

Monthly 311 Communications/Dispatch Center

SERVICE REQUEST & STATISTICS REPORT

JANUARY 2023



SAC COUNTY
311
CONNECT

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

SACRAMENTO
COUNTY

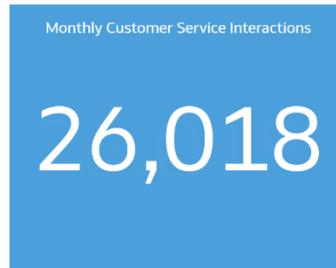
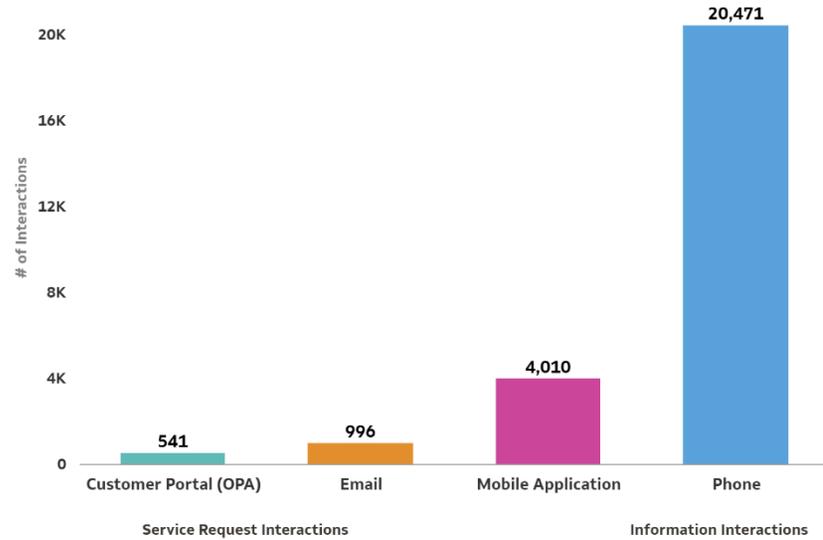
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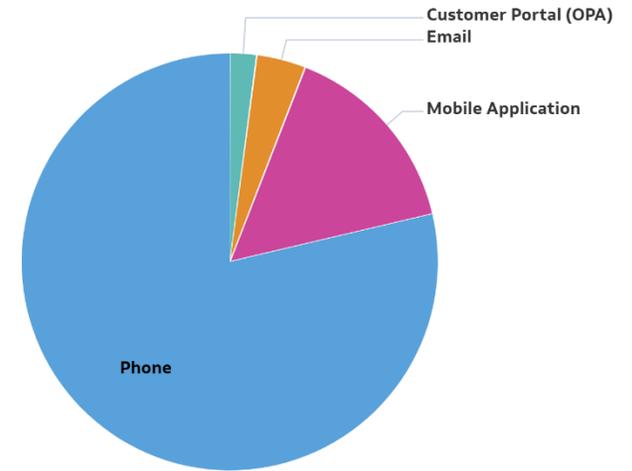
Monthly Statistics

Monthly Interactions by Source



Incident Source Name	Service Request Map Count
Customer Portal (OPA)	541
Email	996
Mobile Application	4,010
Phone	20,471

Monthly Interactions by Source



Service Request Interactions

9,119

Information Interactions

7,412

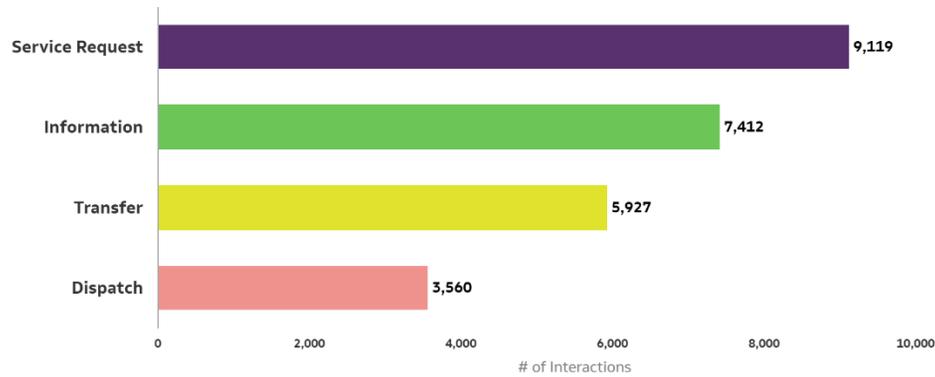
Transfer Interactions

5,927

Dispatch Interactions

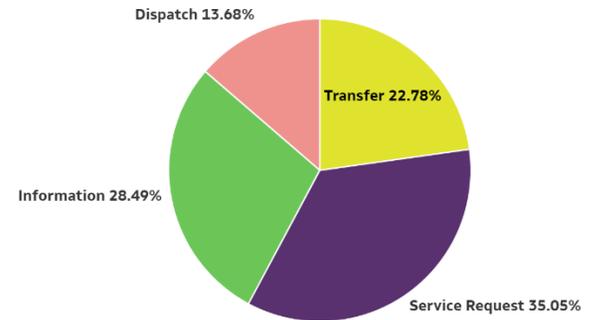
3,560

Customer Service Report Interactions by Interaction Type



Interaction Type ■ Transfer ■ Service Request ■ Information ■ Dispatch

Monthly Interactions by Interaction Type



Interaction Type ■ Transfer ■ Service Request ■ Information ■ Dispatch

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
Pavement/Pothole, Pothole/Chuckhole Repair	1,515
Missed Service, Garbage	1,236
Illegal Dumping, Illegal Dumping	739
Missed Service, Green Waste	594
Missed Service, Recycle	546
Tree Complaint, Tree Down	427
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	241
Traffic Sign, Non-Emergency	176
Stray, Roam	134
Traffic Signal, All Signals Dark	134
Barricades, Road Flooding/Barricades	132
Shopping Cart by Vendor, Shopping Cart by Vendor	117
Dead Animal, Roadside	114
Private Property Vehicle, Parked on Lawn	112
Missed Service, Neighborhood Clean Up (NCU)	106
Investigation, Barking (Dogs Only)	100
Investigation, Negligence	95
Ditches/Culverts, Culvert/Pipe Repair or Cleaning	91
Notify Supervisor, Garbage	84
Private Property Complaint, Junk/Rubbish	84
Dead Animal, Domestic	82

Cat2, Cat3	Customer Service Report Interactions
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	76
Pavement/Pothole, Paving Needs on Street	73
Street Lights, Light Out	73
Dead Animal, Wild	67
Stray, Injured	62
Owned, Aggressive	58
Trash and Debris, Trash and Debris	56
Owned, Nuisance (No Cats)	52
Tree Complaint, Broken/Hanging Tree Limb	51
Maintenance Request, Maintenance Request	49
Stray, Confined	48
Stray, Aggressive	47
Stray, Traffic	46
Private Property Vehicle, Non-Operable (Commercial Included)	45
Graffiti, Public Right-of-Way	44
Traffic Signal, Flashing Red	44
Traffic Signal, Cycling/Detection Problem	37
Ditches/Culverts, Ditch Cleaning	36
Investigation, Cruelty	36
Sidewalk, Curb, Gutter, and Sidewalk Repair	36

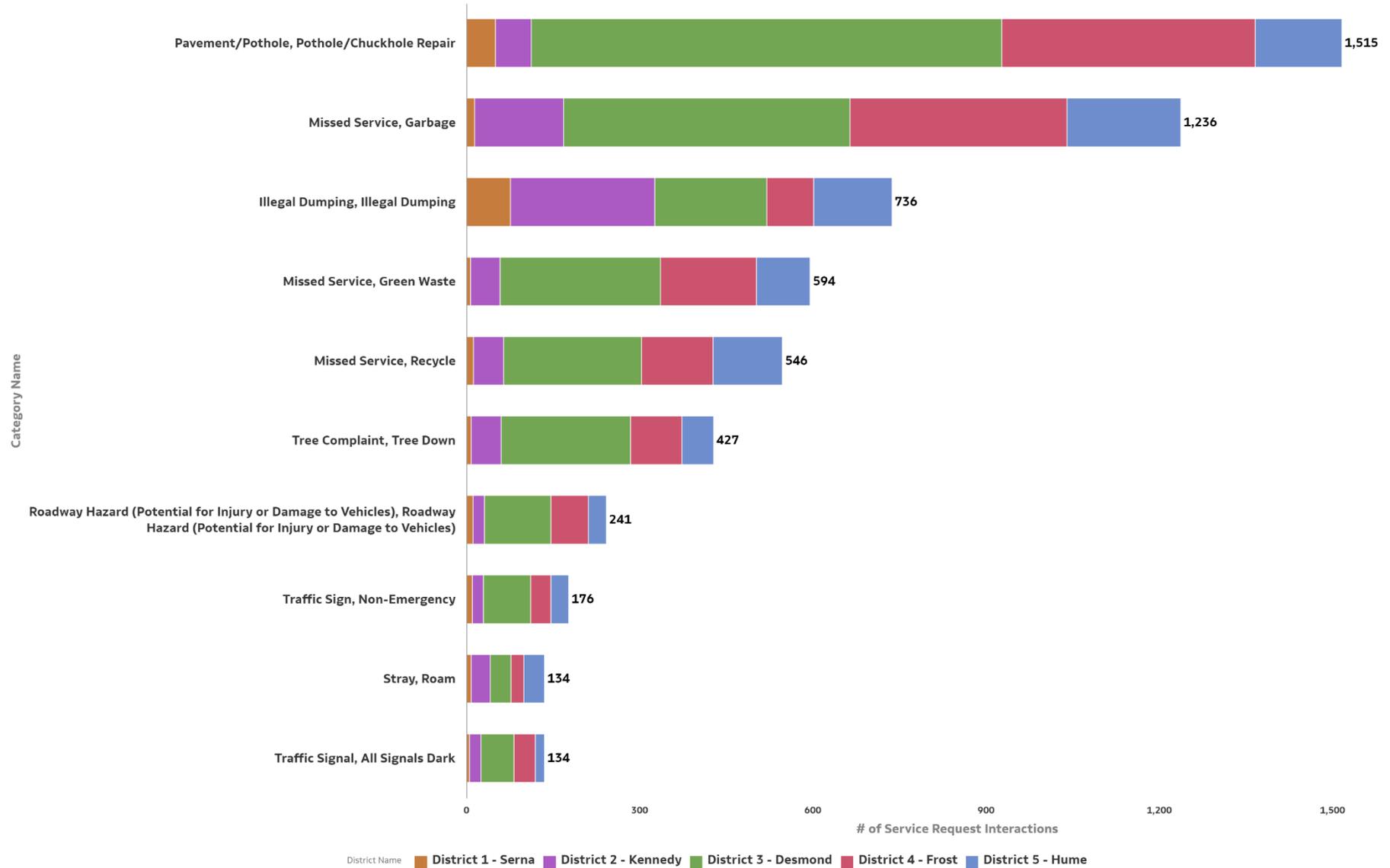
Cat2, Cat3	Customer Service Report Interactions
Abandoned Vehicles, Inoperable	35
Assist (On-Scene Only), Police/Sheriff	34
Encroachment Violation, Basketball Hoop/Garbage Cans	34
Stray, Sick	34
Tree Complaint, Request	34
Zoning, Other	33
Calendar Request, Calendar Request	32
Environmental Health (All Jurisdictions), Food Facility Complaint	32
Dead Animal, In Traffic	29
Illegal Camp, Occupied	29
Notify Supervisor, Green Waste	27
Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	26
Notify Supervisor, Recycle	24
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	23
Ditches/Culverts, Drainage Problem (Not Ditches or Culverts)	23
Sidewalk, Tree Trimming Needed	22
Wild, Injured	22
Sweeper Request, Sweeper	21
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	20
Investigation, Bite - NOT Happening NOW	20

Cat2, Cat3	Customer Service Report Interactions
Graffiti, Private Property	19
Traffic Investigations, Request	19
Traffic Signal, Pedestrian Signal Inoperative	19
Abandoned Vehicles, Wrecked	17
Stray, Vet/Business Confined	17
Traffic Signal, Turned Signal Head	17
Abandoned Vehicles, Dismantled	16
Missed Service, Non-Regular Service	16
Sub-Standard Housing, Roof Leak	15
Investigation, Abandoned Animal	14
Pavement/Pothole, Sink Hole in Roadway	14
Traffic Investigations, Traffic Safety Related Issues	14
Ditches/Culverts, Shoulder Erosion/Drop-Off Repair	13
Sidewalk, Tree Limb Down Obstructing Bike Lane or Sidewalk	13
Wild, Sick	13
Illegal Camp, Abandoned	12
Sub-Standard Housing, Other	12
Investigation, Tethered	11
Missed Sweeper Request, Missed Sweeper Request	11
Street Lights, Lights Out (Group)	11
Pavement/Pothole, Pavement-Other Unknown Maintenance Needs	10
Street Lights, Light or Pole Damaged	10

Total Service Requests Opened

Top 10 Service Requests Categories Opened | With Districts

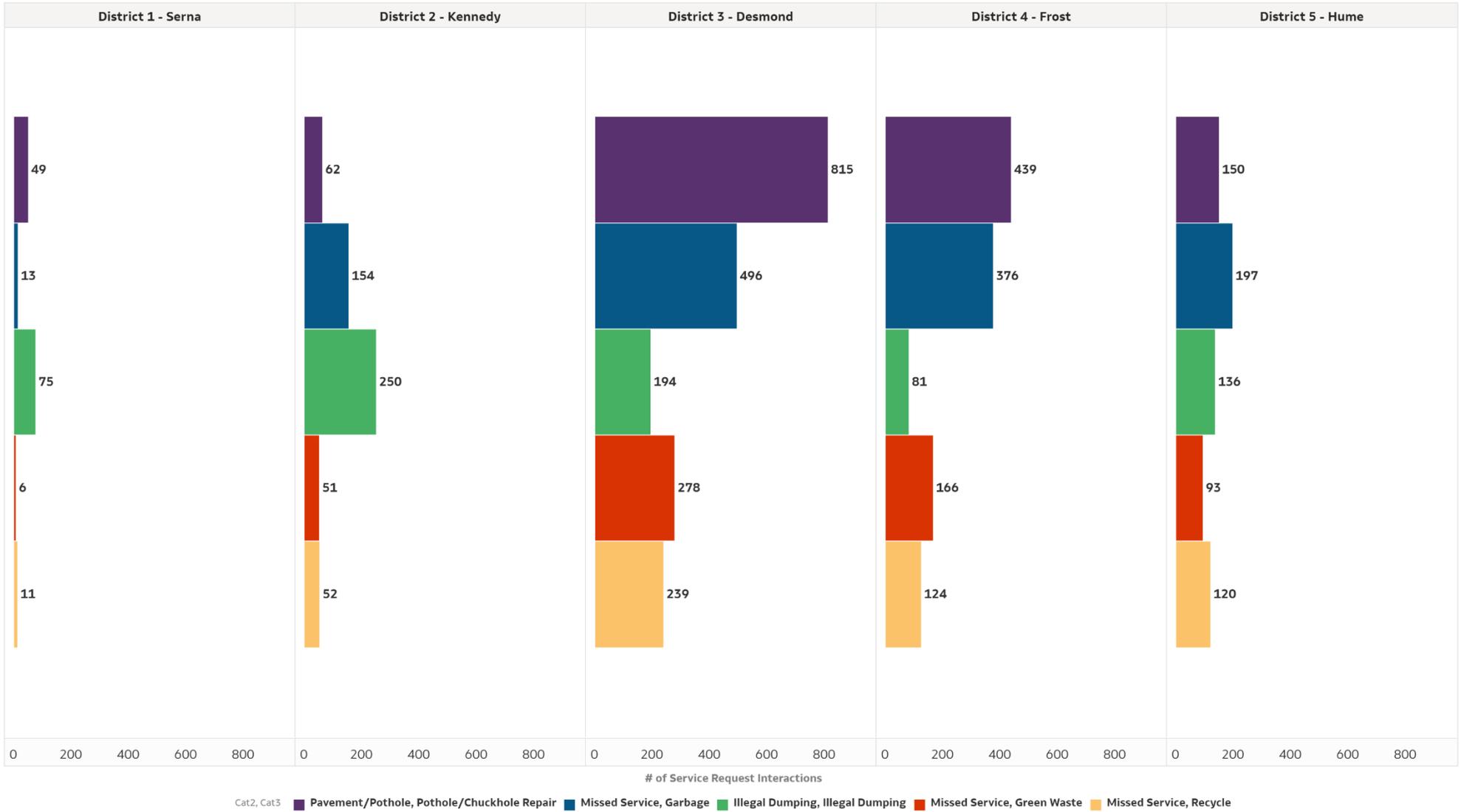
Top 10 Service Request Categories Opened with Districts



Top Service Requests Opened

Top 5 Service Requests Opened | by Districts

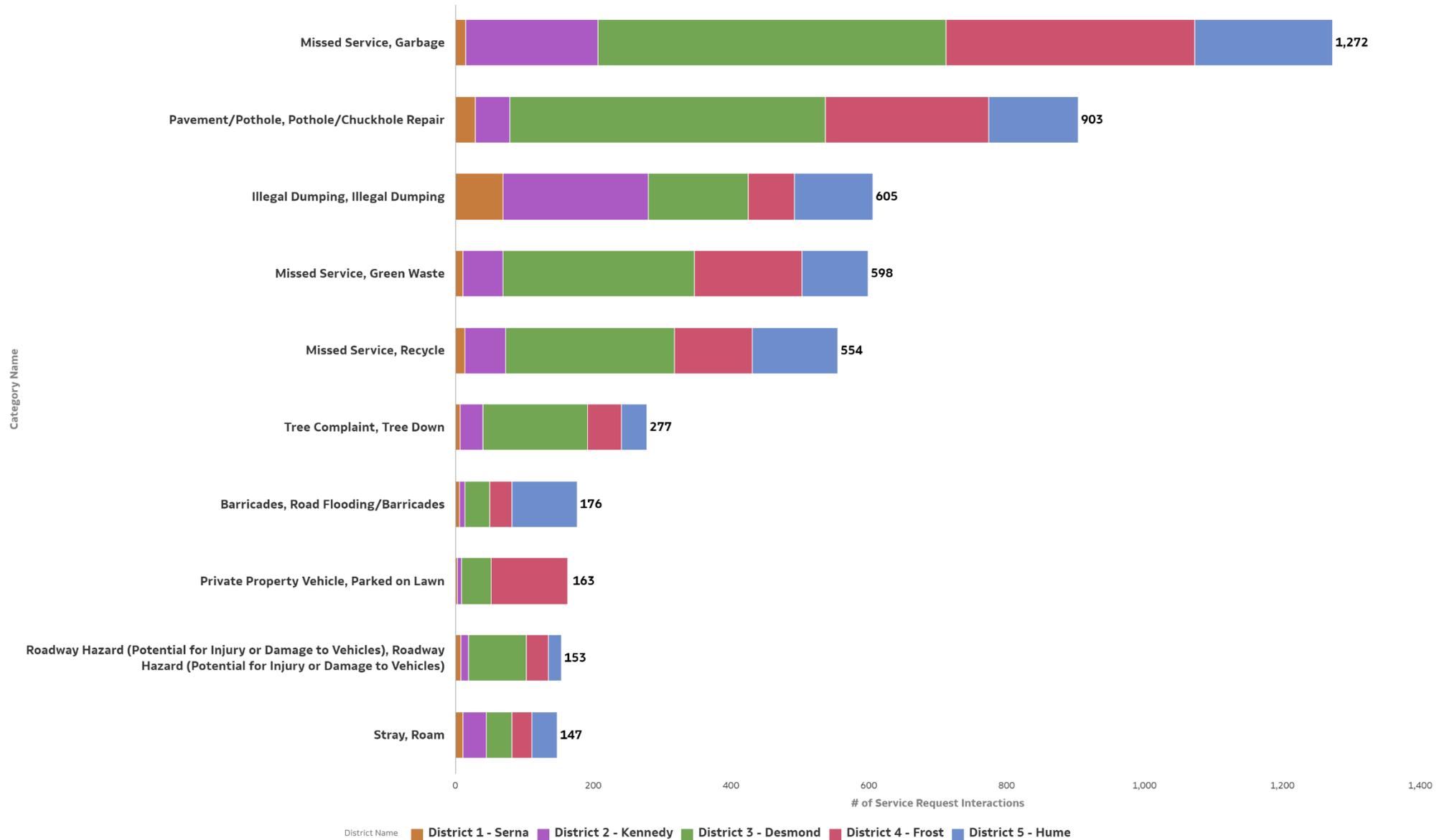
Top 5 Service Request Categories Opened by District



Top Service Requests Closed

Top 10 Service Requests Categories Closed | With Districts

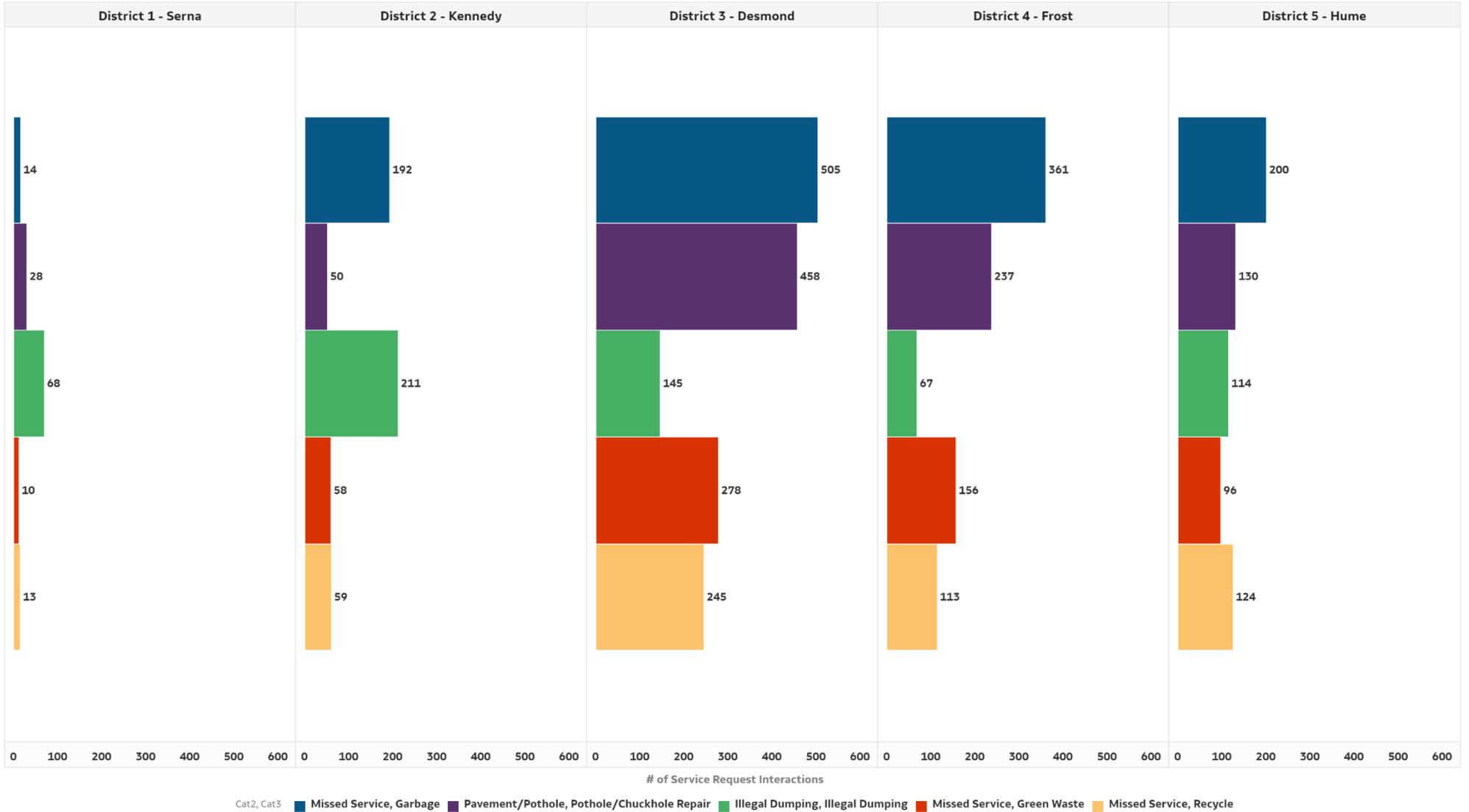
Top 10 Service Request Categories Closed with Districts



Top Service Requests Closed

Top 5 Service Requests Categories Closed | by Districts

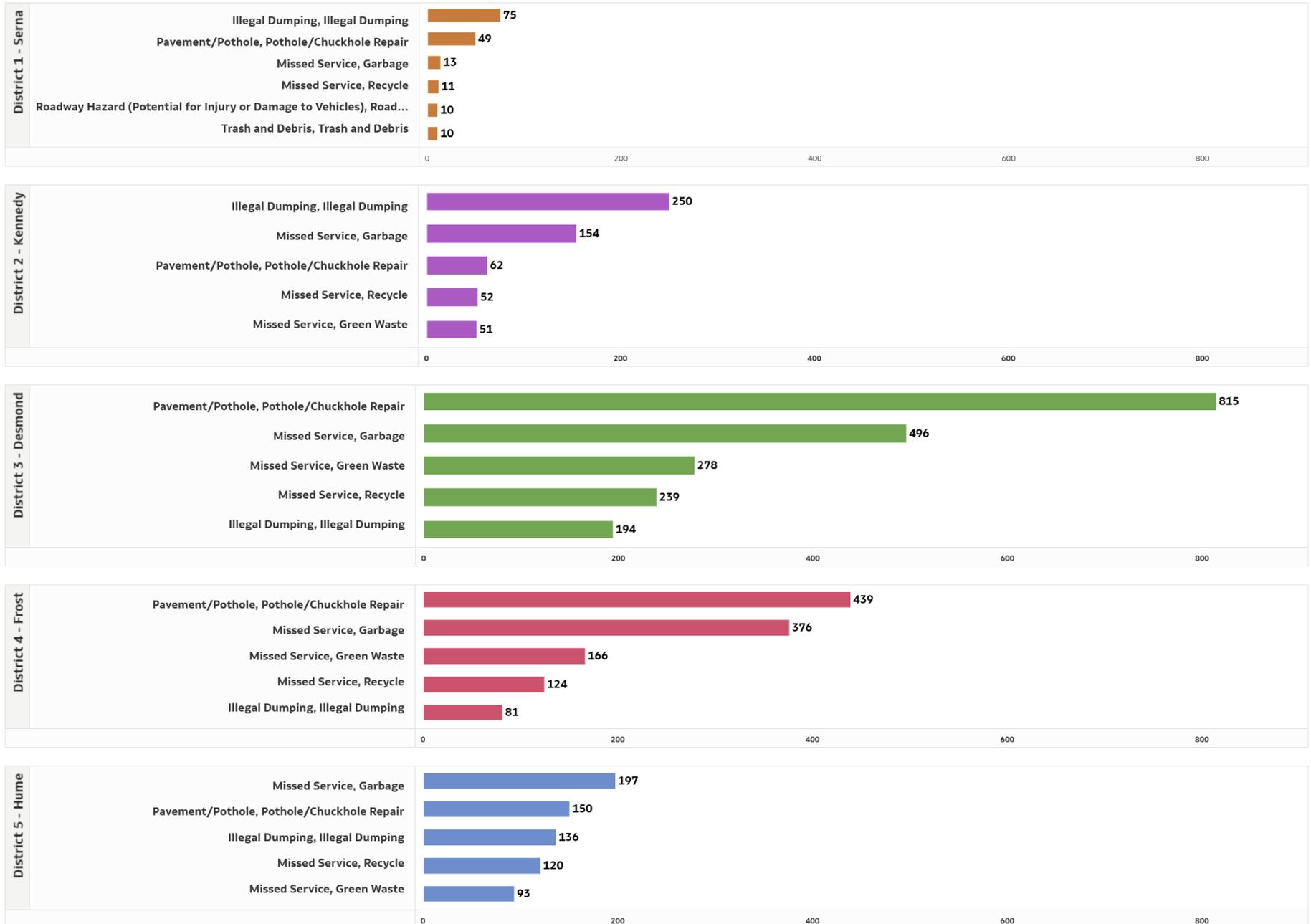
Top 5 Service Request Categories Closed by District



Top Unresolved Service Request

Top Unresolved Service Request Categories | by Districts

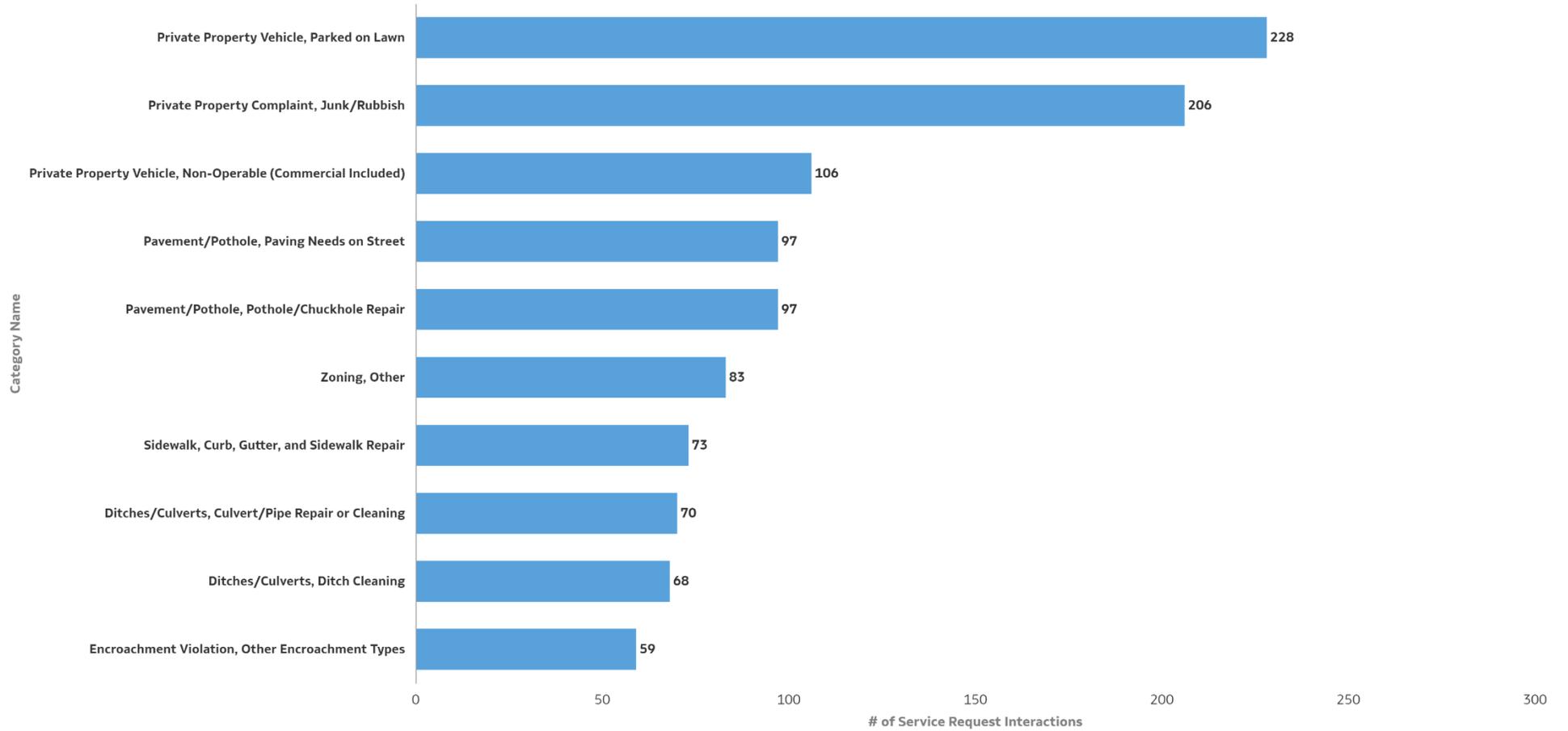
Top Unresolved Service Request Categories by District



Top Unresolved Service Request

Top 10 Unresolved Service Request Categories

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through January 31st

4,324

Interactions Closed this Month

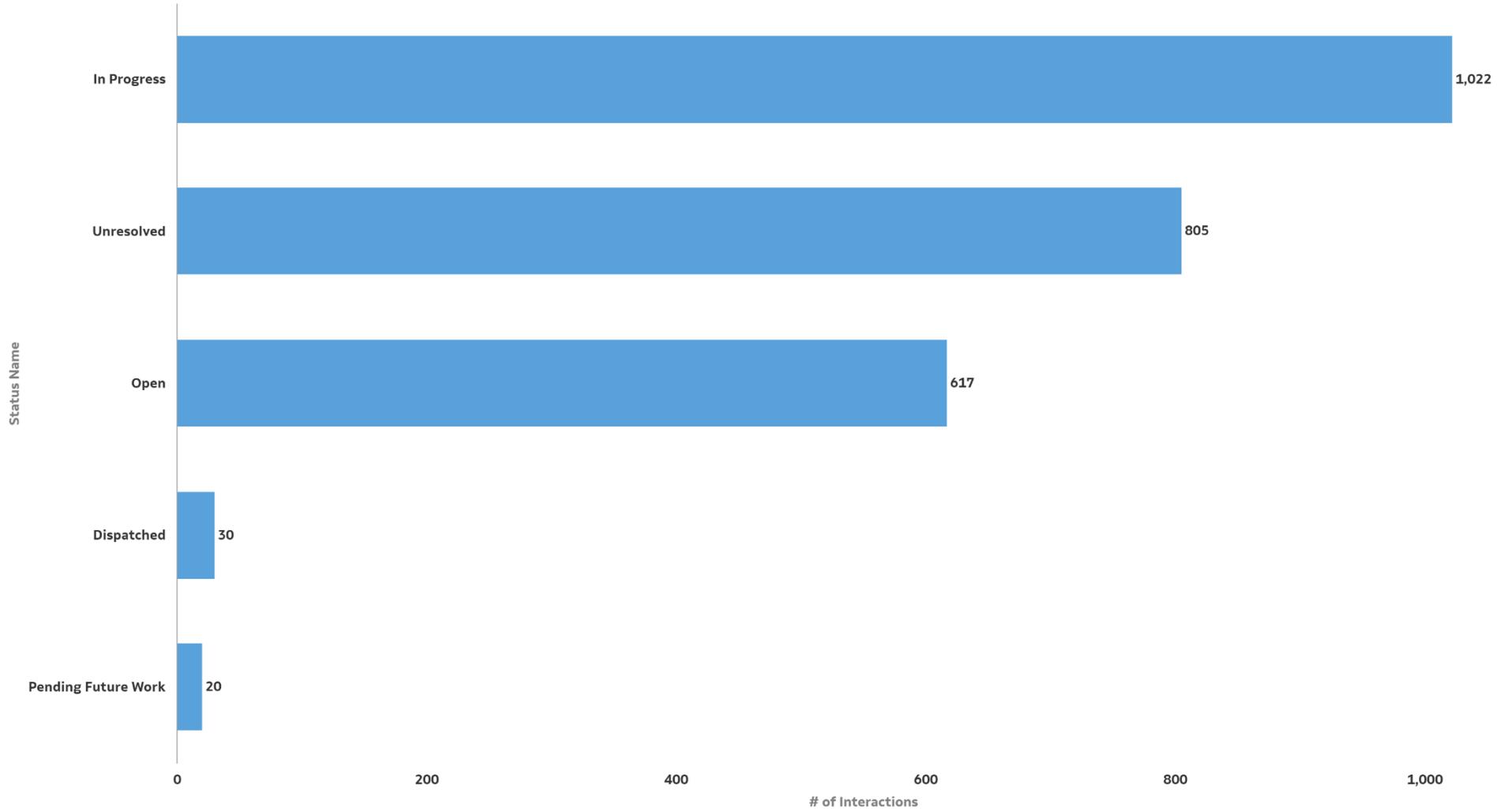
24,912

Monthly Interactions Not Closed

2,494

Monthly Interactions Not Closed by Status

Monthly Interactions Not Closed by Status



Board of Supervisor District Information

Service Requests Opened by District

January 2023

Monthly Service Request Interactions Opened

9,109

District 1 Serna
297
Service Request Interactions

District 2 Kennedy
1,188
Service Request Interactions

District 3 Desmond
3,880
Service Request Interactions

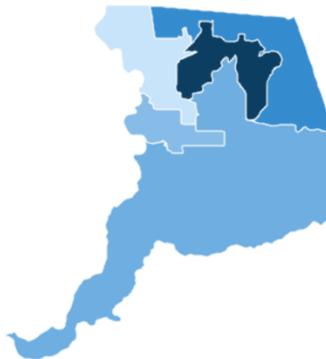
District 4 Frost
2,245
Service Request Interactions

District 5 Hume
1,499
Service Request Interactions

Service Request Interactions by District

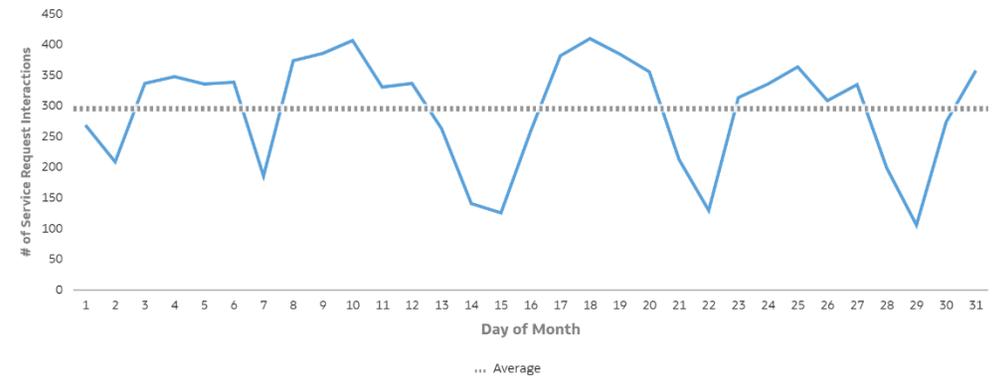


Service Request Interactions by District Map



■ District Name
■ Customer Service Repo
 10 4K

Service Request Interactions Created by Day of Month



Board of Supervisor District Information

Service Requests Closed by District

January 2023

Monthly Service Request Interactions Closed

7,879

District 1 Serna
263
Service Request Interactions

District 2 Kennedy
1,104
Service Request Interactions

District 3 Desmond
3,207
Service Request Interactions

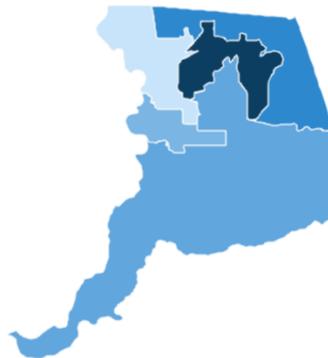
District 4 Frost
1,899
Service Request Interactions

District 5 Hume
1,406
Service Request Interactions

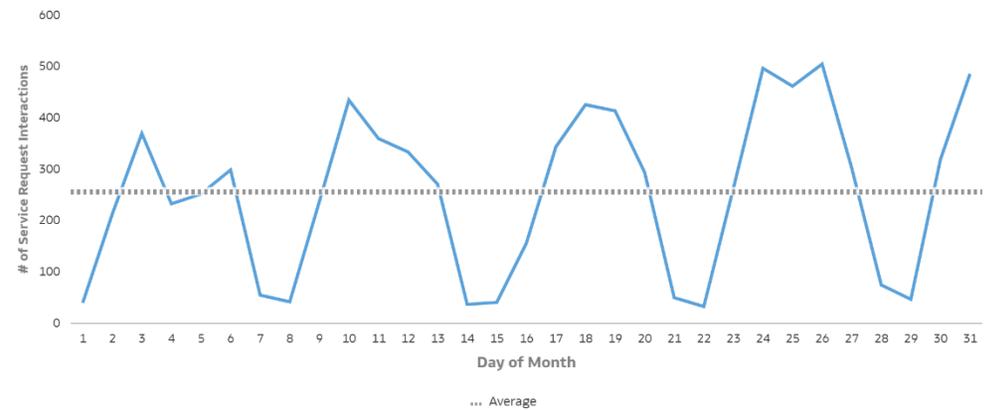
Service Request Interactions by District



Service Request Interactions by District Map



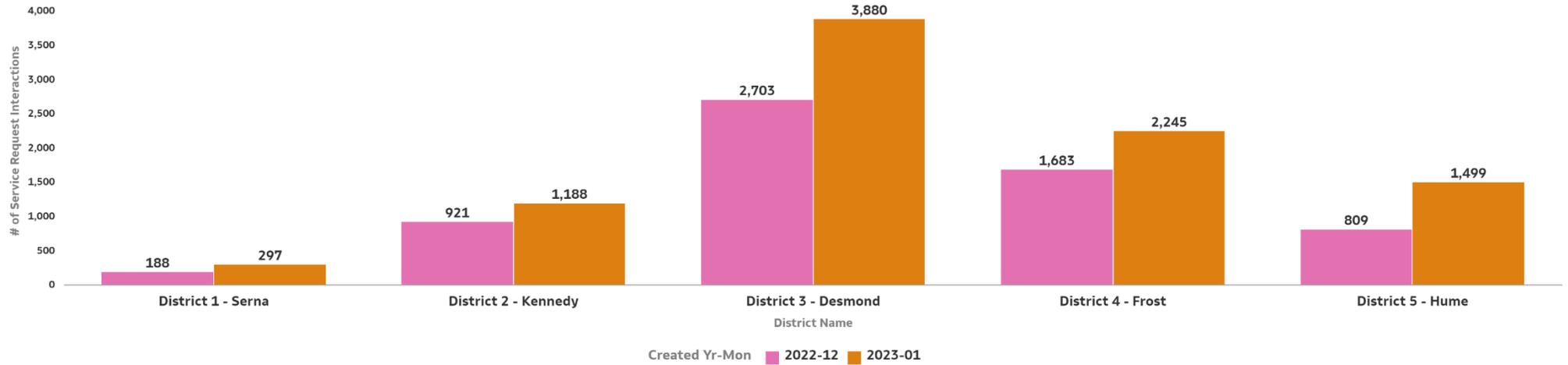
Service Request Interactions Closed by Day of Month



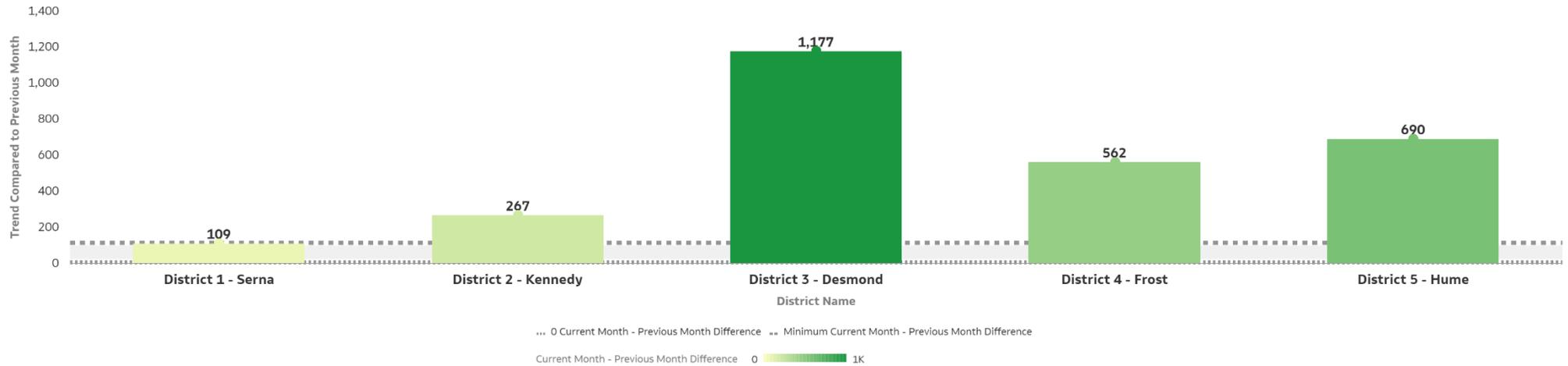
Board of Supervisors District Information

Previous Month Comparison of Service Request

Previous Month Comparison of Service Request interactions



Previous Month Trend of Service Request Interactions Per District

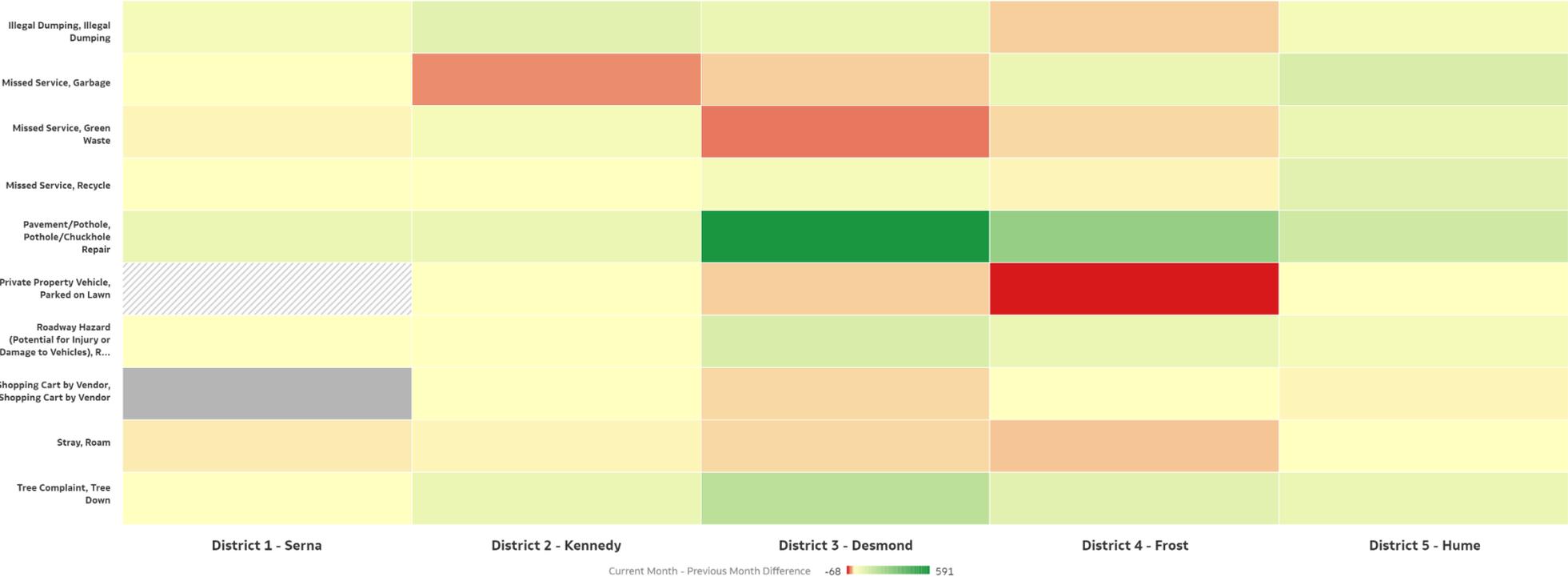


Previous Month Comparison (continued)

Monthly Comparison: Service Requests by District

District Name	2022-12	2023-01
	Service Request Map Count	Service Request Map Count
District 1 - Serna	188	297
District 2 - Kennedy	921	1,188
District 3 - Desmond	2,703	3,880
District 4 - Frost	1,683	2,245
District 5 - Hume	809	1,499

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
Cat2, Cat3	Current Month - Previous Month Difference				
Pavement/Pothole, Pothole/Chuckhole Repair	37	41	591	279	116
Tree Complaint, Tree Down	2	46	181	74	43
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	7	12	95	42	18
Illegal Dumping, Illegal Dumping	35	68	47	-13	19
Missed Service, Garbage	4	-33	-13	61	104
Missed Service, Recycle	8	1	27	-2	72
Shopping Cart by Vendor, Shopping Cart by Vendor		11	-11	10	-2
Missed Service, Green Waste	-3	15	-40	-12	38
Stray, Roam	-5	-4	-10	-18	2
Private Property Vehicle, Parked on Lawn		2	-15	-68	-1
Grand Total	86	159	852	353	409

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

Board of Supervisor District Analysis

District 1

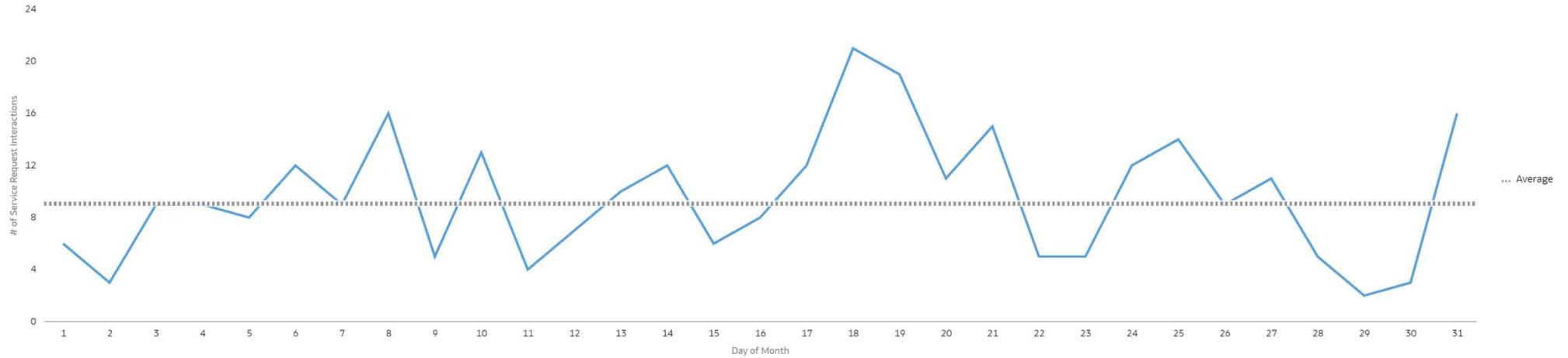
Service Requests Created

297

Service Requests Closed

216

Service Request Interactions Created by Day of Month



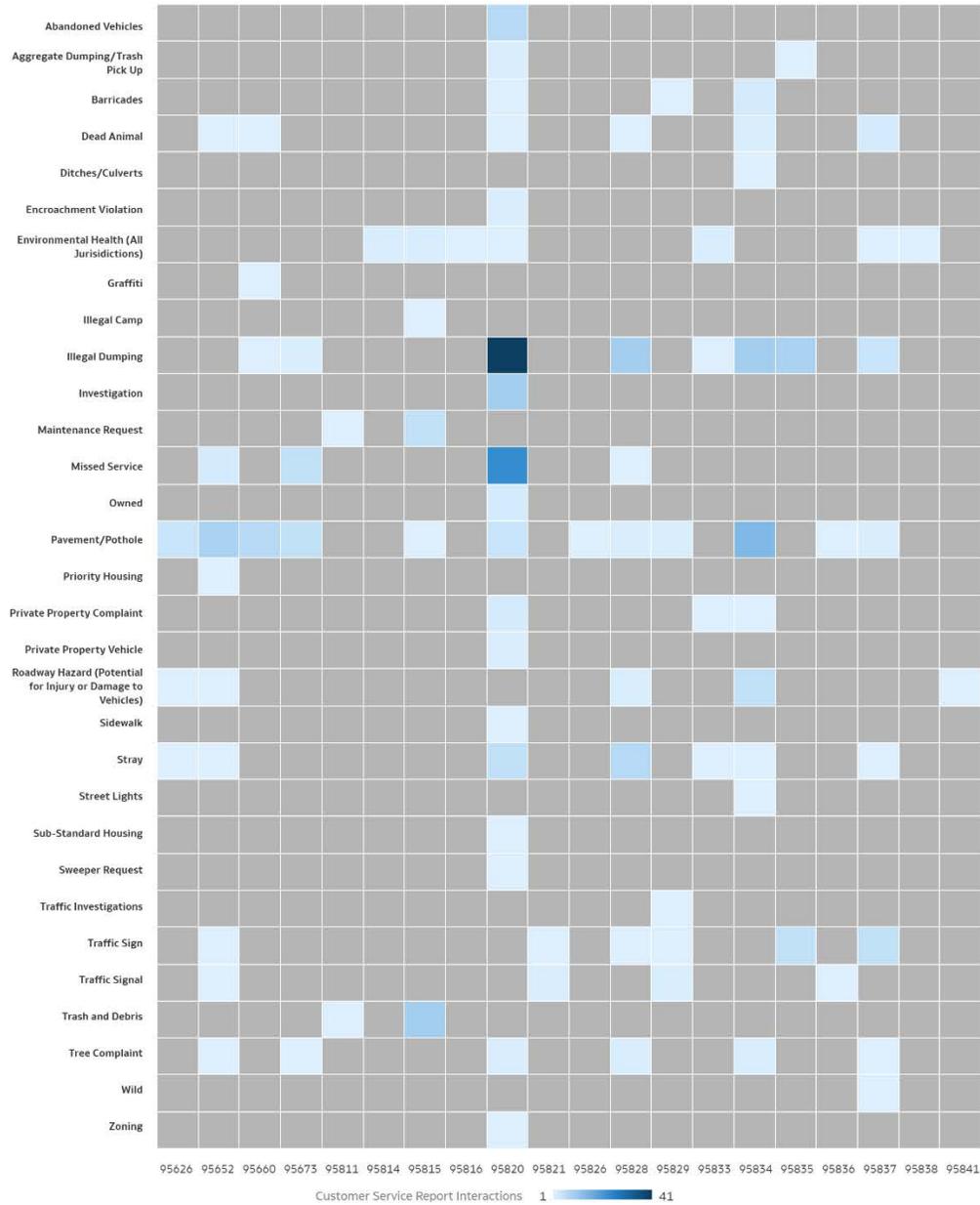
District Name, Customer Service Report Interactions



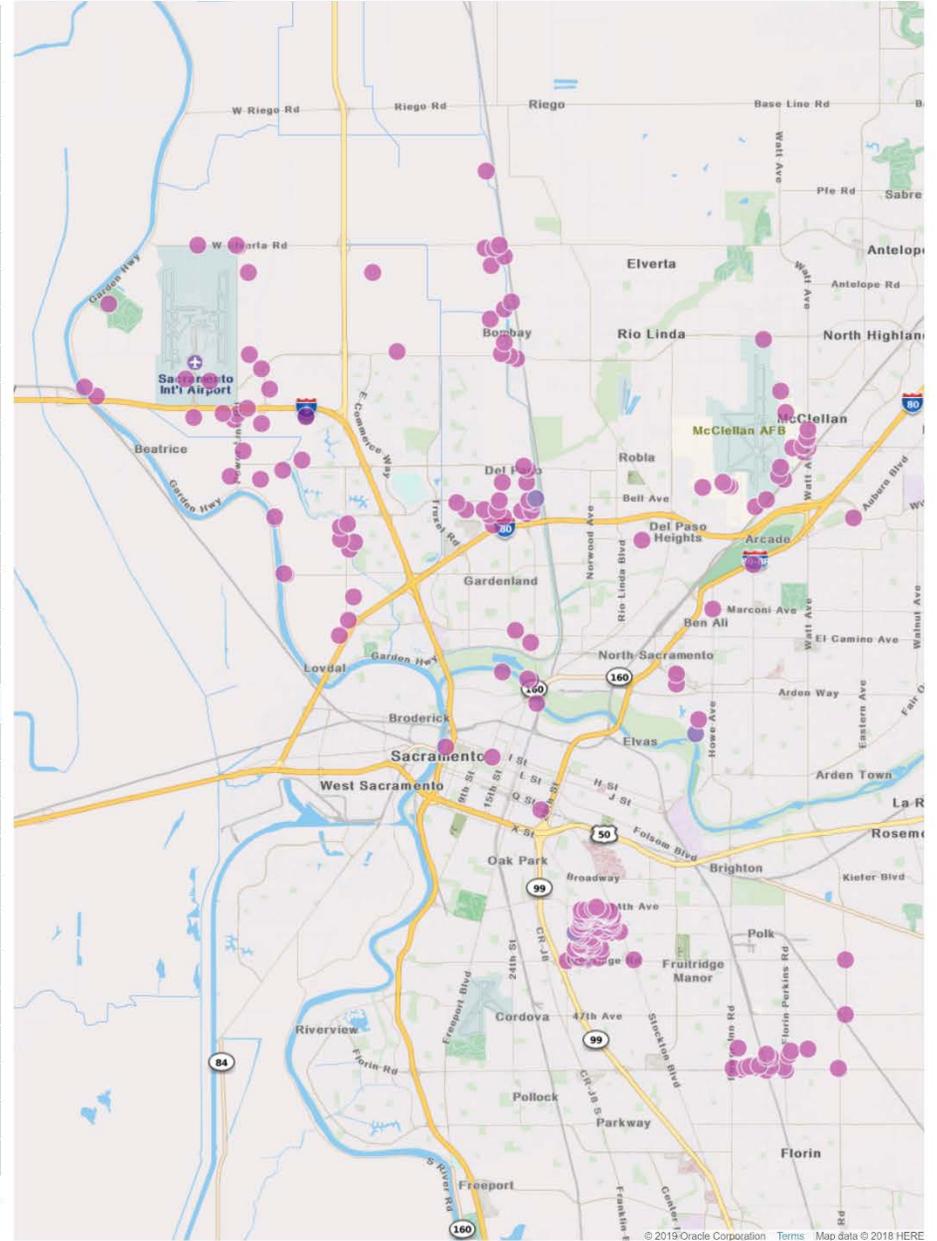
Board of Supervisor District Analysis

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

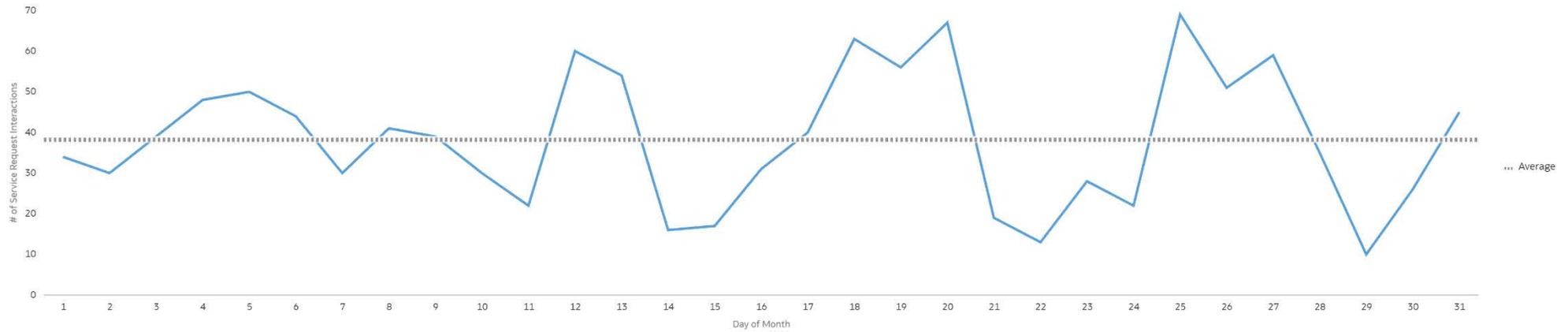
Service Requests Created

1,188

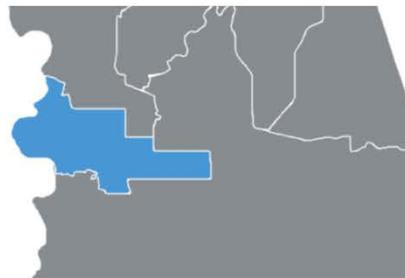
Service Requests Closed

959

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions



of Service Requests
1.188K 1.188K

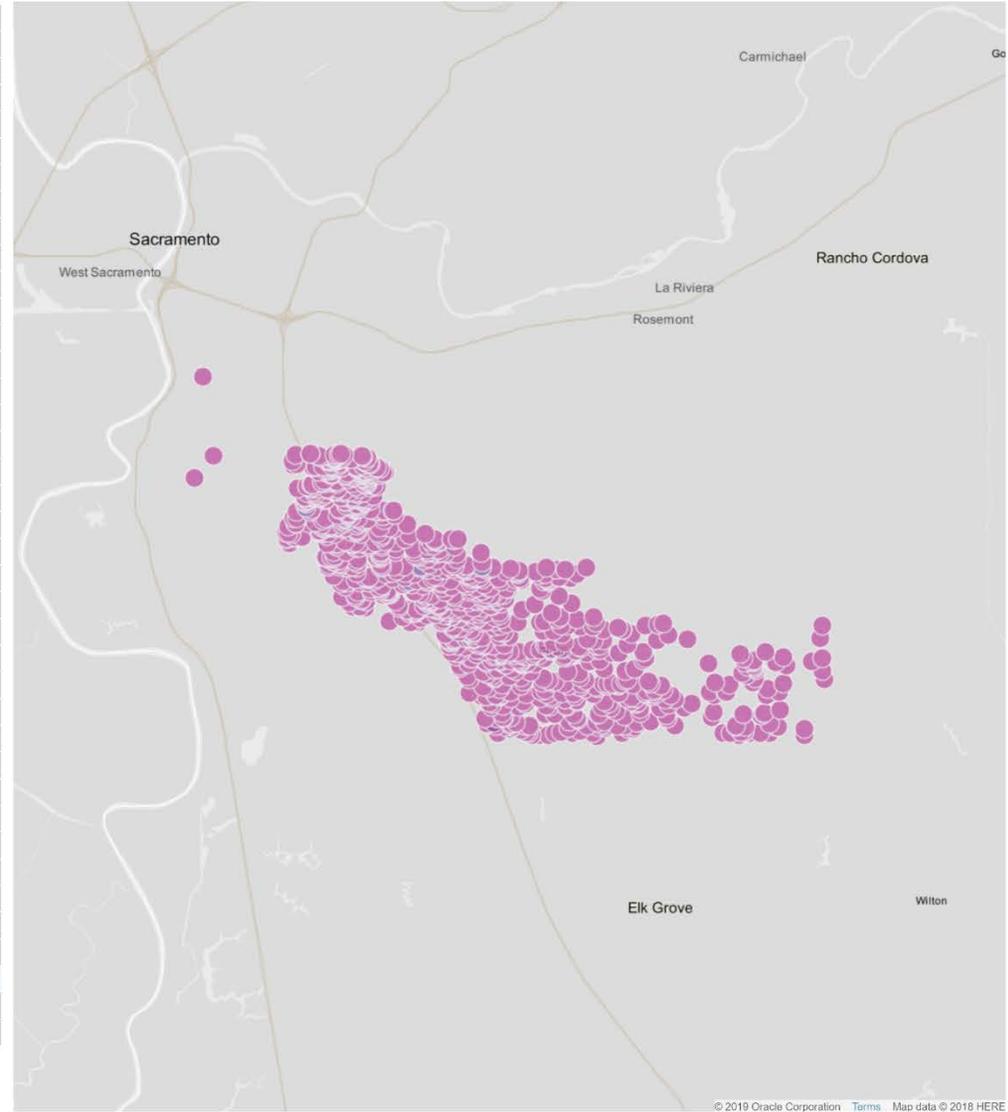
Board of Supervisor District Analysis

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

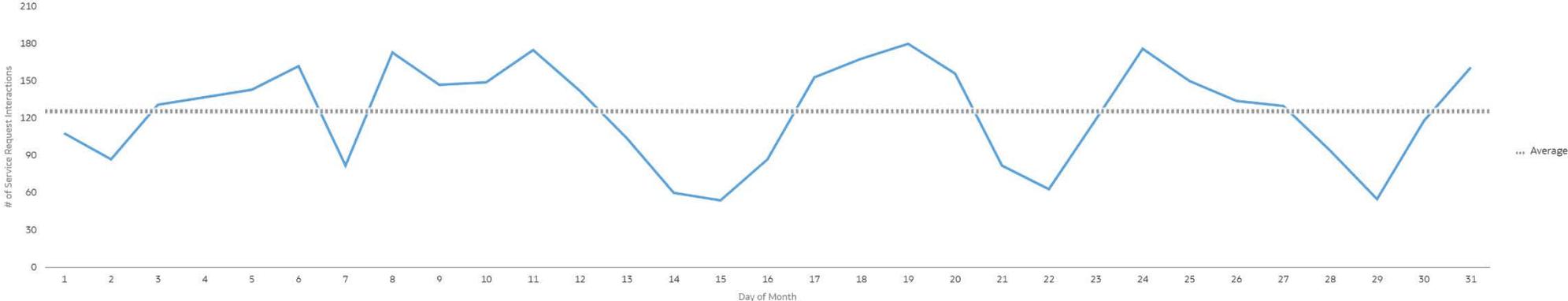
Service Requests Created

3,880

Service Requests Closed

2,683

Service Request Interactions Created by Day of Month



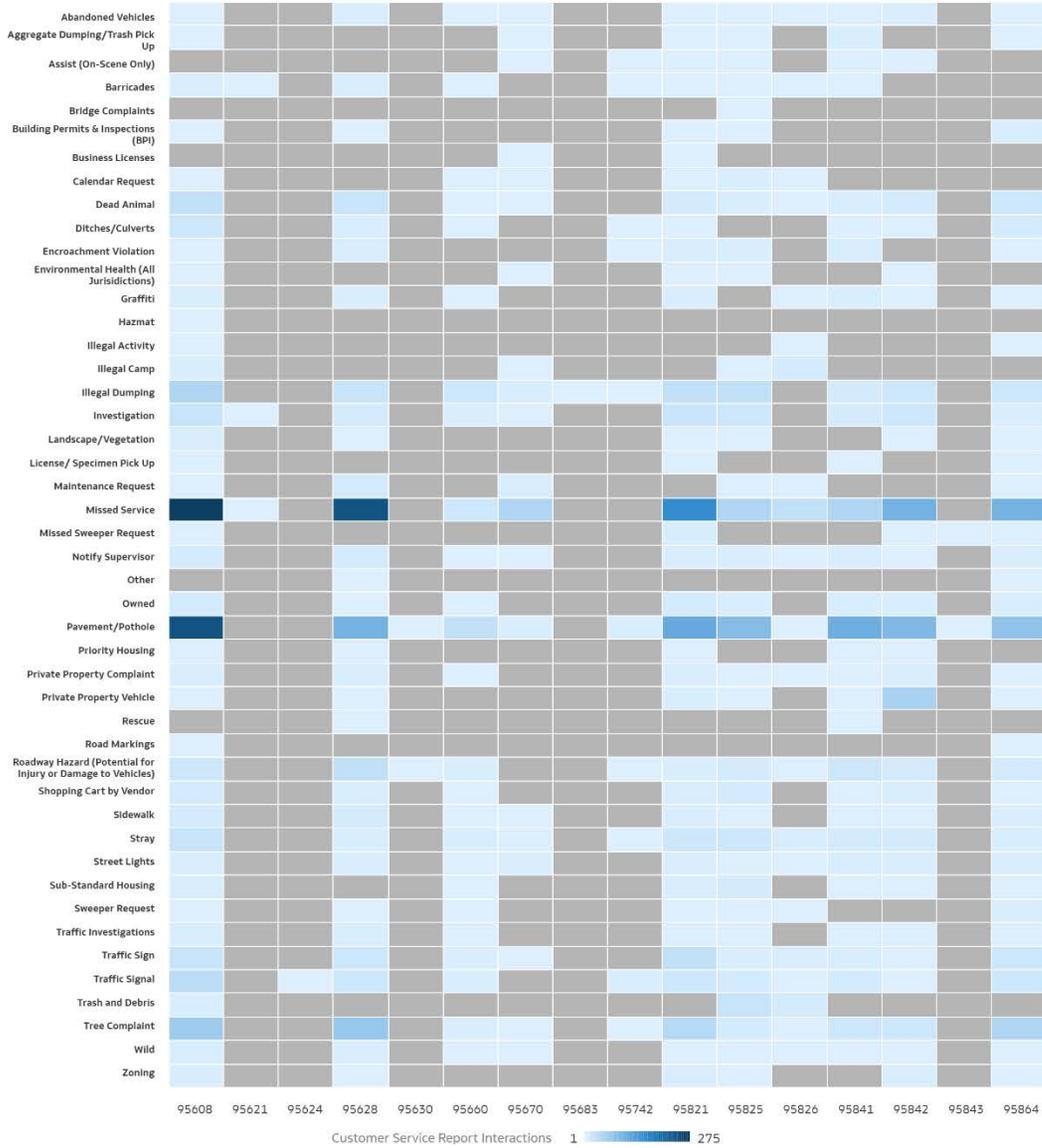
District Name, Customer Service Report Interactions



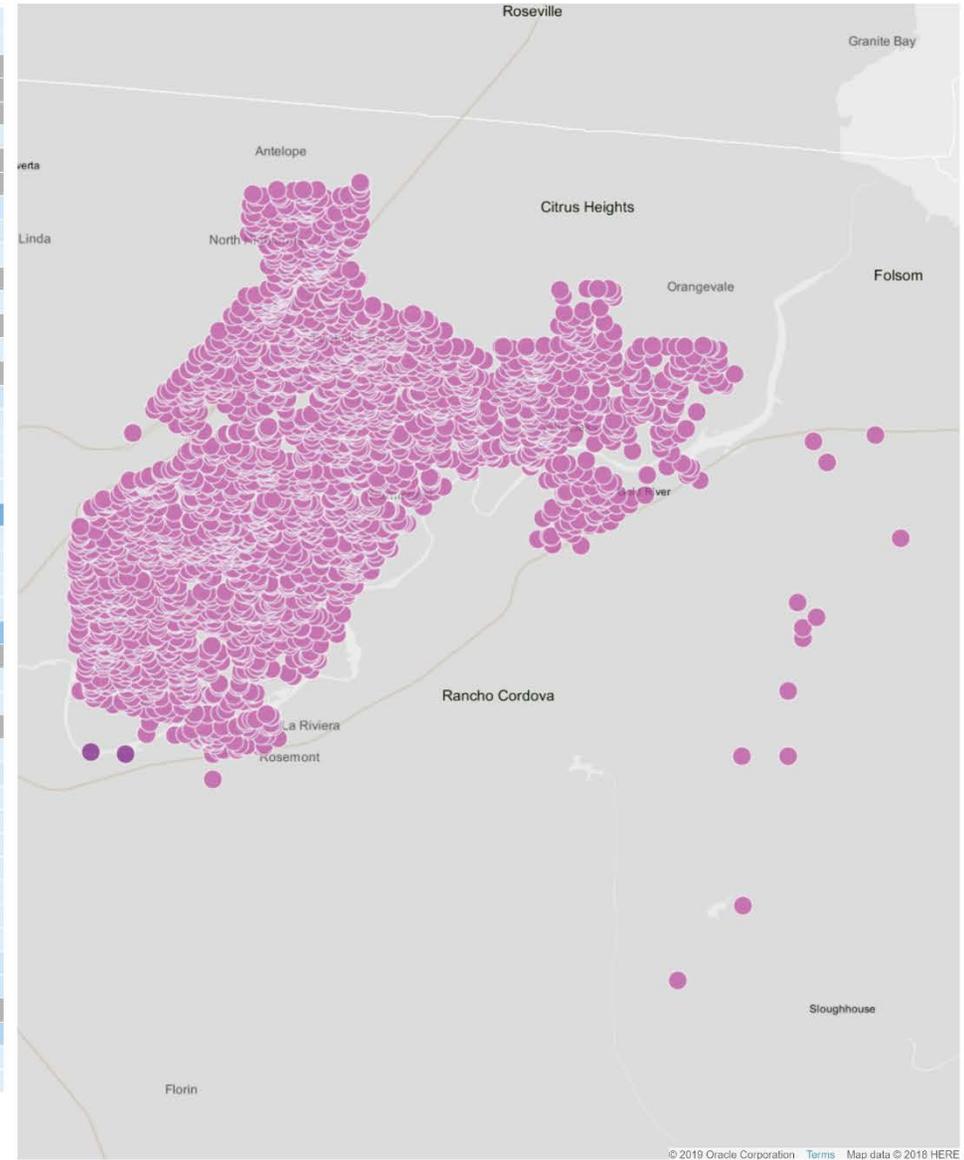
Board of Supervisor District Analysis

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

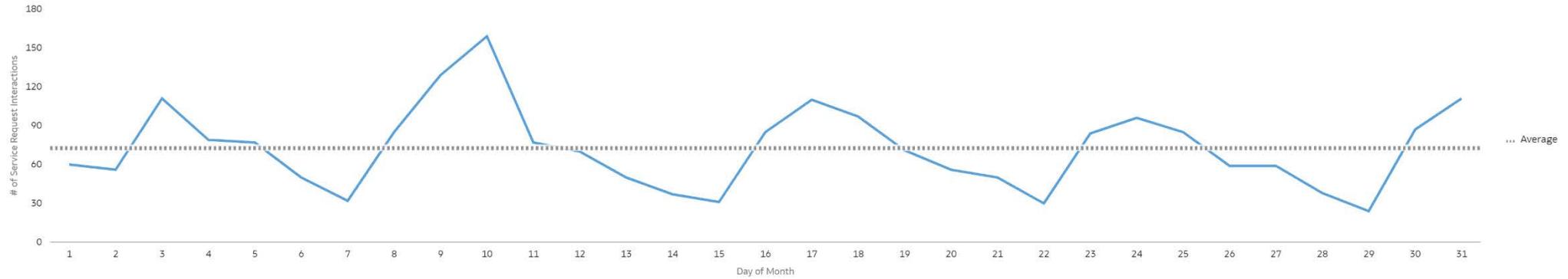
Service Requests Created

2,245

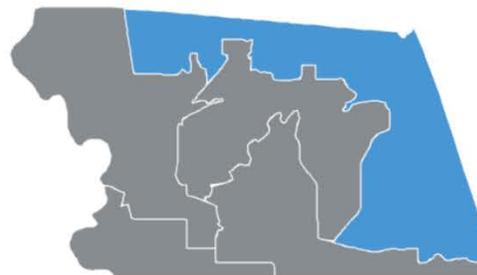
Service Requests Closed

1,514

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions

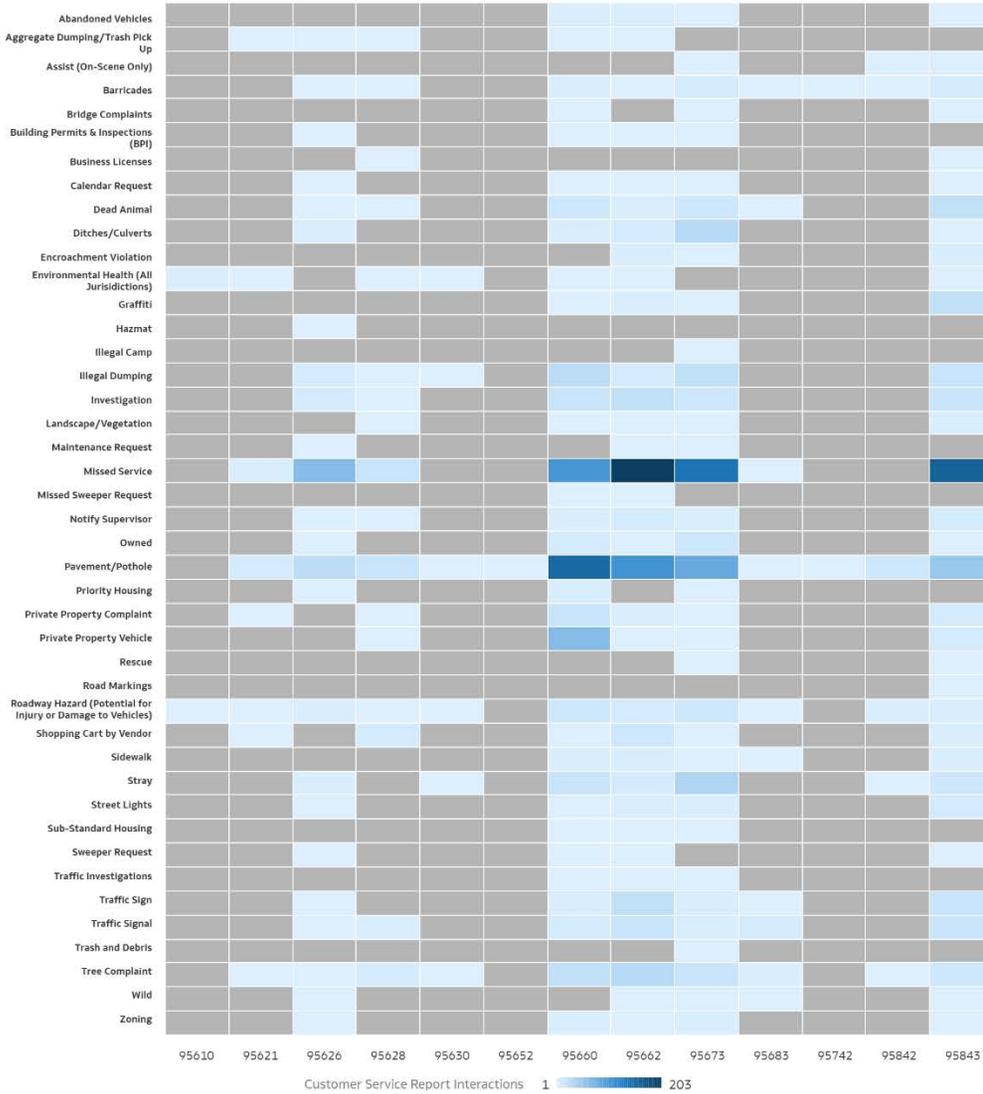


of Service Requests
2.245K 2.245K

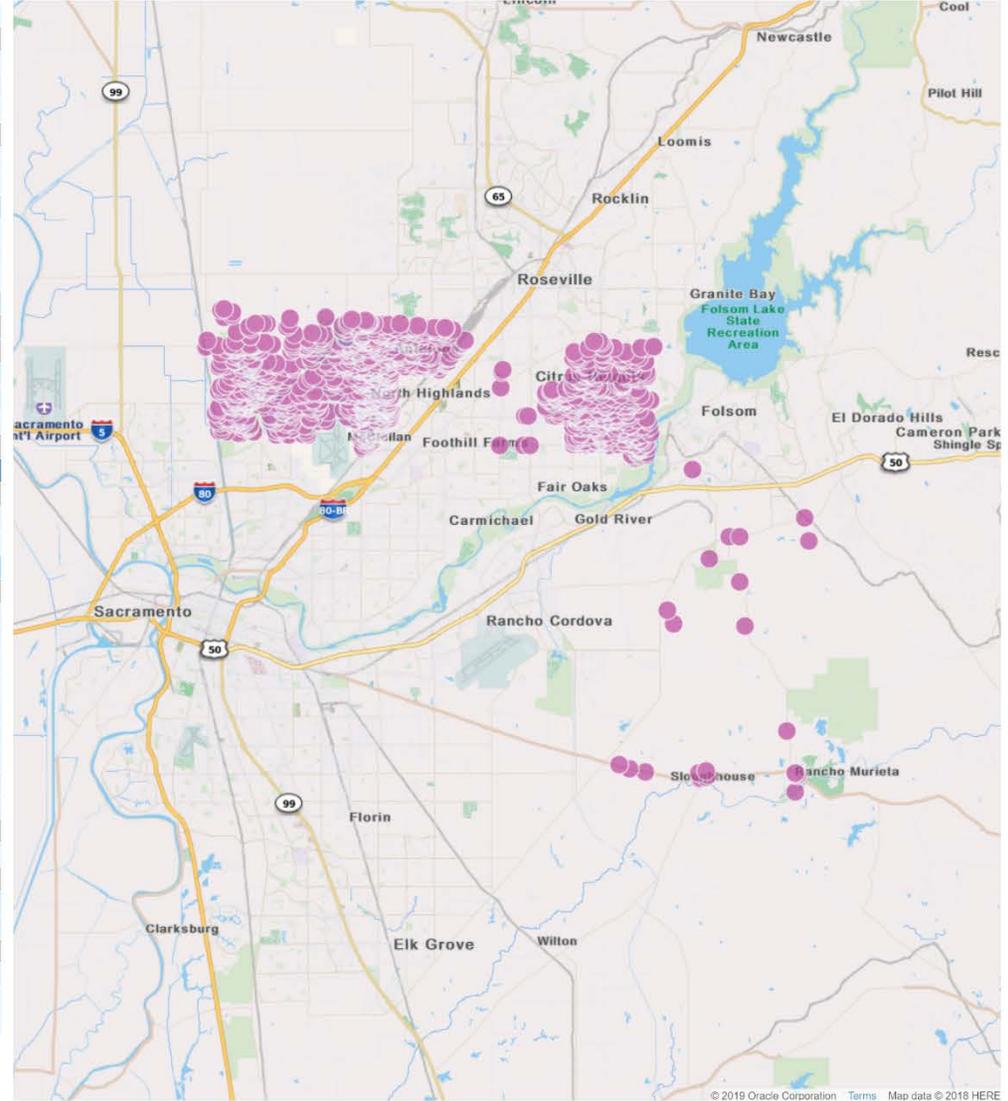
Board of Supervisor District Analysis

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

9,119

Service Requests Closed

6,624

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions



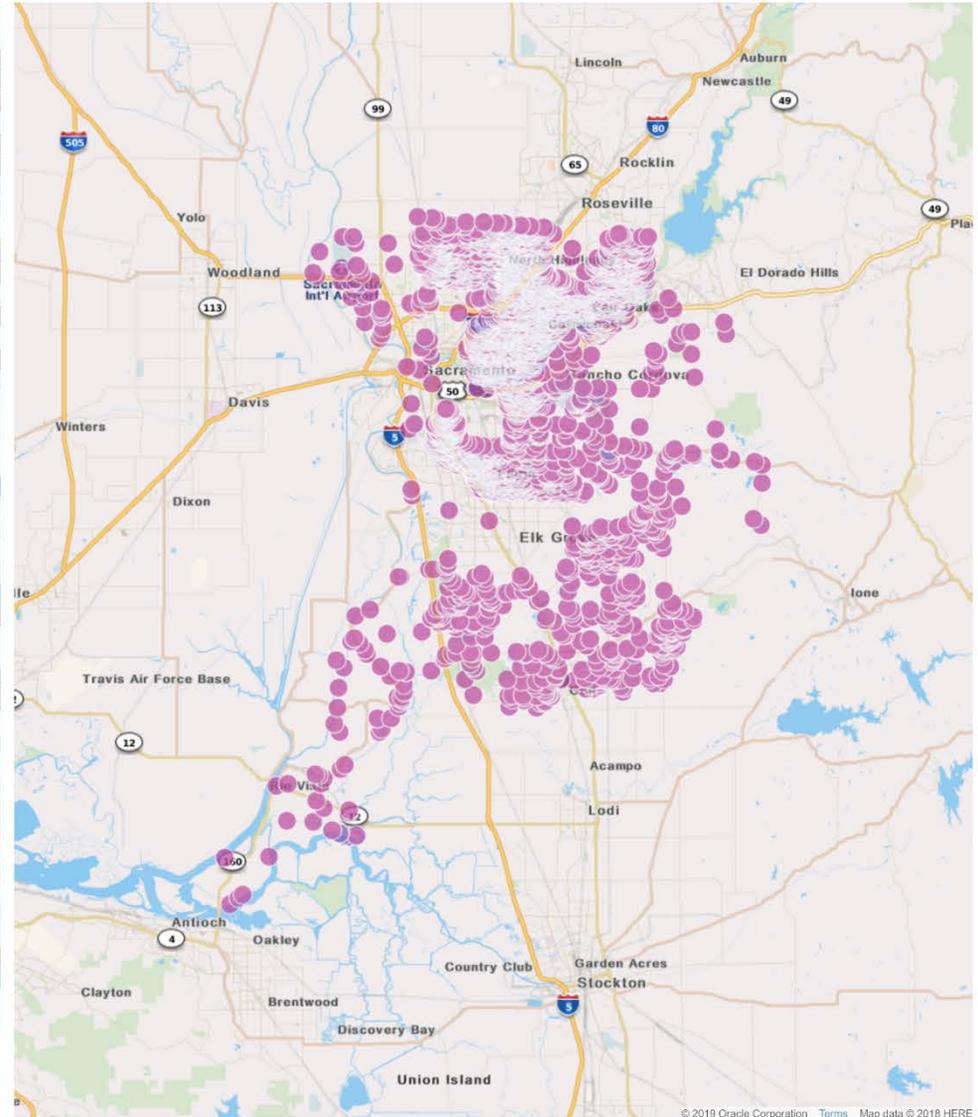
Board of Supervisor District Analysis

District 5 (continued)

Service Request Interactions by Category Per Zip Code



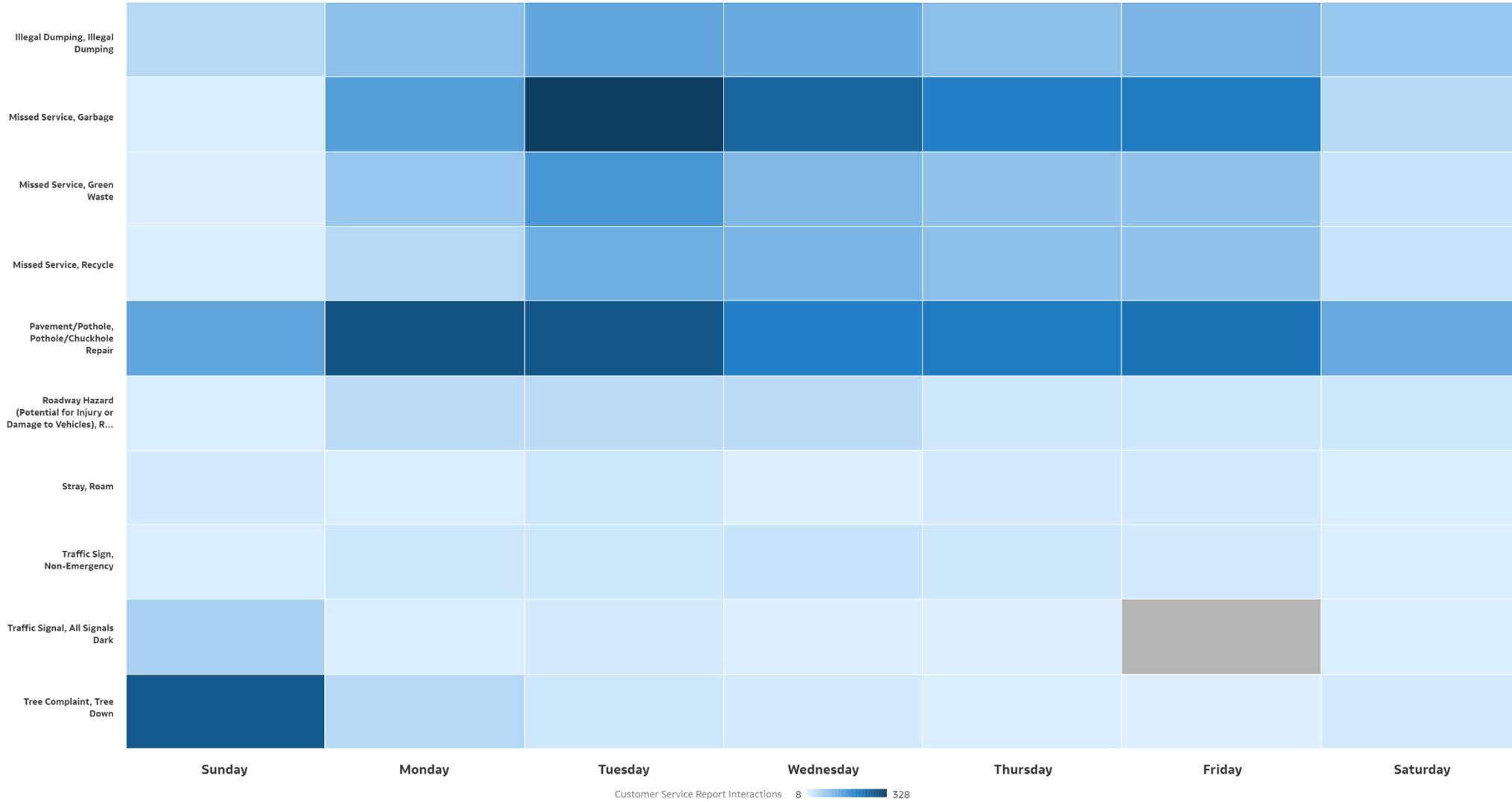
Service Request Interactions Mapped by Selected Zip Code



Aging of Open Requests

Top Service Requests Open by Day

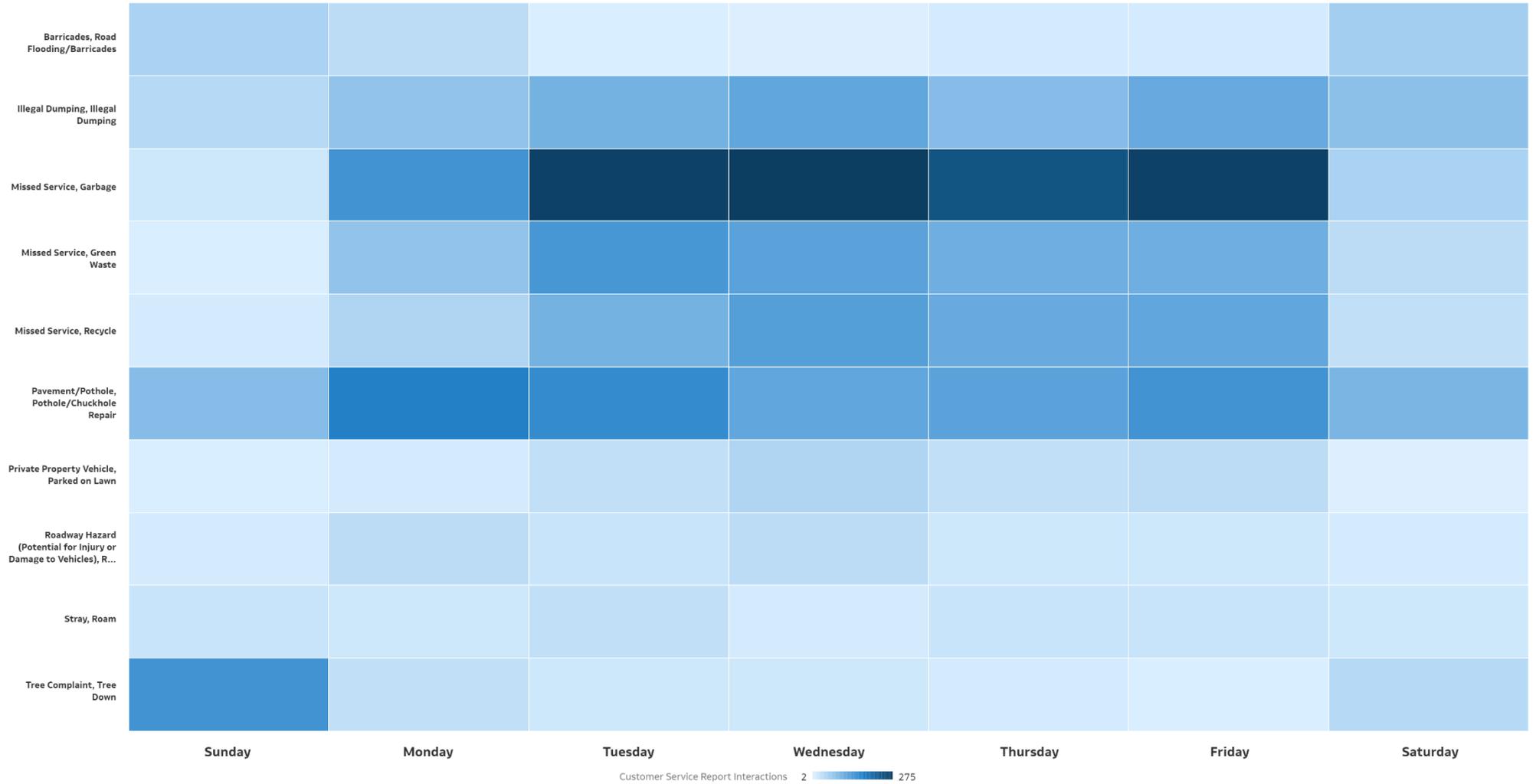
Opened Service Request Interactions by Category Per Day of Week



Aging of Open Requests

Top Service Requests Closed by Day

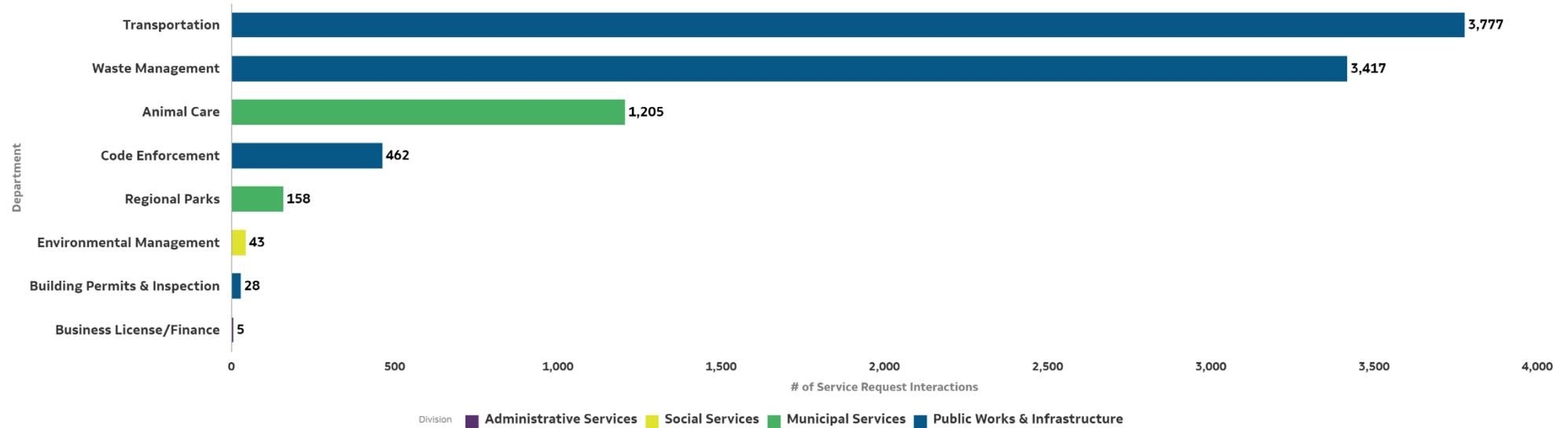
Closed Service Request Interactions by Category Per Day of Week



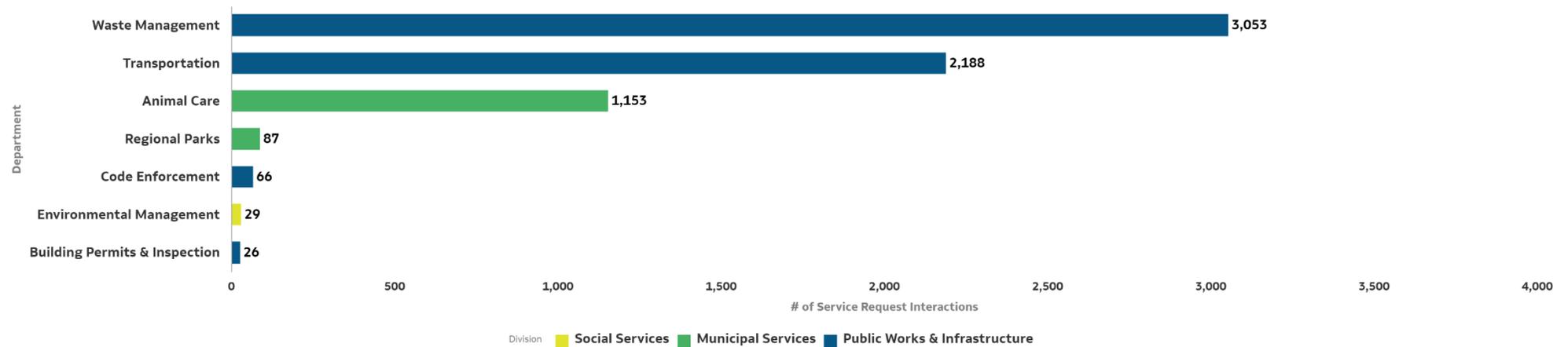
Aging of Open Requests

Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



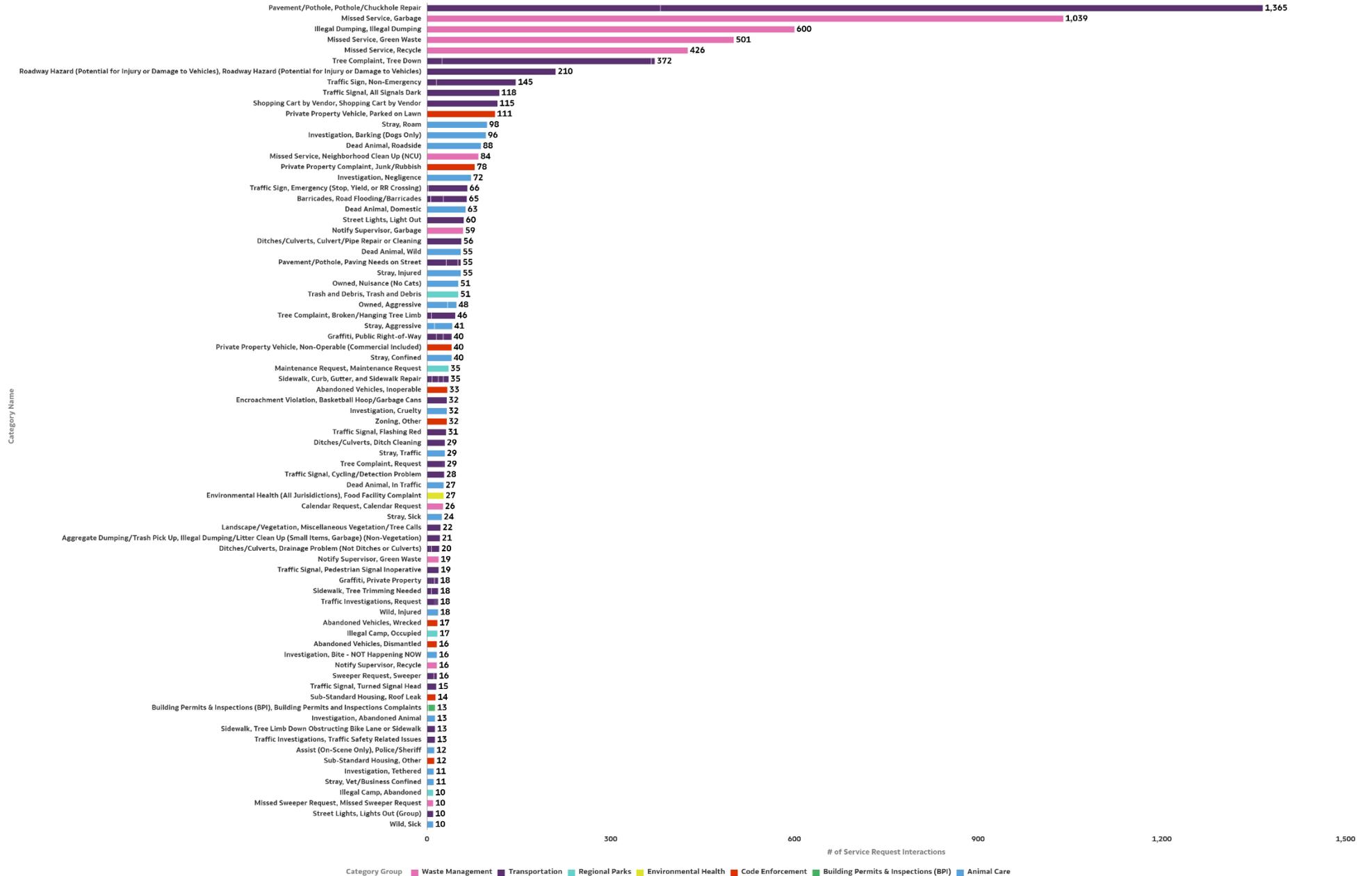
Service Request Interactions Closed by Department, Division



Aging of Open Requests

Greater Than 10 Service Requests

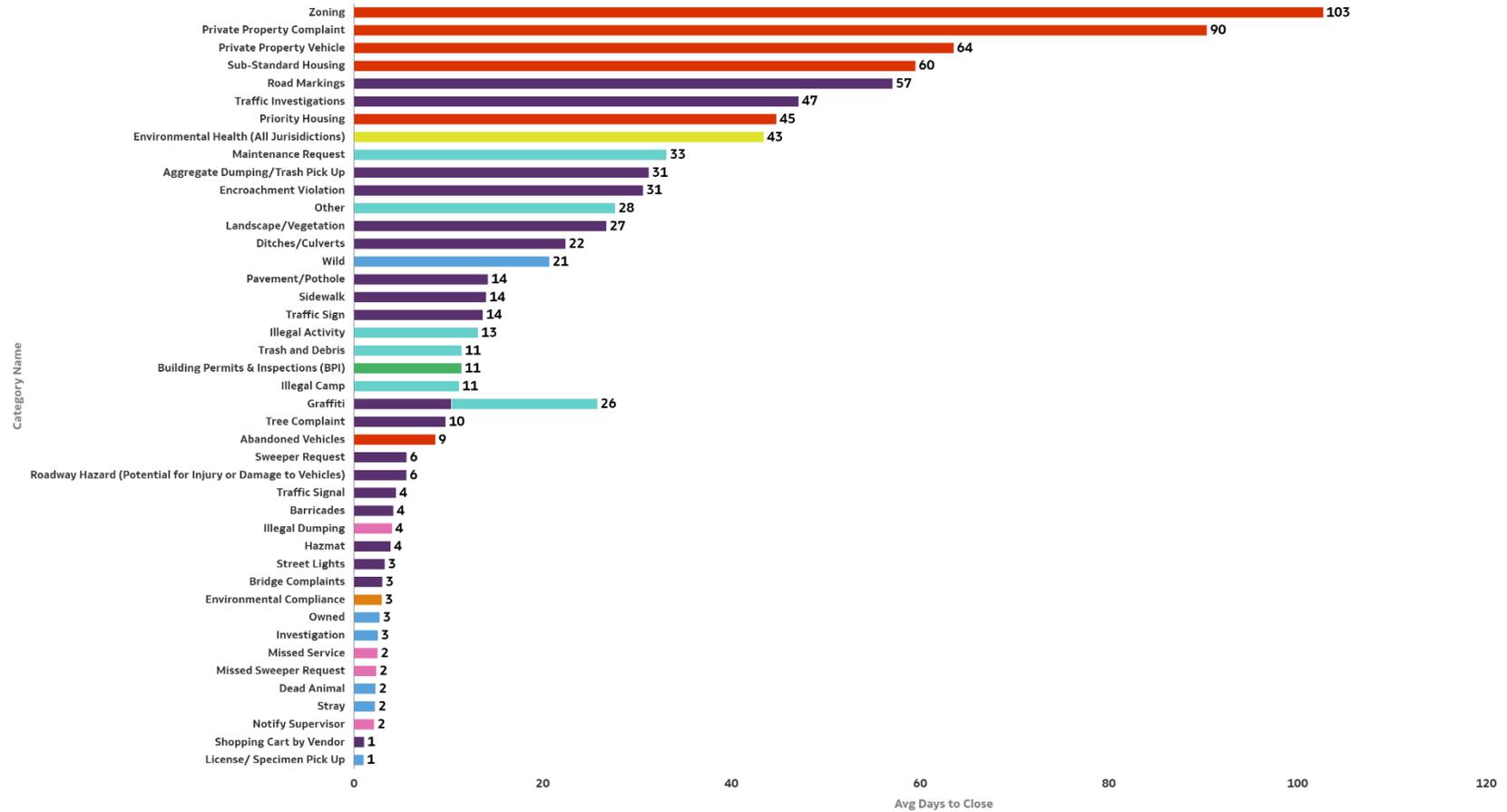
Service Request Interactions (>10 requests) by Category, Group



Aging of Open Requests

Average Days to Close Service Requests

Avg Days to Close by Category Name, Group

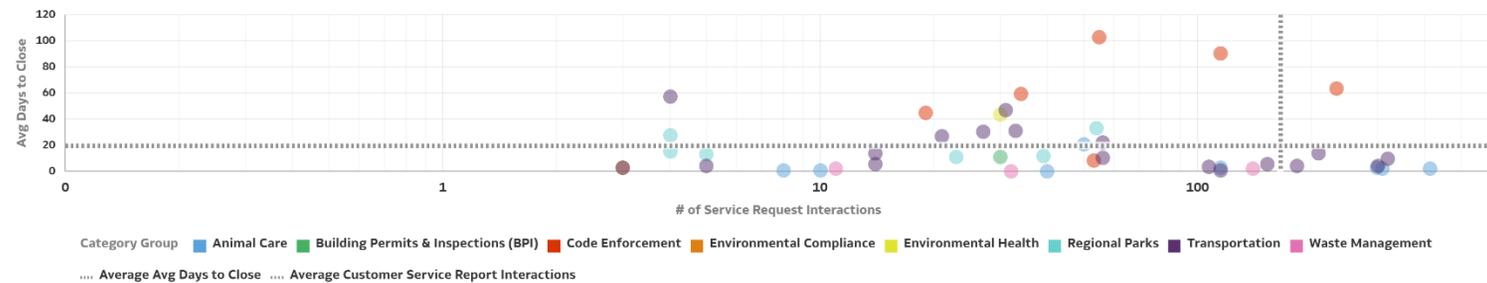


Category Group: Waste Management, Environmental Compliance, Animal Care, Transportation, Building Permits & Inspections (BPI), Regional Parks, Environmental Health, Code Enforcement

Avg Days to Close

Avg Days to Close by Category Name, Group

10.22



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
Animal Care	Wild	49	0.17
Animal Care	Assist (On-Scene Only)	40	0.21
Waste Management	Calendar Request	32	0.26
Animal Care	Rescue	8	0.42
Animal Care	License/ Specimen Pick Up	10	1.02
Animal Care	Stray	364	1.04
Transportation	Shopping Cart by Vendor	115	1.06
Transportation	Sweeper Request	3	1.69
Transportation	Barricades	176	1.89
Waste Management	Notify Supervisor	140	2.13
Transportation	Aggregate Dumping/Trash Pick Up	6	2.18
Animal Care	Dead Animal	308	2.28
Waste Management	Missed Sweeper Request	11	2.35
Animal Care	Owned	112	2.45
Waste Management	Missed Service	2,544	2.49
Animal Care	Investigation	299	2.52
Transportation	Traffic Sign	80	2.66
Environmental Compliance	Environmental Compliance	3	2.93
Transportation	Traffic Signal	237	2.97
Transportation	Bridge Complaints	3	3.00
Transportation	Street Lights	107	3.25
Transportation	Tree Complaint	2	3.32
Transportation	Hazmat	5	3.88
Waste Management	Illegal Dumping	610	4.02
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	8	4.49
Transportation	Pavement/Pothole	6	4.64
Code Enforcement	Priority Housing	2	4.83
Transportation	Graffiti	2	4.91
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	153	5.55

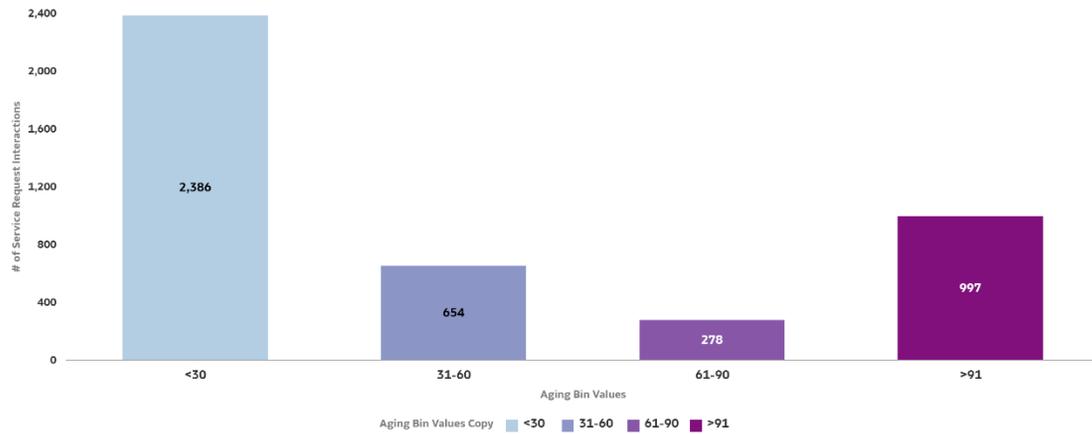
Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Transportation	Sweeper Request	11	6.62
Code Enforcement	Abandoned Vehicles	53	8.60
Transportation	Tree Complaint	318	9.73
Transportation	Traffic Signal	64	9.89
Transportation	Graffiti	54	10.50
Regional Parks	Illegal Camp	23	11.12
Animal Care	Stray	48	11.20
Regional Parks	Trash and Debris	39	11.41
Animal Care	Owned	3	12.70
Regional Parks	Illegal Activity	5	13.13
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	22	13.90
Transportation	Sidewalk	14	14.00
Transportation	Pavement/Pothole	954	14.24
Regional Parks	Graffiti	4	15.49
Transportation	Traffic Sign	129	20.46
Transportation	Ditches/Culverts	56	22.41
Transportation	Landscape/Vegetation	21	26.75
Regional Parks	Other	4	27.67
Transportation	Encroachment Violation	27	30.62
Regional Parks	Maintenance Request	54	33.12
Transportation	Aggregate Dumping/Trash Pick Up	27	37.69
Environmental Health	Environmental Health (All Jurisdictions)	30	43.42
Transportation	Traffic Investigations	31	47.11
Code Enforcement	Priority Housing	17	49.45
Transportation	Road Markings	4	57.07
Code Enforcement	Sub-Standard Housing	34	59.50
Transportation	Barricades	7	61.47
Code Enforcement	Private Property Vehicle	234	63.54
Code Enforcement	Private Property Complaint	115	90.38
Code Enforcement	Zoning	55	102.70
Animal Care	Wild	1	1,026.24

Aging of Open Requests

Select As Of Date

2021.0228

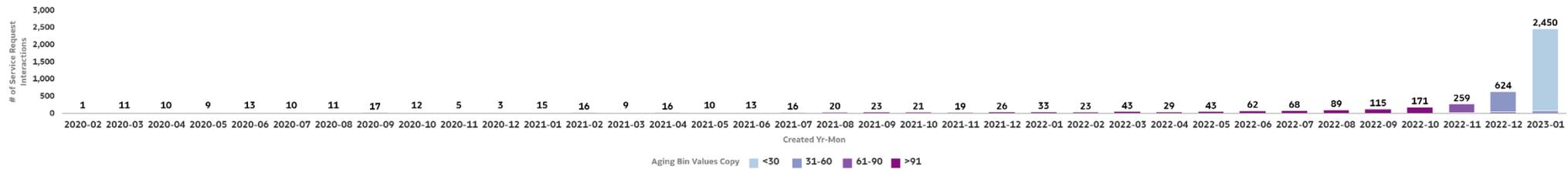
Aging Service Requests



Aging Service Requests

Aging Bin Values Copy	Customer Service Report Interactions
<30	2,386
31-60	654
61-90	278
>91	997

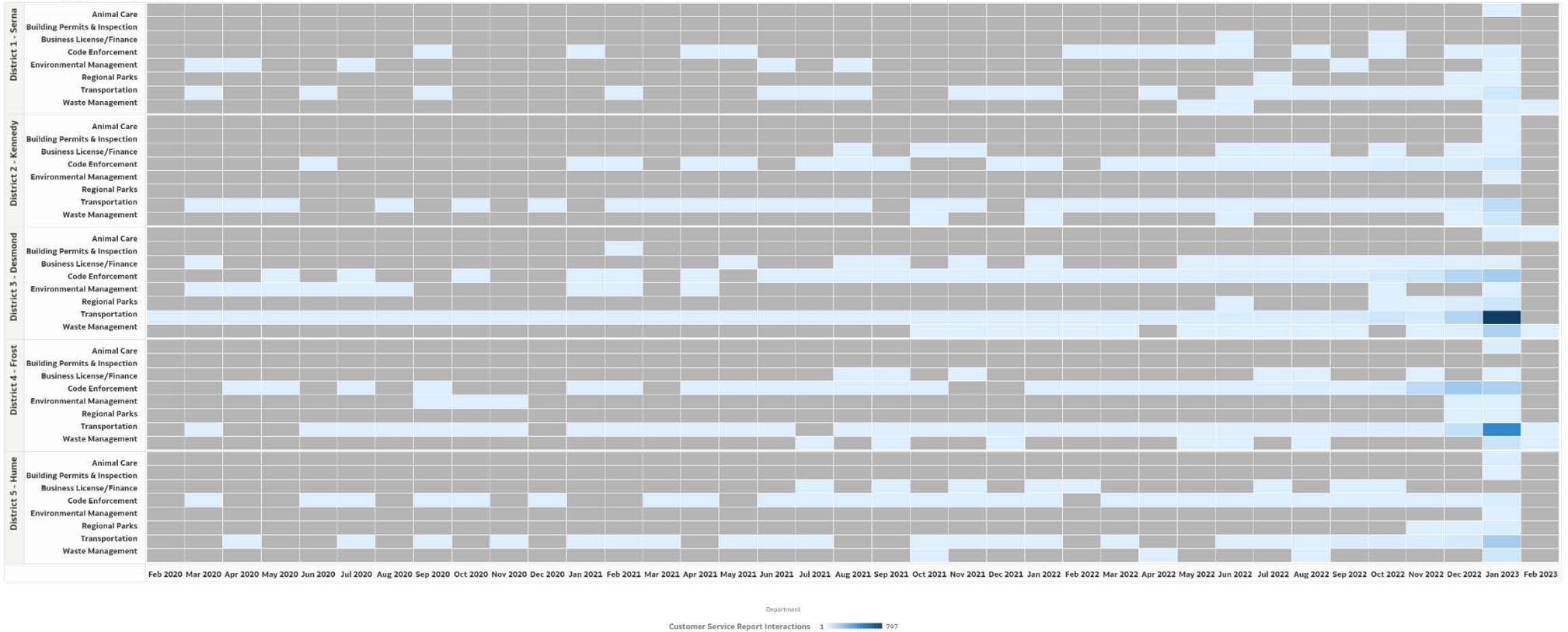
Aging Service Requests by Created Year-Month



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

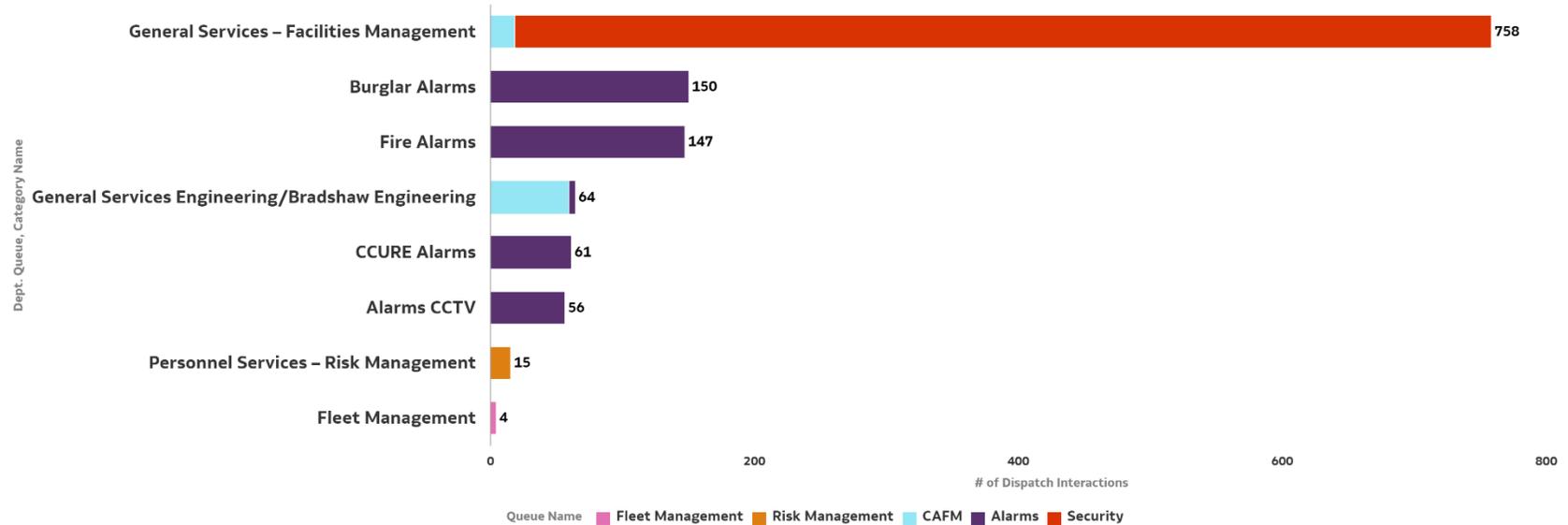
CCURE	Computer Coordinated Universal Retrieval Entry
DTECH	Department of Technology
DHS	Department of Health Services
SASD	Sacramento Area Sewer District
JIRA	Proprietary issue tracking product that allows bug tracking and agile project management.
NAWAS	National Warning System

Dispatch Service Request

Administrative Services

Dispatch Interactions by Category, Queue

Division: Administrative Services



Service Definitions

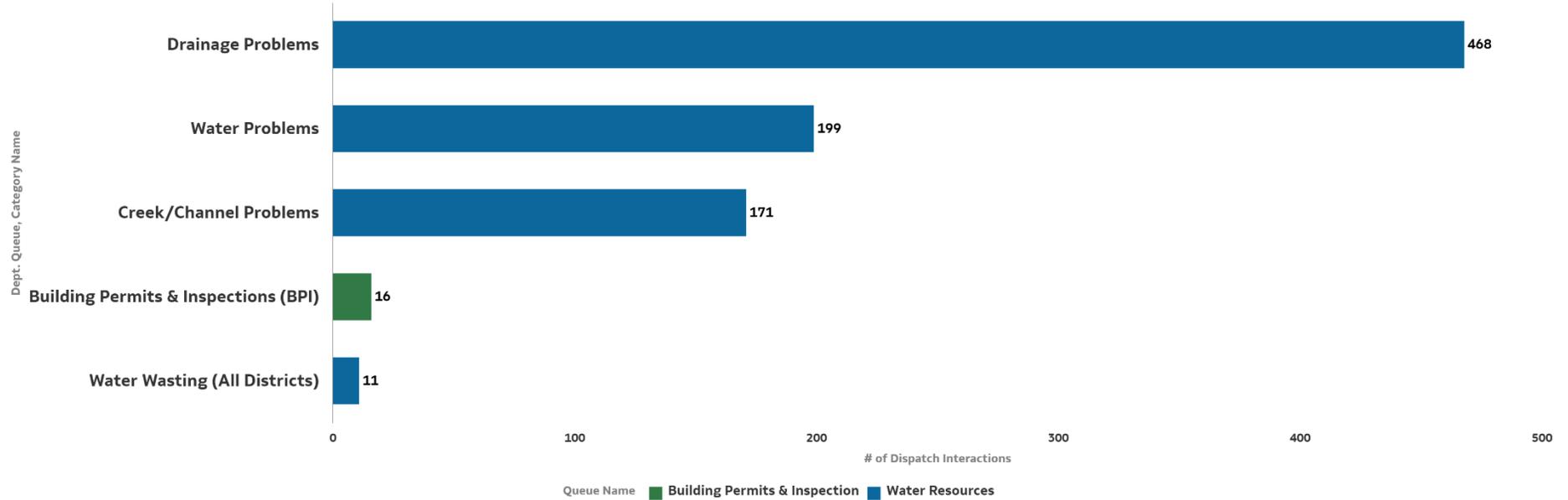
General Services Engineering/Bradshaw Engineering	Dispatch Services for Downtown and Bradshaw Facility Engineers to respond for fire/environmental alarms, generator testing, electrical, plumbing issues in county maintained buildings, etc.
General Services Facilities Management	Dispatch Services for Facilities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



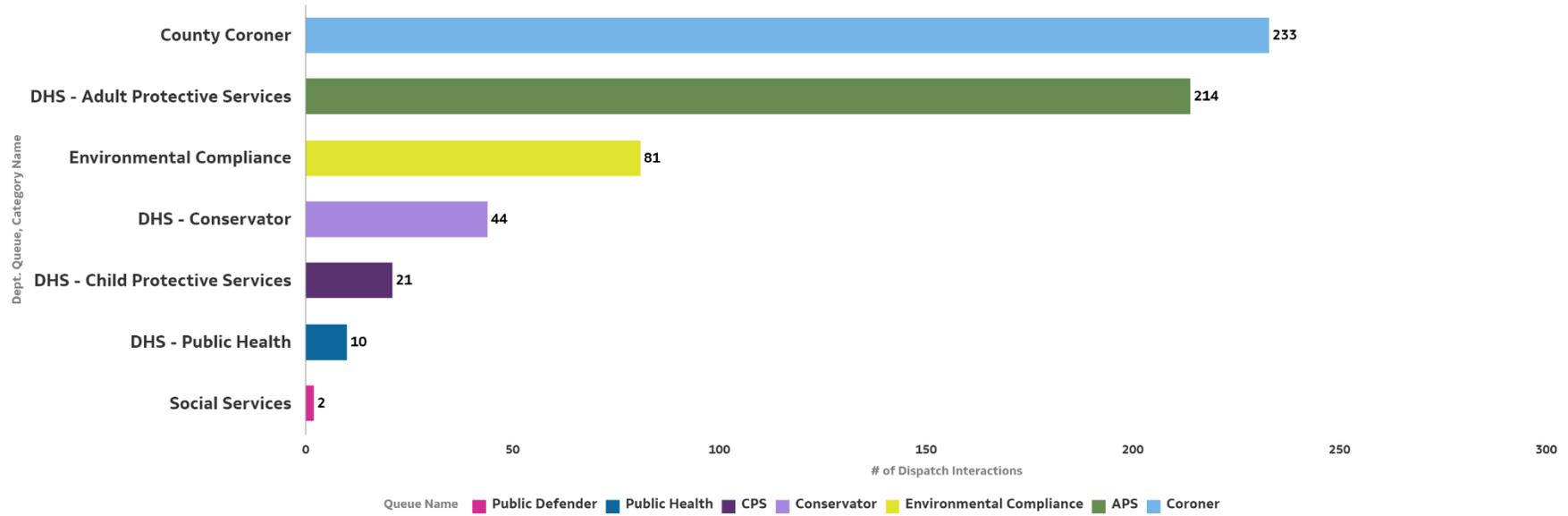
Service Definitions

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



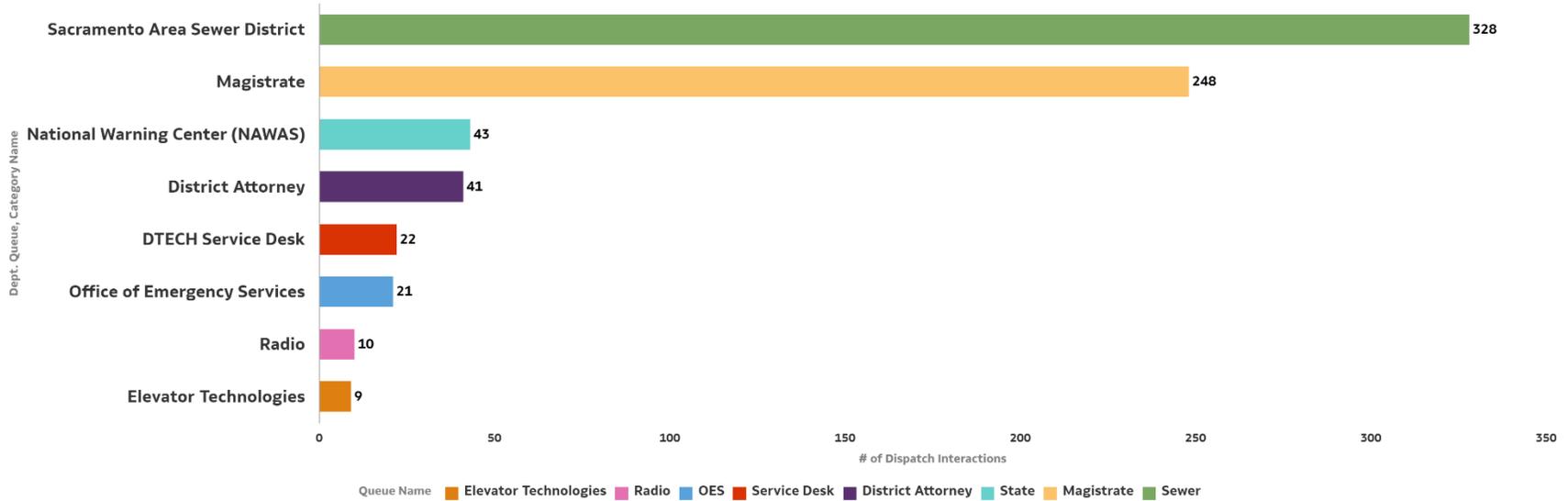
Service Definitions

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.