

Monthly 311 Communications/Dispatch Center

SERVICE REQUEST & STATISTICS REPORT

September 2023



SAC COUNTY
311
CONNECT

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

SACRAMENTO
COUNTY

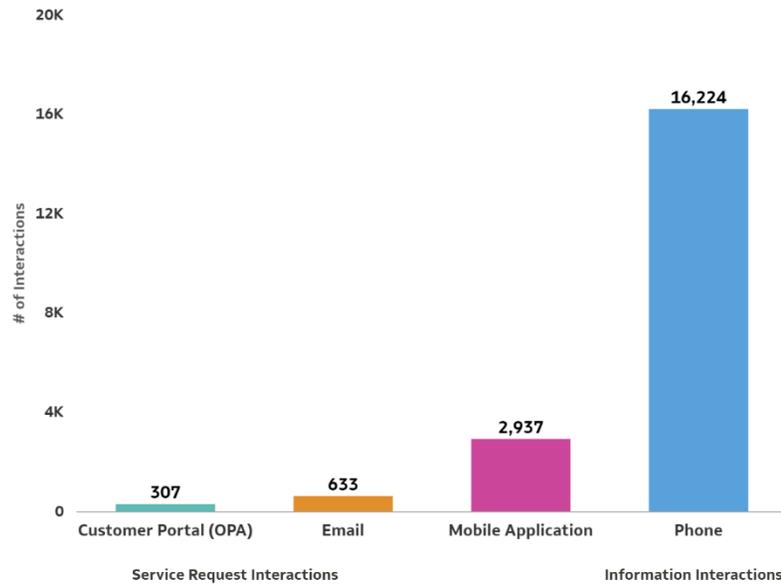
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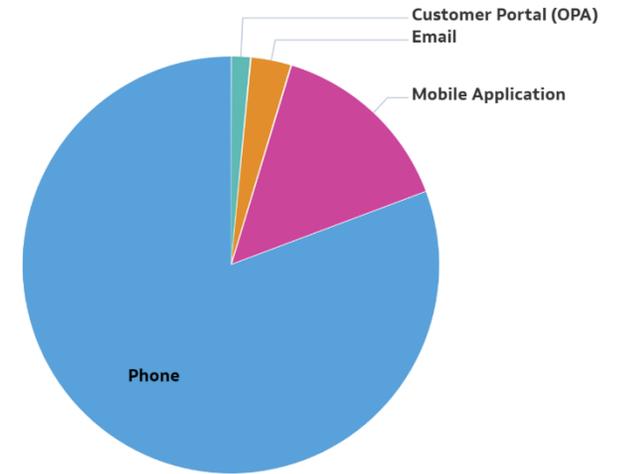
Monthly Statistics

Monthly Interactions by Source



Incident Source Name	Service Request Map Count
Customer Portal (OPA)	307
Email	633
Mobile Application	2,937
Phone	16,224

Monthly Interactions by Source



Service Request Interactions

6,203

Information Interactions

5,244

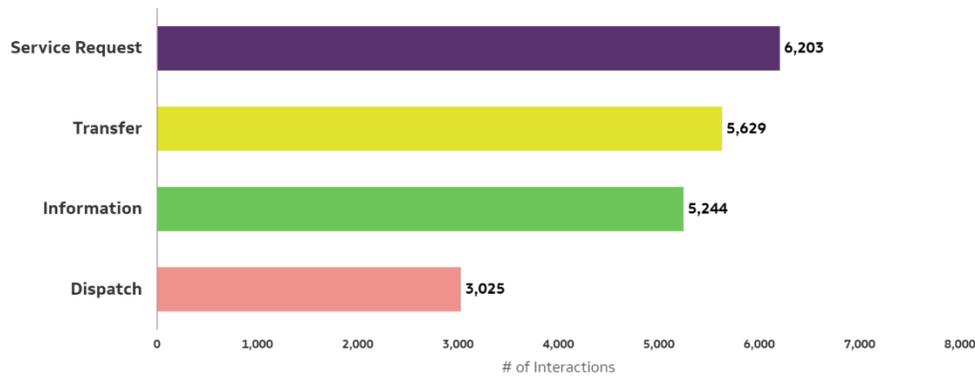
Transfer Interactions

5,629

Dispatch Interactions

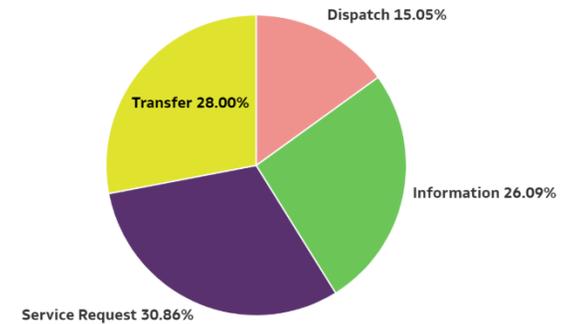
3,025

Customer Service Report Interactions by Interaction Type



Interaction Type ■ Dispatch ■ Information ■ Transfer ■ Service Request

Monthly Interactions by Interaction Type



Interaction Type ■ Dispatch ■ Information ■ Service Request ■ Transfer

Service Request Interaction Totals (>10 Requests) by Category

Service Request Interaction Totals

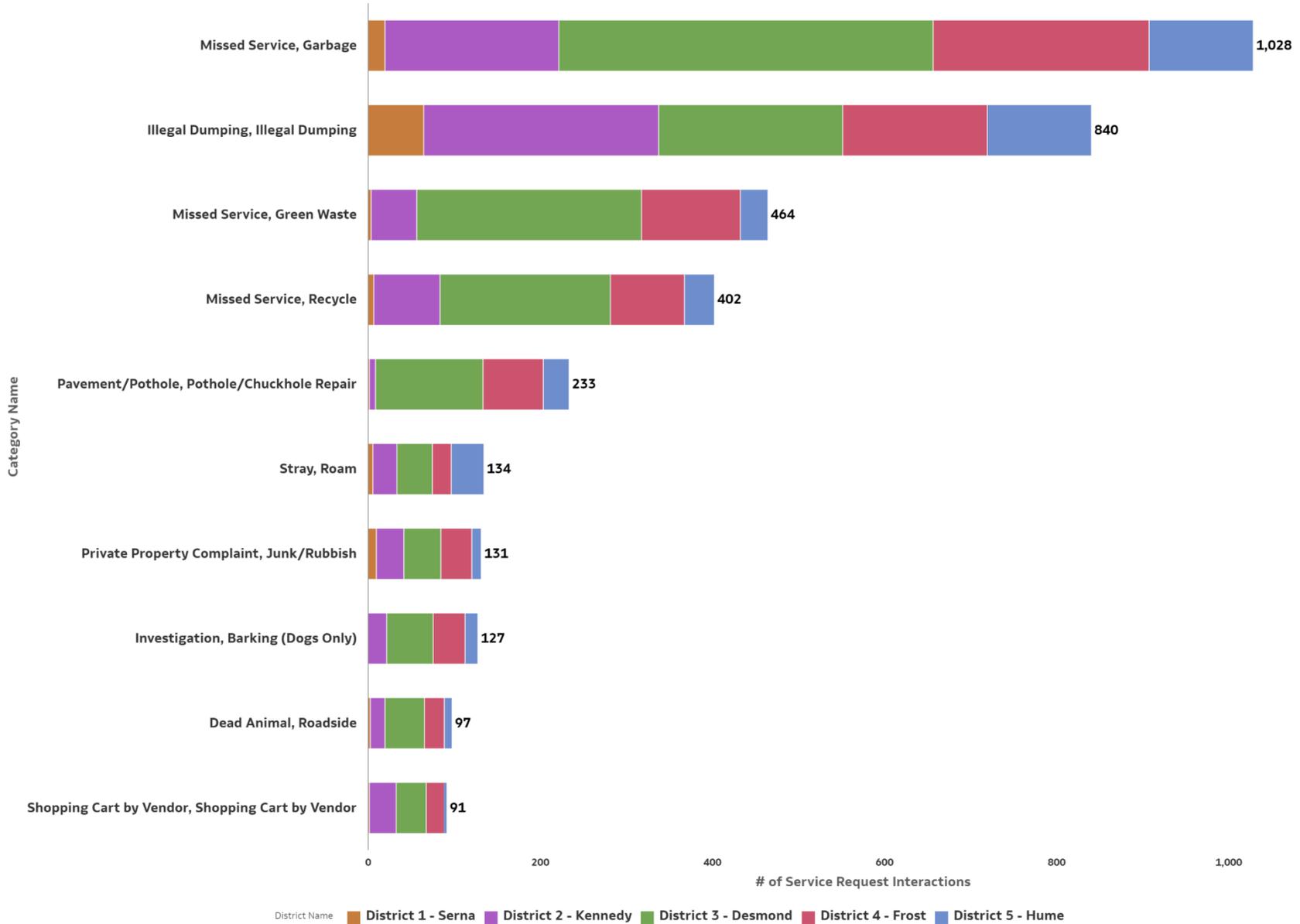
Service Request Interaction Totals (>10 requests) by Category

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	1,028	Encroachment Violation, Basketball Hoop/Garbage Cans	55	Graffiti, Private Property	30	Abandoned Vehicles, Dismantled	20
Illegal Dumping, Illegal Dumping	857	Trash and Debris, Trash and Debris	53	Stray, Traffic	30	Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	20
Missed Service, Green Waste	464	Graffiti, Public Right-of-Way	53	Wild, Injured	30	Ditches/Culverts, Ditch Cleaning	17
Missed Service, Recycle	402	Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	52	Abandoned Vehicles, Wrecked	29	Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	17
Pavement/Pothole, Pothole/Chuckhole Repair	233	Pavement/Pothole, Paving Needs on Street	51	Investigation, Cruelty	29	Investigation, Tethered	16
Stray, Roam	134	Dead Animal, Wild	48	Maintenance Request, Maintenance Request	29	Traffic Sign, New Sign Request	16
Private Property Complaint, Junk/Rubbish	131	Stray, Sick	46	Sidewalk, Tree Trimming Needed	29	Traffic Signal, All Signals Dark	16
Investigation, Barking (Dogs Only)	127	Environmental Health (All Jurisdictions), Food Facility Complaint	46	Assist (On-Scene Only), Police/Sheriff	28	Traffic Signal, Cycling/Detection Problem	16
Dead Animal, Roadside	97	Traffic Sign, Non-Emergency	45	Investigation, Bite - NOT Happening NOW	28	Traffic Signal, Long Red/Short Green	16
Shopping Cart by Vendor, Shopping Cart by Vendor	91	Sidewalk, Curb, Gutter, and Sidewalk Repair	44	Traffic Investigations, Request	28	Owned, Animal Feces Complaint	15
Missed Service, Neighborhood Clean Up (NCU)	78	Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	43	Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	26	Stray, Tied	15
Stray, Injured	76	Private Property Vehicle, Non-Operable (Commercial Included)	41	Investigation, Abandoned Animal	25	Traffic Signal, Light Out	15
Owned, Nuisance (No Cats)	67	Sweeper Request, Sweeper	40	Notify Supervisor, Recycle	25	Notify Supervisor, Supervisor Dispute NCU	14
Investigation, Negligence	65	Street Lights, Light Out	39	Traffic Signal, Flashing Red	25	Traffic Signal, Pedestrian Signal Inoperative	14
Private Property Vehicle, Parked on Lawn	63	Abandoned Vehicles, Inoperable	39	Environmental Health (All Jurisdictions), Commercial Noise Complaint	24	Tree Complaint, Request	14
Illegal Camp, Occupied	62	Stray, Aggressive	37	Notify Supervisor, Green Waste	23	Tree Complaint, Broken/Hanging Tree Limb	13
Notify Supervisor, Garbage	61	Dead Animal, In Traffic	35	Stray, Vet/Business Confined	21	Other, Other	12
Dead Animal, Domestic	60	Stray, Confined	31	Traffic Investigations, Traffic Safety Related Issues	21	Street Lights, Cover Missing/Wires Exposed	12
Owned, Aggressive	60			Abandoned Vehicles, Dismantled	20	Sub-Standard Housing, Other	12
Zoning, Other	57			Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	20	Encroachment Violation, Other Encroachment Types	11
						Pavement/Pothole, Pavement-Other Unknown Maintenance Needs	11
						Private Property Complaint, Rooster (in Residential Zone)	11

Total Service Requests Opened

Top 10 Service Requests Categories Opened | With Districts

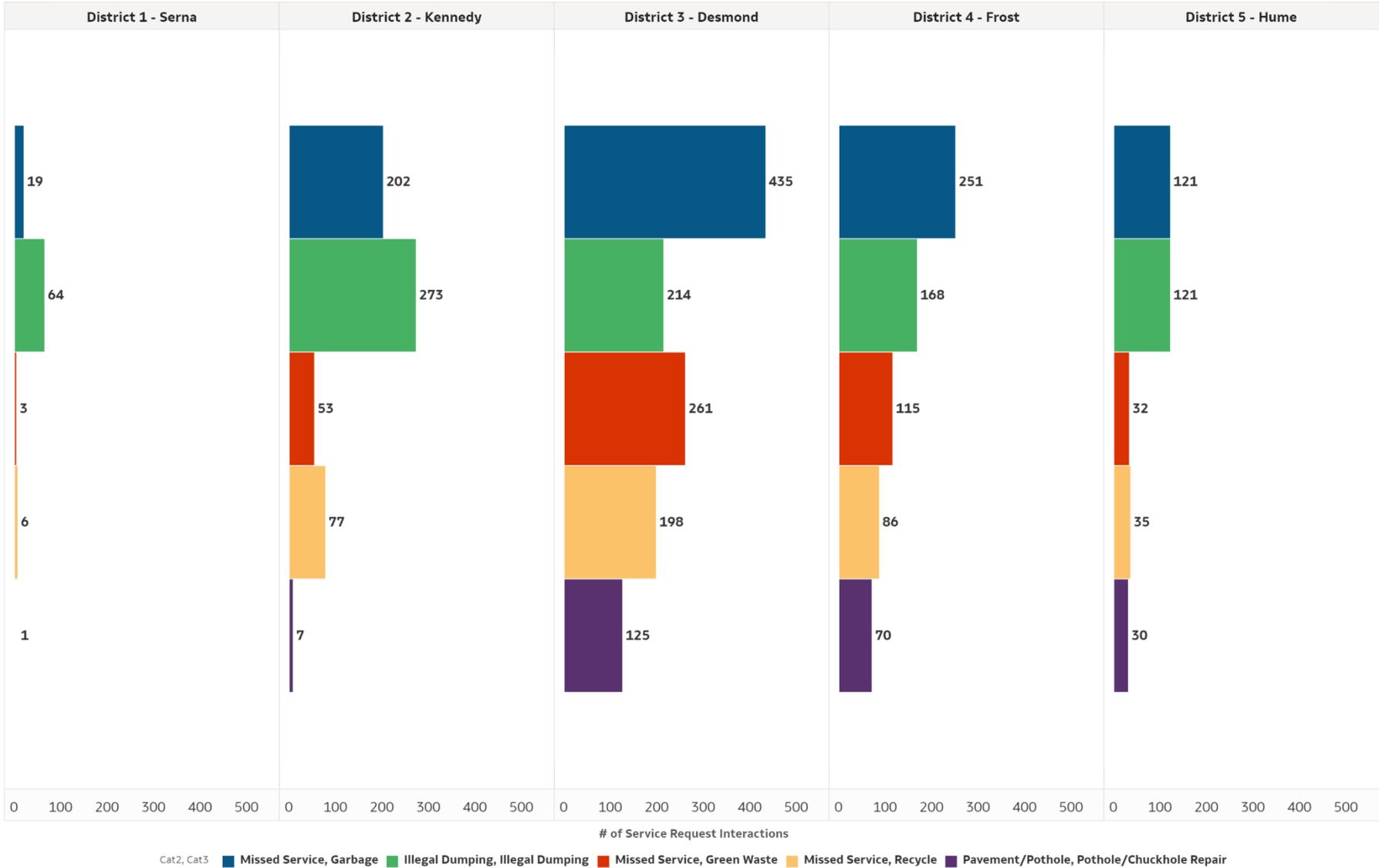
Top 10 Service Request Categories Opened with Districts



Top Service Requests Opened

Top 5 Service Requests Opened | by Districts

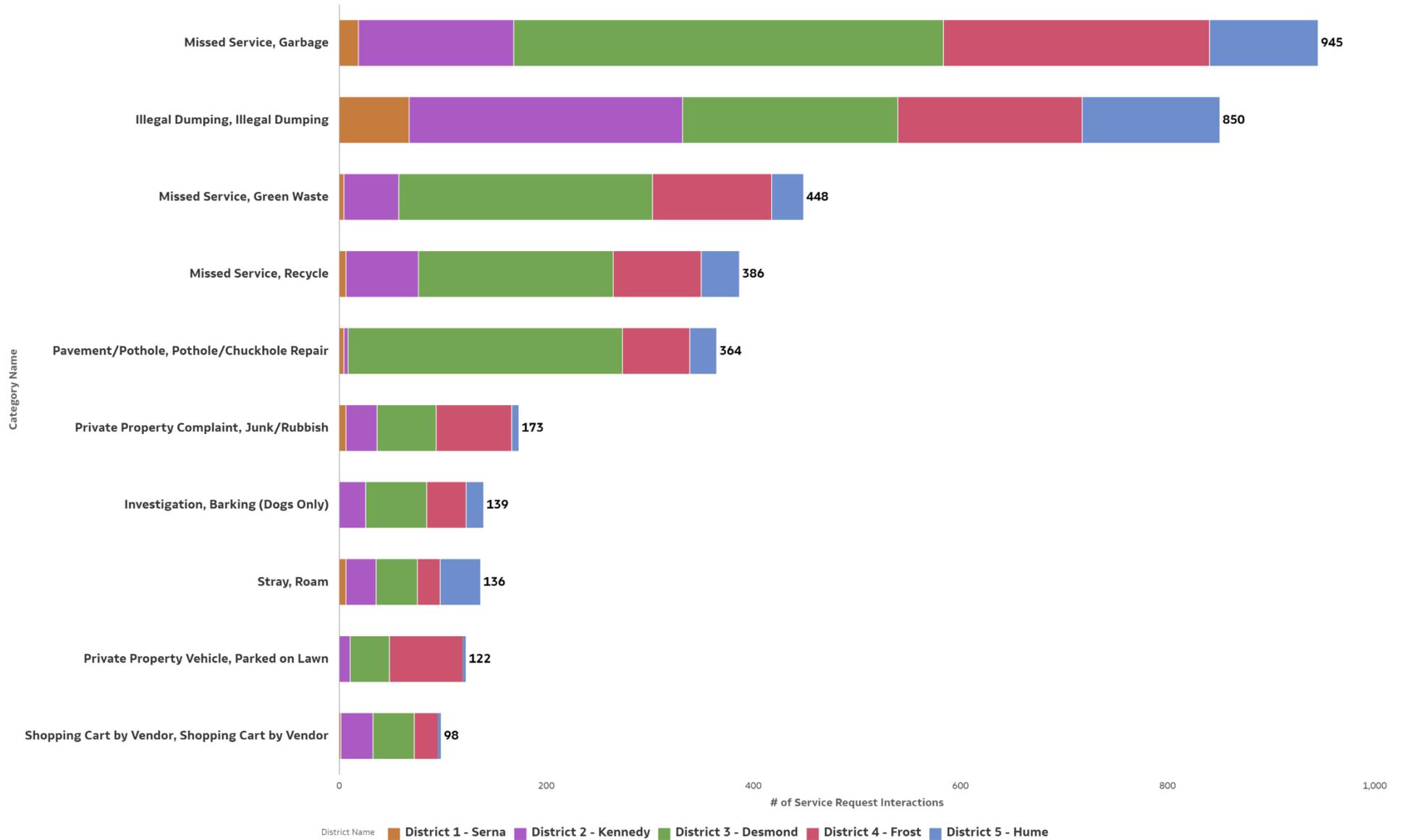
Top 5 Service Request Categories Opened by District



Top Service Requests Closed

Top 10 Service Requests Categories Closed | With Districts

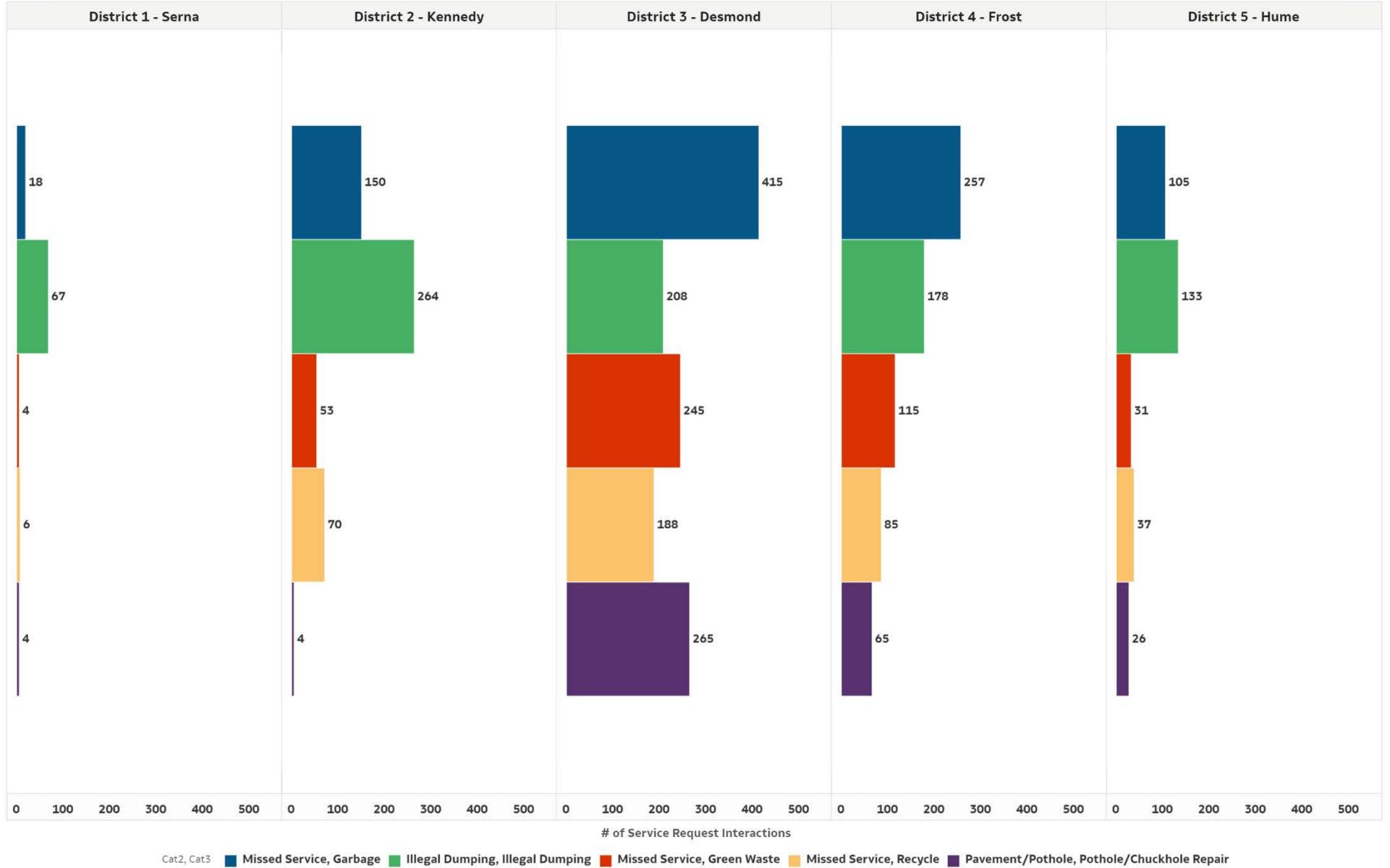
Top 10 Service Request Categories Closed with Districts



Top Service Requests Closed

Top 5 Service Requests Categories Closed | by Districts

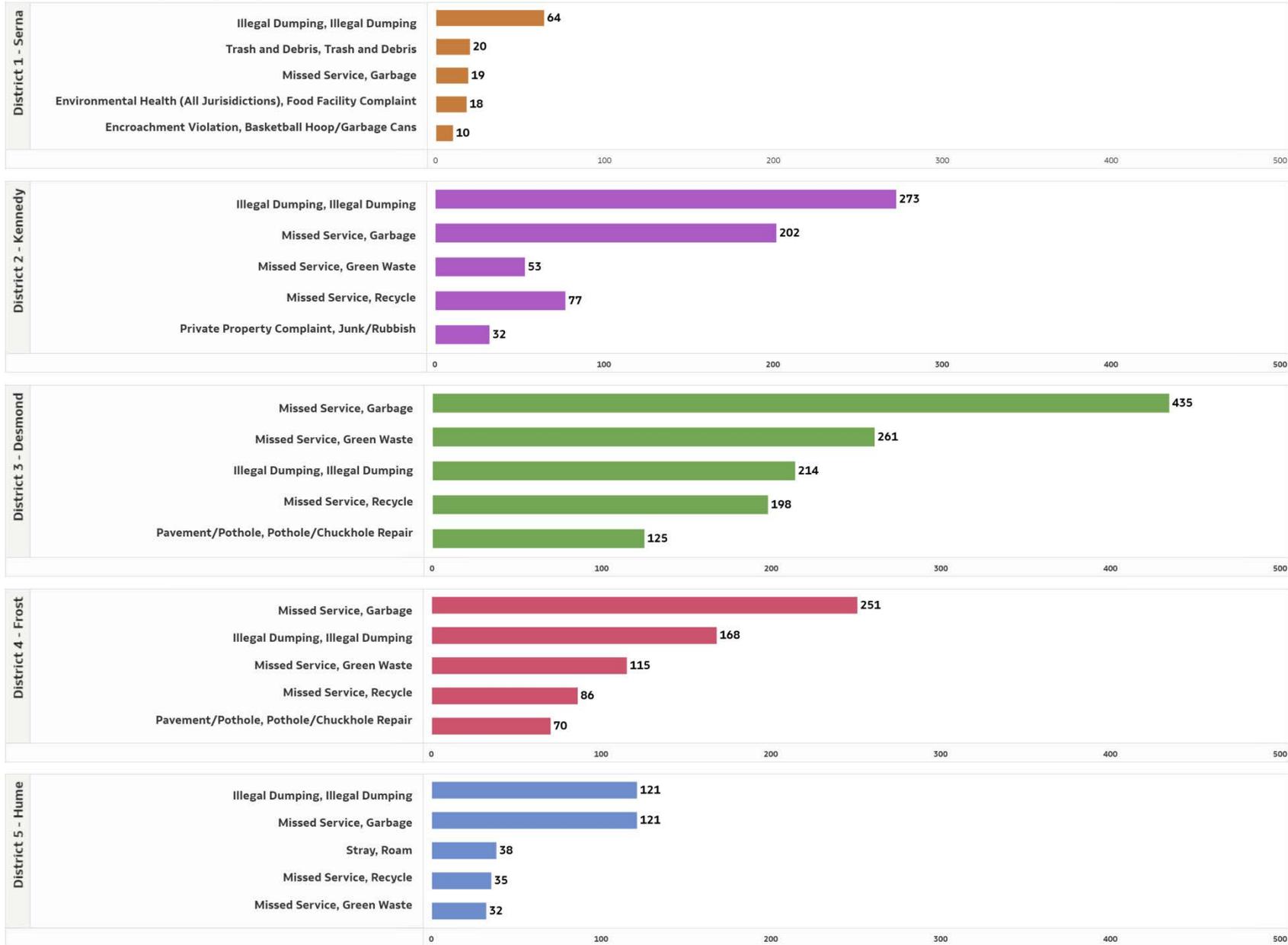
Top 5 Service Request Categories Closed by District



Top Unresolved Service Request

Top Unresolved Service Request Categories | by Districts

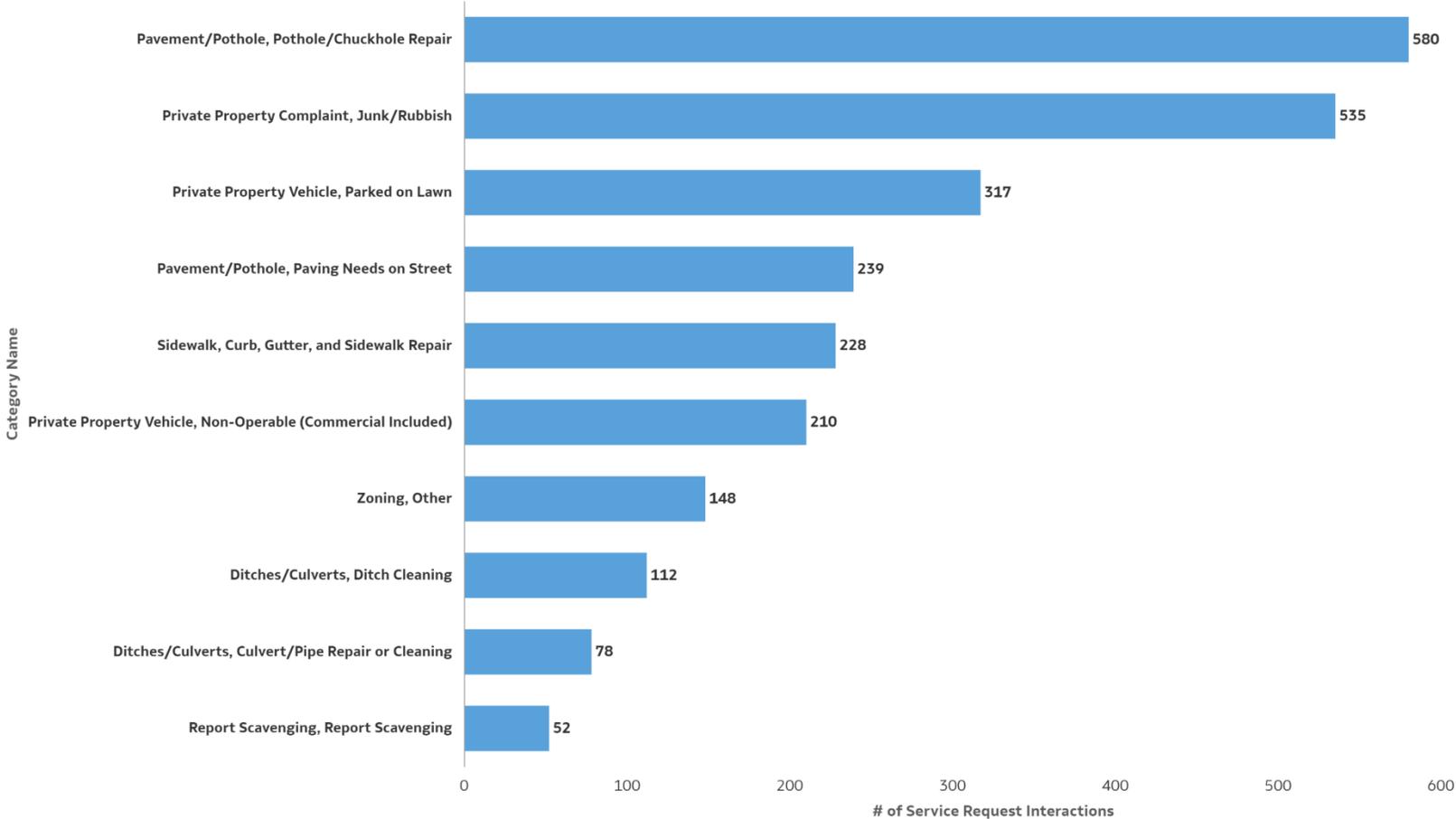
Top Unresolved Service Request Categories by District



Top Unresolved Service Request

Top 10 Unresolved Service Request Categories

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through September 30th

4,993

Interactions Closed this Month

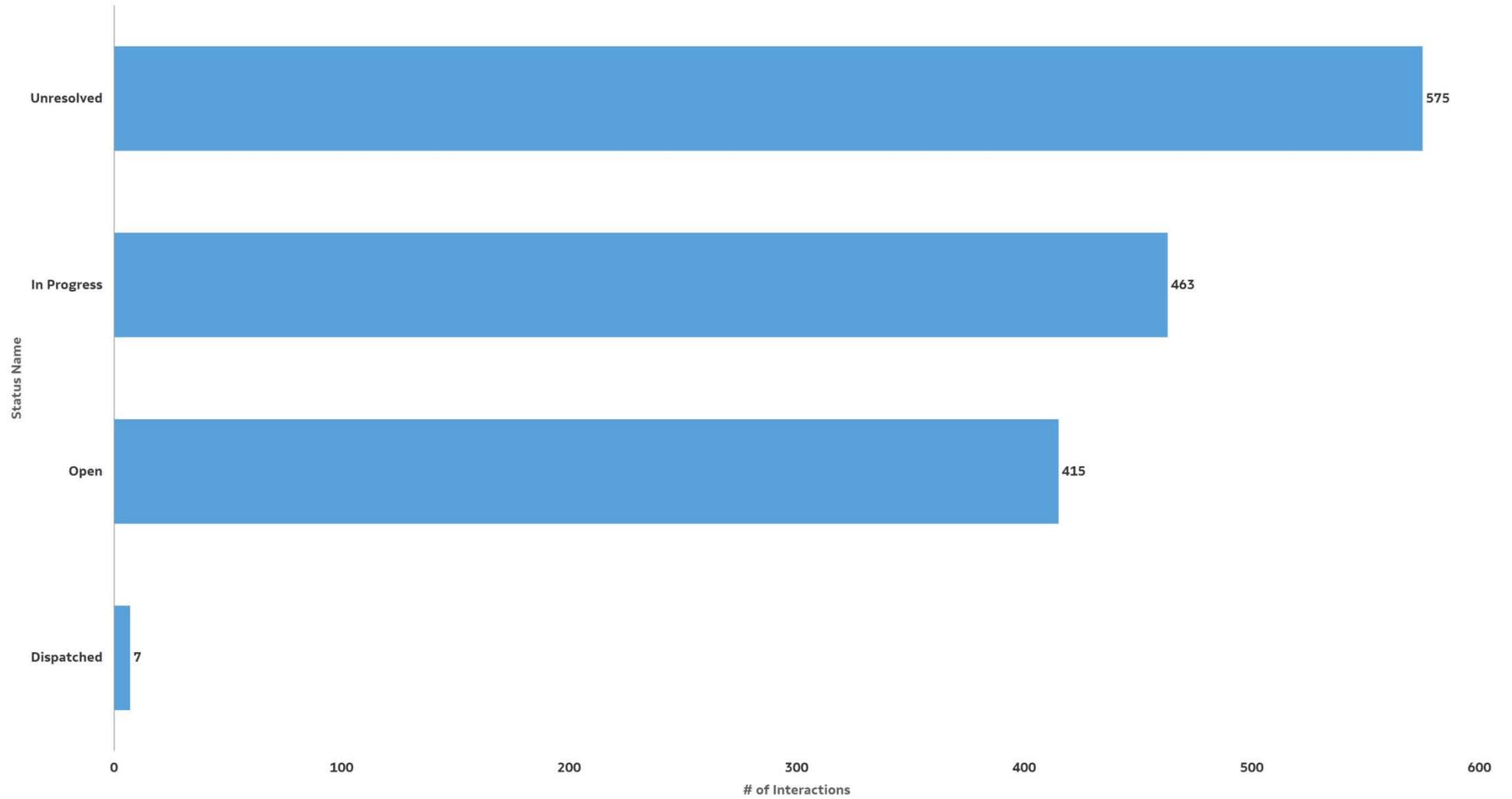
20,053

Monthly Interactions Not Closed

1,460

Monthly Interactions Not Closed by Status

Monthly Interactions Not Closed by Status



Board of Supervisor District Information

Service Requests Opened by District

September 2023

Monthly Service Request Interactions Opened

6,182

District 1 Serna

231

Service Request Interactions

District 2 Kennedy

1,204

Service Request Interactions

District 3 Desmond

2,625

Service Request Interactions

District 4 Frost

1,363

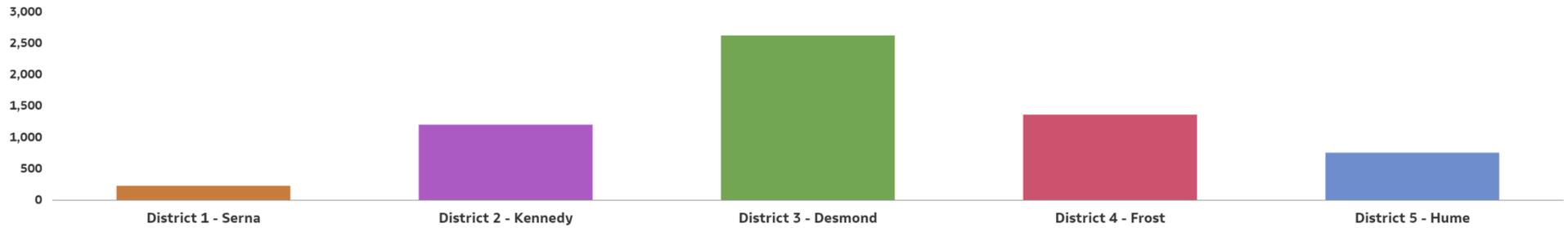
Service Request Interactions

District 5 Hume

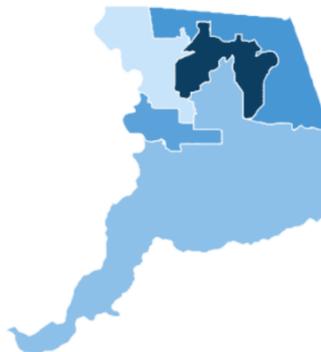
759

Service Request Interactions

Service Request Interactions by District

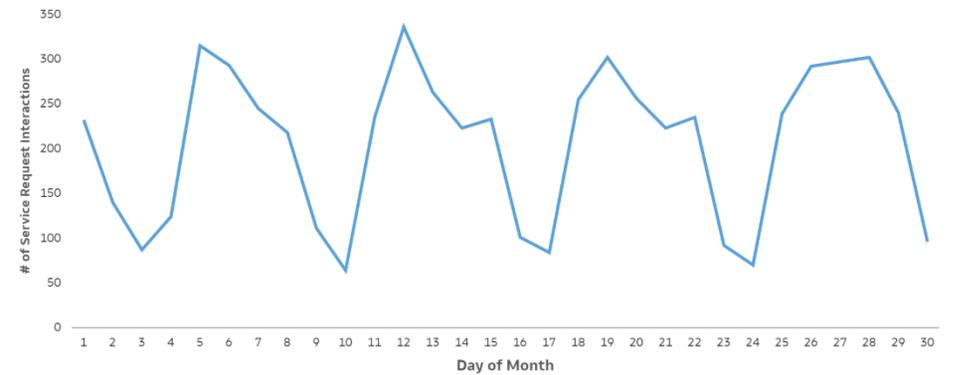


Service Request Interactions by District Map



District Name
Customer Service Repo
21 3K

Service Request Interactions Created by Day of Month



Board of Supervisor District Information

Service Requests Closed by District

September 2023

Monthly Service Request Interactions Closed

6,212

District 1 Serna

223

Service Request Interactions

District 2 Kennedy

1,099

Service Request Interactions

District 3 Desmond

2,695

Service Request Interactions

District 4 Frost

1,472

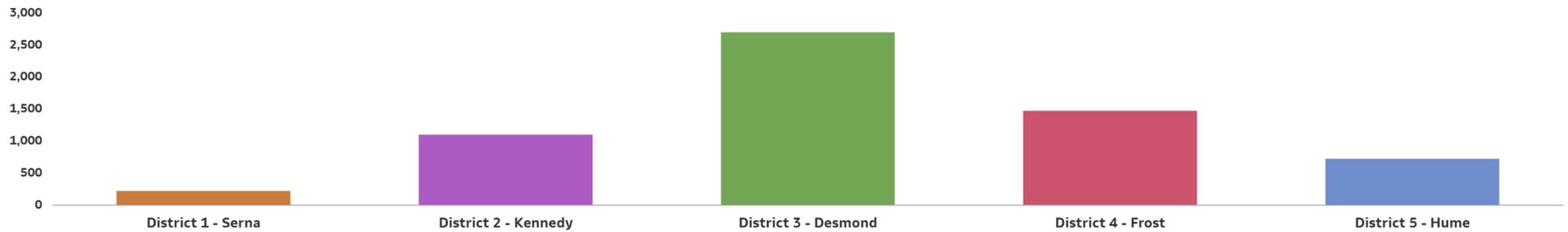
Service Request Interactions

District 5 Hume

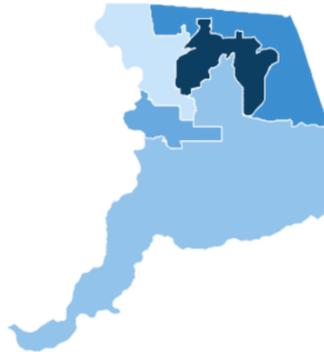
723

Service Request Interactions

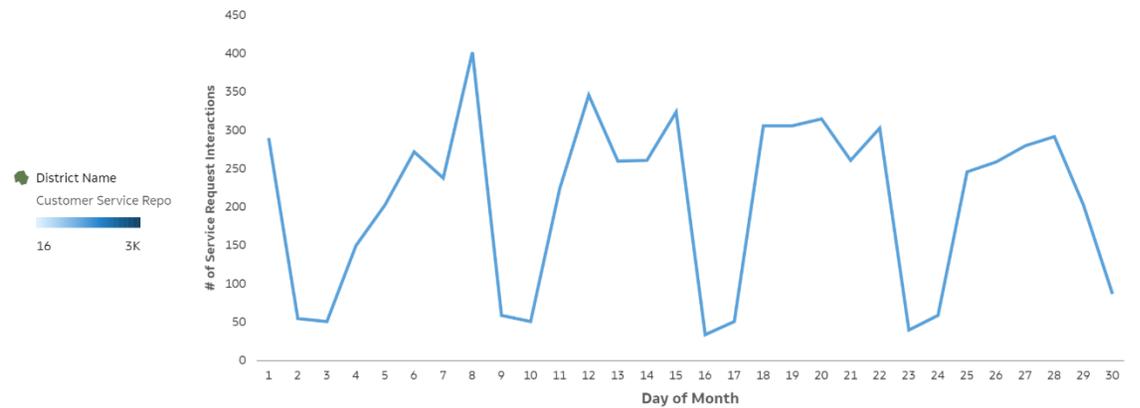
Service Request Interactions by District



Service Request Interactions by District Map



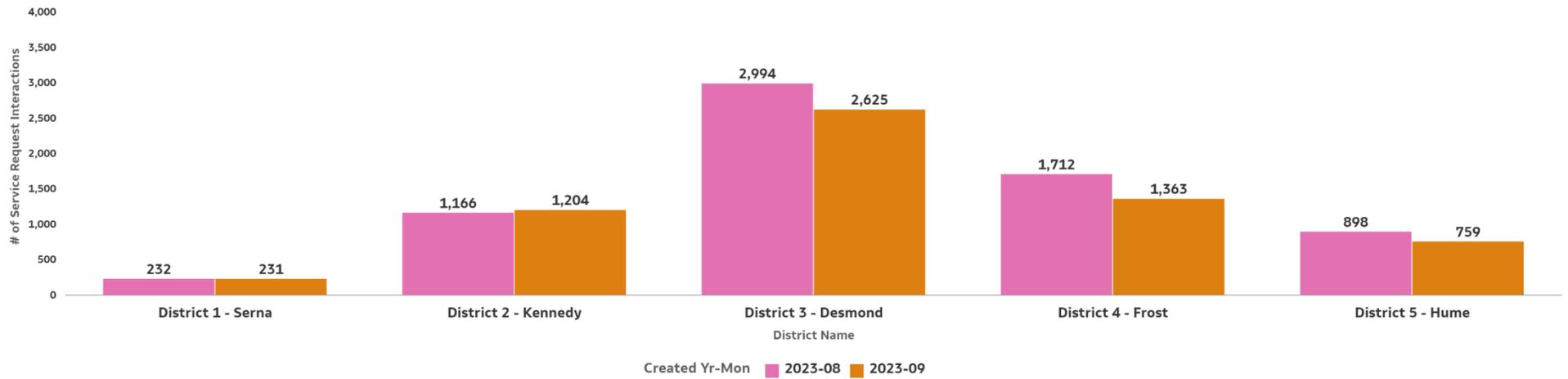
Service Request Interactions Closed by Day of Month



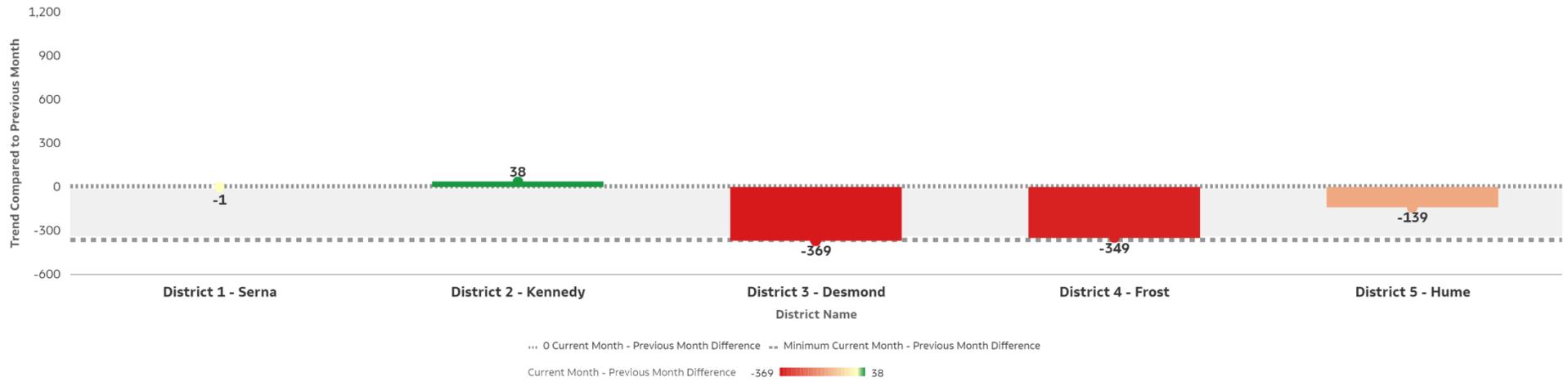
Board of Supervisors District Information

Previous Month Comparison of Service Request

Previous Month Comparison of Service Request interactions



Previous Month Trend of Service Request Interactions Per District



Previous Month Comparison (continued)

Monthly Comparison: Service Requests by District

District Name	2023-08	2023-09
	Service Request Map Count	Service Request Map Count
District 1 - Serna	232	231
District 2 - Kennedy	1,166	1,204
District 3 - Desmond	2,994	2,625
District 4 - Frost	1,712	1,363
District 5 - Hume	898	759

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,

Cat2, Cat3	District 1 - Serna	District 2 - Kennedy	District 3 - Desmond	District 4 - Frost	District 5 - Hume	Grand Total
	Current Month - Previous Month Difference					
Investigation, Barking (Dogs Only)		6	7	10	-1	18
Pavement/Pothole, Pothole/Chuckhole Repair	0	0	-2	4	9	11
Dead Animal, Roadside	-1	-4	-3	7	-4	-5
Stray, Roam	1	0	-10	-8	9	-8
Missed Service, Recycle	3	25	-20	-33	-22	-47
Illegal Dumping, Illegal Dumping	-12	-2	-1	-7	-51	-73
Private Property Complaint, Junk/Rubbish	5	-2	-25	-61	3	-80
Private Property Vehicle, Parked on Lawn	2	8	-25	-77		-88
Missed Service, Green Waste	-4	-24	-45	-15	-22	-110
Missed Service, Garbage	9	36	-188	-60	-26	-229
Grand Total	-1	43	-312	-240	-101	-611

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

Board of Supervisor District Analysis

District 1

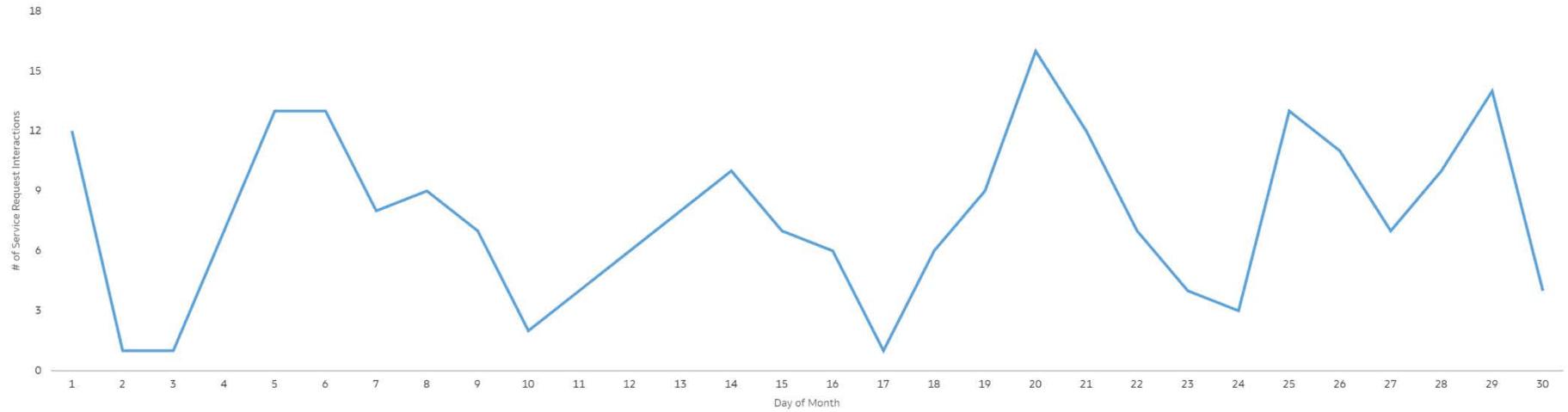
Service Requests Created

231

Service Requests Closed

162

Service Request Interactions Created by Day of Month



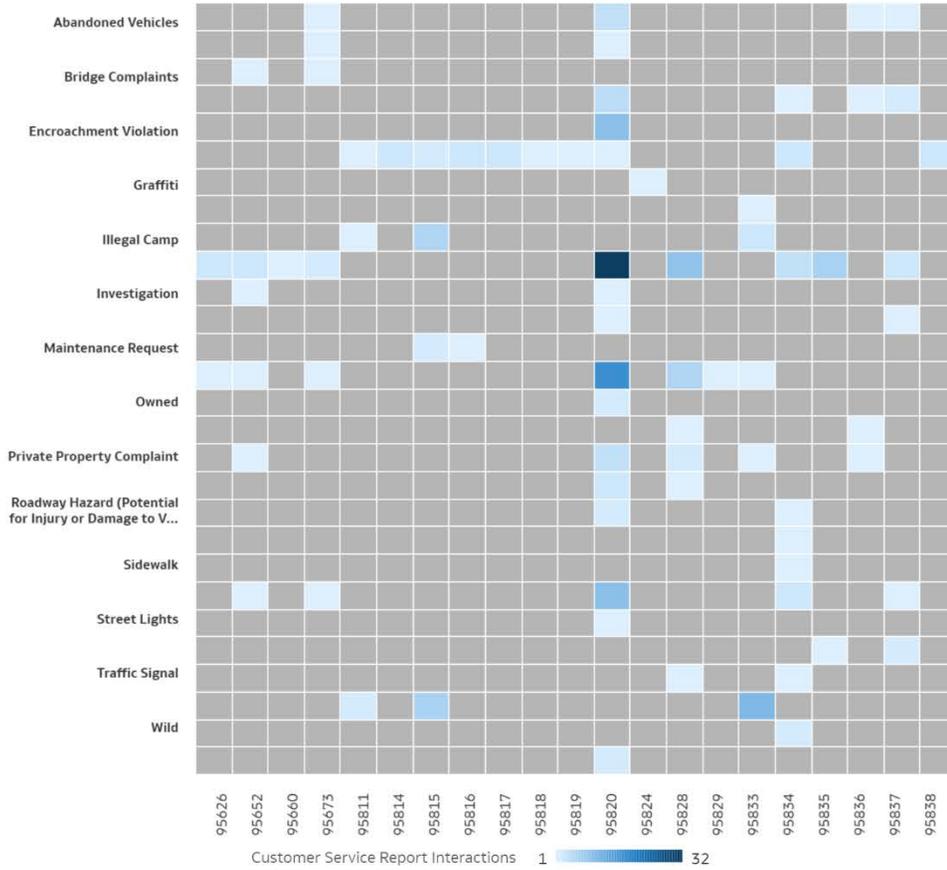
District Name, Customer Service Report Interactions



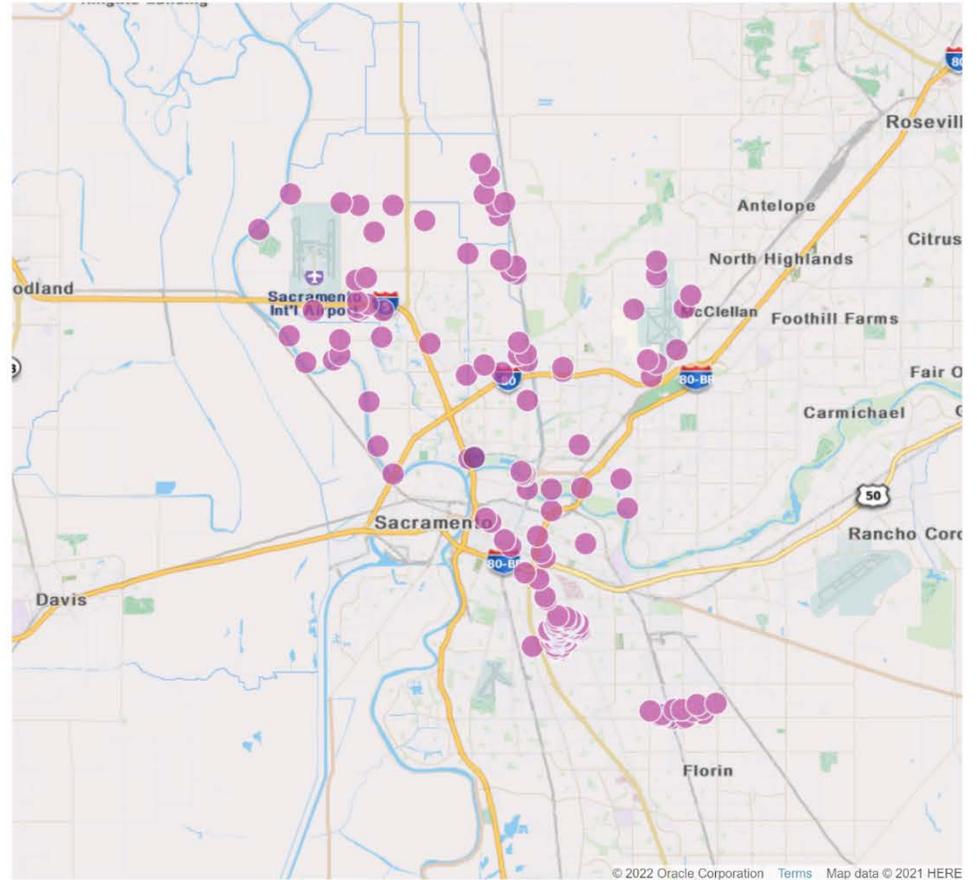
Board of Supervisor District Analysis

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

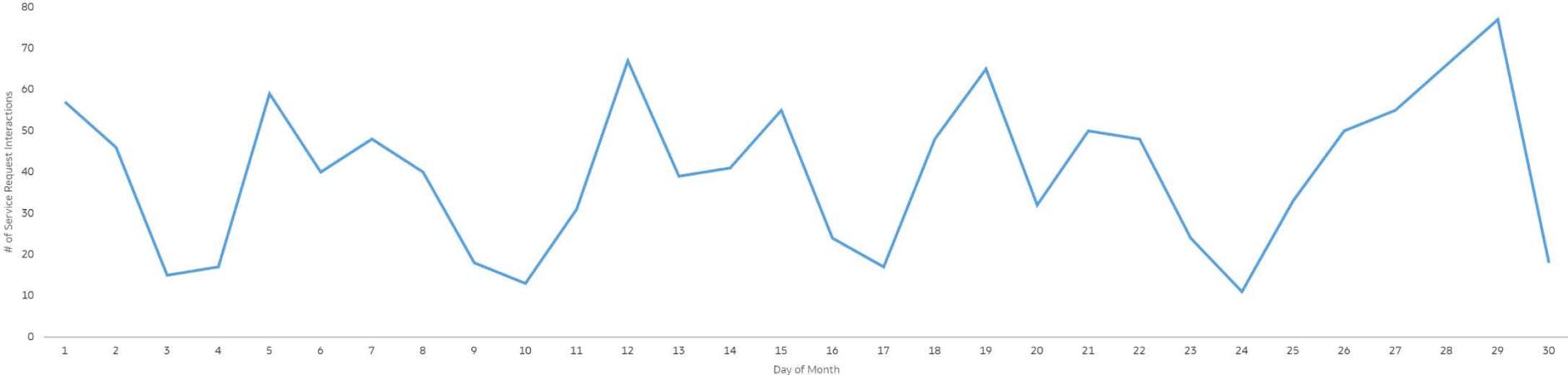
Service Requests Created

1,204

Service Requests Closed

909

Service Request Interactions Created by Day of Month



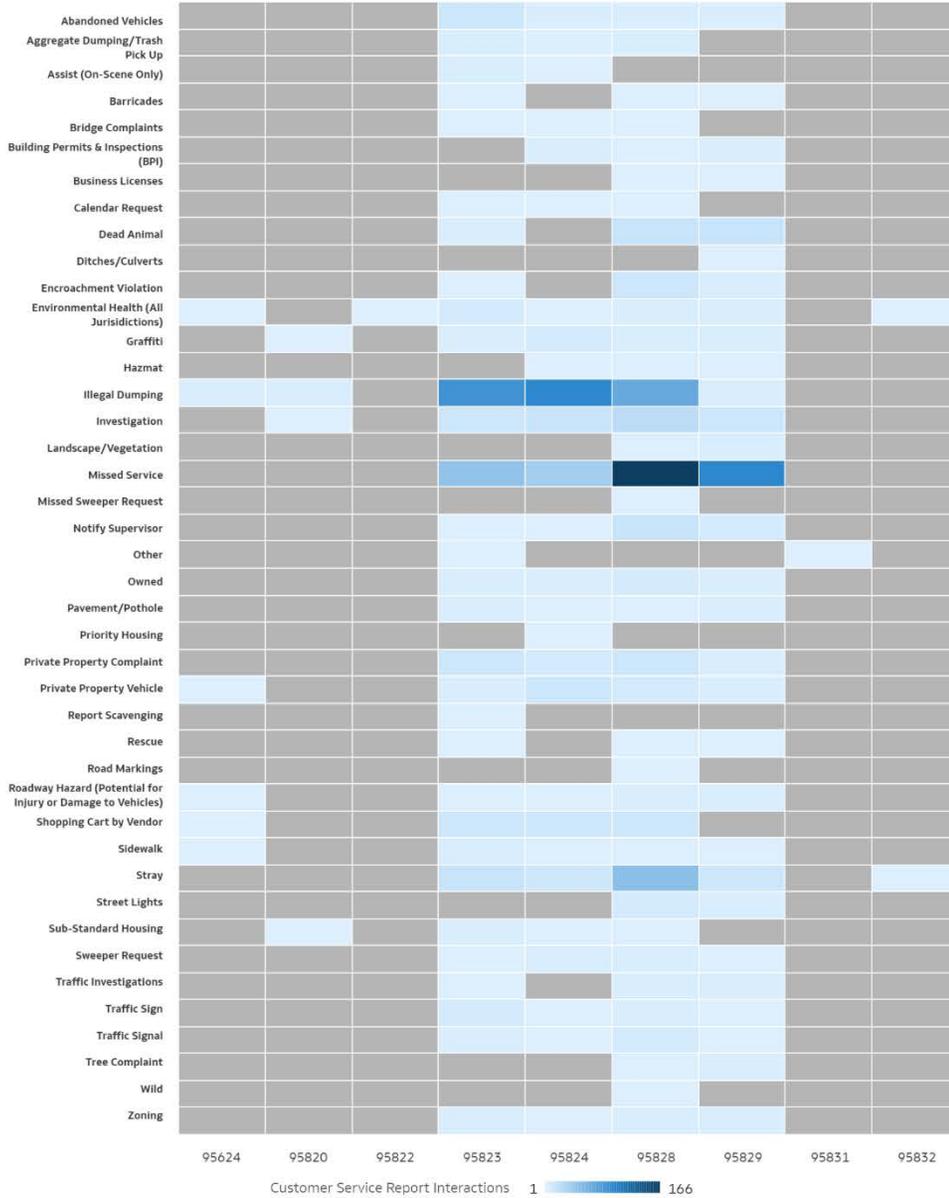
District Name, Customer Service Report Interactions



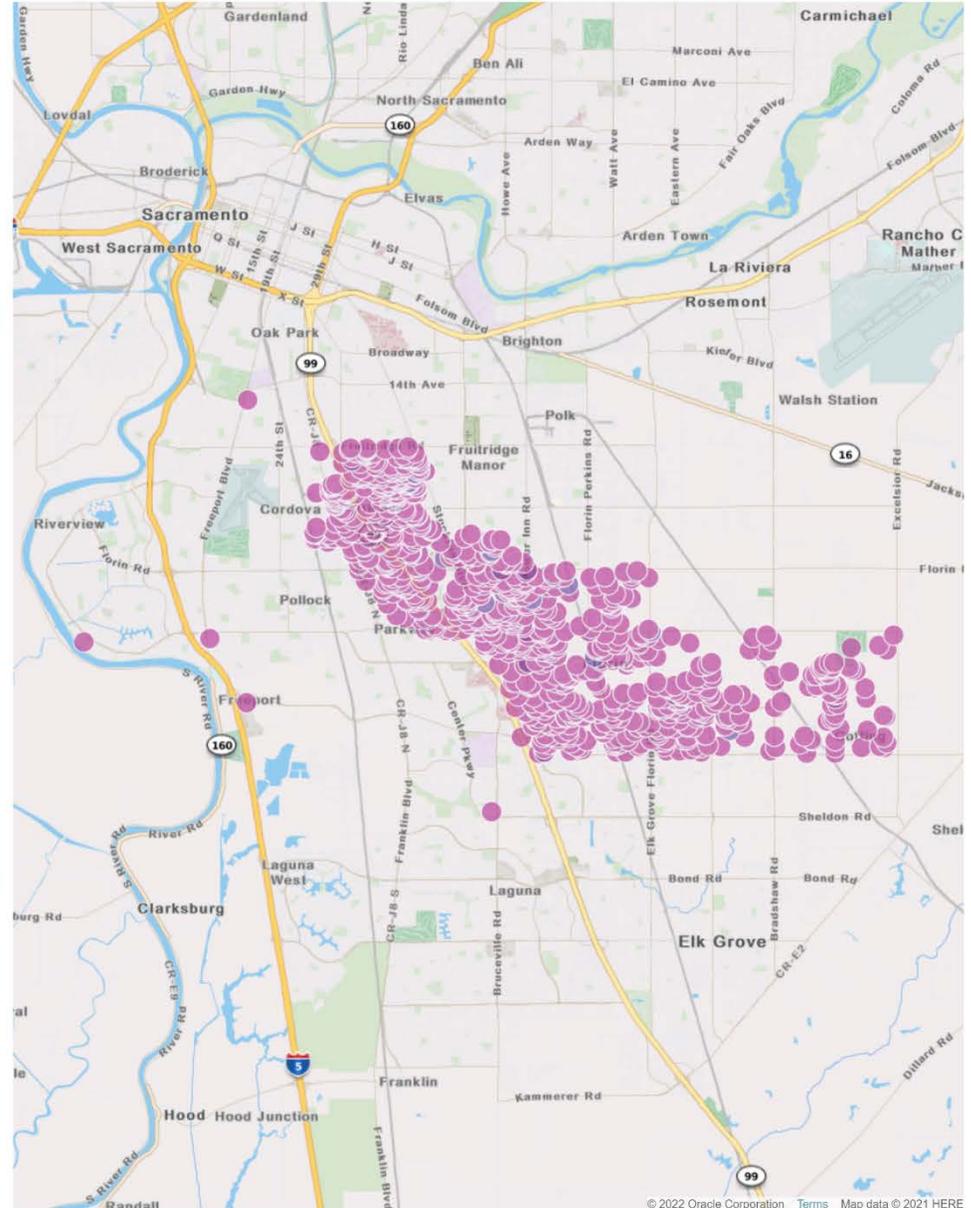
Board of Supervisor District Analysis

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

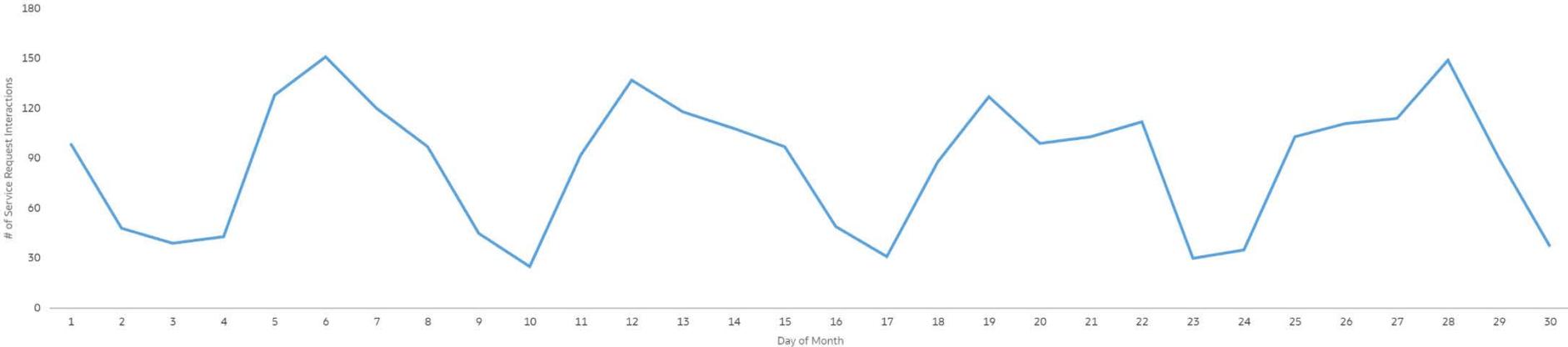
Service Requests Created

2,625

Service Requests Closed

1,933

Service Request Interactions Created by Day of Month



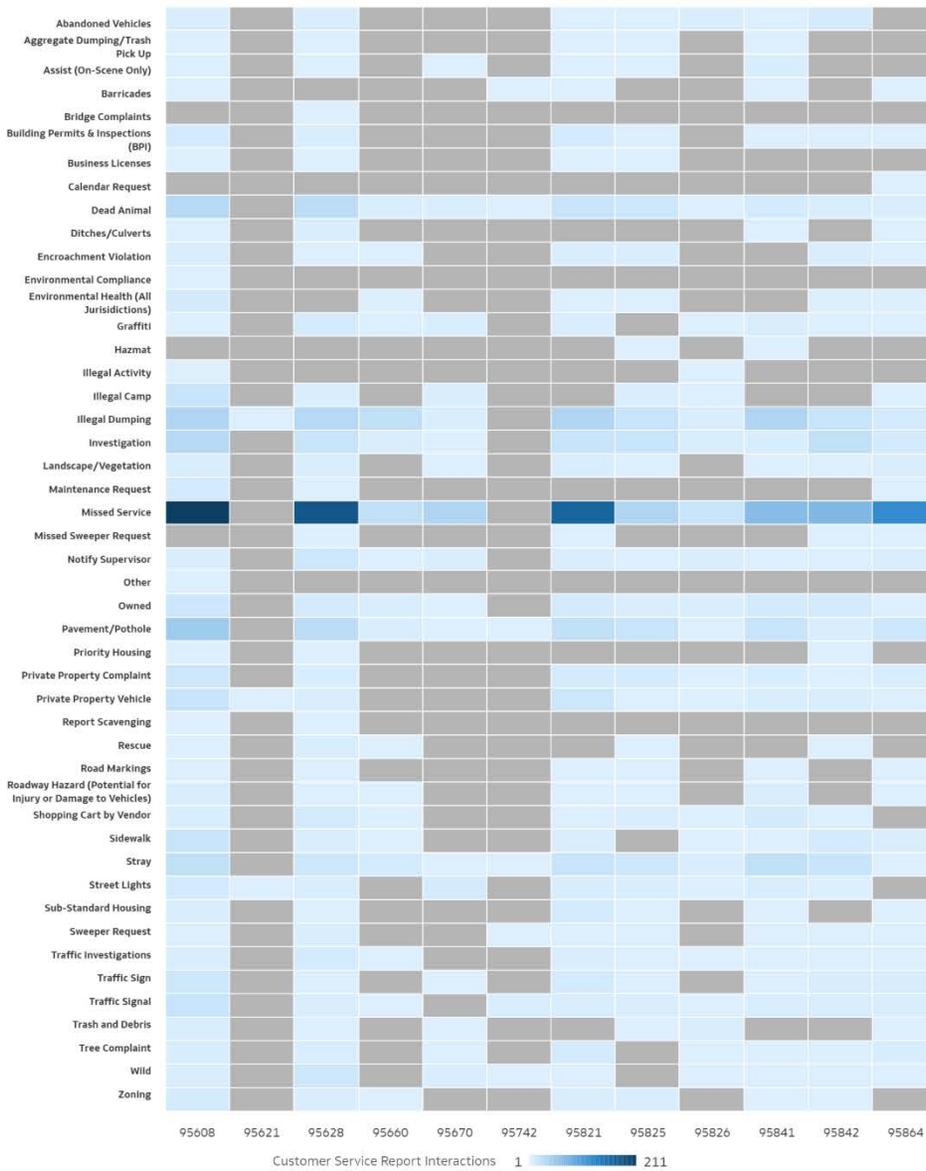
District Name, Customer Service Report Interactions



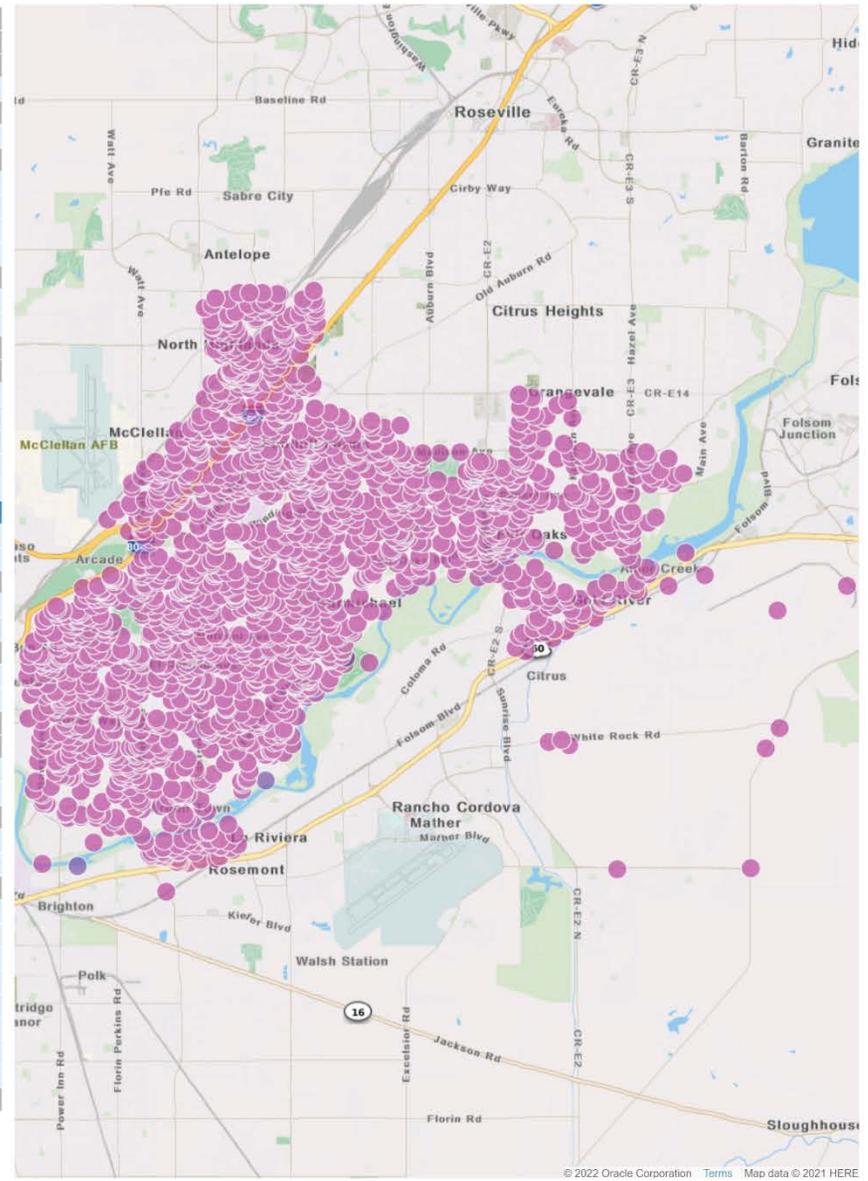
Board of Supervisor District Analysis

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

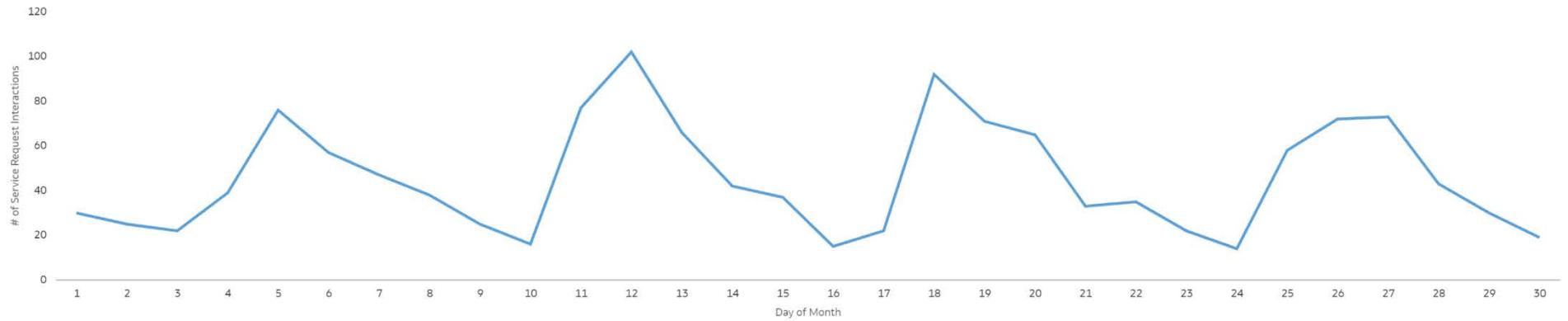
Service Requests Created

1,363

Service Requests Closed

1,083

Service Request Interactions Created by Day of Month



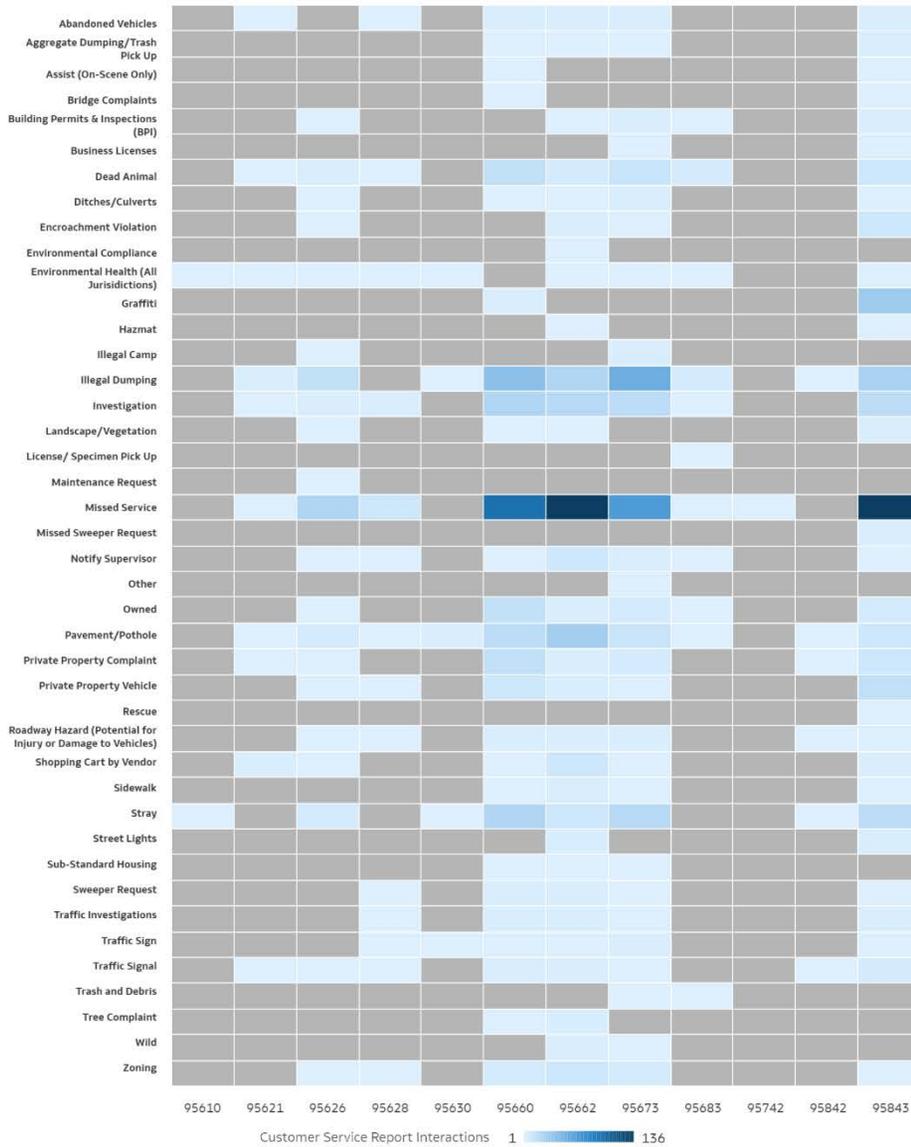
District Name, Customer Service Report Interactions



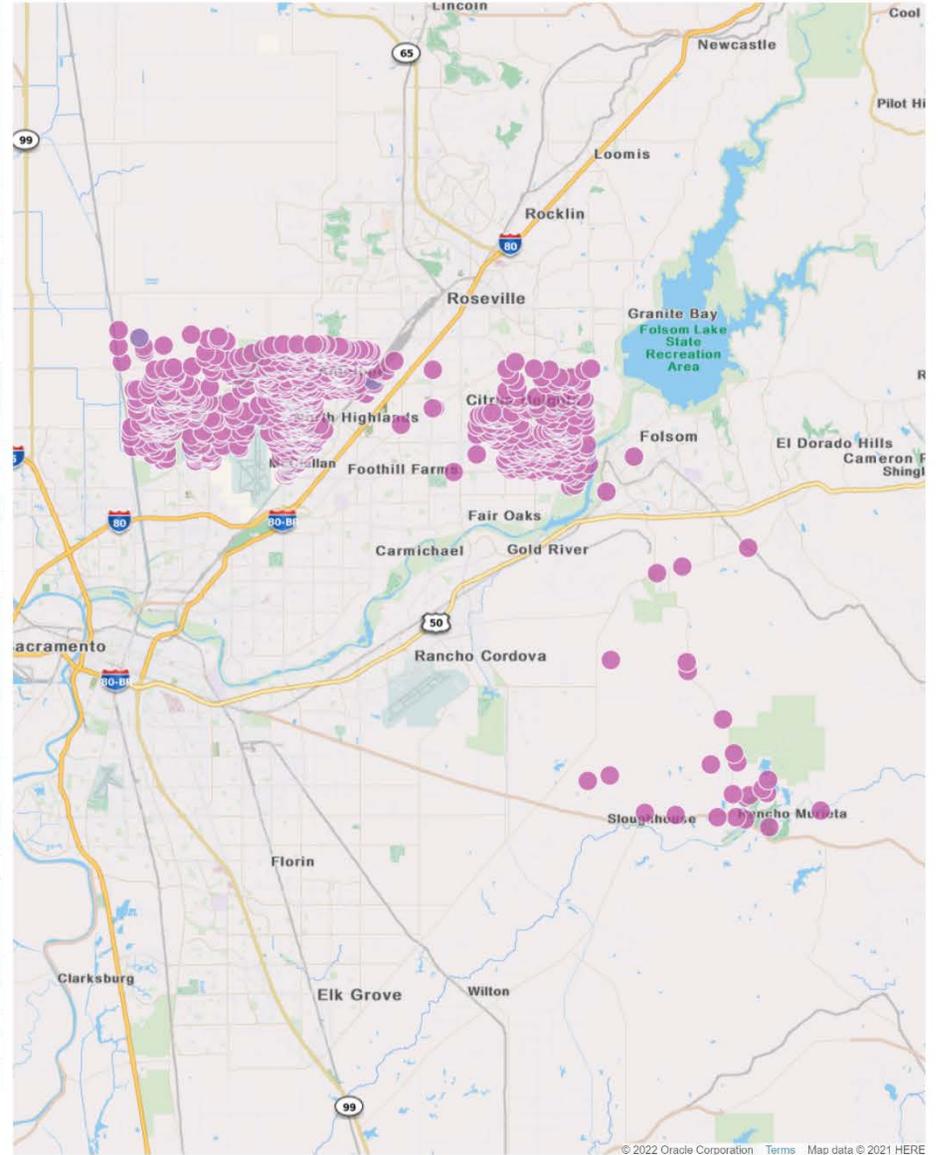
Board of Supervisor District Analysis

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

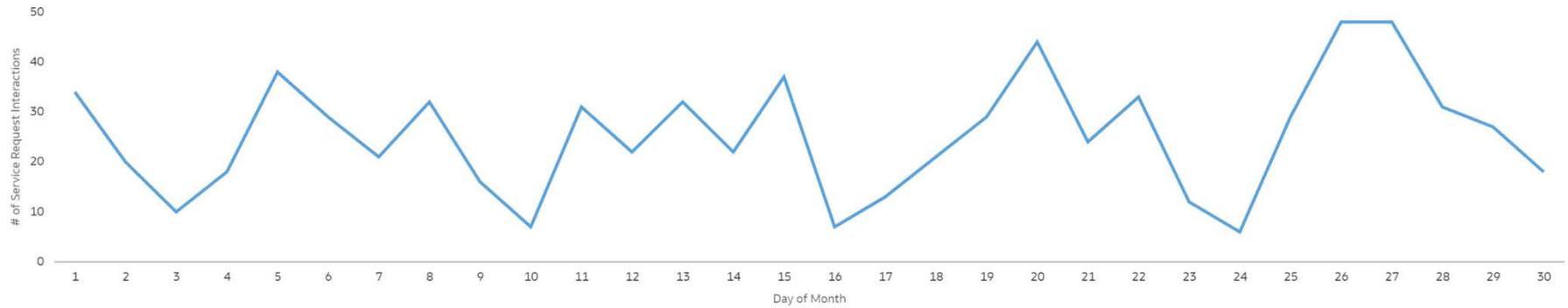
Service Requests Created

759

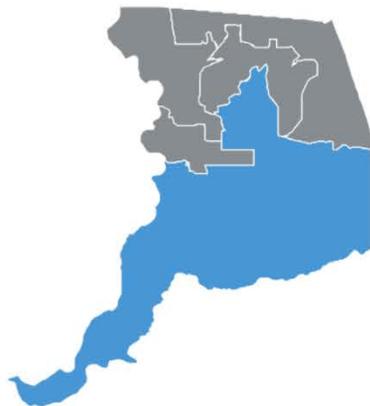
Service Requests Closed

609

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions

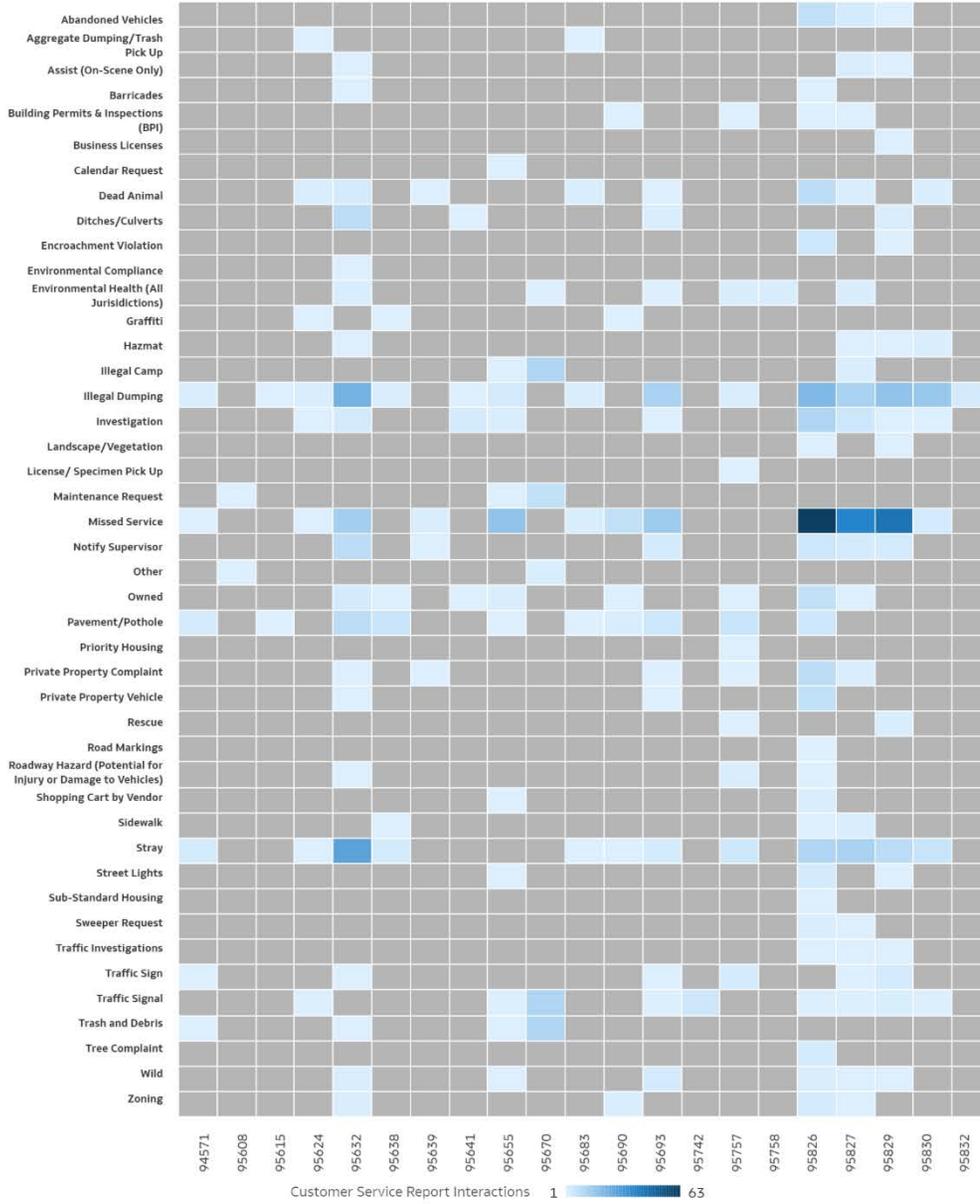


of Service Requests
759 759

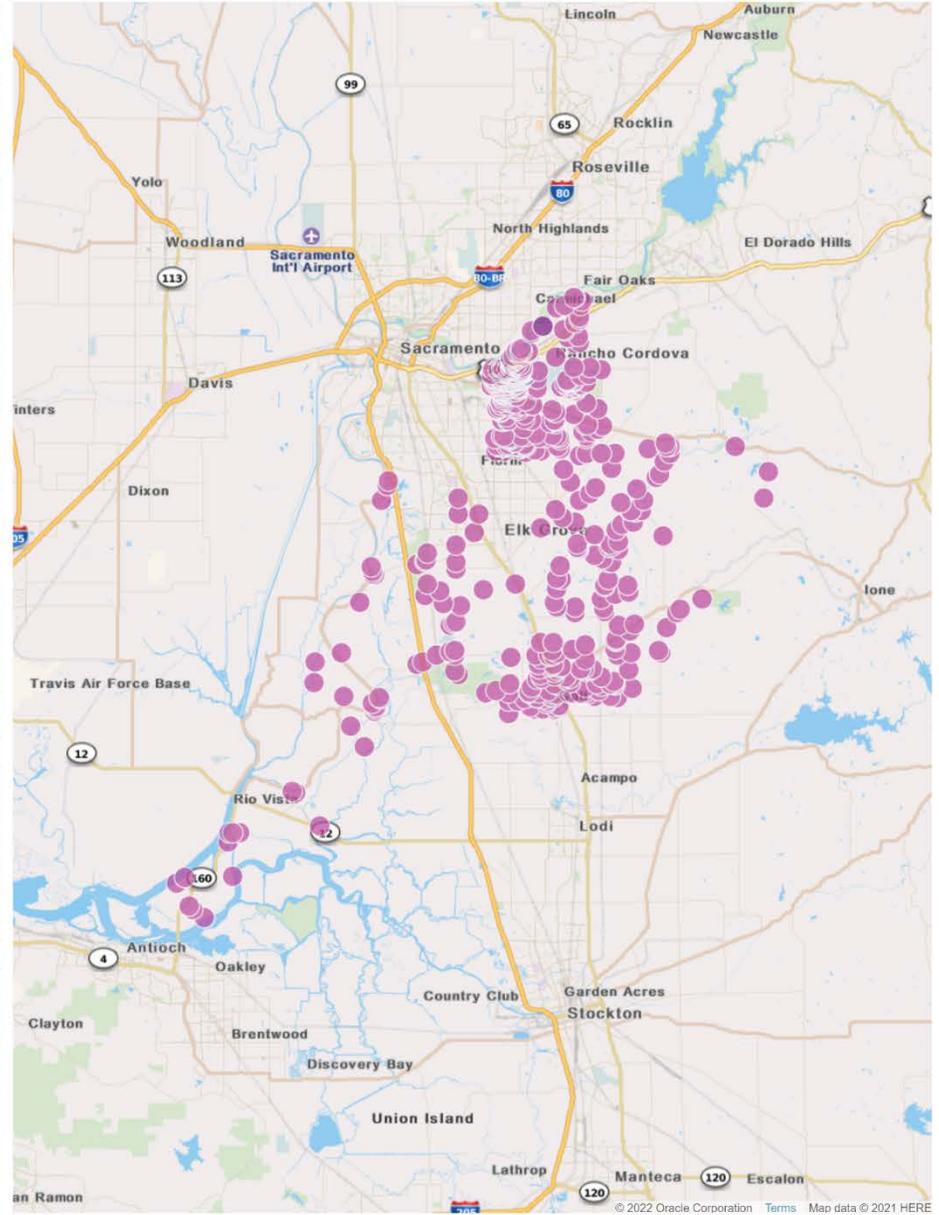
Board of Supervisor District Analysis

District 5 (continued)

Service Request Interactions by Category Per Zip Code



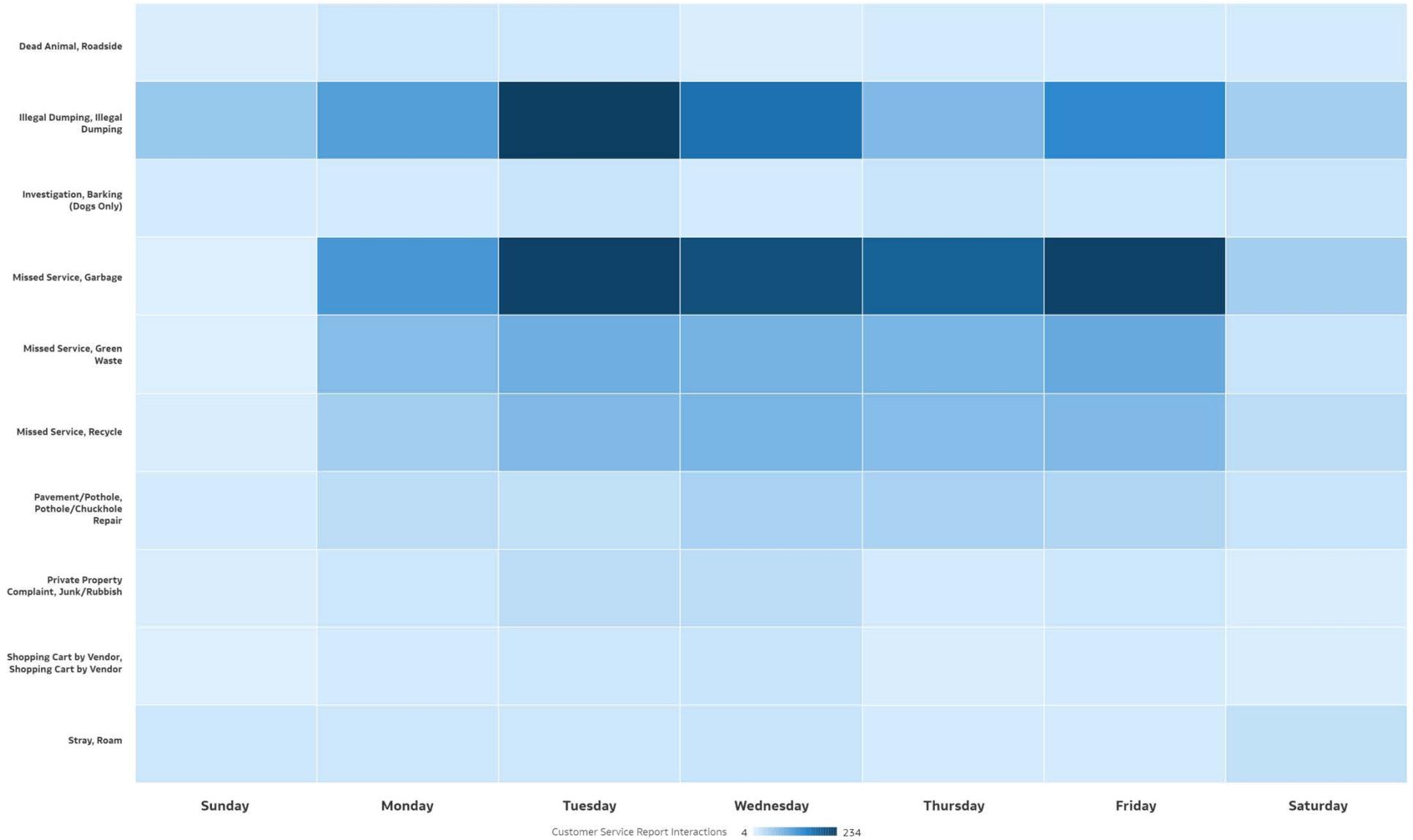
Service Request Interactions Mapped by Selected Zip Code



Aging of Open Requests

Top Service Requests Open by Day

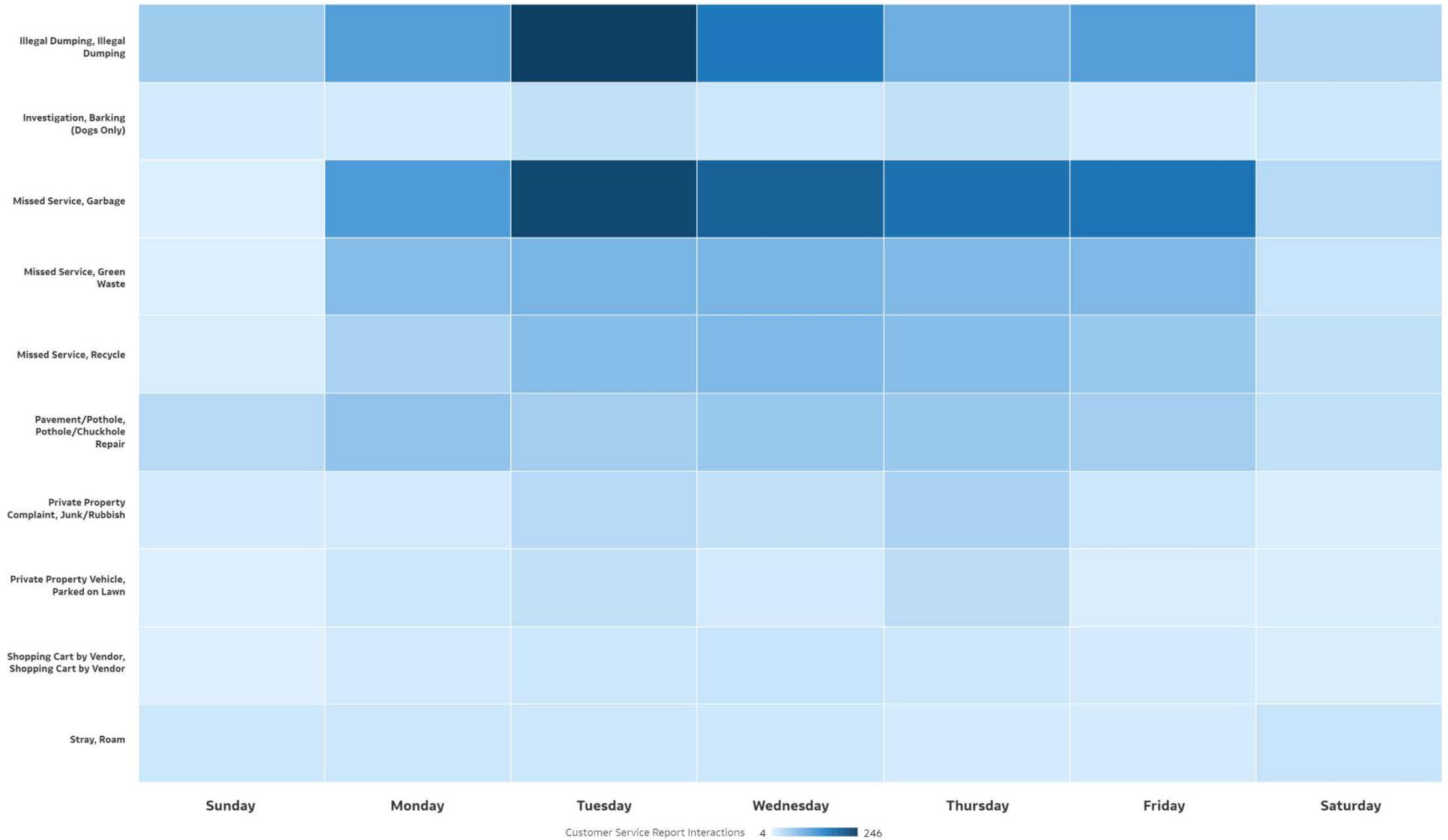
Opened Service Request Interactions by Category Per Day of Week



Aging of Open Requests

Top Service Requests Closed by Day

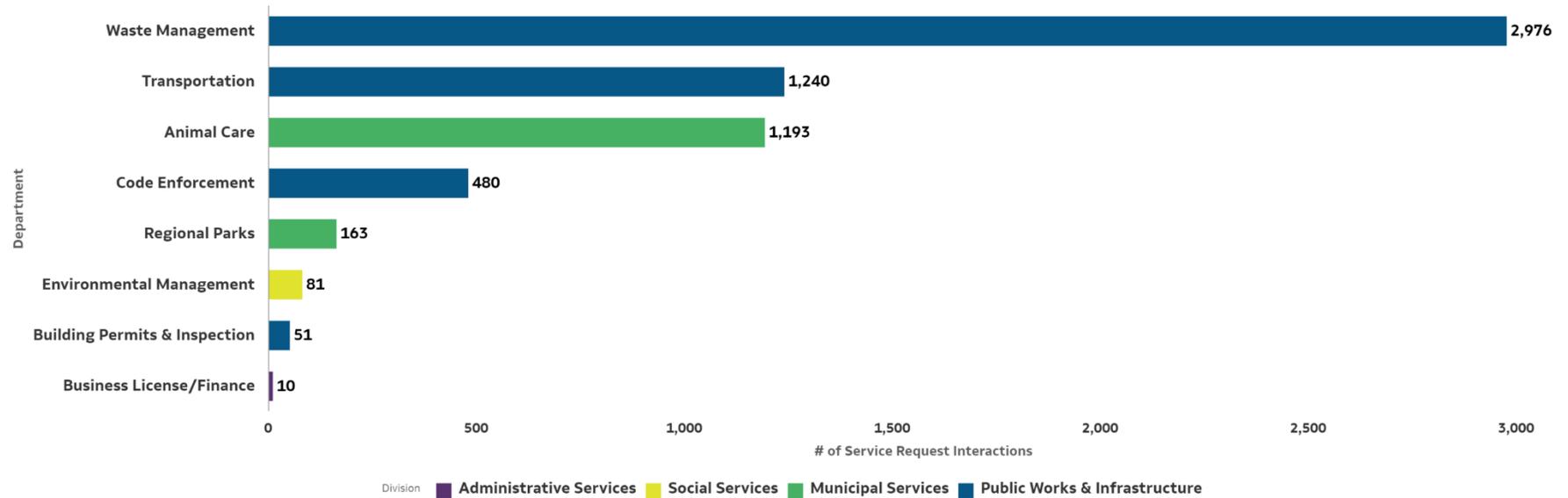
Closed Service Request Interactions by Category Per Day of Week



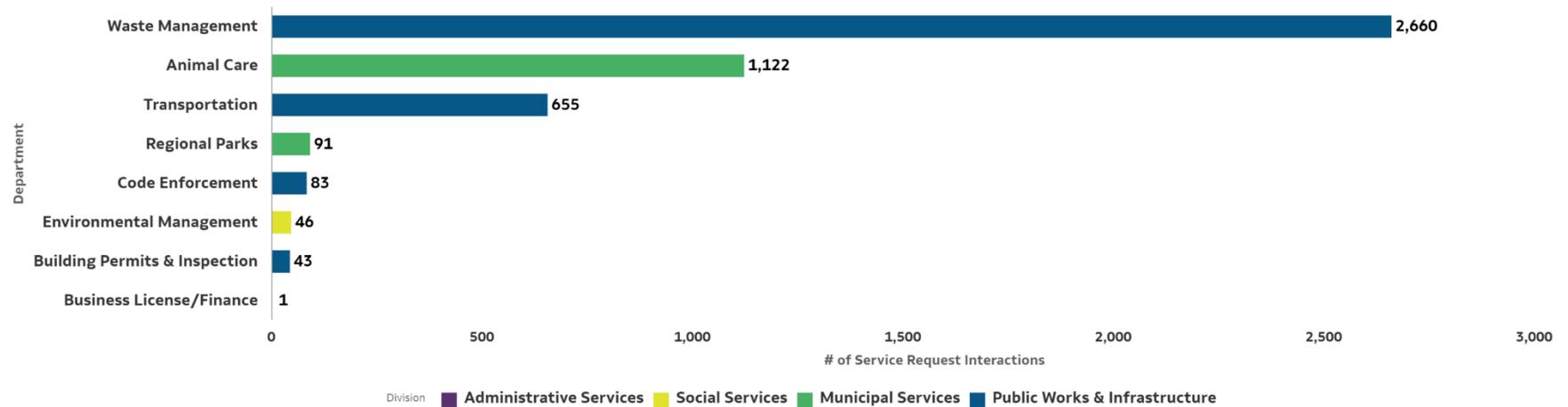
Aging of Open Requests

Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



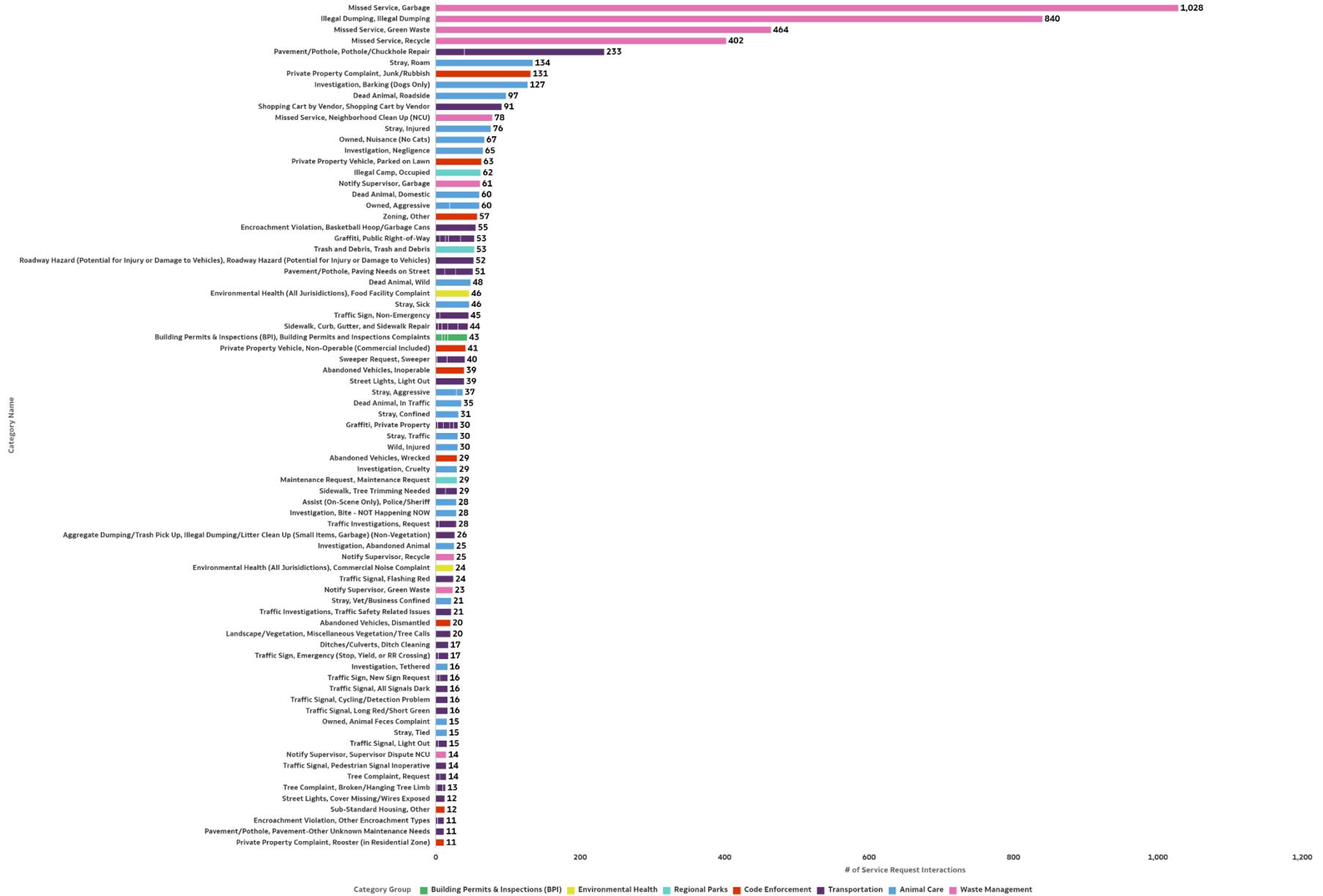
Service Request Interactions Closed by Department, Division



Aging of Open Requests

Greater Than 10 Service Requests

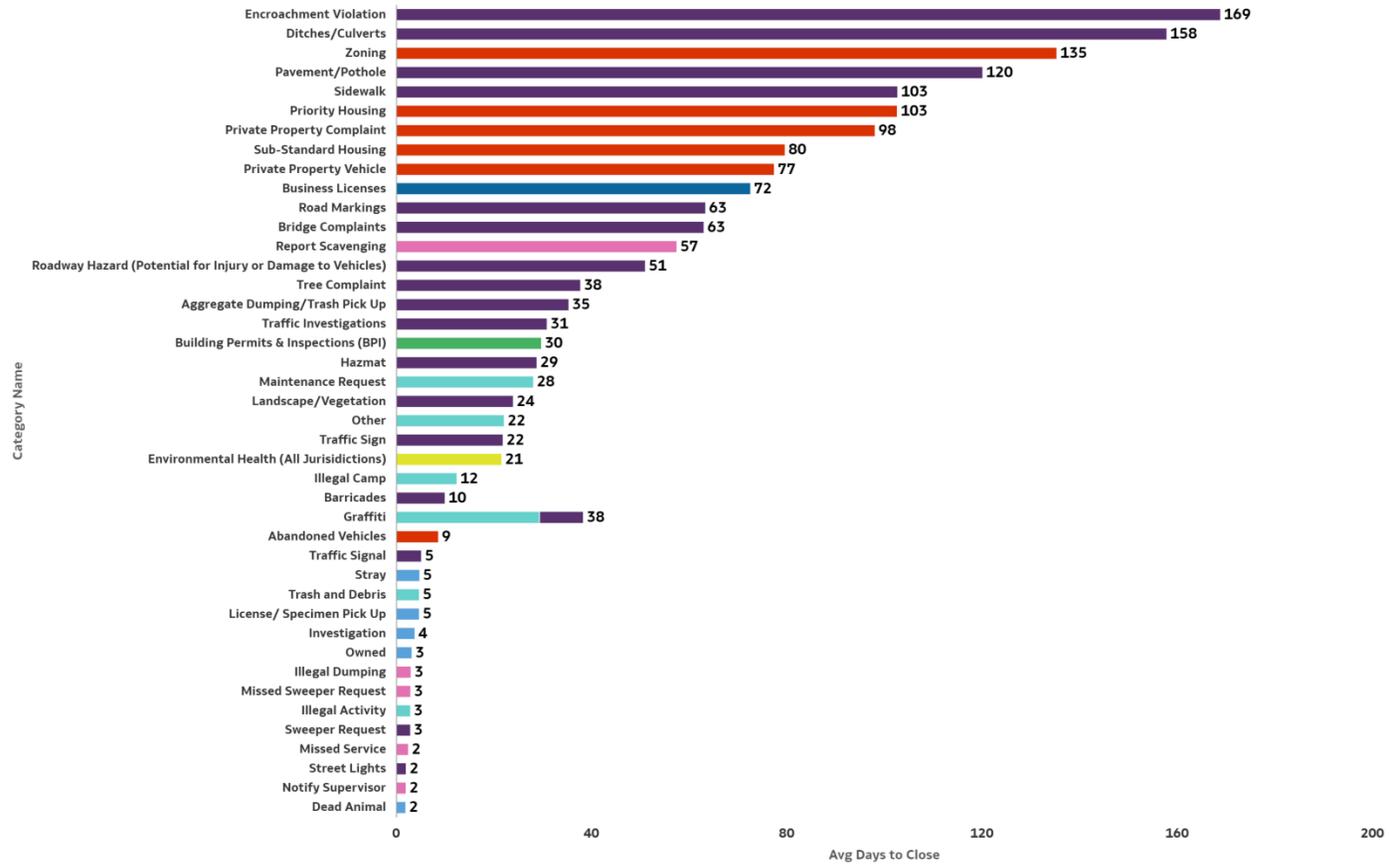
Service Request Interactions (>10 requests) by Category, Group



Aging of Open Requests

Average Days to Close Service Requests

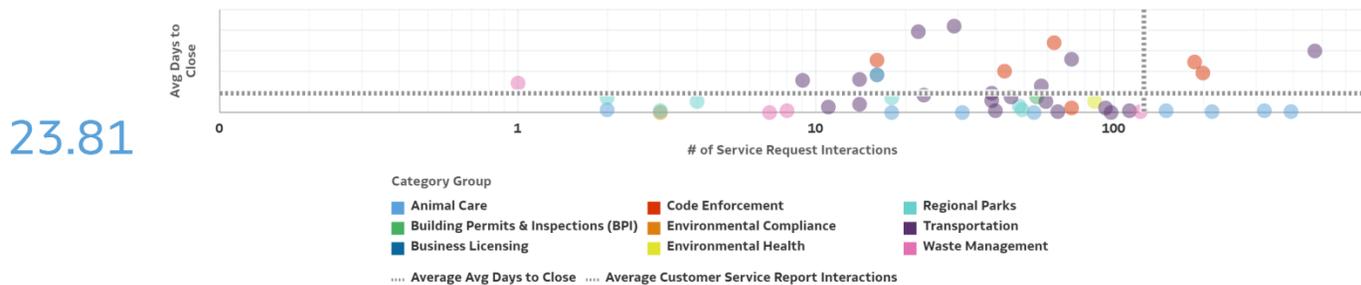
Avg Days to Close by Category Name, Group



Category Group



Avg Days to Close Avg Days to Close by Category Name, Group



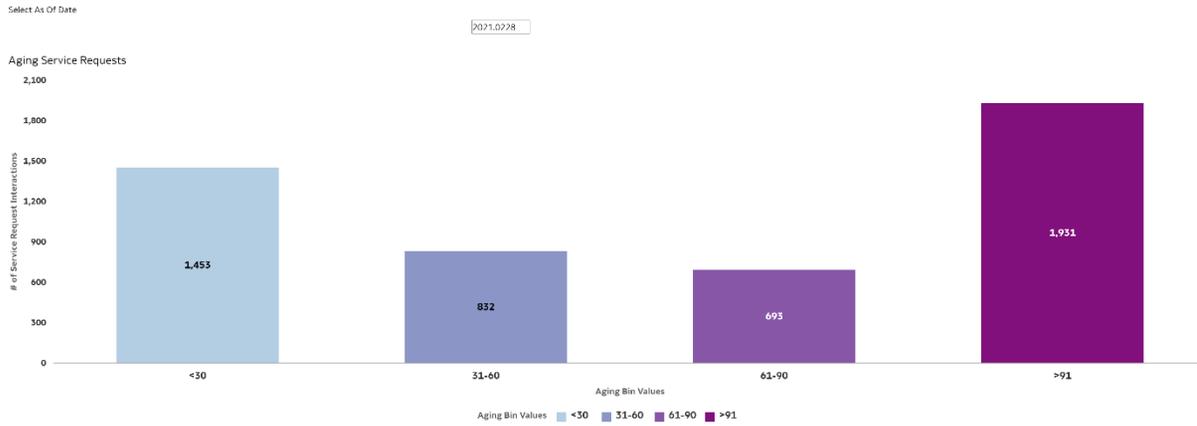
Aging of Open Requests

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	Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Waste Management	Calendar Request	7	0.03	Environmental Health	Environmental Health (All Jurisdictions)	86	21.49
Animal Care	Rescue	18	0.07	Transportation	Traffic Sign	59	21.75
Animal Care	Assist (On-Scene Only)	31	0.08	Regional Parks	Other	4	21.99
Animal Care	Wild	54	0.19	Transportation	Landscape/Vegetation	39	23.85
Environmental Compliance	Environmental Compliance	3	0.25	Regional Parks	Maintenance Request	18	27.98
Transportation	Shopping Cart by Vendor	98	0.32	Regional Parks	Graffiti	2	29.20
Animal Care	Dead Animal	214	1.80	Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	55	29.61
Transportation	Street Lights	65	1.88	Transportation	Traffic Investigations	45	30.77
Waste Management	Notify Supervisor	123	1.89	Transportation	Aggregate Dumping/Trash Pick Up	23	33.74
Animal Care	Stray	394	2.33	Transportation	Tree Complaint	39	37.63
Waste Management	Missed Service	1,864	2.35	Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	57	50.89
Transportation	Sweeper Request	40	2.66	Waste Management	Report Scavenging	1	57.36
Regional Parks	Illegal Activity	3	2.79	Transportation	Bridge Complaints	9	62.91
Waste Management	Missed Sweeper Request	8	2.82	Transportation	Road Markings	14	63.25
Waste Management	Illegal Dumping	864	2.89	Business Licensing	Business Licenses	16	72.46
Animal Care	Investigation	320	2.93	Code Enforcement	Private Property Vehicle	199	77.31
Animal Care	Owned	150	3.09	Code Enforcement	Sub-Standard Housing	43	79.53
Transportation	Traffic Signal	113	3.55	Code Enforcement	Private Property Complaint	186	97.97
Animal Care	License/ Specimen Pick Up	2	4.58	Code Enforcement	Priority Housing	16	102.52
Regional Parks	Trash and Debris	49	4.60	Transportation	Sidewalk	72	102.60
Code Enforcement	Abandoned Vehicles	72	8.52	Transportation	Pavement/Pothole	472	120.04
Transportation	Graffiti	94	8.99	Code Enforcement	Zoning	63	135.20
Transportation	Barricades	11	9.87	Transportation	Ditches/Culverts	22	157.76
Regional Parks	Illegal Camp	48	12.31	Transportation	Encroachment Violation	29	168.75
Transportation	Hazmat	14	16.58				

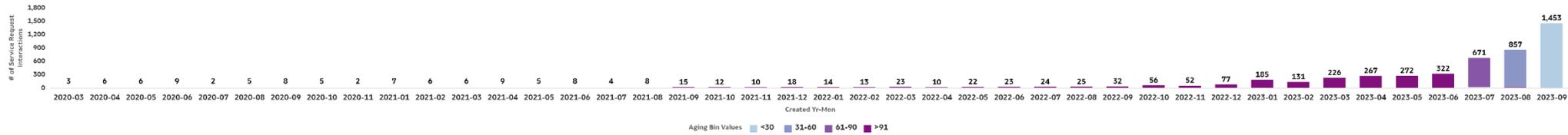
Aging of Open Requests



Aging Service Requests

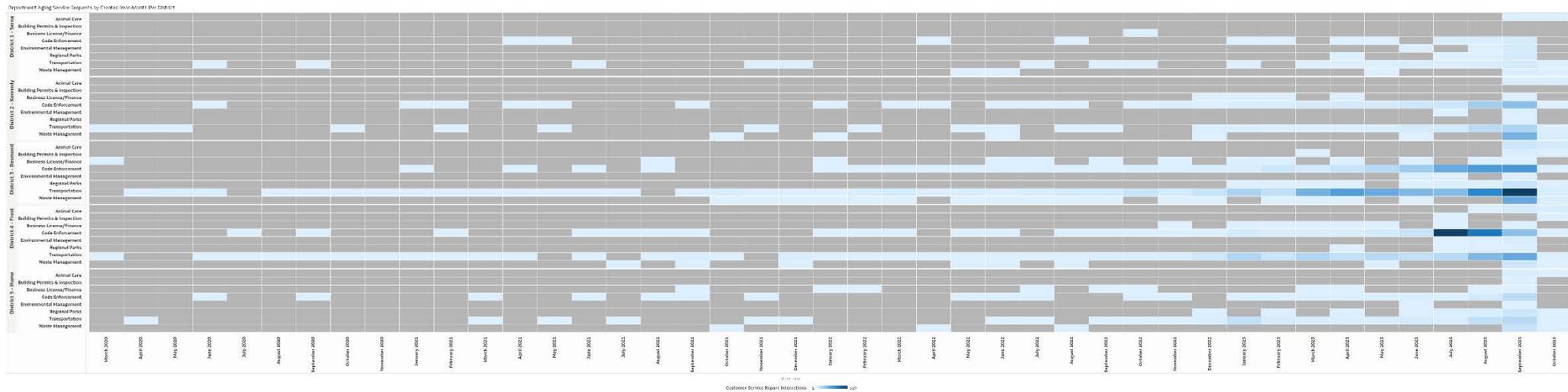
Aging Bin Values	Customer Service Request Interactions
<30	1,453
31-60	832
61-90	693
>91	1,931

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

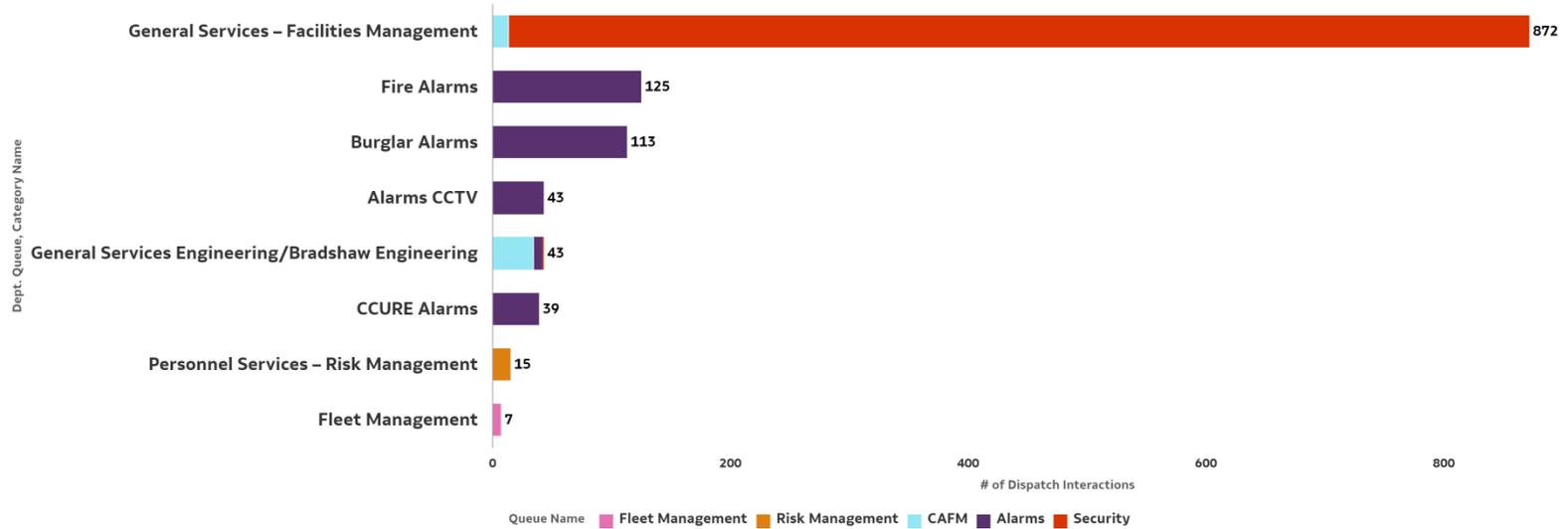
CCURE	Computer Coordinated Universal Retrieval Entry
DTECH	Department of Technology
DHS	Department of Health Services
SASD	Sacramento Area Sewer District
JIRA	Proprietary issue tracking product that allows bug tracking and agile project management.
NAWAS	National Warning System

Dispatch Service Request

Administrative Services

Dispatch Interactions by Category, Queue

Division: Administrative Services



Service Definitions

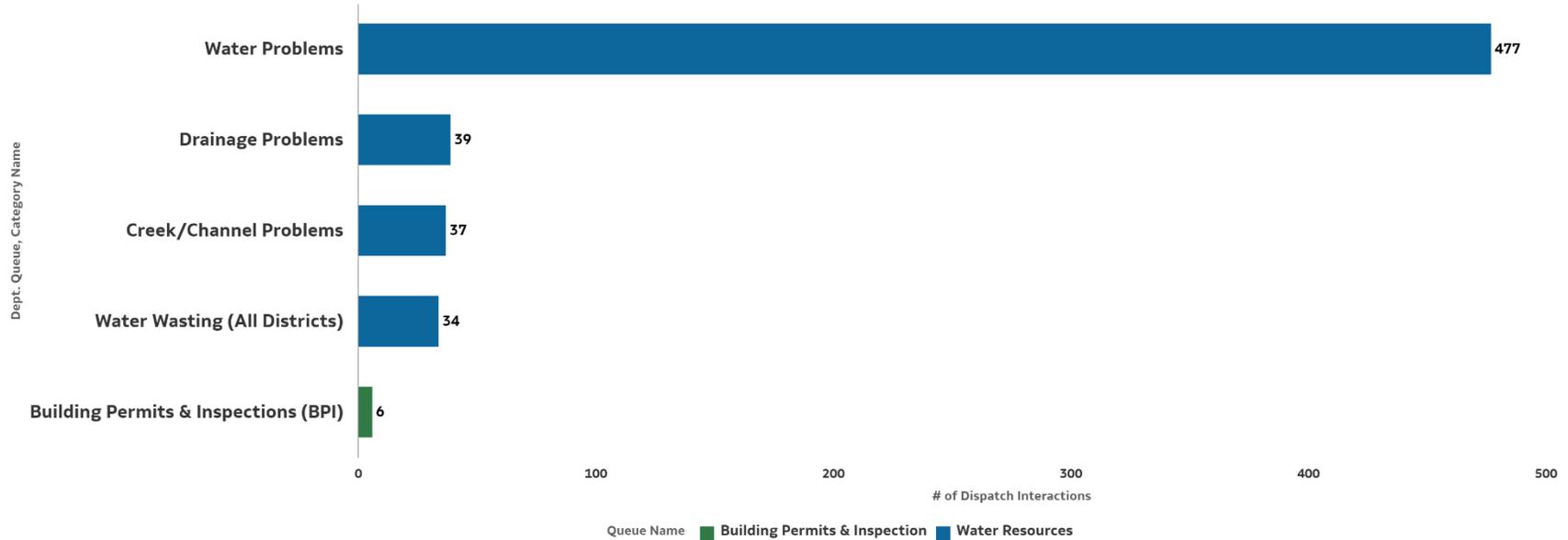
General Services Engineering/Bradshaw Engineering	Dispatch Services for Downtown and Bradshaw Facility Engineers to respond for fire/environmental alarms, generator testing, electrical, plumbing issues in county maintained buildings, etc.
General Services Facilities Management	Dispatch Services for Facilities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

Dispatch Interactions by Category, Queue

Division: Public Works & Infrastructure



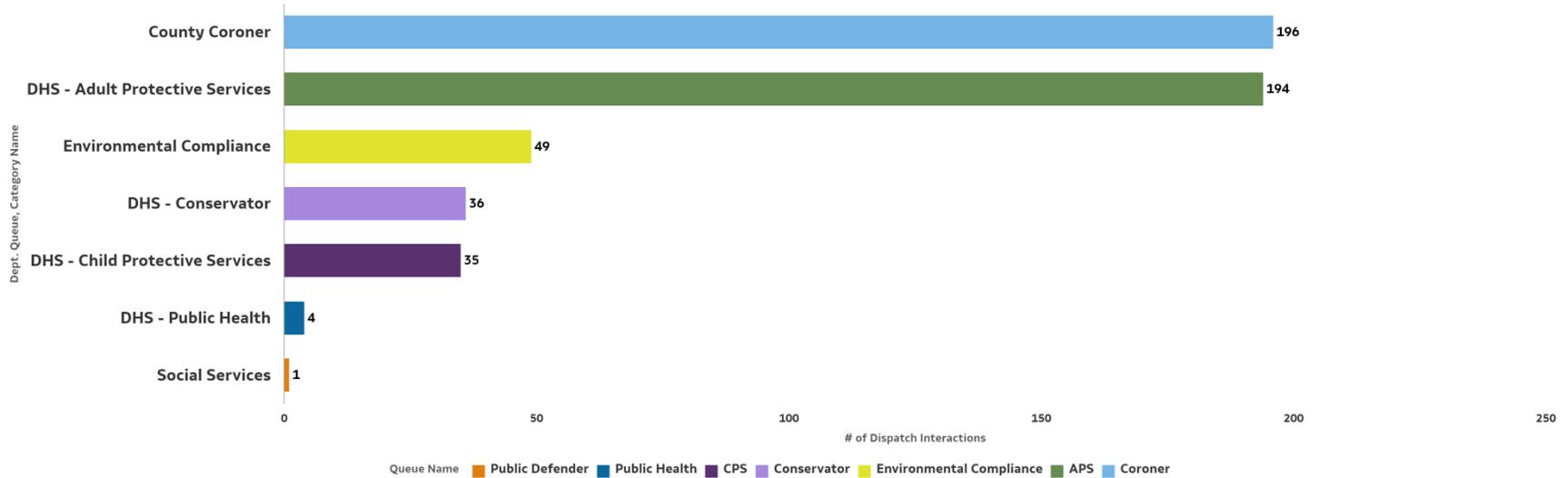
Service Definitions

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

Dispatch Interactions by Category, Queue
Division: Social Services



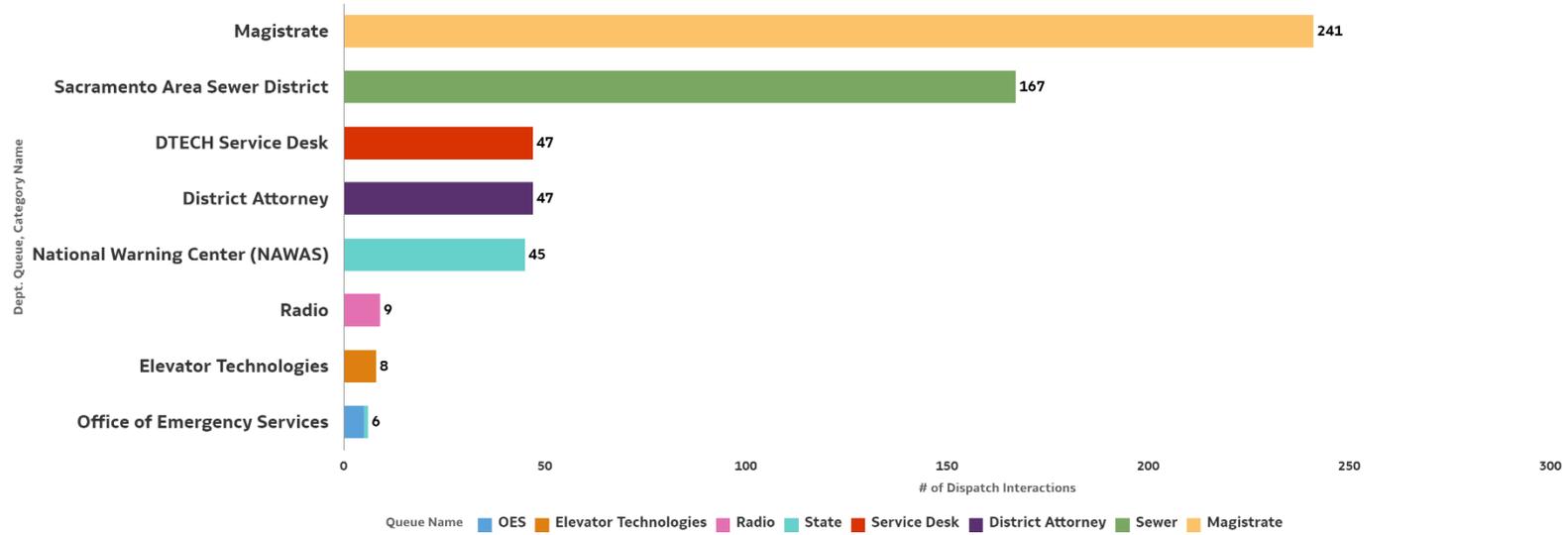
Service Definitions

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.