

# Monthly 311 Communications/Dispatch Center

## SERVICE REQUEST & STATISTICS REPORT

November 2023



SAC COUNTY  
**311**  
CONNECT

Department of Technology  
(916) 875-4311  
[311.saccounty.gov](http://311.saccounty.gov)

SACRAMENTO  
COUNTY

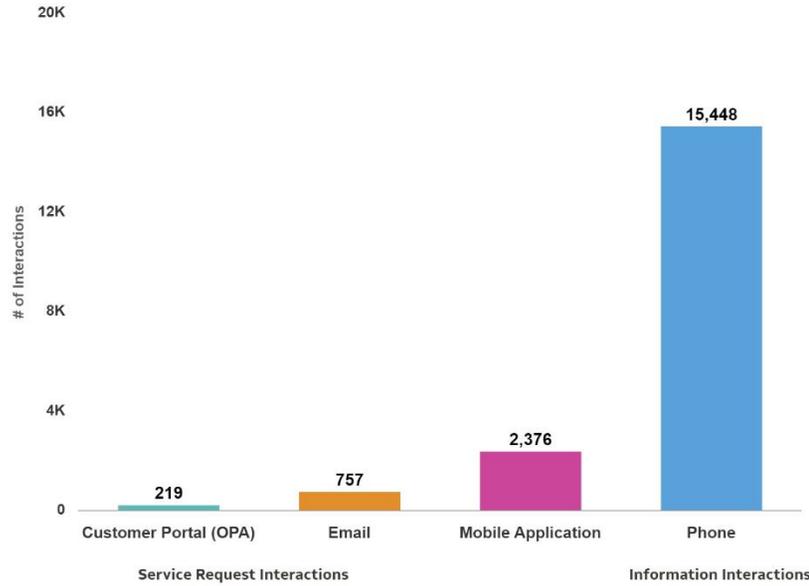
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# Monthly Statistics

Monthly Interactions by Source

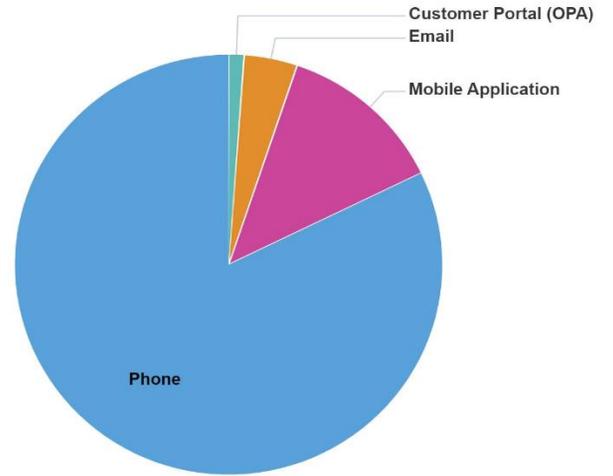


Monthly Customer Service Interactions

# 18,800

Incident Source Name	Service Request Map Count
Customer Portal (OPA)	219
Email	757
Mobile Application	2,376
Phone	15,448

Monthly Interactions by Source



6,022

4,725

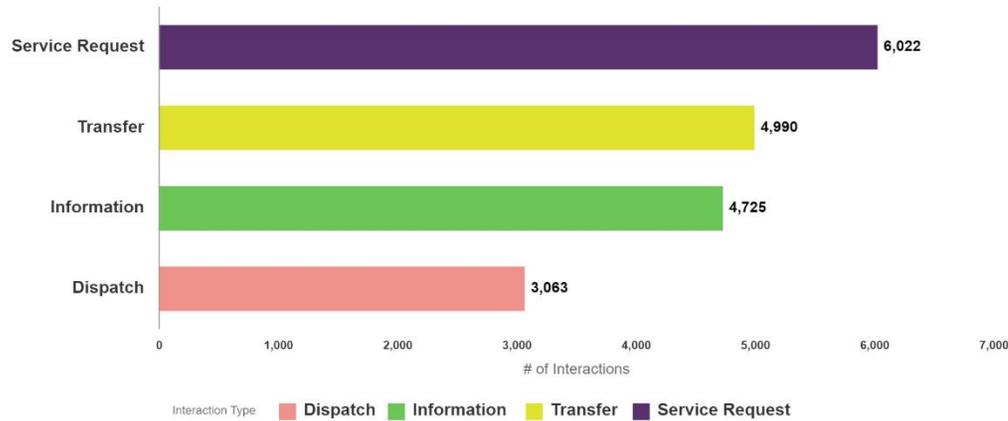
Transfer Interactions

4,990

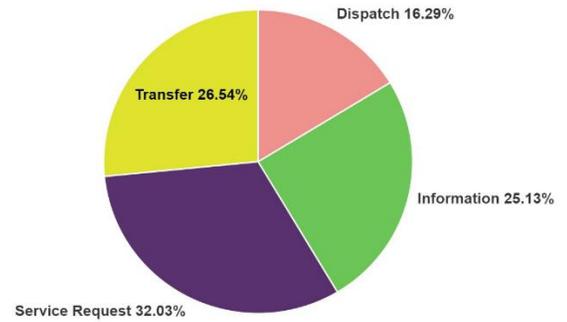
Dispatch Interactions

3,063

Customer Service Report Interactions by Interaction Type



Monthly Interactions by Interaction Type



# Service Request Interaction Totals (>10 Requests) by Category

## Service Request Interaction Totals

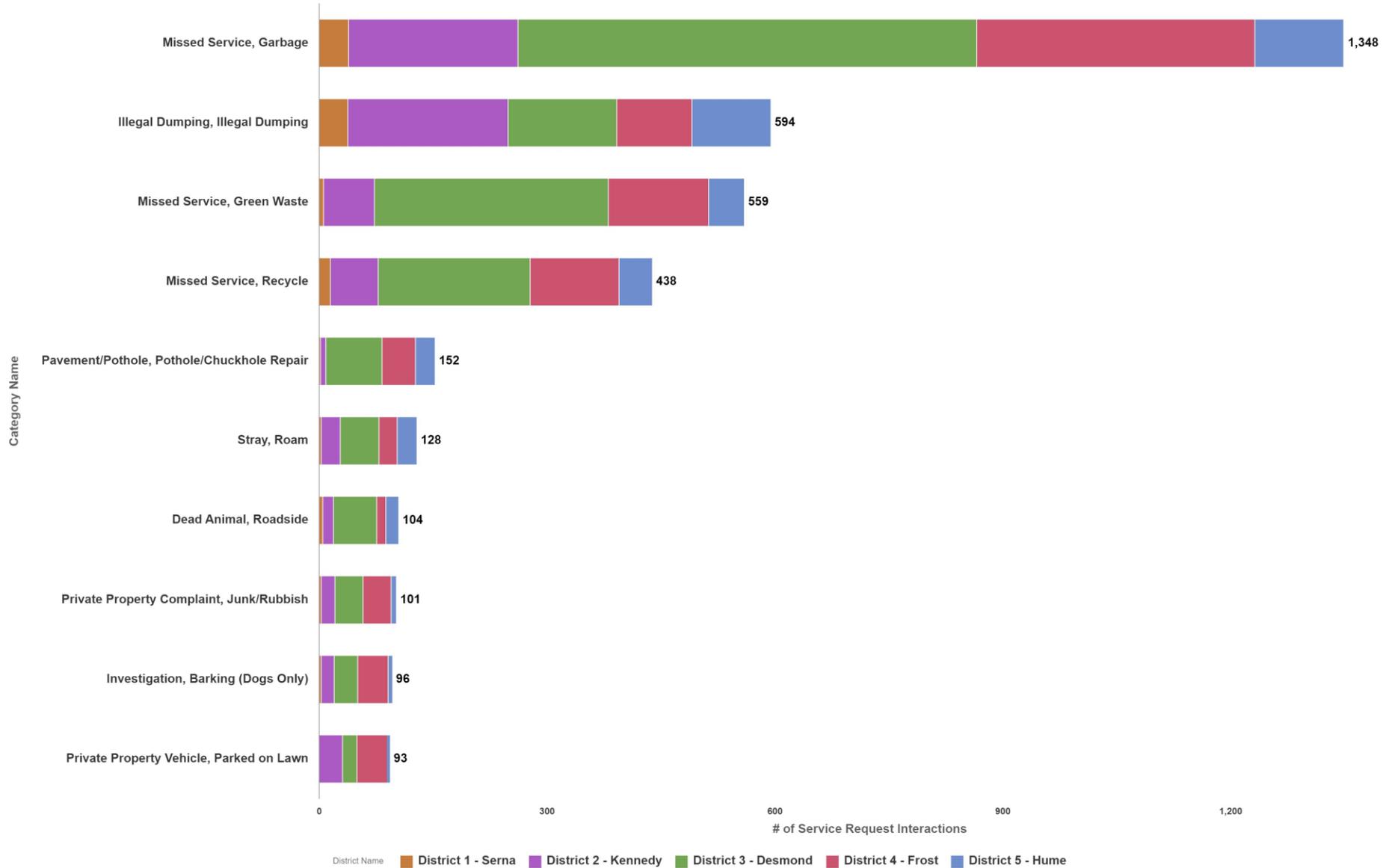
Service Request Interaction Totals (>10 requests) by Category

Cat2, Cat3	Customer Service Report Interactions	Cat2, Cat3	Customer Service Report Interactions	Cat2, Cat3	Customer Service Report Interactions	Cat2, Cat3	Customer Service Report Interactions
Missed Service, Garbage	1,348	Private Property Vehicle, Non-Operable (Commercial Included)	54	Abandoned Vehicles, Inoperable	34	Investigation, Abandoned Animal	20
Illegal Dumping, Illegal Dumping	650	Graffiti, Public Right-of-Way	50	Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	34	Pavement/Pothole, Paving Needs on Street	20
Missed Service, Green Waste	559	Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	49	Notify Supervisor, Recycle	32	Investigation, Cruelty	19
Missed Service, Recycle	438	Stray, Aggressive	47	Trash and Debris, Trash and Debris	32	Abandoned Vehicles, Wrecked	18
Pavement/Pothole, Pothole/Chuckhole Repair	152	Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	47	Stray, Traffic	29	Traffic Signal, Long Red/Short Green	18
Stray, Roam	128	Owned, Nuisance (No Cats)	47	Environmental Health (All Jurisdictions), Commercial Noise Complaint	27	Abandoned Vehicles, Dismantled	17
Dead Animal, Roadside	104	Stray, Sick	45	Traffic Signal, Cycling/Detection Problem	27	Traffic Investigations, Request	17
Private Property Complaint, Junk/Rubbish	101	Dead Animal, Wild	43	Investigation, Bite - NOT Happening NOW	26	Maintenance Request, Maintenance Request	16
Investigation, Barking (Dogs Only)	96	Street Lights, Light Out	42	Encroachment Violation, Basketball Hoop/Garbage Cans	25	Ditches/Culverts, Culvert/Pipe Repair or Cleaning	15
Private Property Vehicle, Parked on Lawn	93	Environmental Health (All Jurisdictions), Food Facility Complaint	42	Notify Supervisor, Green Waste	25	Pavement/Pothole, Pavement-Other Unknown Maintenance Needs	15
Shopping Cart by Vendor, Shopping Cart by Vendor	88	Stray, Confined	40	Sweeper Request, Sweeper	25	Notify Supervisor, Supervisor Dispute NCU	14
Investigation, Negligence	71	Wild, Injured	38	Assist (On-Scene Only), Police/Sheriff	24	Traffic Sign, New Sign Request	14
Stray, Injured	70	Zoning, Other	37	Graffiti, Private Property	23	Traffic Signal, Flashing Red	14
Illegal Camp, Occupied	66	Traffic Sign, Non-Emergency	35	Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	21	Sub-Standard Housing, Other	13
Owned, Aggressive	66	Sidewalk, Curb, Gutter, and Sidewalk Repair	35	Investigation, Abandoned Animal	20	Encroachment Violation, Other Encroachment Types	12
Missed Service, Neighborhood Clean Up (NCU)	61			Pavement/Pothole, Paving Needs on Street	20	Traffic Signal, All Signals Dark	12
Notify Supervisor, Garbage	61					Landscape/Vegetation, Request	11
Dead Animal, Domestic	58						
Dead Animal, In Traffic	55						

# Total Service Requests Opened

## Top 10 Service Requests Categories Opened | With Districts

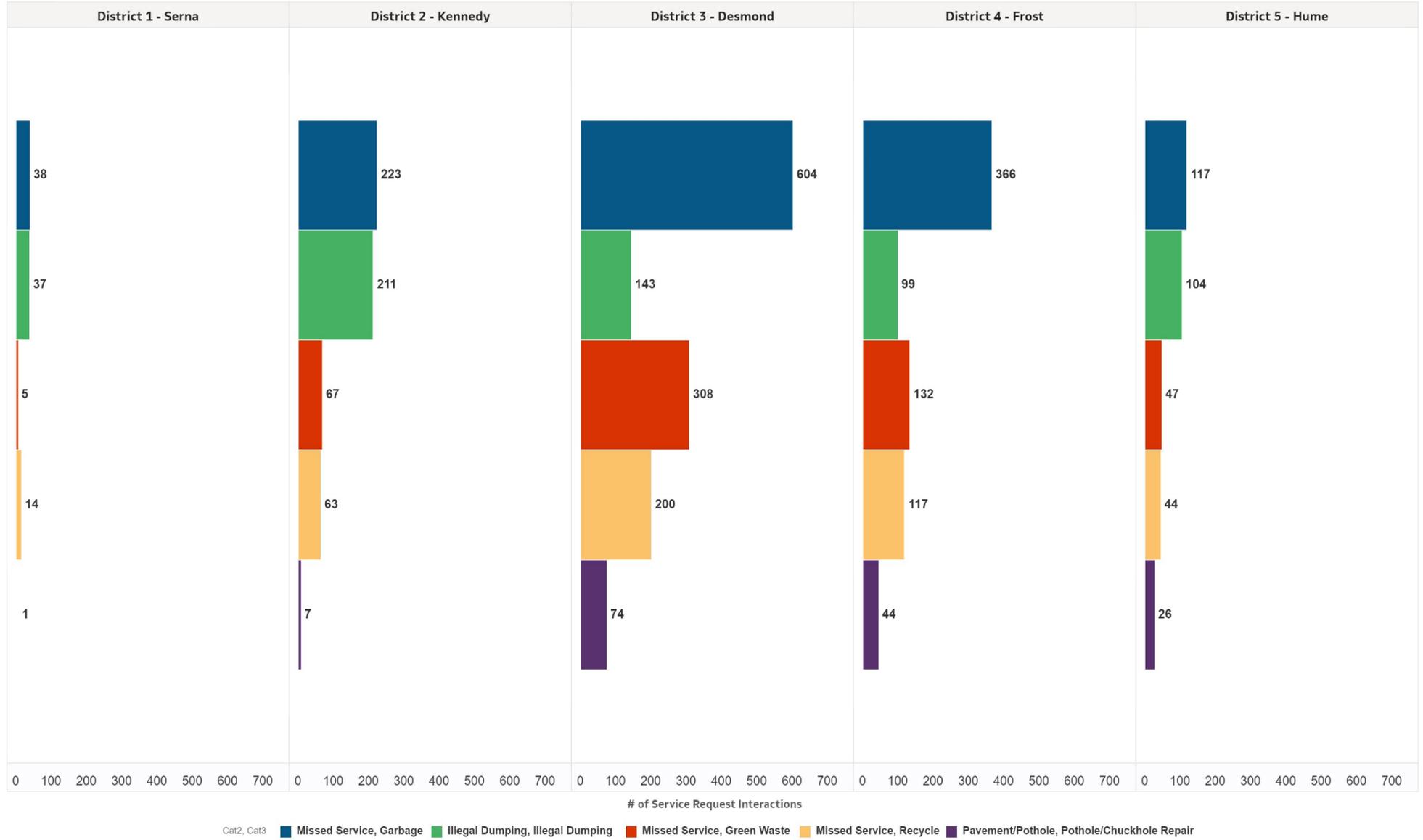
Top 10 Service Request Categories Opened with Districts



# Top Service Requests Opened

## Top 5 Service Requests Opened | by Districts

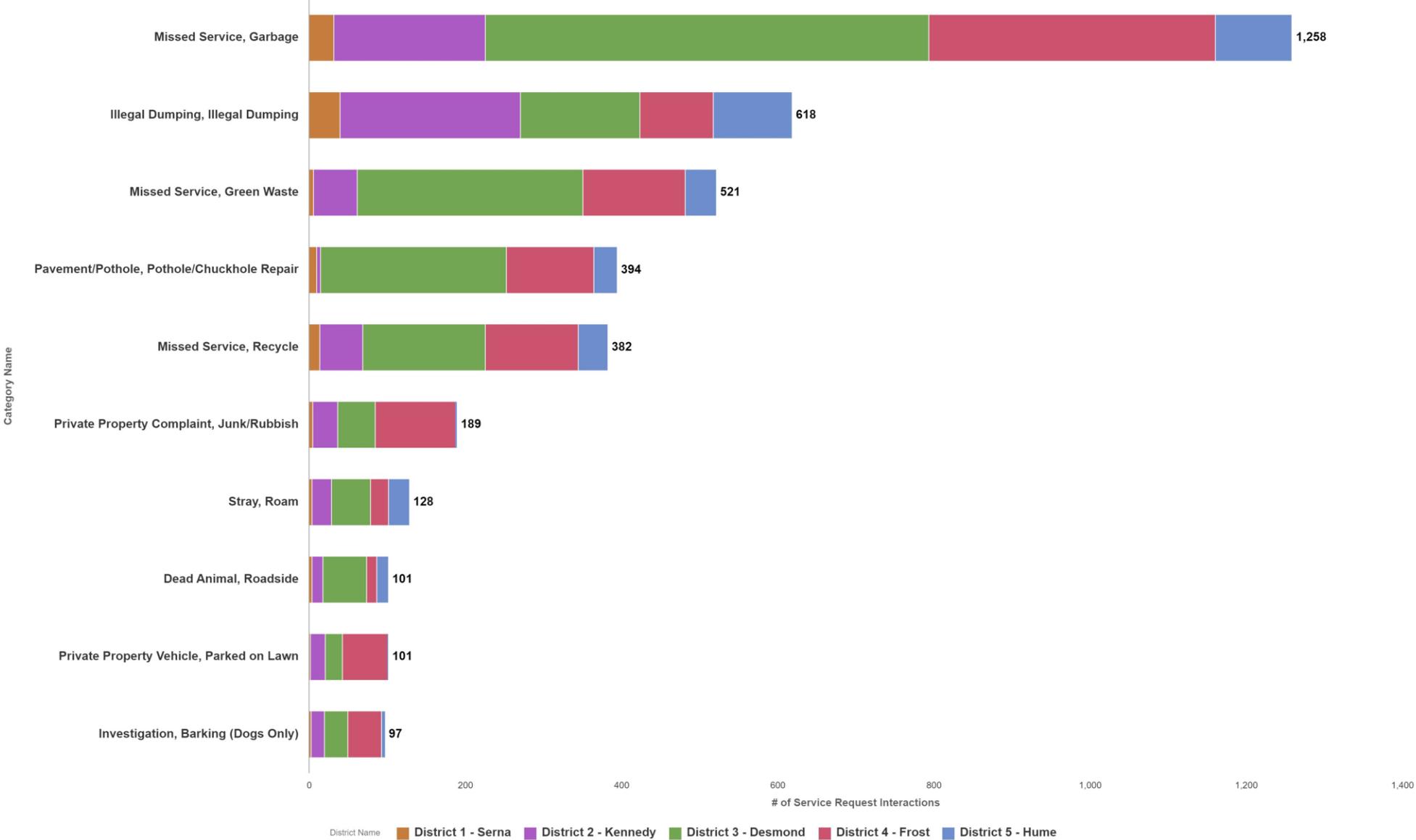
Top 5 Service Request Categories Opened by District



# Top Service Requests Closed

## Top 10 Service Requests Categories Closed | With Districts

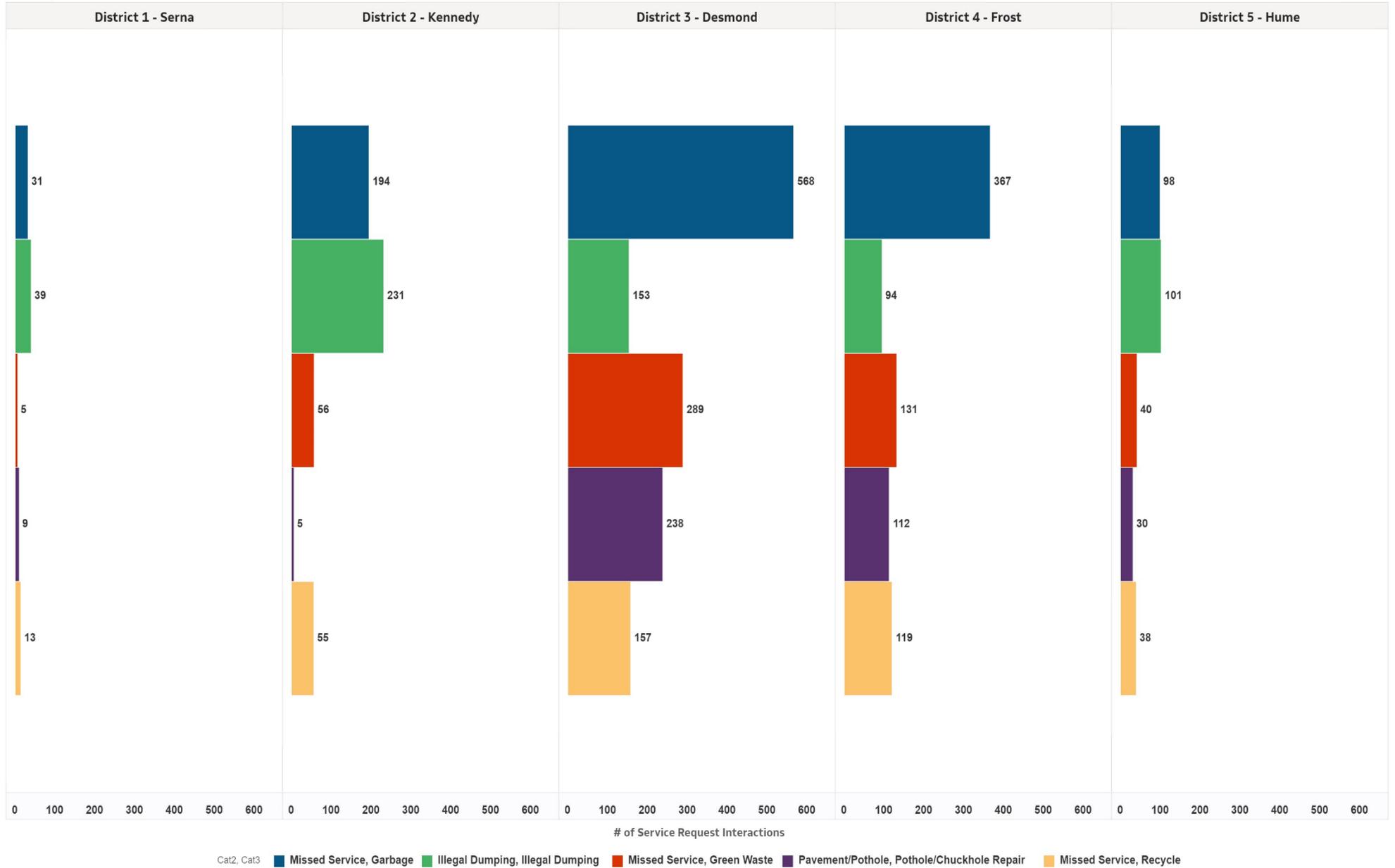
Top 10 Service Request Categories Closed with Districts



# Top Service Requests Closed

## Top 5 Service Requests Categories Closed | by Districts

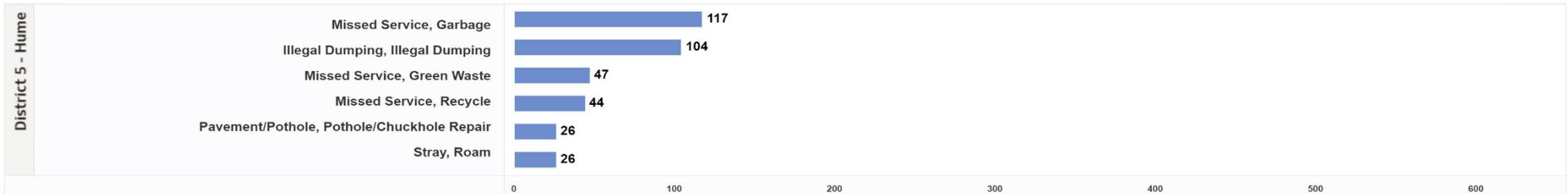
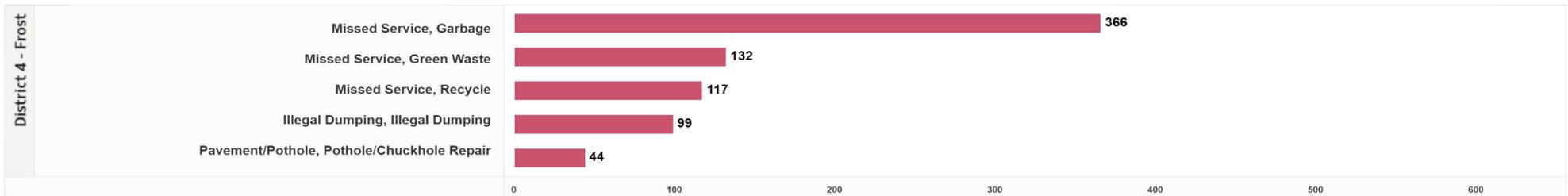
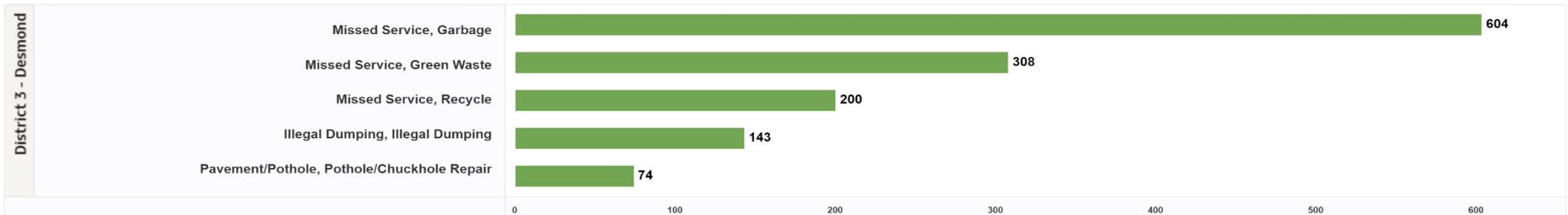
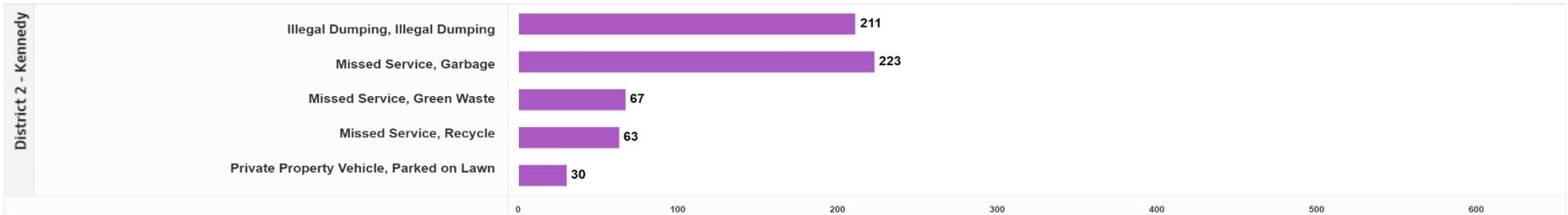
Top 5 Service Request Categories Closed by District



# Top Unresolved Service Request

## Top Unresolved Service Request Categories | by Districts

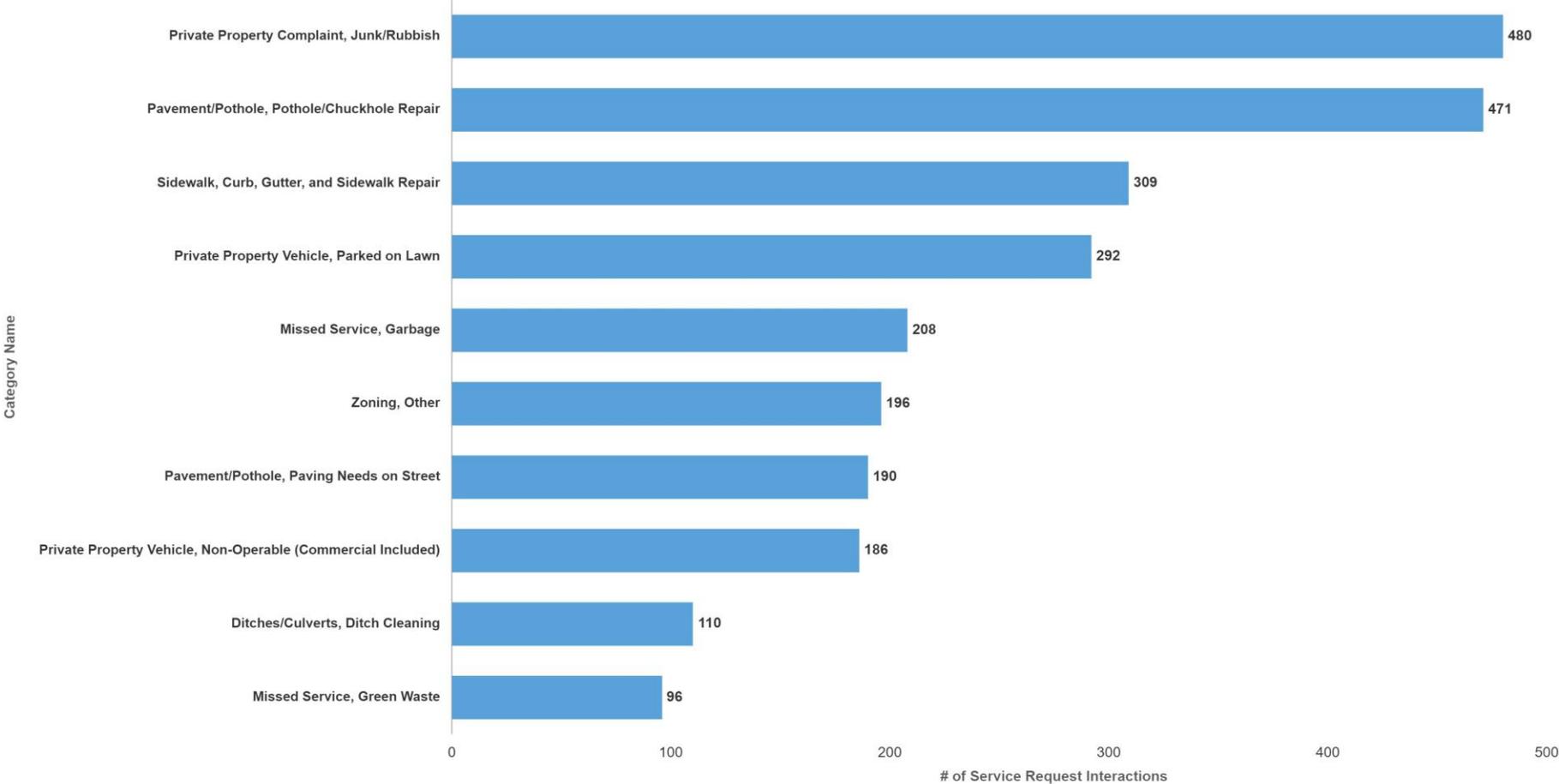
Top Unresolved Service Request Categories by District



# Top Unresolved Service Request

## Top 10 Unresolved Service Request Categories

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through November 30th

4,402

Interactions Closed this Month

19,149

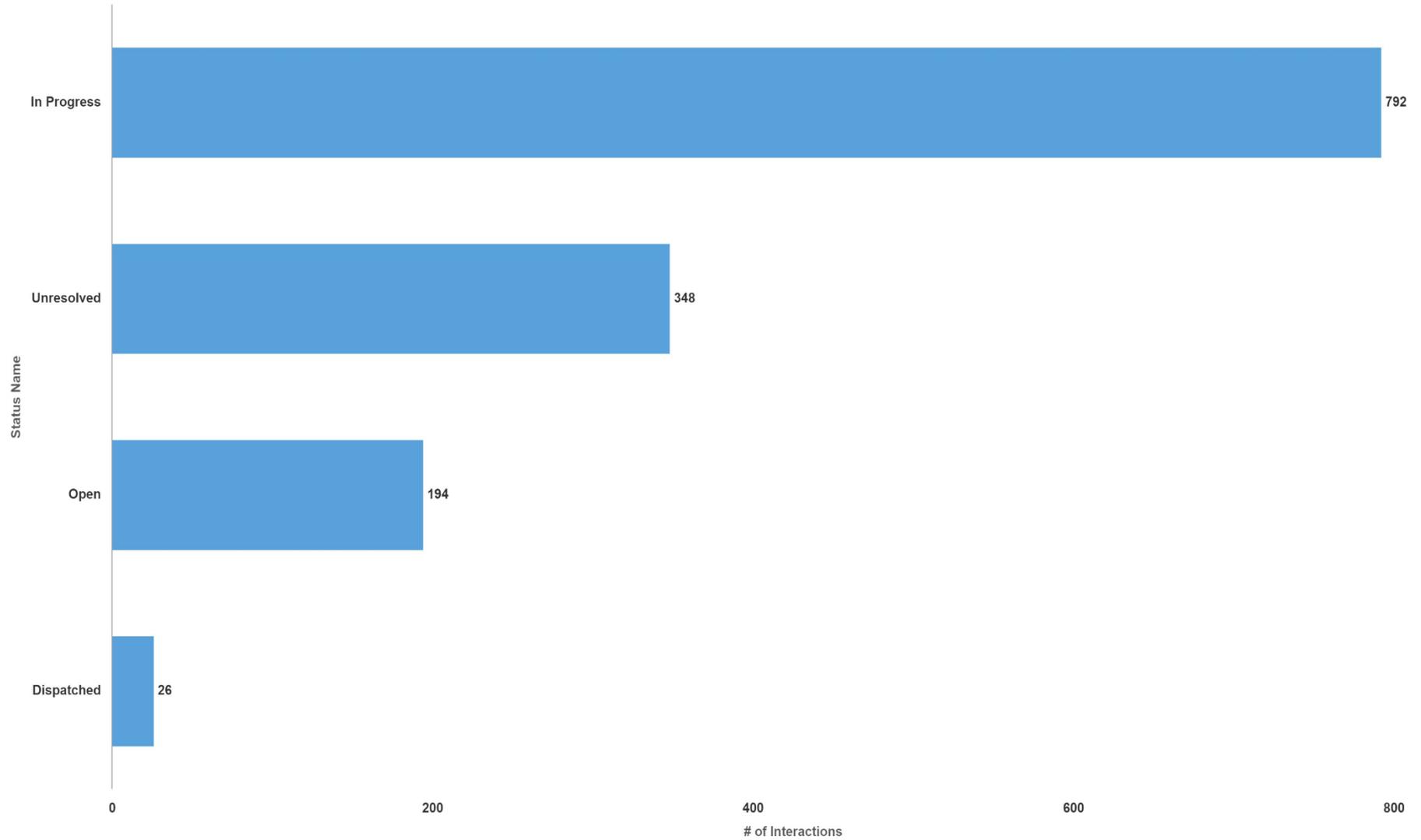
Monthly Interactions Not Closed

1,360

# Monthly Interactions Not Closed by Status

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Monthly Interactions Not Closed by Status



# Board of Supervisor District Information

## Service Requests Opened by District

### November 2023

Monthly Service Request Interactions Opened

# 5,959

District 1 Serna

## 210

Service Request Interactions

District 2 Kennedy

## 1,053

Service Request Interactions

District 3 Desmond

## 2,535

Service Request Interactions

District 4 Frost

## 1,421

Service Request Interactions

District 5 Hume

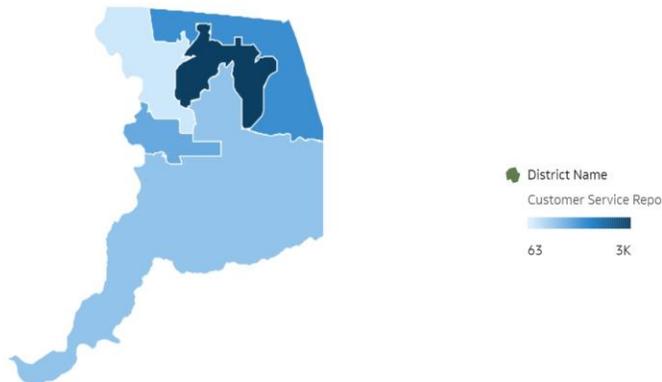
## 740

Service Request Interactions

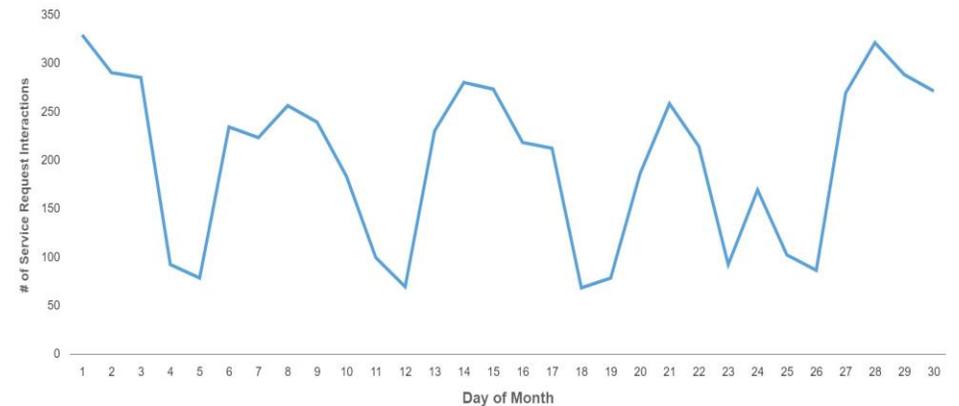
Service Request Interactions by District



Service Request Interactions by District Map



Service Request Interactions Created by Day of Month



# Board of Supervisor District Information

## Service Requests Closed by District

### November 2023

Monthly Service Request Interactions Closed

# 6,262

District 1 Serna

## 208

Service Request Interactions

District 2 Kennedy

## 1,066

Service Request Interactions

District 3 Desmond

## 2,654

Service Request Interactions

District 4 Frost

## 1,631

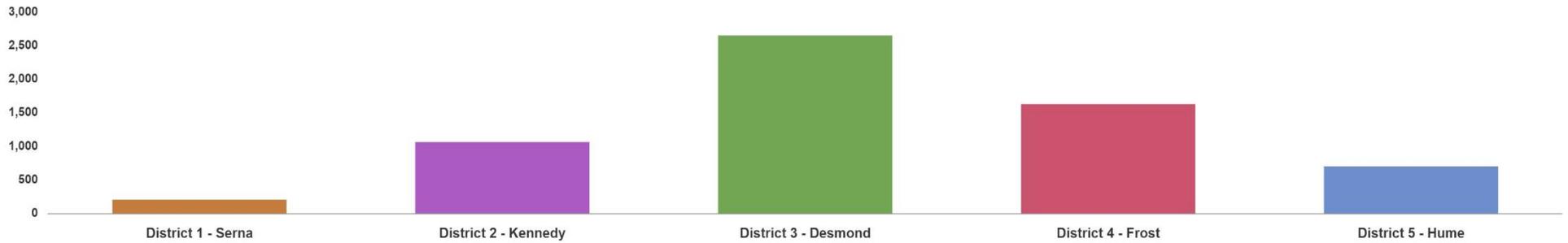
Service Request Interactions

District 5 Hume

## 703

Service Request Interactions

Service Request Interactions by District

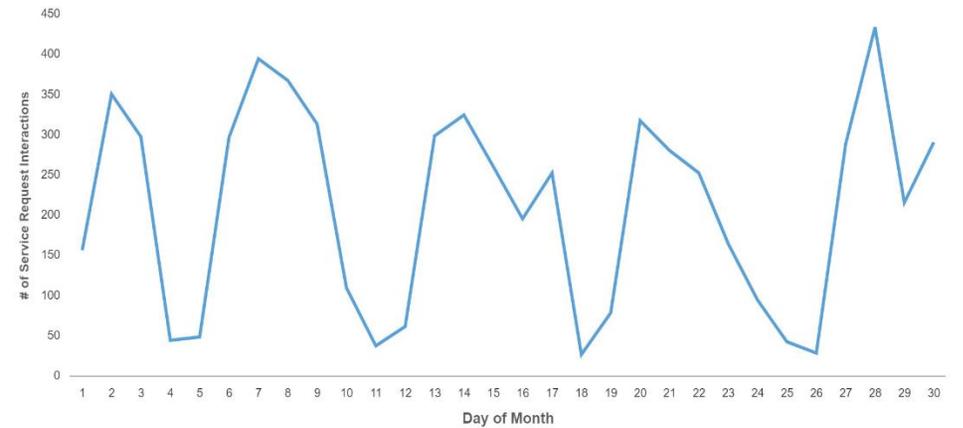


Service Request Interactions by District Map



● District Name  
■ Customer Service Repo  
 76 3K

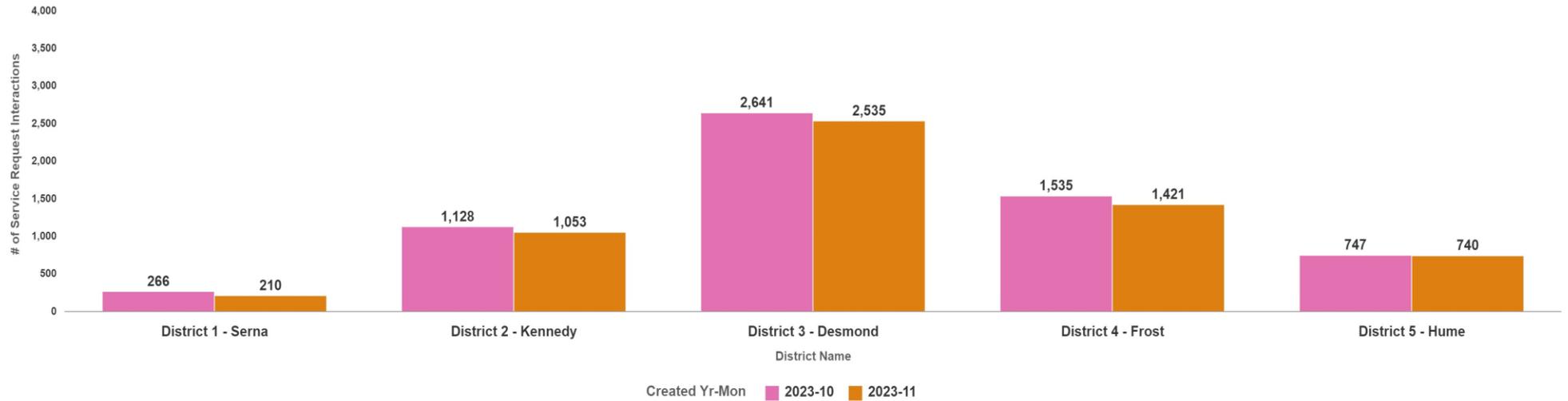
Service Request Interactions Closed by Day of Month



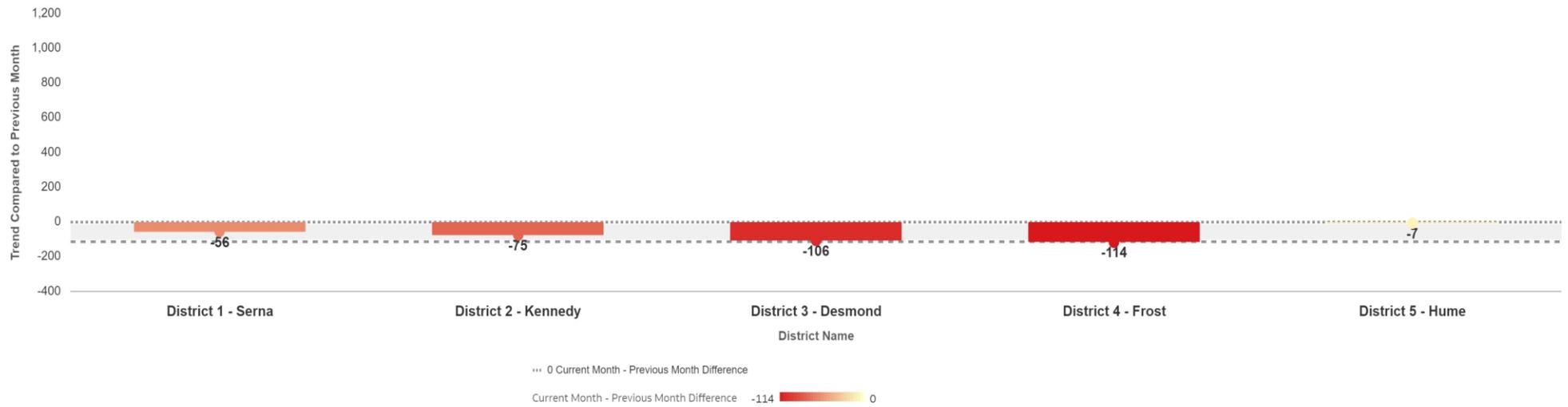
# Board of Supervisors District Information

## Previous Month Comparison of Service Request

Previous Month Comparison of Service Request interactions



Previous Month Trend of Service Request Interactions Per District

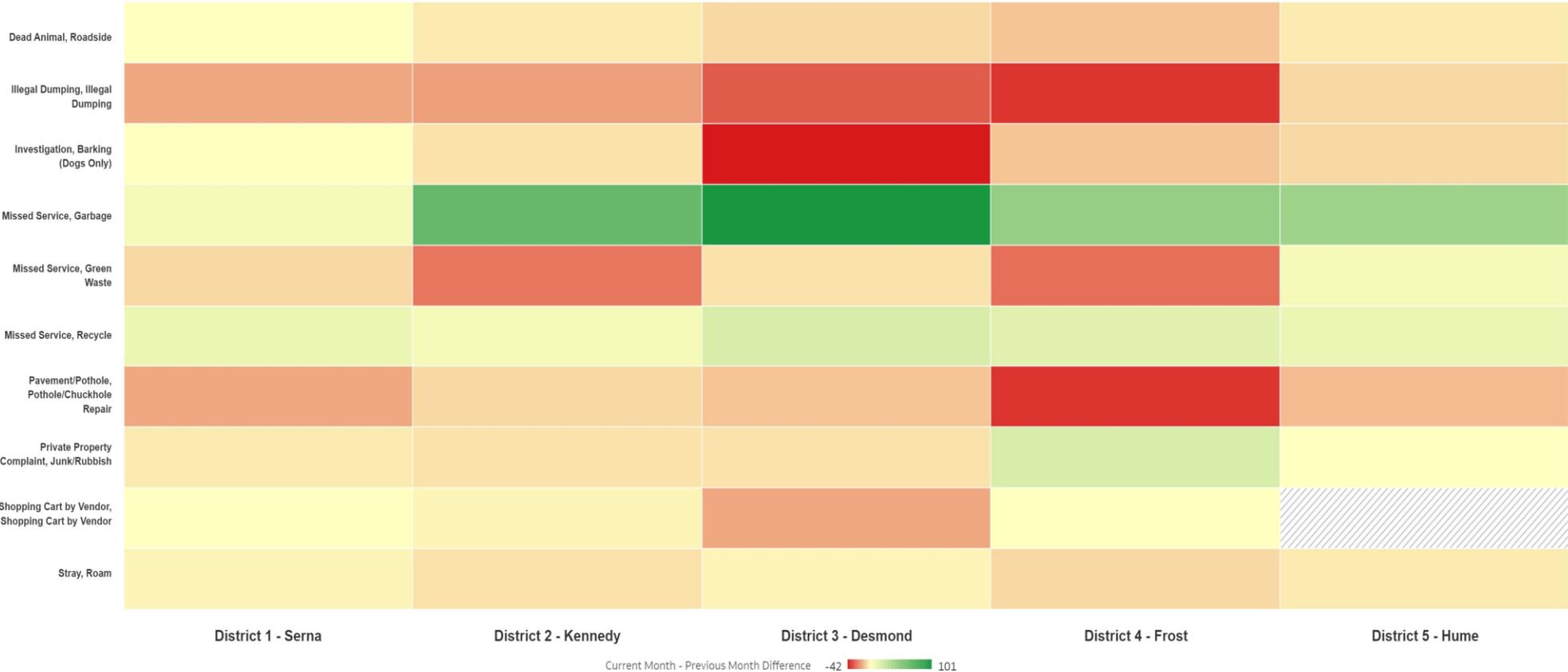


# Previous Month Comparison (continued)

Monthly Comparison: Service Requests by District

District Name	2023-10	2023-11
	Service Request Map Count	Service Request Map Count
District 1 - Serna	266	210
District 2 - Kennedy	1,128	1,053
District 3 - Desmond	2,641	2,535
District 4 - Frost	1,535	1,421
District 5 - Hume	747	740

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,

	District 1 - Serna	District 2 - Kennedy	District 3 - Desmond	District 4 - Frost	District 5 - Hume	Grand Total
	Current Month - Previous Month Difference					
<b>Cat2, Cat3</b>						
Missed Service, Garbage	6	67	101	47	41	262
Missed Service, Recycle	9	6	17	11	9	52
Private Property Complaint, Junk/Rubbish	-4	-6	-5	16	0	1
Stray, Roam	-1	-6	-1	-7	-3	-18
Shopping Cart by Vendor, Shopping Cart by Vendor	1	-1	-15	0		-19
Dead Animal, Roadside	0	-4	-7	-11	-4	-26
Missed Service, Green Waste	-7	-24	-6	-27	6	-58
Investigation, Barking (Dogs Only)	0	-5	-42	-10	-7	-64
Pavement/Pothole, Pothole/Chuckhole Repair	-15	-7	-10	-37	-13	-82
Illegal Dumping, Illegal Dumping	-16	-18	-29	-37	-7	-107
<b>Grand Total</b>	<b>-27</b>	<b>2</b>	<b>3</b>	<b>-55</b>	<b>18</b>	<b>-59</b>

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

# Board of Supervisor District Analysis

## District 1

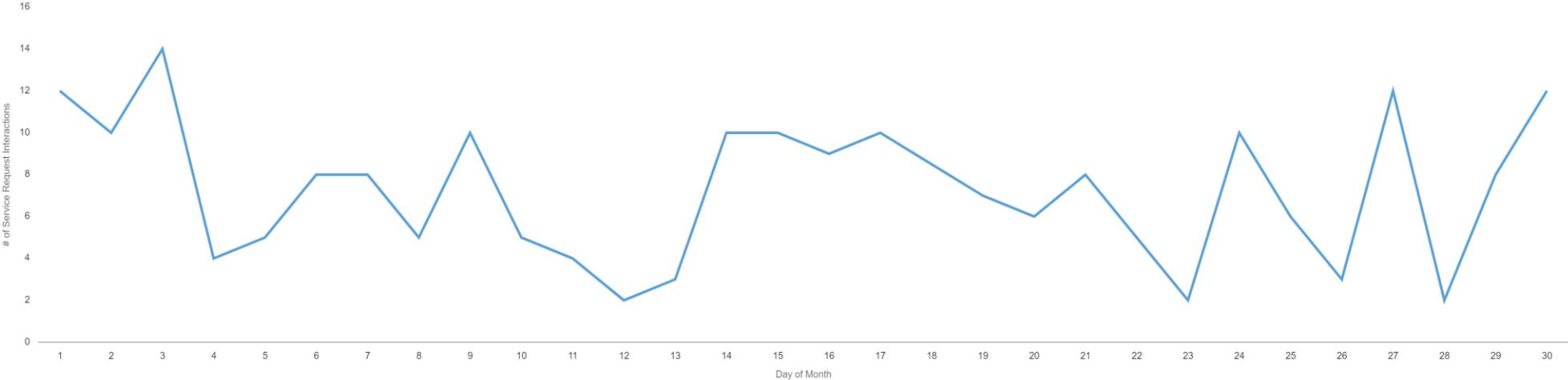
Service Requests Created

210

Service Requests Closed

166

Service Request Interactions Created by Day of Month



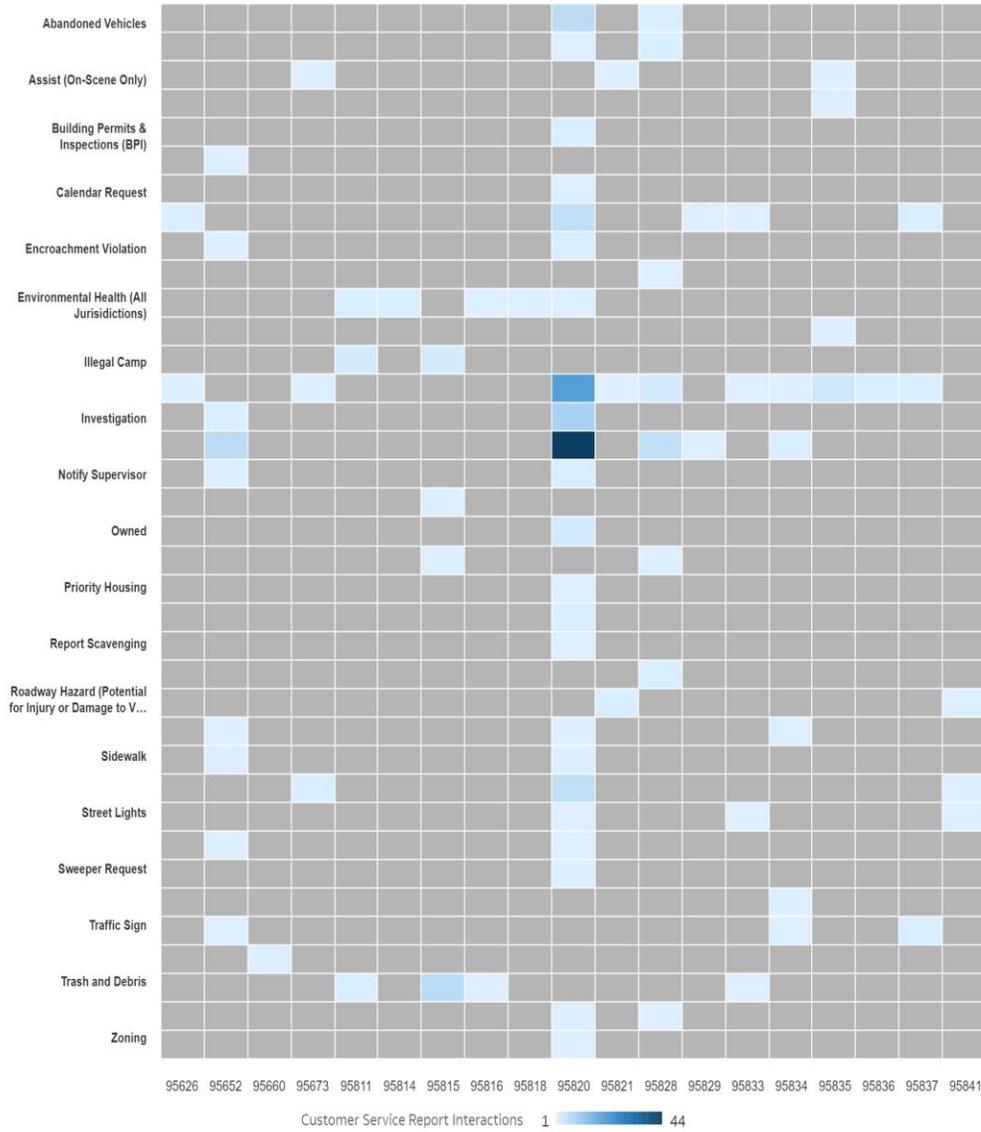
District Name, Customer Service Report Interactions



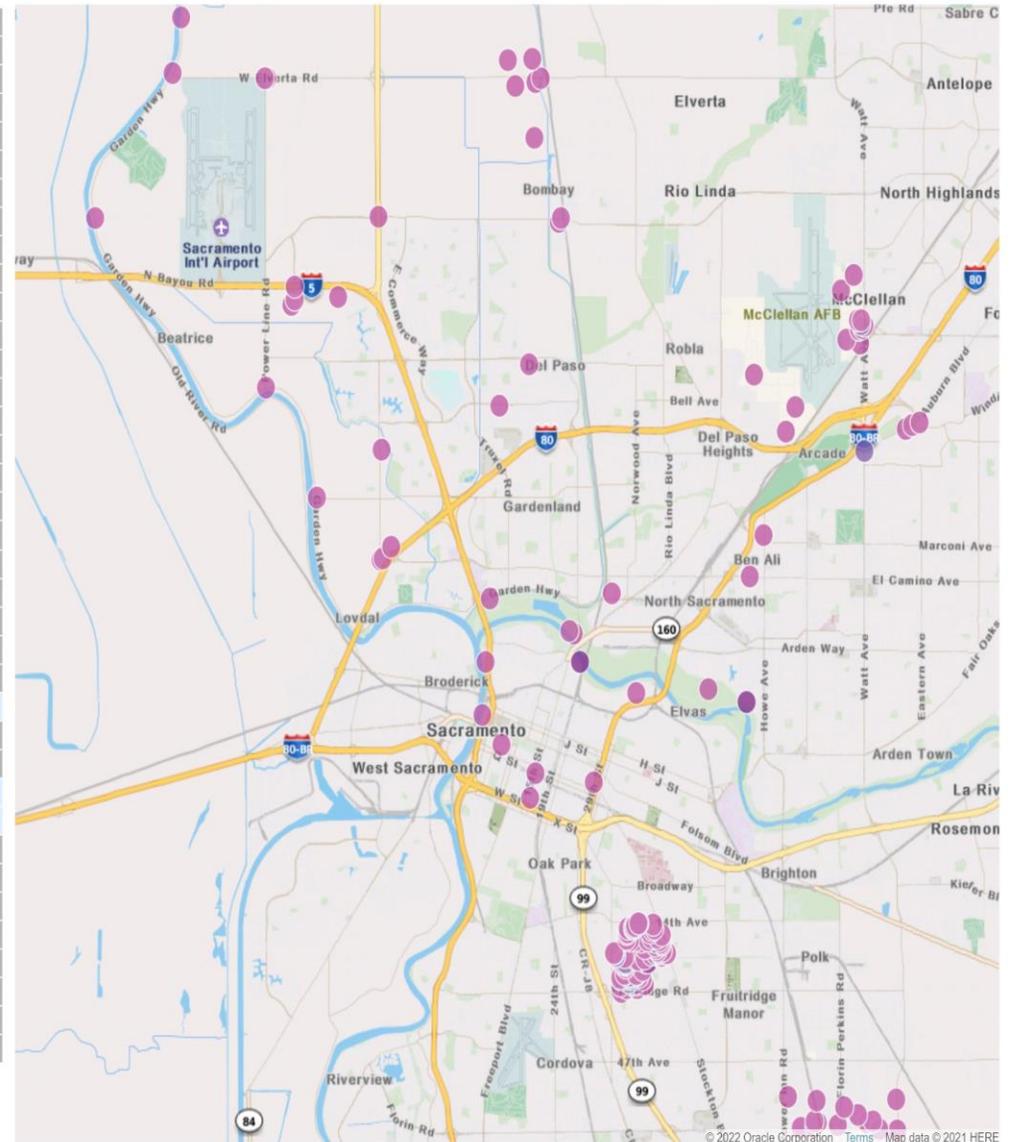
# Board of Supervisor District Analysis

## 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

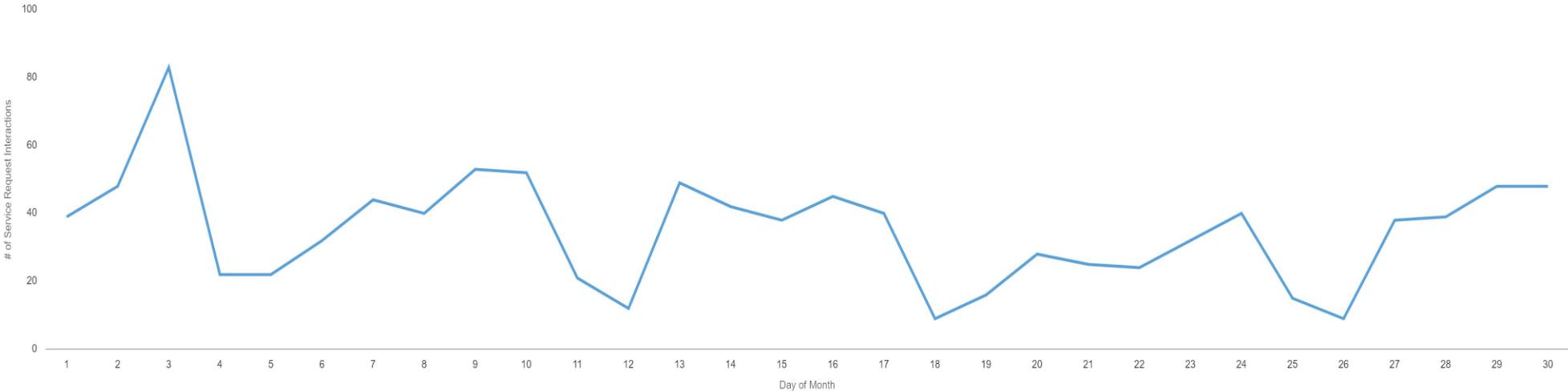
Service Requests Created

1,053

Service Requests Closed

829

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions



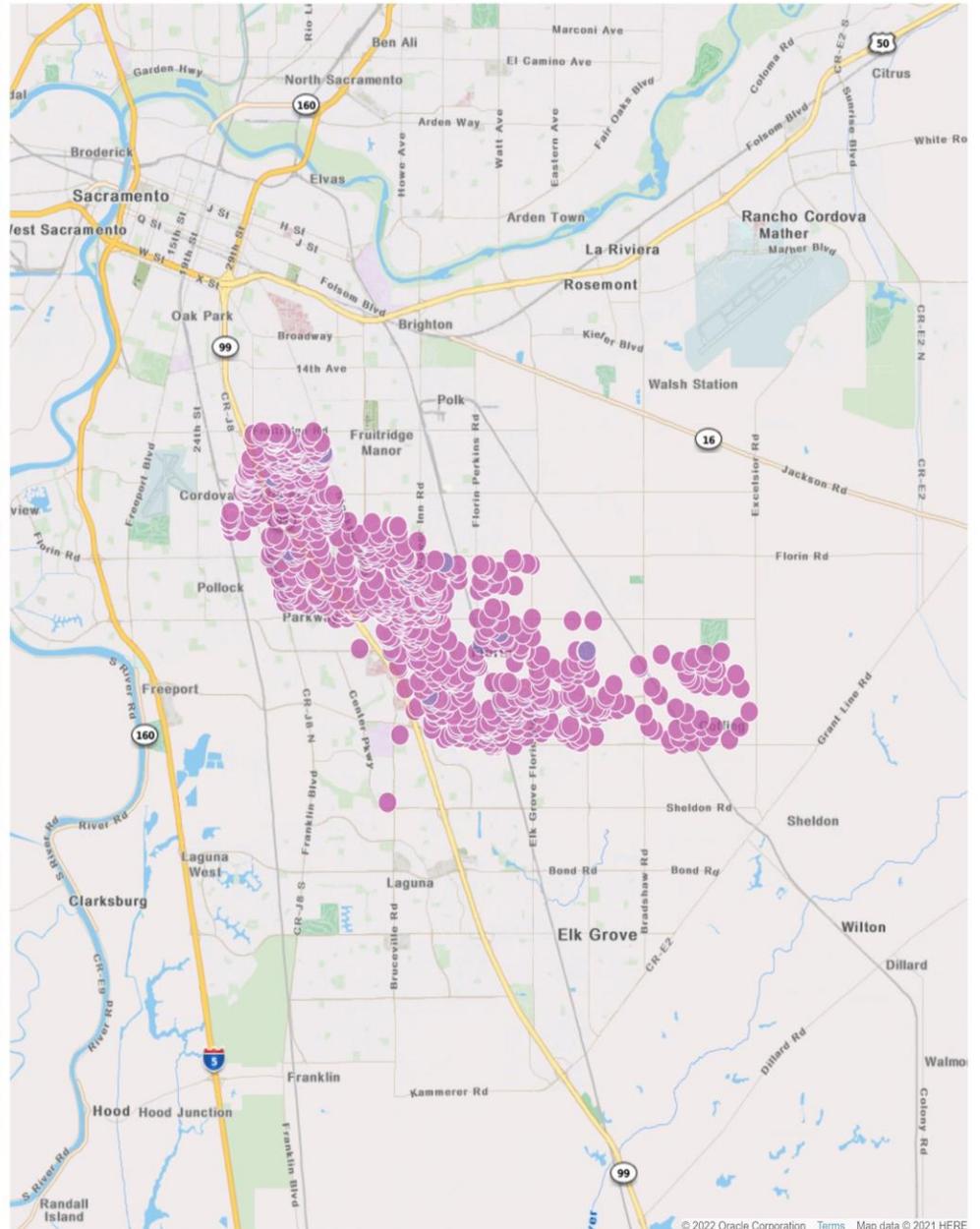
# Board of Supervisor District Analysis

## 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

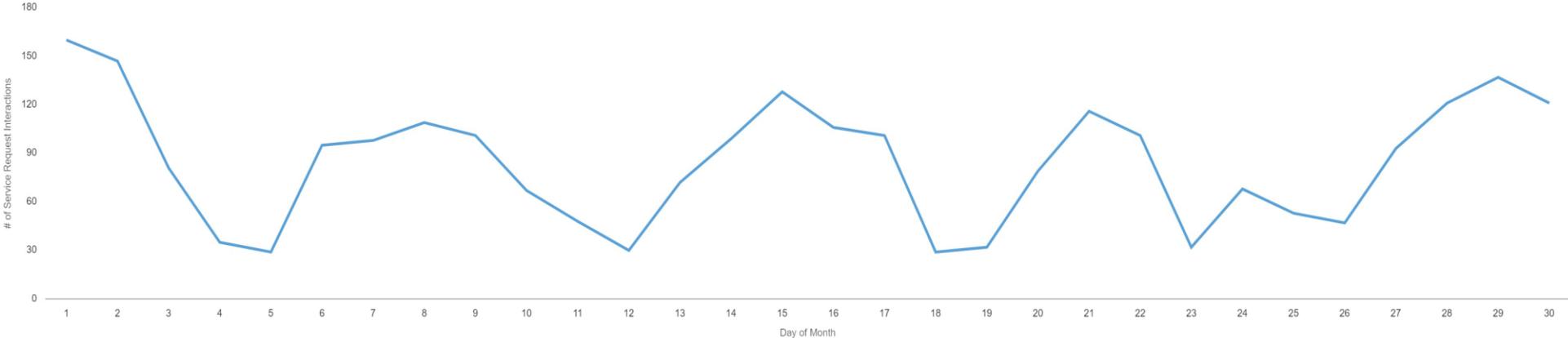
Service Requests Created

2,535

Service Requests Closed

1,899

Service Request Interactions Created by Day of Month



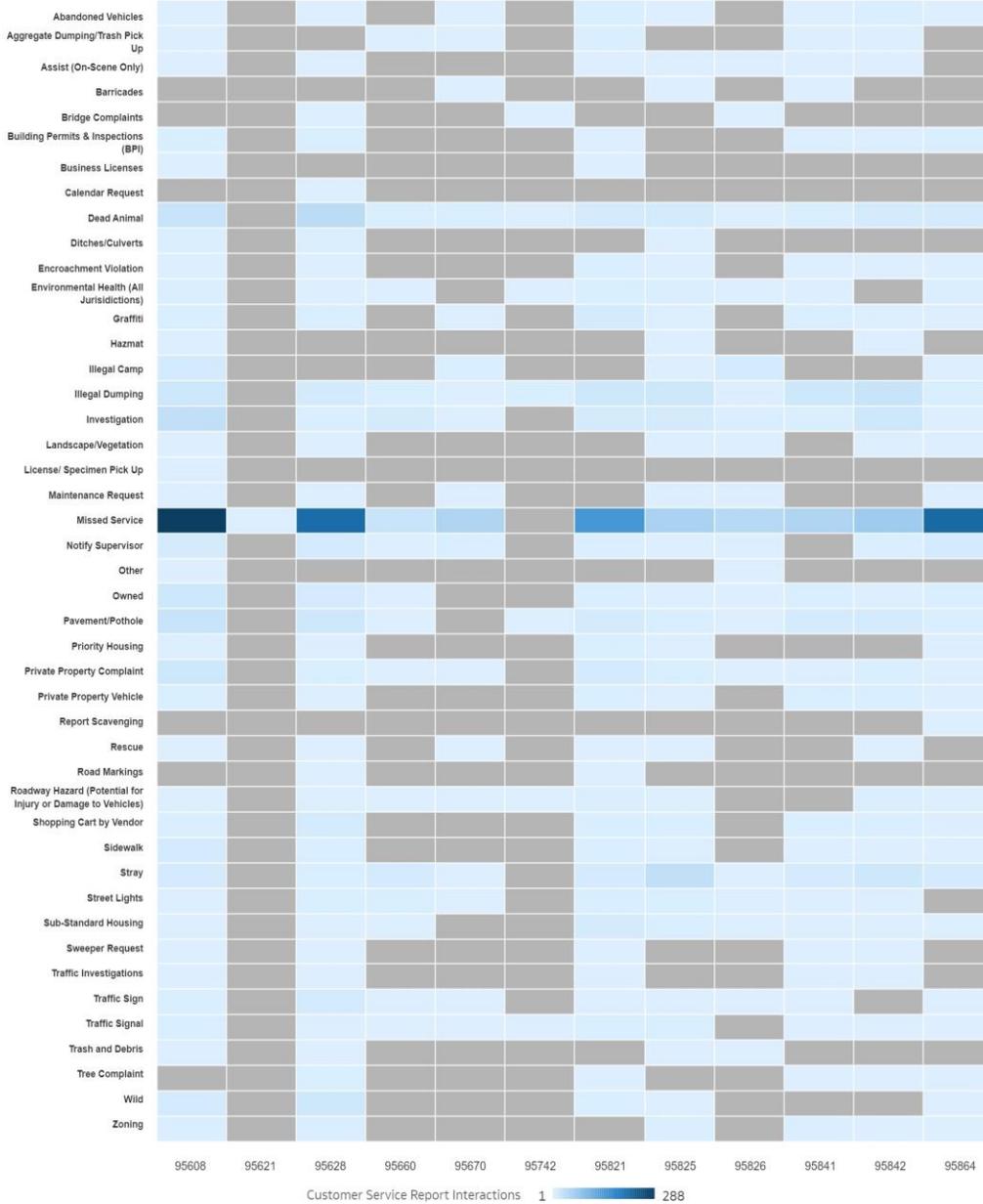
District Name, Customer Service Report Interactions



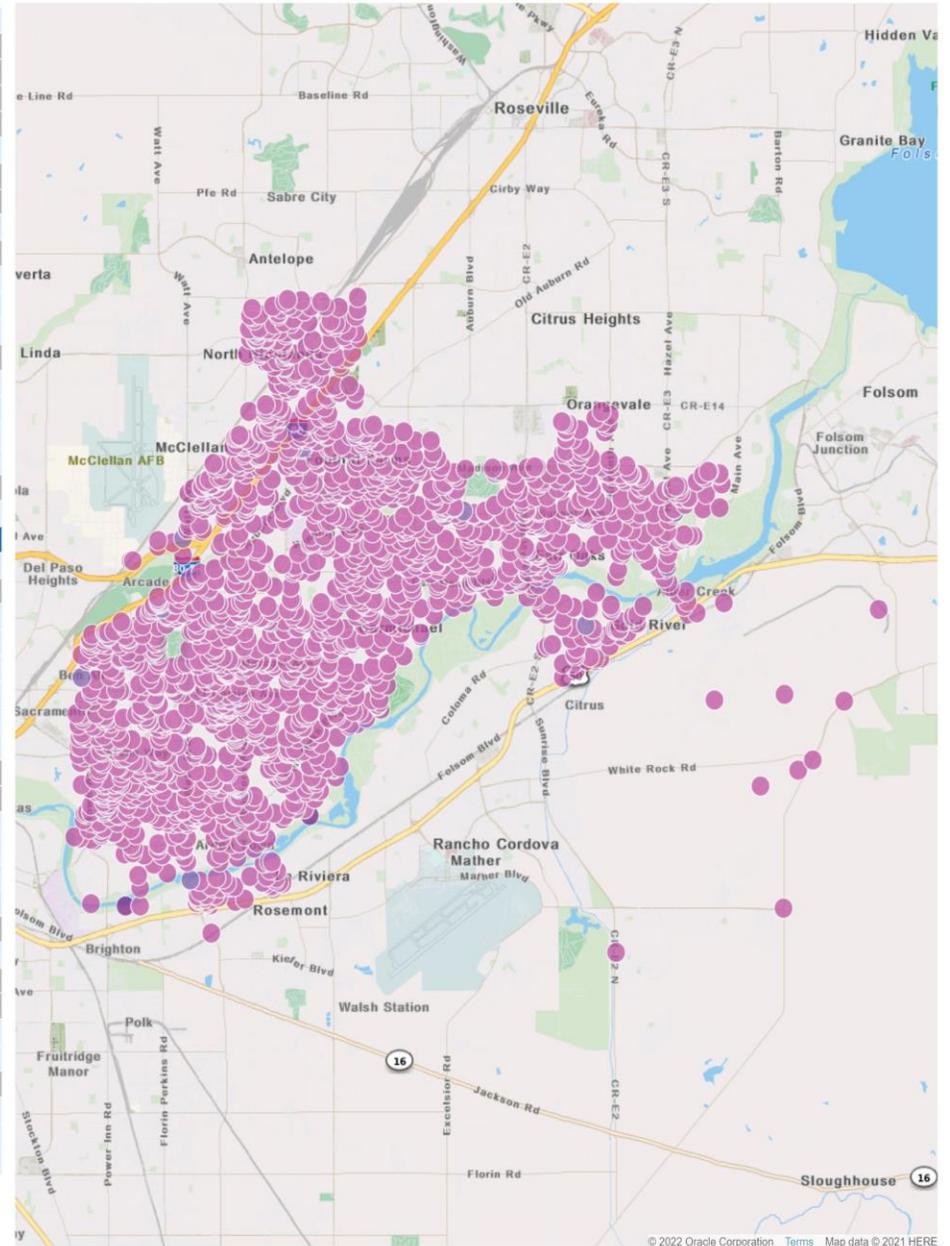
# Board of Supervisor District Analysis

## 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

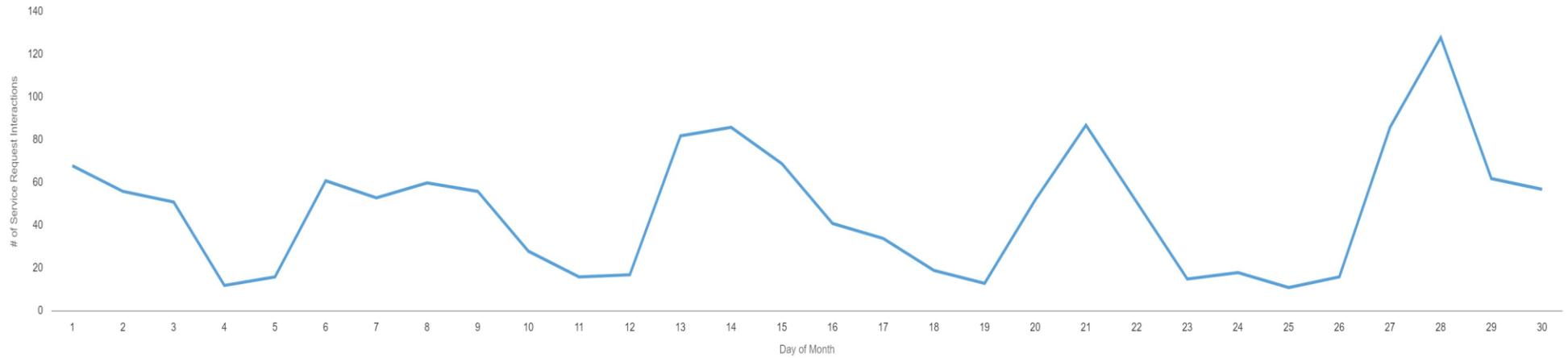
Service Requests Created

1,421

Service Requests Closed

1,112

Service Request Interactions Created by Day of Month



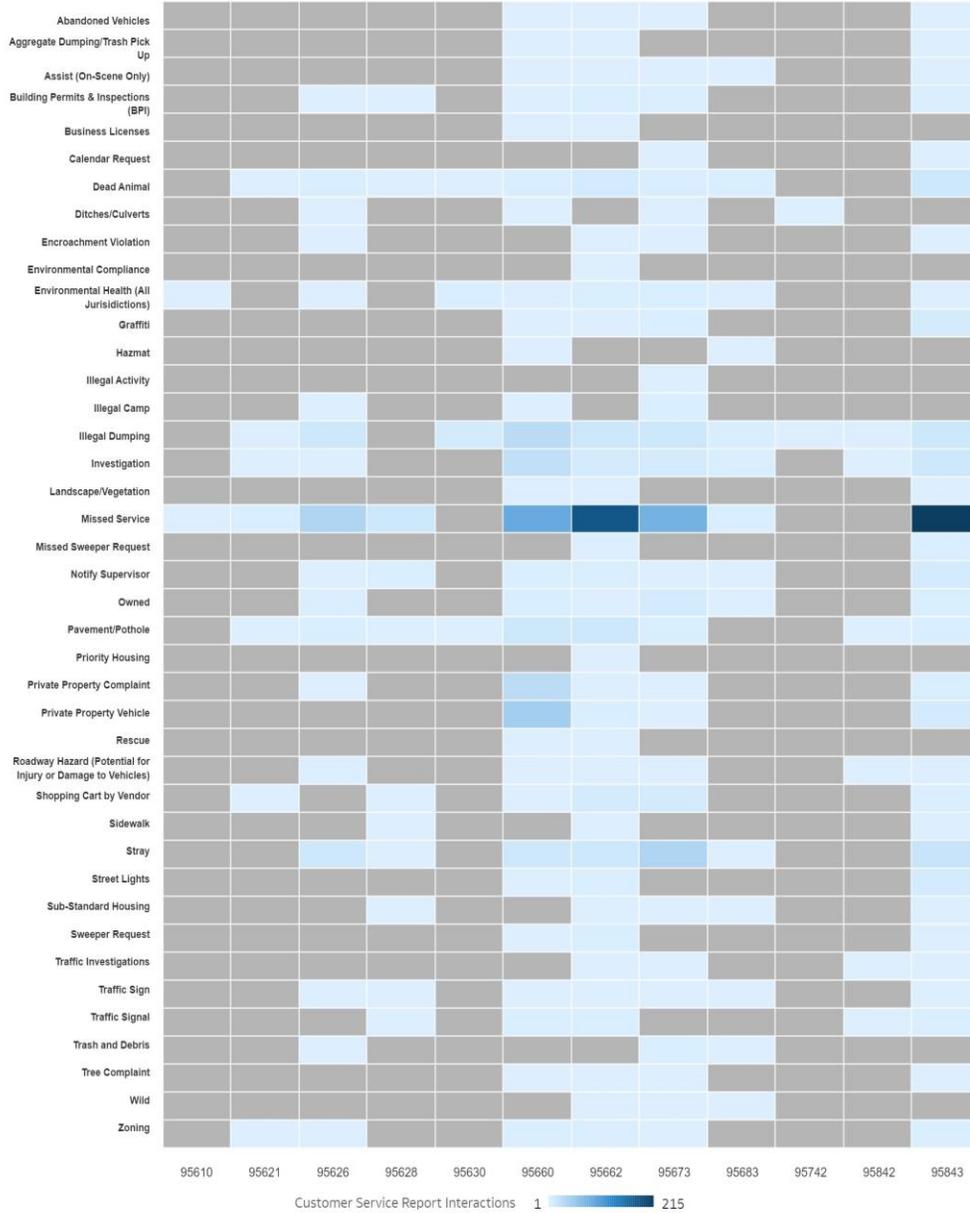
District Name, Customer Service Report Interactions



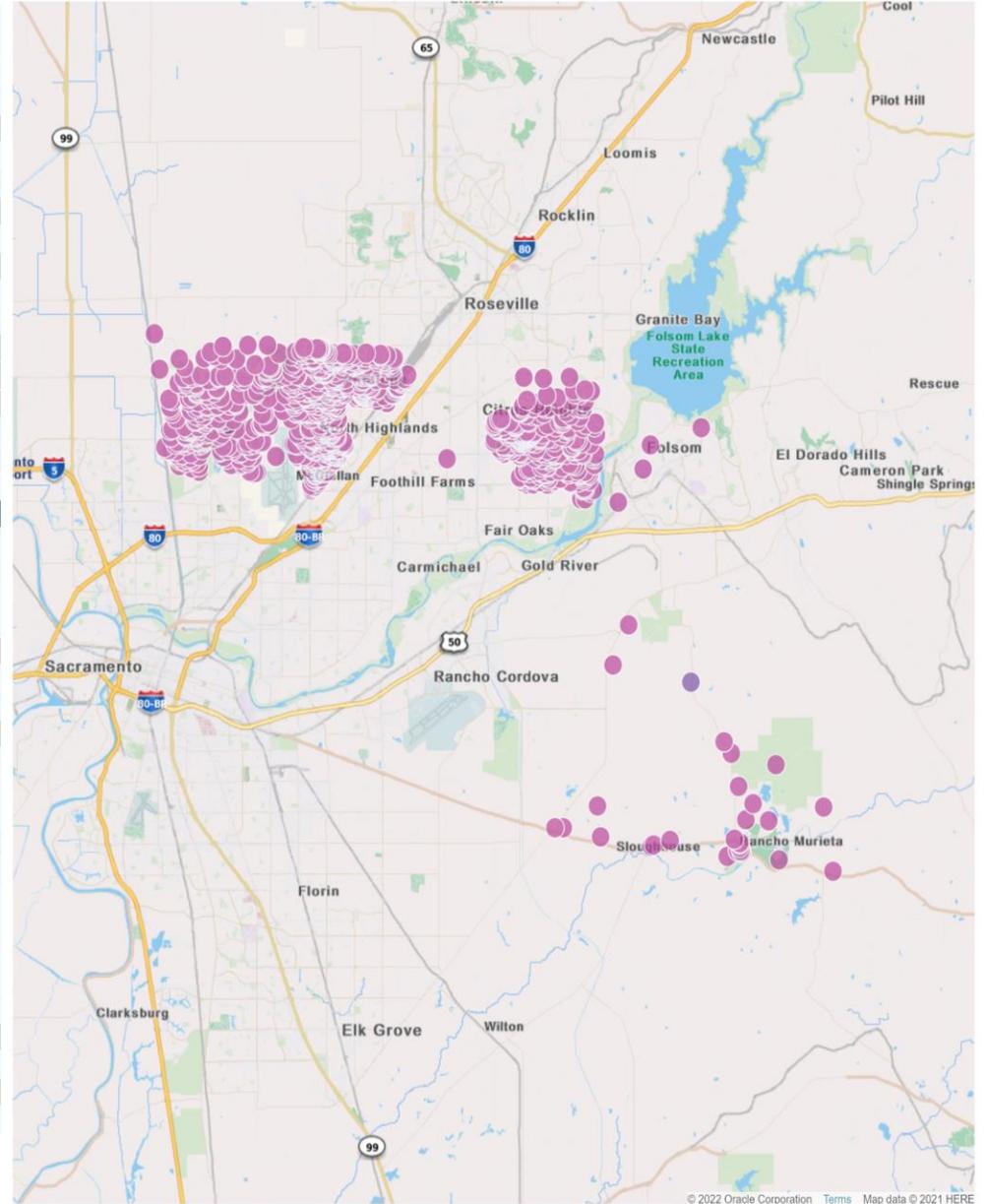
# Board of Supervisor District Analysis

## 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

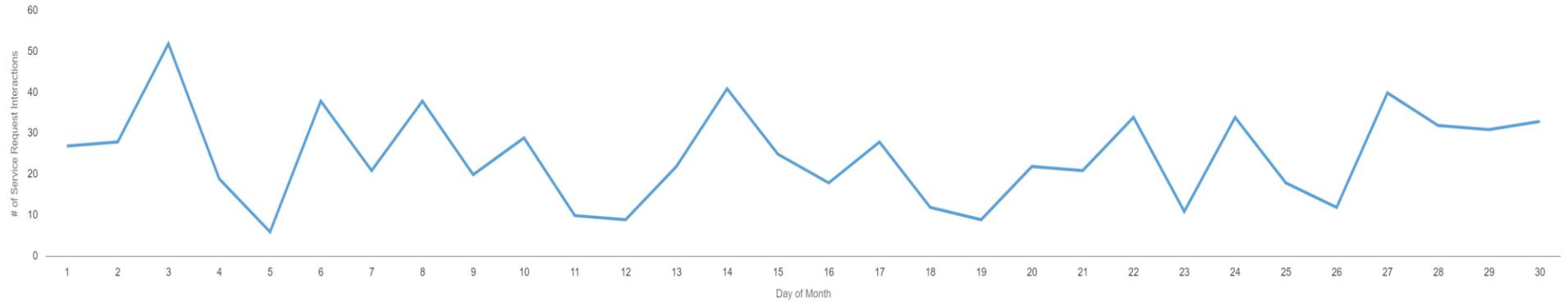
Service Requests Created

# 740

Service Requests Closed

# 593

Service Request Interactions Created by Day of Month



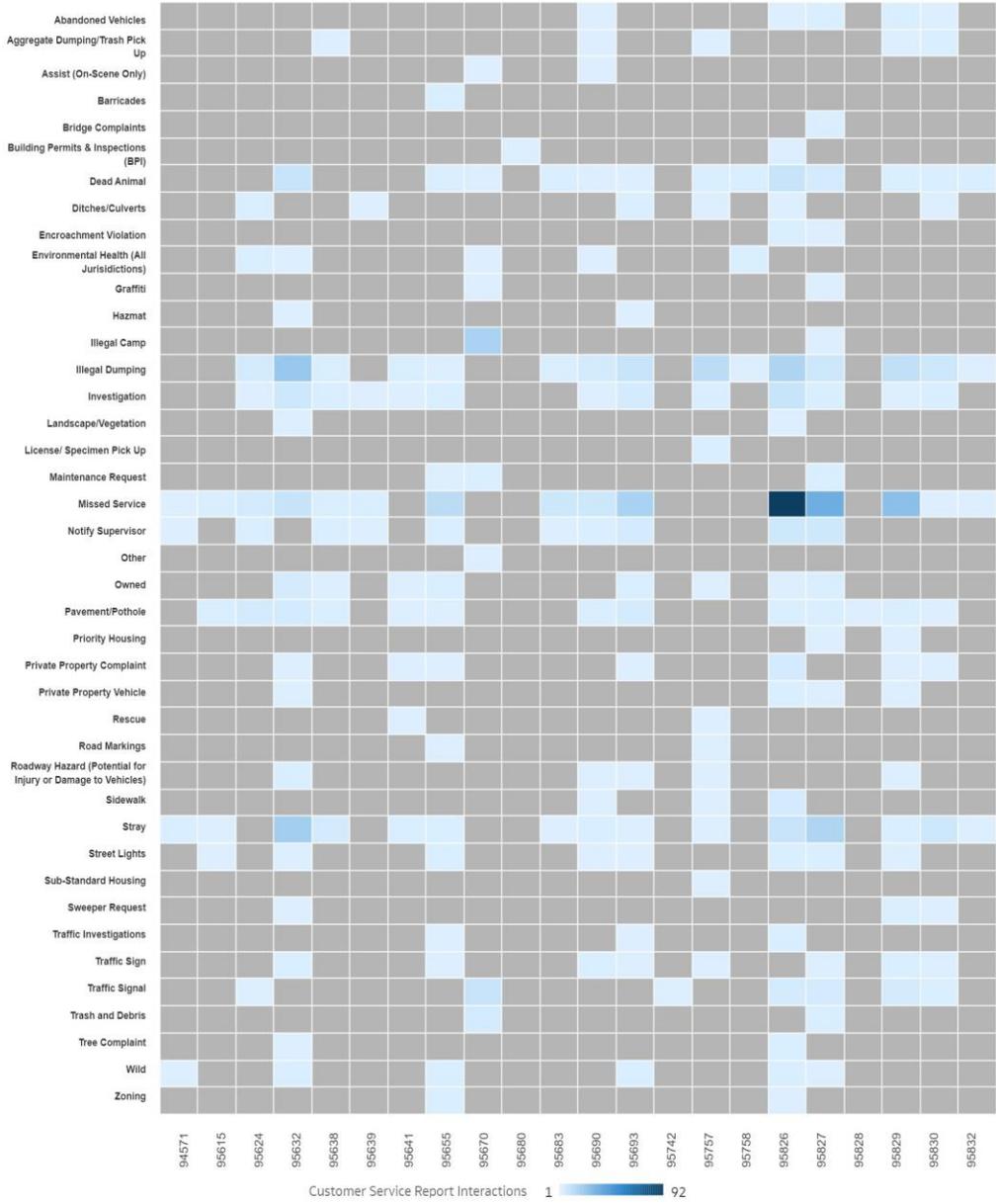
District Name, Customer Service Report Interactions



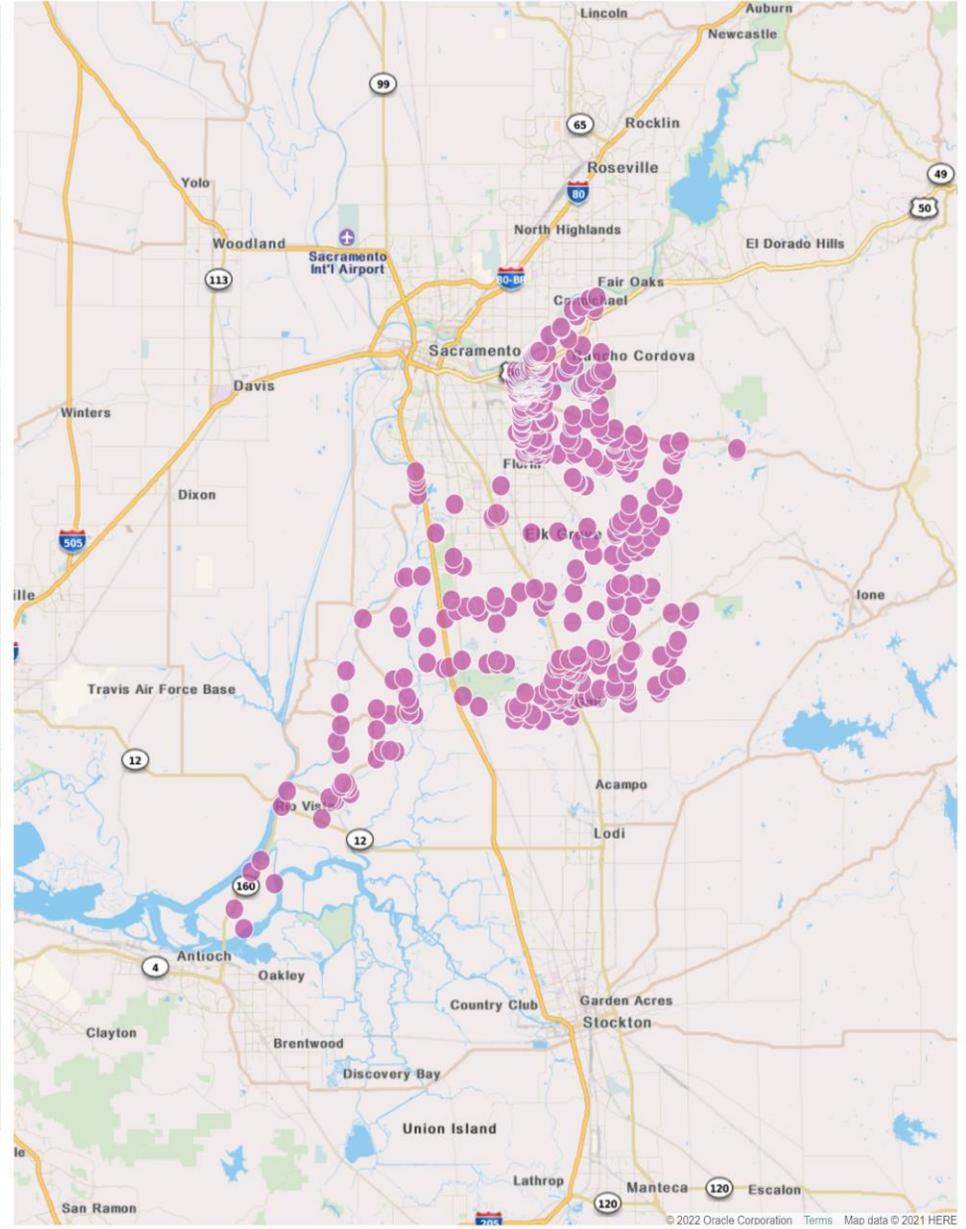
# Board of Supervisor District Analysis

## District 5 (continued)

Service Request Interactions by Category Per Zip Code



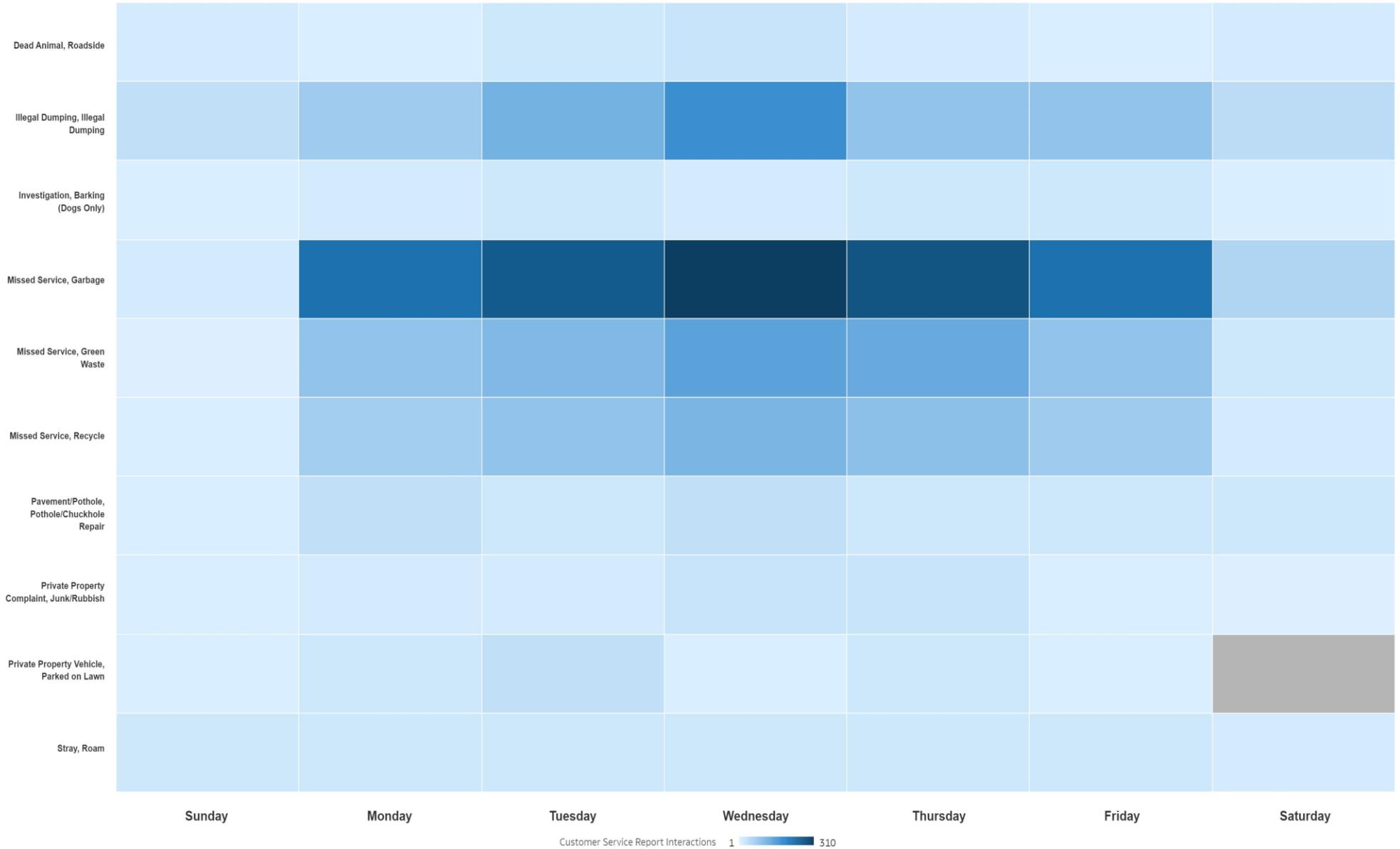
Service Request Interactions Mapped by Selected Zip Code



# Aging of Open Requests

## Top Service Requests Open by Day

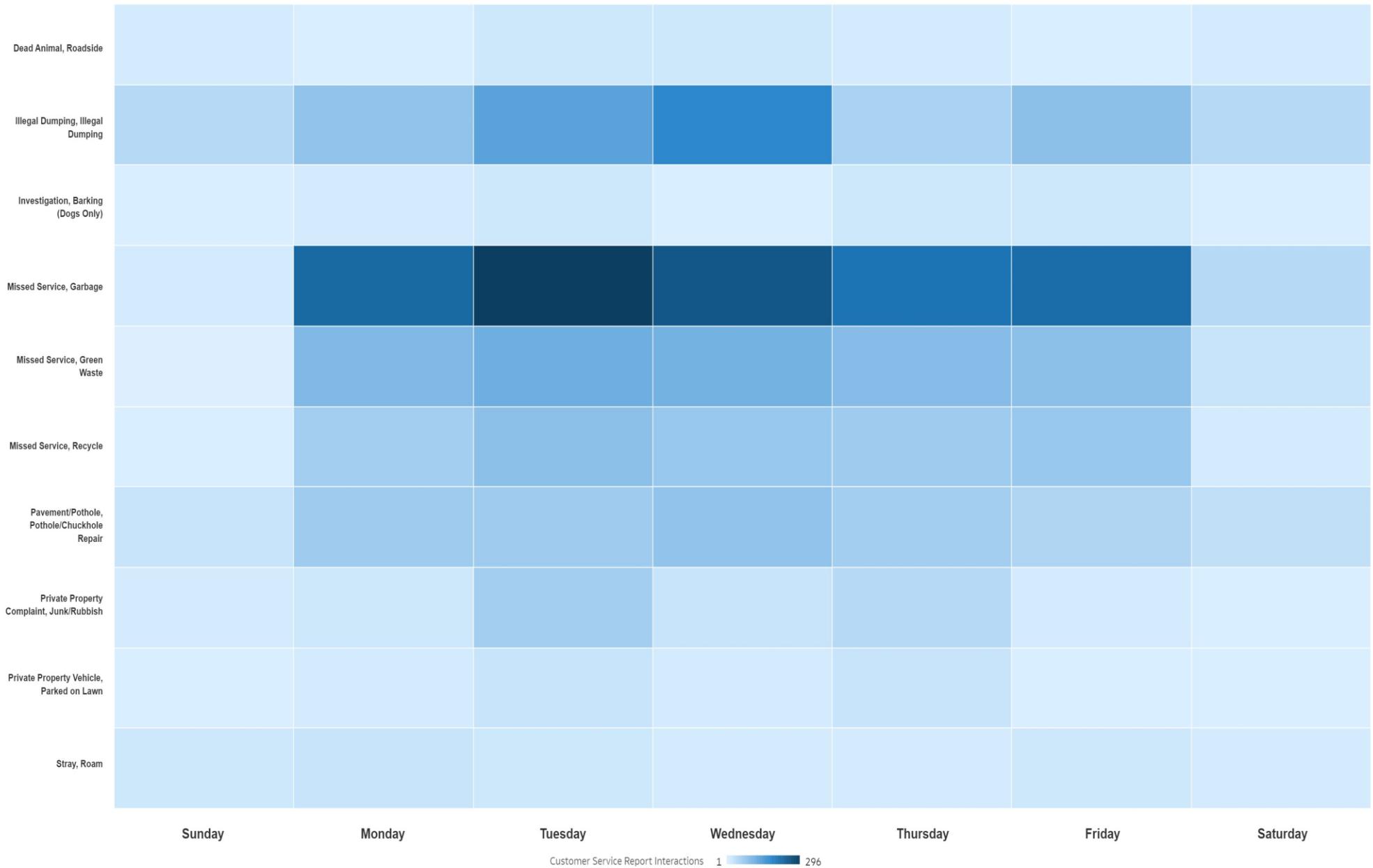
Opened Service Request Interactions by Category Per Day of Week



# Aging of Open Requests

## Top Service Requests Closed by Day

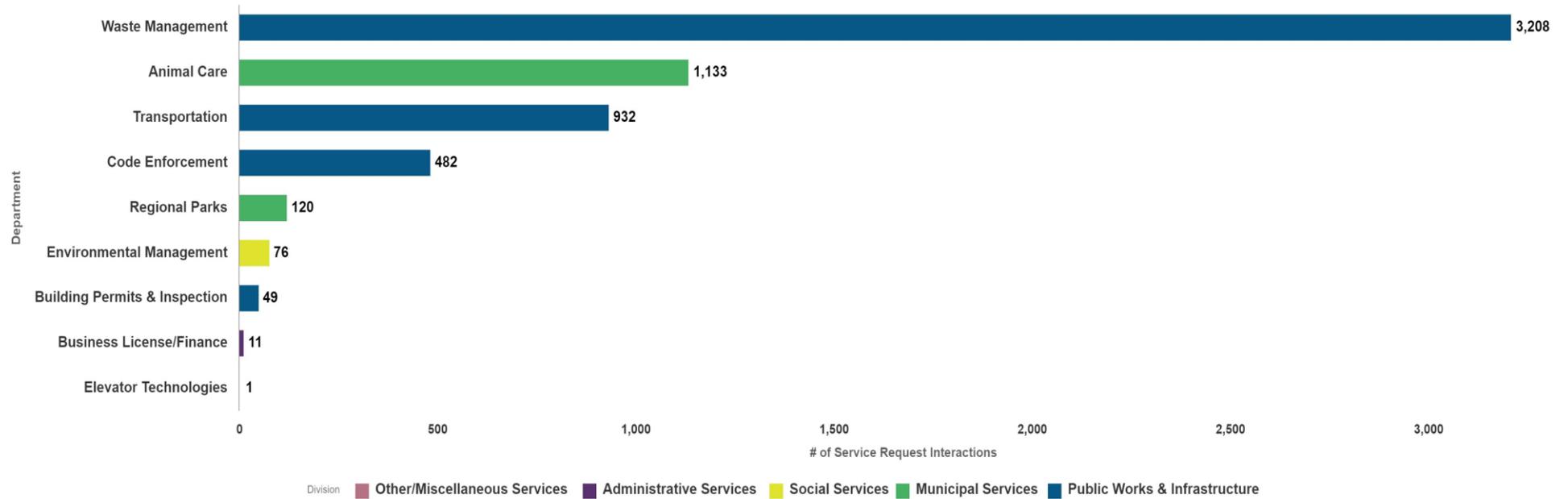
Closed Service Request Interactions by Category Per Day of Week



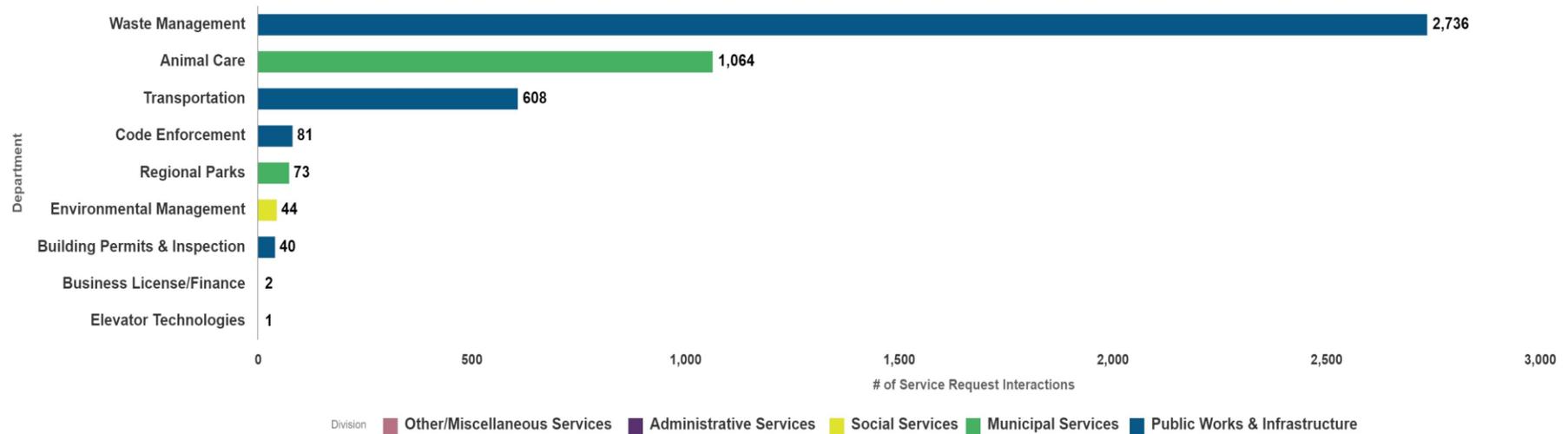
# Aging of Open Requests

## Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



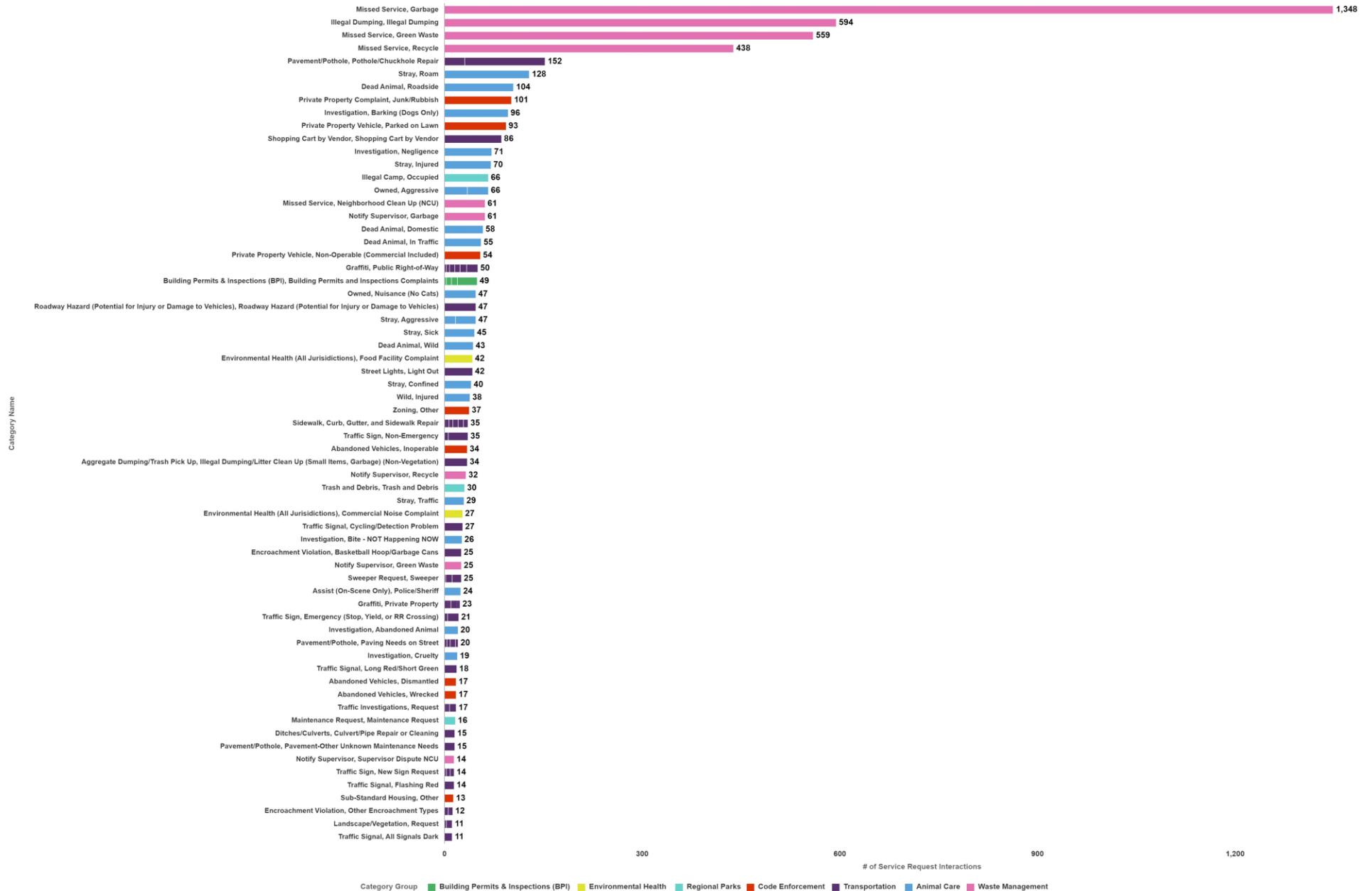
Service Request Interactions Closed by Department, Division



# Aging of Open Requests

## Greater Than 10 Service Requests

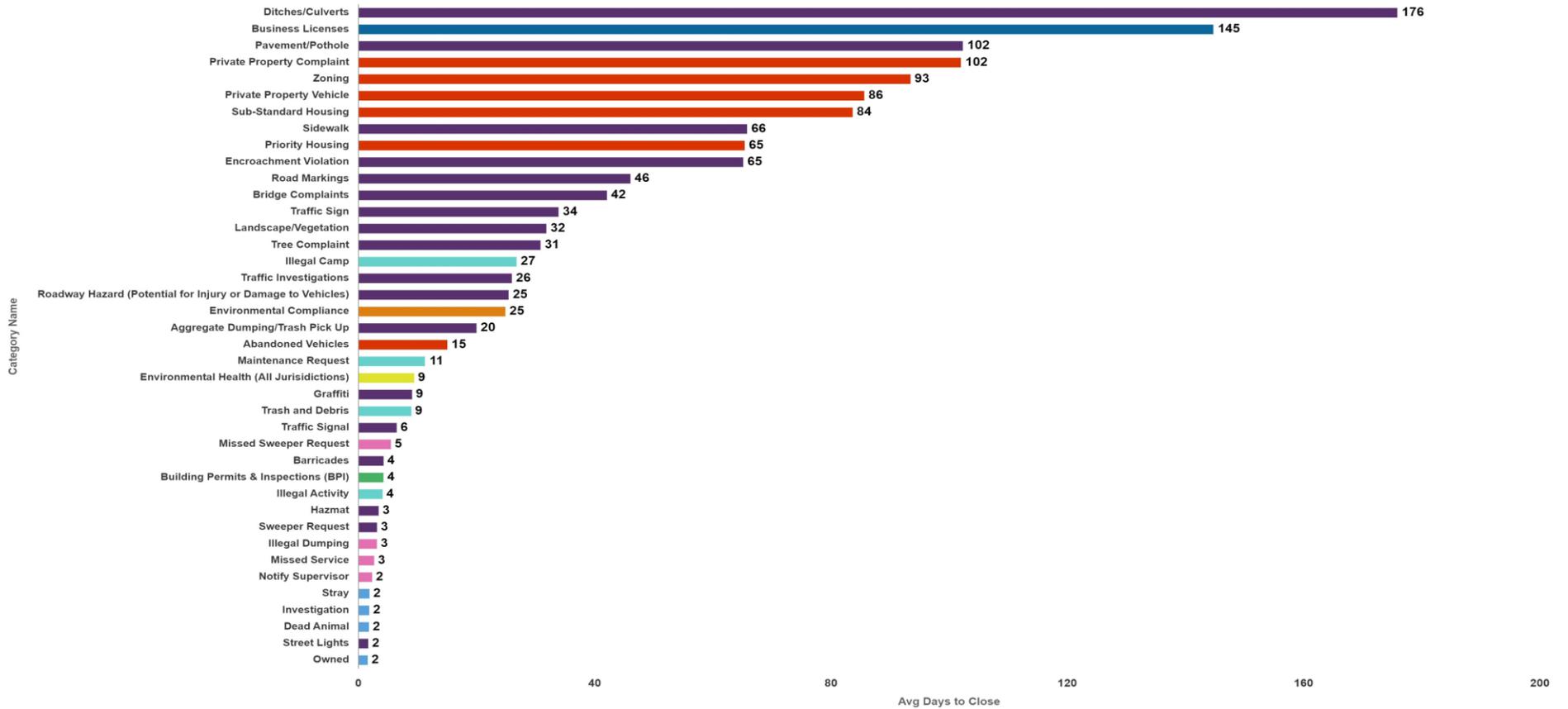
Service Request Interactions (>10 requests) by Category, Group



# Aging of Open Requests

## Average Days to Close Service Requests

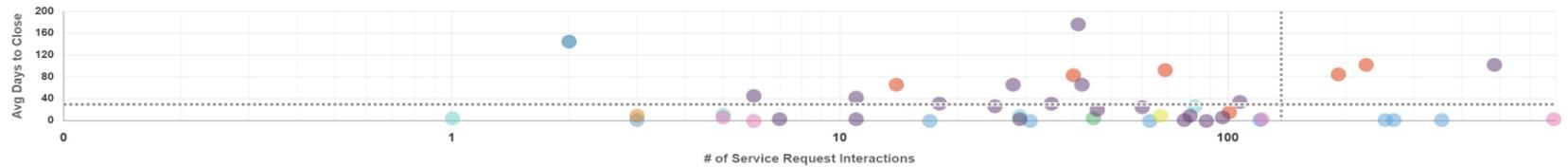
Avg Days to Close by Category Name, Group



Avg Days to Close

Avg Days to Close by Category Name, Group

21.67



# 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
Waste Management	Calendar Request	6	0.00
Animal Care	Rescue	17	0.09
Transportation	Shopping Cart by Vendor	88	0.11
Animal Care	Wild	63	0.17
Animal Care	Assist (On-Scene Only)	31	0.20
Animal Care	License/ Specimen Pick Up	3	0.71
Animal Care	Stray	356	0.88
Animal Care	Owned	121	1.54
Transportation	Street Lights	77	1.56
Animal Care	Investigation	268	1.59
Animal Care	Dead Animal	254	1.75
Waste Management	Notify Supervisor	122	2.27
Waste Management	Missed Service	2,232	2.63
Transportation	Hazmat	11	2.64
Transportation	Barricades	7	2.82
Transportation	Sweeper Request	29	2.96
Waste Management	Illegal Dumping	689	3.10
Regional Parks	Illegal Activity	1	4.06
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	45	4.20
Waste Management	Missed Sweeper Request	5	5.46
Transportation	Traffic Signal	97	6.44
Environmental Compliance	Environmental Compliance	3	8.28
Regional Parks	Trash and Debris	29	8.92

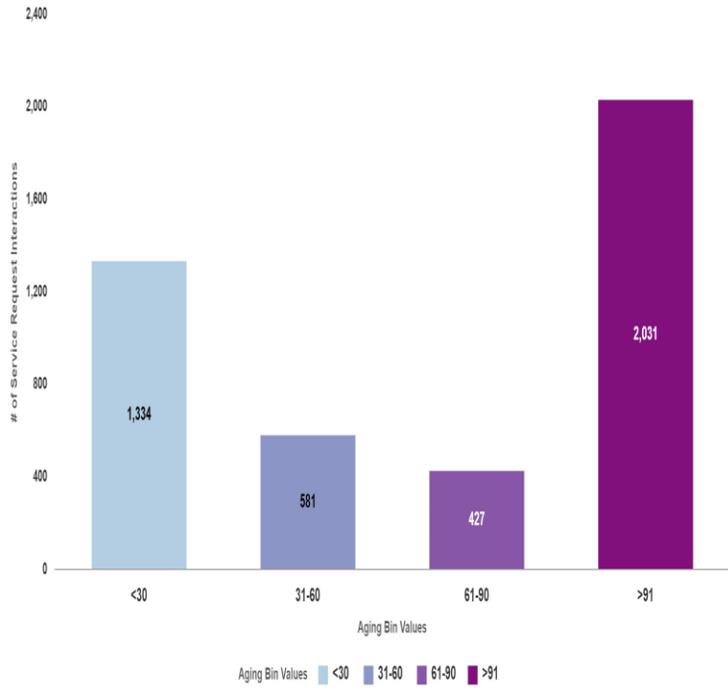
Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Transportation	Graffiti	80	9.05
Environmental Health	Environmental Health (All Jurisdictions)	67	9.41
Regional Parks	Maintenance Request	5	11.21
Code Enforcement	Abandoned Vehicles	101	15.01
Transportation	Aggregate Dumping/Trash Pick Up	46	19.95
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	60	25.38
Transportation	Traffic Investigations	25	25.94
Regional Parks	Illegal Camp	82	26.75
Transportation	Tree Complaint	35	30.80
Transportation	Landscape/Vegetation	18	31.78
Transportation	Traffic Sign	107	33.84
Transportation	Bridge Complaints	11	42.04
Transportation	Road Markings	6	46.02
Transportation	Encroachment Violation	28	65.10
Code Enforcement	Priority Housing	14	65.36
Transportation	Sidewalk	42	65.76
Code Enforcement	Sub-Standard Housing	40	83.63
Code Enforcement	Private Property Vehicle	192	85.59
Code Enforcement	Zoning	69	93.43
Code Enforcement	Private Property Complaint	227	101.94
Transportation	Pavement/Pothole	486	102.27
Business Licensing	Business Licenses	2	144.67
Transportation	Ditches/Culverts	41	175.83

# Aging of Open Requests

Select As Of Date

2021.0228

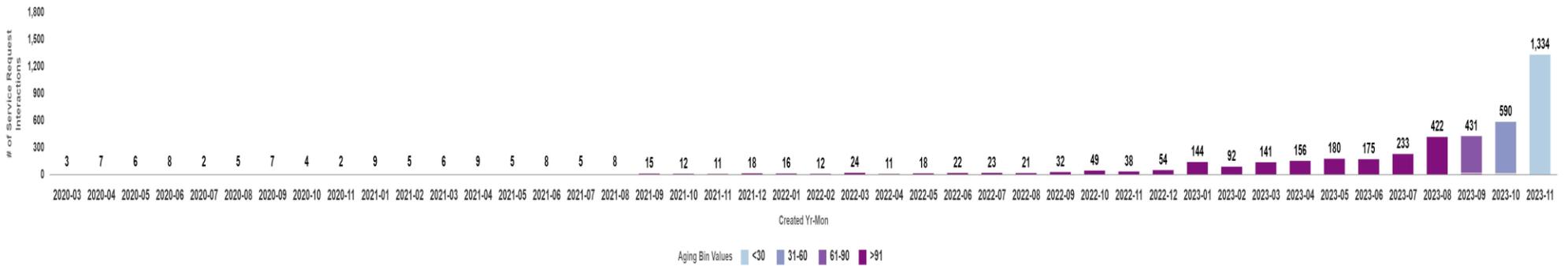
Aging Service Requests



Aging Service Requests

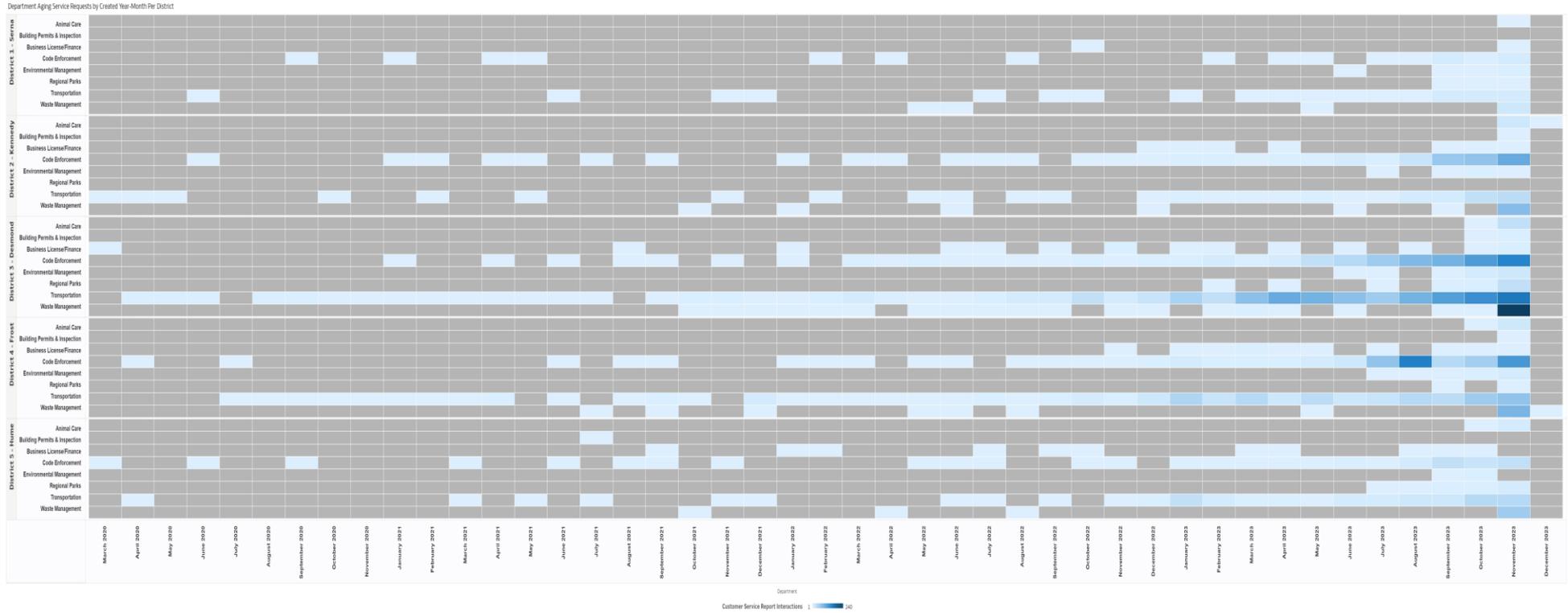
Aging Bin Values	Customer Service Report Interactions
<30	1,334
31-60	581
61-90	427
>91	2,031

Aging Service Requests by Created Year-Month



# Aging of Open Requests

## Department Aging Requests by Month Created Per District



## Dispatch Service Definition

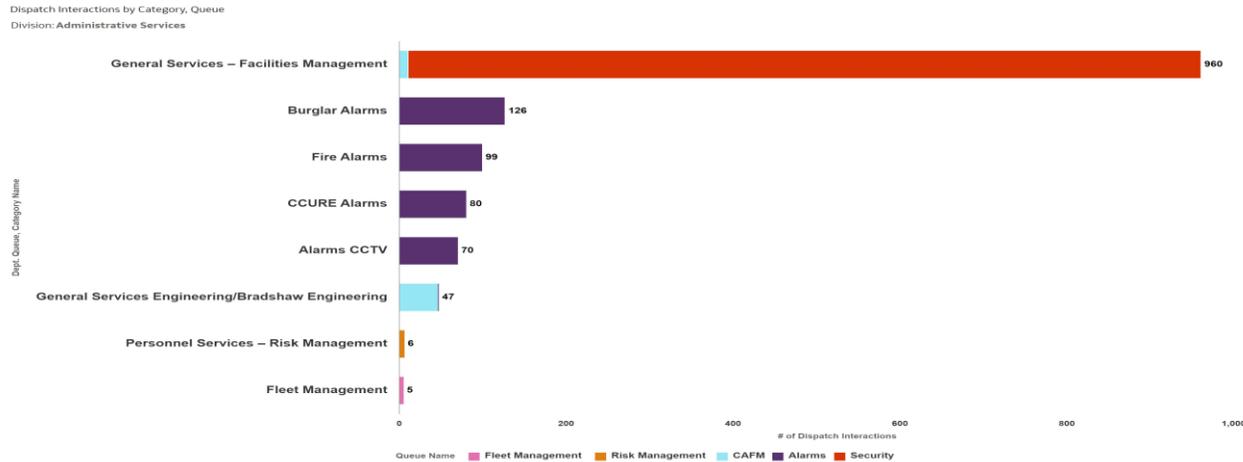
The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides immediate notification to departmental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

## Acronym Glossary

<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



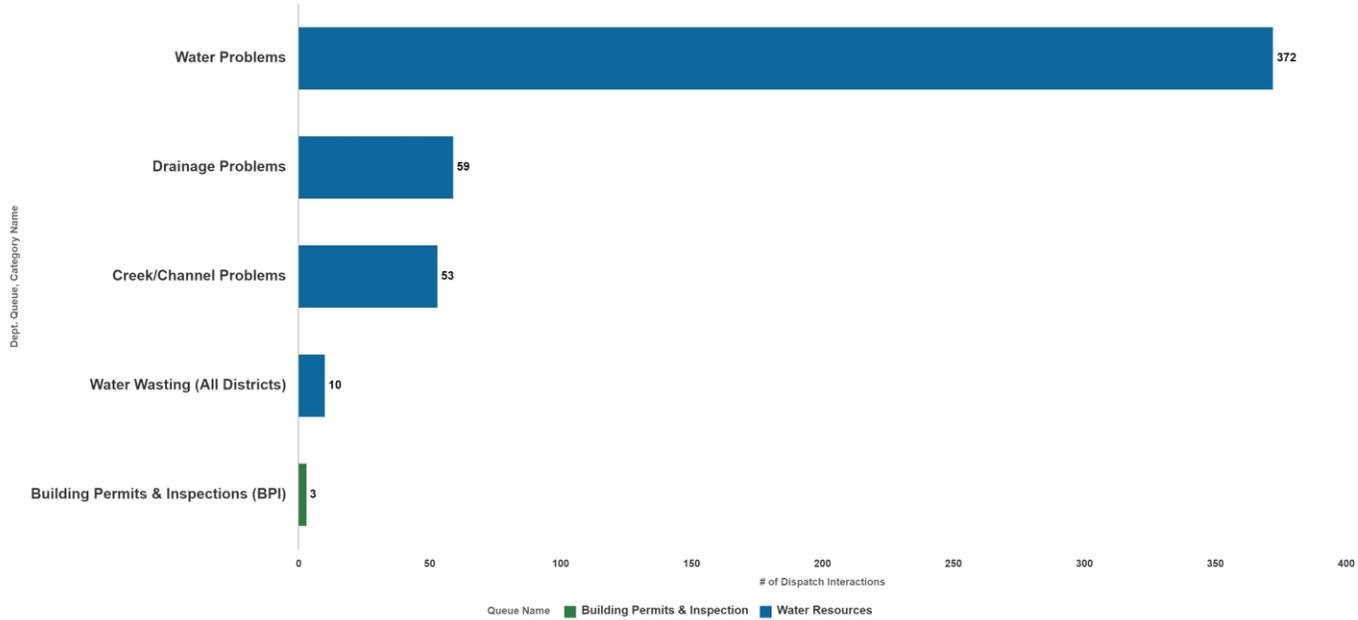
### Service Definitions

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

## Community Service

Dispatch Interactions by Category, Queue  
Division: Public Works & Infrastructure

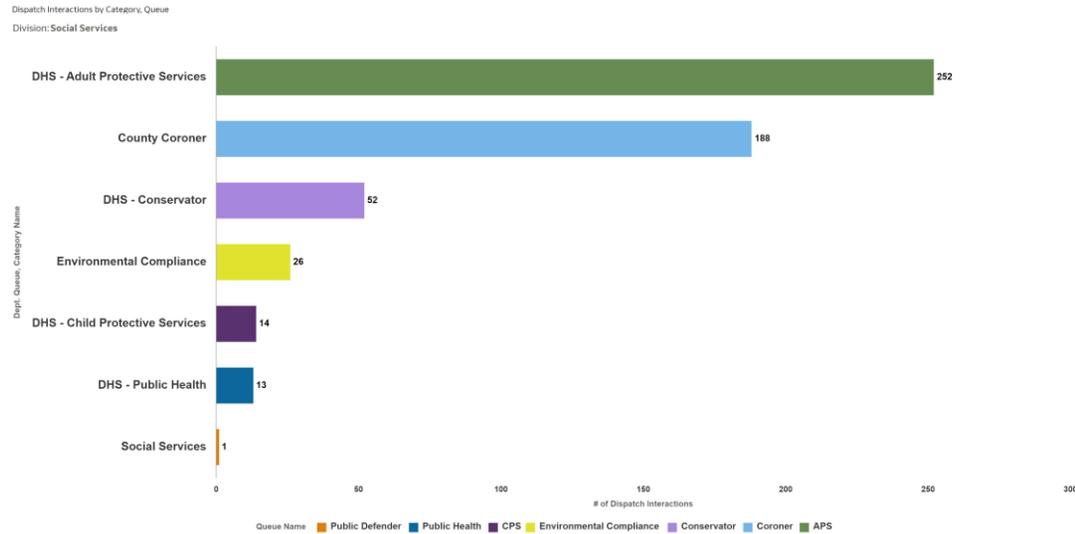


### Service Definitions

Building Permits and Inspections	On-Call Emergency Building Inspections for either Residential or Commercial properties in regard 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

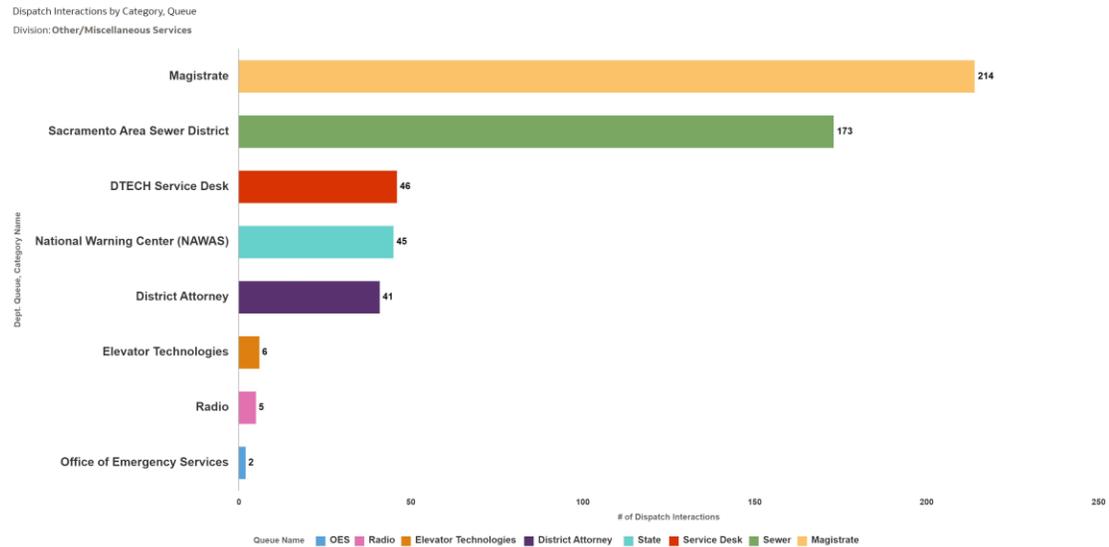


### Service Definitions

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.