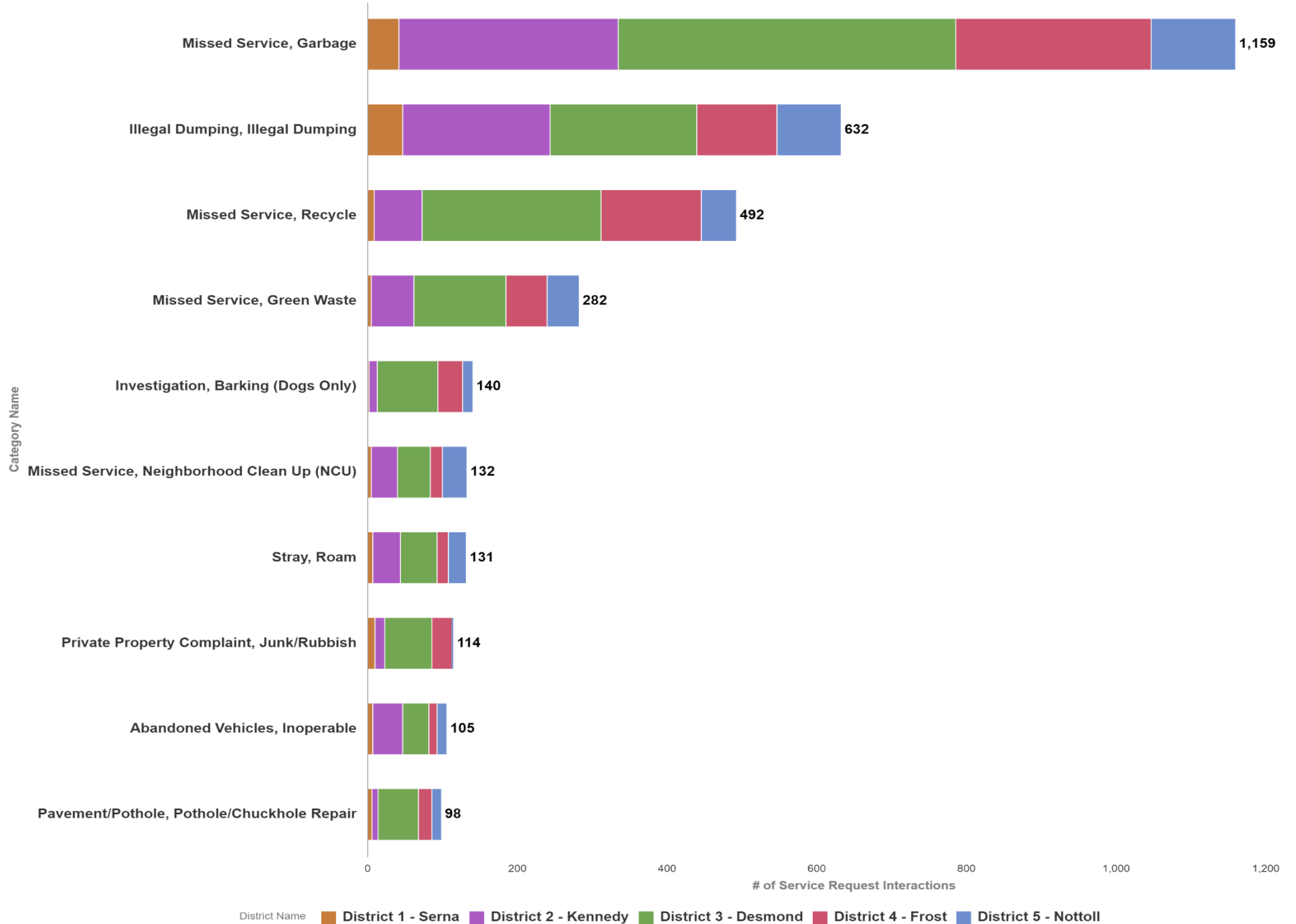
# Top Service Requests Opened

## Top 5 Service Requests Opened | by Districts



# Top Service Requests Closed

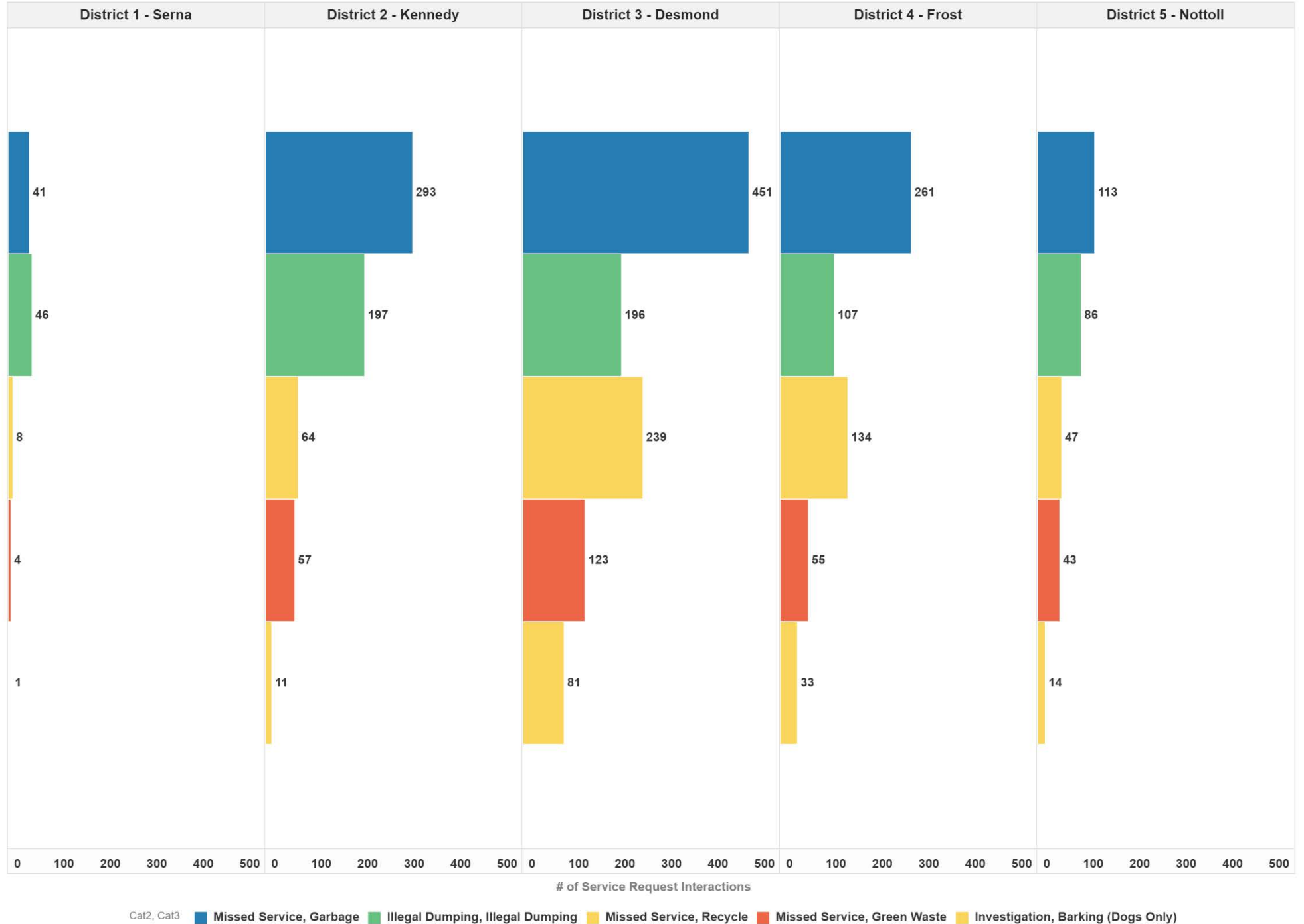
## Top 10 Service Requests Categories Closed | With Districts





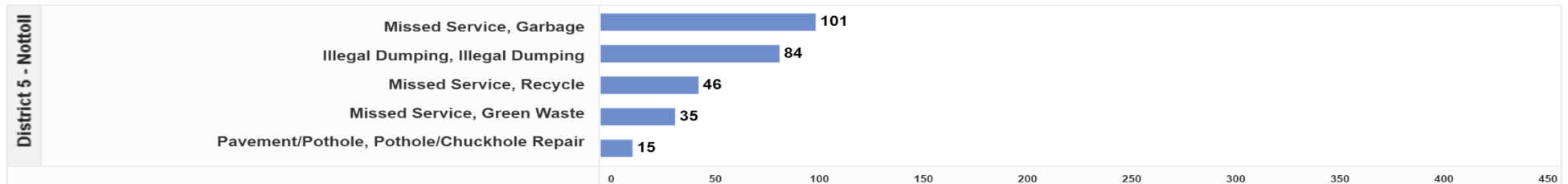
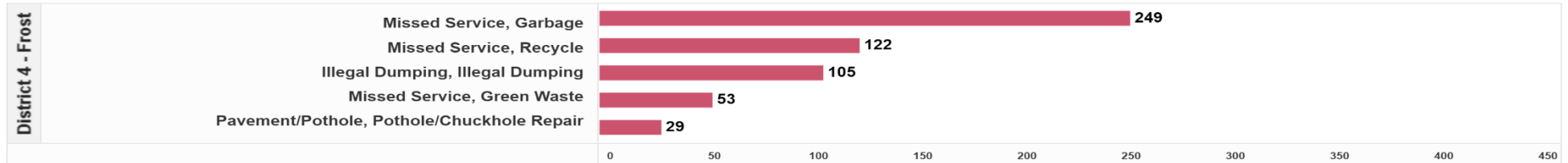
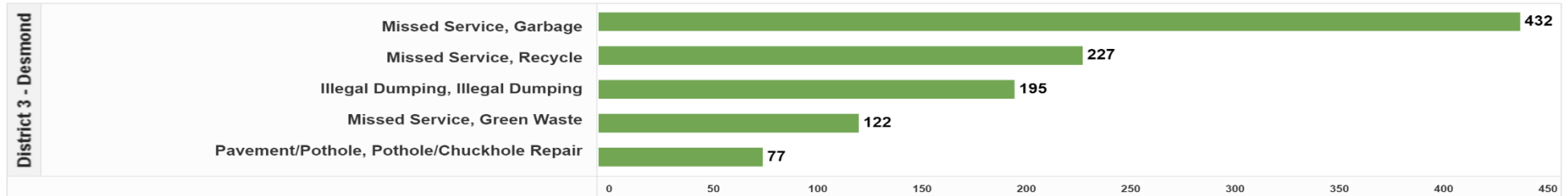
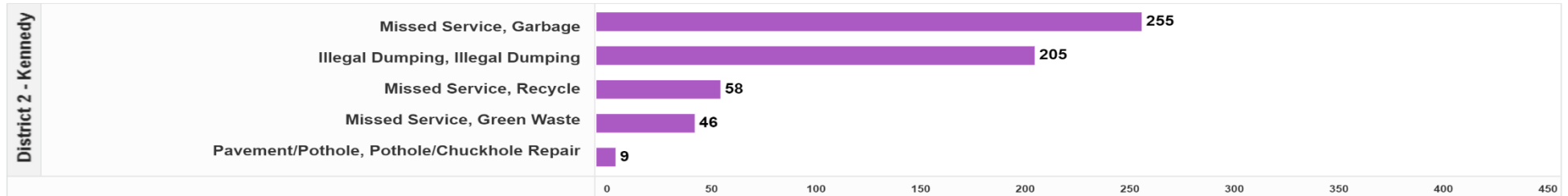
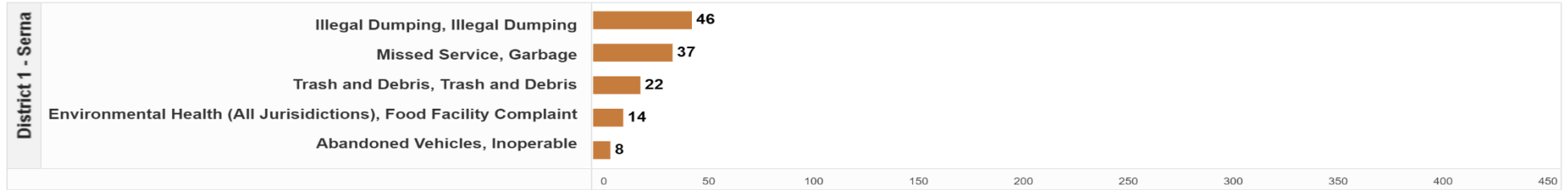
# Top Service Requests Closed

## Top 5 Service Requests Categories Closed | by Districts



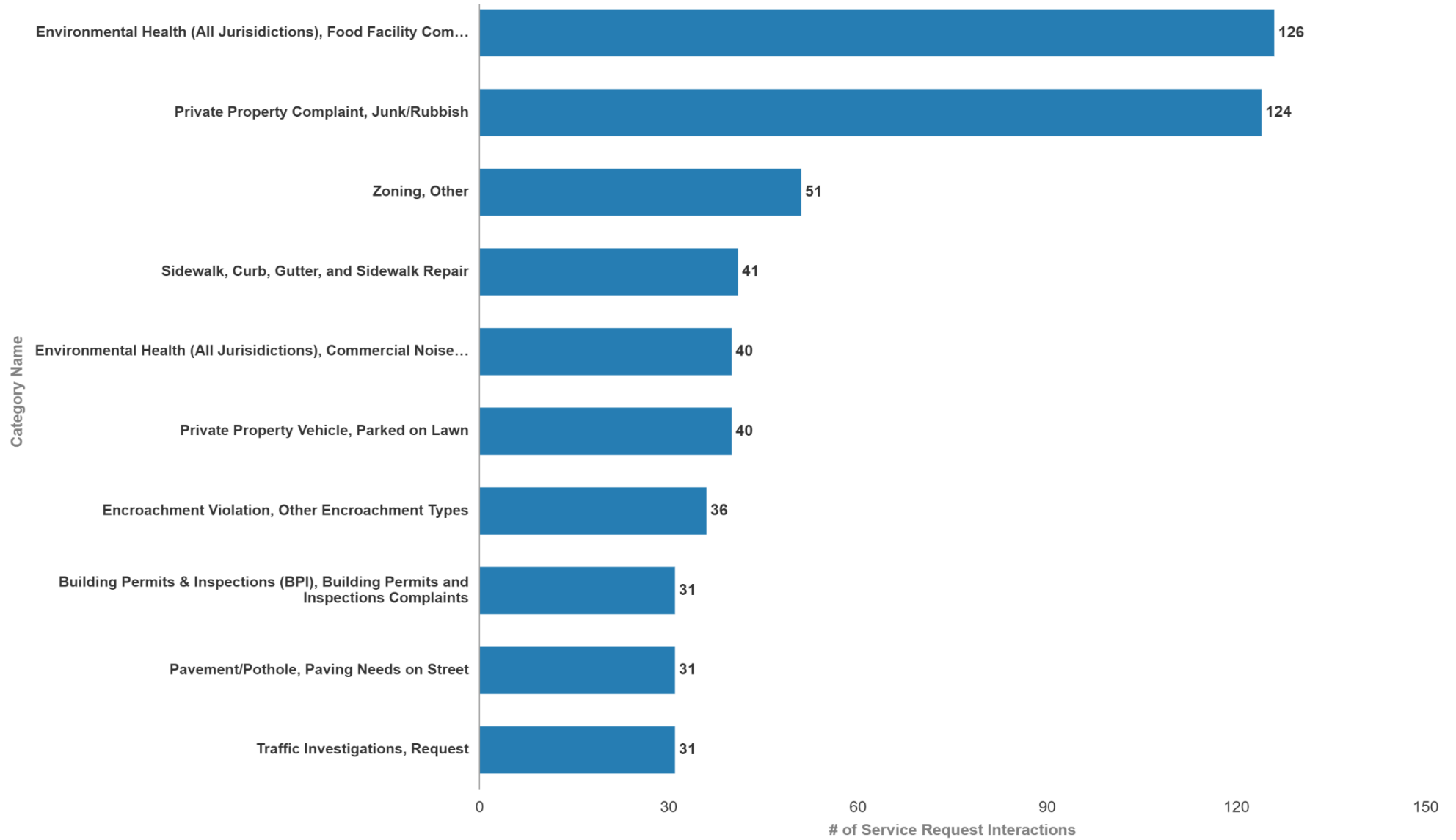
# Top Unresolved Service Request

## Top Unresolved Service Request Categories | by Districts



# Top Unresolved Service Request

## Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through September 30th

Interactions Closed this Month

Monthly Interactions Not Closed

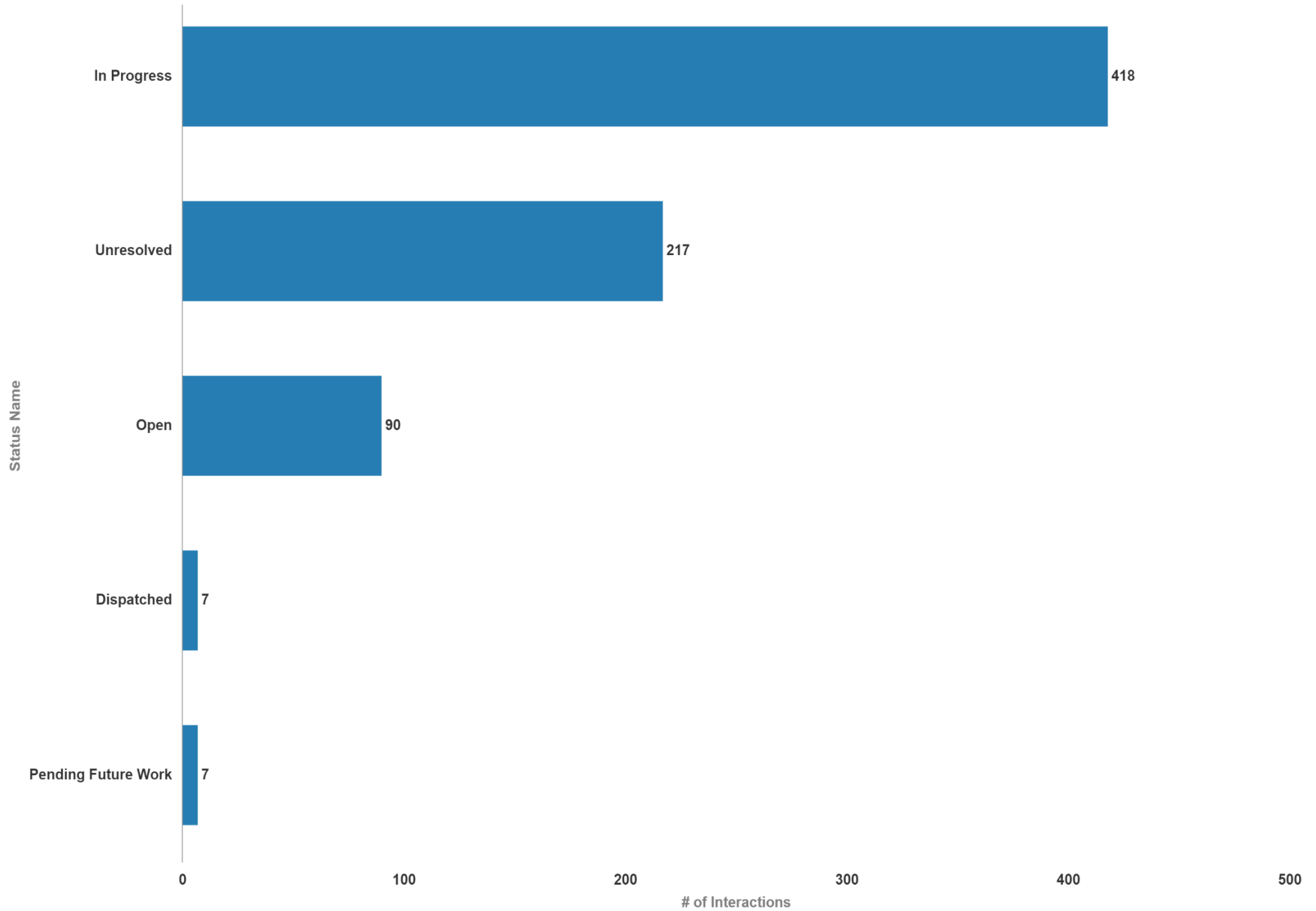
2,563

18,540

739

# Monthly Interactions Not Closed by Status

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# Board of Supervisor District Information

## Service Requests Opened by District

# September 2021

Monthly Service Request Interactions Opened

# 5,571

District 1 Serna

# 253

Service Request Interactions

District 2 Kennedy

# 1,132

Service Request Interactions

District 3 Desmond

# 2,383

Service Request Interactions

District 4 Frost

# 1,110

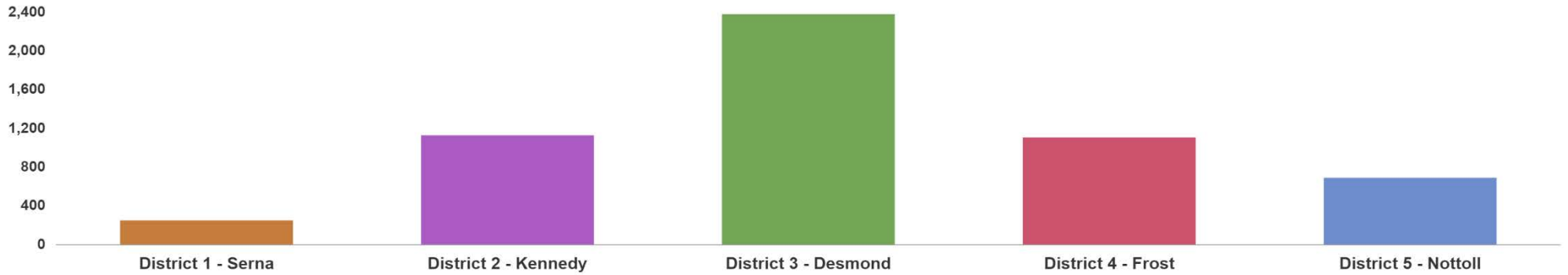
Service Request Interactions

District 5 Nottoll

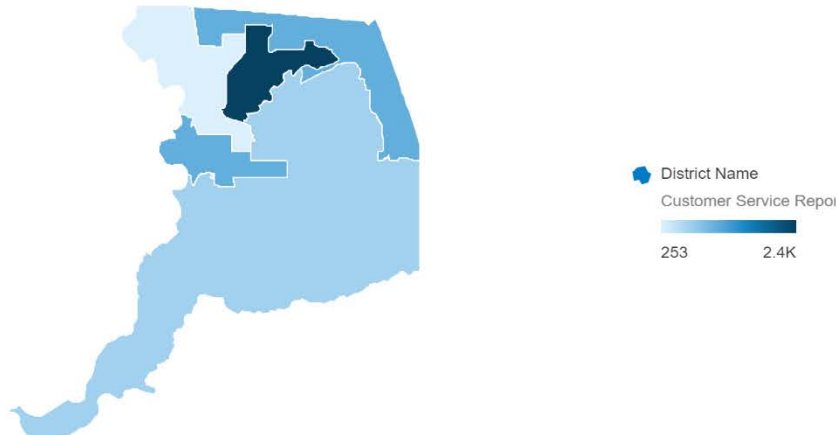
# 693

Service Request Interactions

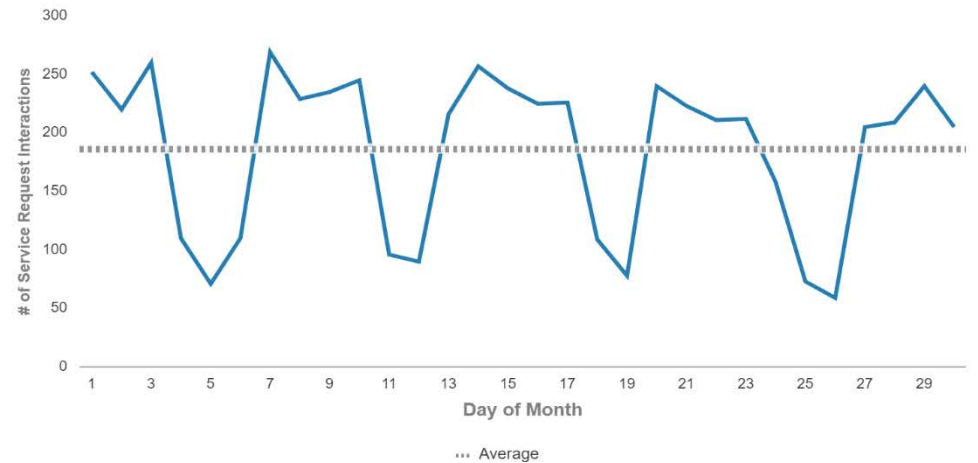
Service Request Interactions by District



Service Request Interactions by District Map



Service Request Interactions Created by Day of Month



# Board of Supervisor District Information

## Service Requests Closed by District

### September 2021

Monthly Service Request Interactions Closed

# 5,616

District 1 Serna

## 274

Service Request Interactions

District 2 Kennedy

## 1,139

Service Request Interactions

District 3 Desmond

## 2,351

Service Request Interactions

District 4 Frost

## 1,135

Service Request Interactions

District 5 Nottoll

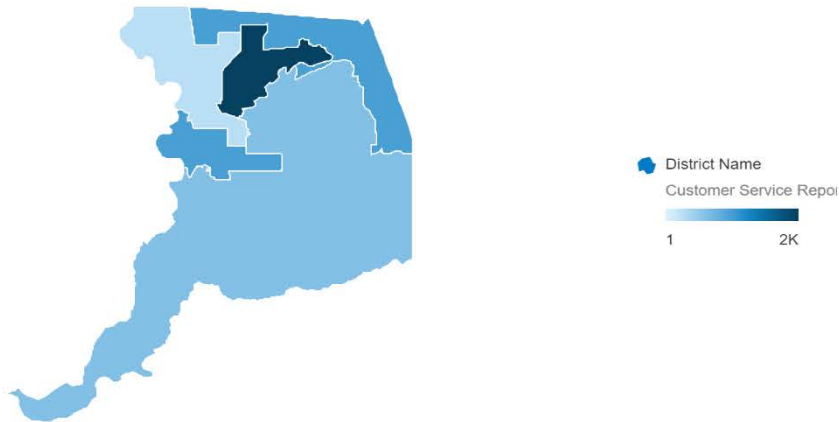
## 716

Service Request Interactions

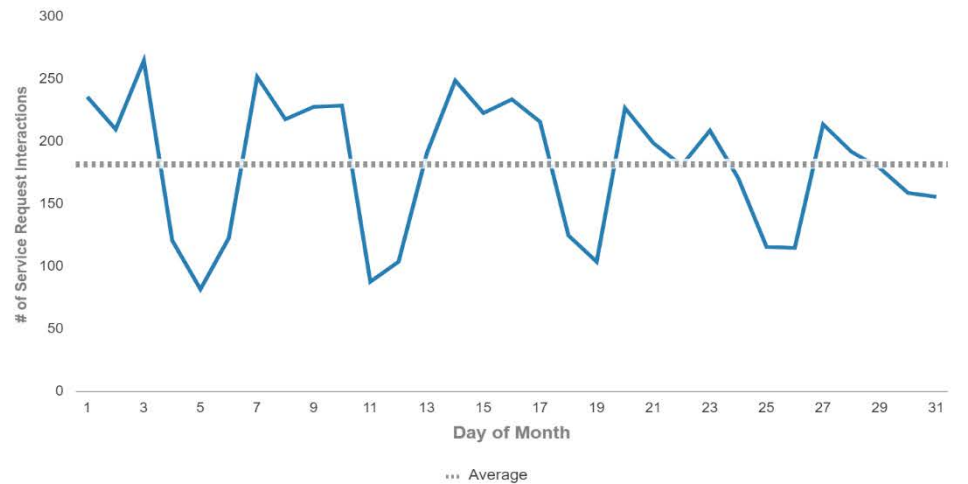
Service Request Interactions by District



Service Request Interactions by District Map

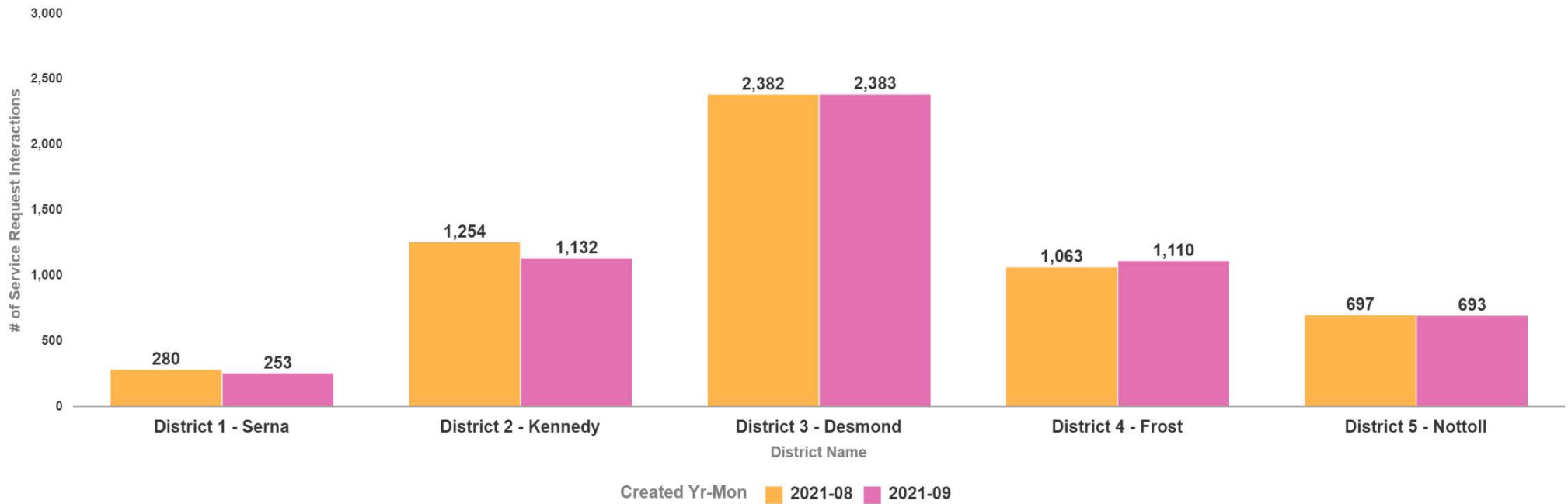


Service Request Interactions Closed by Day of Month

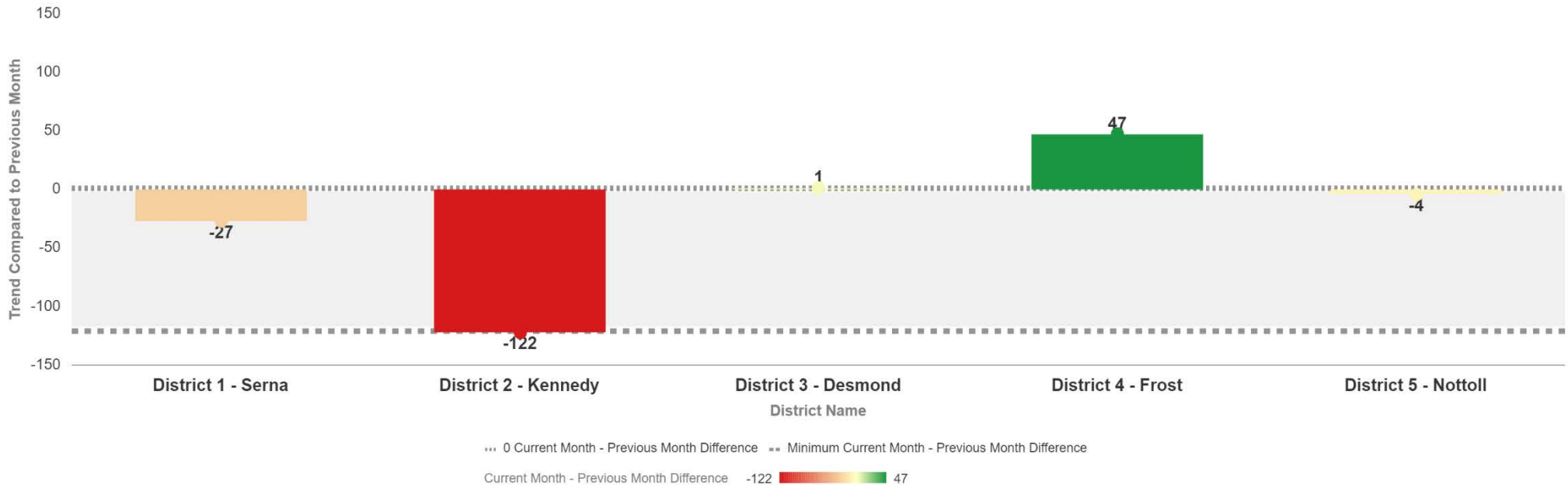


# Board of Supervisors District Information

## Previous Month Comparison of Service Request



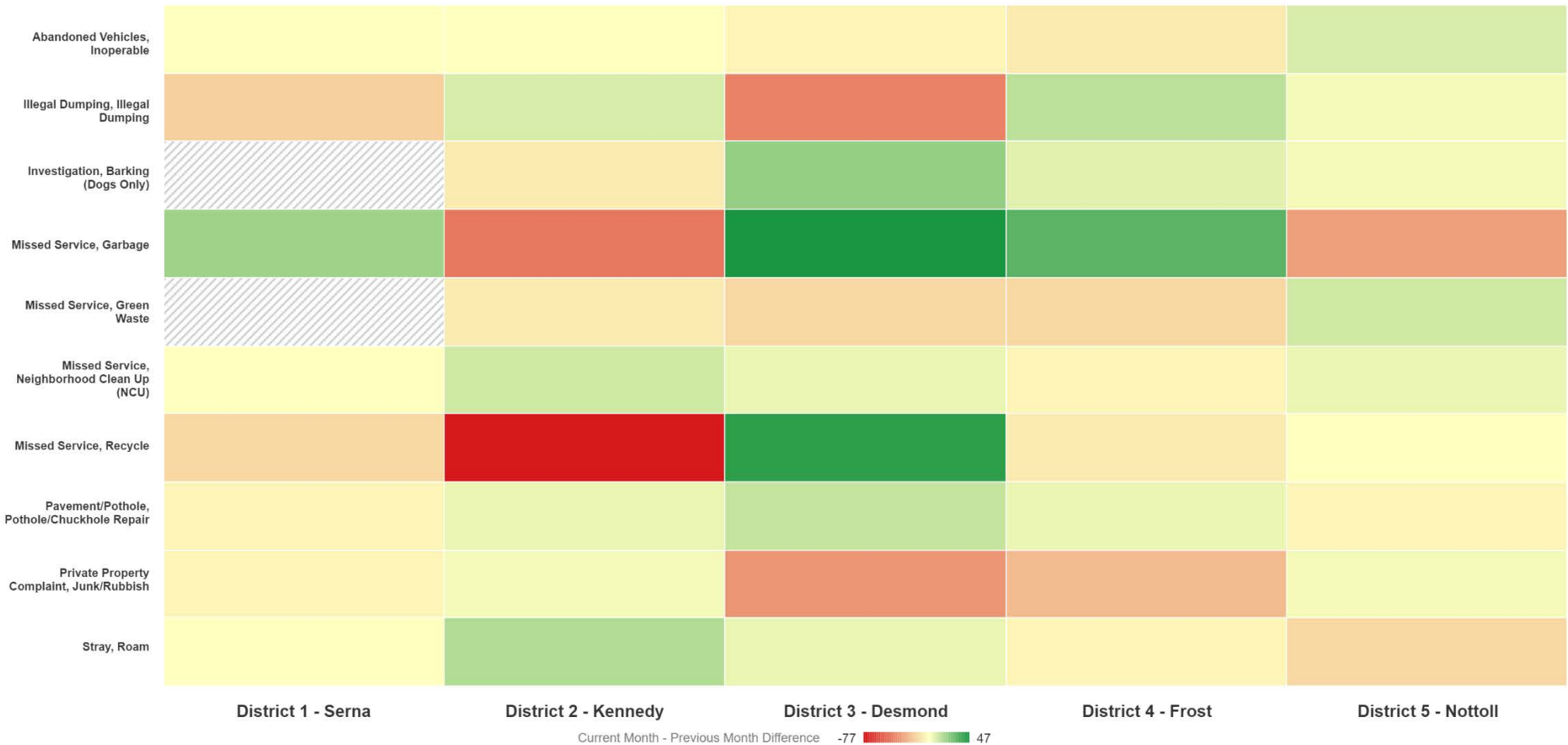
## Previous Month Trend of Service Request Interactions Per District



## Previous Month Comparison (continued)

District Name	2021-08	2021-09
	Service Request Map Count	Service Request Map Count
District 1 - Serna	280	253
District 2 - Kennedy	1,254	1,132
District 3 - Desmond	2,382	2,383
District 4 - Frost	1,063	1,110
District 5 - Nottoll	697	693

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, Garbage	20	-45	47	34	-33	23
Investigation, Barking (Dogs Only)		-5	22	5	1	20
Missed Service, Neighborhood Clean Up (NCU)	0	9	4	-2	3	14
Pavement/Pothole, Pothole/Chuckhole Repair	-4	3	11	3	-3	10
Stray, Roam	-1	15	3	-3	-12	2
Abandoned Vehicles, Inoperable	0	0	-3	-6	8	-1
Missed Service, Green Waste		-5	-12	-14	9	-18
Illegal Dumping, Illegal Dumping	-17	7	-41	13	1	-37
Missed Service, Recycle	-14	-77	44	-5	-1	-53
Private Property Complaint, Junk/Rubbish	-3	1	-36	-21	1	-58
<b>Grand Total</b>	<b>-18</b>	<b>-97</b>	<b>39</b>	<b>4</b>	<b>-26</b>	<b>-98</b>

# Board of Supervisor District Analysis

## District 1

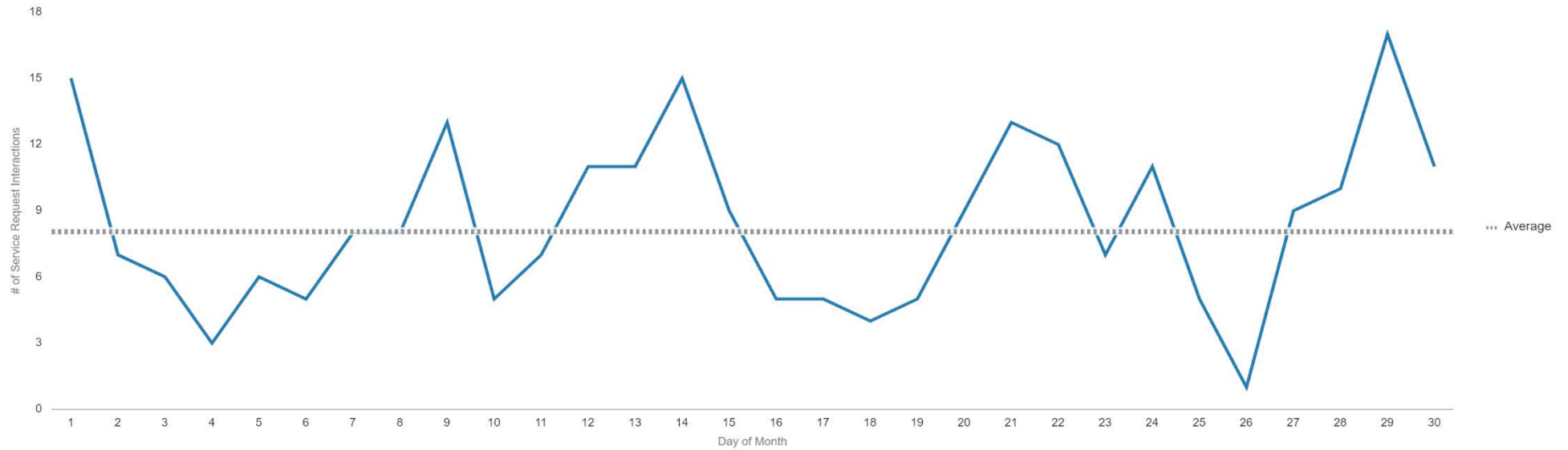
Service Requests Created

# 253

Service Requests Closed

# 197

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions



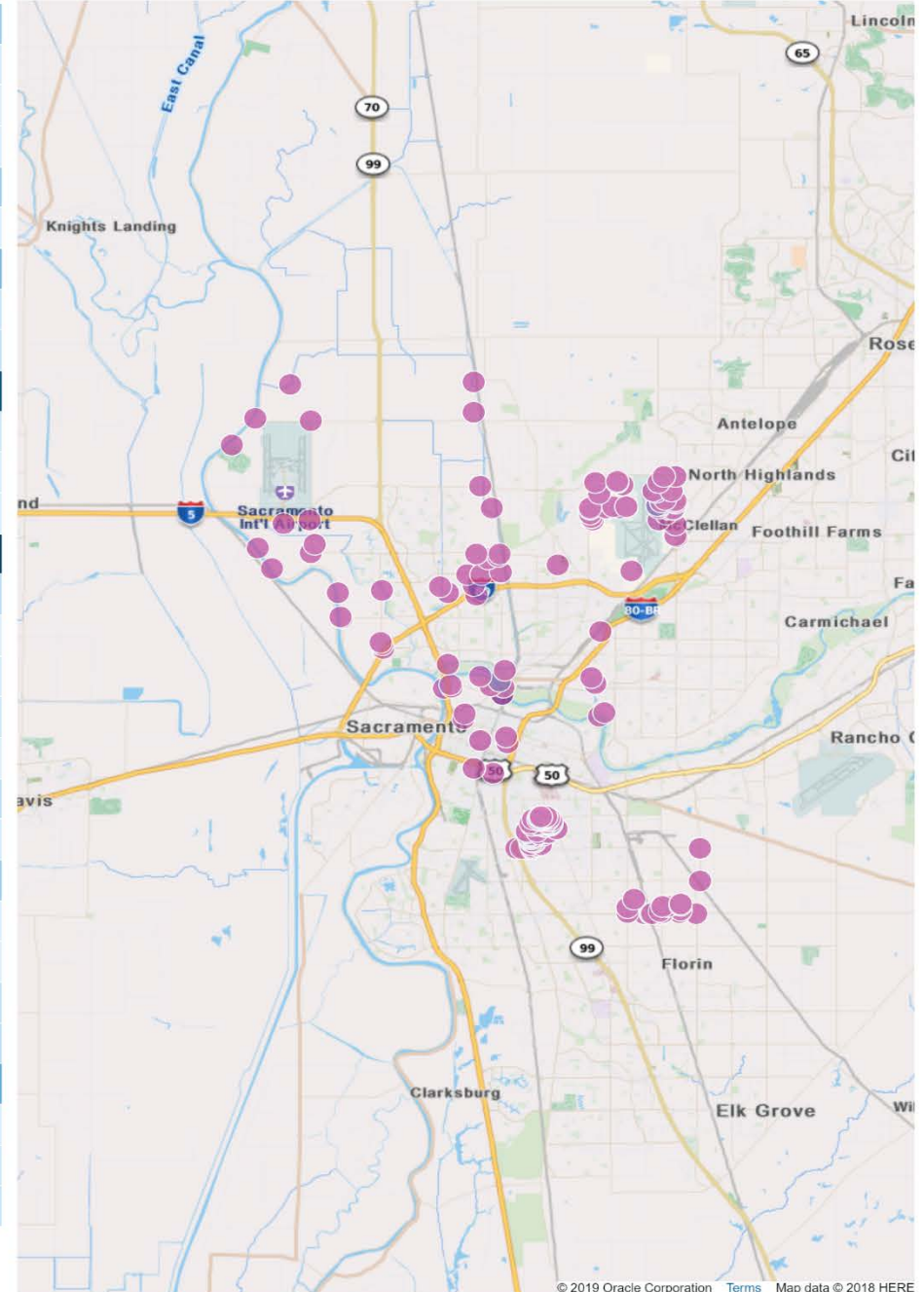
# Board of Supervisor District Analysis

## District 1 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



# Board of Supervisor District Analysis

## District 2

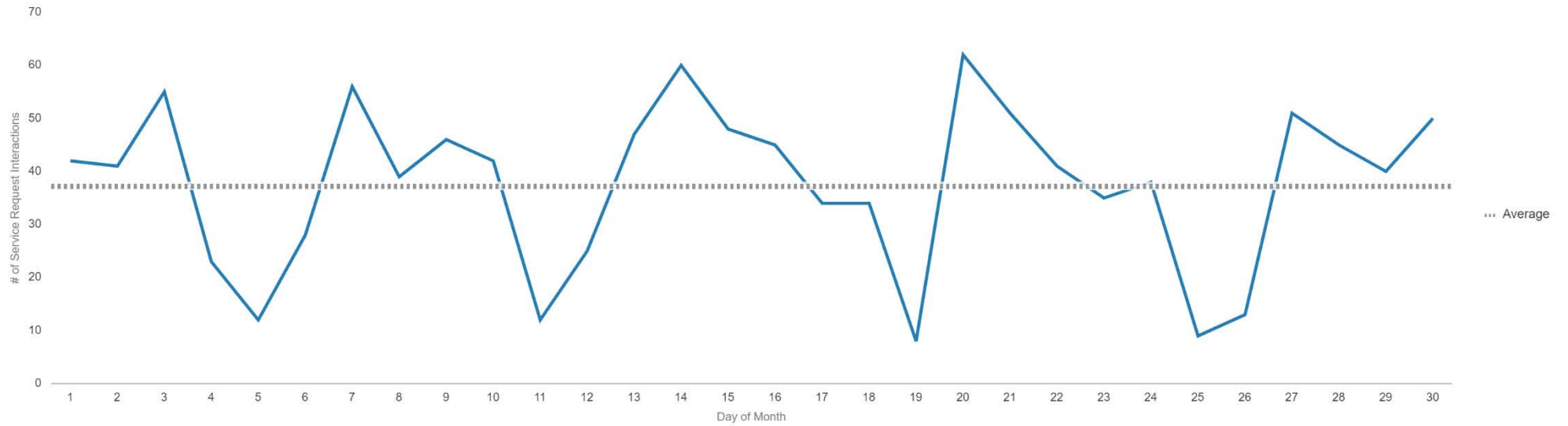
Service Requests Created

# 1,132

Service Requests Closed

# 954

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions

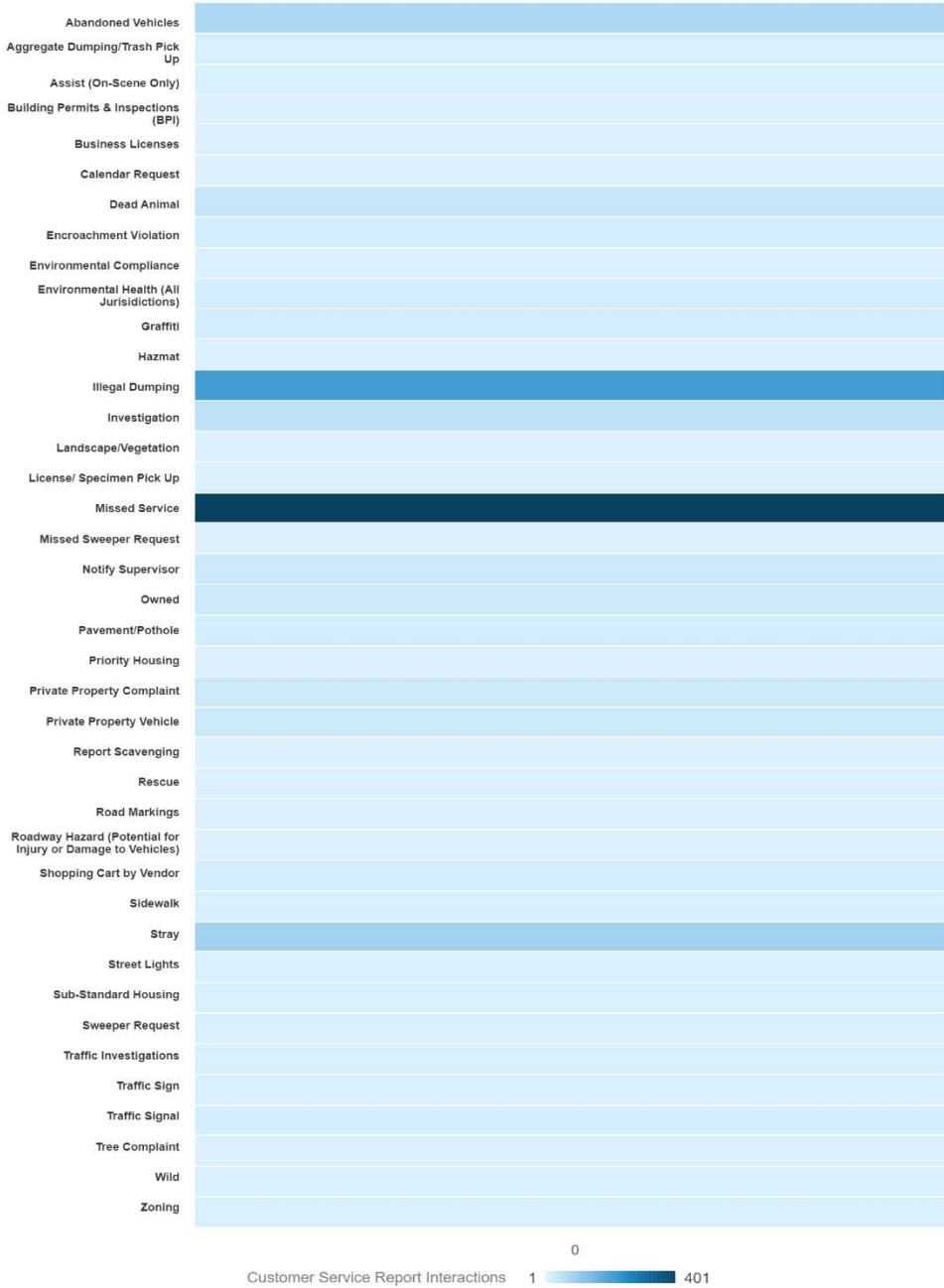




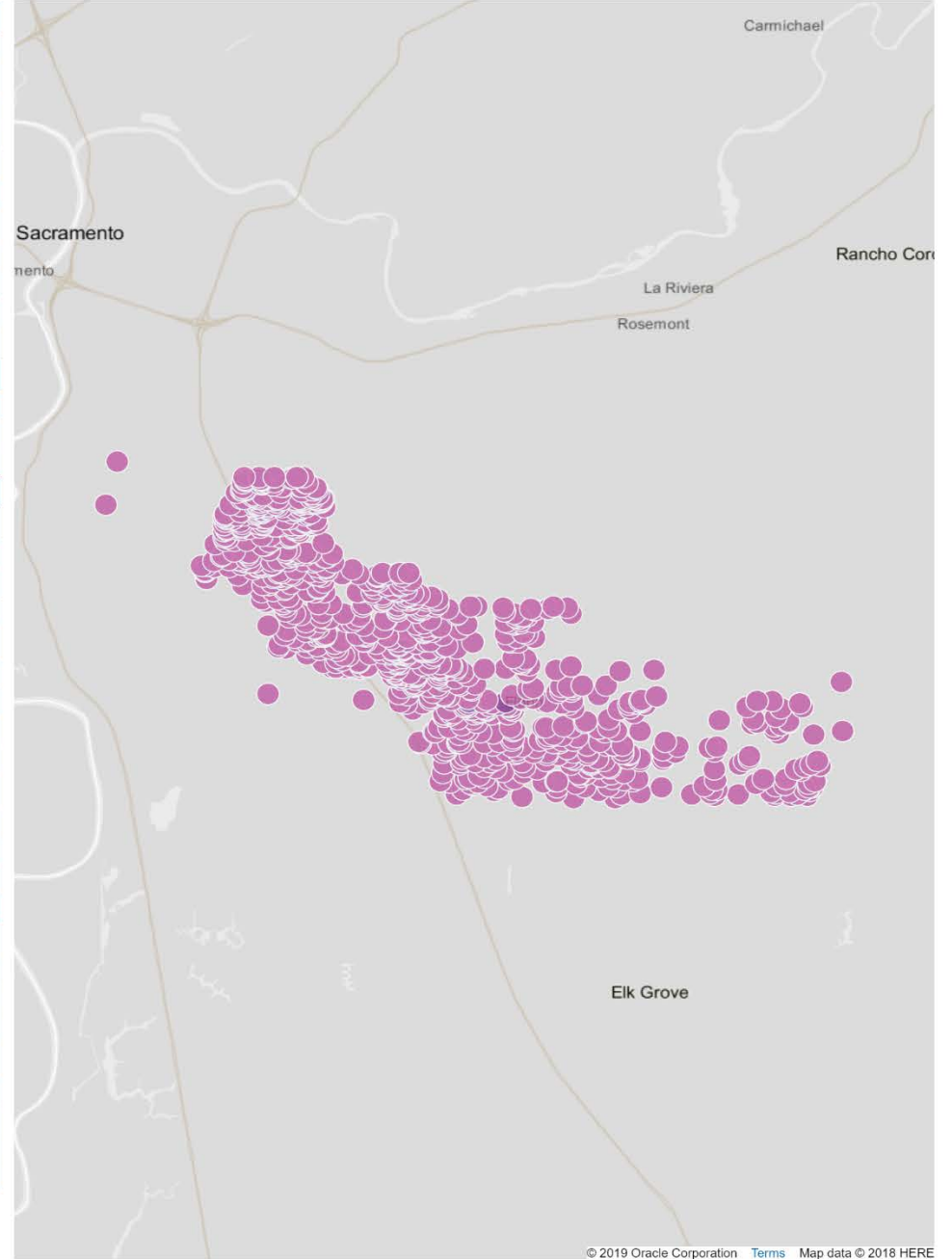
# Board of Supervisor District Analysis

## 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

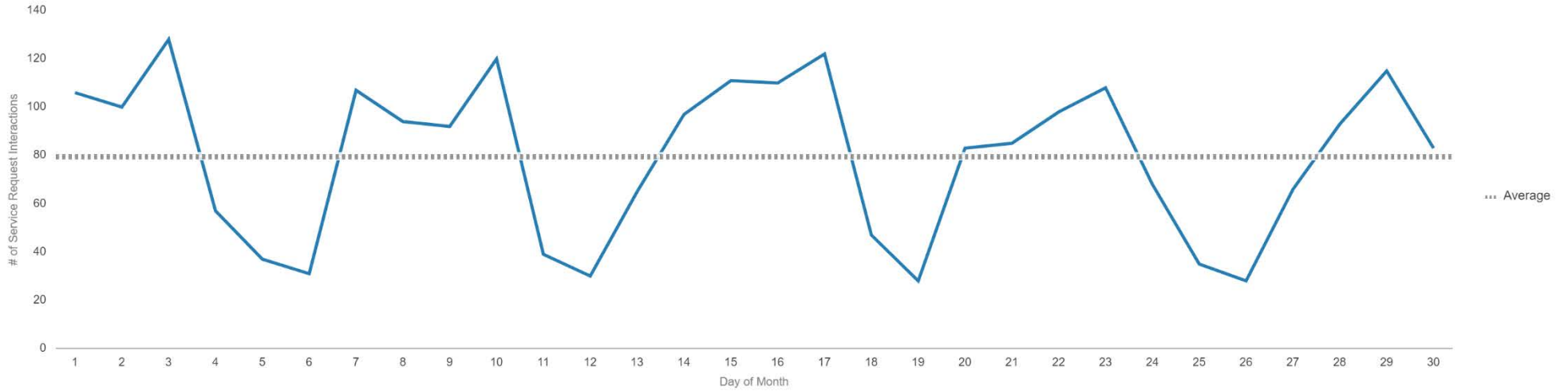
Service Requests Created

# 2,383

Service Requests Closed

# 1,888

Service Request Interactions Created by Day of Month



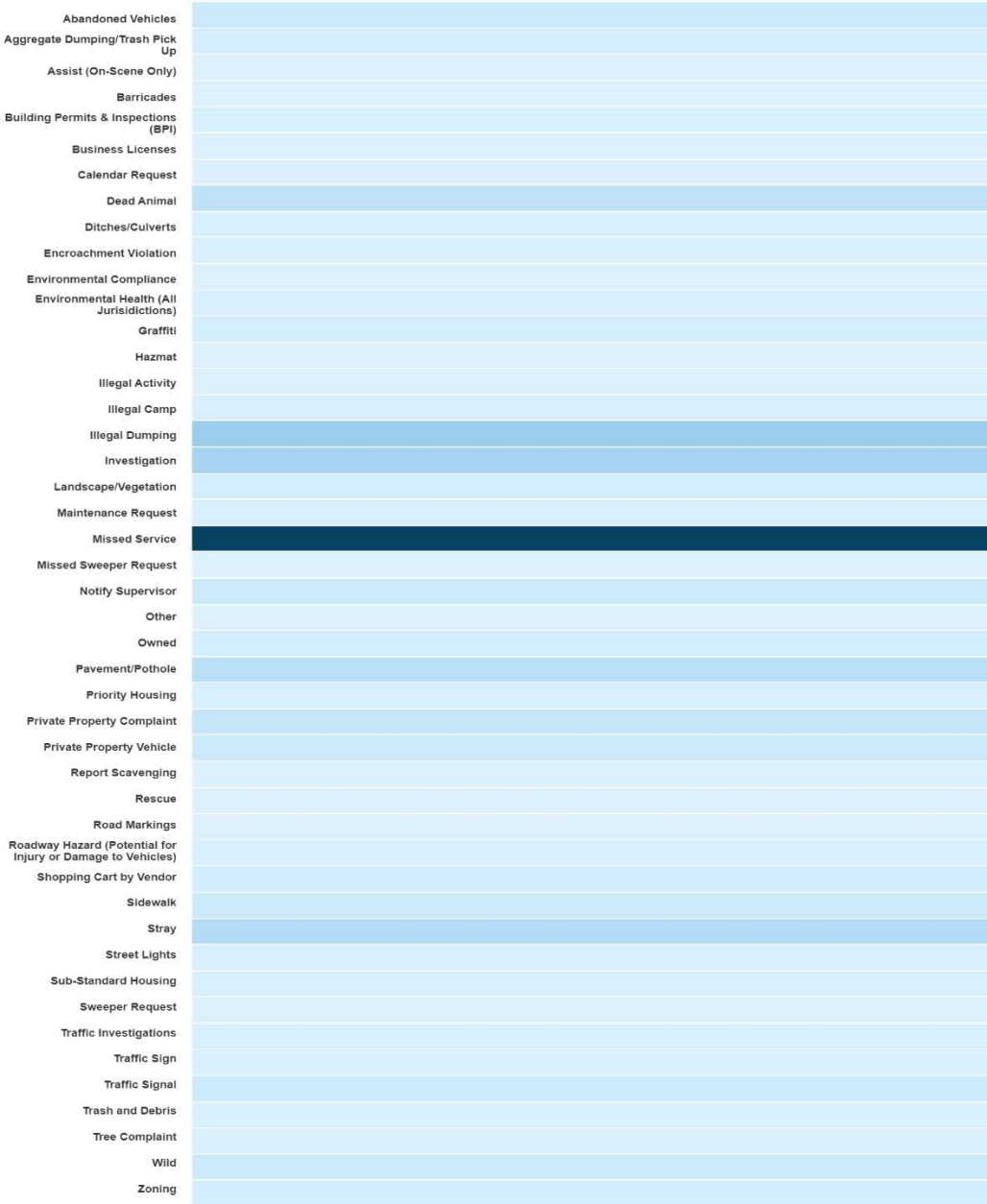
District Name, Customer Service Report Interactions



# Board of Supervisor District Analysis

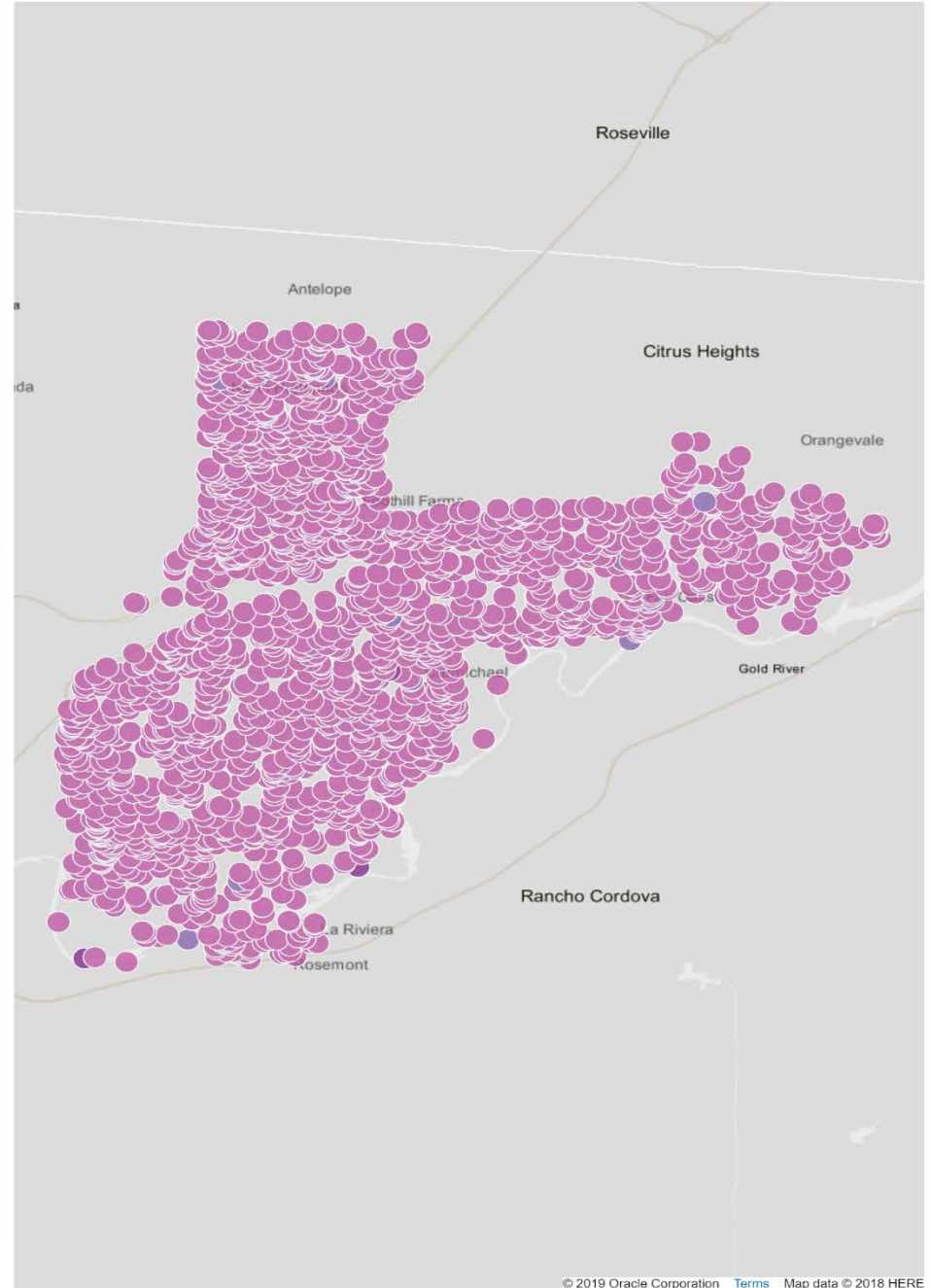
## District 3 (continued)

Service Request Interactions by Category Per Zip Code



Customer Service Report Interactions 0 1 839

Service Request Interactions Mapped by Selected Zip Code



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# Board of Supervisor District Analysis

## District 4

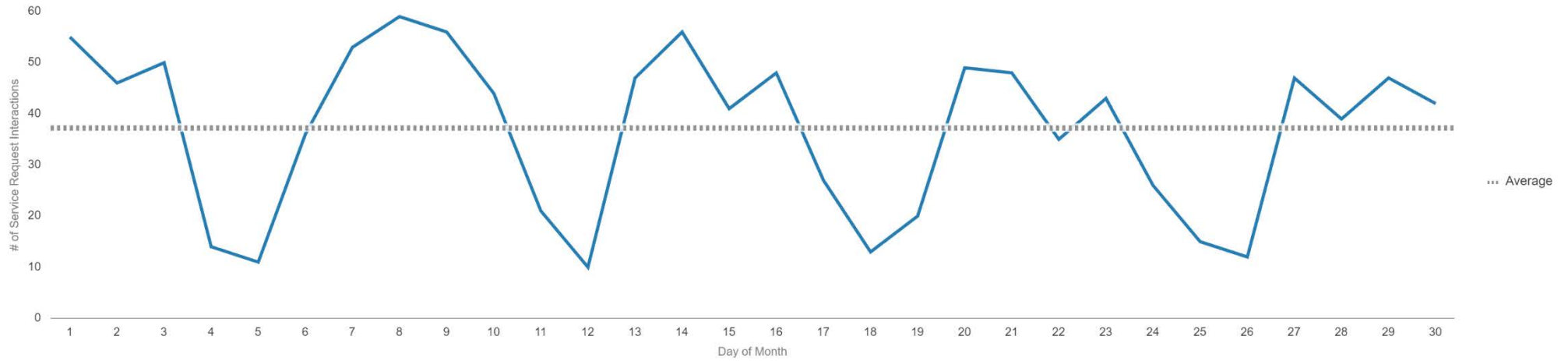
Service Requests Created

1,110

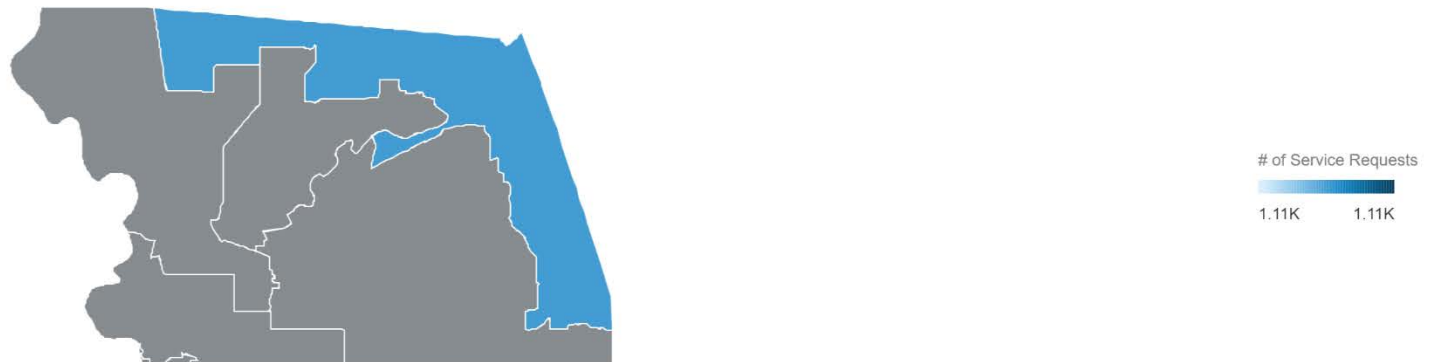
Service Requests Closed

920

Service Request Interactions Created by Day of Month



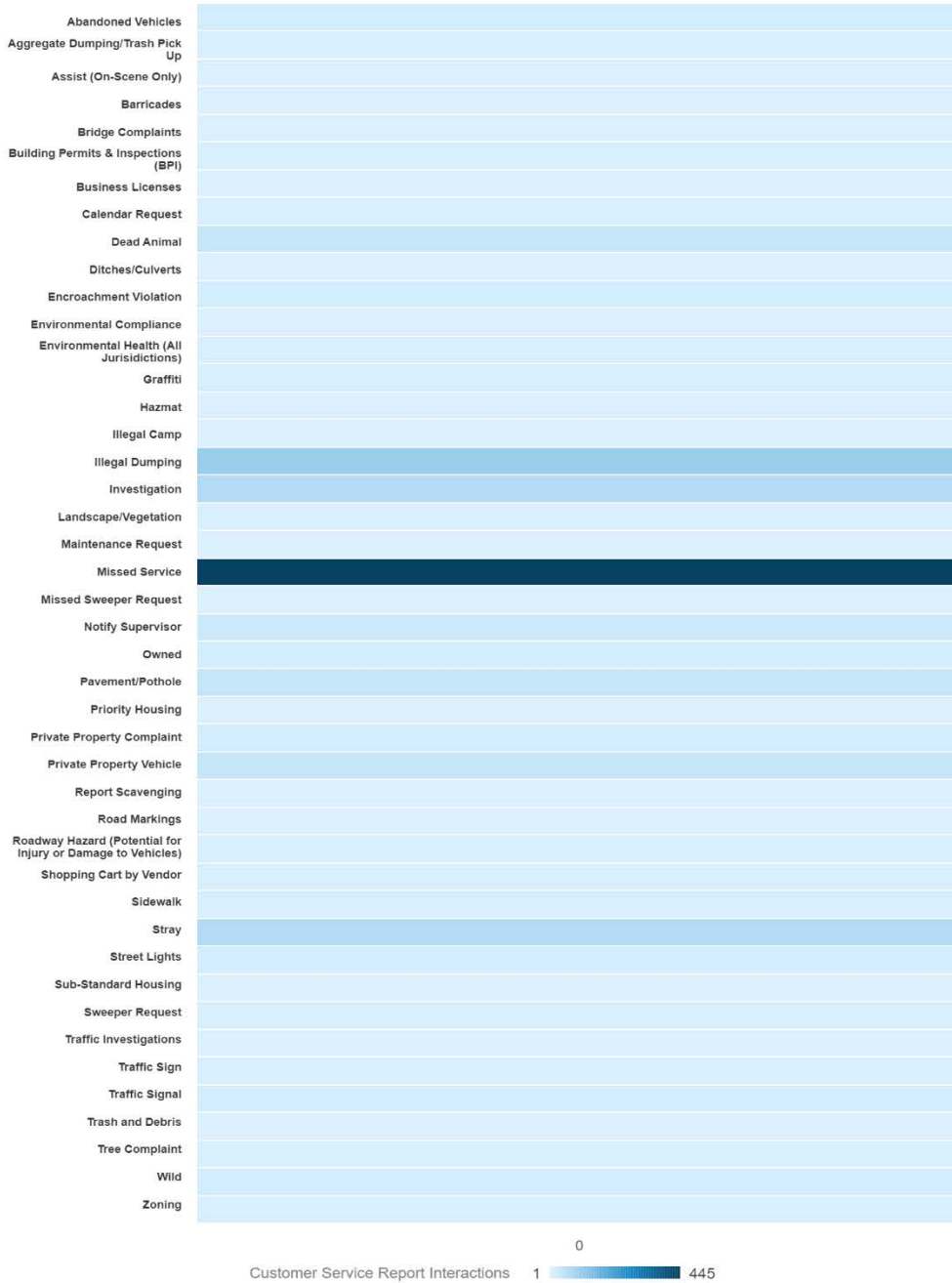
District Name, Customer Service Report Interactions



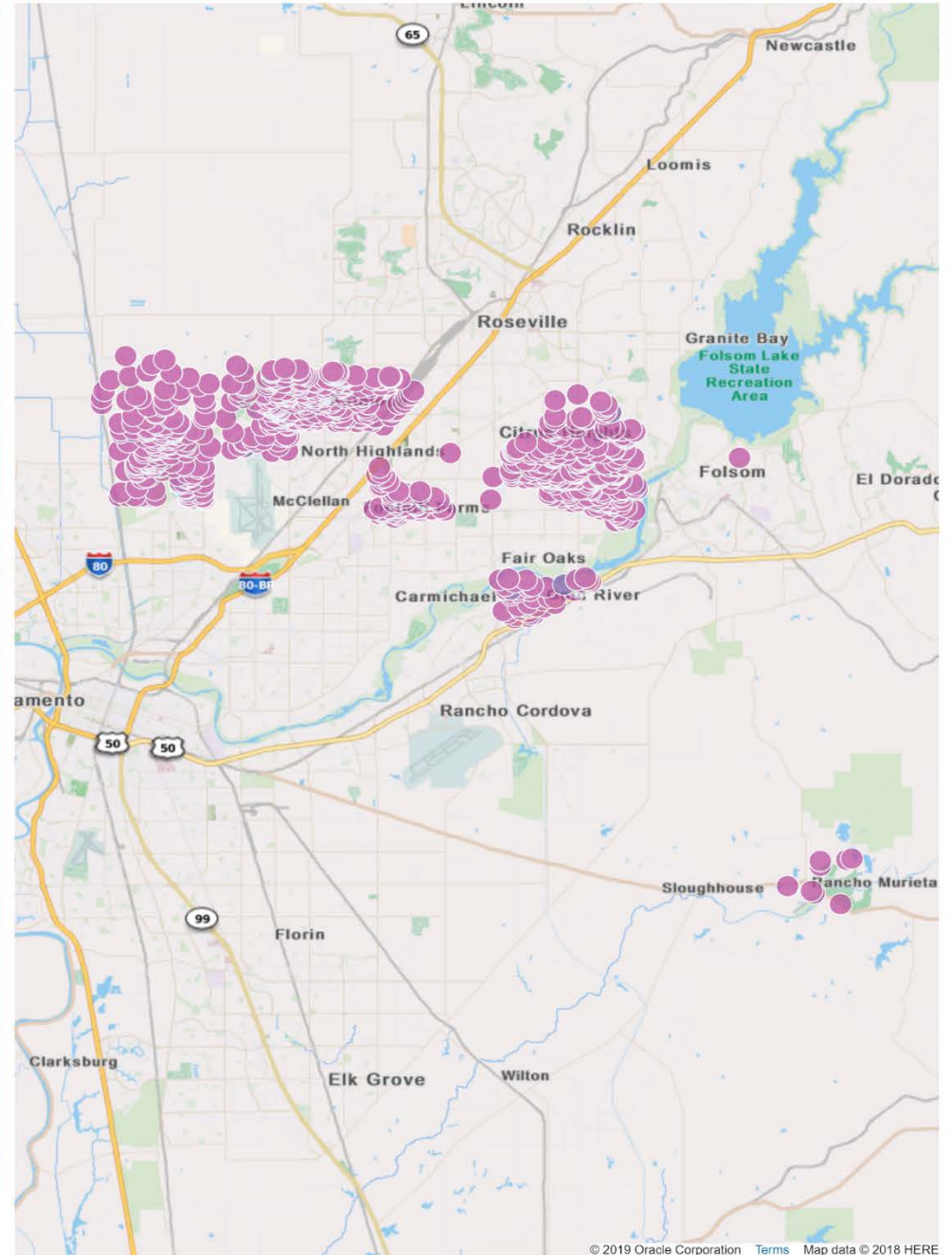
# Board of Supervisor District Analysis

## 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

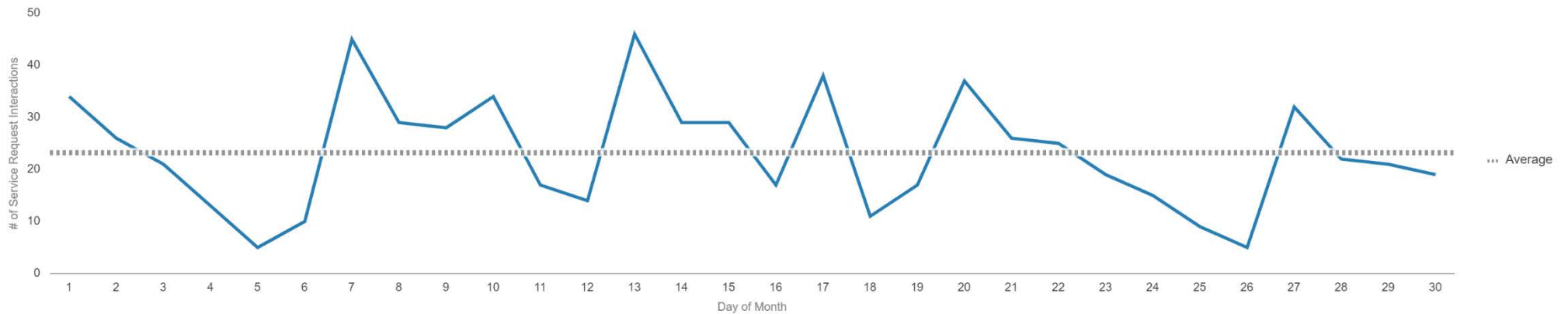
Service Requests Created

# 693

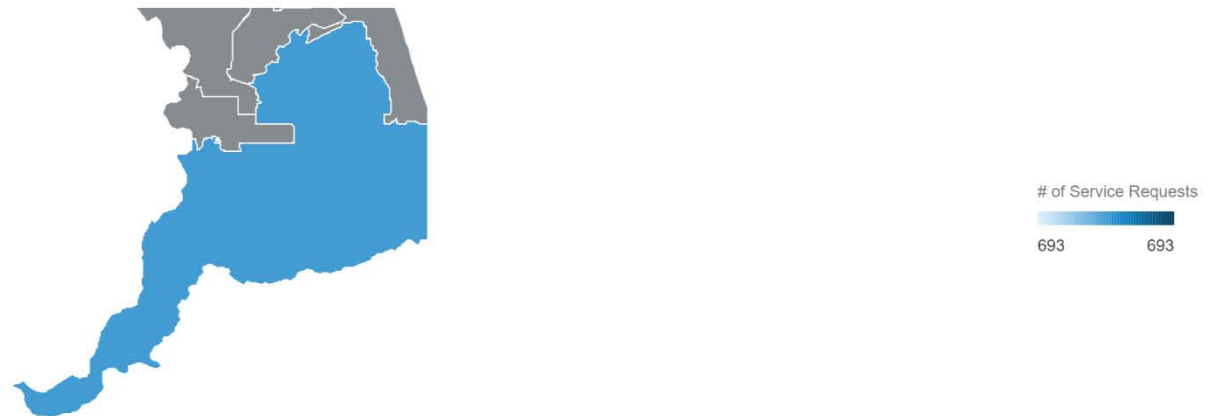
Service Requests Closed

# 594

Service Request Interactions Created by Day of Month



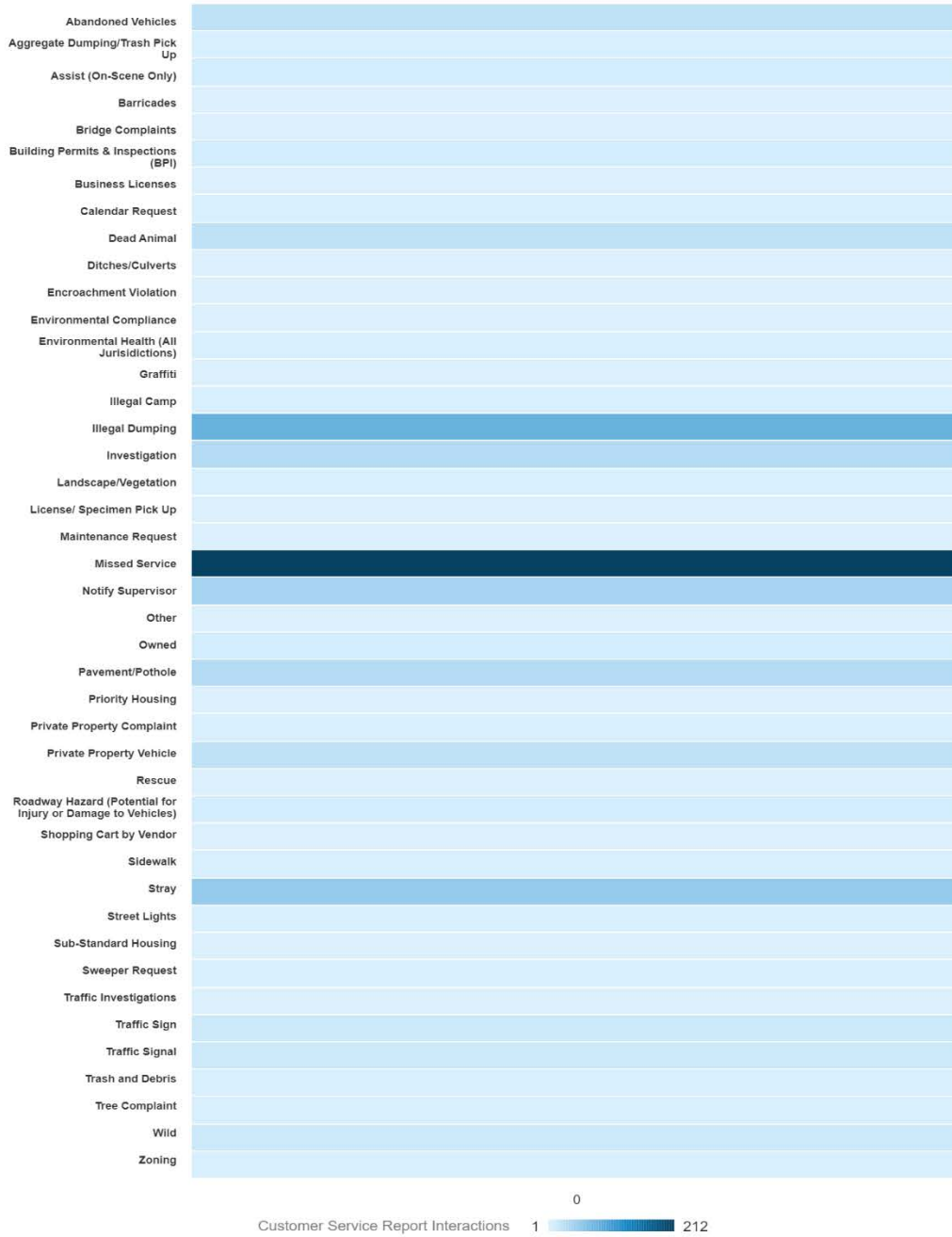
District Name, Customer Service Report Interactions



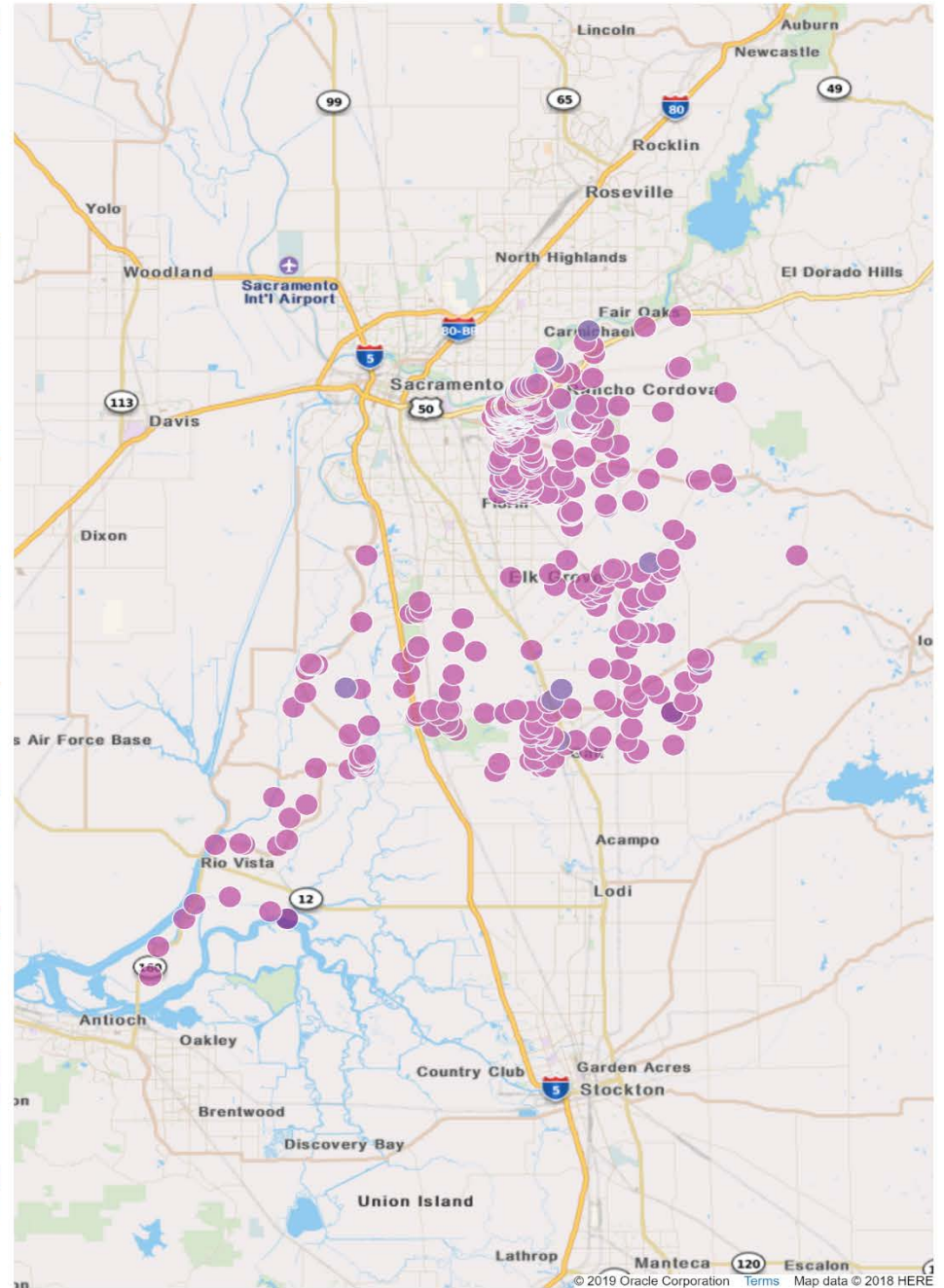
# Board of Supervisor District Analysis

## District 5 (continued)

Service Request Interactions by Category Per Zip Code



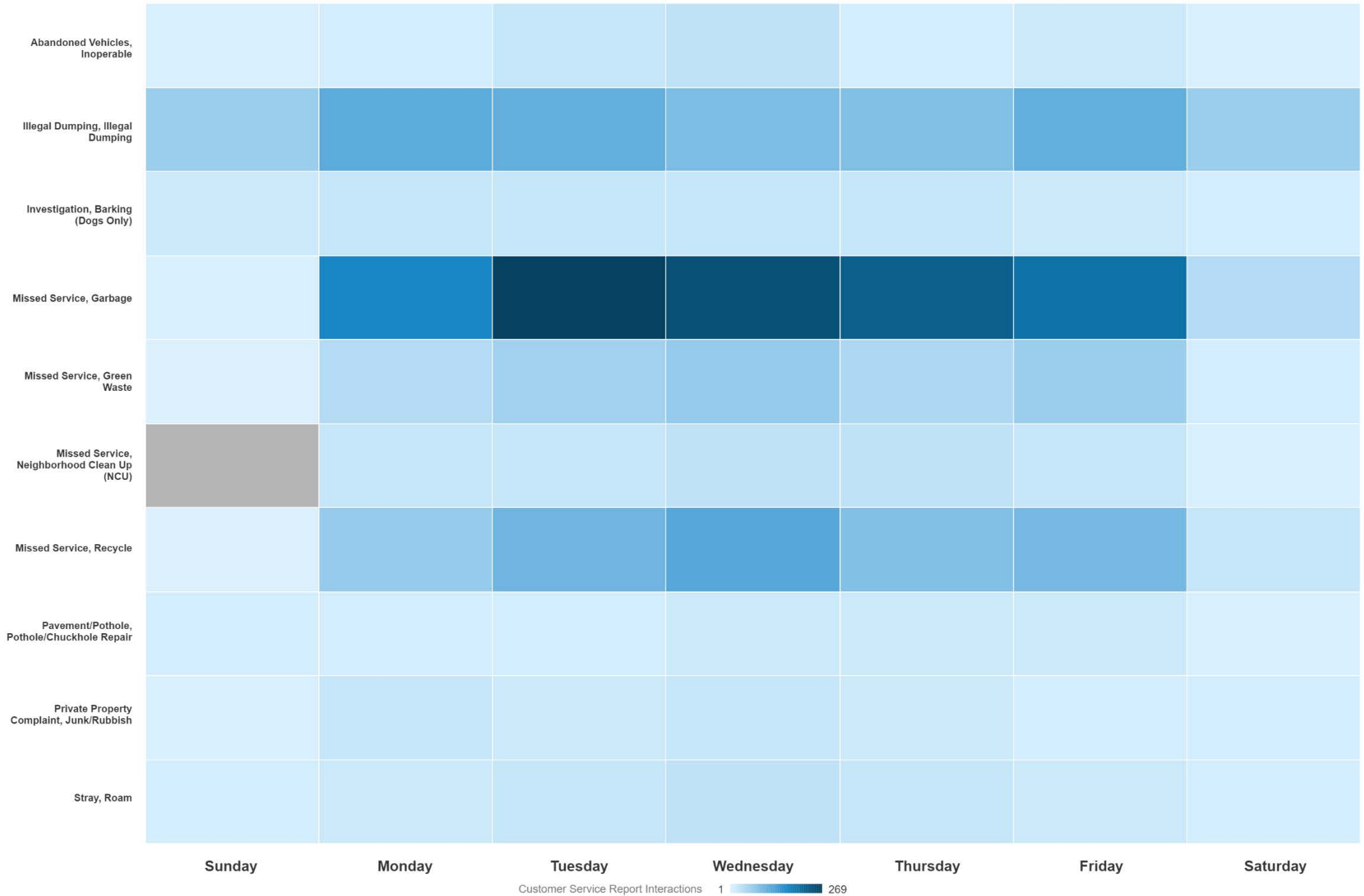
Service Request Interactions Mapped by Selected Zip Code



# Aging of Open Requests

## Top Service Requests Open by Day

Closed Service Request Interactions by Category Per Day of Week

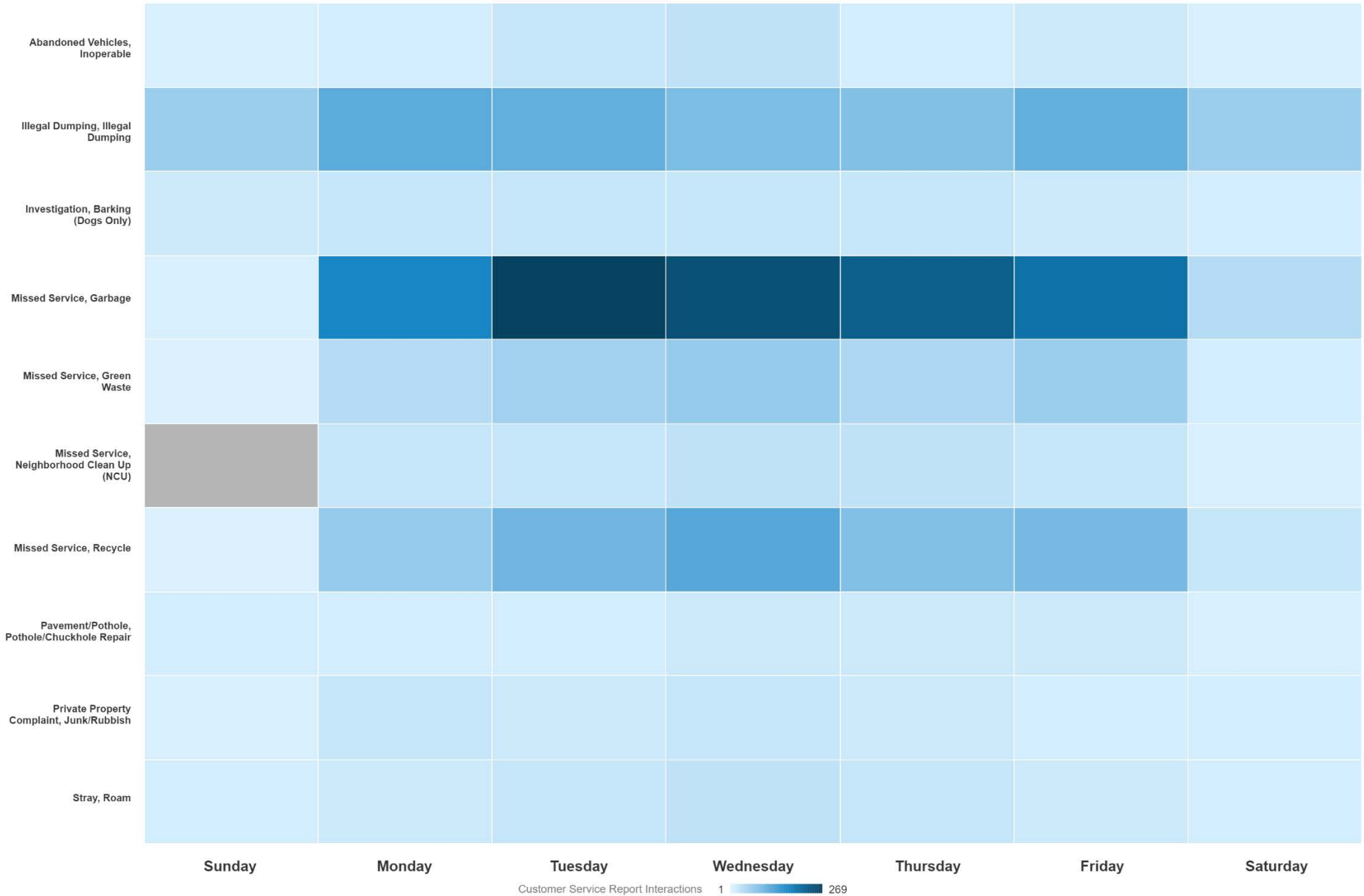




# Aging of Open Requests

## Top Service Requests Closed by Day

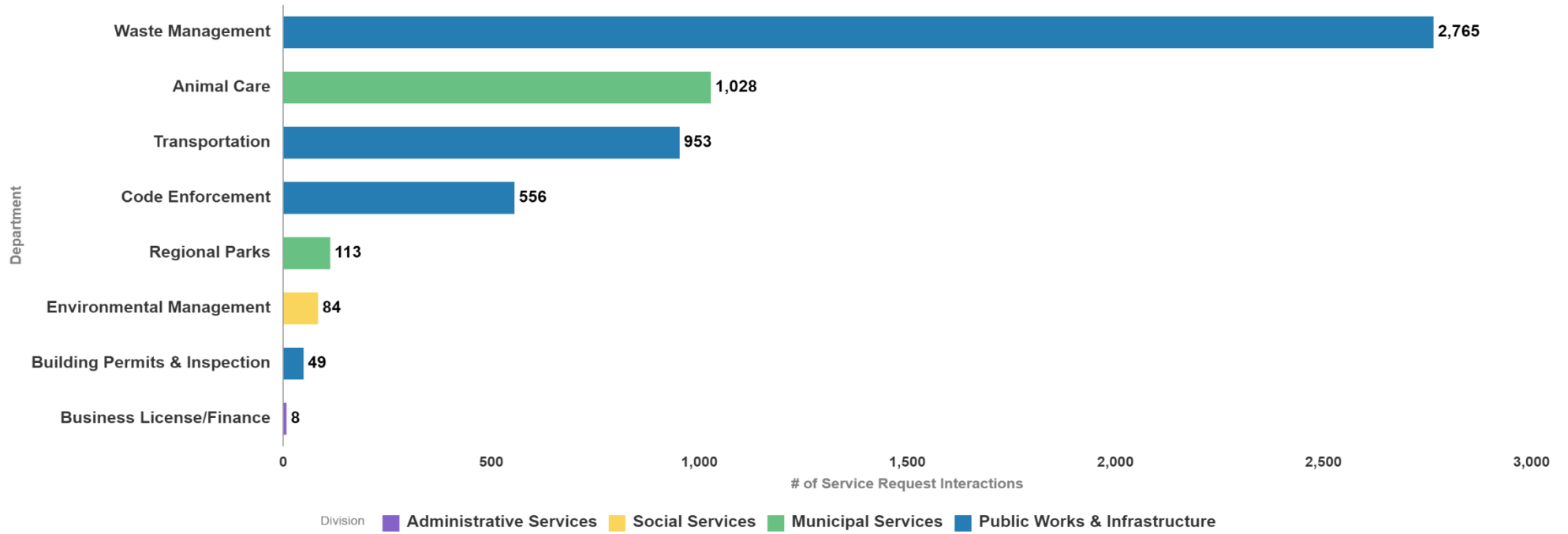
Closed Service Request Interactions by Category Per Day of Week



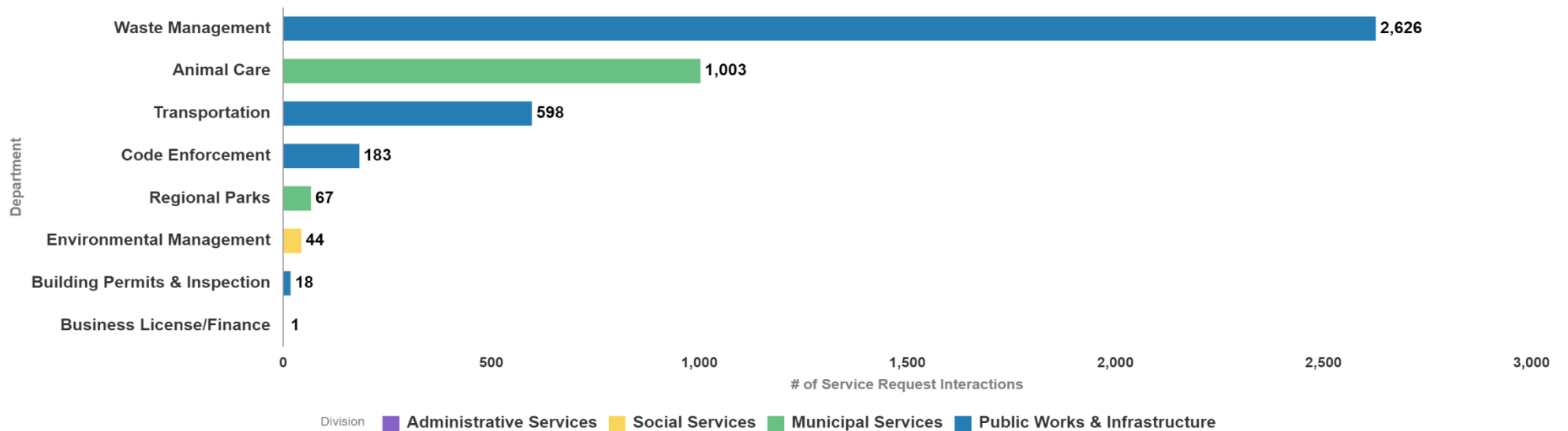
# Aging of Open Requests

## Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



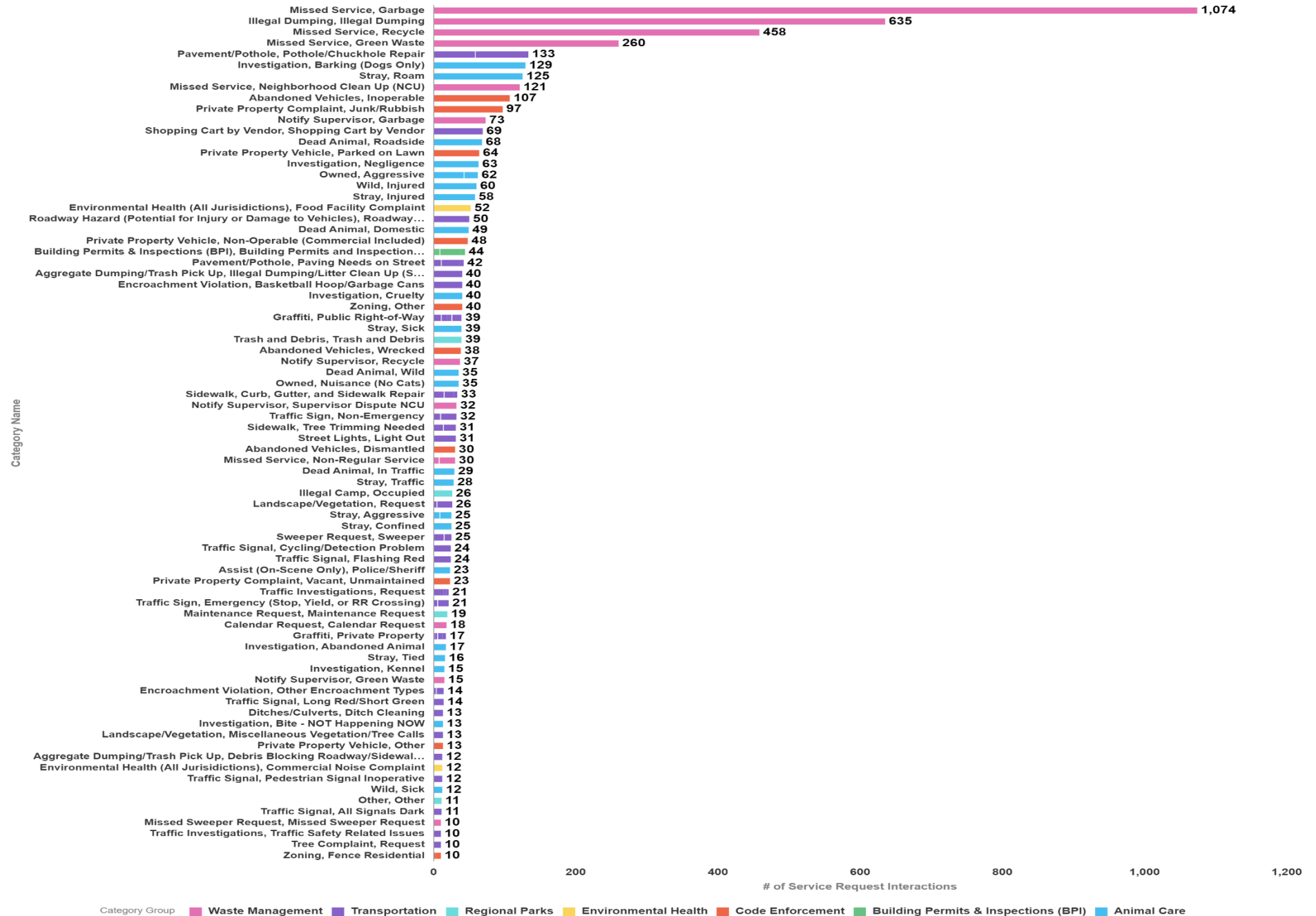
Service Request Interactions Closed by Department, Division



# Aging of Open Requests

## Greater Than 10 Service Requests

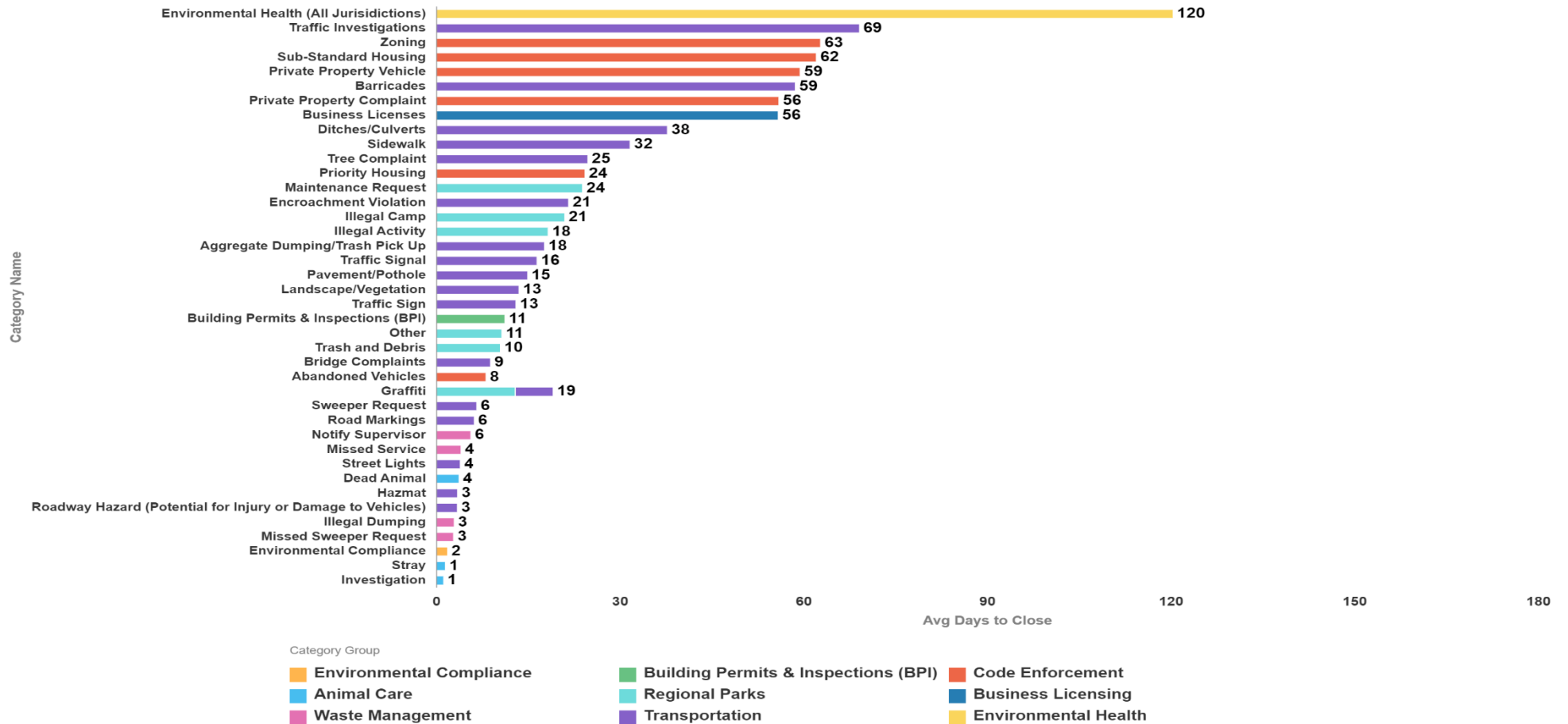
Service Request Interactions (>10 requests) by Category, Group



# Aging of Open Requests

## Average Days to Close Service Requests

Avg Days to Close by Category Name, Group



Avg Days to Close

Avg Days to Close by Category Name, Group

11.64



# Aging of Open Requests

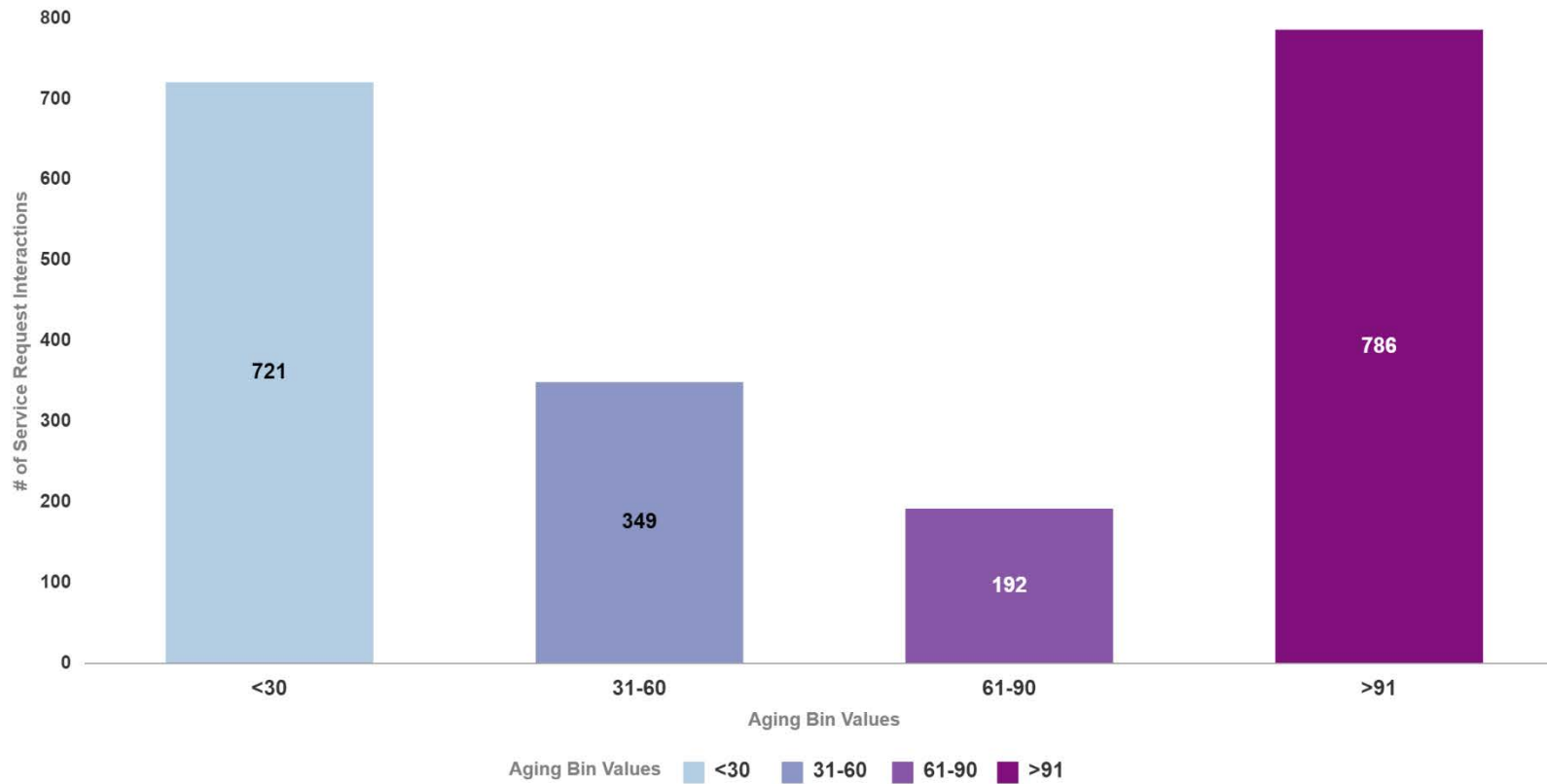
## Number of Service Request Interactions Per Category with Average Days to Close

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Animal Care	Rescue	6	0.06
Animal Care	Assist (On-Scene Only)	25	0.07
Animal Care	License/ Specimen Pick Up	2	0.08
Transportation	Shopping Cart by Vendor	69	0.10
Waste Management	Calendar Request	17	0.19
Animal Care	Wild	91	0.21
Animal Care	Stray	297	0.54
Animal Care	Dead Animal	135	0.67
Transportation	Hazmat	8	0.68
Animal Care	Owned	102	0.85
Animal Care	Investigation	306	1.08
Regional Parks	Illegal Activity	1	1.13
Environmental Health	Environmental Health (All Jurisdictions)	2	1.46
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	3	1.71
Environmental Compliance	Environmental Compliance	8	1.73
Transportation	Tree Complaint	15	2.43
Waste Management	Missed Sweeper Request	10	2.71
Waste Management	Illegal Dumping	633	2.81
Transportation	Street Lights	43	3.17
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	53	3.34
Transportation	Sweeper Request	3	3.73
Transportation	Graffiti	22	3.74
Waste Management	Missed Service	2,096	3.91
Transportation	Traffic Sign	22	4.25
Transportation	Landscape/Vegetation	4	4.38
Transportation	Barricades	1	4.53
Transportation	Aggregate Dumping/Trash Pick Up	14	4.94
Waste Management	Notify Supervisor	162	5.53
Transportation	Traffic Signal	9	5.87
Transportation	Road Markings	1	6.09

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Transportation	Sweeper Request	21	6.89
Transportation	Street Lights	9	6.89
Animal Care	Stray	40	7.43
Transportation	Graffiti	35	7.74
Code Enforcement	Abandoned Vehicles	173	8.01
Transportation	Bridge Complaints	5	8.74
Regional Parks	Trash and Debris	41	10.35
Transportation	Hazmat	3	10.52
Regional Parks	Other	10	10.59
Animal Care	Dead Animal	54	10.98
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	31	12.00
Regional Parks	Graffiti	7	12.78
Transportation	Pavement/Pothole	142	14.81
Transportation	Landscape/Vegetation	15	15.80
Transportation	Traffic Signal	93	17.36
Transportation	Traffic Sign	41	17.53
Regional Parks	Illegal Camp	23	20.86
Transportation	Encroachment Violation	39	21.50
Transportation	Aggregate Dumping/Trash Pick Up	36	22.47
Regional Parks	Maintenance Request	14	23.77
Regional Parks	Illegal Activity	3	23.84
Code Enforcement	Priority Housing	18	24.16
Transportation	Sidewalk	47	31.55
Transportation	Ditches/Culverts	15	37.64
Transportation	Tree Complaint	16	45.46
Business Licensing	Business Licenses	2	55.75
Code Enforcement	Private Property Complaint	136	55.85
Code Enforcement	Private Property Vehicle	117	59.32
Code Enforcement	Zoning	93	61.96
Code Enforcement	Sub-Standard Housing	31	61.97
Transportation	Traffic Investigations	21	69.01
Transportation	Barricades	5	69.32
Environmental Health	Environmental Health (All Jurisdictions)	119	122.24

# Aging of Open Requests

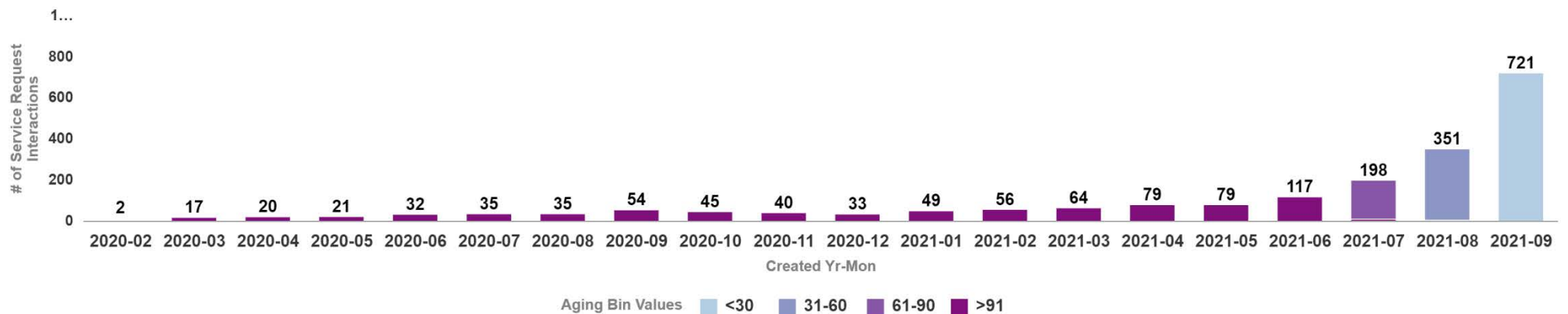
Aging Service Requests



Aging Service Requests

Aging Bin Values	Customer Service Report Interactions
<30	721
31-60	349
61-90	192

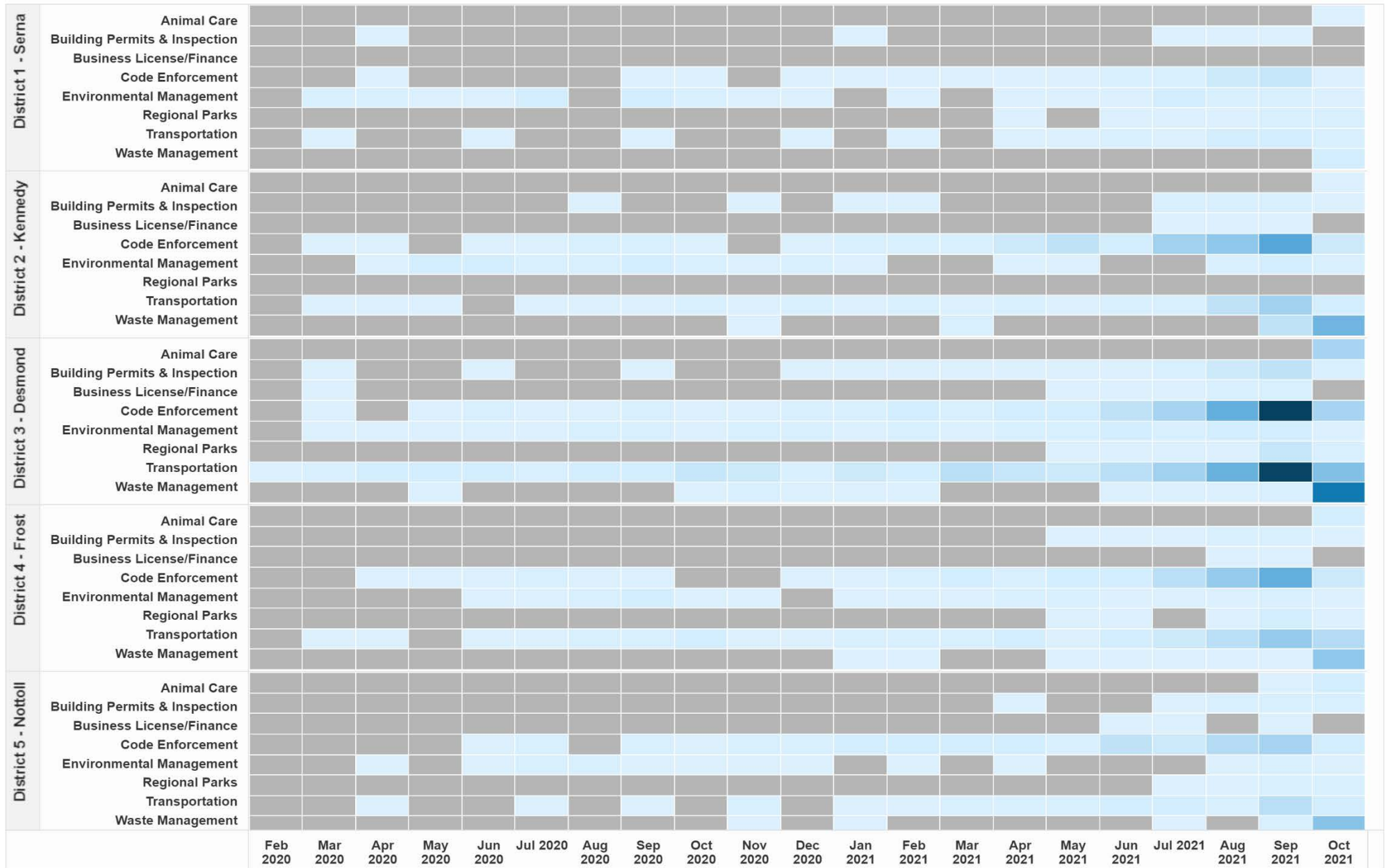
Aging Service Requests by Created Year-Month



# Aging of Open Requests

## Aging Requests by Month Created Per District

Department Aging Service Requests by Created Year-Month Per District



Department

Customer Service Report Interactions 1 161

### Dispatch Service Definition

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

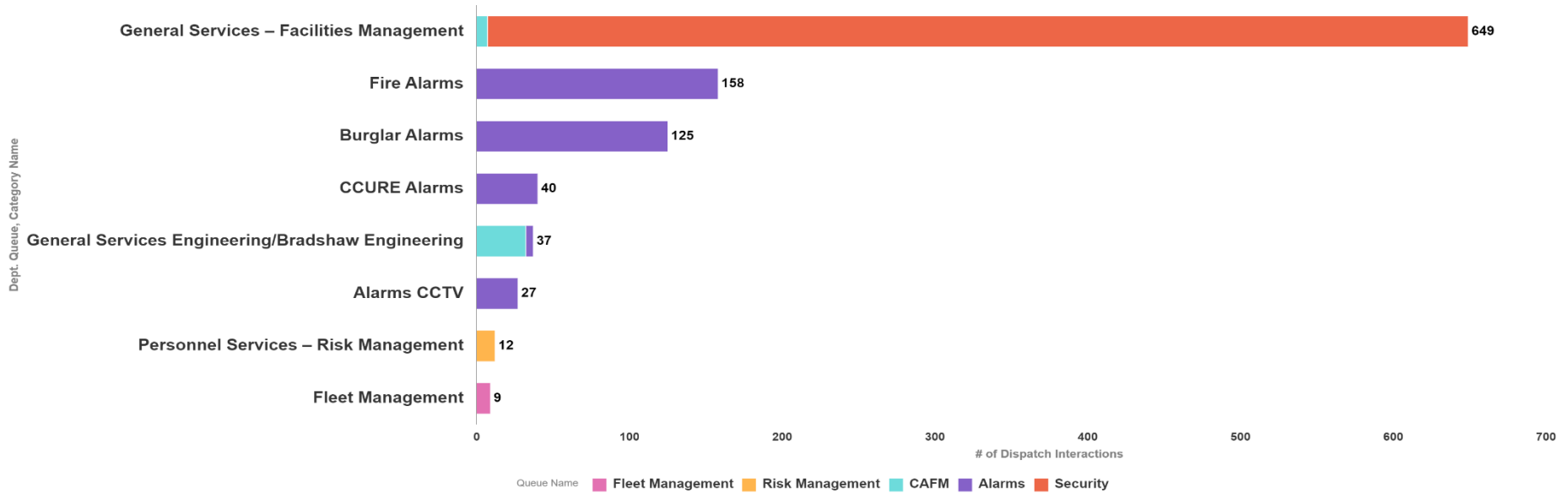
### Acronym Glossary

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



# Dispatch Service Request

## Administrative Services

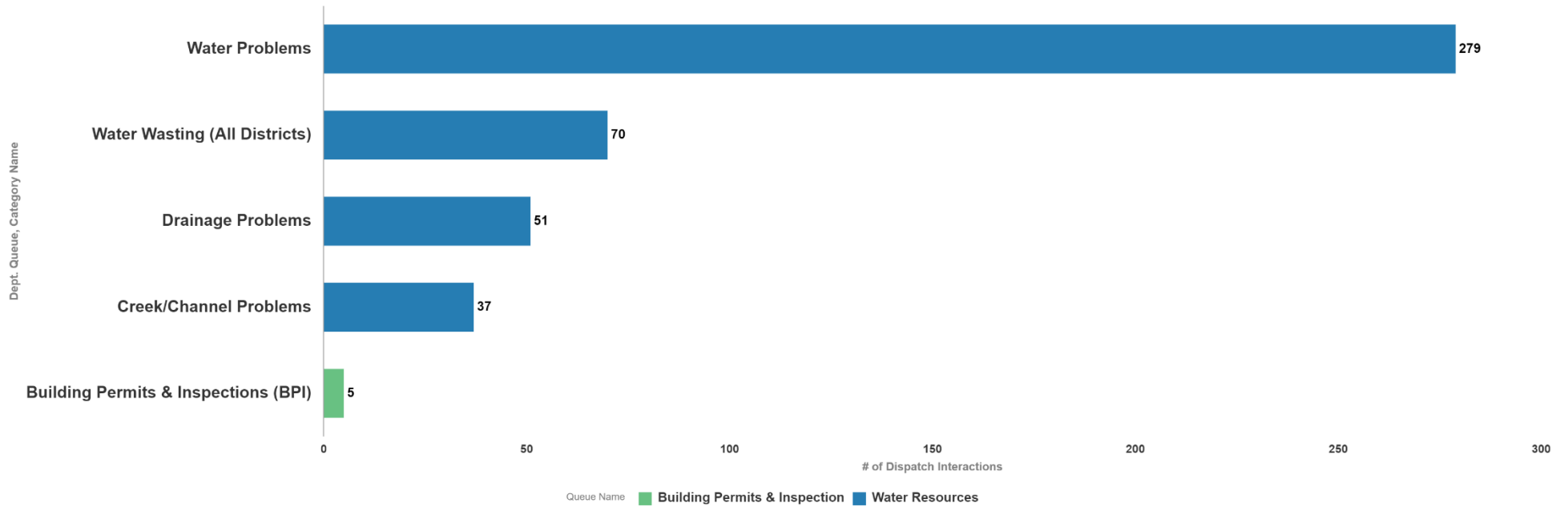


### Service Definitions

General Services Engineering/Bradshaw Engineering	Dispatch Services for Downtown and Bradshaw Facility Engineers to respond for fire/environmental alarms, generator testing, electrical, plumbing issues in county maintained buildings, etc.
General Services Facilities Management	Dispatch Services for Facilities Management staff such as engineer (alarms, reported issues), janitorial, electrical, plumbing, CCURE card readers, etc.
Fleet Management	Dispatch Services for Fleet Management regarding County employees in County issued vehicles and Emergency/Non-Emergency Fuel Pump Stations
Fire Alarms	Dispatch Services for fire alarm/activation or system testing within county-owned/leased facilities for engineer/alarm technician response
CCURE Alarms	Dispatch Services for CCURE alarm/activation or badging issues within county-owned buildings, CCURE card reader, badge access, panic alarms, etc.
Burglar Alarms	Dispatch Services for burglary alarm/activation or system testing within county-owned leased facilities for security unit response
Alarms CCTV	Dispatch Services for Law Enforcement, Alarm Technicians, Property Responsible based on received audible alarms or visual video footage being monitored by the call center staff 24/7 for site intrusions or strange activity observed.
Personnel Services Risk Management	Dispatch Services for county vehicle accident/towing services, claims, etc.

# Dispatch Services Request

## Public Works and Infrastructure

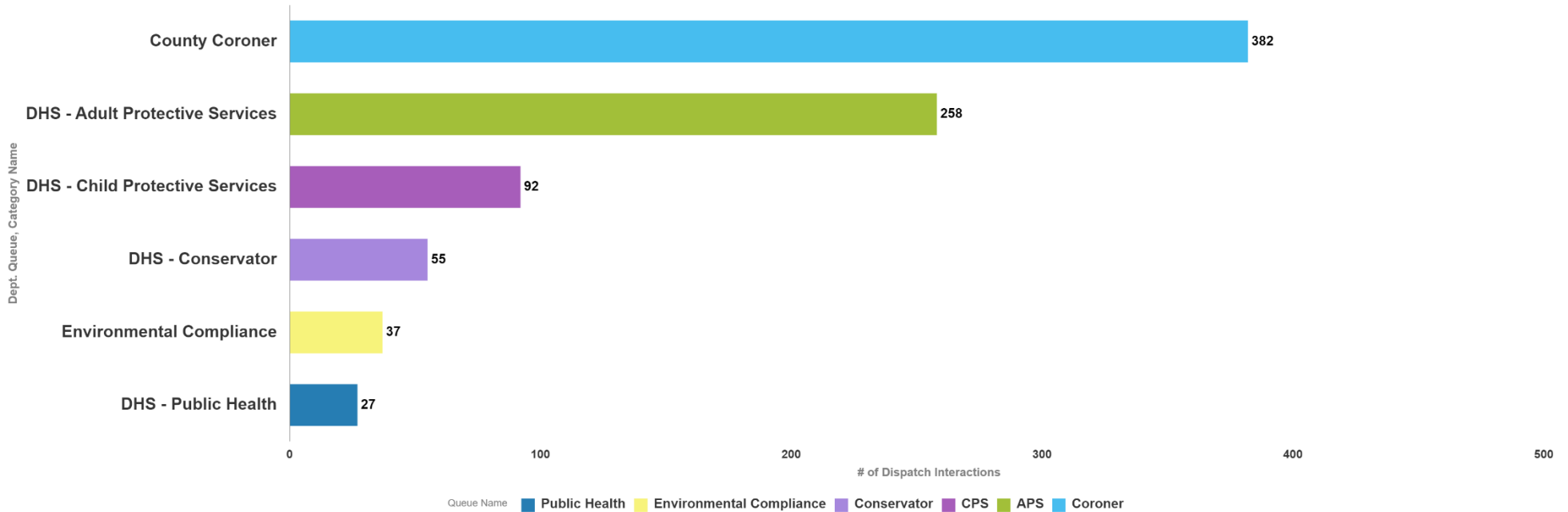


### Service Definitions

Building Permits and Inspections	On-Call Emergency Building Inspections for either Residential or Commercial properties in regards to Plumbing, Mechanical, Electrical, or Structural inspections
Water Resources Water Dispatch Form	Dispatch Services including fire hydrant, odor/taste/color, no water, water leak, low/high pressure, locate curb stop, water shut-off/turn back on, etc.
Water Resources Drainage Dispatch Form	Dispatch Services including drain inlet plugged, house/street flooded, illegal discharge, missing/broken storm cover, creek/channel issues, etc.
Water Resources Creek/Channel Problems	Dispatch Services including Debris in Creek/Channels, Trees Down in Creek/Channels issues, etc.
Water Resources Water Wasting (All Districts)	Reports of excessive running or dissipation of water, watering outside of regulated water conservation guidelines, submitted on behalf of reporter and distributed to the appropriate water agency for investigation/possible citation.

# Dispatch Services Request

## Social Services

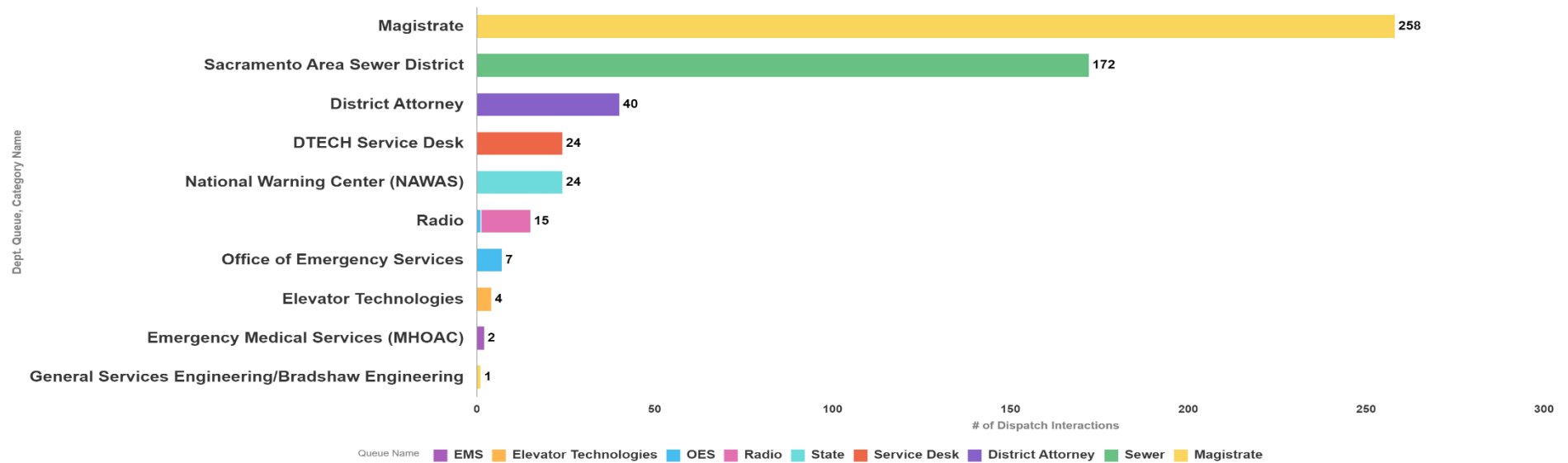


### Service Definitions

Department of Child, Family & Adult Services (DCFAS) Adult Protective Services	Dispatch Services for 24/7 social worker intake line for any adult protective services requests
Department of Child, Family & Adult Services (DCFAS) Conservator	Dispatch Services for conservator/conservatee request
Department of Child, Family & Adult Services (DCFAS) Child Protective Services	Dispatch Services for 24/7 social worker intake line for any child protective services request
Department of Health Services Public Defender	Dispatch Services for any reported public defender after-hours dispatch requests by law enforcement agencies
Department of Health Services Public Health	Dispatch Services for any reported public health issues to health doctor
County Coroner	Dispatch Services for coroner scene calls, public line questions/assistance, allied agency request for assistance (fire, sheriff/police, etc.)
Environmental Compliance	Dispatch Services for emergency hazardous spills, illegal discharge to storm drains assistance from Water Resources units, etc.

# Dispatch Services Request

## Other/Miscellaneous Services



### Service Definitions

Sacramento Area Sewer District	Dispatch Services for any SASD reported issues such as backup into structure, cleanout overflow, odor, slow drain, etc.
Magistrate	Dispatch Services for allied agencies requesting judge for emergency protective orders, search warrants, etc.
District Attorney	Dispatch Services for arrest warrants, homicides, officer-involved shootings, narcotics, etc.
DTECH Service Desk	Dispatch Services for all DTECH Service Desk support requests, incidents processed in JIRA, and any priority issues are transferred to the appropriate tech team
National Warning Center (NAWAS)	Dispatch Services for Hazardous Spill Reports, tsunami and earthquake warnings, mass service outages, etc.
Elevator	Dispatch Services for county-maintained elevators for emergency trapped, repair/maintenance services
Emergency Medical Services (MHOAC)	Dispatch Services for 24/7 on-Call Emergency Medical Duty Officer Notification in regards to Medical Facilities requesting assistance such as Hospitals, Mental Health/Skilled Nursing Facilities, Fire Departments, Various County Departments for in progress emergencies or emergency drills.
Office of Emergency Services	Dispatch Services for 24/7 on-call Emergency Alert Officer Notification in regards to extreme weather, mass casualty incident, levee break/creek/water levels, terrorism, media, fire, evacuations, emergency drills, mutual aid, and more
Radio Site, Tac Channel, Reservation Visitation	Dispatch Services Log of any authorized allied agency personnel reserving radio mutual aid channels for coordinated events or training and personnel entering county radio site locations for scheduled maintenance work.