

Monthly 311 Communications/Dispatch Center

SERVICE REQUEST & STATISTICS REPORT

FEBRUARY 2023



SAC COUNTY
311
CONNECT

Department of Technology
(916) 875-4311
311.saccounty.gov

SACRAMENTO
COUNTY

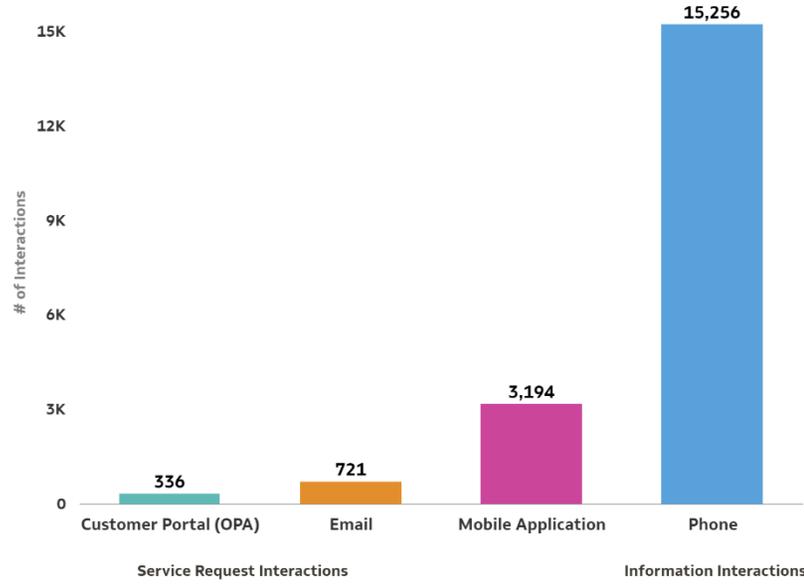
Table of Contents

Monthly Statistics	1
Service Request Interaction Totals (>10 Requests) by Category	2
Service Request Interaction Totals	2
Total Service Requests Opened	3
Monthly Interactions Not Closed by Status	9
Board of Supervisor District Information	10
<i>Service Requests Opened by District</i>	10
<i>Service Requests Closed by District</i>	11
<i>Previous Month Comparison of Service Request</i>	12
<i>Board of Supervisor District Analysis</i>	15
Aging of Open Requests	25
<i>Top Service Requests Open by Day</i>	25
<i>Top Service Requests Closed by Day</i>	26
<i>Opened/Closed by Department/Division</i>	27
<i>Greater Than 10 Service Requests</i>	28
<i>Average Days to Close Service Requests</i>	29
<i>Number of Service Request Interactions Per Category with Average Days to Close</i>	30
<i>Department Aging Requests by Month Created Per District</i>	32
Dispatch Service Request	34



Monthly Statistics

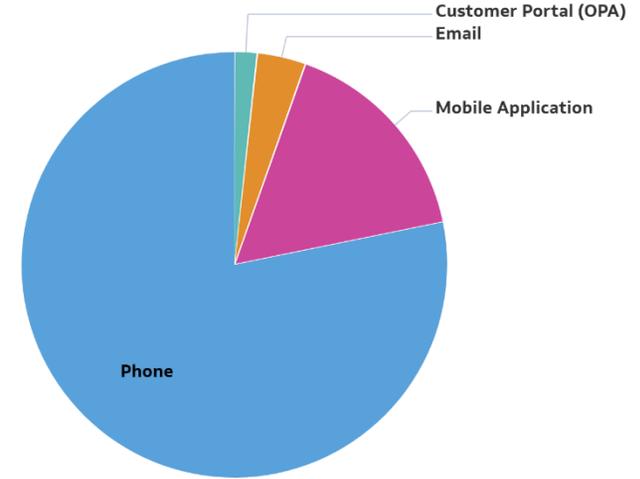
Monthly Interactions by Source



Monthly Customer Service Interactions
19,507

Incident Source Name	Service Request Map Count
Customer Portal (OPA)	336
Email	721
Mobile Application	3,194
Phone	15,256

Monthly Interactions by Source



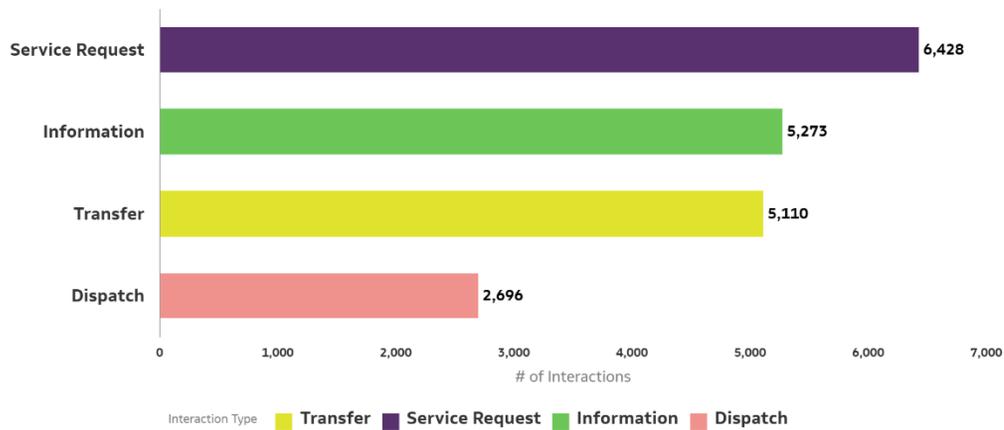
6,428

5,273

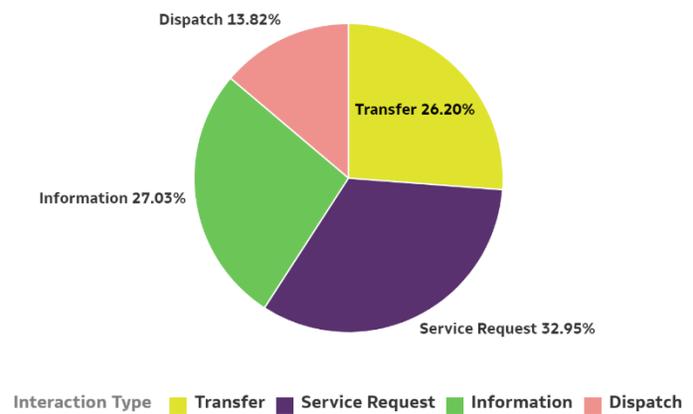
5,110

2,696

Customer Service Report Interactions by Interaction Type



Monthly Interactions by Interaction Type



Service Request Interaction Totals (>10 Requests) by Category

Service Request Interaction Totals

Service Request Interaction Totals (>10 requests) by Category

Cat2, Cat3	Customer Service Report Interactions
Missed Service, Garbage	930
Illegal Dumping, Illegal Dumping	782
Pavement/Pothole, Pothole/Chuckhole Repair	699
Missed Service, Recycle	493
Missed Service, Green Waste	464
Stray, Roam	141
Private Property Vehicle, Parked on Lawn	132
Shopping Cart by Vendor, Shopping Cart by Vendor	124
Dead Animal, Roadside	110
Private Property Complaint, Junk/Rubbish	110
Missed Service, Neighborhood Clean Up (NCU)	97
Investigation, Barking (Dogs Only)	89
Graffiti, Public Right-of-Way	80
Investigation, Negligence	78
Owned, Aggressive	77

Cat2, Cat3	Customer Service Report Interactions
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	74
Dead Animal, Domestic	66
Traffic Sign, Non-Emergency	66
Stray, Injured	64
Stray, Traffic	57
Abandoned Vehicles, Inoperable	54
Stray, Aggressive	52
Notify Supervisor, Garbage	49
Pavement/Pothole, Paving Needs on Street	47
Dead Animal, Wild	46
Owned, Nuisance (No Cats)	45
Zoning, Other	43
Illegal Camp, Occupied	41
Trash and Debris, Trash and Debris	40
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	39
Assist (On-Scene Only), Police/Sheriff	37
Private Property Vehicle, Non-Operable (Commercial Included)	36

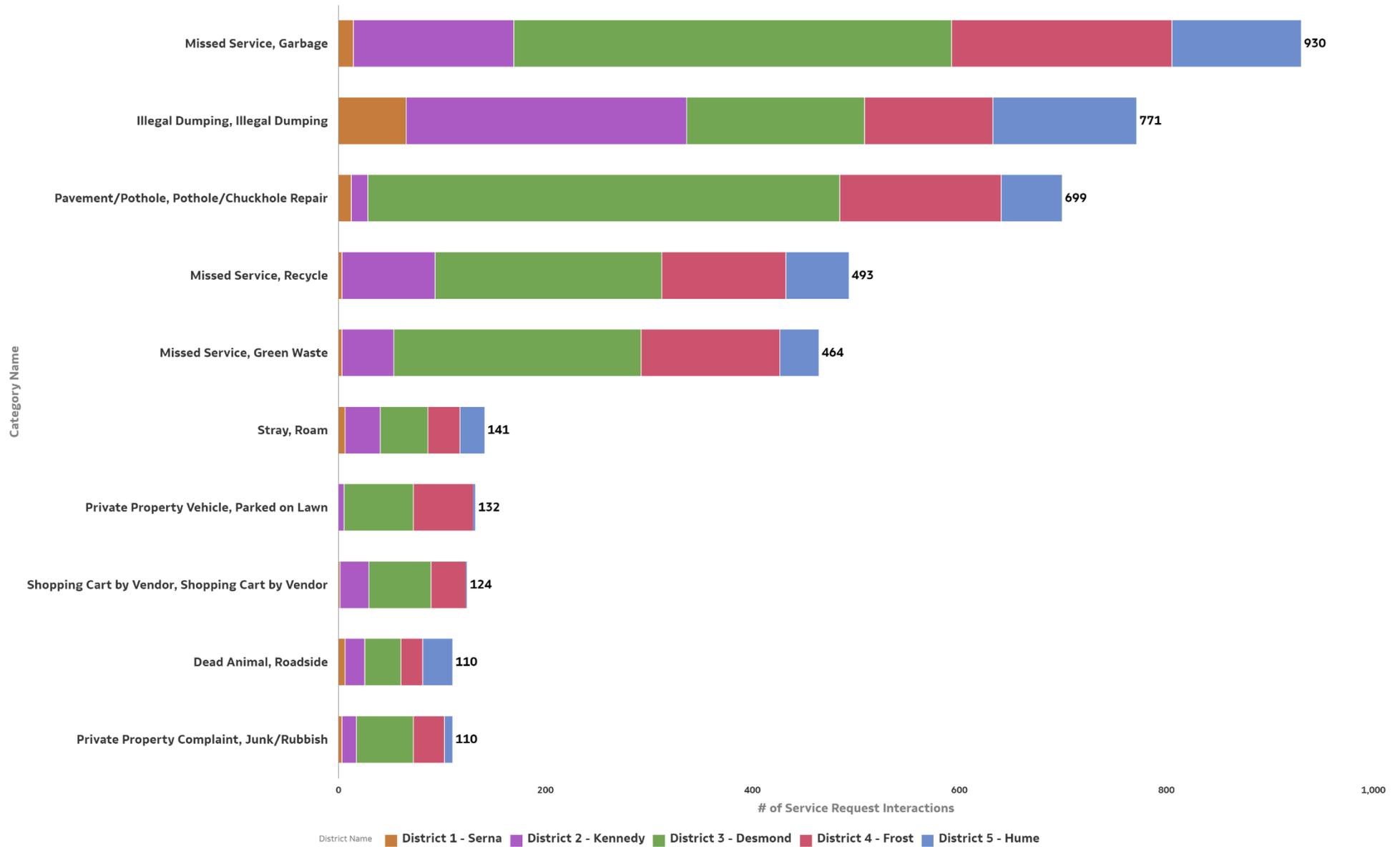
Cat2, Cat3	Customer Service Report Interactions
Street Lights, Light Out	35
Stray, Confined	34
Dead Animal, In Traffic	33
Maintenance Request, Maintenance Request	32
Notify Supervisor, Green Waste	32
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	31
Notify Supervisor, Recycle	29
Sidewalk, Curb, Gutter, and Sidewalk Repair	27
Investigation, Cruelty	26
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	25
Encroachment Violation, Basketball Hoop/Garbage Cans	24
Ditches/Culverts, Culvert/Pipe Repair or Cleaning	23
Environmental Health (All Jurisdictions), Food Facility Complaint	22
Traffic Signal, Flashing Red	22
Stray, Sick	21
Sweeper Request, Sweeper	21
Investigation, Abandoned Animal	20
Investigation, Tethered	20
Traffic Signal, Cycling/Detection Problem	20

Cat2, Cat3	Customer Service Report Interactions
Calendar Request, Calendar Request	19
Sub-Standard Housing, Other	19
Wild, Injured	19
Abandoned Vehicles, Wrecked	17
Stray, Vet/Business Confined	17
Investigation, Bite - NOT Happening NOW	16
Traffic Investigations, Traffic Safety Related Issues	16
Traffic Investigations, Request	15
Graffiti, Private Property	14
Traffic Signal, All Signals Dark	14
Wild, Sick	14
Abandoned Vehicles, Dismantled	13
Traffic Signal, Long Red/Short Green	13
Graffiti, Sign	12
Traffic Signal, Pedestrian Signal Inoperative	12
Tree Complaint, Tree Down	12
Notify Supervisor, Supervisor Dispute NCU	11
Traffic Signal, Turned Signal Head	11
Environmental Health (All Jurisdictions), Commercial Noise Complaint	10
Traffic Sign, New Sign Request	10
Tree Complaint, Broken/Hanging Tree Limb	10
Tree Complaint, Request	10

Total Service Requests Opened

Top 10 Service Requests Categories Opened | With Districts

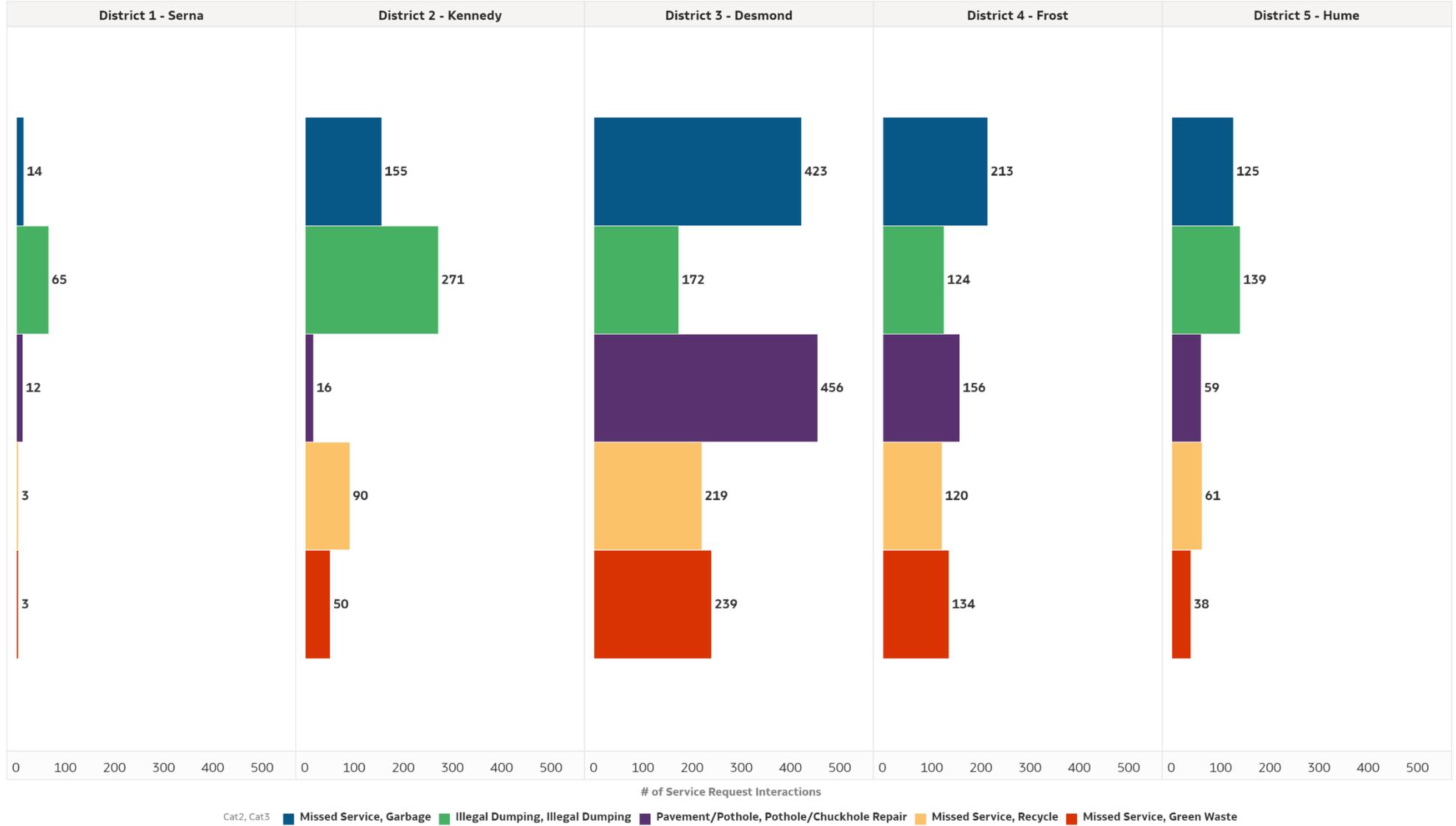
Top 10 Service Request Categories Opened with Districts



Top Service Requests Opened

Top 5 Service Requests Opened | by Districts

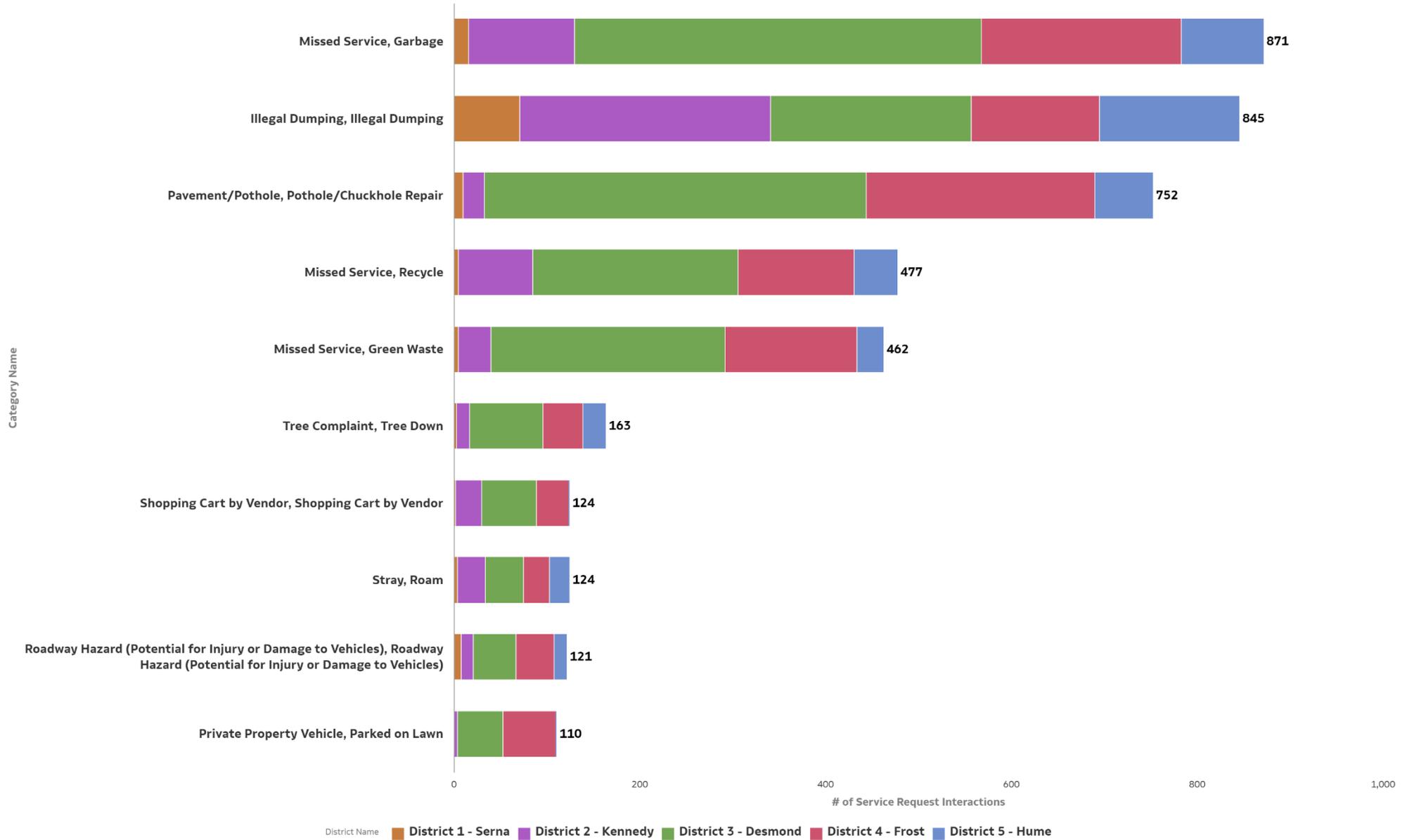
Top 5 Service Request Categories Opened by District



Top Service Requests Closed

Top 10 Service Requests Categories Closed | With Districts

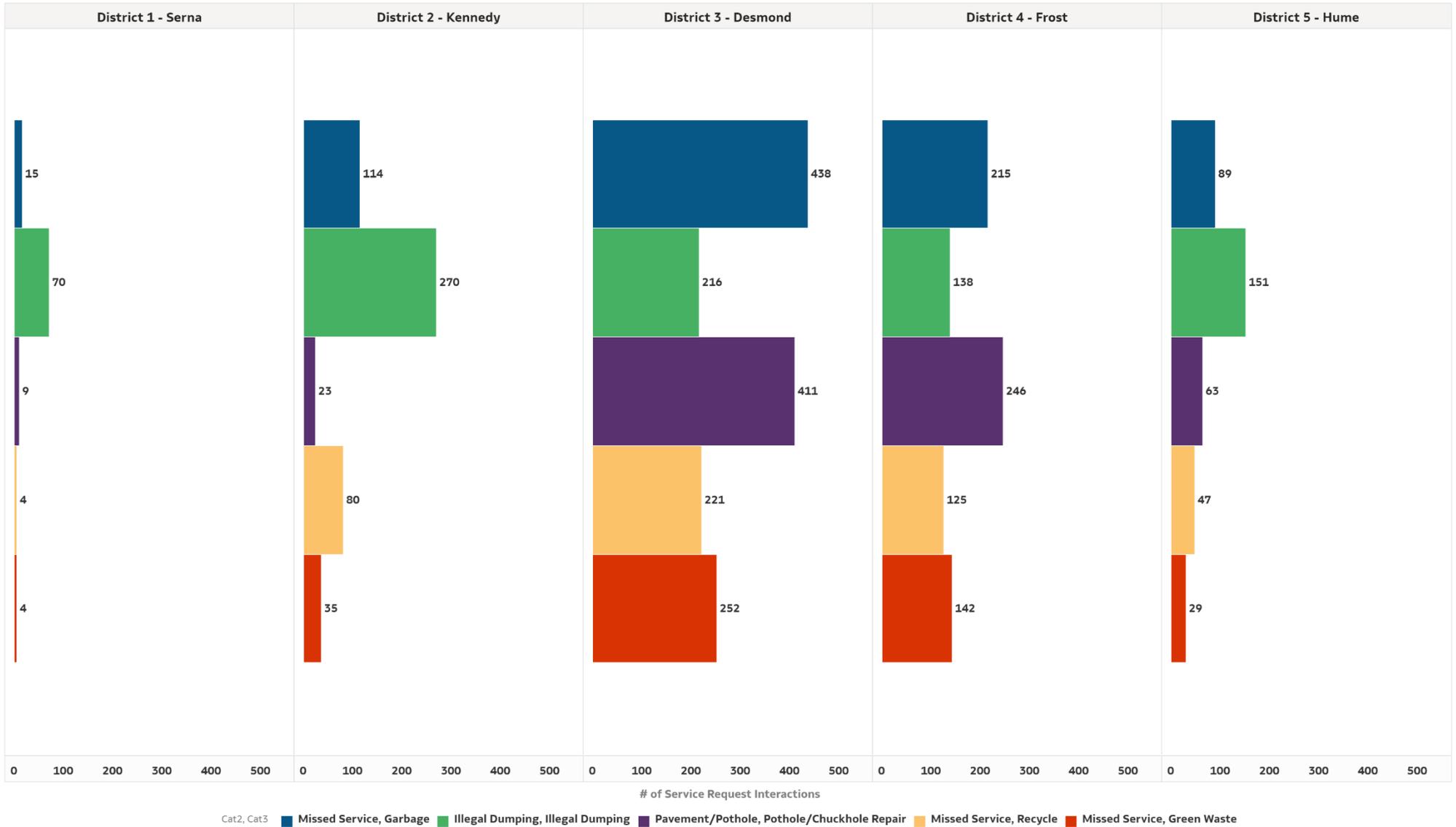
Top 10 Service Request Categories Closed with Districts



Top Service Requests Closed

Top 5 Service Requests Categories Closed | by Districts

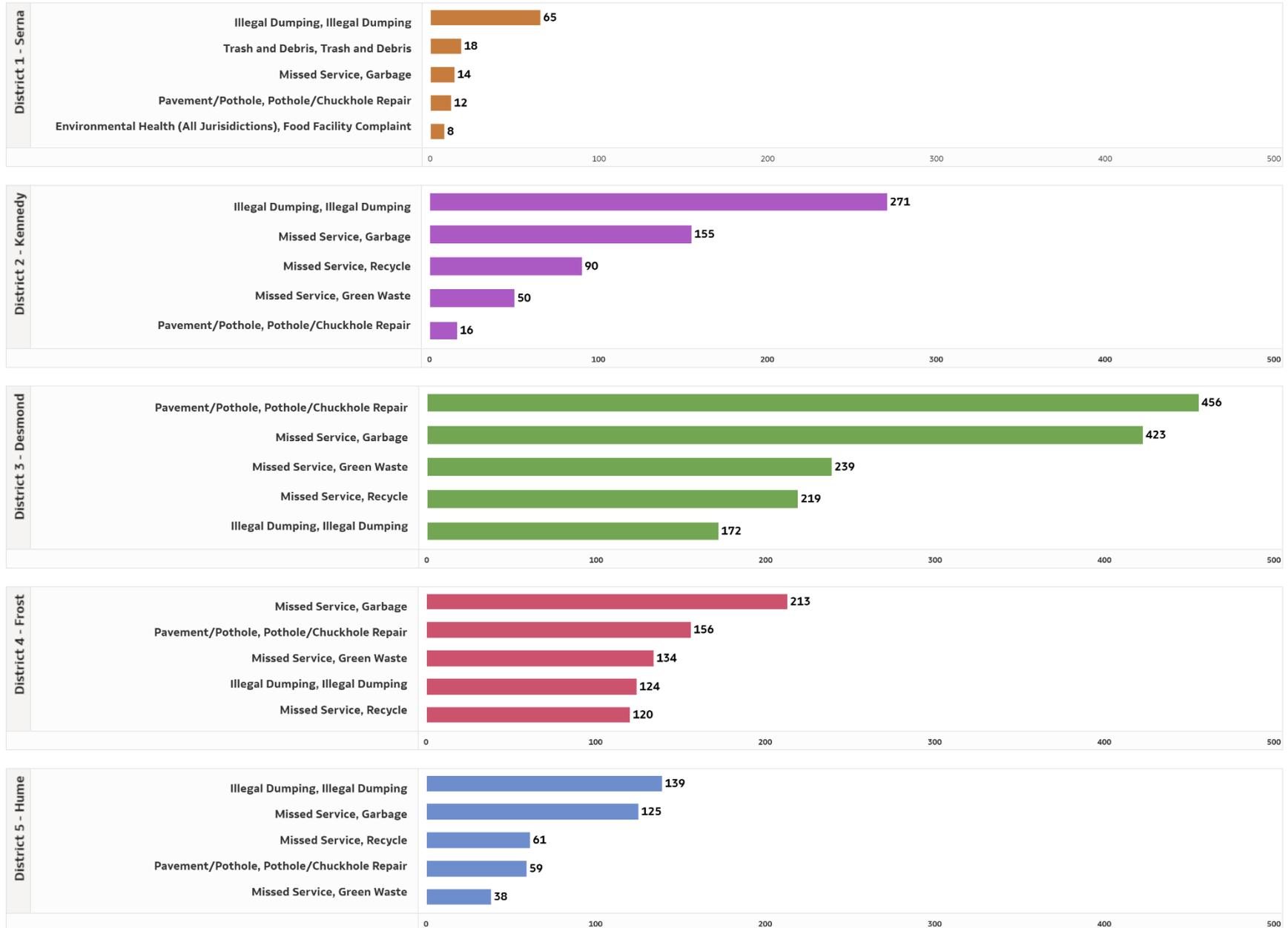
Top 5 Service Request Categories Closed by District



Top Unresolved Service Request

Top Unresolved Service Request Categories | by Districts

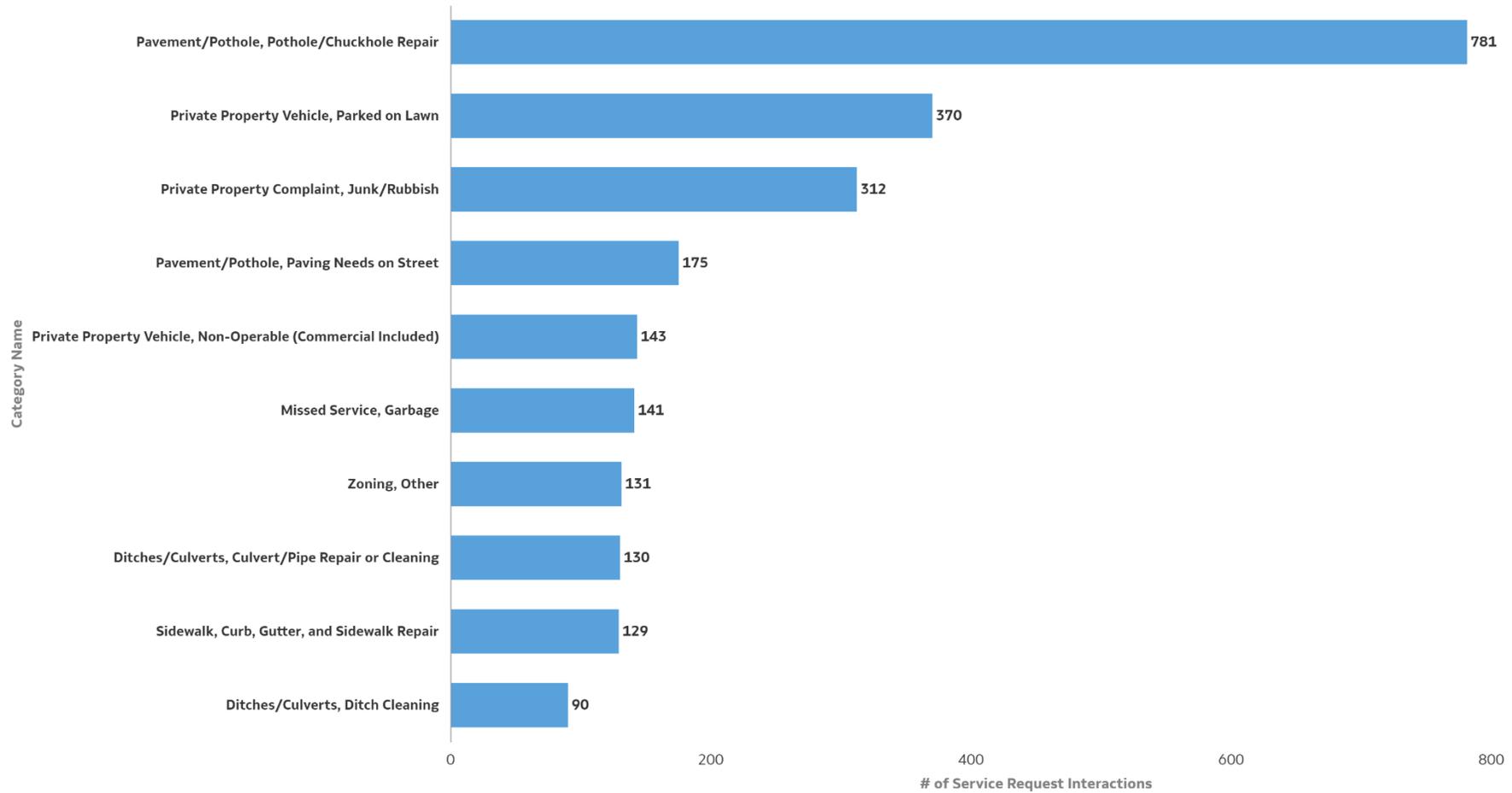
Top Unresolved Service Request Categories by District



Top Unresolved Service Request

Top 10 Unresolved Service Request Categories

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through February 28th

4,114

Interactions Closed this Month

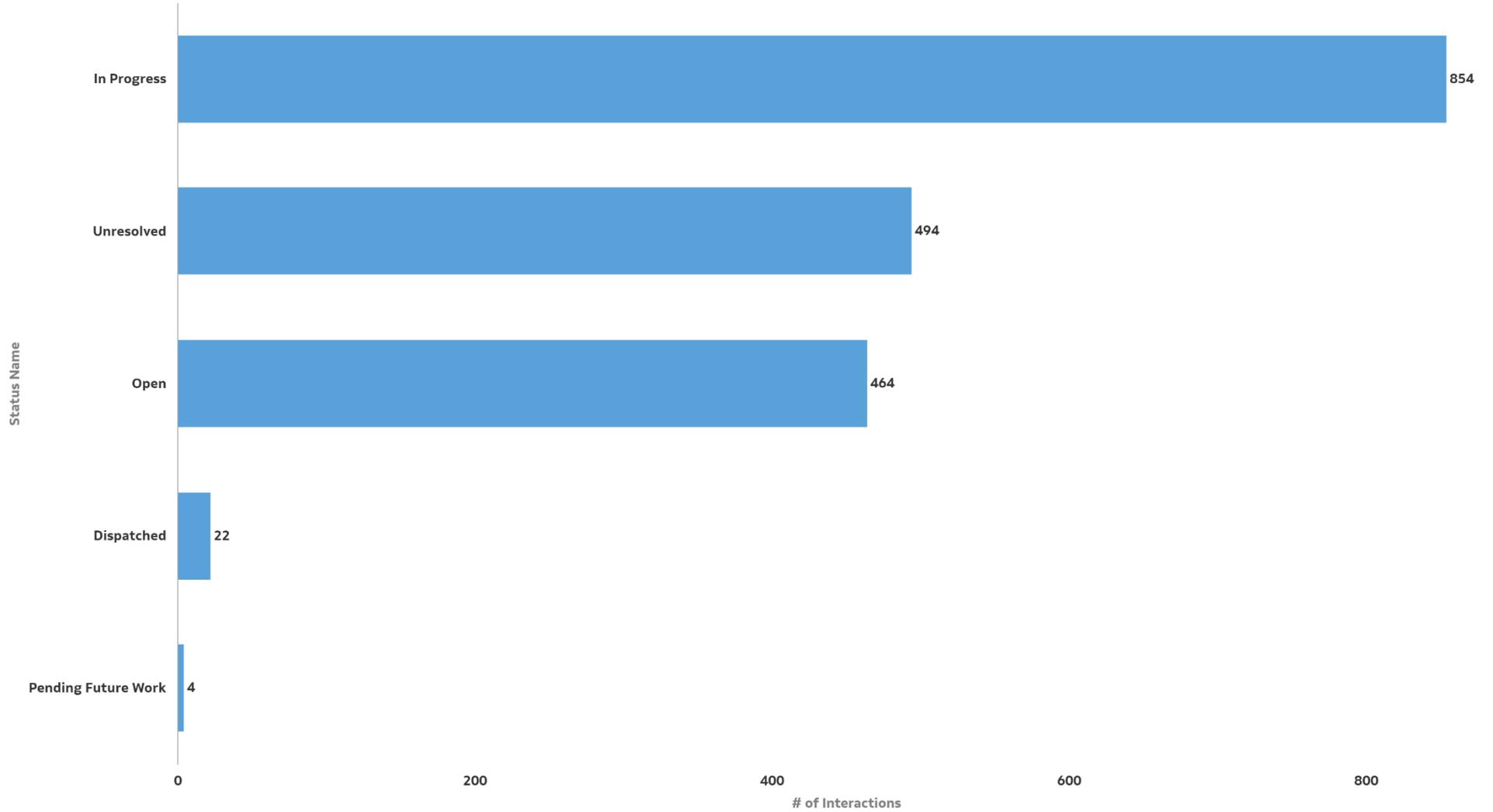
19,681

Monthly Interactions Not Closed

1,838

Monthly Interactions Not Closed by Status

Monthly Interactions Not Closed by Status



Board of Supervisor District Information

Service Requests Opened by District

February 2023

Monthly Service Request Interactions Opened

6,408

District 1 Serna

220

Service Request Interactions

District 2 Kennedy

1,018

Service Request Interactions

District 3 Desmond

2,764

Service Request Interactions

District 4 Frost

1,542

Service Request Interactions

District 5 Hume

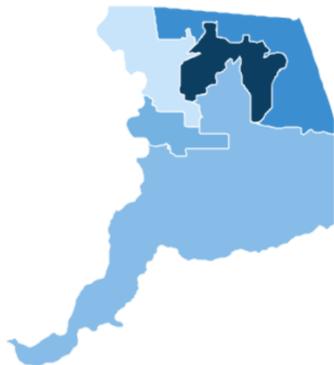
864

Service Request Interactions

Service Request Interactions by District

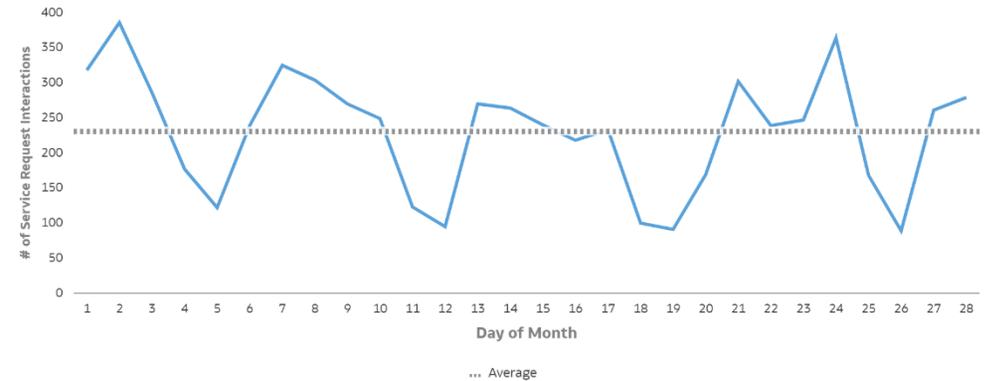


Service Request Interactions by District Map



■ District Name
■ Customer Service Repo
 20 3K

Service Request Interactions Created by Day of Month



Board of Supervisor District Information

Service Requests Closed by District

February 2023

Monthly Service Request Interactions Closed

6,516

District 1 Serna

225

Service Request Interactions

District 2 Kennedy

946

Service Request Interactions

District 3 Desmond

2,810

Service Request Interactions

District 4 Frost

1,690

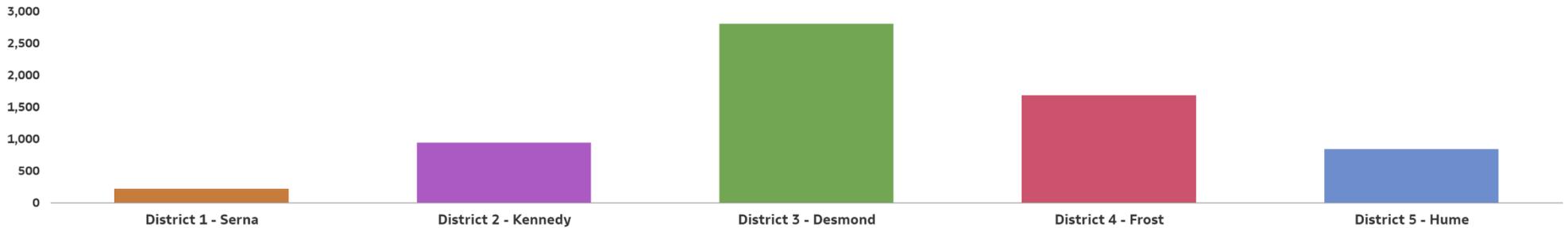
Service Request Interactions

District 5 Hume

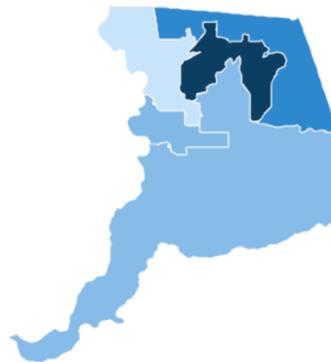
845

Service Request Interactions

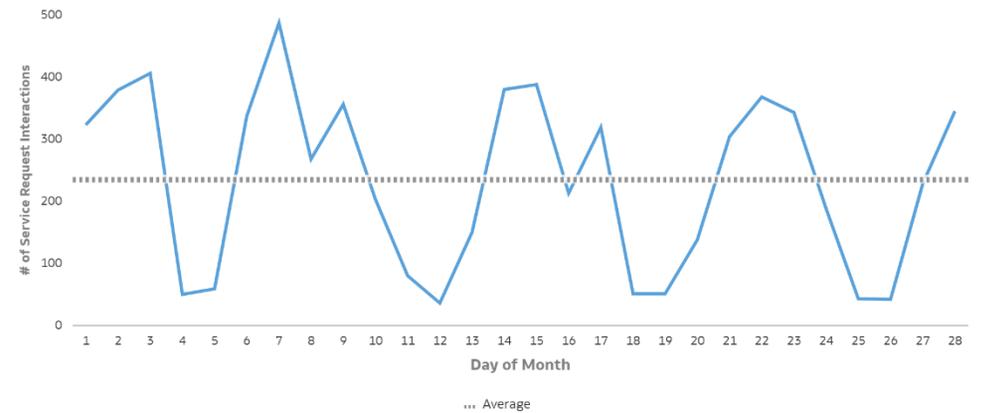
Service Request Interactions by District



Service Request Interactions by District Map



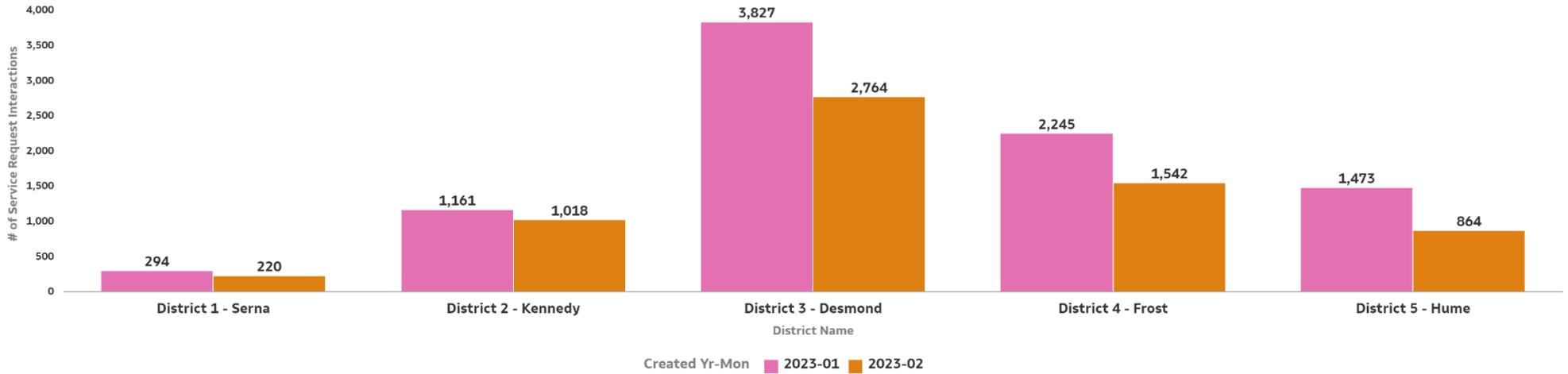
Service Request Interactions Closed by Day of Month



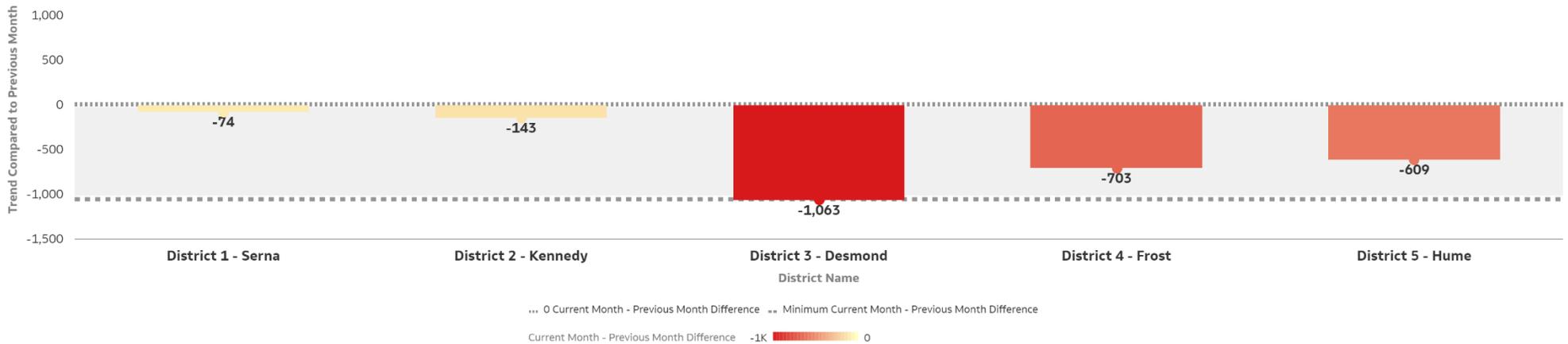
Board of Supervisors District Information

Previous Month Comparison of Service Request

Previous Month Comparison of Service Request interactions



Previous Month Trend of Service Request Interactions Per District



Previous Month Comparison (continued)

Monthly Comparison: Service Requests by District

District Name	2023-01	2023-02
	Service Request Map Count	Service Request Map Count
District 1 - Serna	294	220
District 2 - Kennedy	1,161	1,018
District 3 - Desmond	3,827	2,764
District 4 - Frost	2,245	1,542
District 5 - Hume	1,473	864

Difference in Interaction Totals From Previous Month by District for Top 10 Categories Opened



Previous Month Comparison (continued)

Difference in Interaction Totals From Previous Month by District for Top 10 Categories

Top 10 Customer Service Report Interactions by Category Level 2 Name, Category Level 3 Name

	District 1 - Serna	District 2 - Kennedy	District 3 - Desmond	District 4 - Frost	District 5 - Hume
	Current Month - Previous Month Difference				
Cat2, Cat3					
Illegal Dumping, Illegal Dumping	-12	22	-21	42	
Private Property Vehicle, Parked on Lawn		-3	17	-3	
Stray, Roam	-1	1	10	9	-1
Shopping Cart by Vendor, Shopping Cart by Vendor		-7	12	2	
Missed Service, Recycle	-8	39	-20	-5	-5
Missed Service, Green Waste	-3	-1	-39	-32	-5
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	-4	-7	-78	-44	-2
Missed Service, Garbage	1	1	-73	-164	-7
Tree Complaint, Tree Down			-203	-82	-4
Pavement/Pothole, Pothole/Chuckhole Repair	-35	-44	-357	-286	-8
Grand Total	-67	-44	-752	-563	-34

Difference in Interaction Totals from Previous Month by District for Top 10 Categories

Board of Supervisor District Analysis

District 1

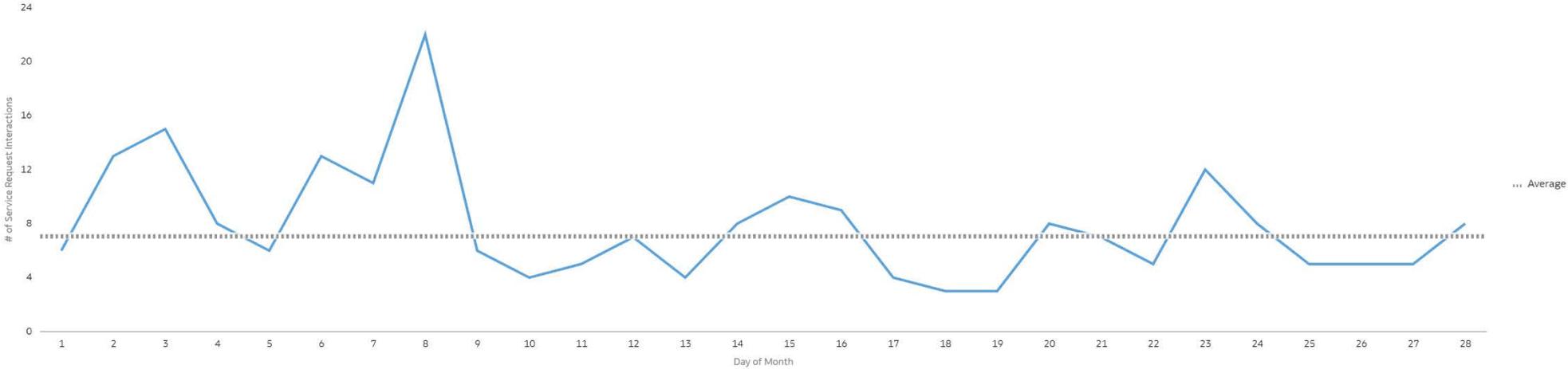
Service Requests Created

220

Service Requests Closed

164

Service Request Interactions Created by Day of Month



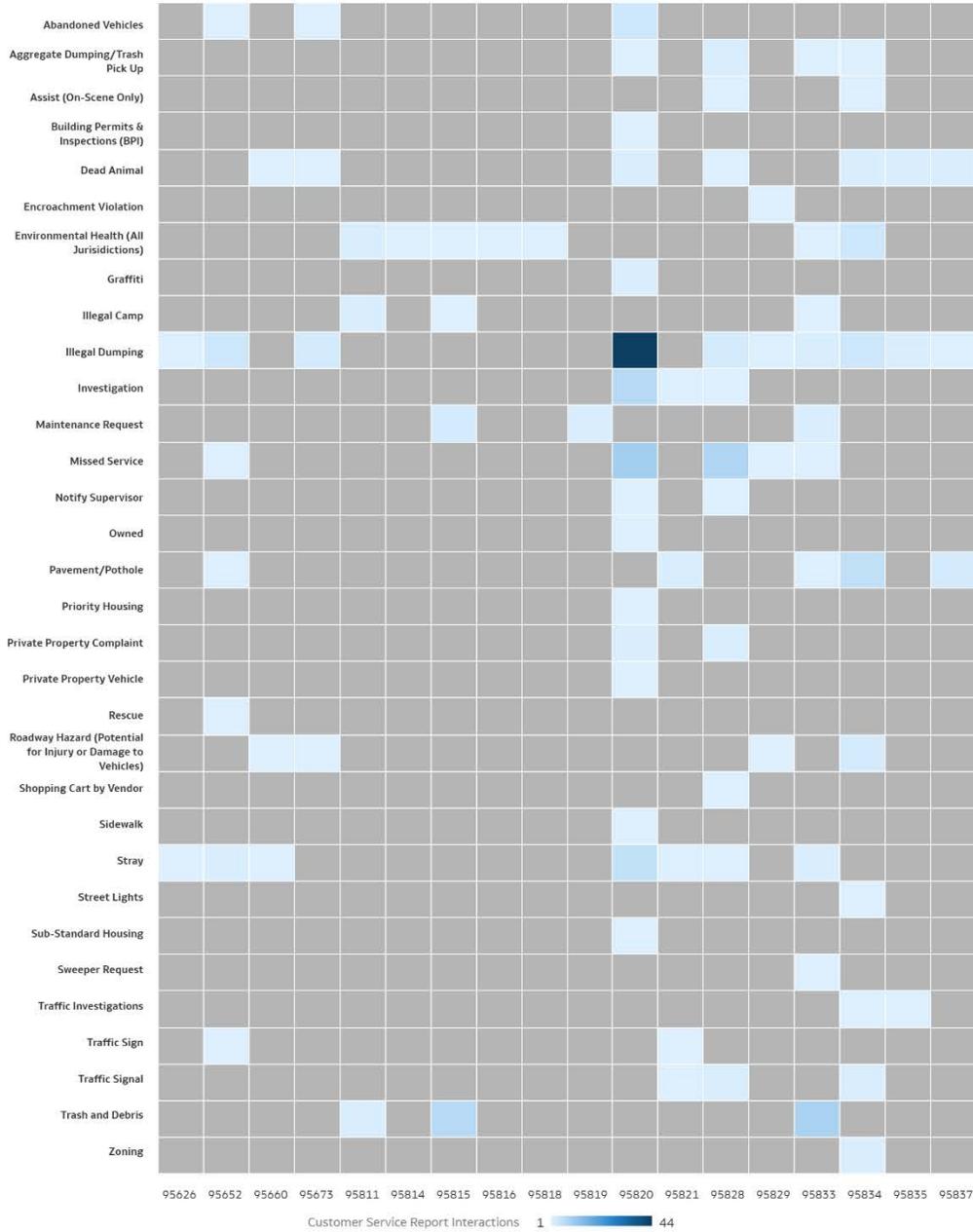
District Name, Customer Service Report Interactions



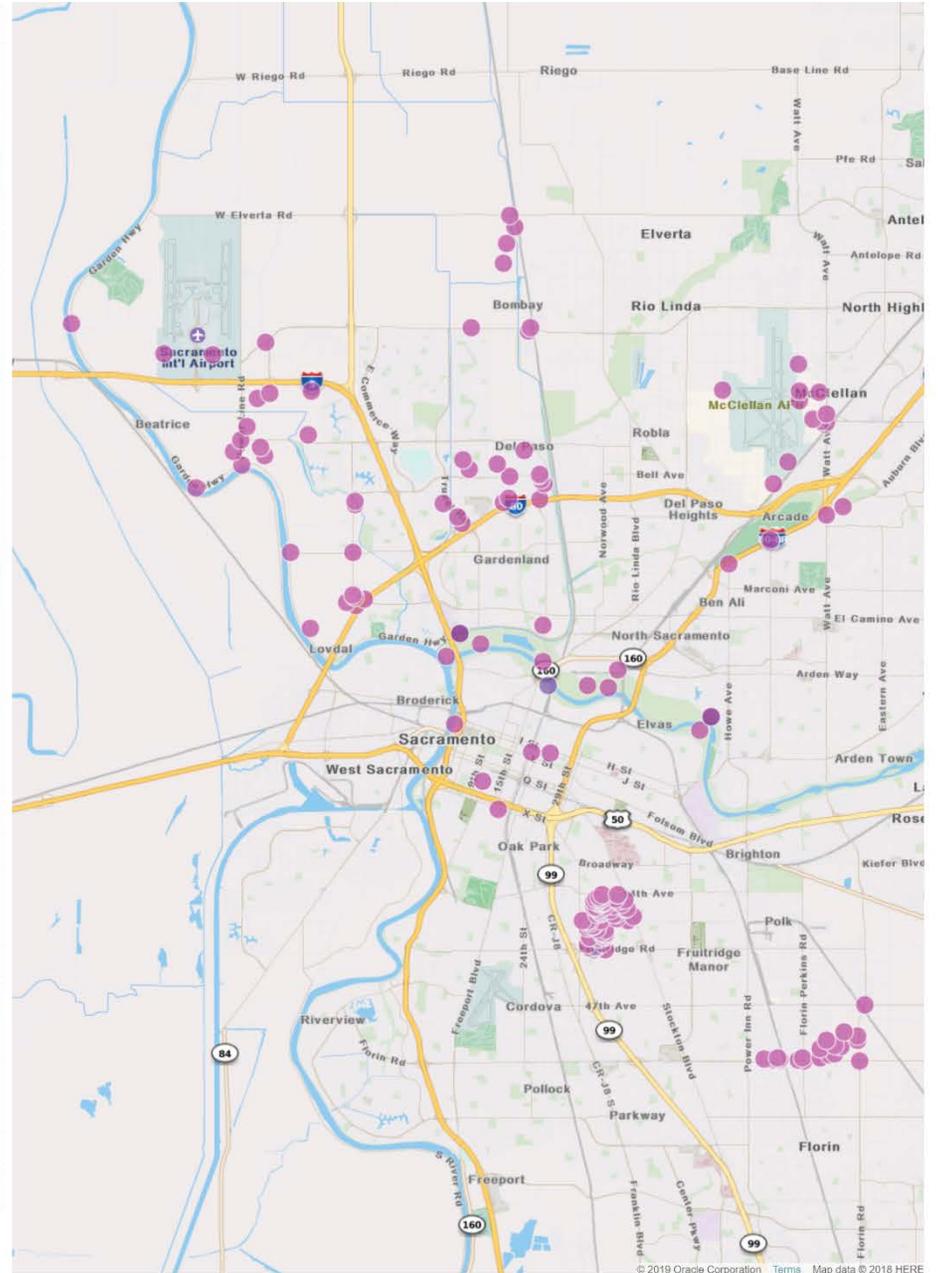
Board of Supervisor District Analysis

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

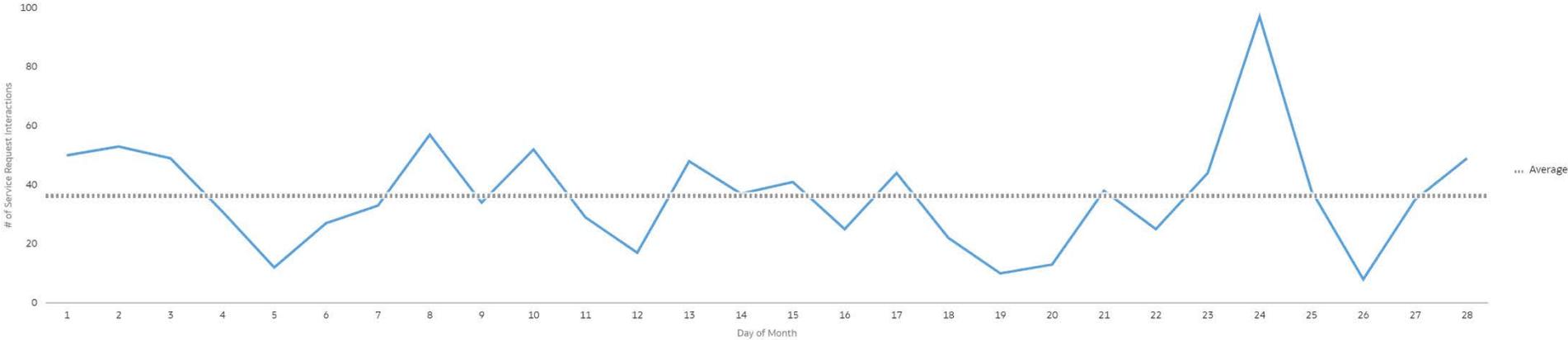
Service Requests Created

1,018

Service Requests Closed

789

Service Request Interactions Created by Day of Month



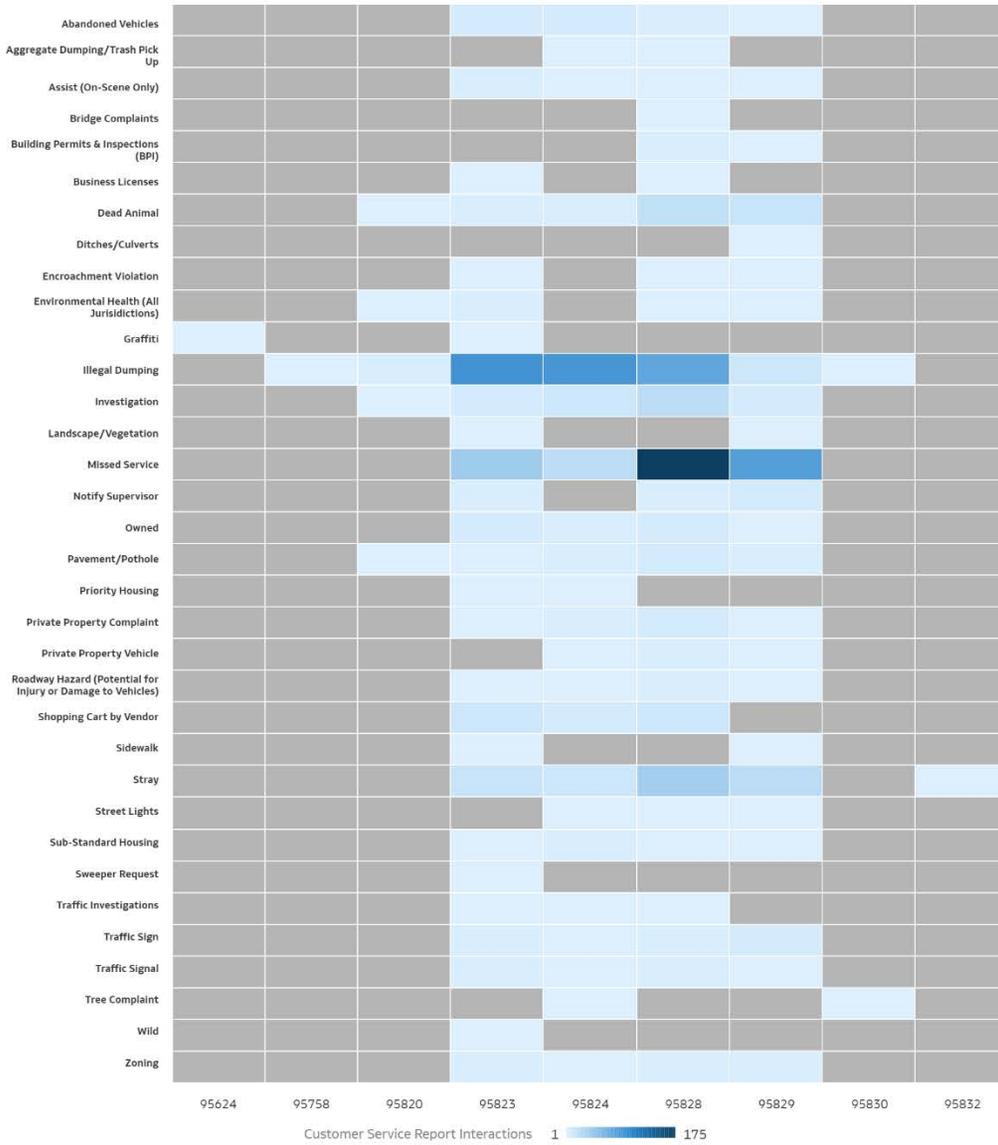
District Name, Customer Service Report Interactions



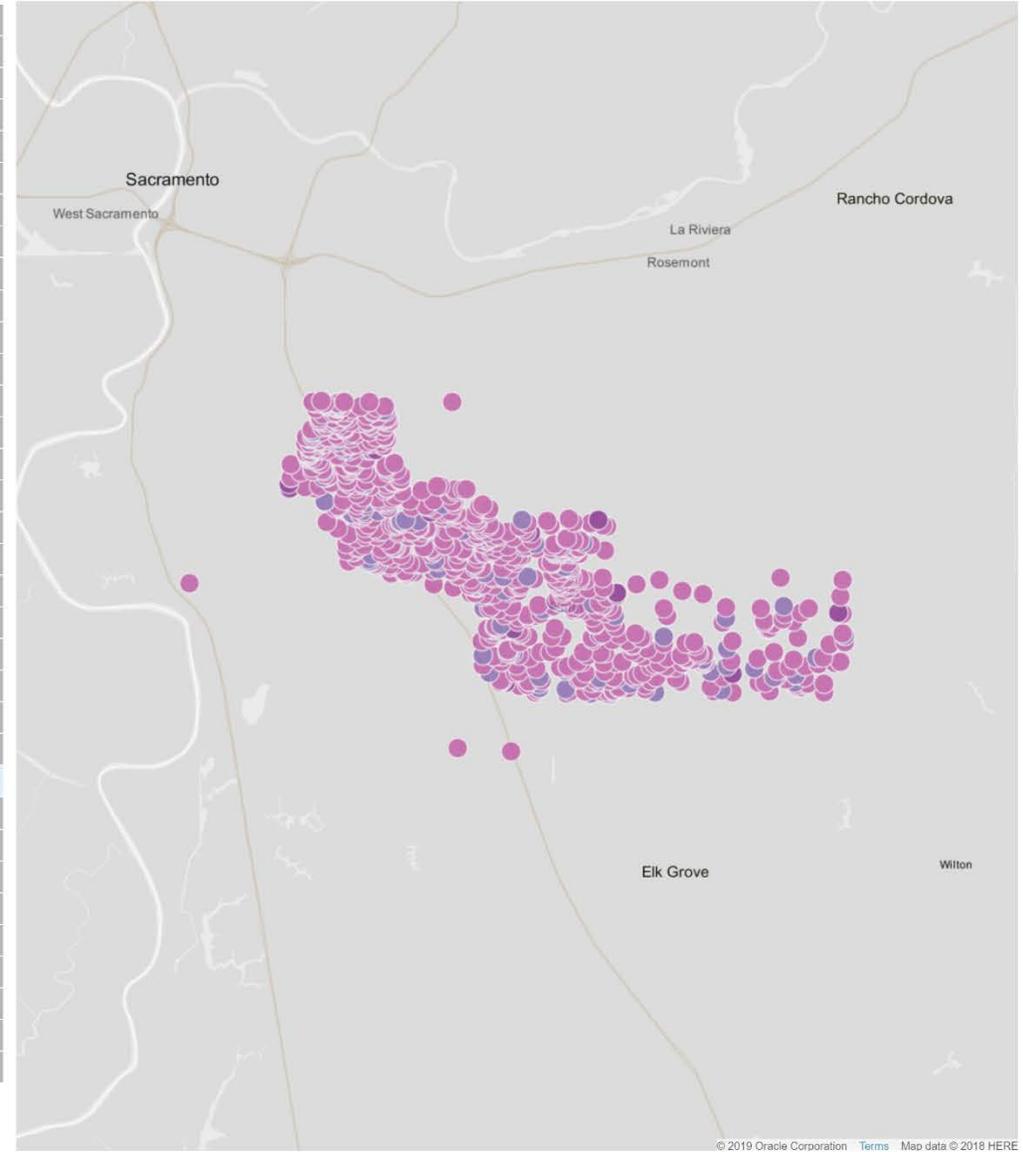
Board of Supervisor District Analysis

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

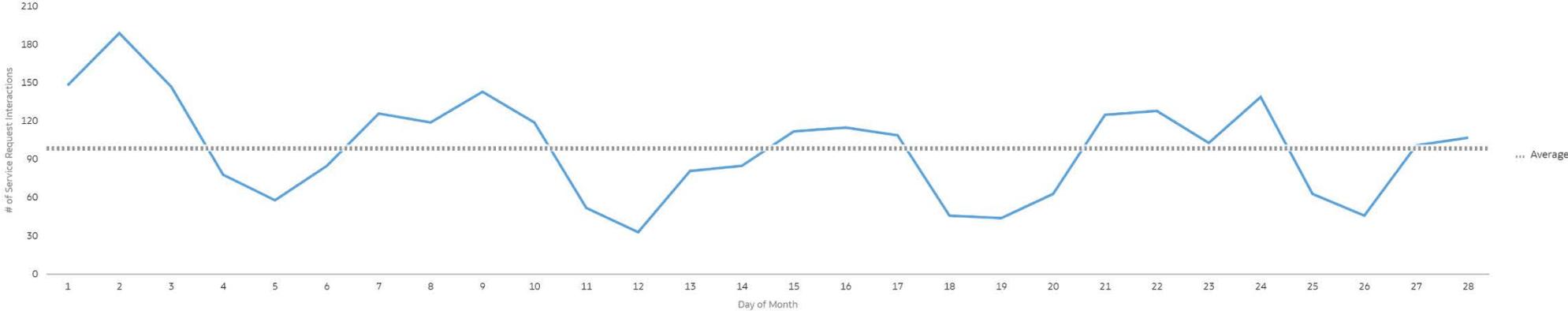
Service Requests Created

2,764

Service Requests Closed

1,894

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions



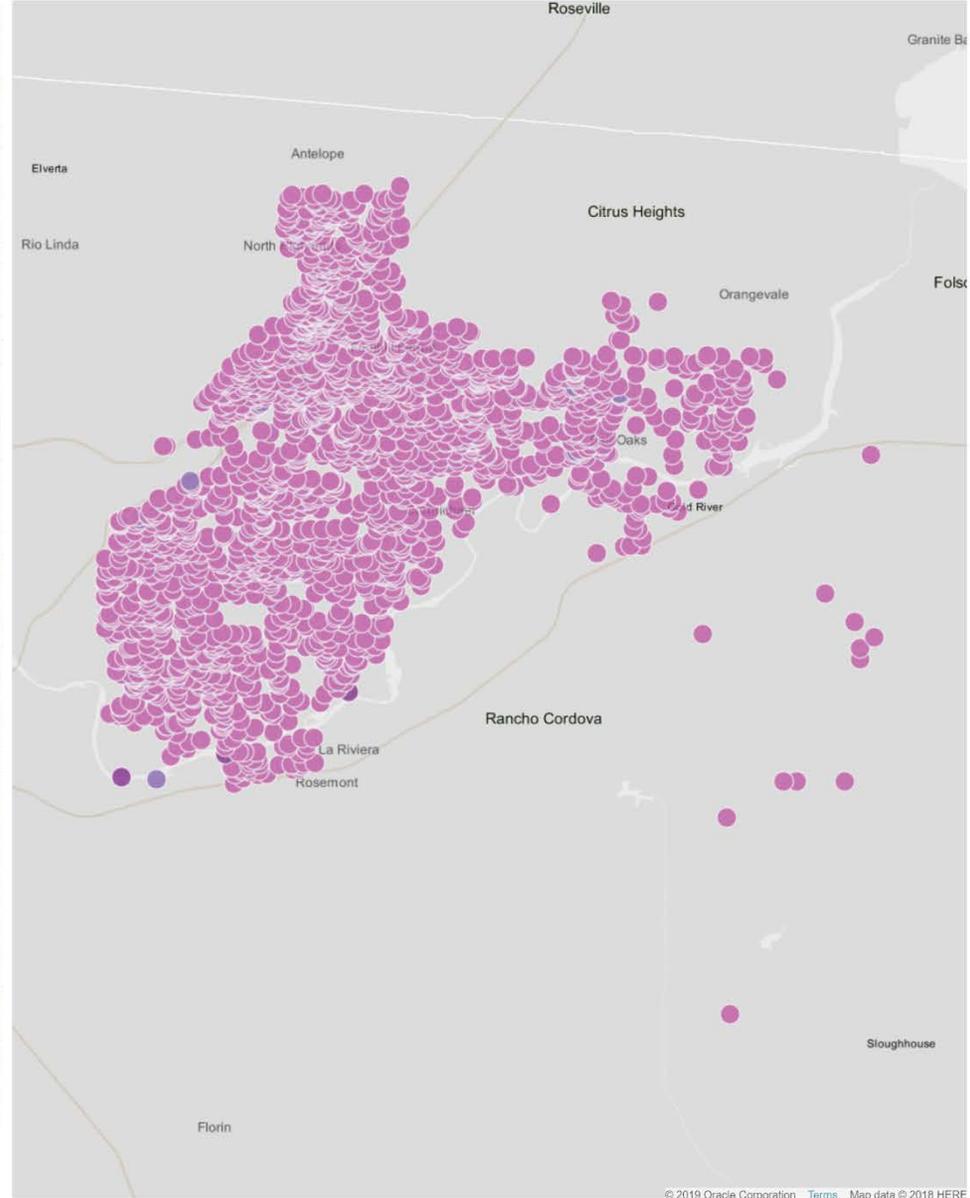
Board of Supervisor District Analysis

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

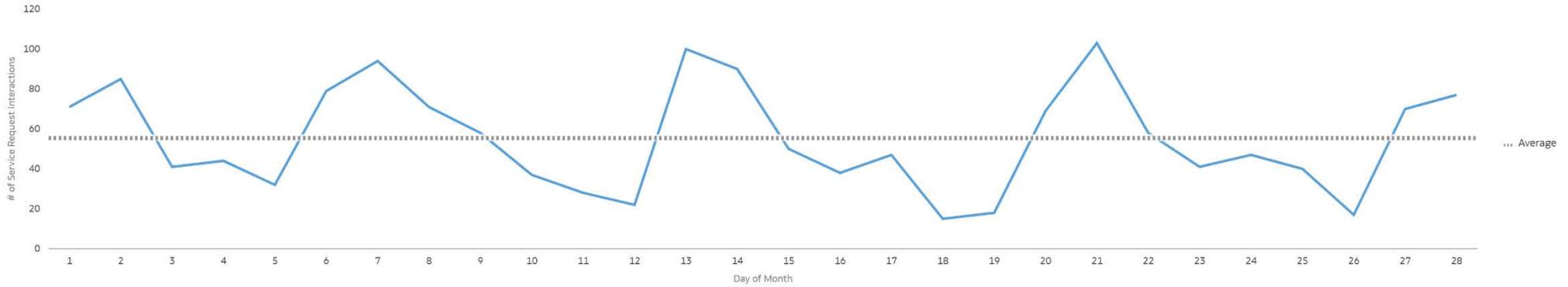
Service Requests Created

1,542

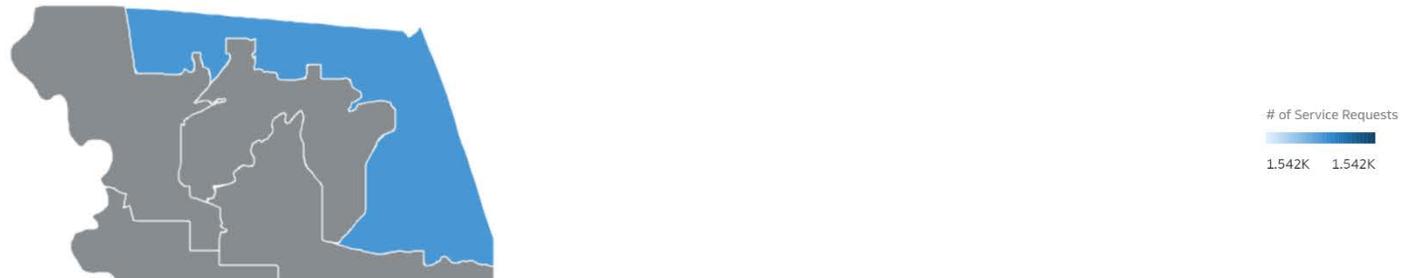
Service Requests Closed

1,102

Service Request Interactions Created by Day of Month



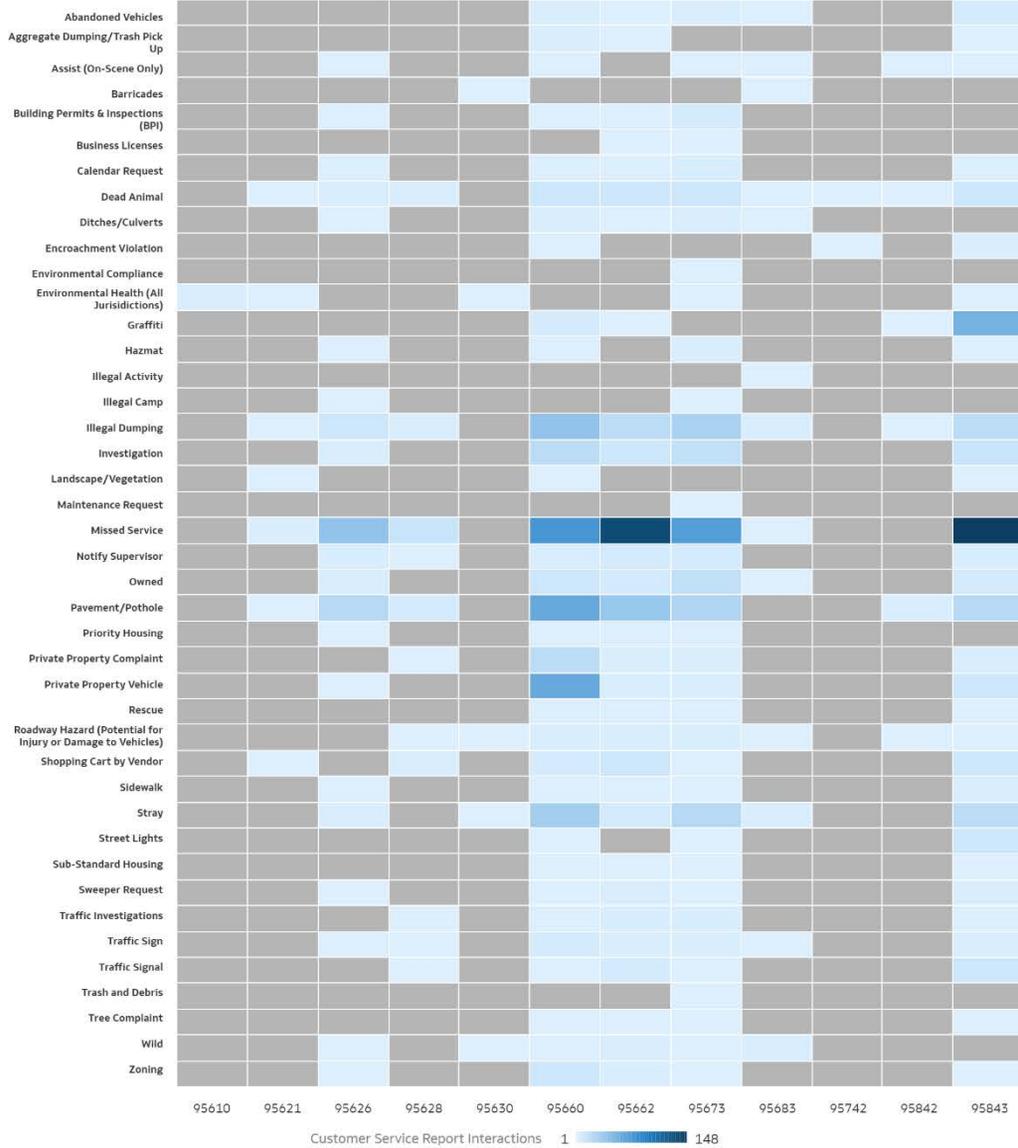
District Name, Customer Service Report Interactions



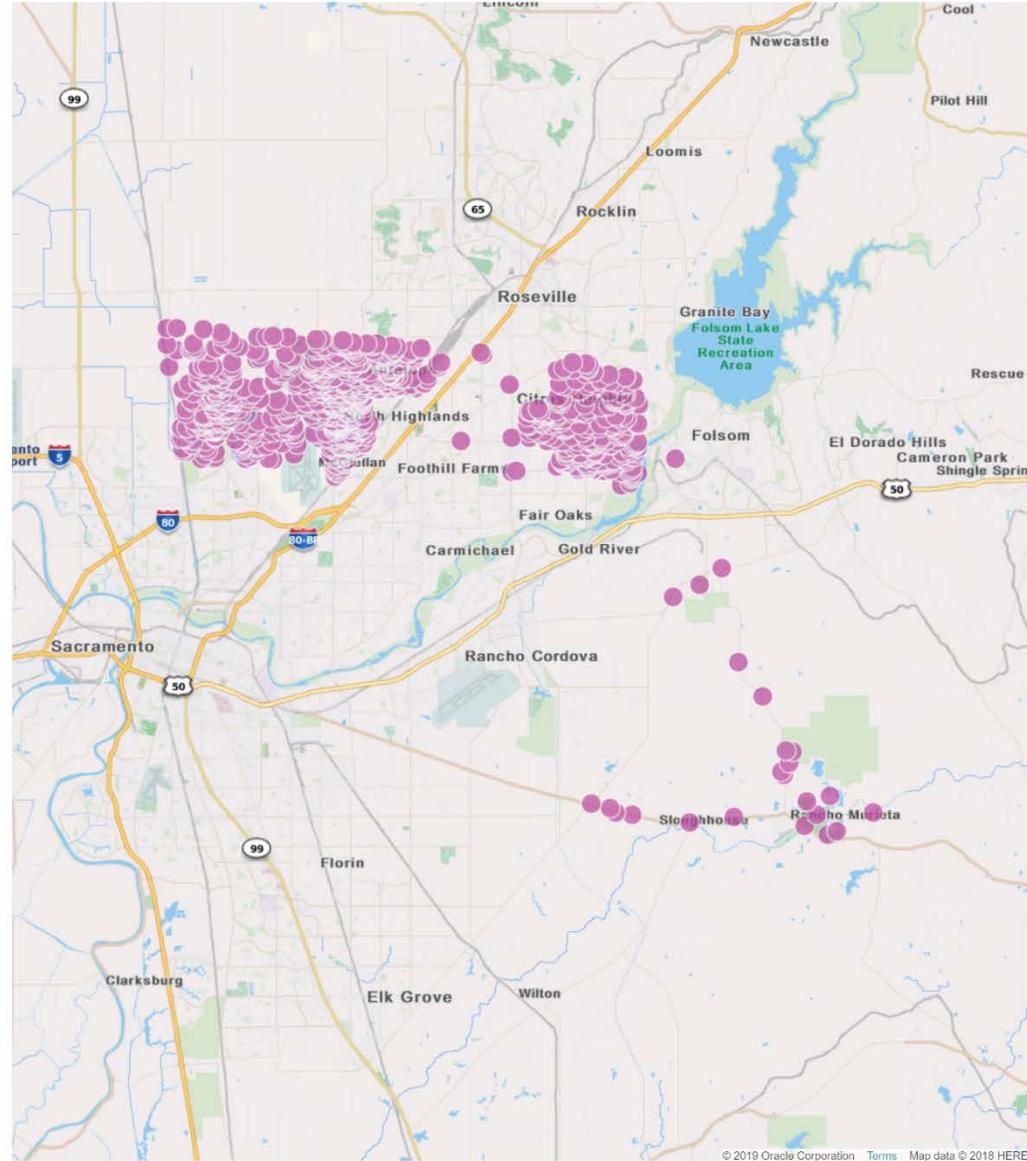
Board of Supervisor District Analysis

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

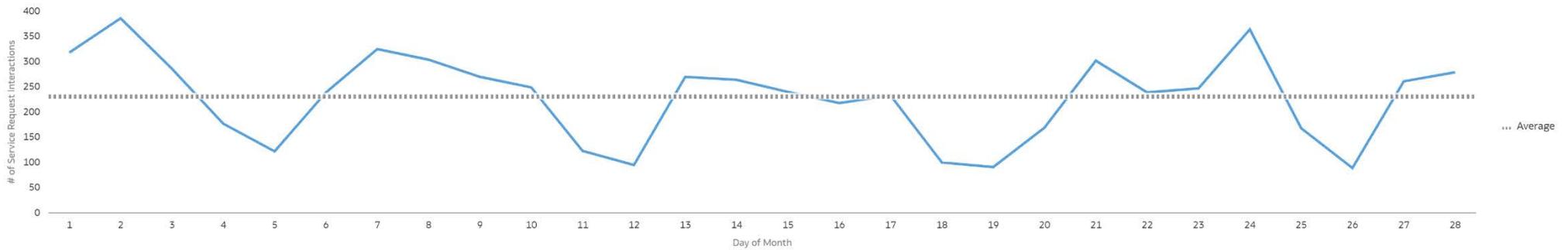
Service Requests Created

6,428

Service Requests Closed

4,607

Service Request Interactions Created by Day of Month



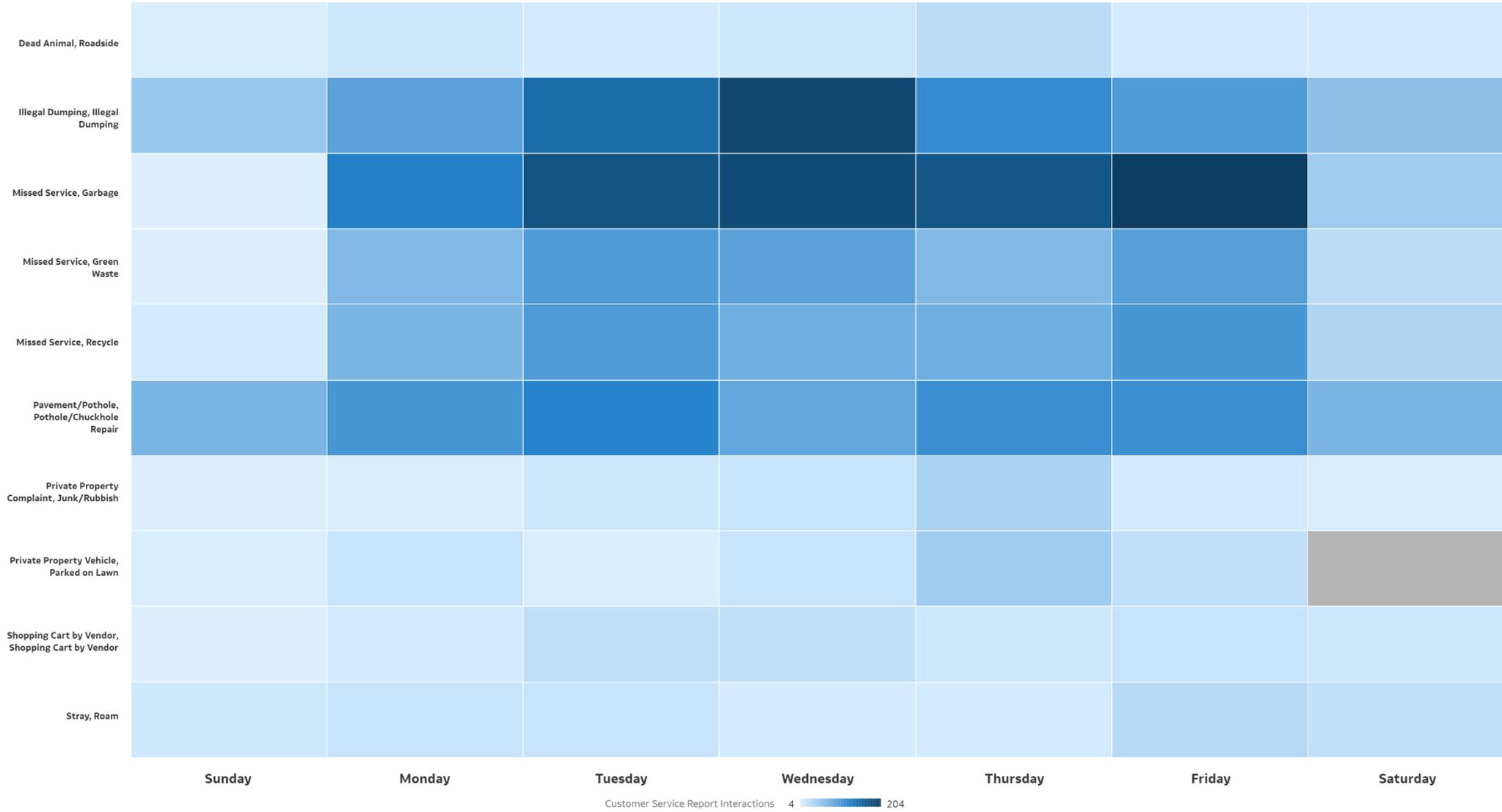
District Name, Customer Service Report Interactions



Aging of Open Requests

Top Service Requests Open by Day

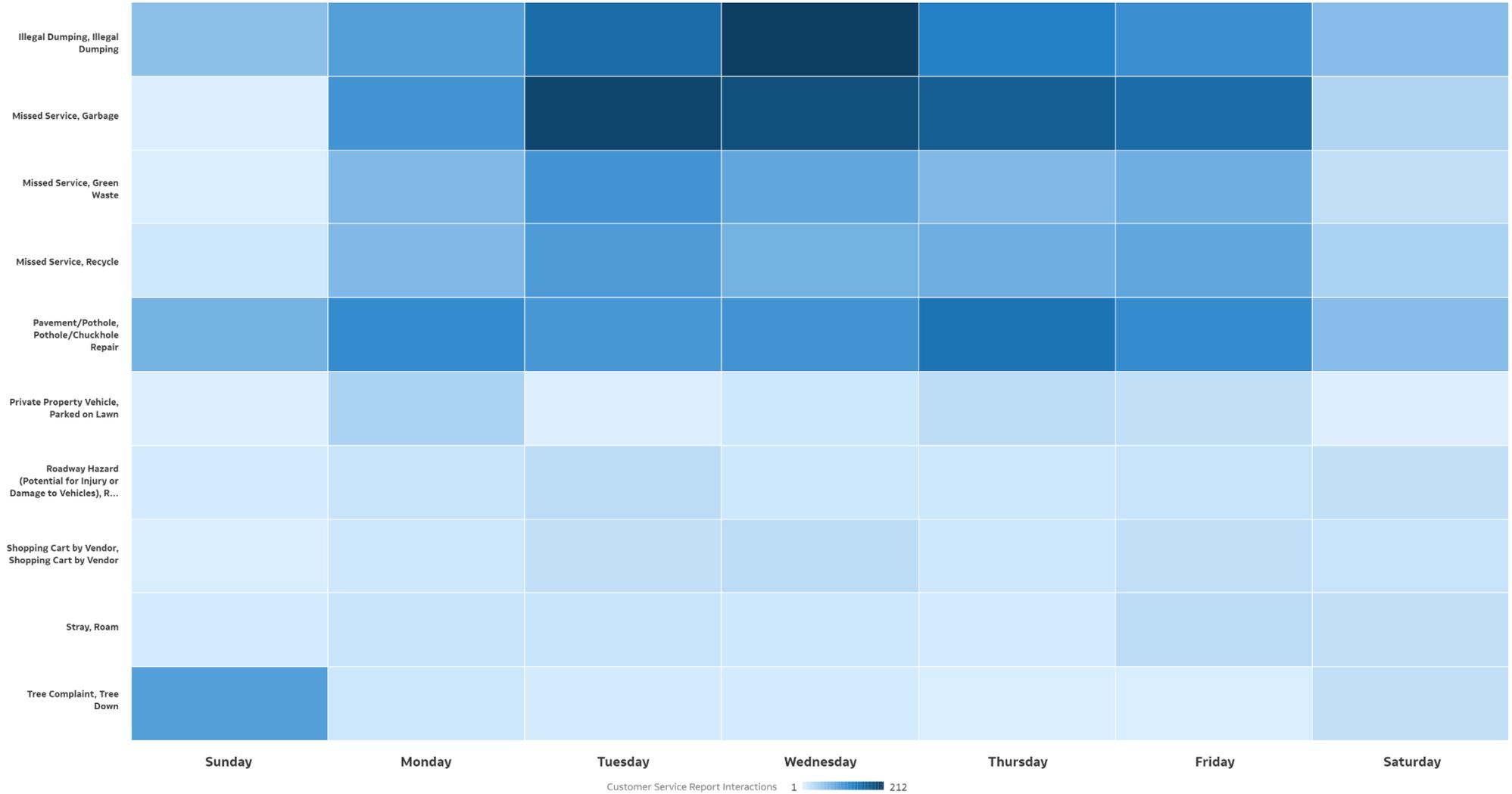
Opened Service Request Interactions by Category Per Day of Week



Aging of Open Requests

Top Service Requests Closed by Day

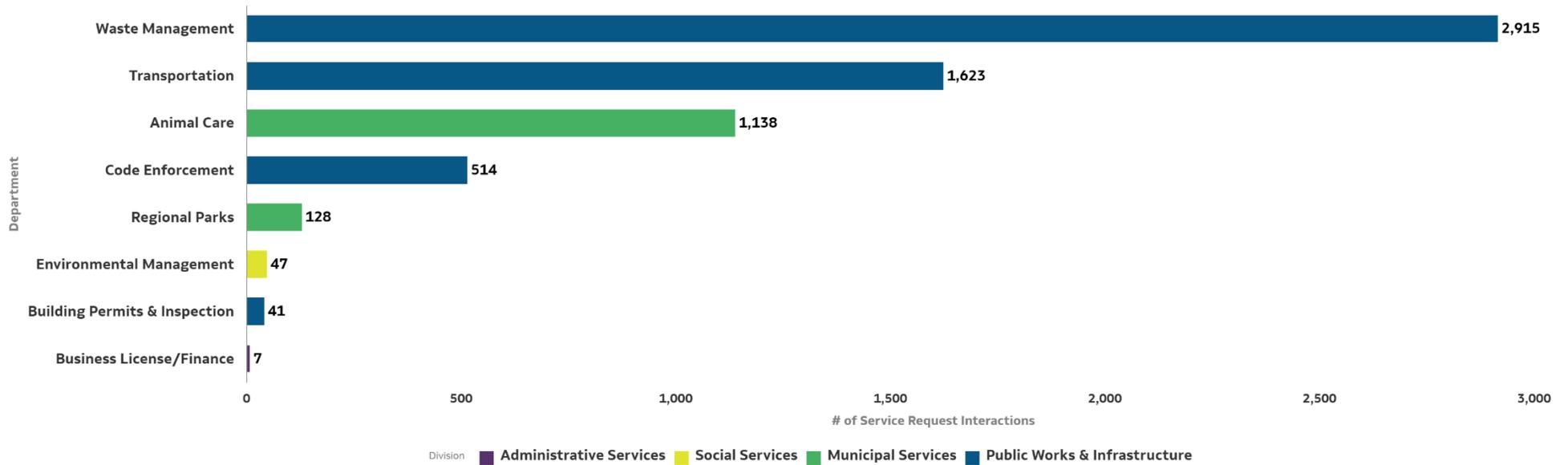
Closed Service Request Interactions by Category Per Day of Week



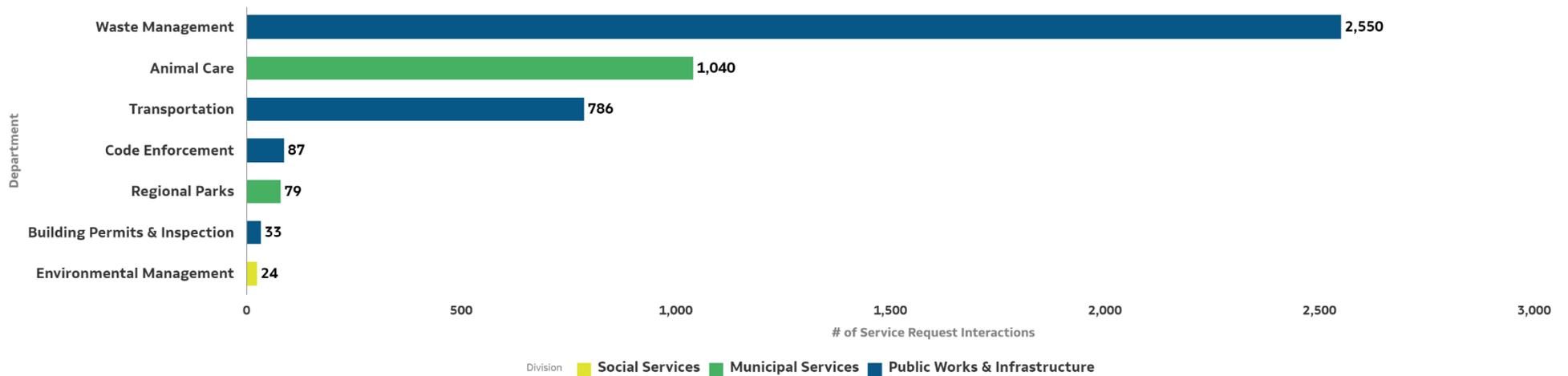
Aging of Open Requests

Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



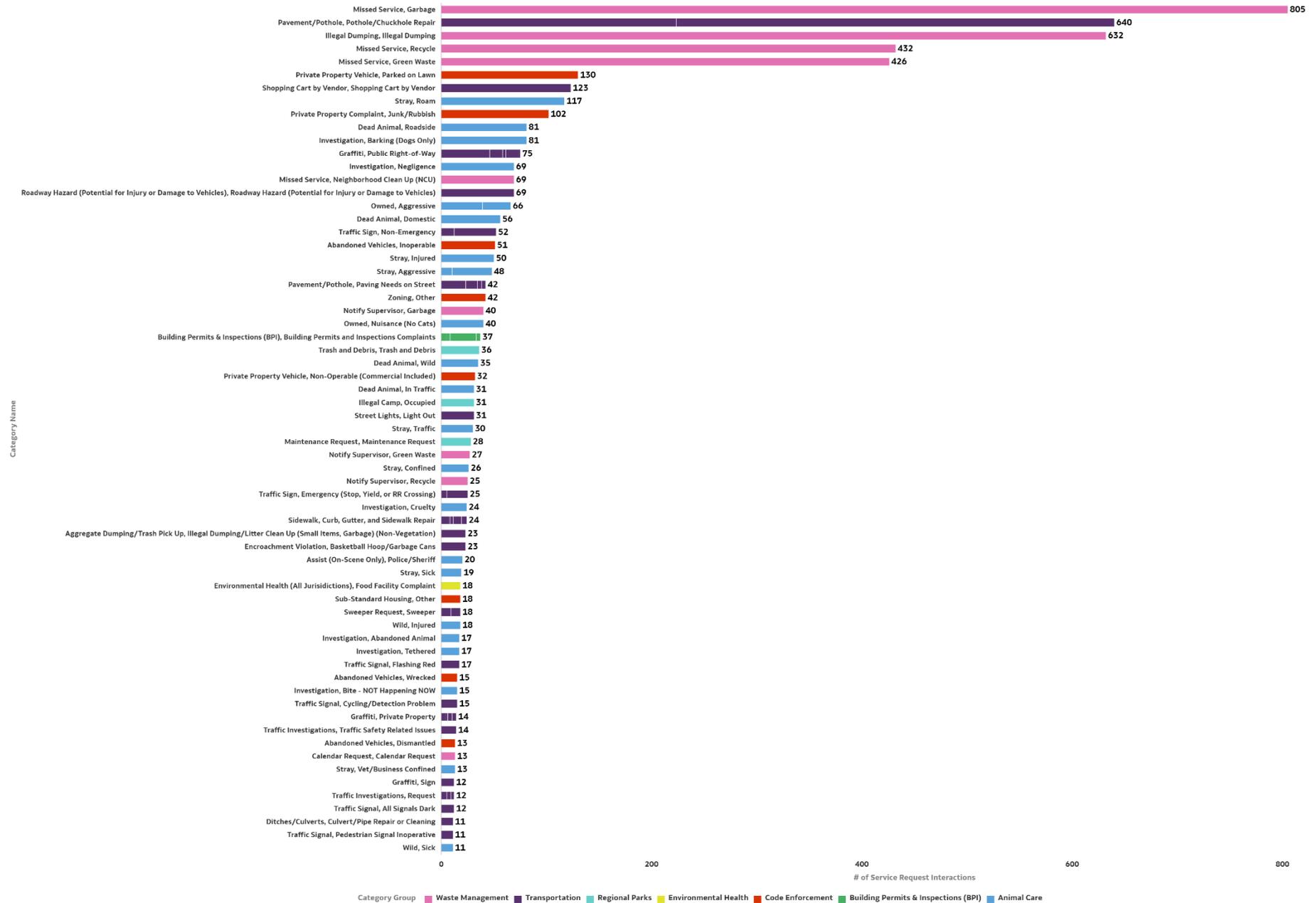
Service Request Interactions Closed by Department, Division



Aging of Open Requests

Greater Than 10 Service Requests

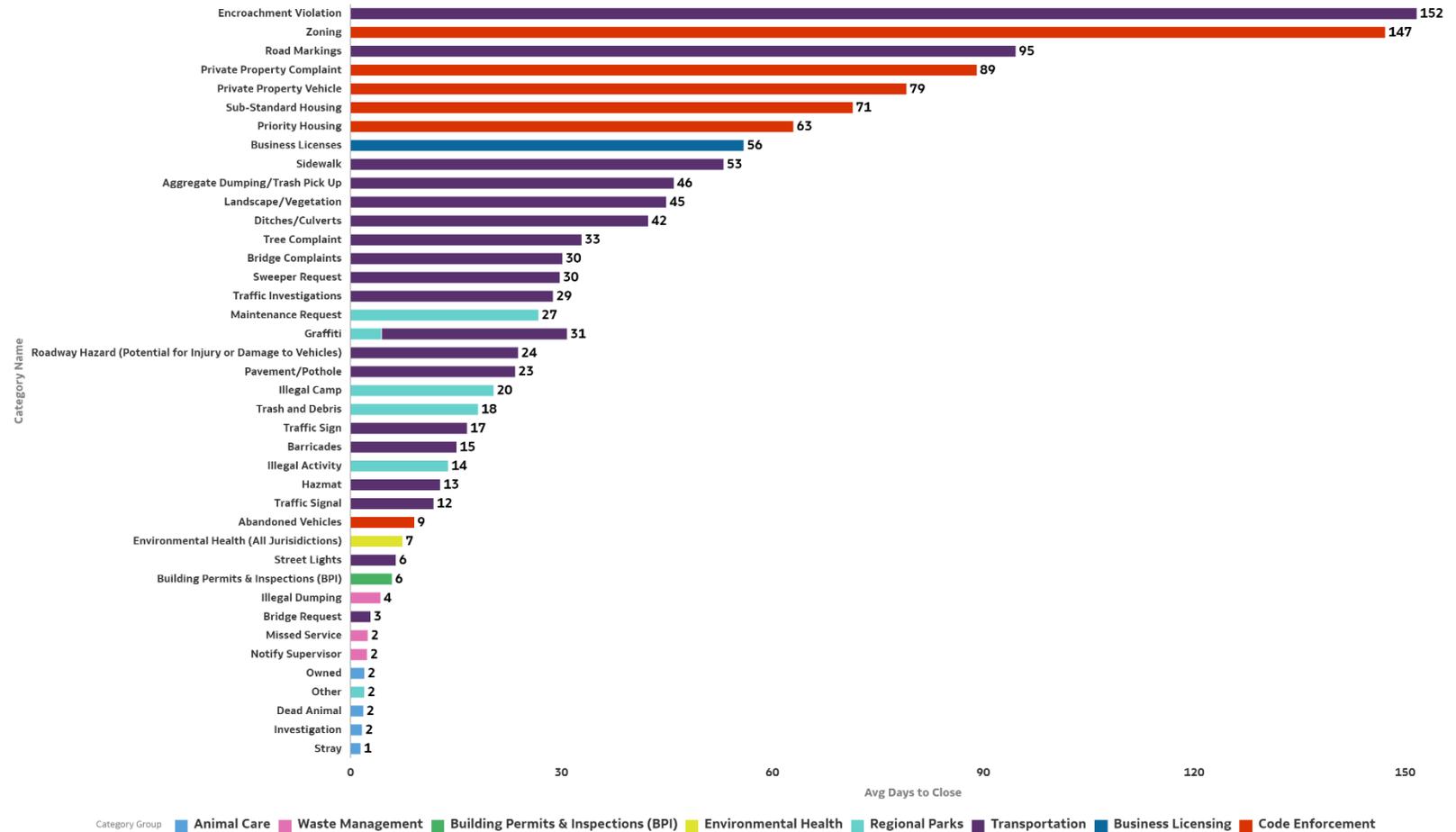
Service Request Interactions (>10 requests) by Category, Group



Aging of Open Requests

Average Days to Close Service Requests

Avg Days to Close by Category Name, Group



Aging of Open Requests

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

of Service Request Interactions Per Category with Avg Days to Close

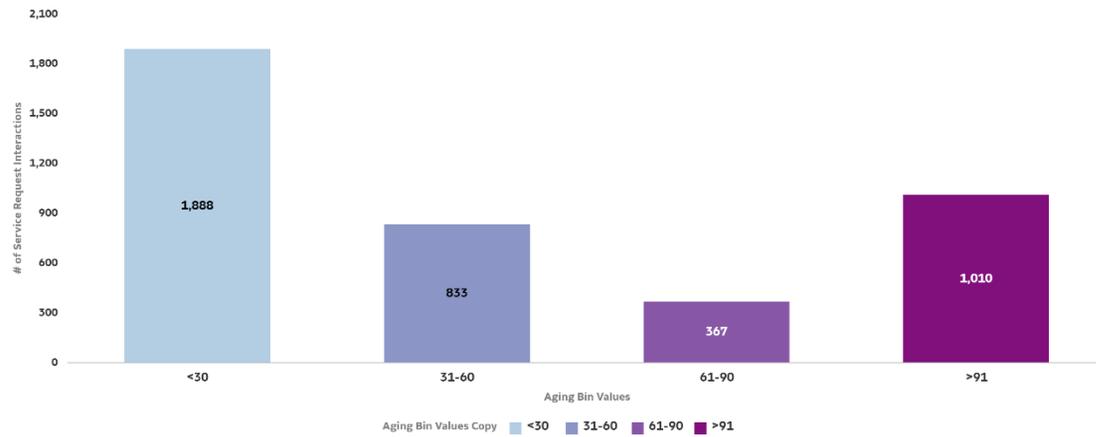
Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close	Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Waste Management	Calendar Request	19	0.00	Environmental Health	Environmental Health (All Jurisdictions)	2	10.34
Animal Care	Wild	42	0.07	Code Enforcement	Abandoned Vehicles	15	11.65
Animal Care	Rescue	16	0.21	Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	4	12.42
Animal Care	Assist (On-Scene Only)	46	0.31	Animal Care	Owned	4	13.67
Transportation	Shopping Cart by Vendor	124	0.34	Regional Parks	Illegal Activity	7	13.87
Animal Care	License/ Specimen Pick Up	2	0.52	Transportation	Barricades	3	18.13
Environmental Compliance	Environmental Compliance	2	0.55	Regional Parks	Trash and Debris	69	18.13
Transportation	Graffiti	1	1.05	Transportation	Traffic Signal	49	19.26
Animal Care	Stray	377	1.43	Transportation	Traffic Sign	88	21.46
Animal Care	Owned	123	1.57	Transportation	Pavement/Pothole	789	23.39
Animal Care	Investigation	234	1.61	Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	121	23.83
Animal Care	Dead Animal	250	1.80	Transportation	Graffiti	119	26.66
Regional Parks	Other	2	1.94	Regional Parks	Maintenance Request	30	26.71
Waste Management	Notify Supervisor	125	2.33	Transportation	Sweeper Request	29	29.75
Waste Management	Missed Service	1,916	2.44	Transportation	Bridge Complaints	3	30.12
Transportation	Aggregate Dumping/Trash Pick Up	1	2.80	Transportation	Tree Complaint	197	32.86
Transportation	Bridge Request	1	2.84	Transportation	Traffic Investigations	21	35.07
Transportation	Traffic Sign	32	3.09	Regional Parks	Illegal Camp	18	39.94
Transportation	Ditches/Culverts	1	3.82	Transportation	Ditches/Culverts	44	43.20
Transportation	Hazmat	14	4.11	Transportation	Aggregate Dumping/Trash Pick Up	40	47.05
Transportation	Traffic Signal	48	4.19	Transportation	Sidewalk	27	53.04
Waste Management	Illegal Dumping	856	4.24	Transportation	Landscape/Vegetation	11	55.47
Regional Parks	Graffiti	4	4.34	Business Licensing	Business Licenses	2	55.92
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	32	5.06	Code Enforcement	Priority Housing	28	62.97
Transportation	Barricades	1	5.85	Code Enforcement	Sub-Standard Housing	35	71.41
Transportation	Landscape/Vegetation	3	6.14	Code Enforcement	Private Property Vehicle	164	79.06
Transportation	Street Lights	59	6.43	Code Enforcement	Private Property Complaint	86	89.06
Transportation	Traffic Investigations	6	6.78	Transportation	Road Markings	1	94.59
Environmental Health	Environmental Health (All Jurisdictions)	34	7.19	Transportation	Hazmat	1	133.74
Regional Parks	Illegal Camp	29	8.16	Code Enforcement	Zoning	46	147.16
Code Enforcement	Abandoned Vehicles	78	8.54	Transportation	Encroachment Violation	4	151.64

Aging of Open Requests

Select As Of Date

2021.0228

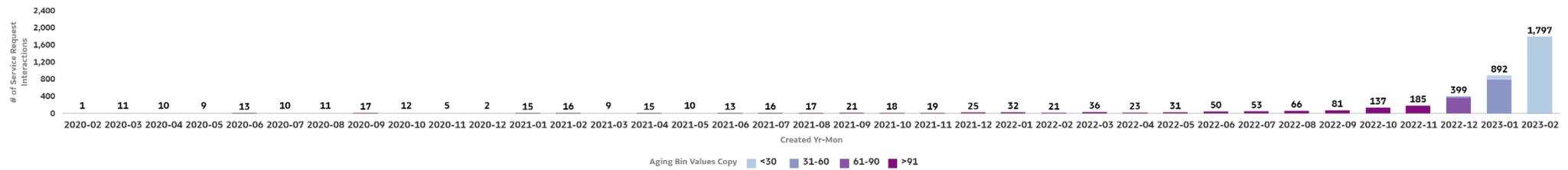
Aging Service Requests



Aging Service Requests

Aging Bin Values Copy	Customer Service Report Interactions
<30	1,888
31-60	833
61-90	367
>91	1,010

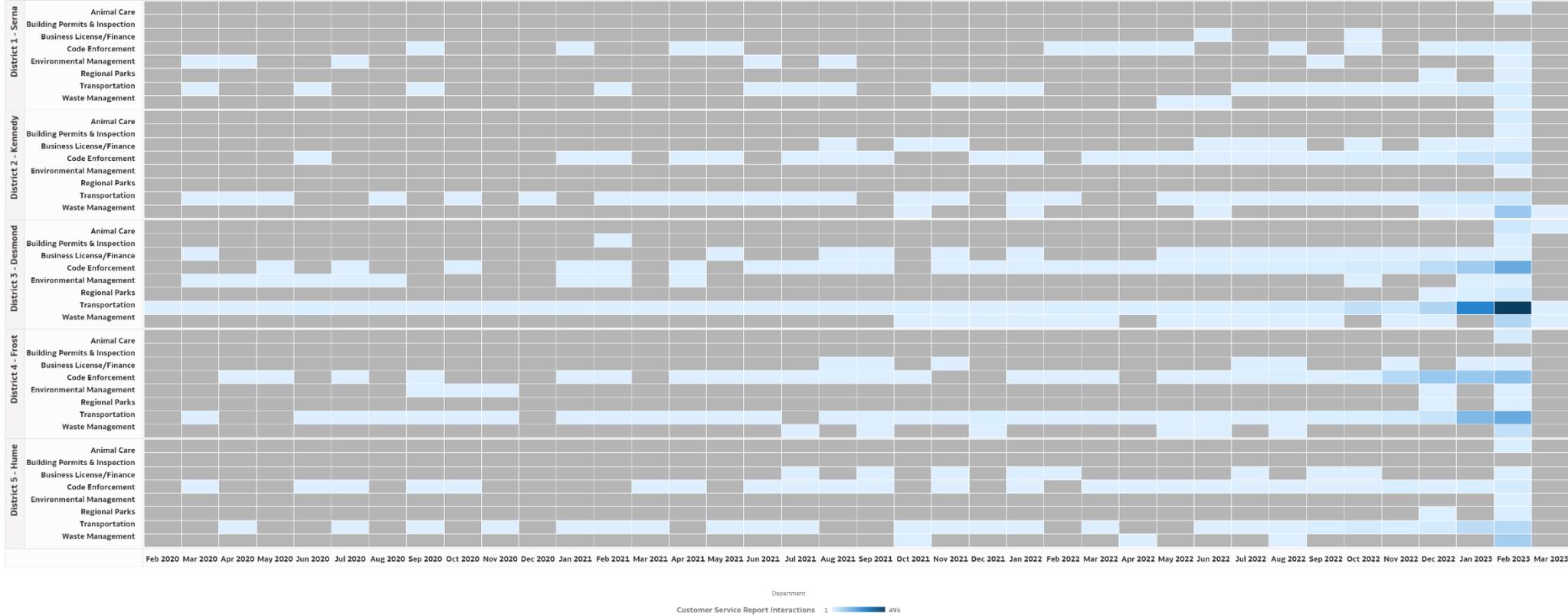
Aging Service Requests by Created Year-Month



Aging of Open Requests

Department Aging Requests by Month Created Per District

Department Aging Service Requests by Created Year-Month 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.

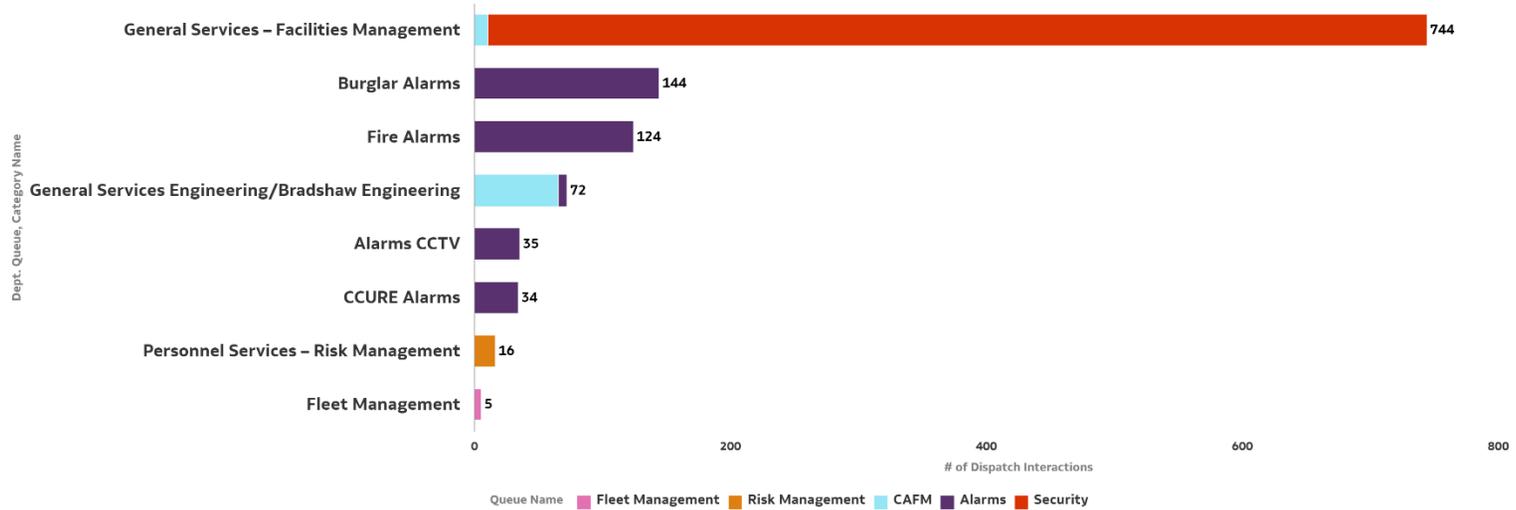
Acronym Glossary

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

Dispatch Interactions by Category, Queue
Division: Administrative Services



Service Definitions

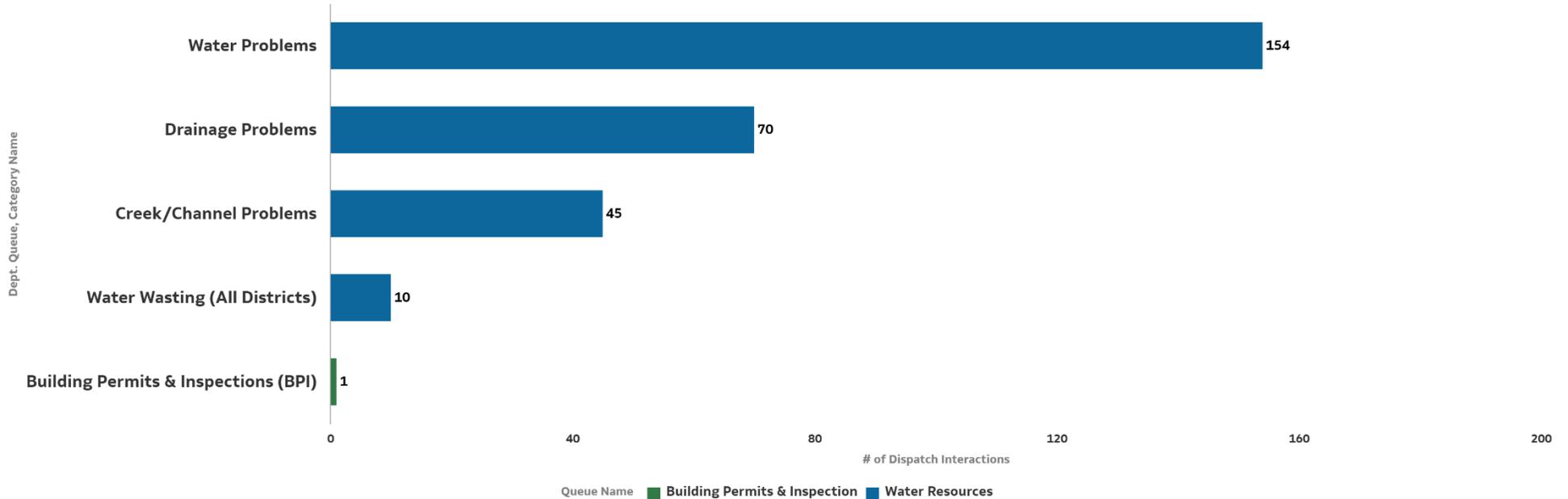
General Services Engineering/Bradshaw Engineering	Dispatch Services for Downtown and Bradshaw Facility Engineers to respond for fire/environmental alarms, generator testing, electrical, plumbing issues in county maintained buildings, etc.
General Services Facilities Management	Dispatch Services for Facilities 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

Community Services

Dispatch Interactions by Category, Queue

Division: Public Works & Infrastructure



Service Definitions

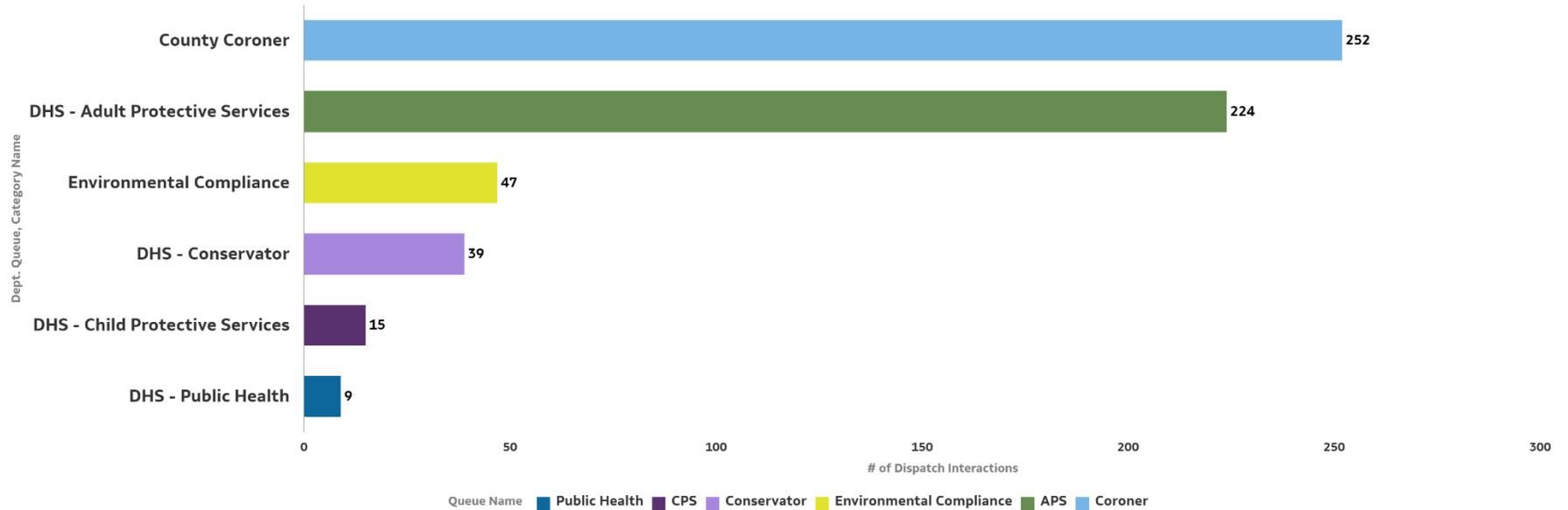
Building Permits and Inspections	On-Call Emergency Building Inspections for either Residential or Commercial properties in regards to Plumbing, Mechanical, Electrical, or Structural inspections
Water Resources Water Dispatch Form	Dispatch Services including fire hydrant, odor/taste/color, no water, water 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

Dispatch Interactions by Category, Queue

Division: Social Services



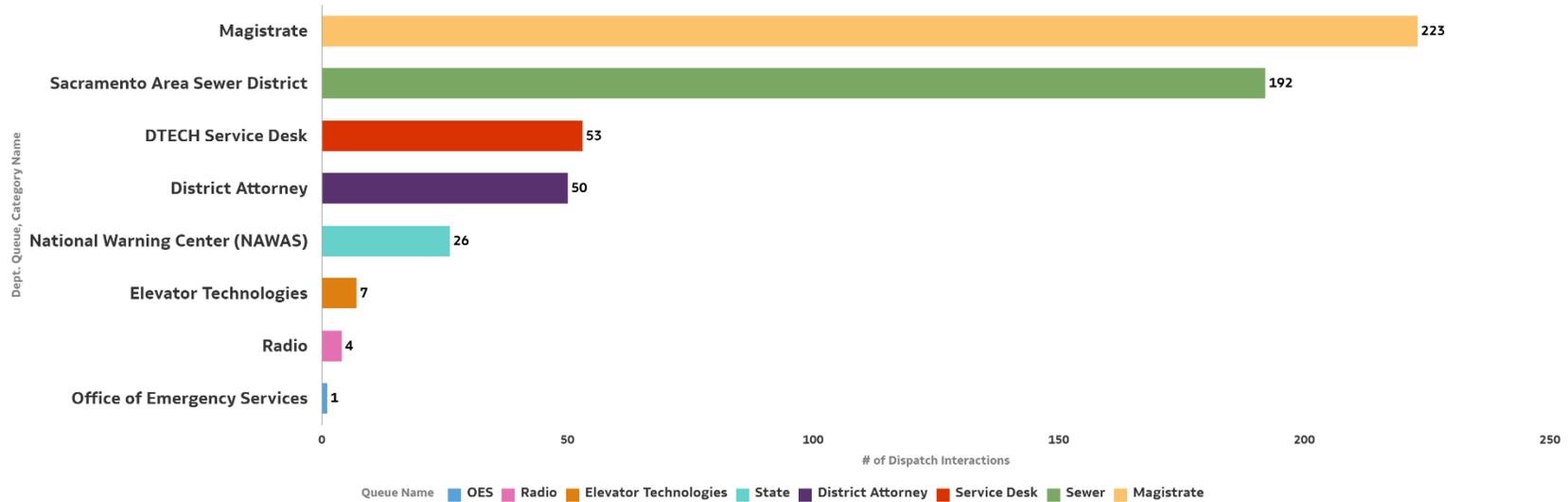
Service Definitions

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

Dispatch Interactions by Category, Queue
Division: 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.