

# Monthly 311 Communications/Dispatch Center

## SERVICE REQUEST & STATISTICS REPORT

October 2023



SAC COUNTY  
**311**  
CONNECT

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

SACRAMENTO  
COUNTY

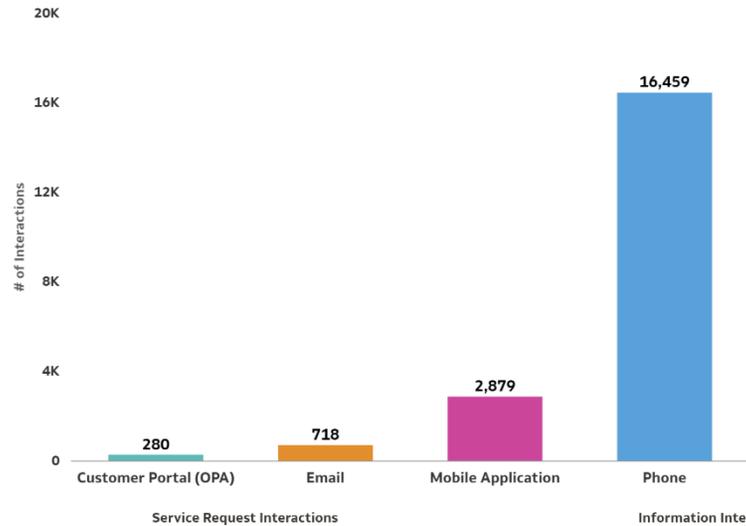
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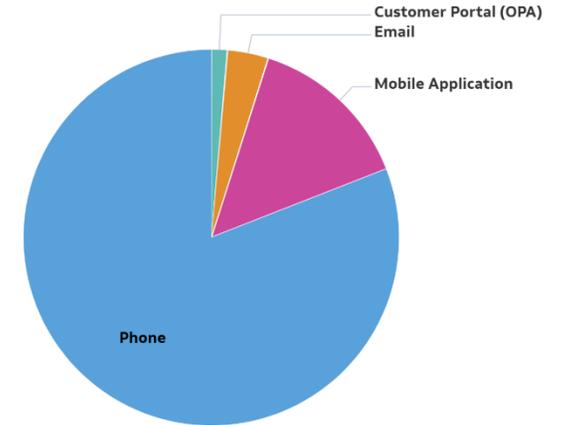
# Monthly Statistics

Monthly Interactions by Source



Incident Source Name	Service Request Map Count
Customer Portal (OPA)	280
Email	718
Mobile Application	2,879
Phone	16,459

Monthly Interactions by Source



Service Request Interactions

6,430

Information Interactions

5,160

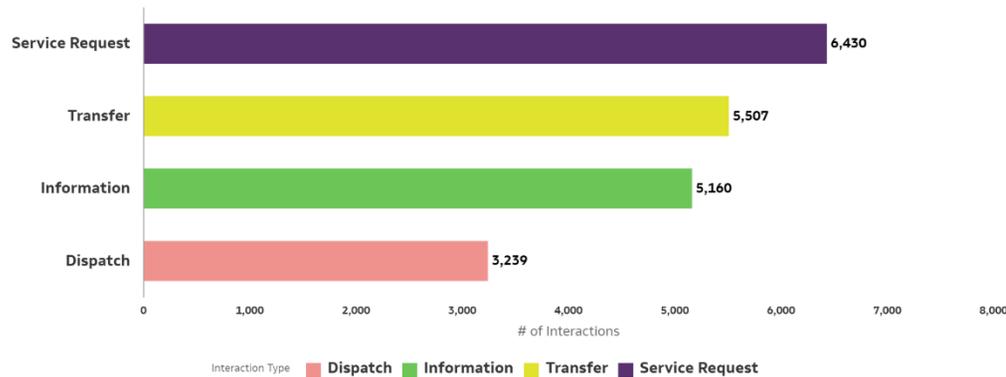
Transfer Interactions

5,507

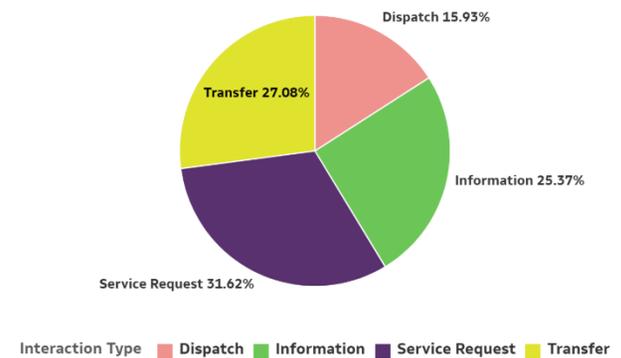
Dispatch Interactions

3,239

Customer Service Report Interactions by Interaction Type



Monthly Interactions by Interaction Type



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

## Service Request Interaction Totals

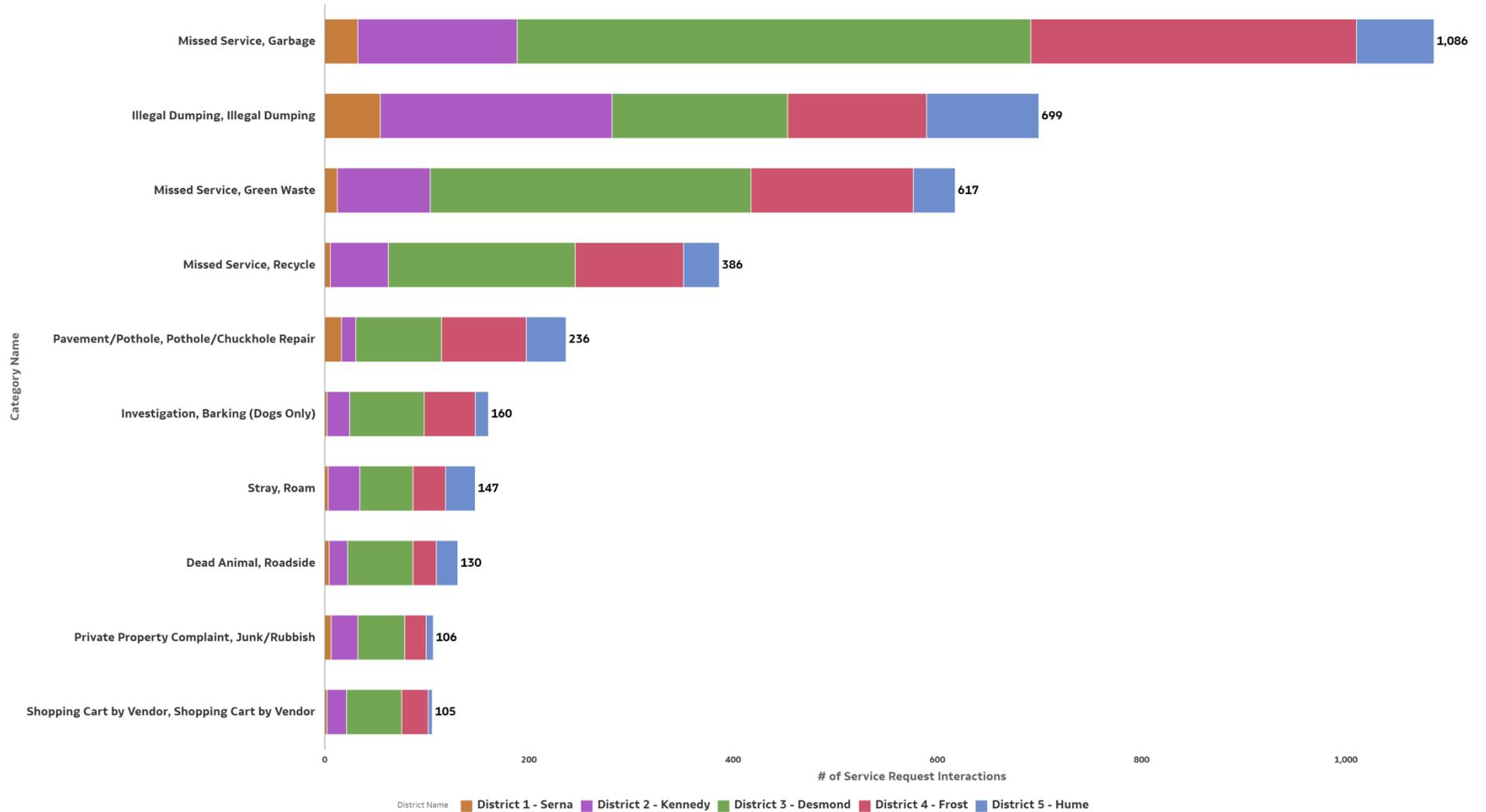
Service Request Interaction Totals (>10 requests) by Category

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	1,086	Environmental Health (All Jurisdictions), Food Facility Complaint	54	Street Lights, Light Out	32	Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	20
Illegal Dumping, Illegal Dumping	766	Abandoned Vehicles, Inoperable	54	Trash and Debris, Trash and Debris	32	Private Property Complaint, Unmaintained Property (Landscaping)	19
Missed Service, Green Waste	617	Zoning, Other	53	Wild, Injured	32	Notify Supervisor, Supervisor Dispute NCU	18
Missed Service, Recycle	386	Notify Supervisor, Garbage	52	Environmental Health (All Jurisdictions), Commercial Noise Complaint	31	Owned, Animal Feces Complaint	18
Pavement/Pothole, Pothole/Chuckhole Repair	236	Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	50	Investigation, Abandoned Animal	30	Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	18
Investigation, Barking (Dogs Only)	160	Dead Animal, Wild	49	Sidewalk, Tree Trimming Needed	29	Ditches/Culverts, Ditch Cleaning	17
Stray, Roam	147	Traffic Sign, Non-Emergency	47	Investigation, Cruelty	28	Sub-Standard Housing, Other	17
Dead Animal, Roadside	130	Dead Animal, In Traffic	47	Sweeper Request, Sweeper	28	Assist (On-Scene Only), Police/Sheriff	16
Private Property Complaint, Junk/Rubbish	106	Private Property Vehicle, Non-Operable (Commercial Included)	46	Traffic Sign, New Sign Request	28	Investigation, Tethered	16
Shopping Cart by Vendor, Shopping Cart by Vendor	105	Dead Animal, Domestic	46	Notify Supervisor, Recycle	27	Traffic Signal, Flashing Red	16
Stray, Injured	92	Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	46	Abandoned Vehicles, Dismantled	26	Traffic Signal, Pedestrian Signal Inoperative	16
Missed Service, Neighborhood Clean Up (NCU)	88	Pavement/Pothole, Paving Needs on Street	44	Graffiti, Private Property	26	Abandoned Vehicles, Wrecked	15
Stray, Sick	77	Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	39	Traffic Investigations, Request	26	Business Licenses, Operating without License	15
Stray, Aggressive	67	Sidewalk, Curb, Gutter, and Sidewalk Repair	37	Ditches/Culverts, Culvert/Pipe Repair or Cleaning	25	Tree Complaint, Tree Obstructing	15
Investigation, Negligence	63	Stray, Traffic	33	Maintenance Request, Maintenance Request	25	Traffic Signal, Long Red/Short Green	14
Owned, Aggressive	63	Stray, Confined	33	Traffic Signal, Cycling/Detection Problem	25	Tree Complaint, Request	14
Owned, Nuisance (No Cats)	61	Encroachment Violation, Basketball Hoop/Garbage Cans	33	Notify Supervisor, Green Waste	24	Building Permits & Inspections (BPI), Fence/Retaining Wall	13
Illegal Camp, Occupied	60			Investigation, Bite - NOT Happening NOW	22	Wild, Sick	13
Private Property Vehicle, Parked on Lawn	60			Traffic Signal, Light Out	22	Stray, Vet/Business Confined	12
Graffiti, Public Right-of-Way	58			Landscape/Vegetation, Request	21	Traffic Signal, All Signals Dark	12

# Total Service Requests Opened

## Top 10 Service Requests Categories Opened | With Districts

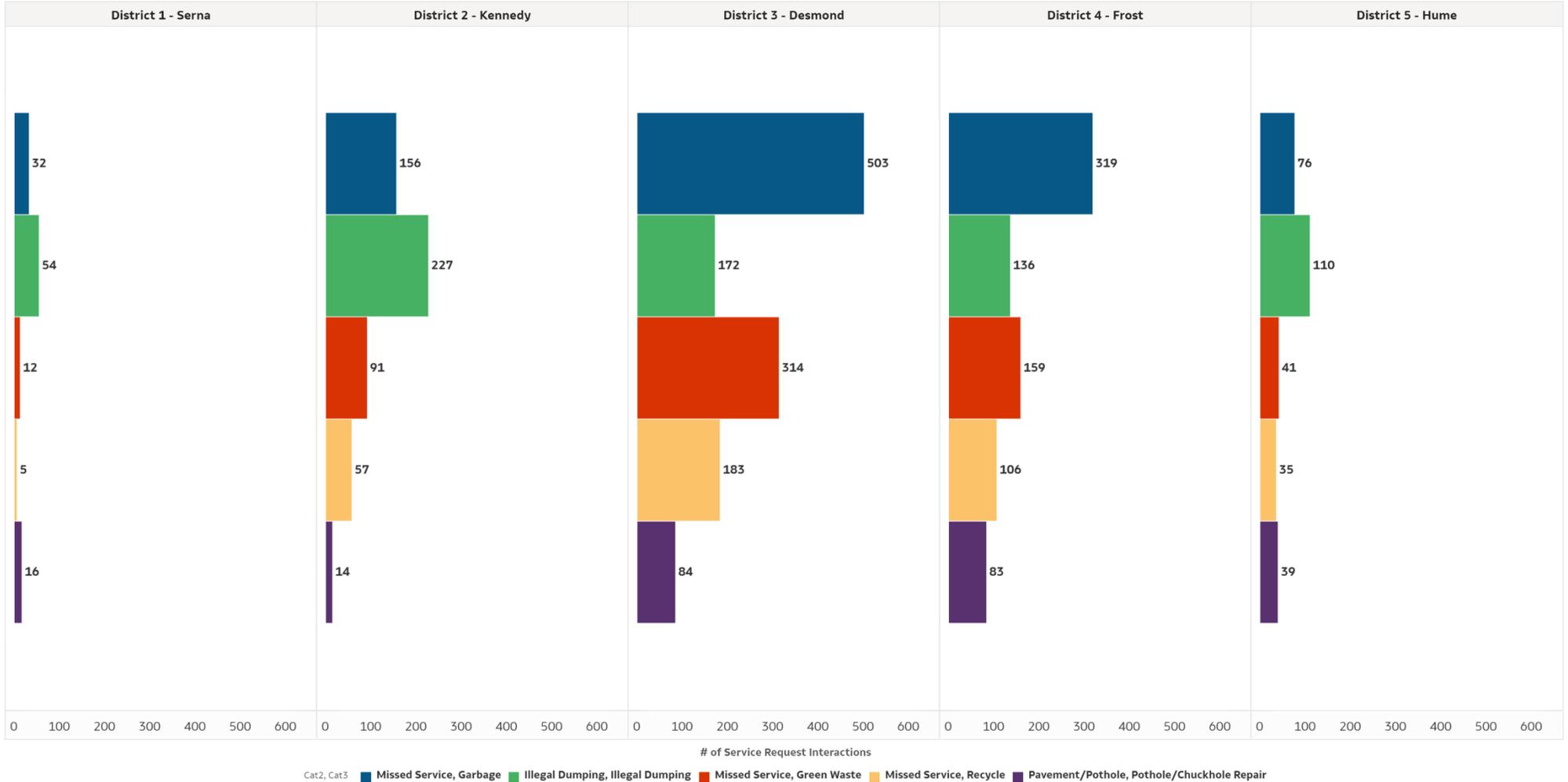
Top 10 Service Request Categories Opened with Districts



# Top Service Requests Opened

## Top 5 Service Requests Opened | by Districts

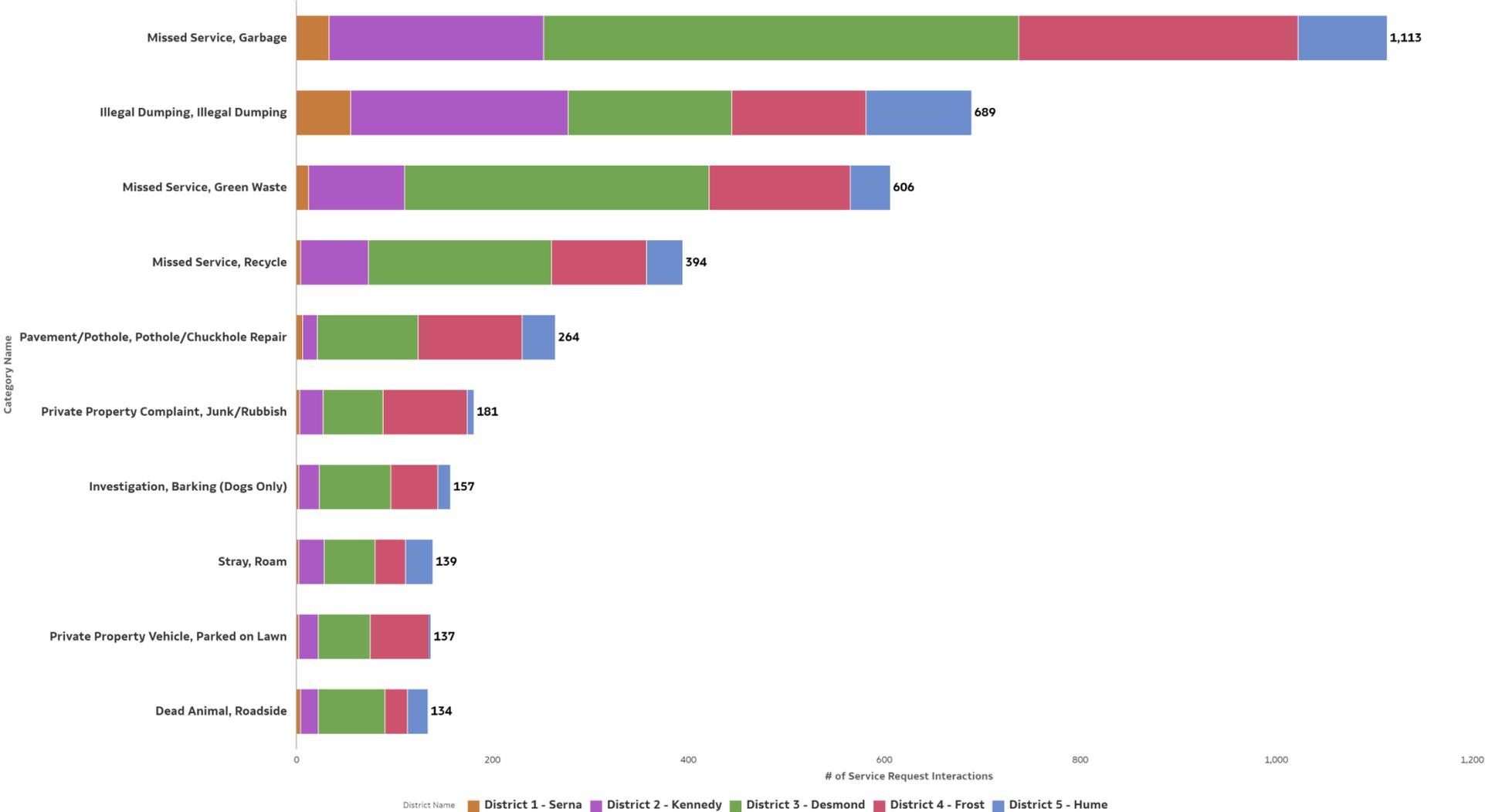
Top 5 Service Request Categories Opened by District



# Top Service Requests Closed

## Top 10 Service Requests Categories Closed | With Districts

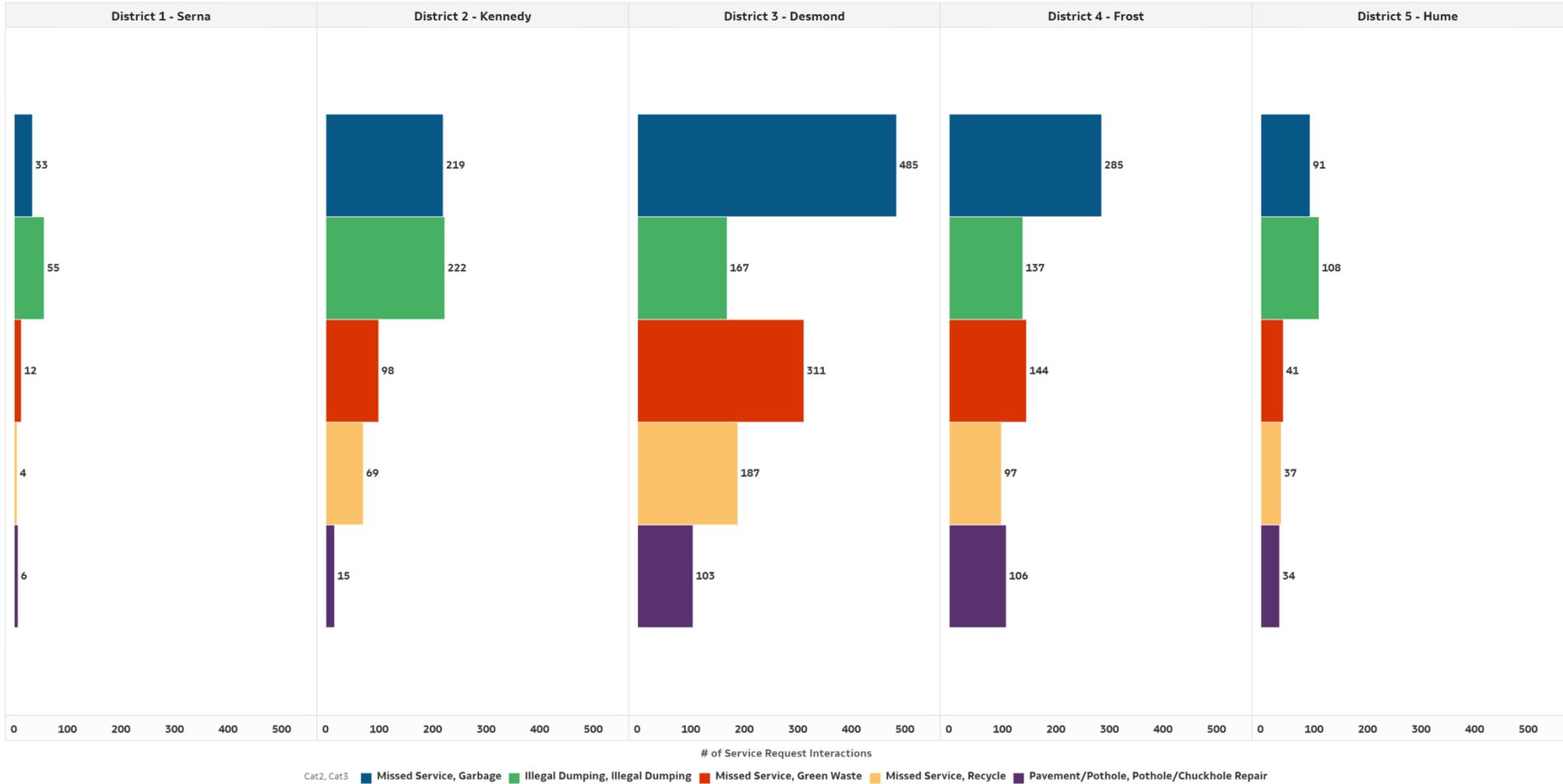
Top 10 Service Request Categories Closed with Districts



# Top Service Requests Closed

## Top 5 Service Requests Categories Closed | by Districts

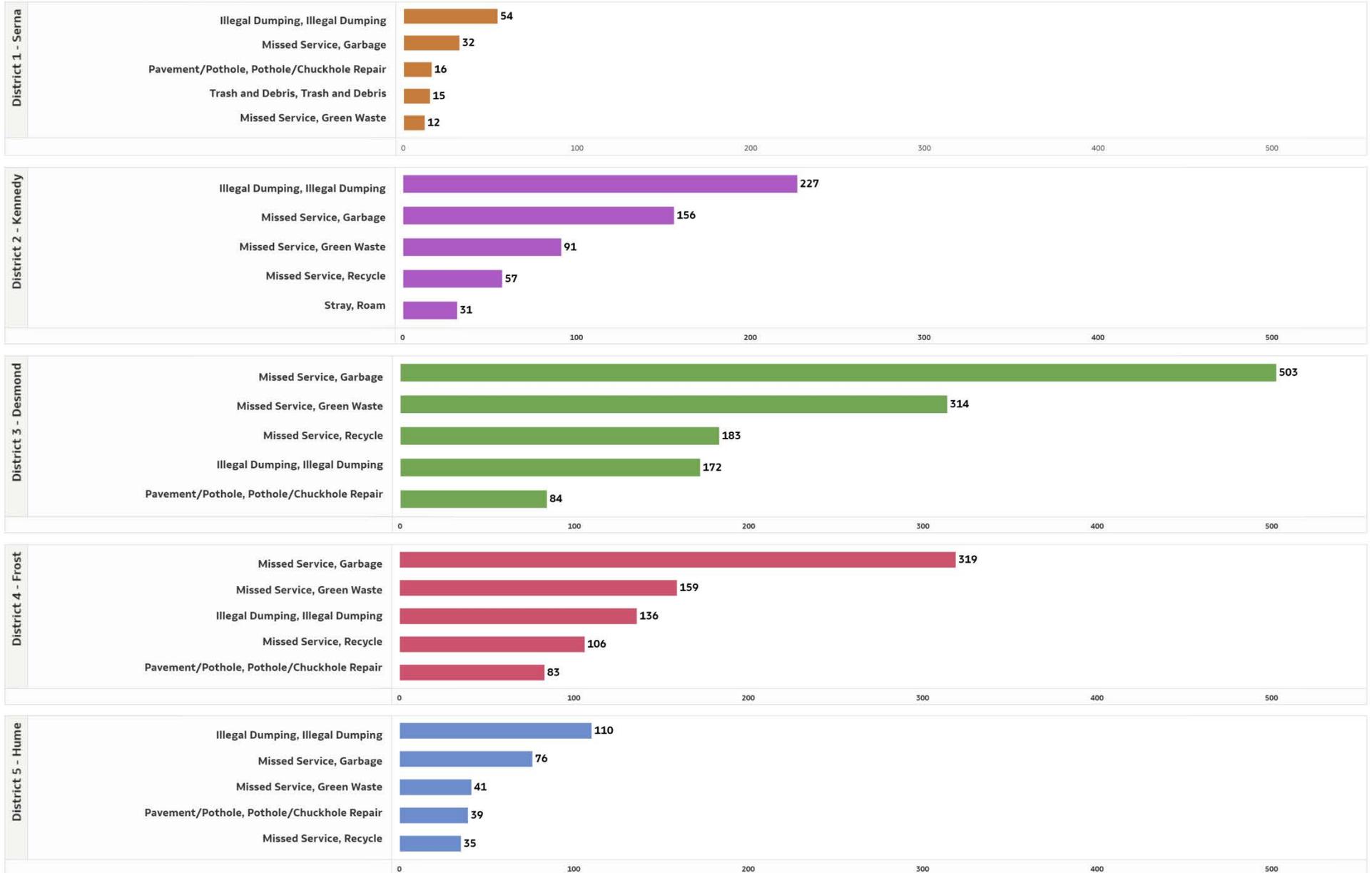
Top 5 Service Request Categories Closed by District



# Top Unresolved Service Request

## Top Unresolved Service Request Categories | by Districts

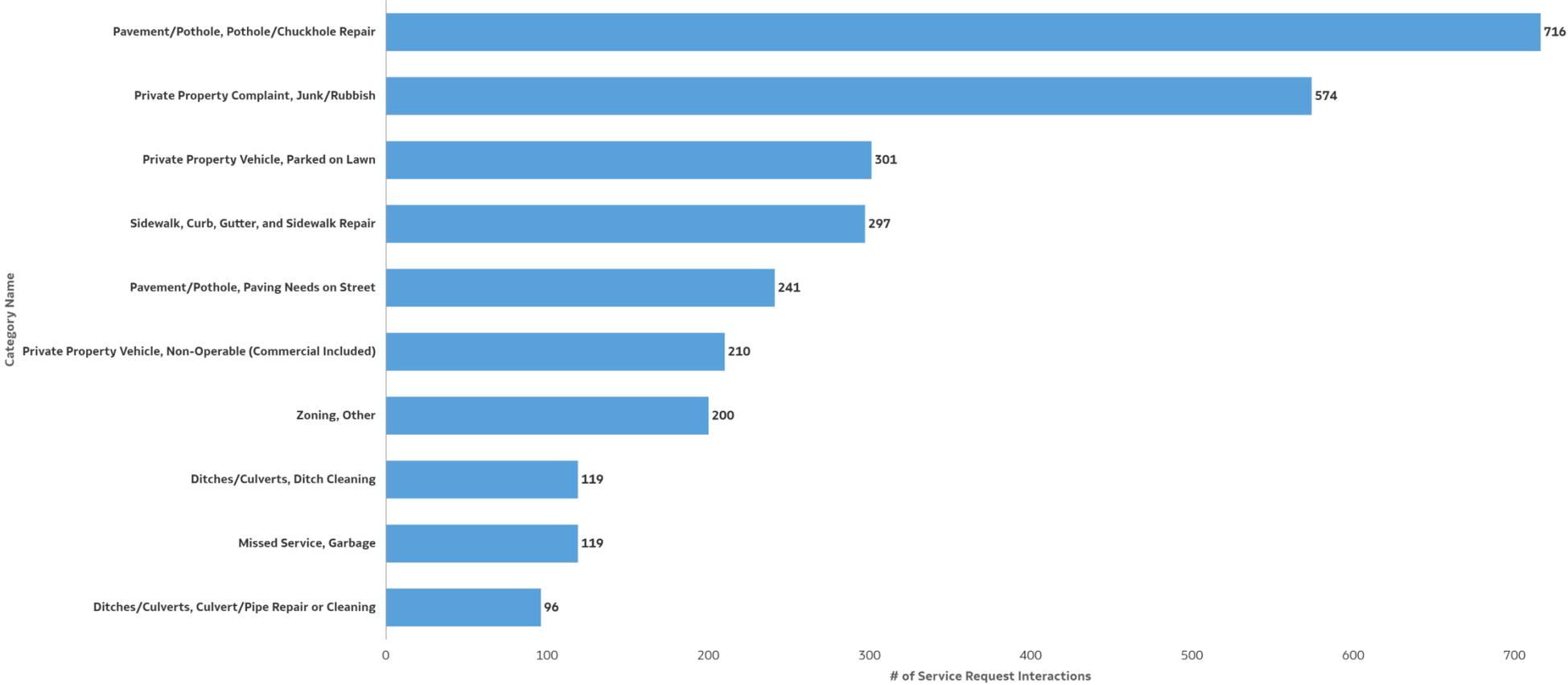
Top Unresolved Service Request Categories by District



# Top Unresolved Service Request

## Top 10 Unresolved Service Request Categories

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through October 31st

4,796

Interactions Closed this Month

21,000

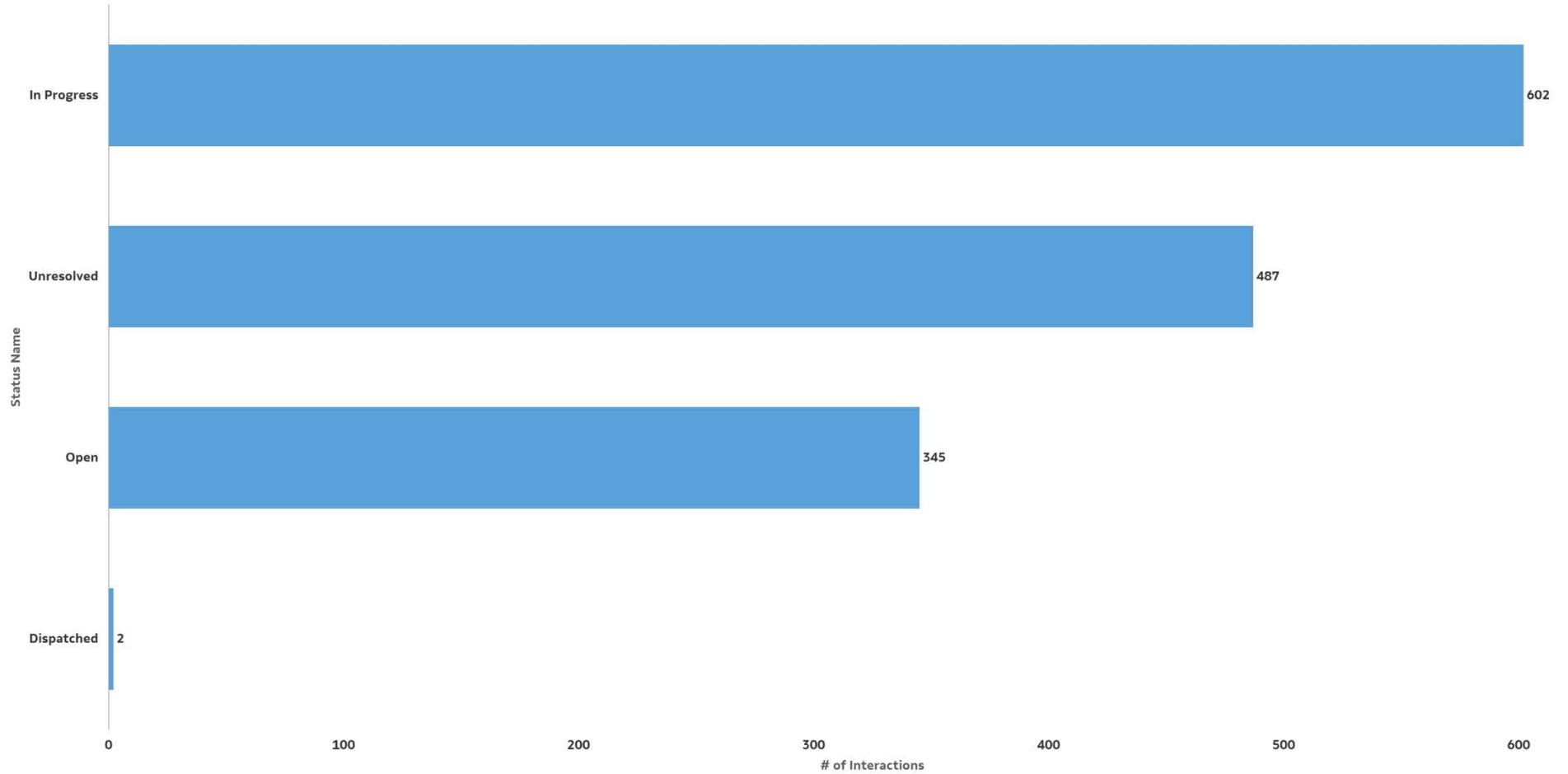
Monthly Interactions Not Closed

1,436

# 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

### October 2023

Monthly Service Request Interactions Opened

# 6,360

District 1 Serna

## 267

Service Request Interactions

District 2 Kennedy

## 1,133

Service Request Interactions

District 3 Desmond

## 2,667

Service Request Interactions

District 4 Frost

## 1,543

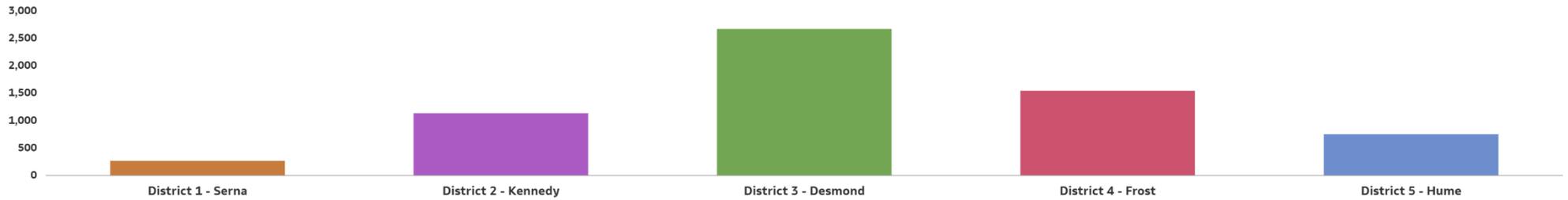
Service Request Interactions

District 5 Hume

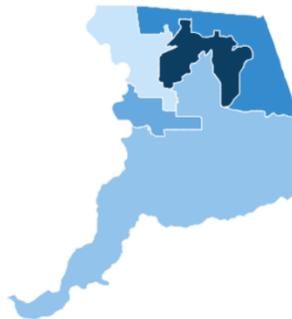
## 750

Service Request Interactions

Service Request Interactions by District

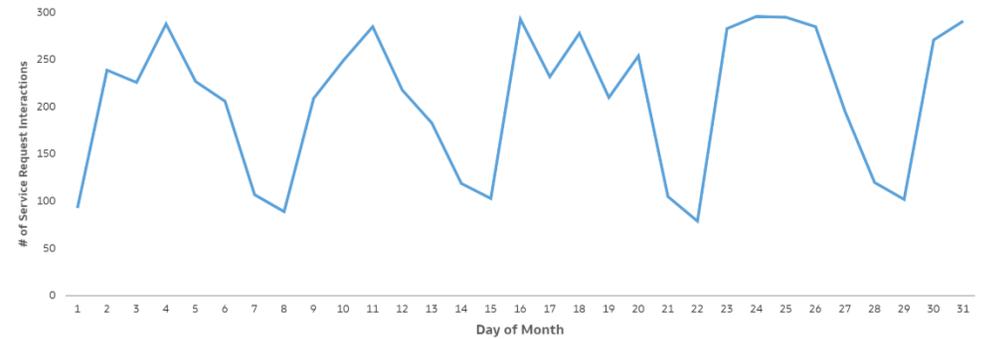


Service Request Interactions by District Map



■ District Name  
■ Customer Service Repo  
 70 3K

Service Request Interactions Created by Day of Month



# Board of Supervisor District Information

## Service Requests Closed by District

### October 2023

Monthly Service Request Interactions Closed

**6,565**

District 1 Serna

**263**

Service Request Interactions

District 2 Kennedy

**1,165**

Service Request Interactions

District 3 Desmond

**2,740**

Service Request Interactions

District 4 Frost

**1,658**

Service Request Interactions

District 5 Hume

**739**

Service Request Interactions

Service Request Interactions by District

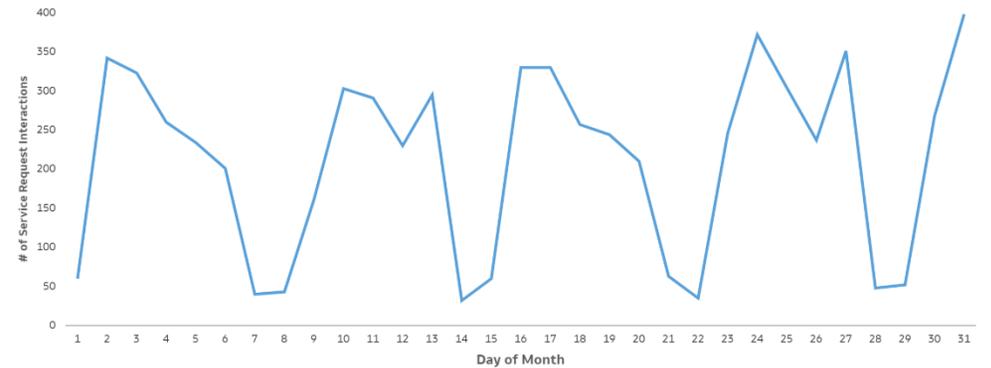


Service Request Interactions by District Map



■ District Name  
■ Customer Service Repo  
 55 3K

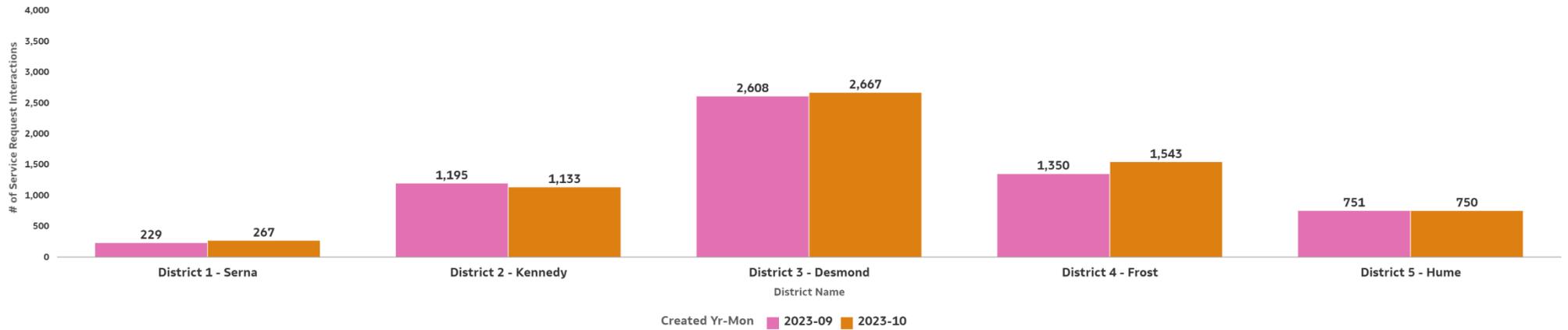
Service Request Interactions Closed by Day of Month



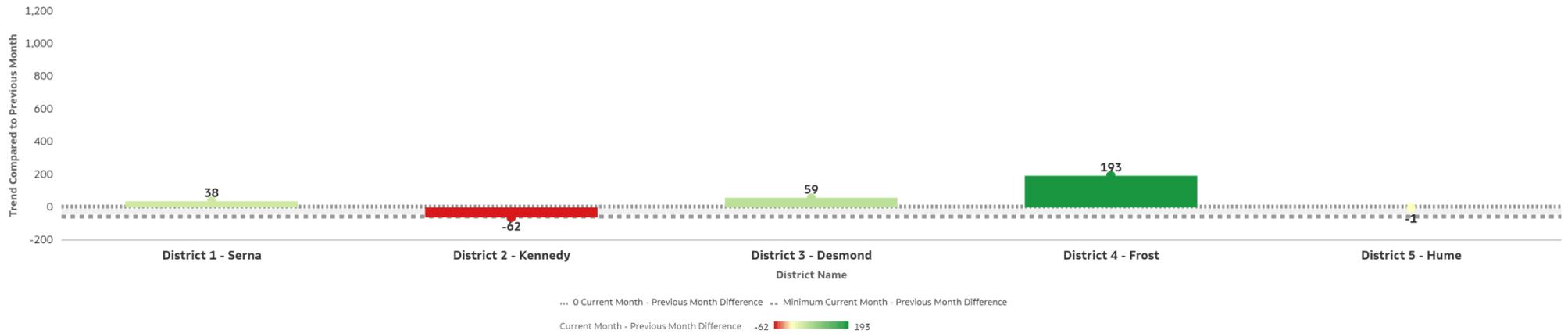
# Board of Supervisors District Information

## Previous Month Comparison of Service Request

Previous Month Comparison of Service Request interactions



Previous Month Trend of Service Request Interactions Per District

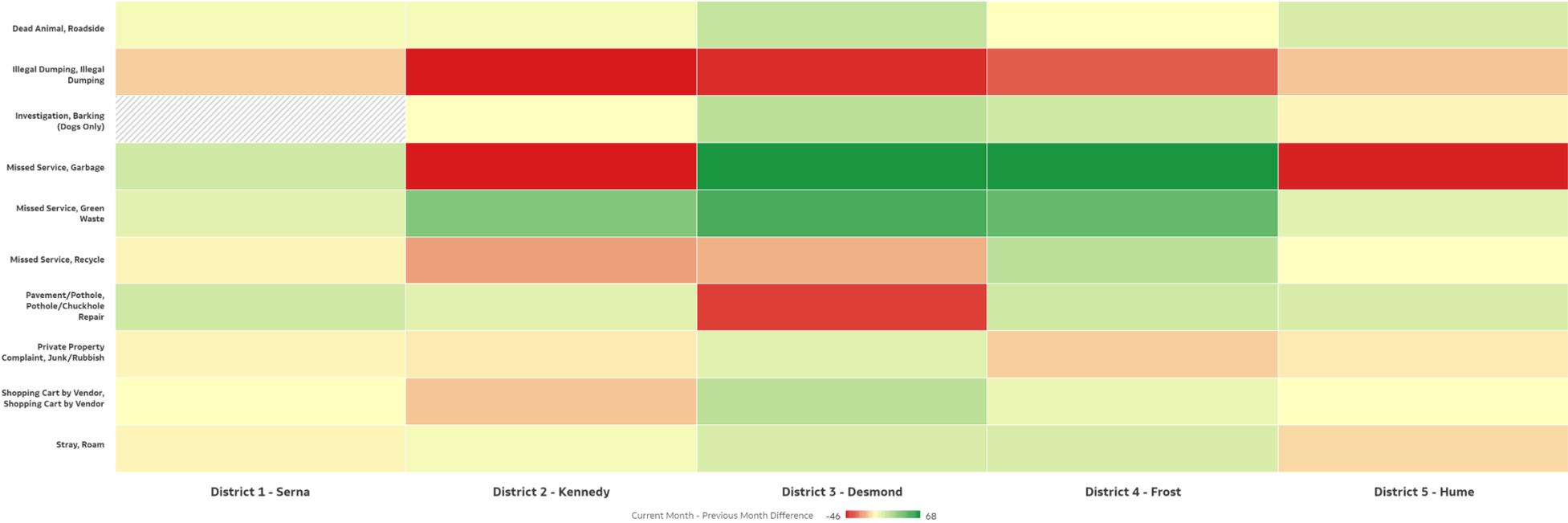


# Previous Month Comparison (continued)

Monthly Comparison: Service Requests by District

District Name	2023-09	2023-10
	Service Request Map Count	Service Request Map Count
District 1 - Serna	229	267
District 2 - Kennedy	1,195	1,133
District 3 - Desmond	2,608	2,667
District 4 - Frost	1,350	1,543
District 5 - Hume	751	750

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
Cat2, Cat3	Current Month - Previous Month Difference					
Missed Service, Green Waste	9	38	53	44	9	153
Missed Service, Garbage	13	-46	68	68	-44	59
Dead Animal, Roadside	2	2	18	0	12	34
Investigation, Barking (Dogs Only)		1	19	13	-2	33
Stray, Roam	-2	4	11	11	-8	16
Shopping Cart by Vendor, Shopping Cart by Vendor	1	-12	19	5	1	14
Pavement/Pothole, Pothole/Chuckhole Repair	15	8	-39	14	10	8
Private Property Complaint, Junk/Rubbish	-1	-4	9	-10	-4	-10
Missed Service, Recycle	-1	-20	-15	20	0	-16
Illegal Dumping, Illegal Dumping	-10	-46	-42	-33	-12	-143
<b>Grand Total</b>	<b>28</b>	<b>-75</b>	<b>101</b>	<b>132</b>	<b>-38</b>	<b>148</b>

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

# Board of Supervisor District Analysis

## District 1

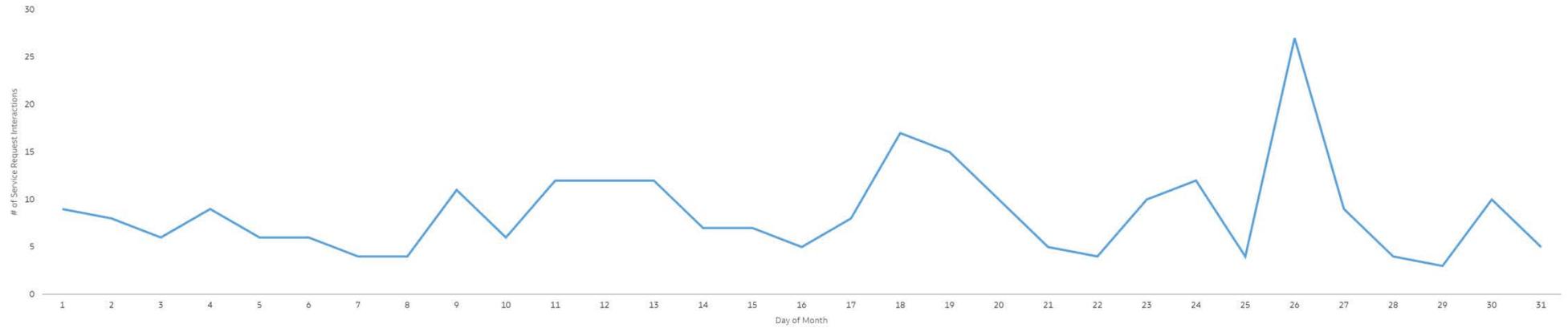
Service Requests Created

267

Service Requests Closed

212

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions



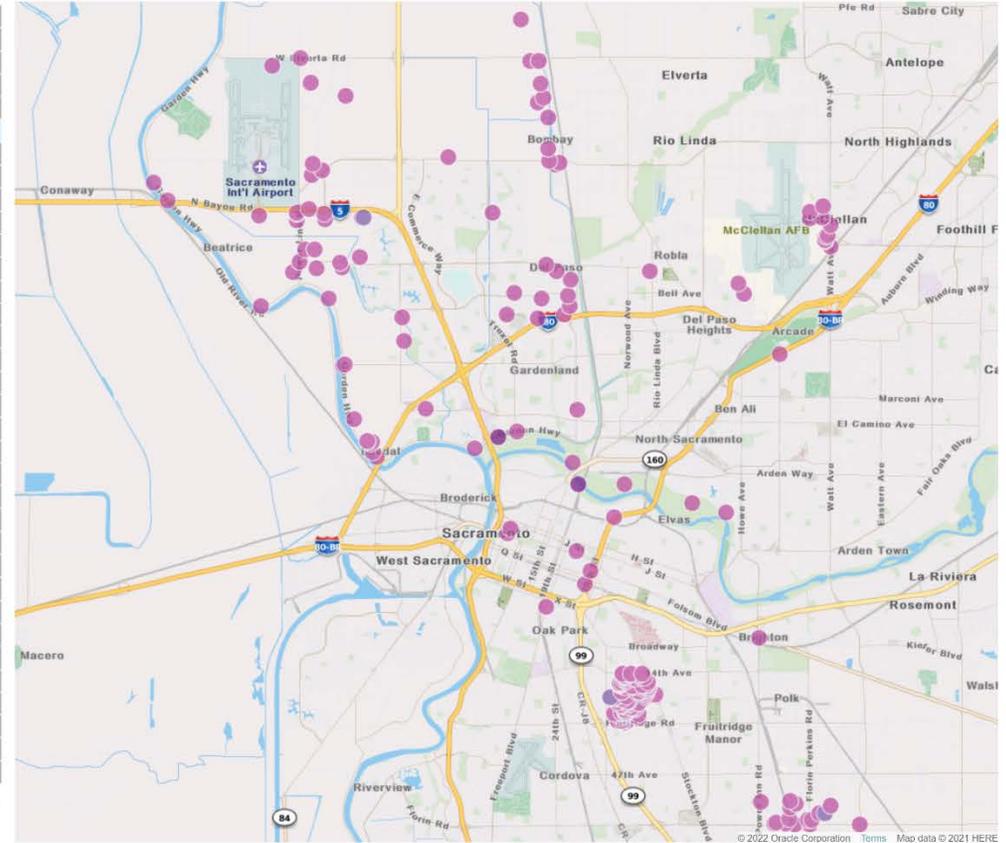
# Board of Supervisor District Analysis

## 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

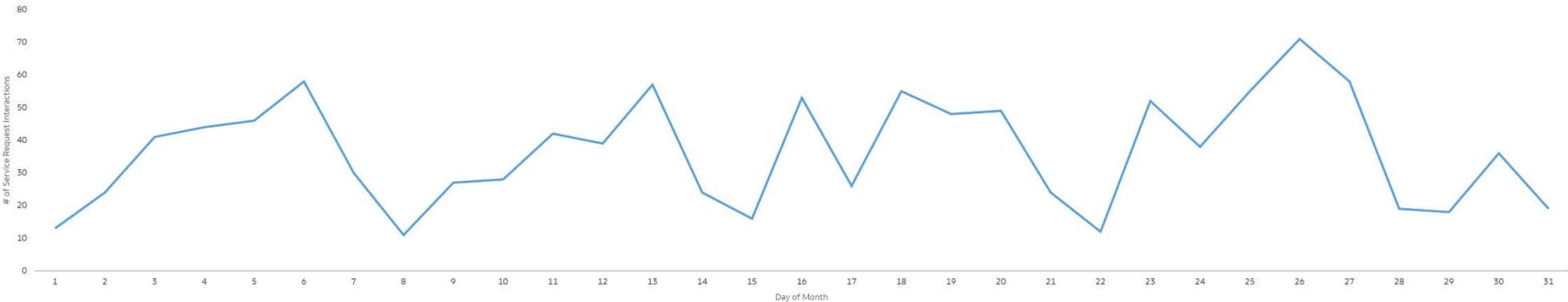
Service Requests Created

1,133

Service Requests Closed

891

Service Request Interactions Created by Day of Month



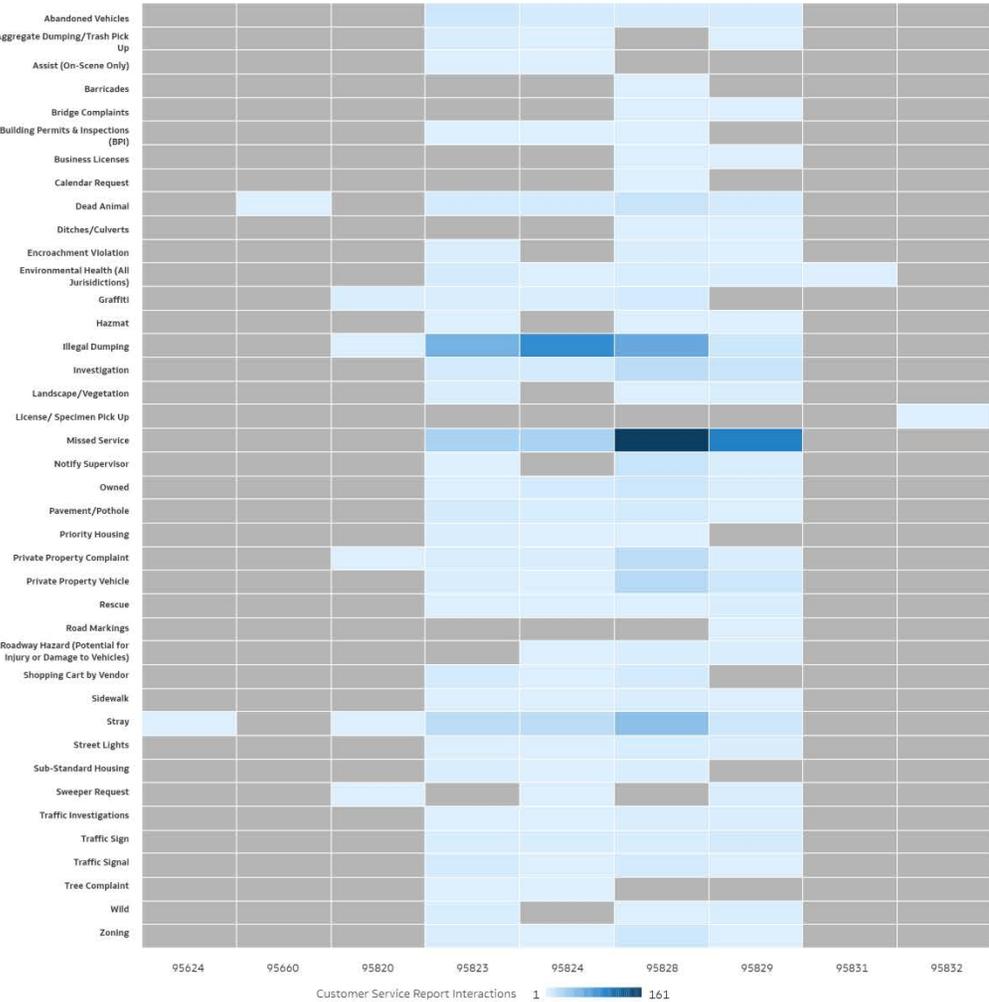
District Name, Customer Service Report Interactions



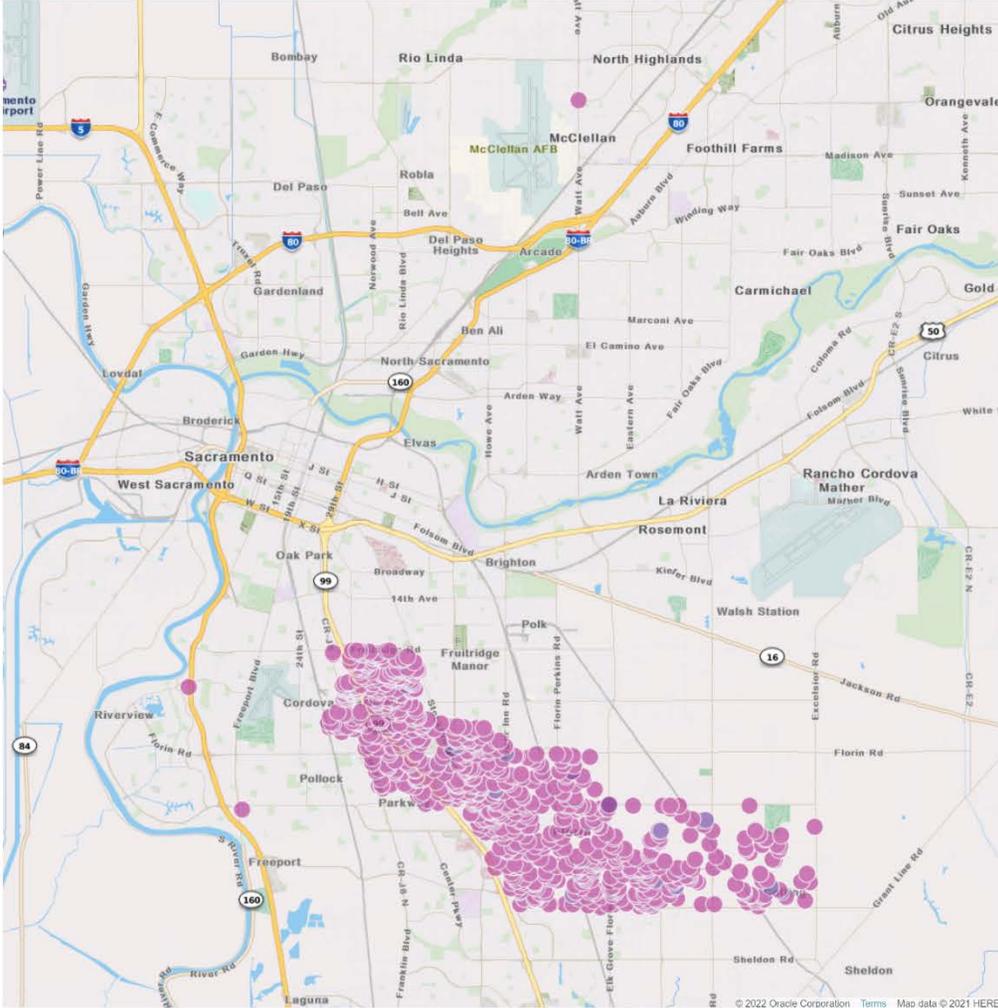
# Board of Supervisor District Analysis

## District 2 (continued)

Service Request Interactions by Category Per Zip Code

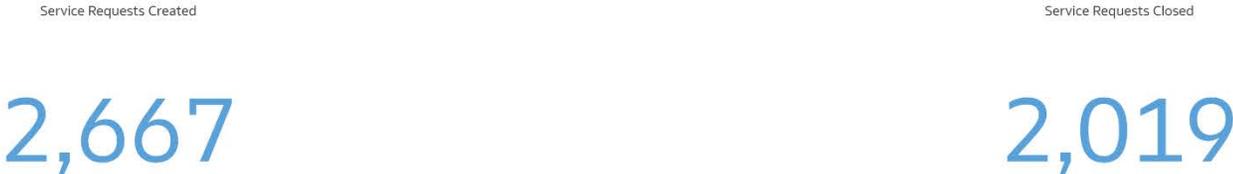


Service Request Interactions Mapped by Selected Zip Code

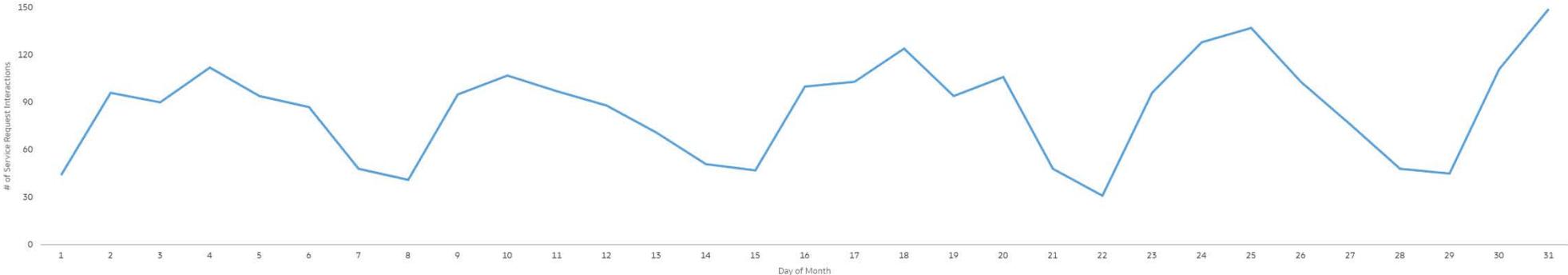


# Board of Supervisor District Analysis

## District 3



Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions



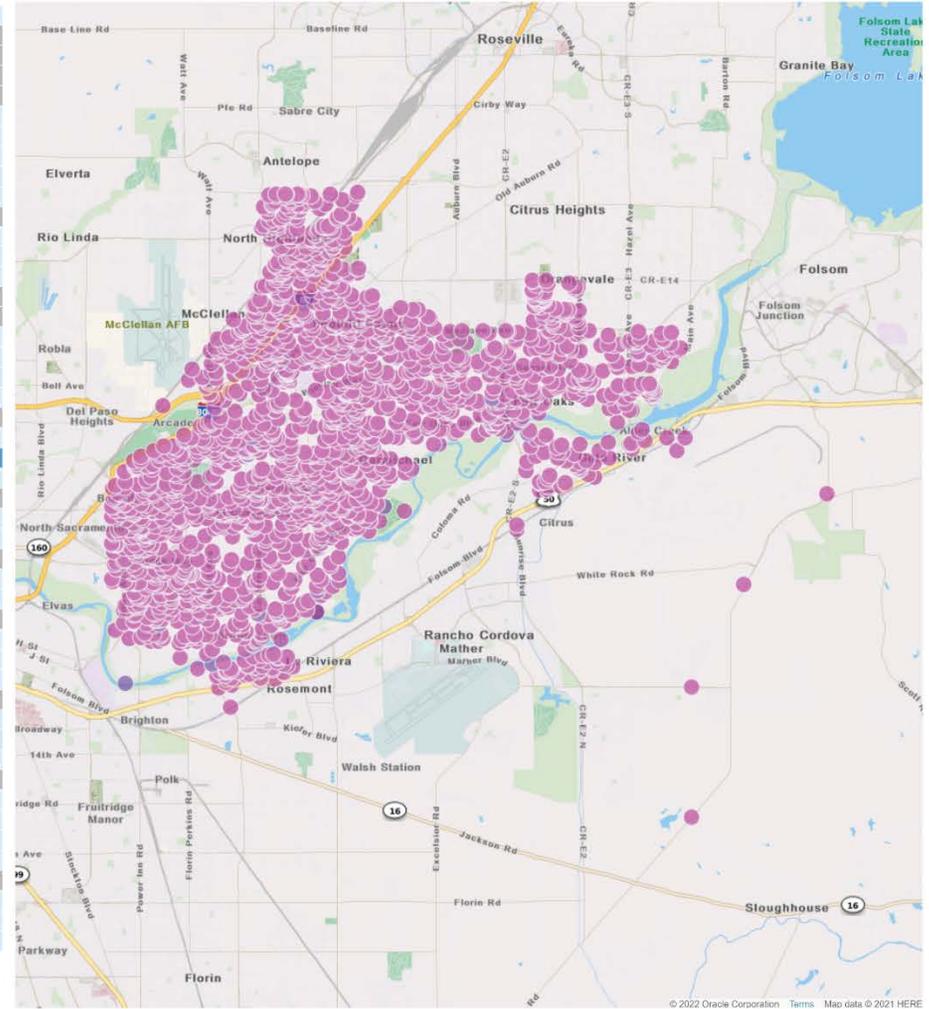
# Board of Supervisor District Analysis

## District 3 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



# Board of Supervisor District Analysis

## District 4

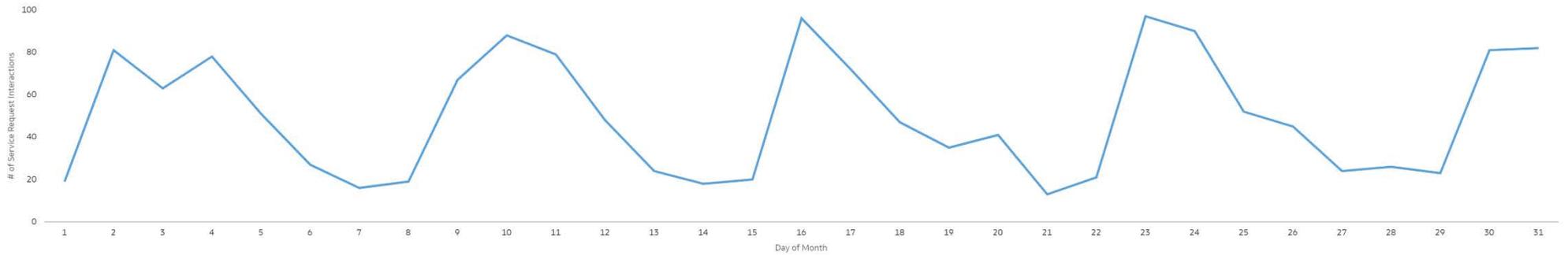
Service Requests Created

1,543

Service Requests Closed

1,212

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions



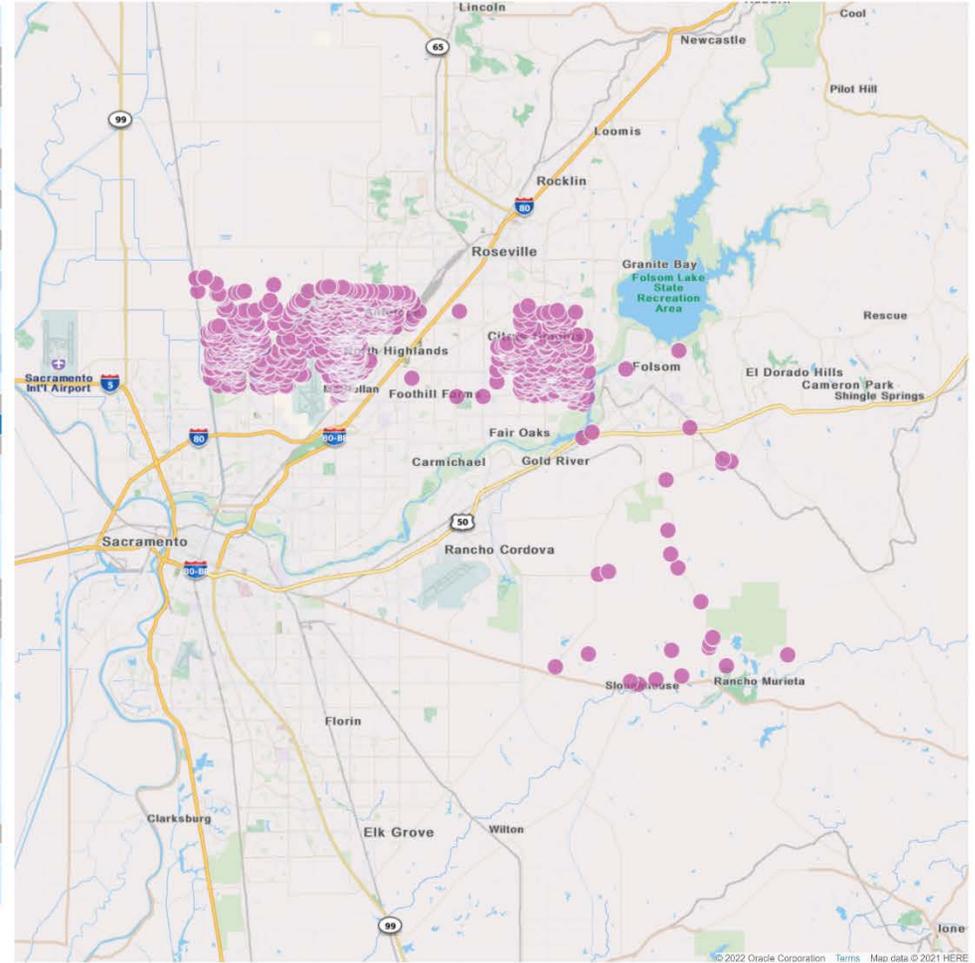
# Board of Supervisor District Analysis

## 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

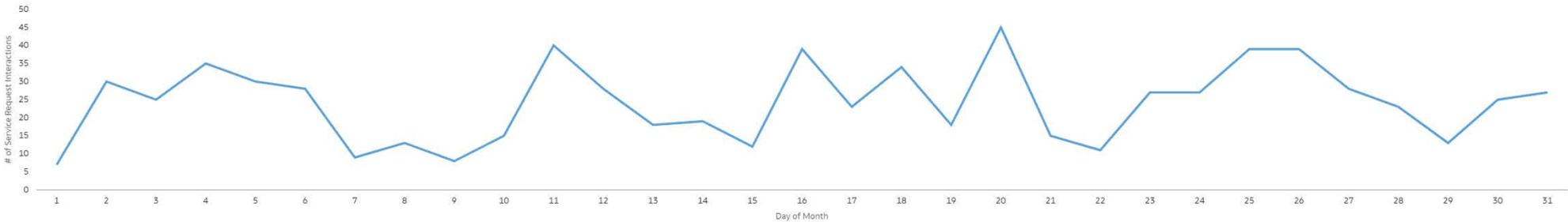
Service Requests Created

750

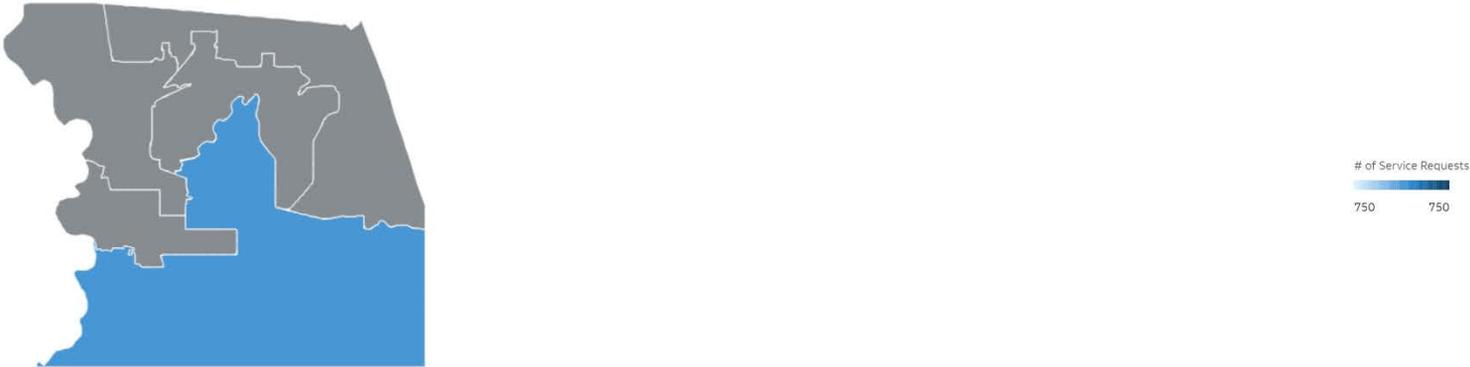
Service Requests Closed

606

Service Request Interactions Created by Day of Month



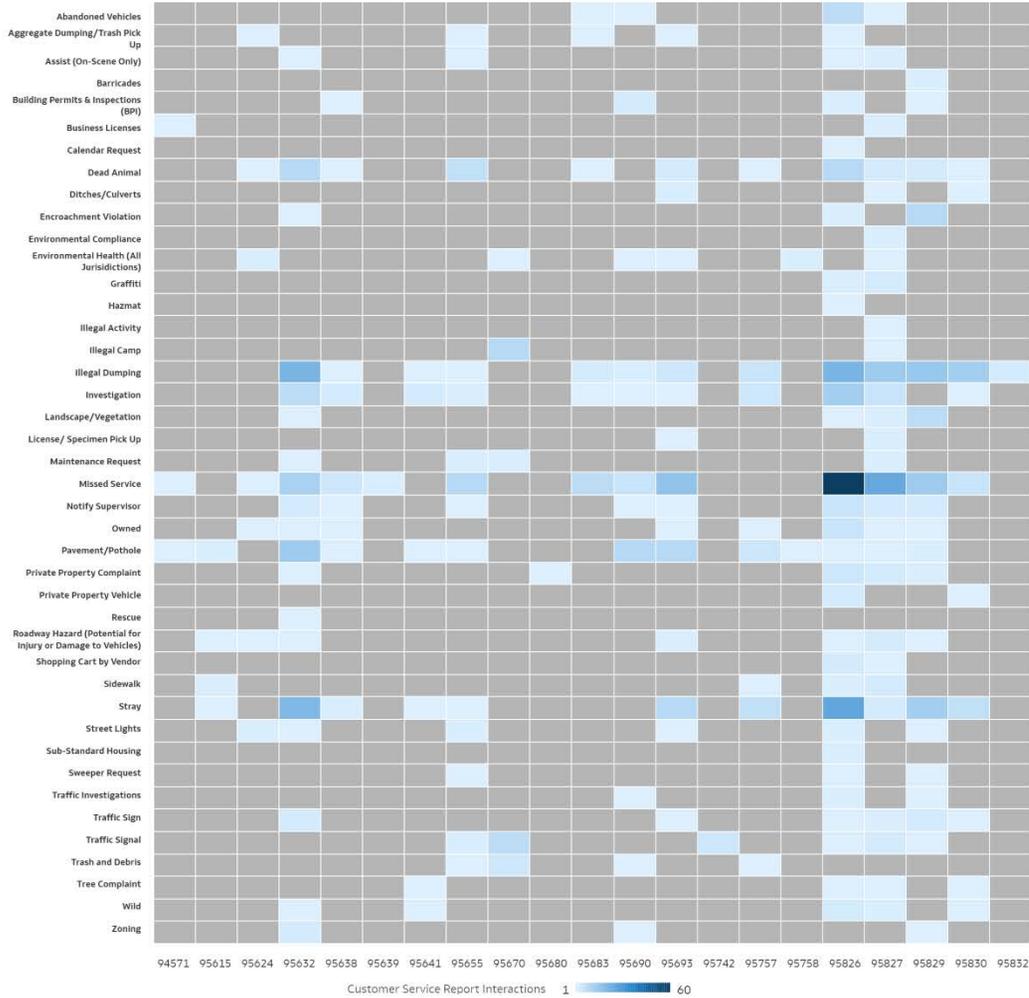
District Name, Customer Service Report Interactions



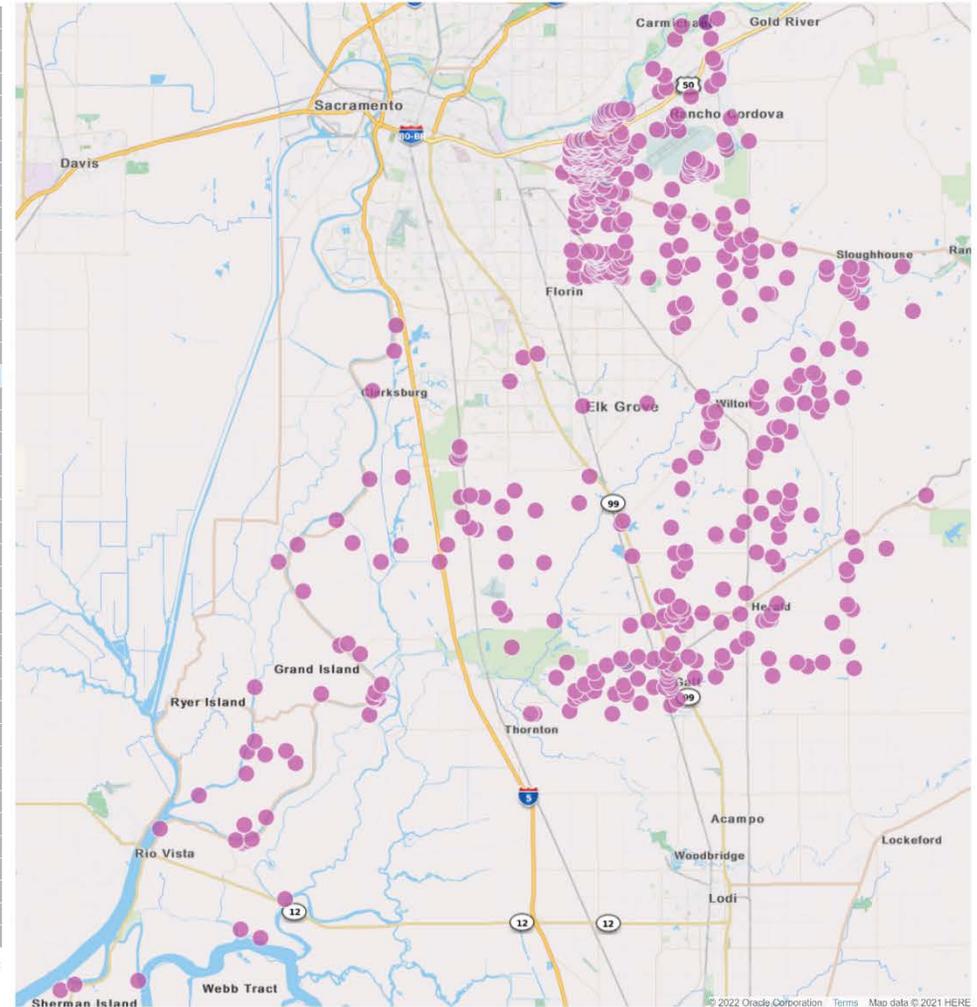
# Board of Supervisor District Analysis

## District 5 (continued)

Service Request Interactions by Category Per Zip Code



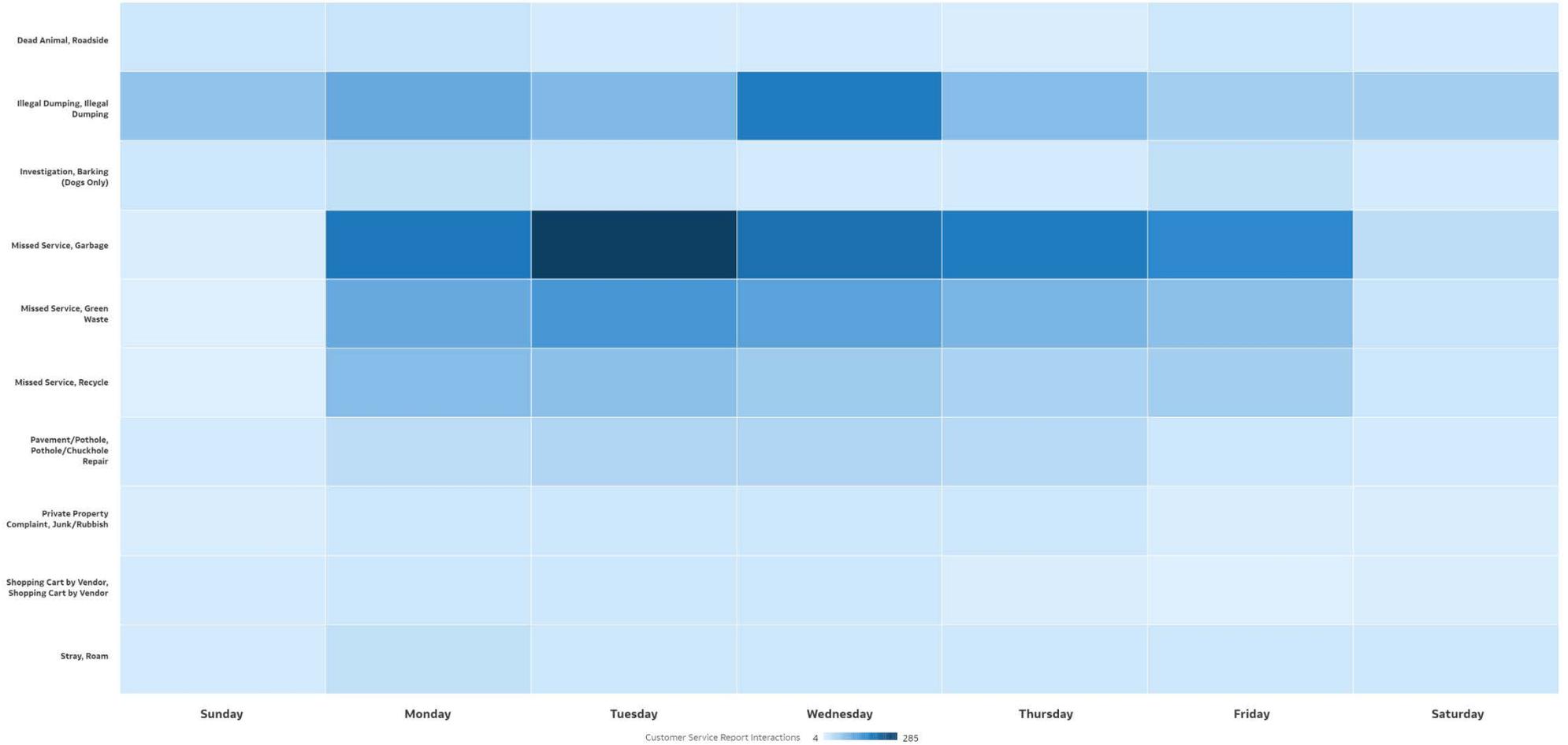
Service Request Interactions Mapped by Selected Zip Code



# Aging of Open Requests

## Top Service Requests Open by Day

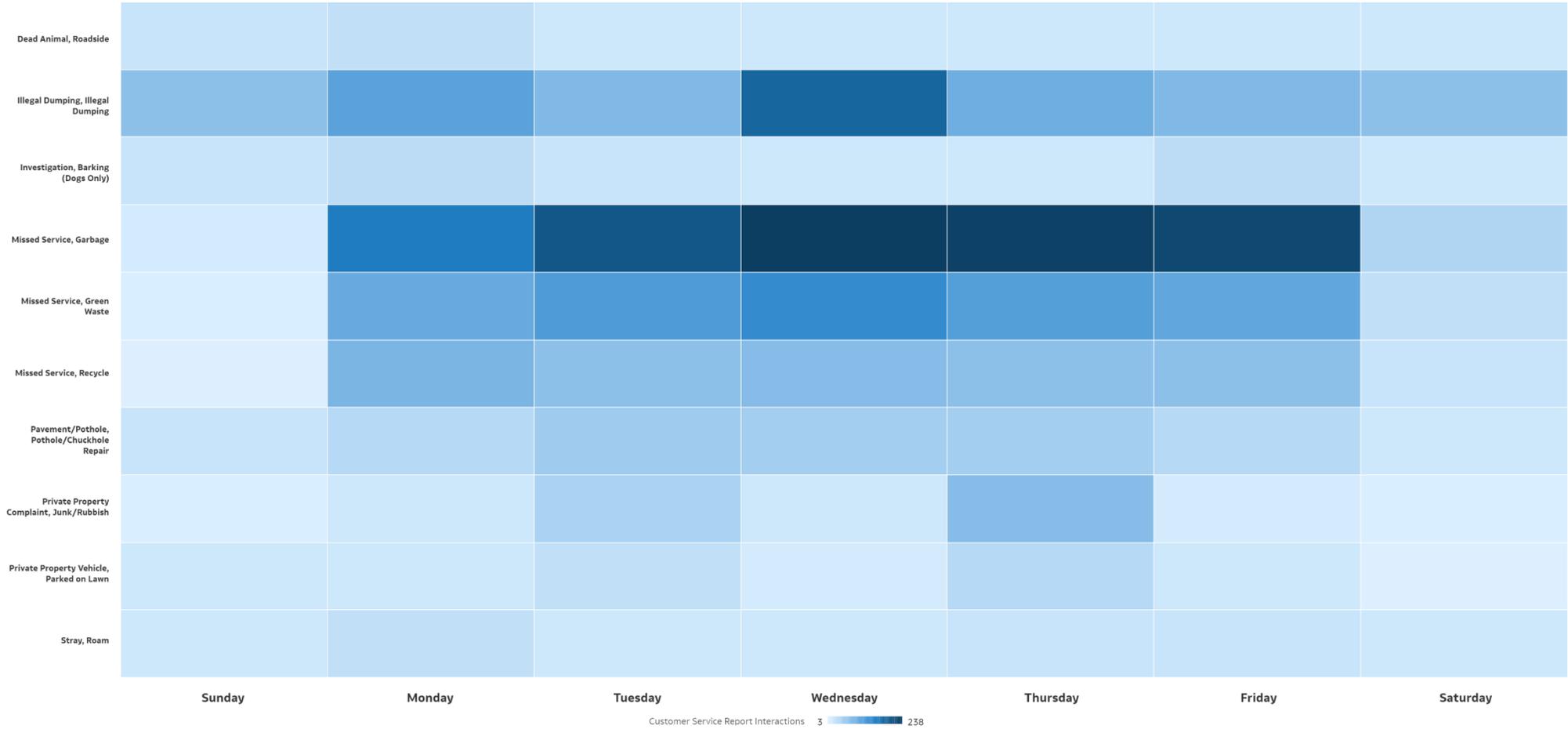
Opened Service Request Interactions by Category Per Day of Week



# Aging of Open Requests

## Top Service Requests Closed by Day

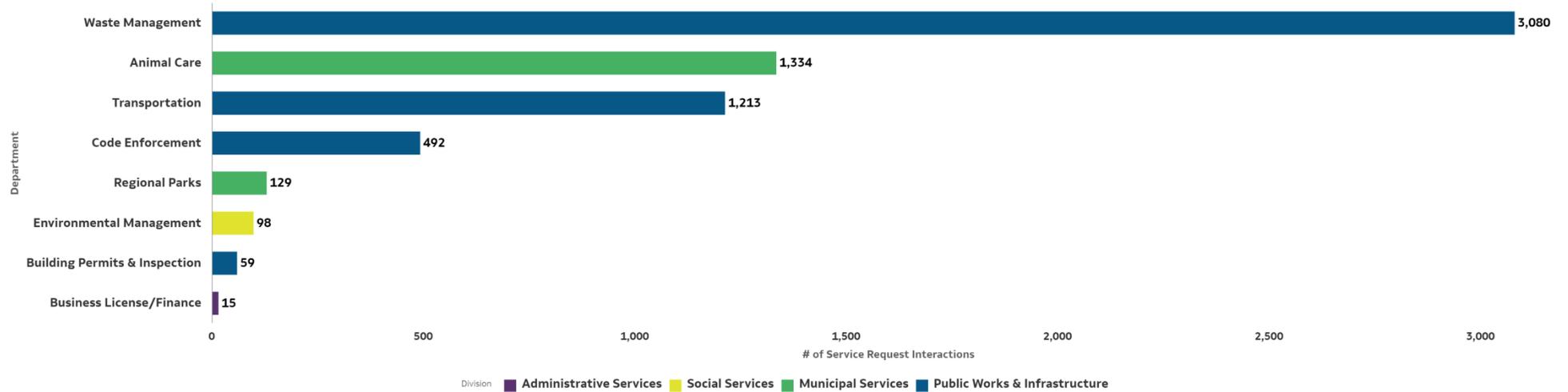
Closed Service Request Interactions by Category Per Day of Week



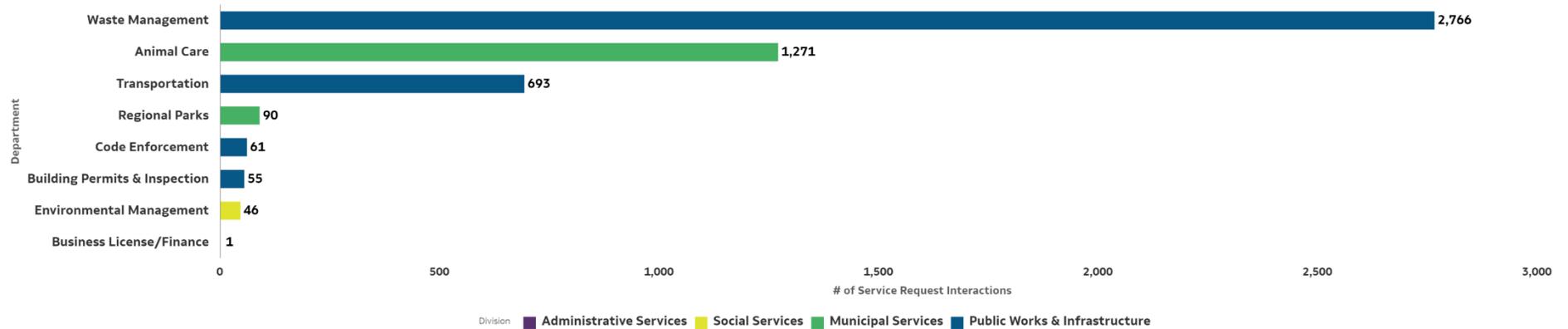
# Aging of Open Requests

## Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



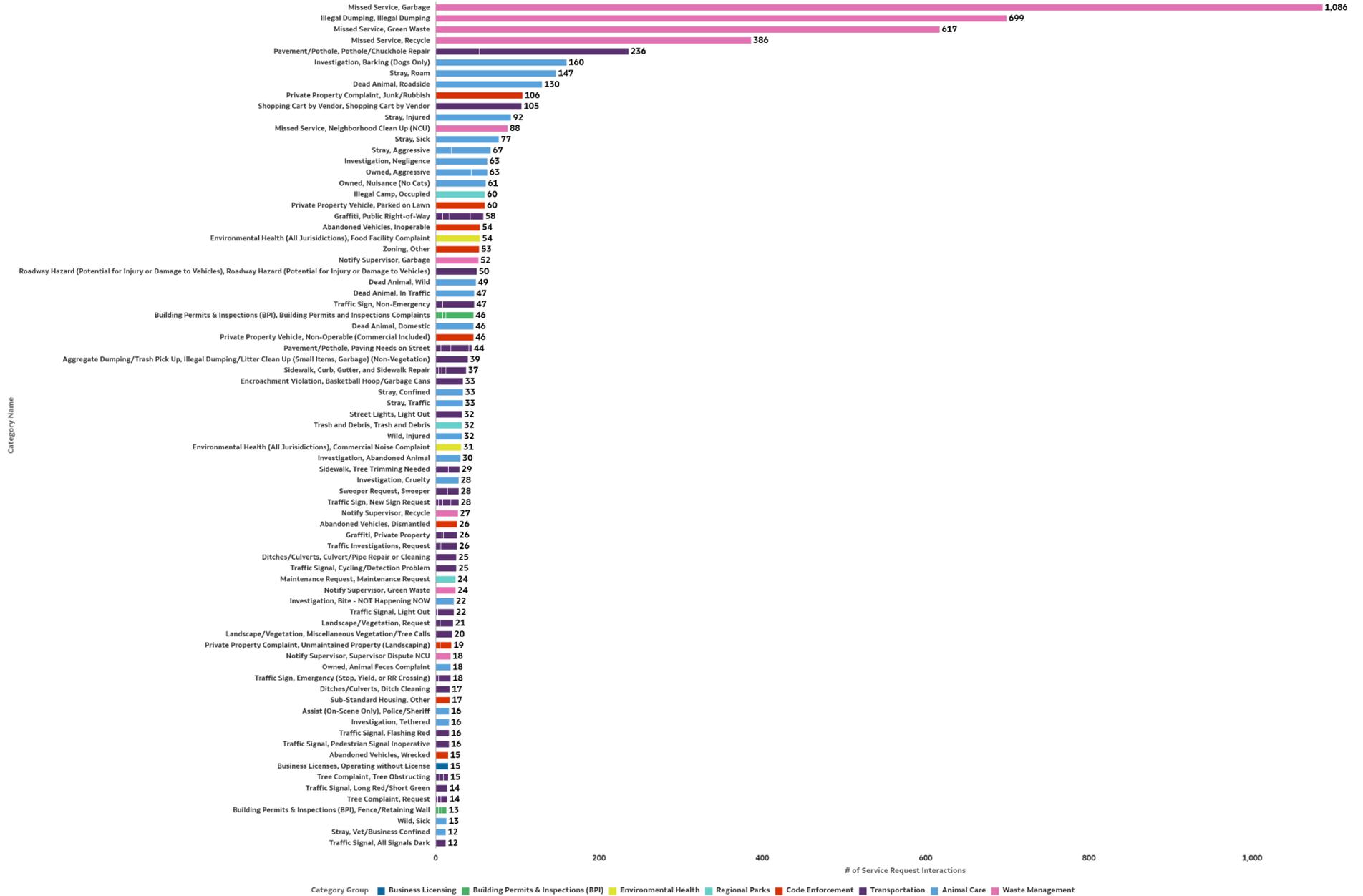
Service Request Interactions Closed by Department, Division



# Aging of Open Requests

## Greater Than 10 Service Requests

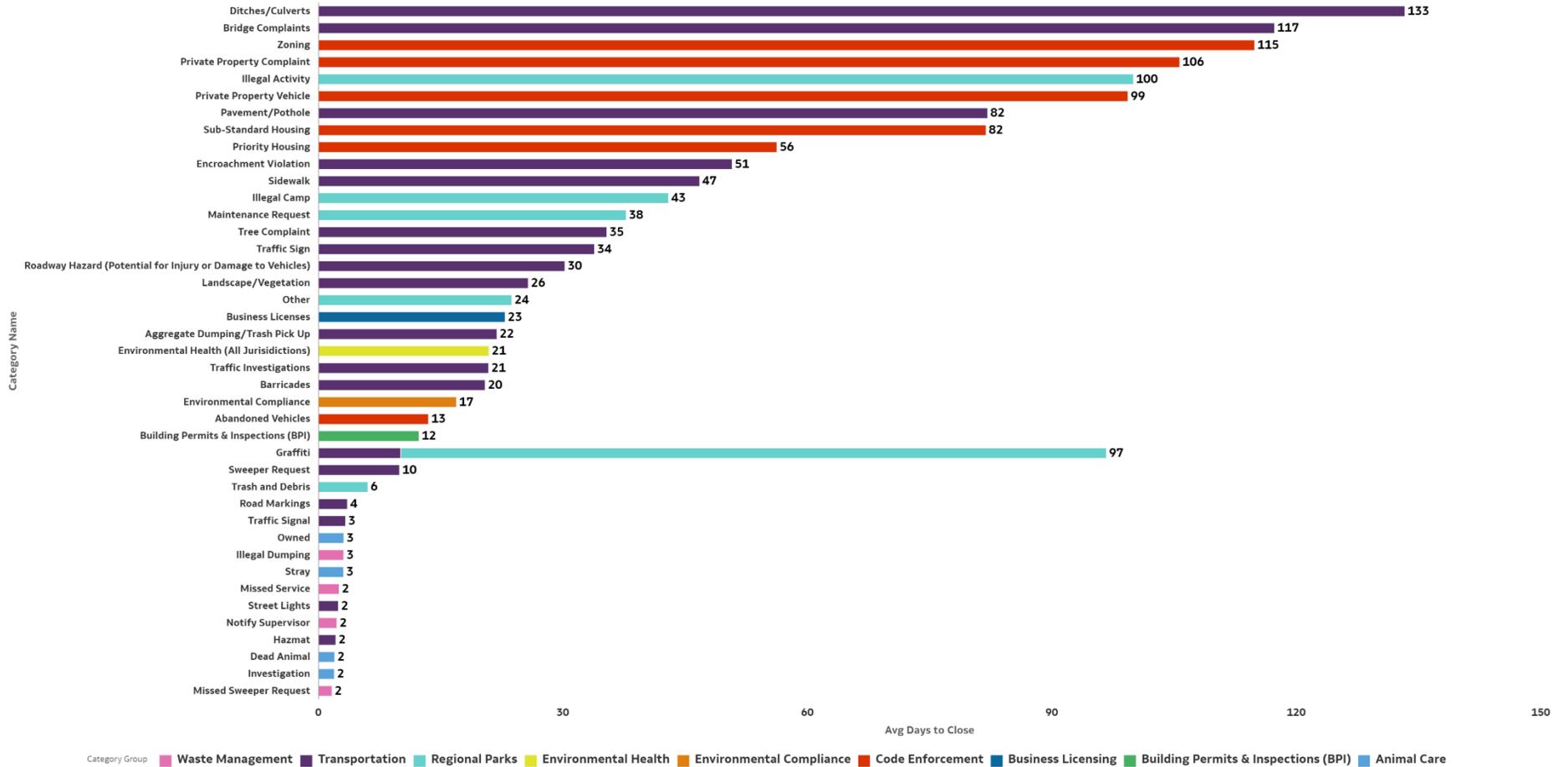
Service Request Interactions (>10 requests) by Category, Group



# Aging of Open Requests

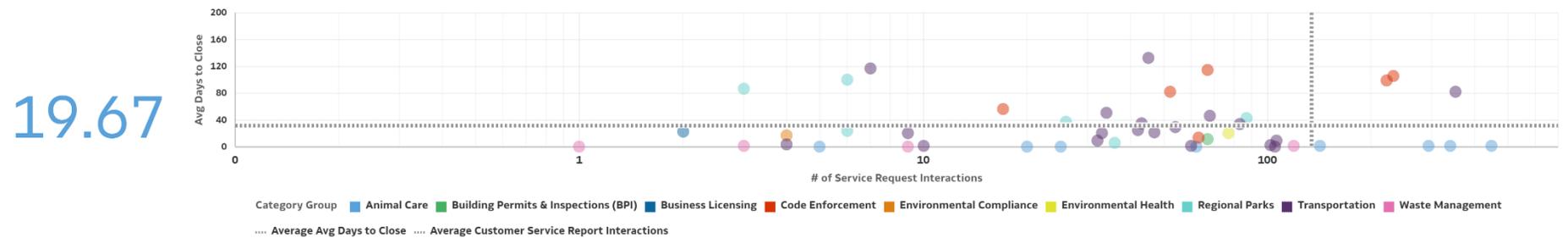
## Average Days to Close Service Requests

Avg Days to Close by Category Name, Group



Avg Days to Close

Avg Days to Close by Category Name, Group



# 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	9	0.00
Waste Management	Early Morning Garbage Truck Noise Complaint	1	0.00
Animal Care	Assist (On-Scene Only)	25	0.07
Animal Care	Rescue	20	0.07
Animal Care	Wild	62	0.07
Transportation	Shopping Cart by Vendor	105	0.20
Animal Care	License/ Specimen Pick Up	5	0.39
Animal Care	Stray	448	1.23
Transportation	Hazmat	10	1.39
Animal Care	Investigation	339	1.59
Waste Management	Missed Sweeper Request	3	1.62
Animal Care	Dead Animal	293	1.94
Animal Care	Owned	142	2.06
Transportation	Street Lights	60	2.18
Waste Management	Notify Supervisor	119	2.21
Waste Management	Missed Service	2,210	2.50
Transportation	Traffic Signal	102	3.05
Waste Management	Illegal Dumping	741	3.05
Transportation	Road Markings	4	3.51
Regional Parks	Trash and Debris	36	6.01
Transportation	Sweeper Request	32	9.04
Transportation	Graffiti	106	10.04
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	67	12.30
Code Enforcement	Abandoned Vehicles	63	13.46
Environmental Compliance	Environmental Compliance	4	16.89

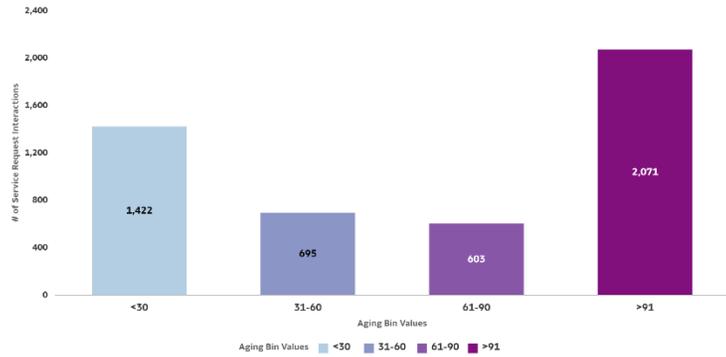
Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Transportation	Barricades	9	20.41
Transportation	Traffic Investigations	33	20.83
Environmental Health	Environmental Health (All Jurisdictions)	77	20.88
Transportation	Aggregate Dumping/Trash Pick Up	47	21.85
Business Licensing	Business Licenses	2	22.85
Regional Parks	Other	6	23.68
Transportation	Landscape/Vegetation	42	25.70
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	54	30.19
Transportation	Traffic Sign	83	33.82
Transportation	Tree Complaint	43	35.34
Regional Parks	Maintenance Request	26	37.71
Regional Parks	Illegal Camp	87	42.91
Transportation	Sidewalk	68	46.72
Transportation	Encroachment Violation	34	50.71
Code Enforcement	Priority Housing	17	56.22
Code Enforcement	Sub-Standard Housing	52	81.88
Transportation	Pavement/Pothole	352	82.07
Regional Parks	Graffiti	3	86.61
Code Enforcement	Private Property Vehicle	222	99.30
Regional Parks	Illegal Activity	6	99.97
Code Enforcement	Private Property Complaint	232	105.65
Code Enforcement	Zoning	67	114.84
Transportation	Bridge Complaints	7	117.28
Transportation	Ditches/Culverts	45	133.27

# Aging of Open Requests

Select As Of Date

2021.0228

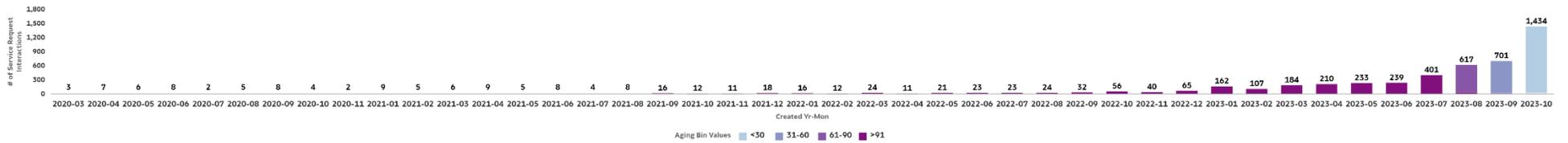
Aging Service Requests



Aging Service Requests

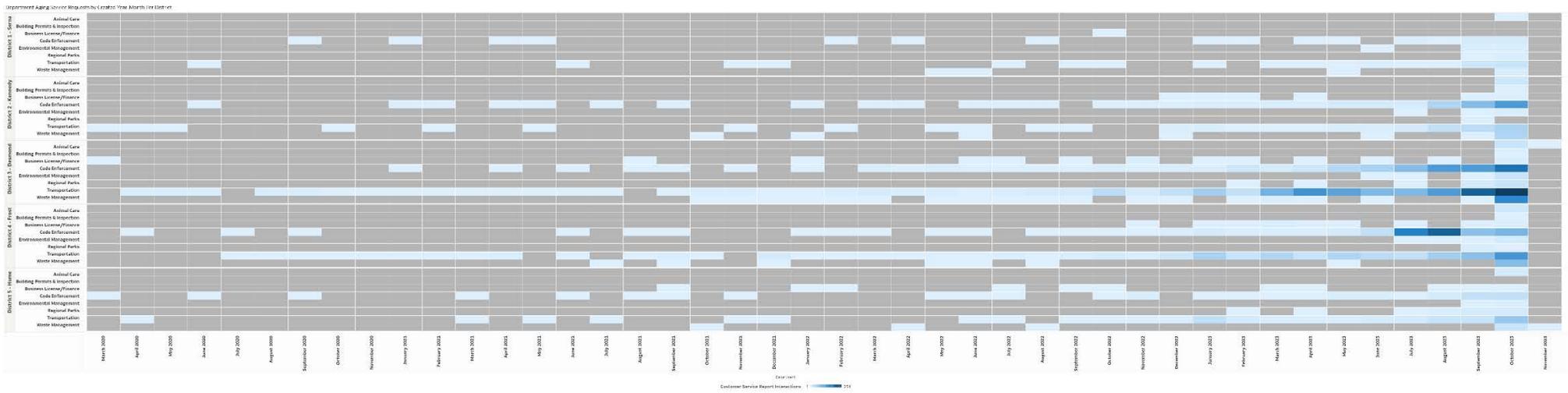
Aging Bin Values	Customer Service Reports Interactions
<30	1,422
31-60	695
61-90	603
>91	2,071

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.

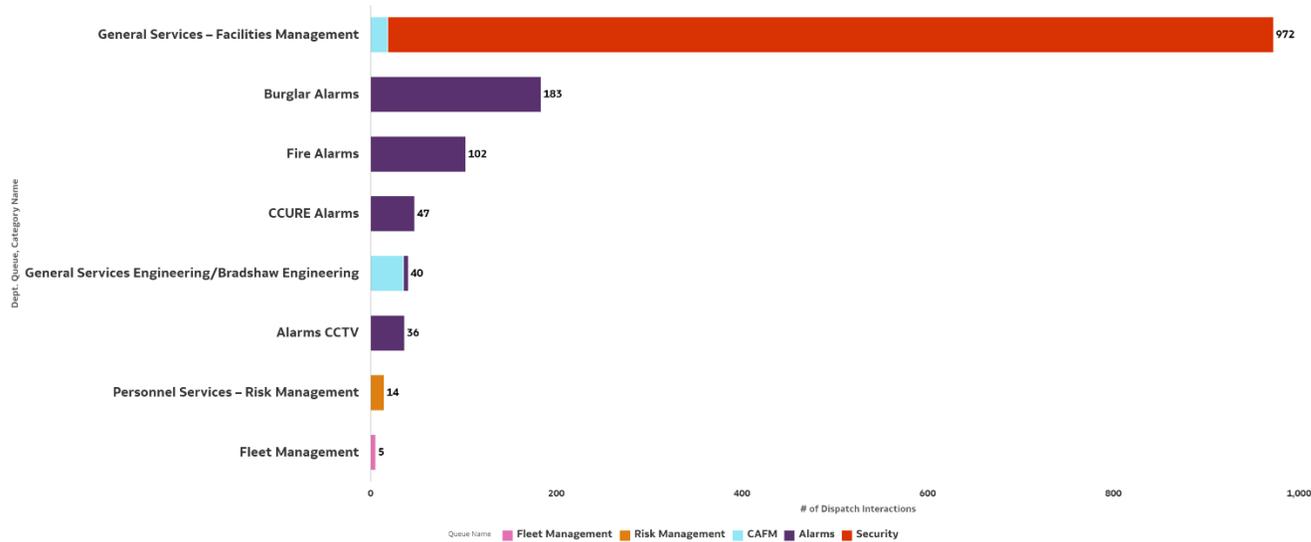
**Acronym Glossary**

<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

Dispatch Interactions by Category, Queue  
Division: Administrative Services



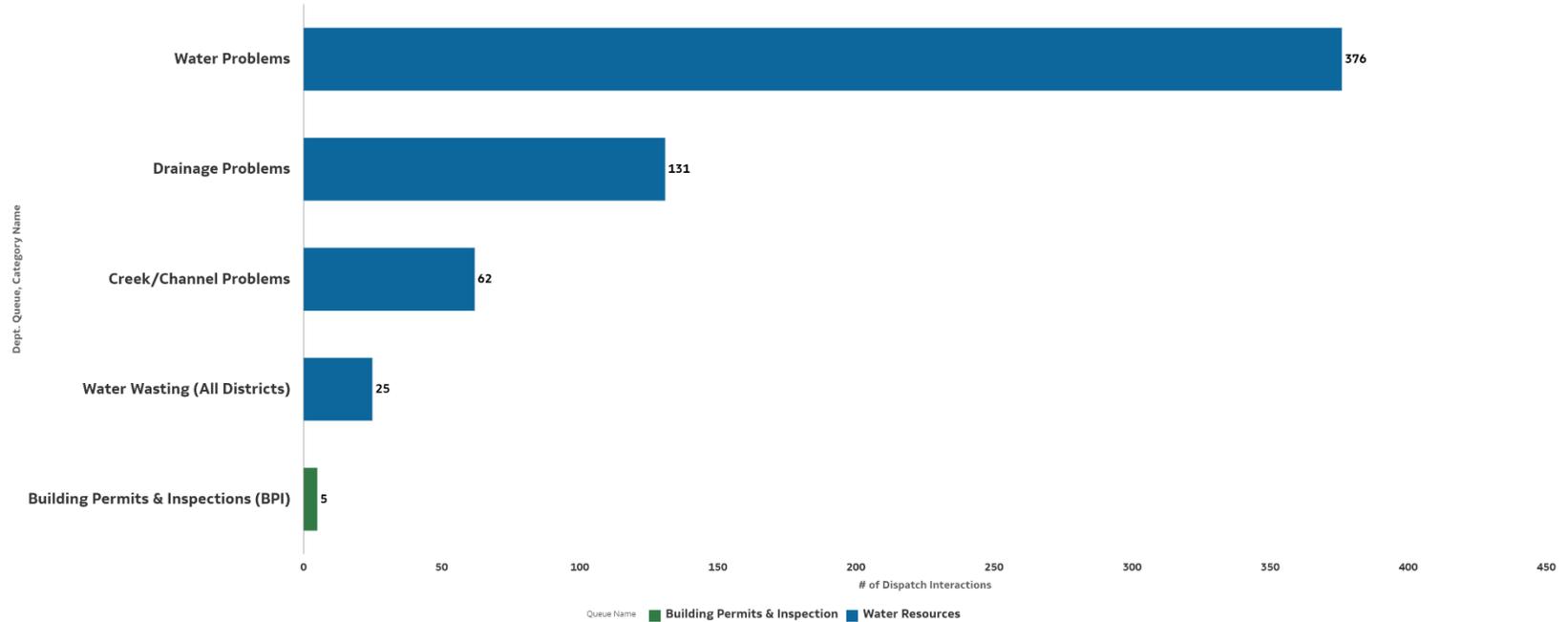
### Service Definitions

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 Service

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

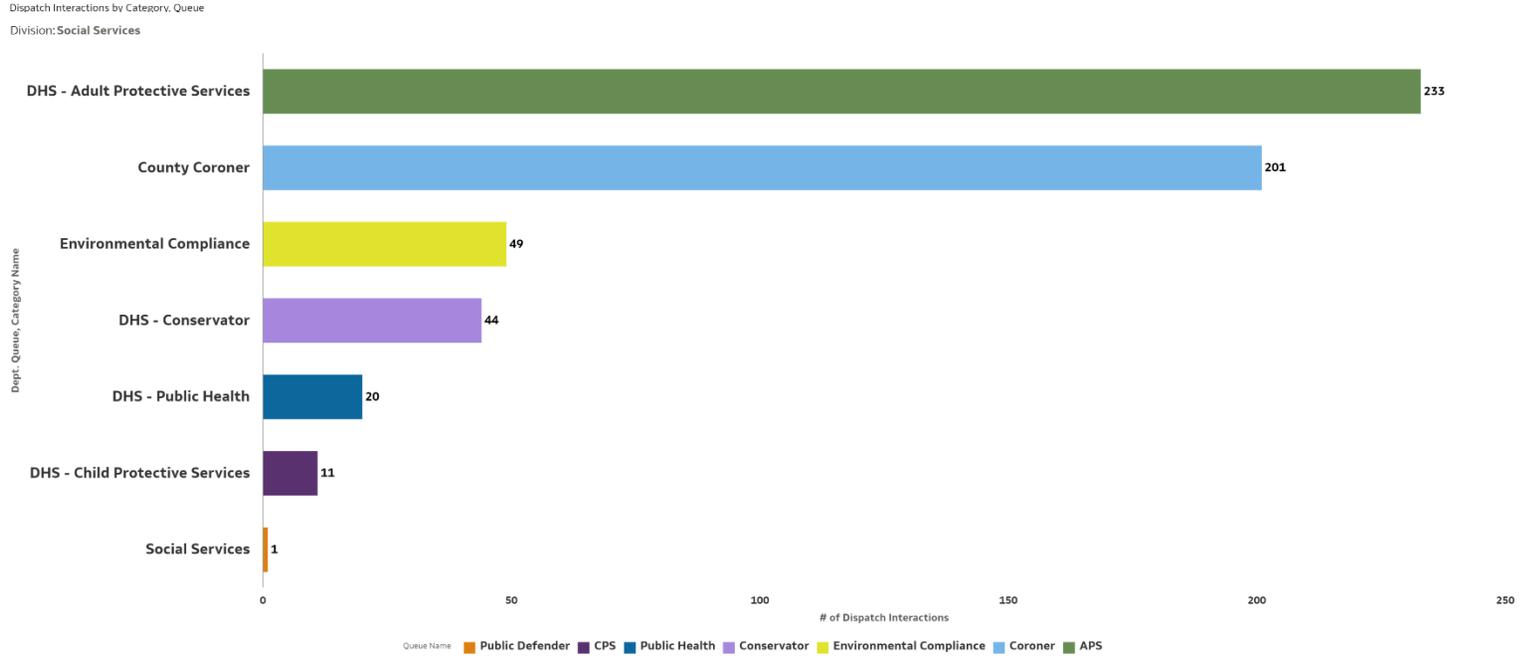


### Service Definitions

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

# Dispatch Services Request

## Social Services

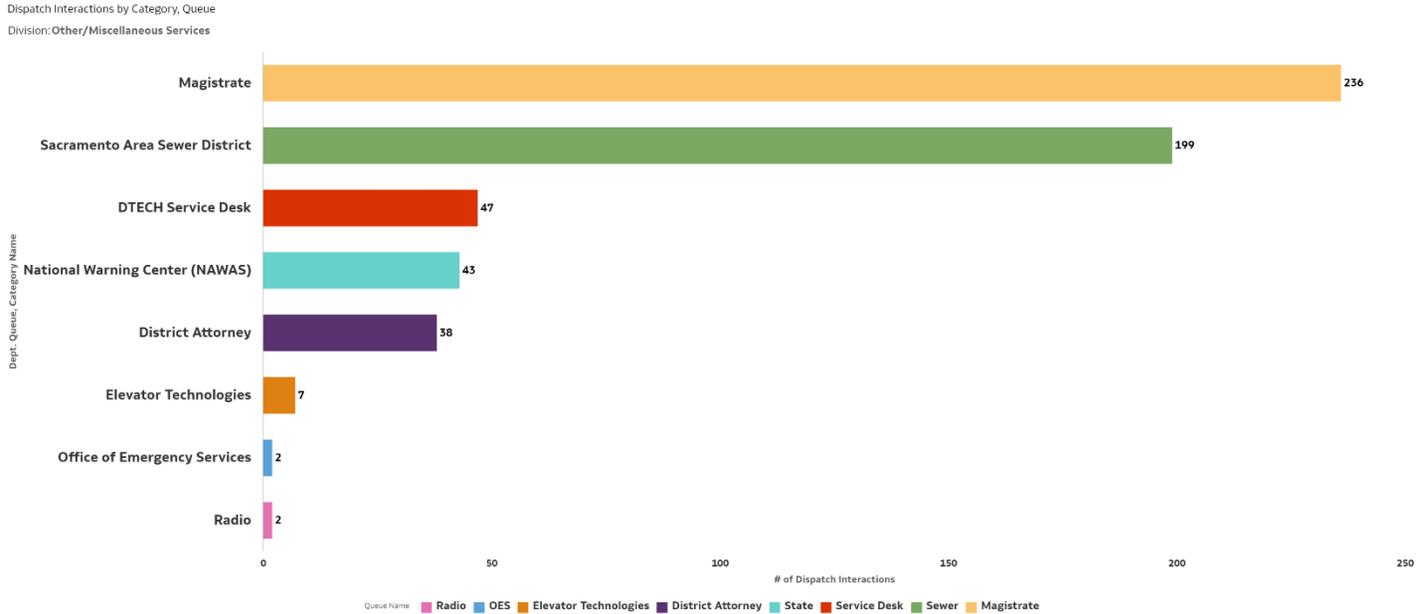


### Service Definitions

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

# Dispatch Services Request

## Other/Miscellaneous Services



### Service Definitions

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