

Monthly 311 Communications/Dispatch Center

SERVICE REQUEST & STATISTICS REPORT

July 2024



SAC COUNTY
311
CONNECT

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

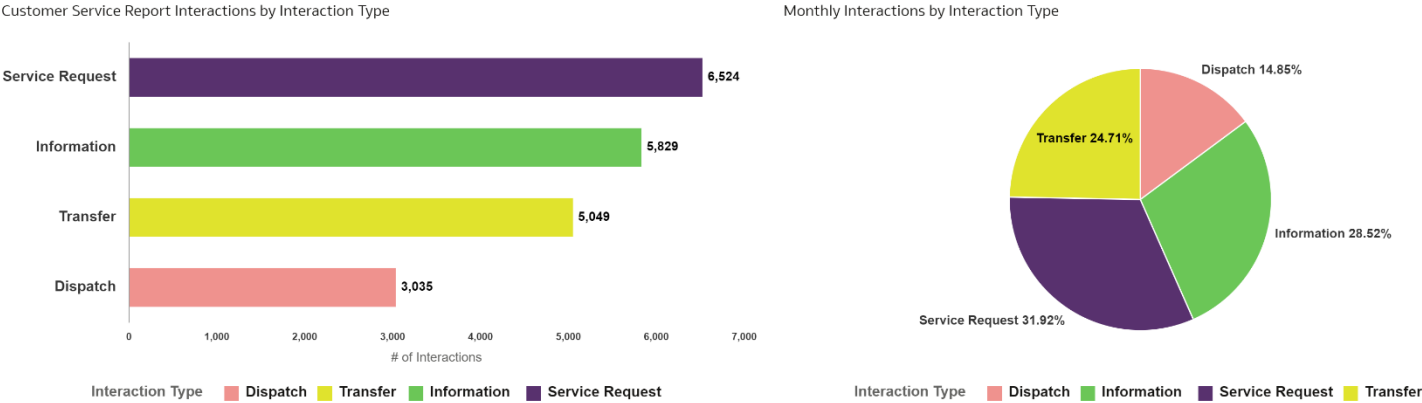
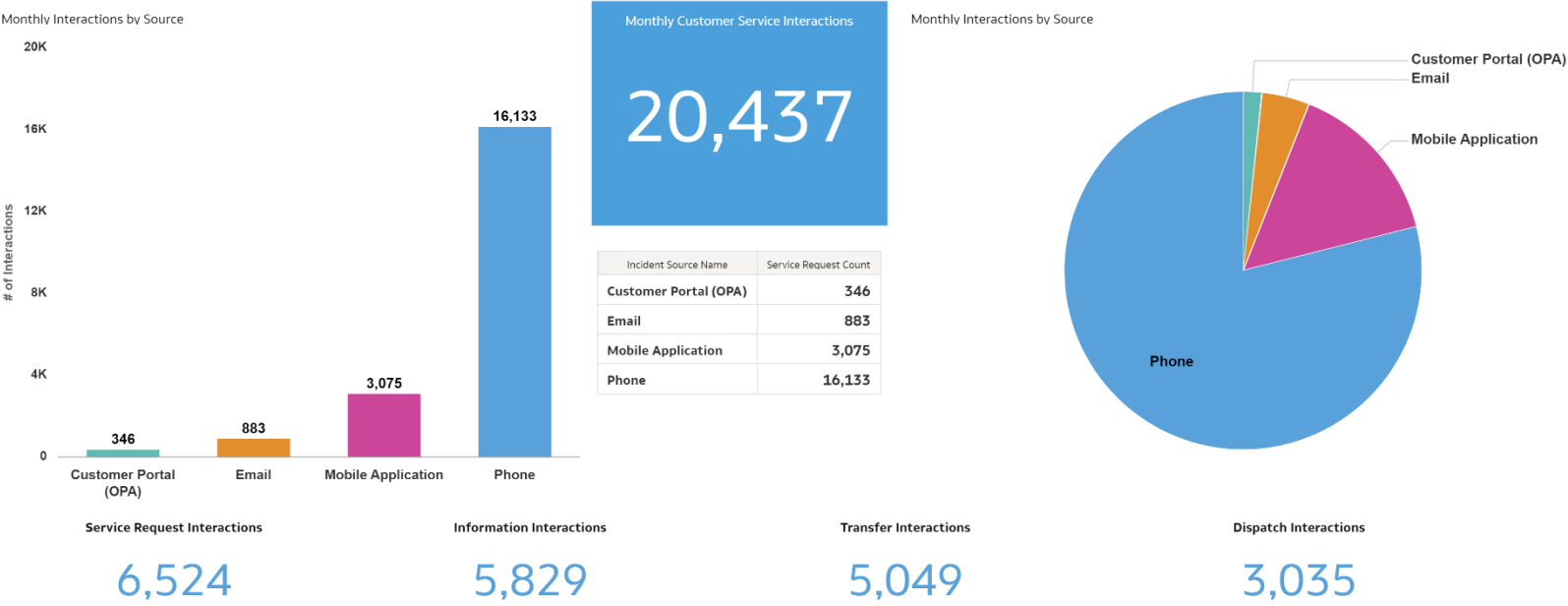
SACRAMENTO
COUNTY

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Monthly Statistics



Service Request Interaction Totals (>10 Requests) by Category

Service Request Interaction Totals

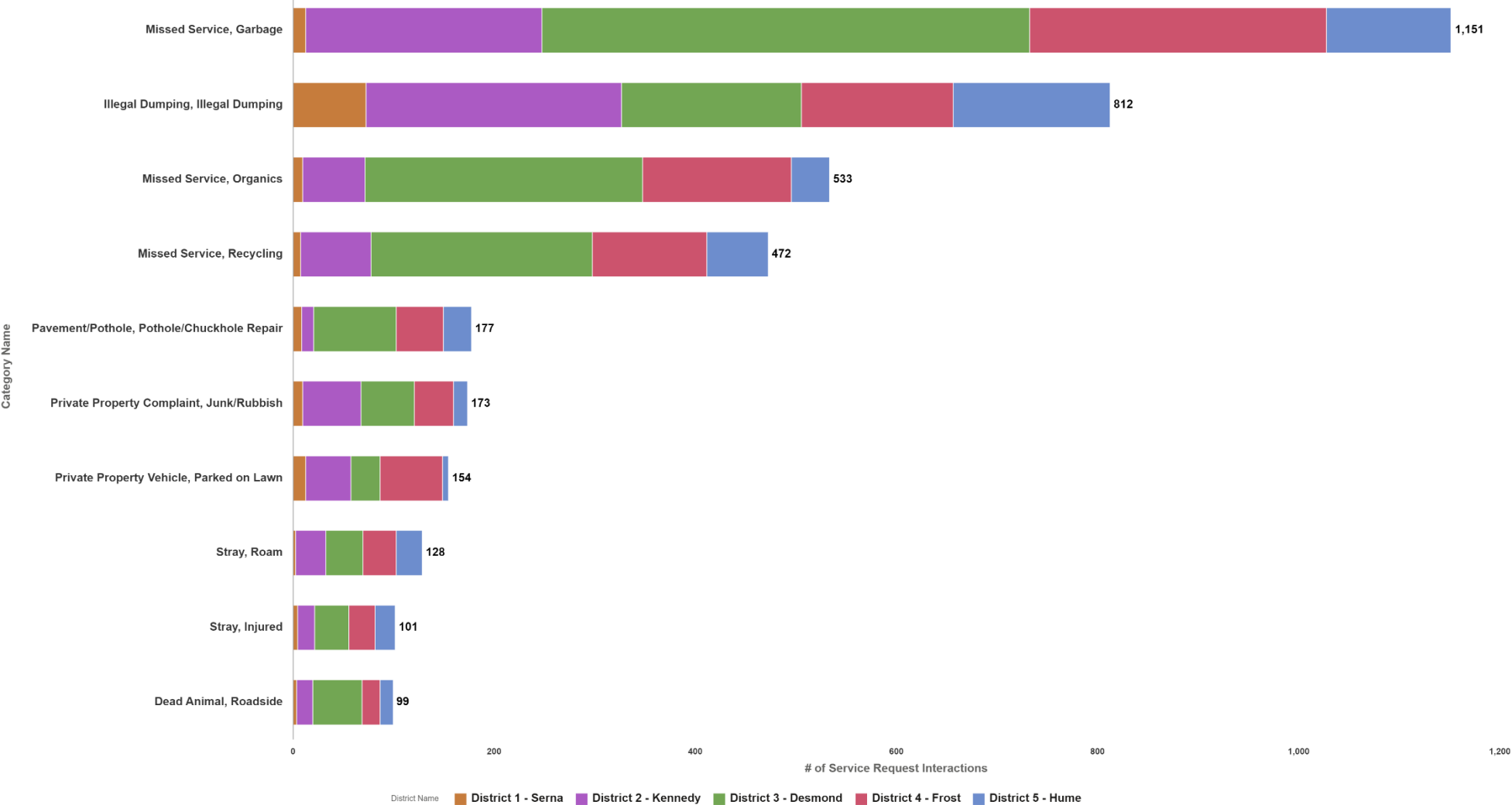
Service Request Interaction Totals (>10 requests) by Category

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	1,151	Stray, Sick	62	Private Property Complaint, Unmaintained Property (Landscaping)	32	Landscape/Vegetation, Request	20
Illegal Dumping, Illegal Dumping	861	Dead Animal, Wild	62	Stray, Aggressive	32	Traffic Signal, Long Red/Short Green	19
Missed Service, Organics	533	Investigation, Barking (Dogs Only)	60	Wild, Sick	32	Environmental Health (All Jurisdictions), Commercial Noise Complaint	19
Missed Service, Recycling	472	Traffic Sign, Non-Emergency	59	Notify Supervisor, Organics	31	Tree Complaint, Tree Down	18
Pavement/Pothole, Pothole/Chuckhole Repair	178	Wild, Injured	57	Sub-Standard Housing, Other	31	Dead Animal, In Traffic	17
Private Property Complaint, Junk/Rubbish	173	Private Property Vehicle, Non-Operable (Commercial Included)	49	Abandoned Vehicles, Dismantled	30	Calendar Request, Calendar Request	17
Private Property Vehicle, Parked on Lawn	154	Owned, Nuisance (No Cats)	46	Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	30	Abandoned Vehicles, Wrecked	17
Stray, Roam	128	Missed Service, Bulky Waste Pickup	45	Notify Supervisor, Recycling	29	Street Lights, Light Out	16
Stray, Injured	101	Investigation, Cruelty	45	Sweeper Request, Sweeper	27	Encroachment Violation, Other Encroachment Types	16
Dead Animal, Roadside	99	Sidewalk, Tree Trimming Needed	42	Trash and Debris, Trash and Debris	26	Tree Complaint, Request	15
Investigation, Negligence	94	Graffiti, Public Right-of-Way	42	Encroachment Violation, Basketball Hoop/Garbage Cans	25	Tree Complaint, Tree Obstructing	14
Notify Supervisor, Garbage	91	Abandoned Vehicles, Inoperable	41	Illegal Camp, Occupied	25	Notify Supervisor, Bulky Waste Pickup	14
Shopping Cart by Vendor, Shopping Cart by Vendor	91	Zoning, Other	40	Traffic Signal, Cycling/Detection Problem	25	Investigation, Tethered	14
Dead Animal, Domestic	78	Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	40	Stray, Traffic	24	Traffic Signal, Light Out	13
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	76	Traffic Signal, Flashing Red	39	Traffic Signal, All Signals Dark	24	Investigation, Abandoned Animal	13
Owned, Aggressive	65	Environmental Health (All Jurisdictions), Food Facility Complaint	38	Pavement/Pothole, Paving Needs on Street	23	Traffic Signal, Pedestrian Signal Inoperative	12
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	64	Maintenance Request, Maintenance Request	36	Tree Complaint, Broken/Hanging Tree Limb	23	Stray, Tied	12
		Assist (On-Scene Only), Police/Sheriff	36	Graffiti, Private Property	22	Pavement/Pothole, Sink Hole in Roadway	12
		Stray, Confined	35	Investigation, Bite - NOT Happening NOW	22	Landscape/Vegetation, Maintenance Request for Oleanders and Other Plants on Frontages and Roadside	12
		Sidewalk, Curb, Gutter, and Sidewalk Repair	35	Sub-Standard Housing, HVAC Issues (must be part of a heating and cooling unit)	22	Ditches/Culverts, Ditch Cleaning	12
						Traffic Sign, New Sign Request	11

Total Service Requests Opened

Top 10 Service Requests Categories Opened | With Districts

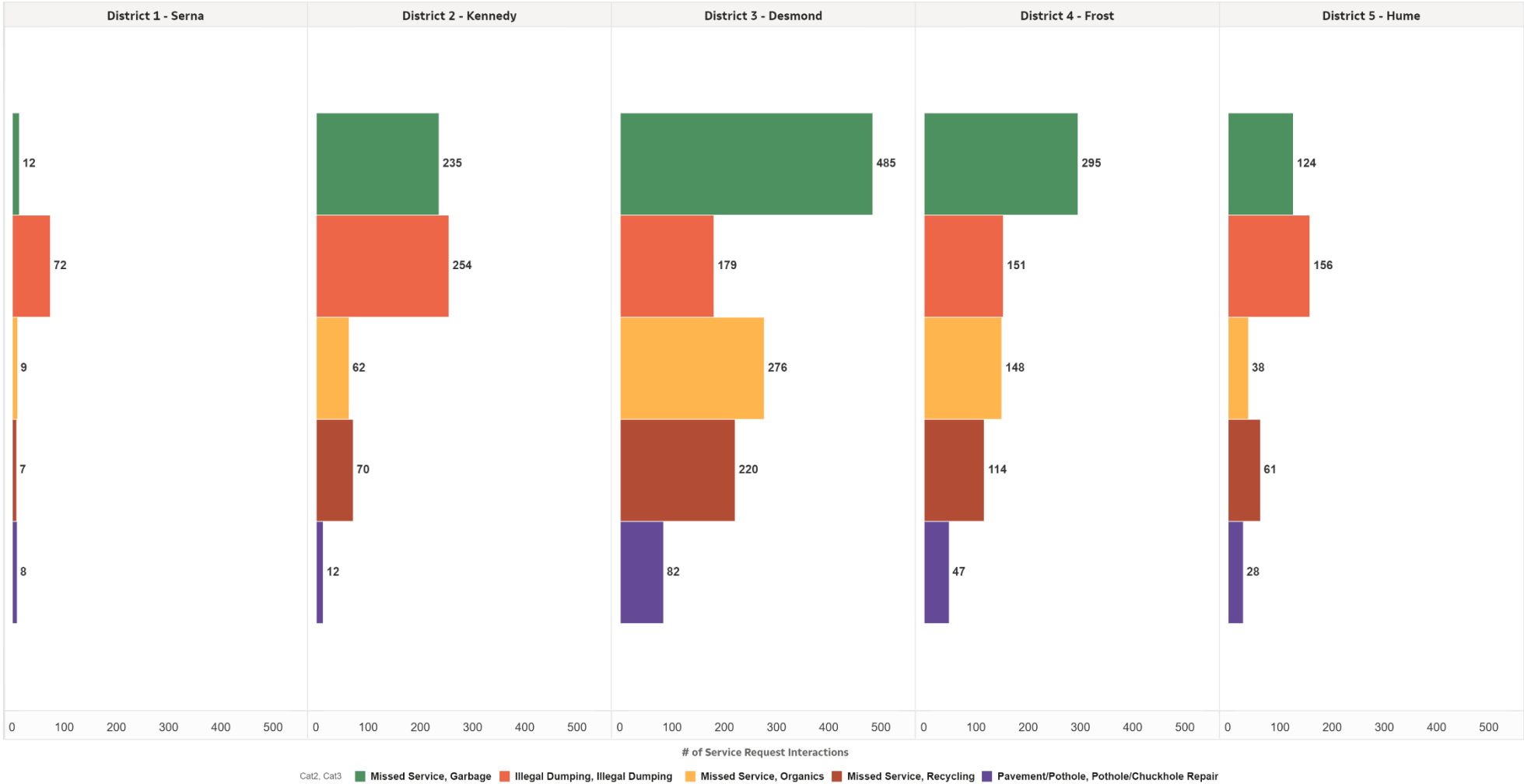
Top 10 Service Request Categories Opened with Districts



Top Service Requests Opened

Top 5 Service Requests Opened | by Districts

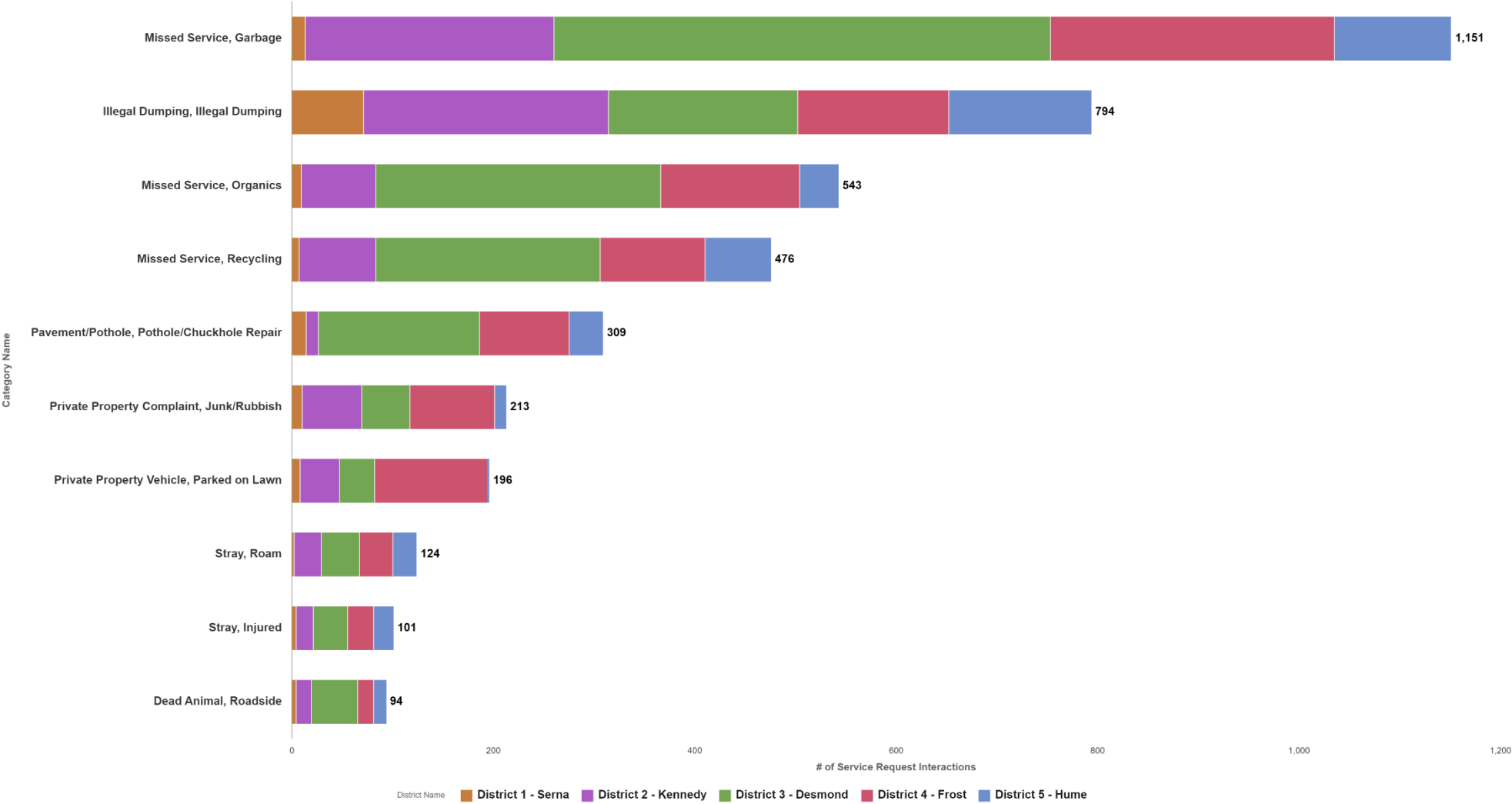
Top 5 Service Request Categories Opened by District



Top Service Requests Closed

Top 10 Service Requests Categories Closed | With Districts

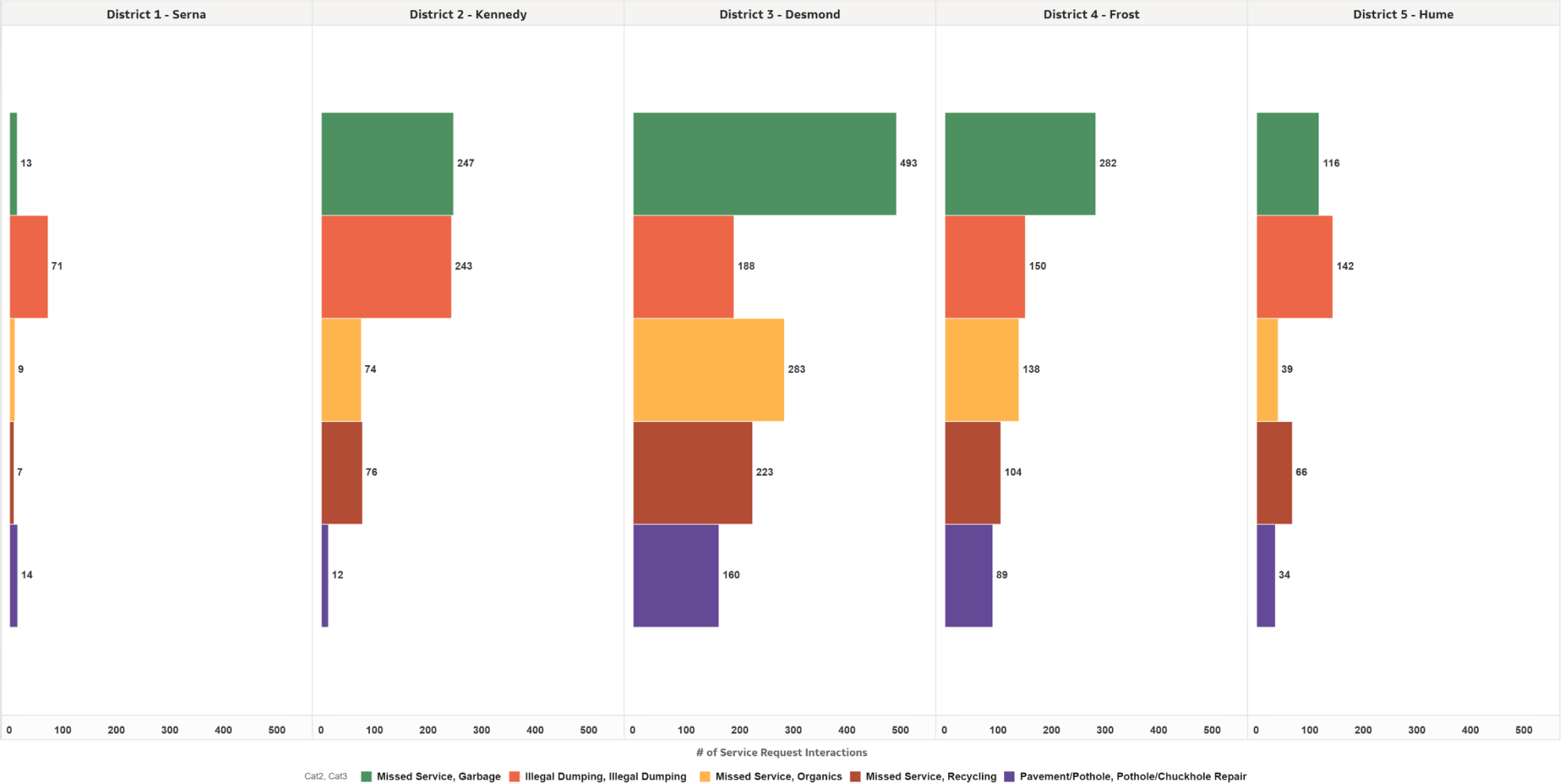
Top 10 Service Request Categories Closed with Districts



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

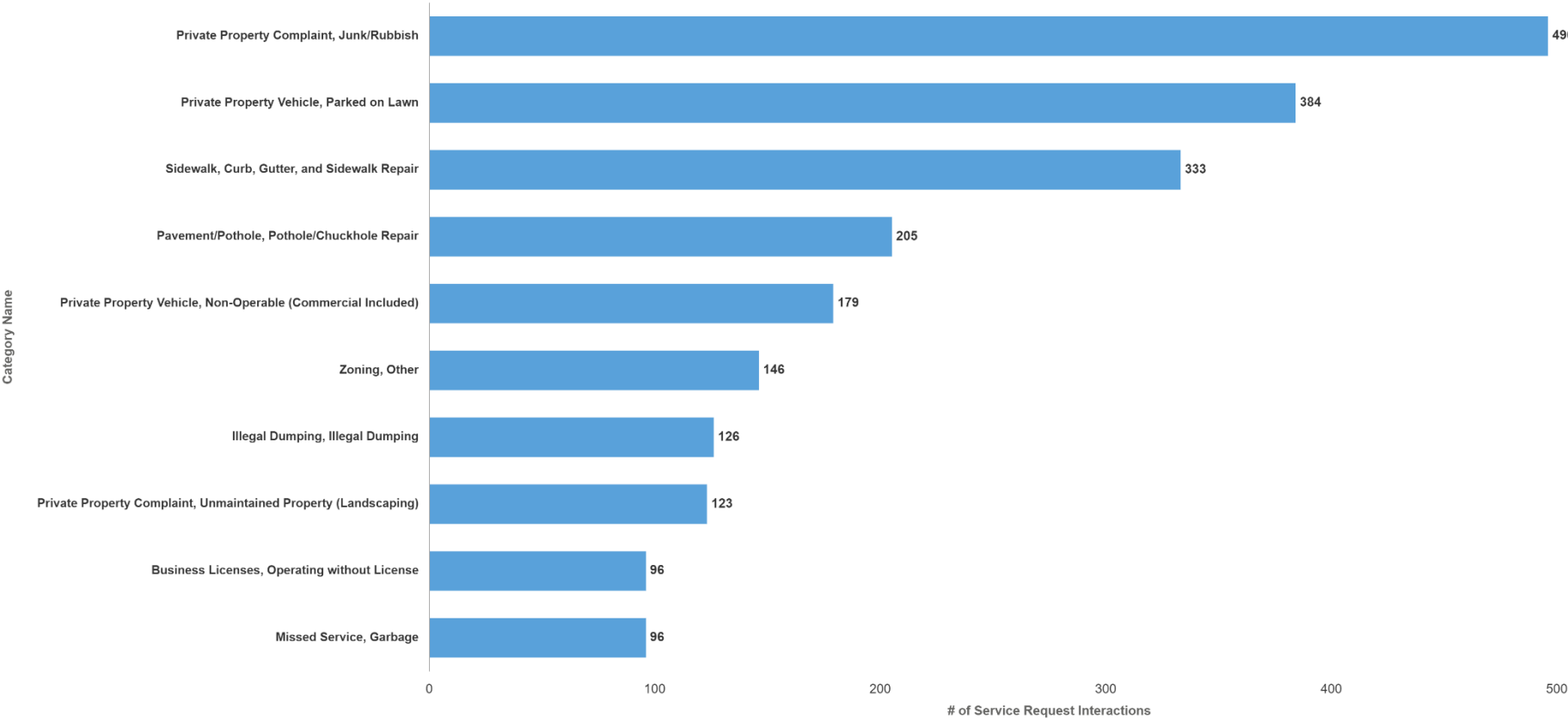
Top Unresolved Service Request Categories by District



Top Unresolved Service Request

Top 10 Unresolved Service Request Categories

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through July 31st

3,687

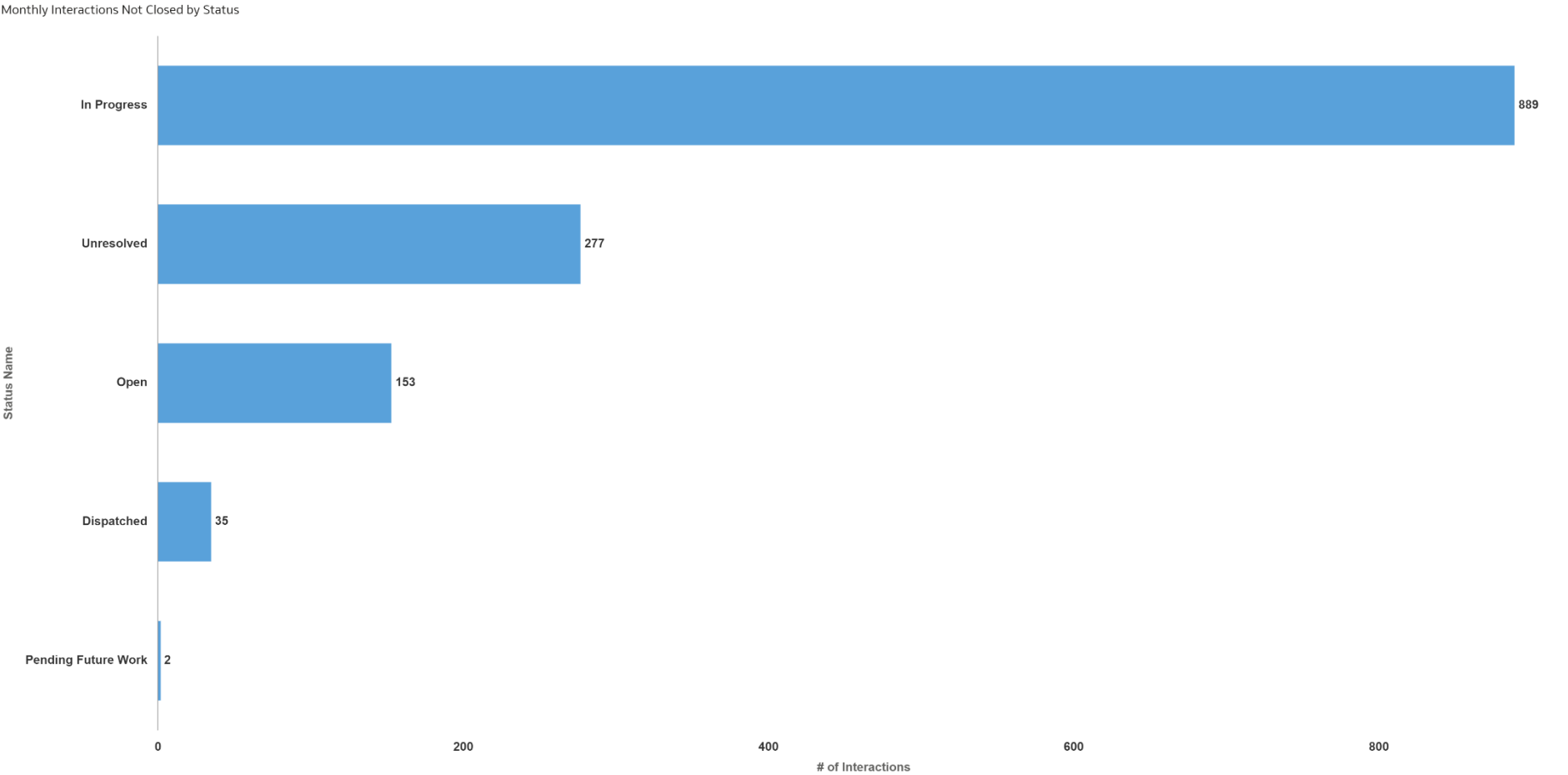
Interactions Closed this Month

20,679

Monthly Interactions Not Closed

1,356

Monthly Interactions Not Closed by Status



Board of Supervisor District Information

Service Requests Opened by District

July 2024

Monthly Service Request Interactions Opened

6,454

District 1 Serna

275

Service Request Interactions

District 2 Kennedy

1,234

Service Request Interactions

District 3 Desmond

2,603

Service Request Interactions

District 4 Frost

1,507

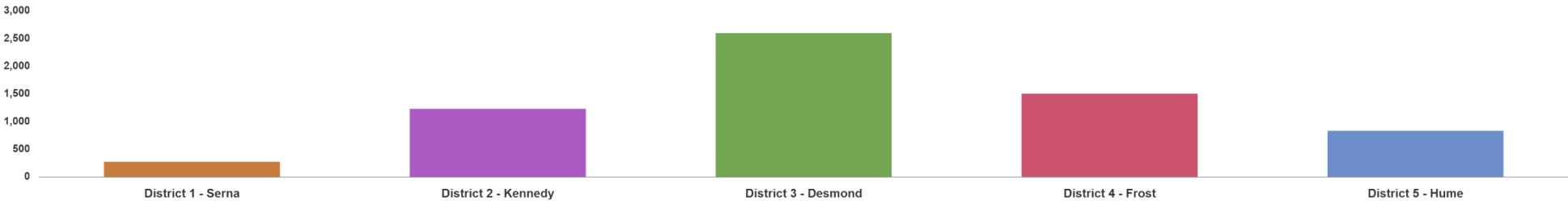
Service Request Interactions

District 5 Hume

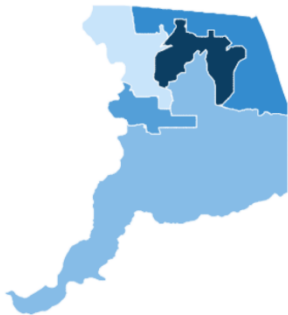
835

Service Request Interactions

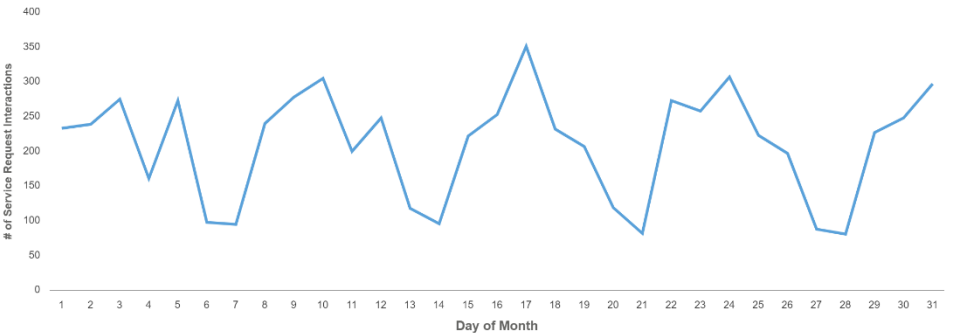
Service Request Interactions by District



Service Request Interactions by District Map



Service Request Interactions Created by Day of Month



Board of Supervisor District Information

Service Requests Closed by District

July 2024

Monthly Service Request Interactions Closed

6,749

District 1 Serna

260

Service Request Interactions

District 2 Kennedy

1,257

Service Request Interactions

District 3 Desmond

2,736

Service Request Interactions

District 4 Frost

1,668

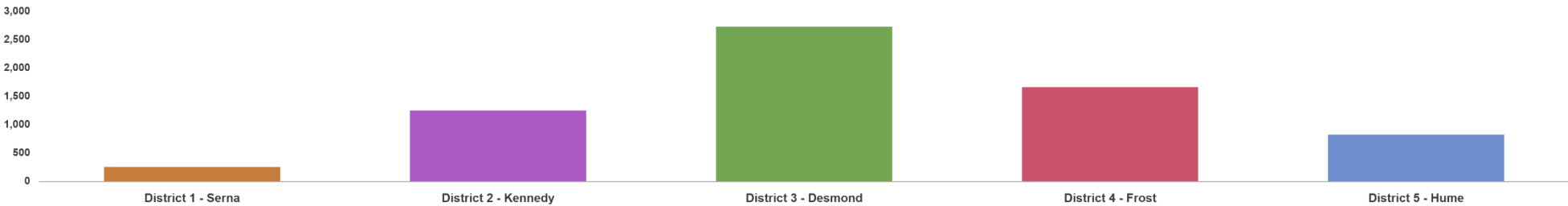
Service Request Interactions

District 5 Hume

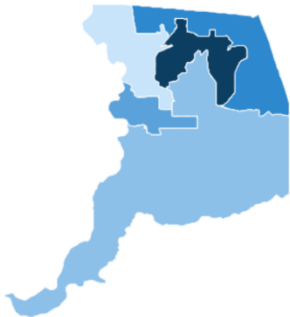
828

Service Request Interactions

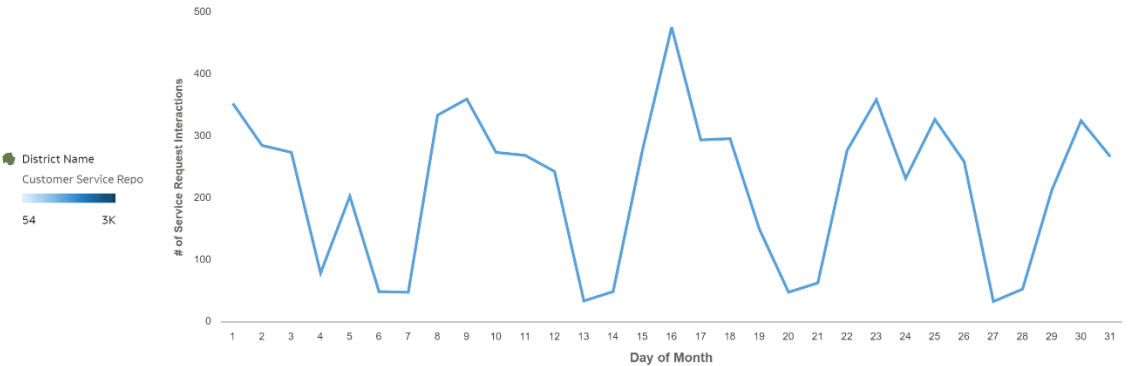
Service Request Interactions by District



Service Request Interactions by District Map



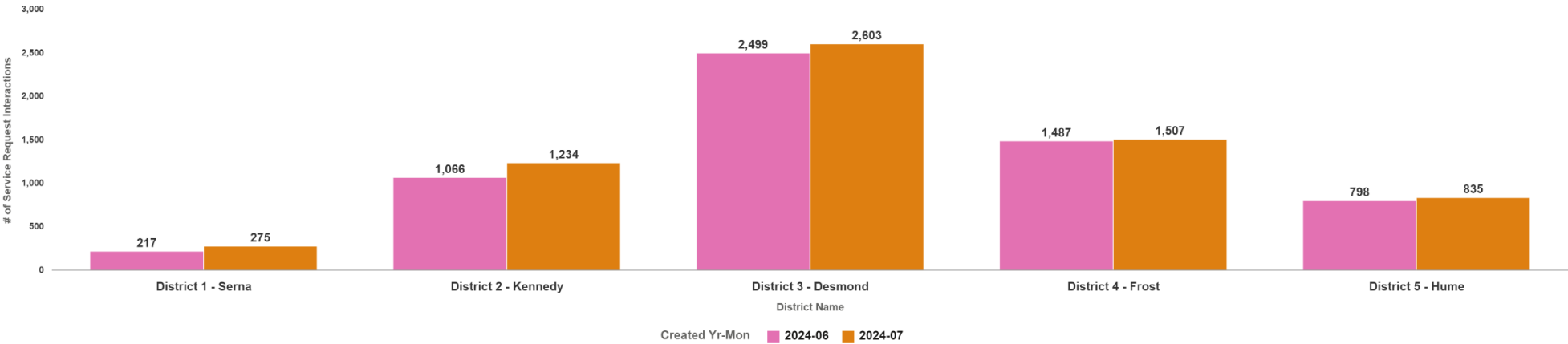
Service Request Interactions Closed by Day of Month



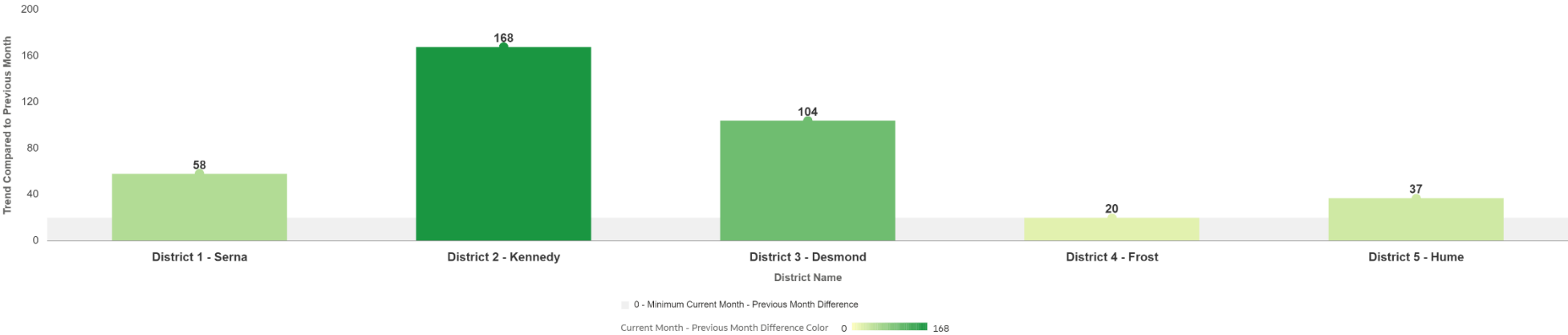
Board of Supervisors District Information

Previous Month Comparison of Service Request

Previous Month Comparison of Service Request interactions



Previous Month Trend of Service Request Interactions Per District

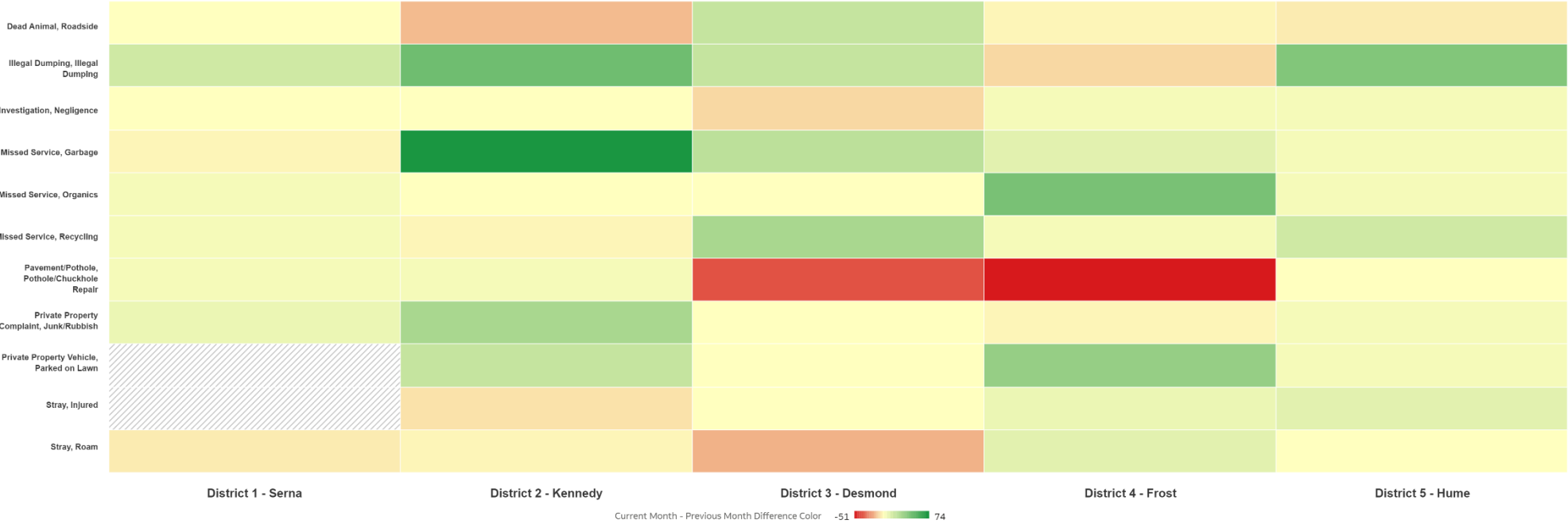


Previous Month Comparison (continued)

Monthly Comparison: Service Requests by District

District Name	2024-06	2024-07
	Service Request Map Count	Service Request Map Count
District 1 - Serna	217	275
District 2 - Kennedy	1,066	1,234
District 3 - Desmond	2,499	2,603
District 4 - Frost	1,487	1,507
District 5 - Hume	798	835

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 Color	Current Month - Previous Month Difference Color	Current Month - Previous Month Difference Color	Current Month - Previous Month Difference Color	Current Month - Previous Month Difference Color	
Cat2, Cat3						
Illegal Dumping, Illegal Dumping	15	47	18	-9	39	110
Missed Service, Garbage	-2	74	23	8	3	106
Private Property Vehicle, Parked on Lawn		20	0	35	3	70
Missed Service, Organics	2	1	0	43	3	49
Missed Service, Recycling	4	-2	29	4	14	49
Private Property Complaint, Junk/Rubbish	5	27	1	-3	4	34
Stray, Injured		-6	0	5	9	12
Investigation, Negligence	0	1	-8	3	2	-2
Dead Animal, Roadside	1	-14	17	-3	-5	-4
Stray, Roam	-5	-2	-17	8	-1	-17
Pavement/Pothole, Pothole/Chuckhole Repair	2	4	-38	-51	0	-83
Grand Total	38	150	25	40	71	324

Board of Supervisor District Analysis

District 1

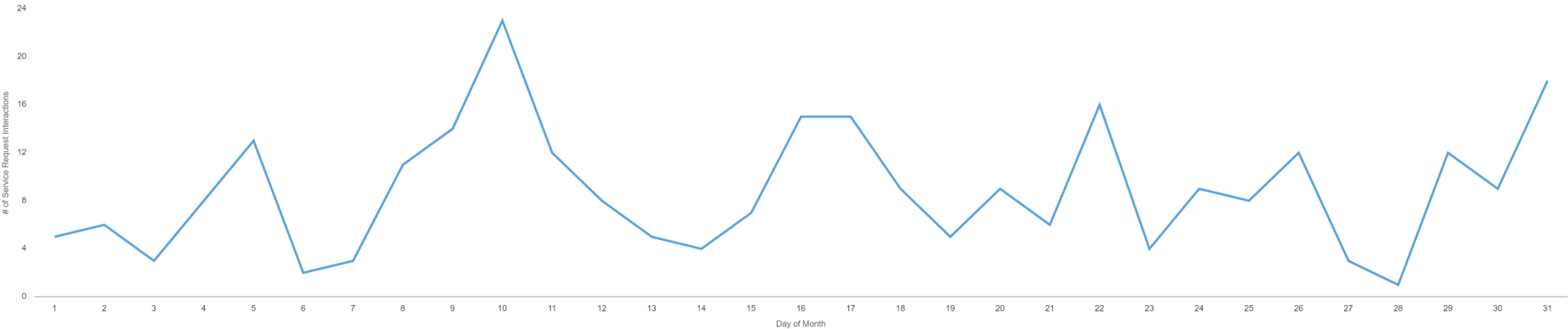
Service Requests Created

275

Service Requests Closed

196

Service Request Interactions Created by Day of Month



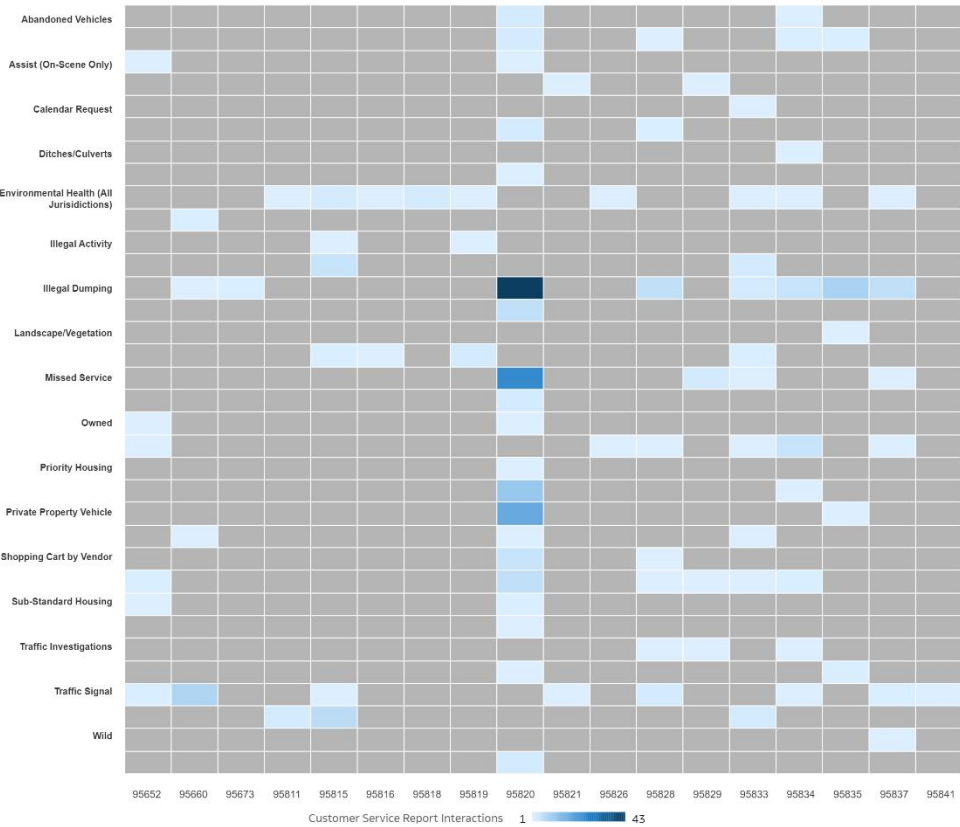
District Name, Customer Service Report Interactions



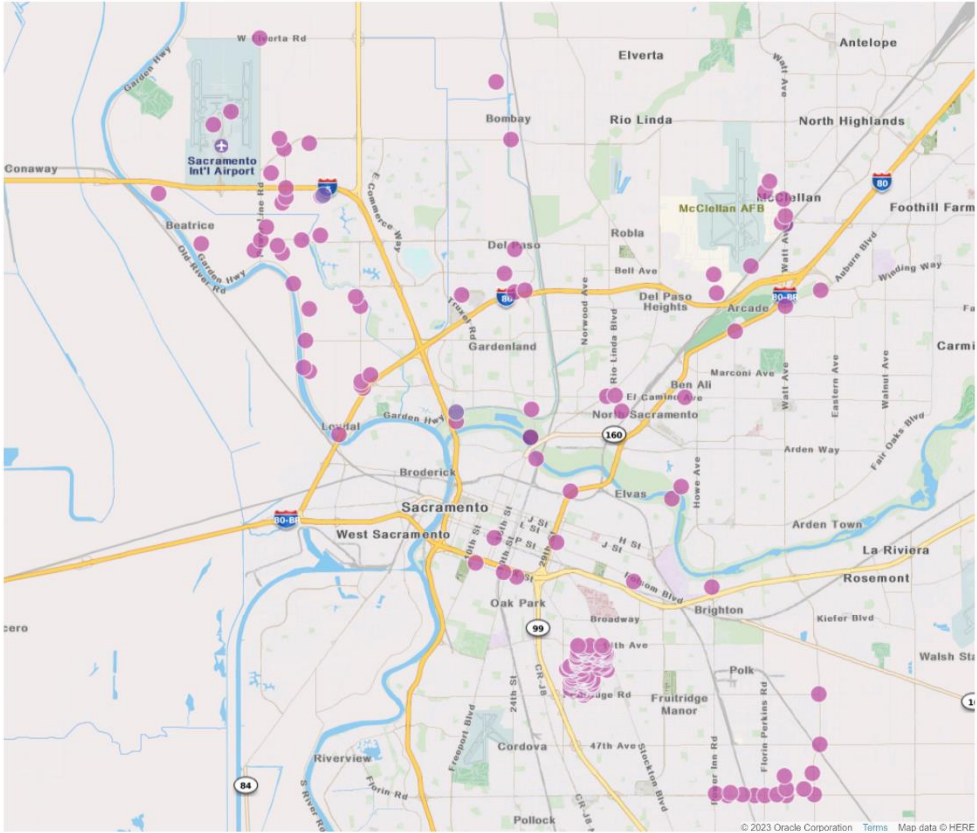
Board of Supervisor District Analysis

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

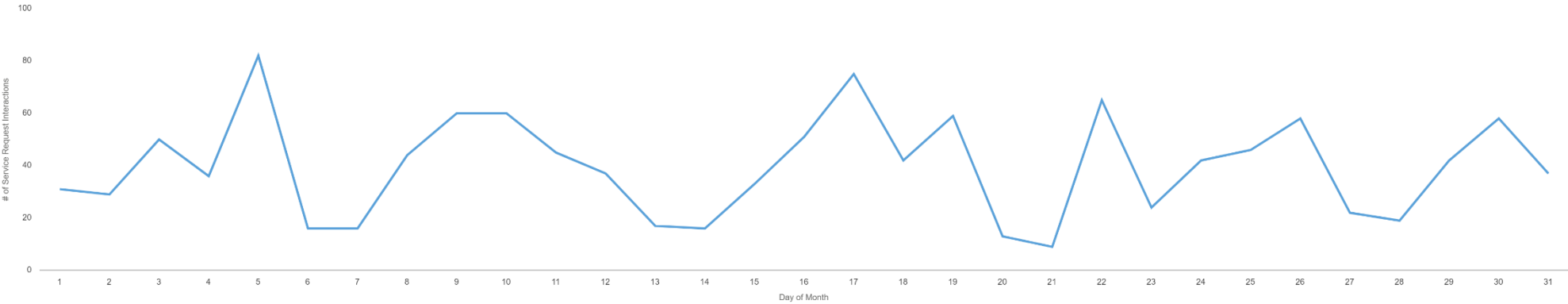
Service Requests Created

1,234

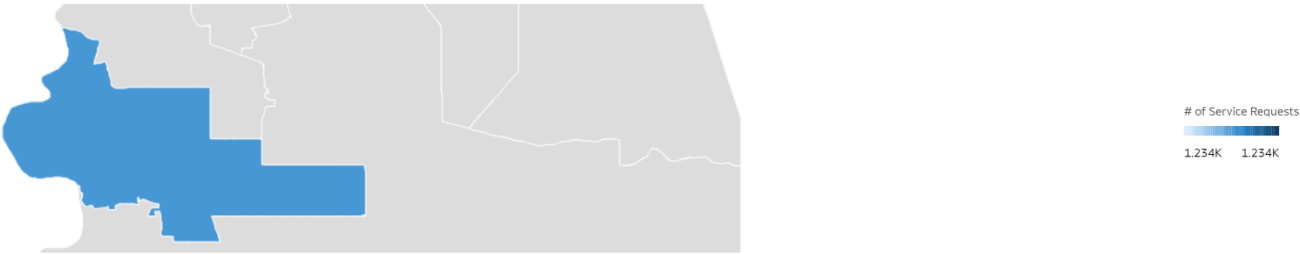
Service Requests Closed

985

Service Request Interactions Created by Day of Month



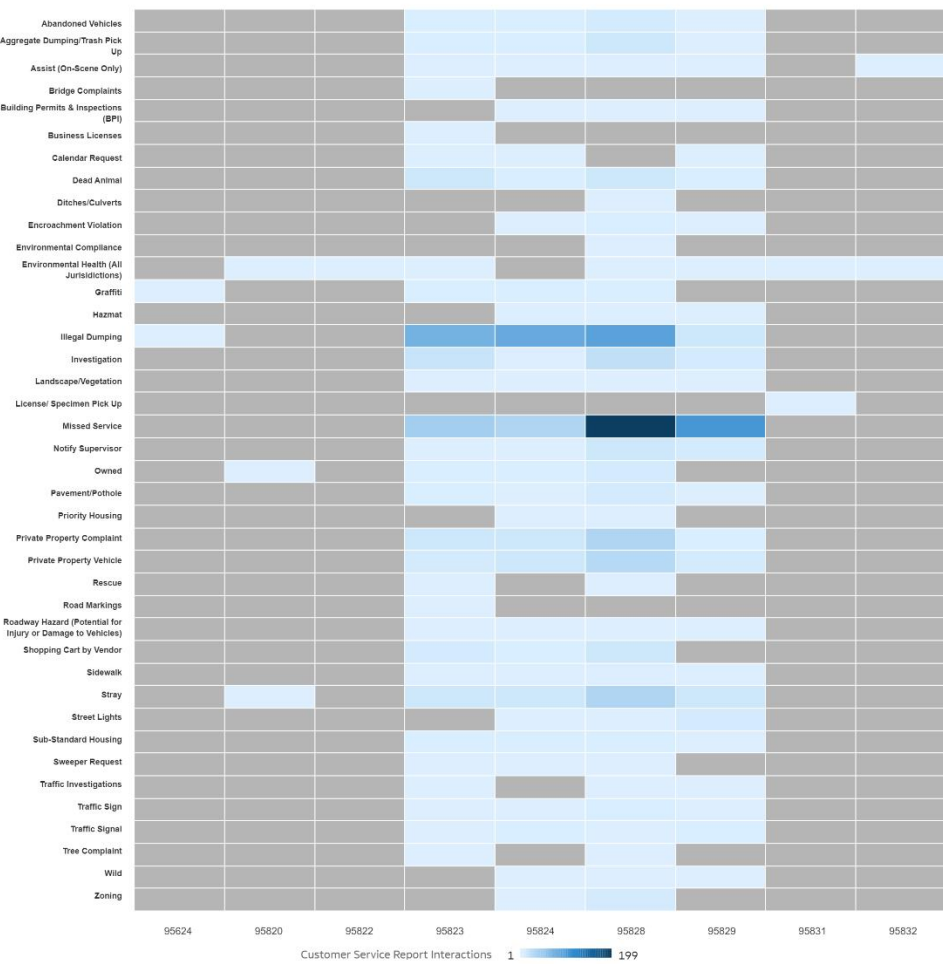
District Name, Customer Service Report Interactions



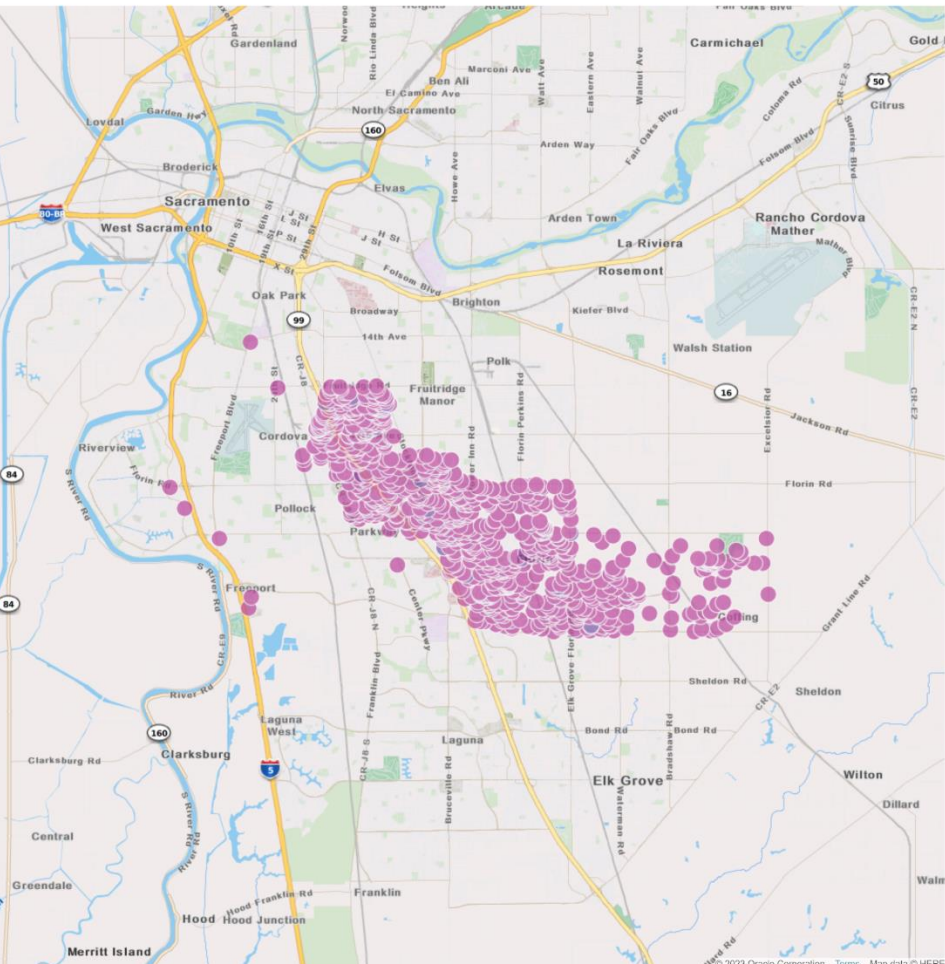
Board of Supervisor District Analysis

District 2 (continued)

Service Request Interactions by Category Per Zip Code

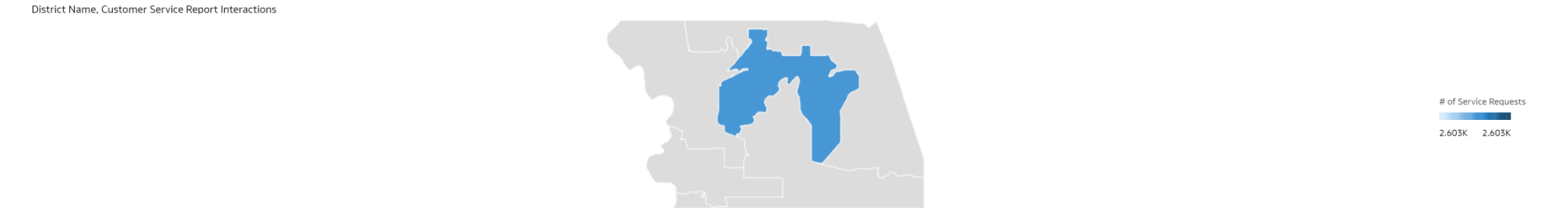
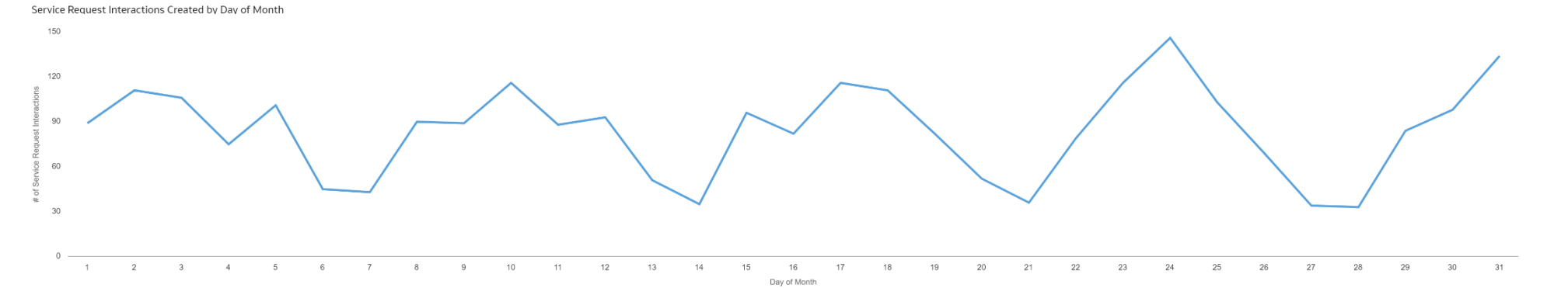


Service Request Interactions Mapped by Selected Zip Code



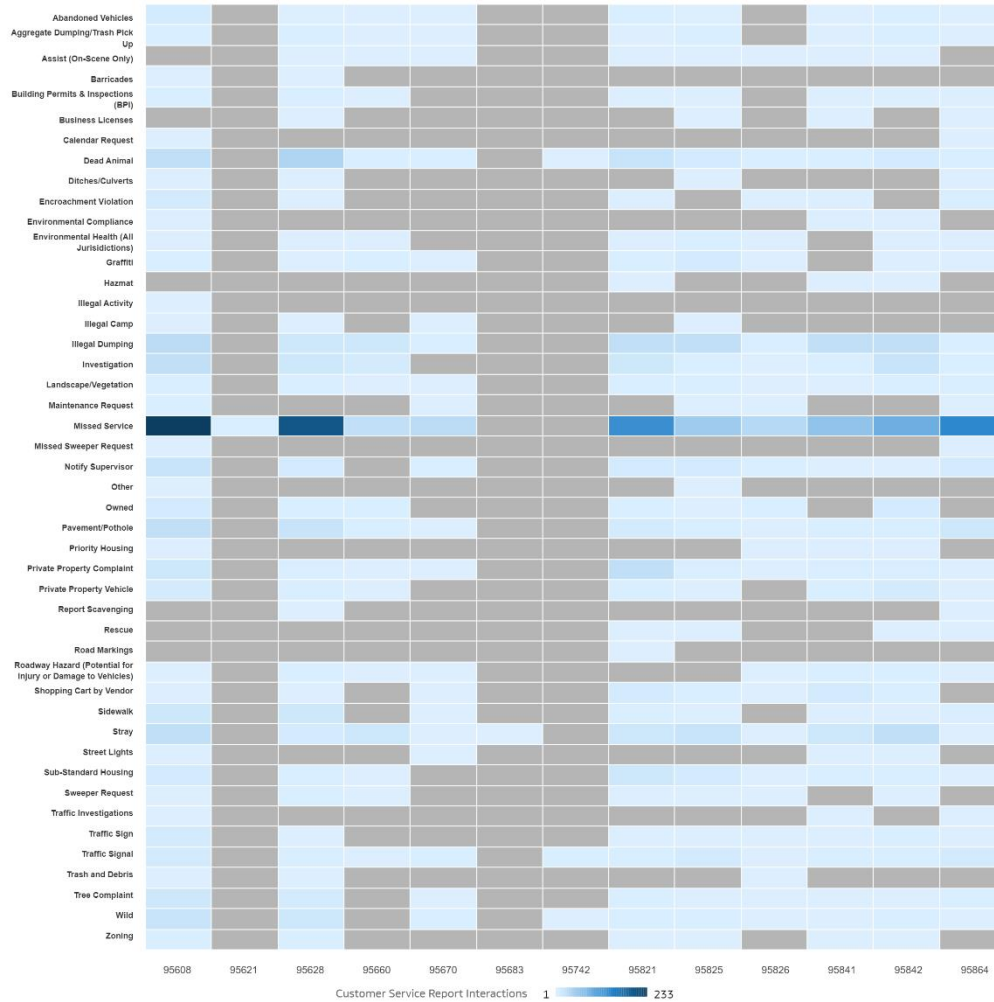
Board of Supervisor District Analysis

District 3

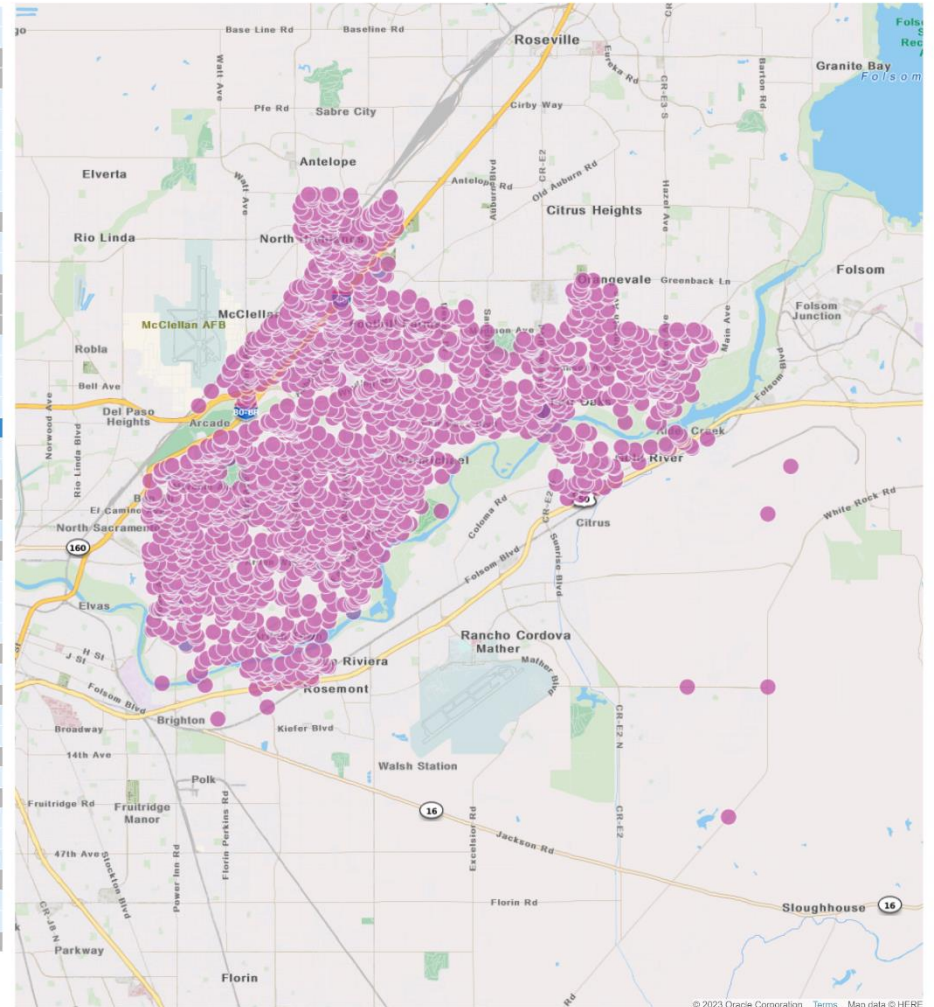


District 3 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



Board of Supervisor District Analysis

District 4

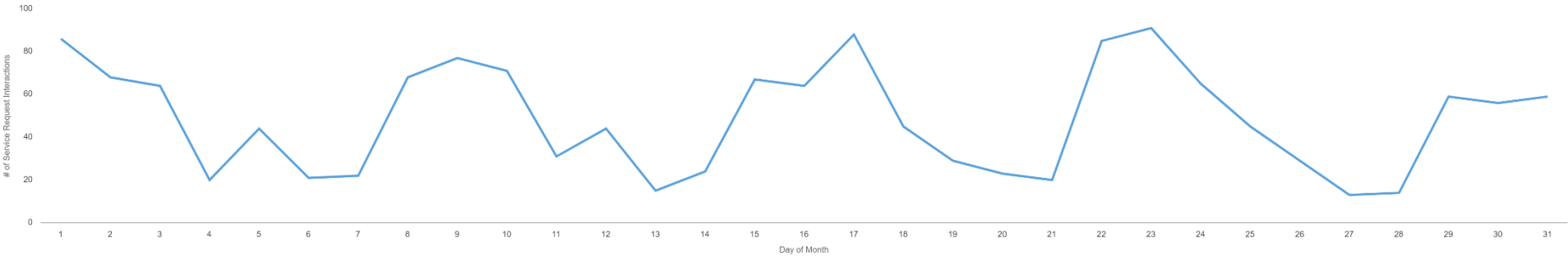
Service Requests Created

1,507

Service Requests Closed

1,181

Service Request Interactions Created by Day of Month

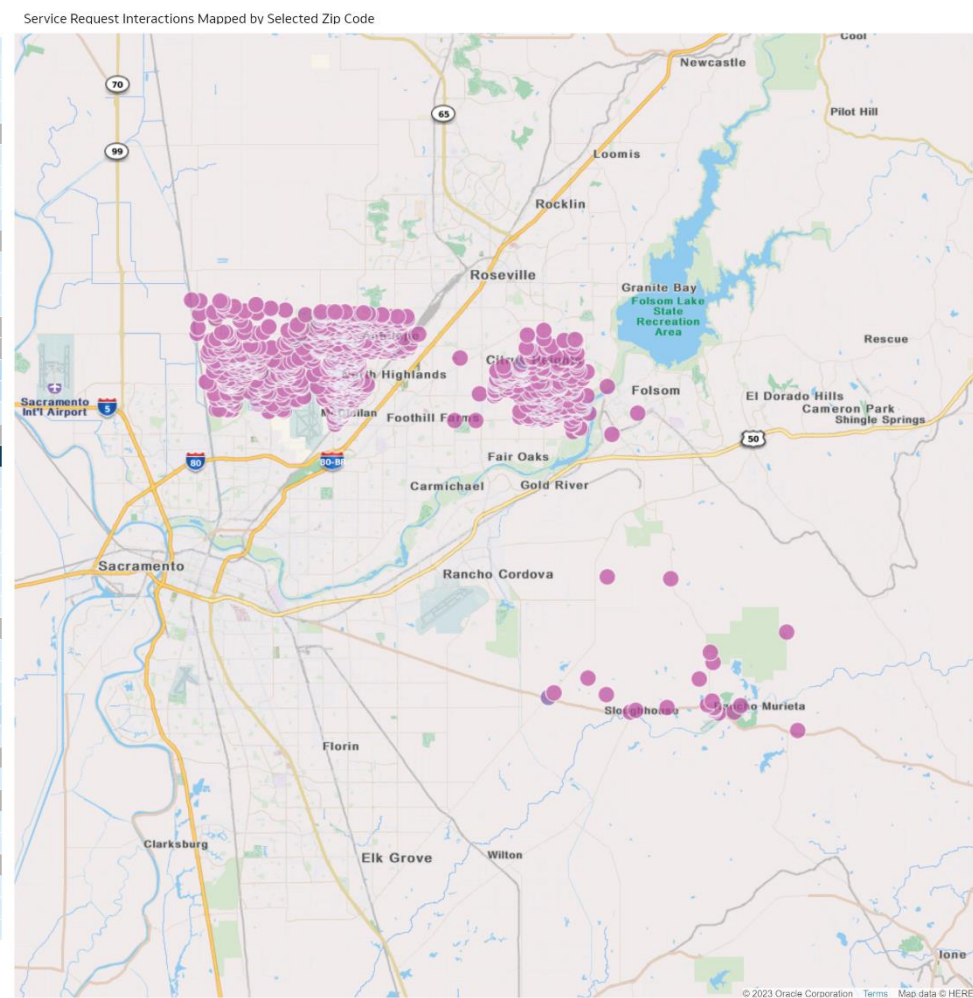
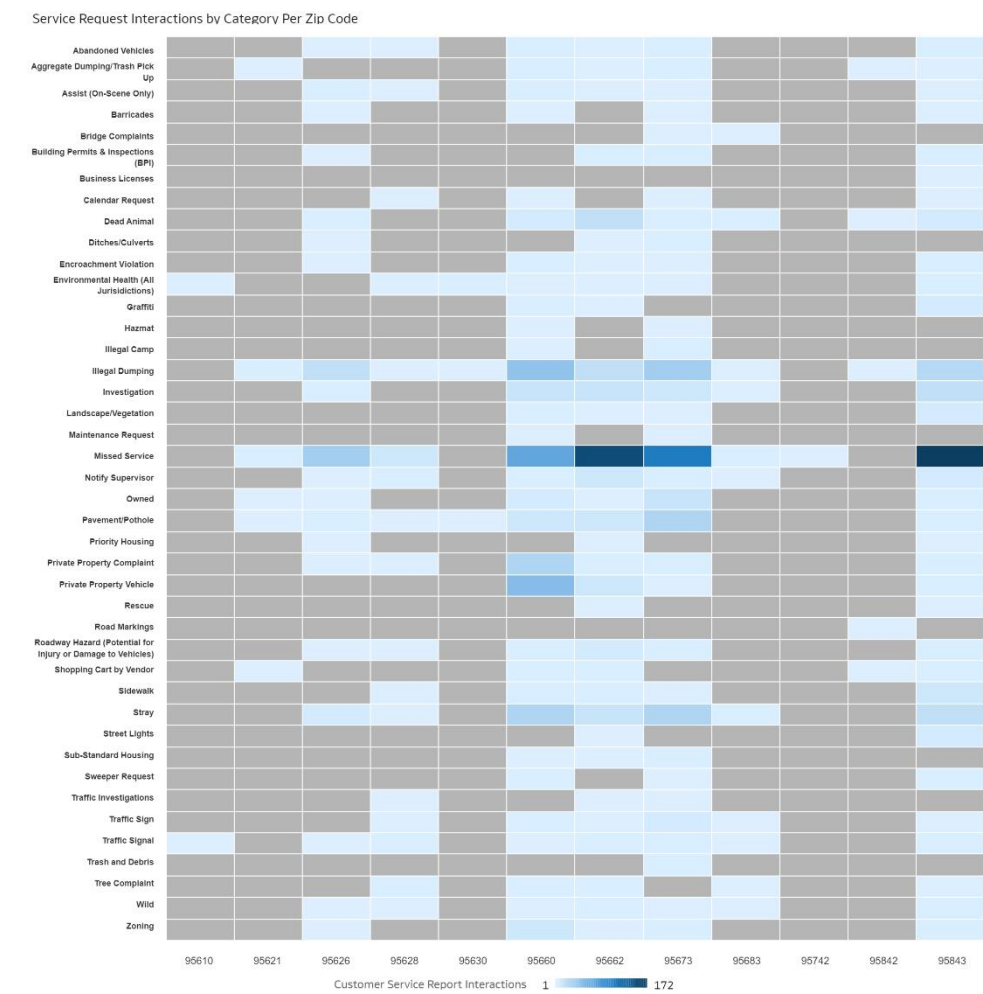


District Name, Customer Service Report Interactions



Board of Supervisor District Analysis

District 4 (continued)



Board of Supervisor District Analysis

District 5

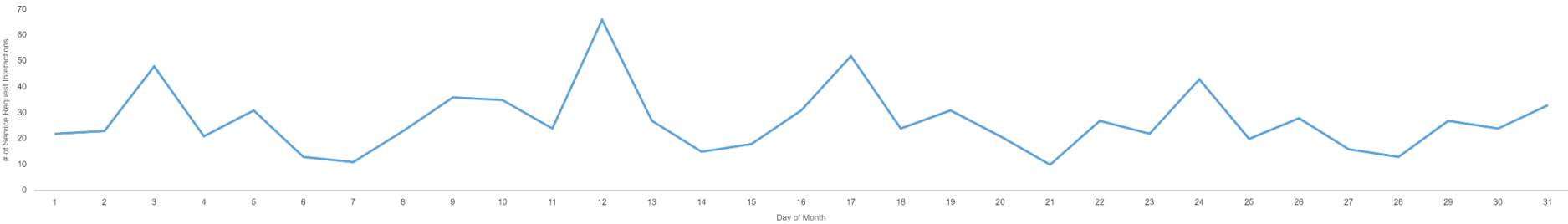
Service Requests Created

835

Service Requests Closed

684

Service Request Interactions Created by Day of Month

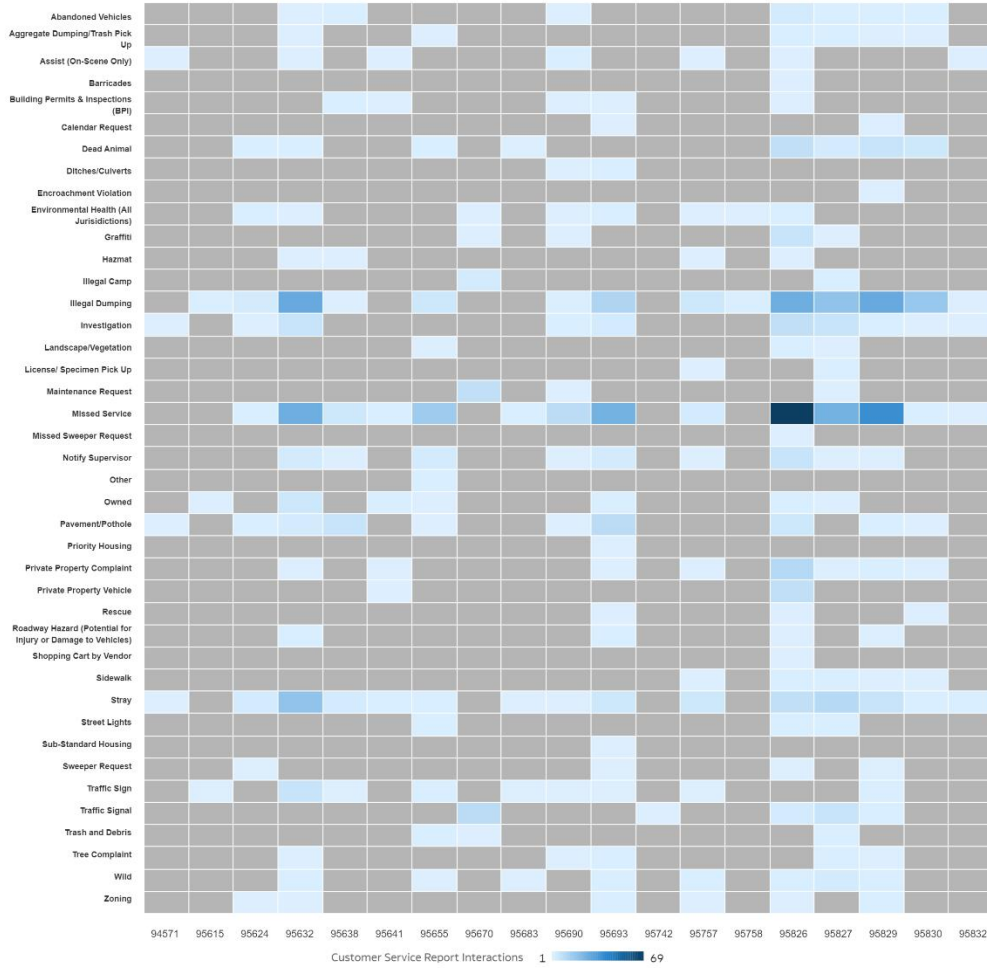


District Name, Customer Service Report Interactions

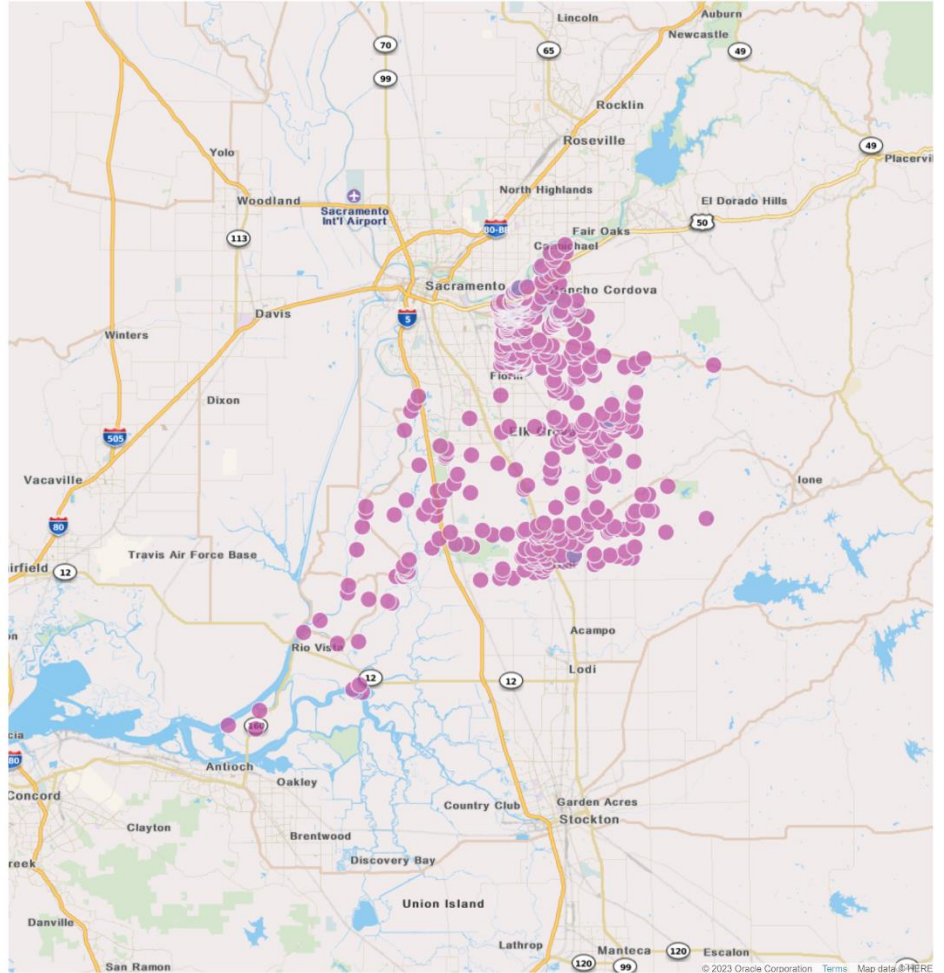


District 5 (continued)

Service Request Interactions by Category Per Zip Code



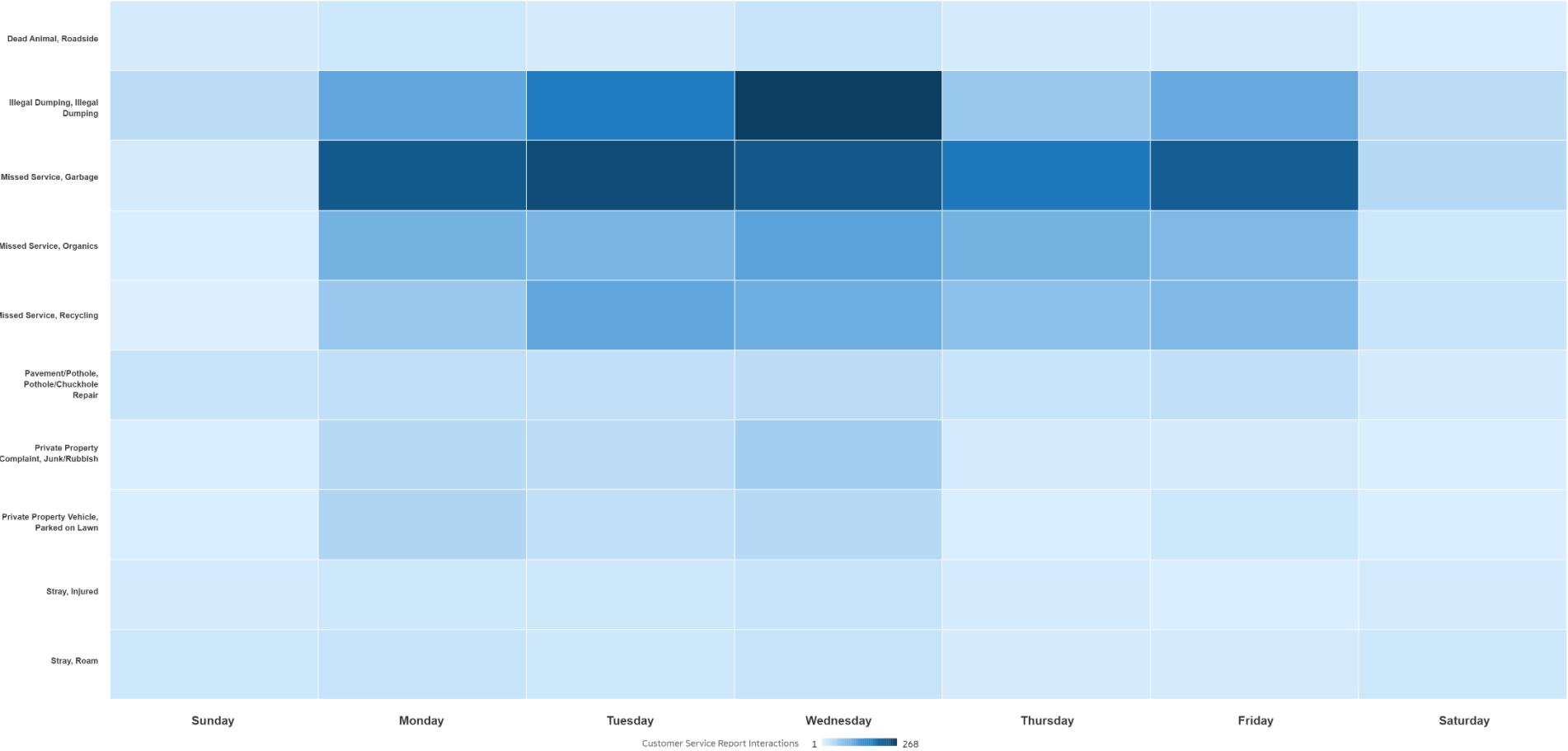
Service Request Interactions Mapped by Selected Zip Code



Aging of Open Requests

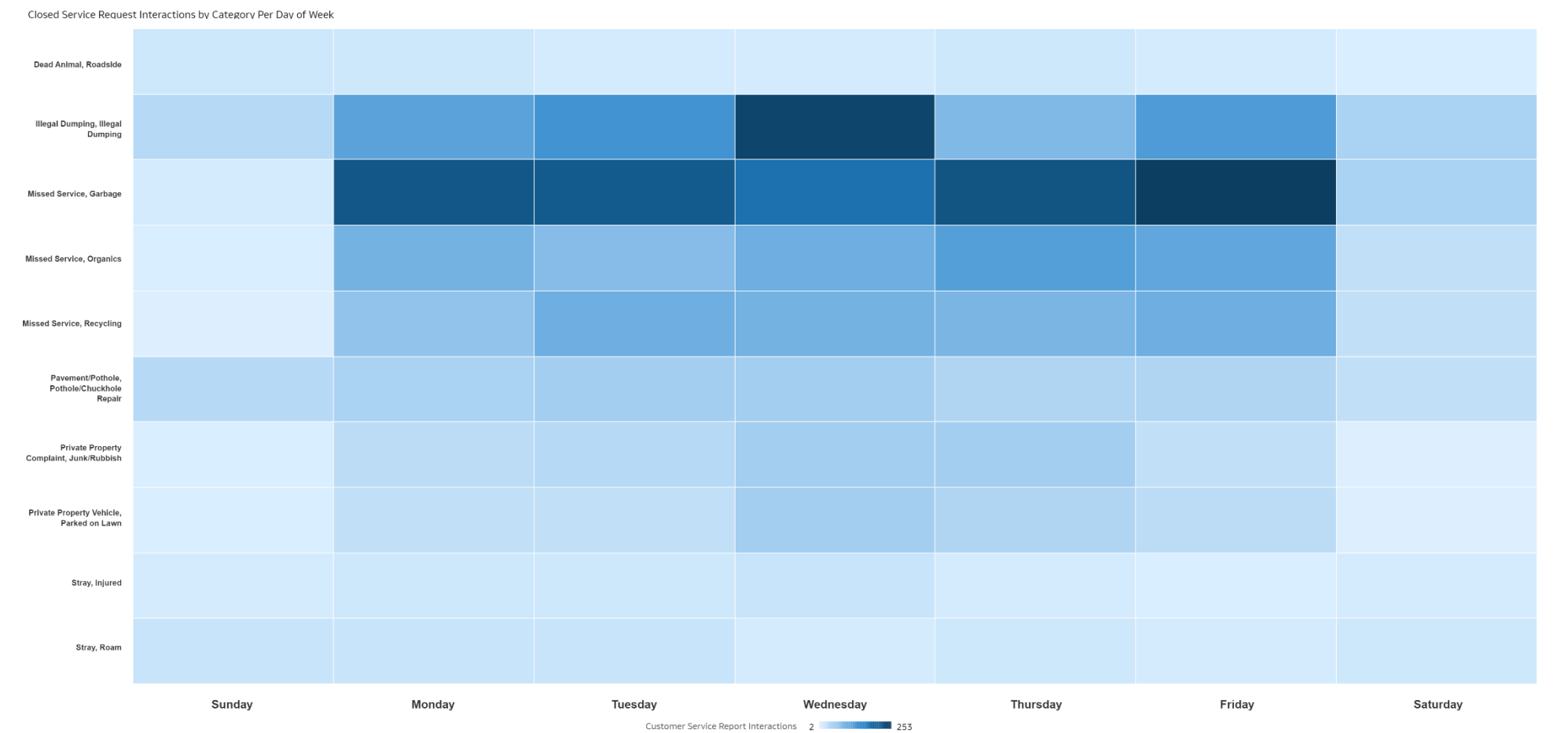
Top Service Requests Open by Day

Opened Service Request Interactions by Category Per Day of Week



Aging of Open Requests

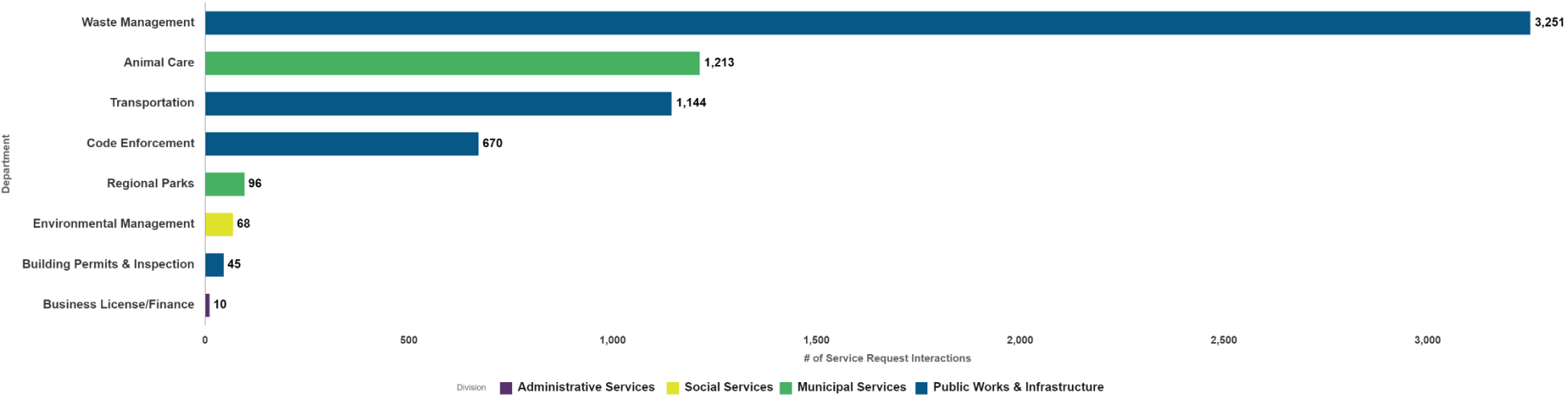
Top Service Requests Closed by Day



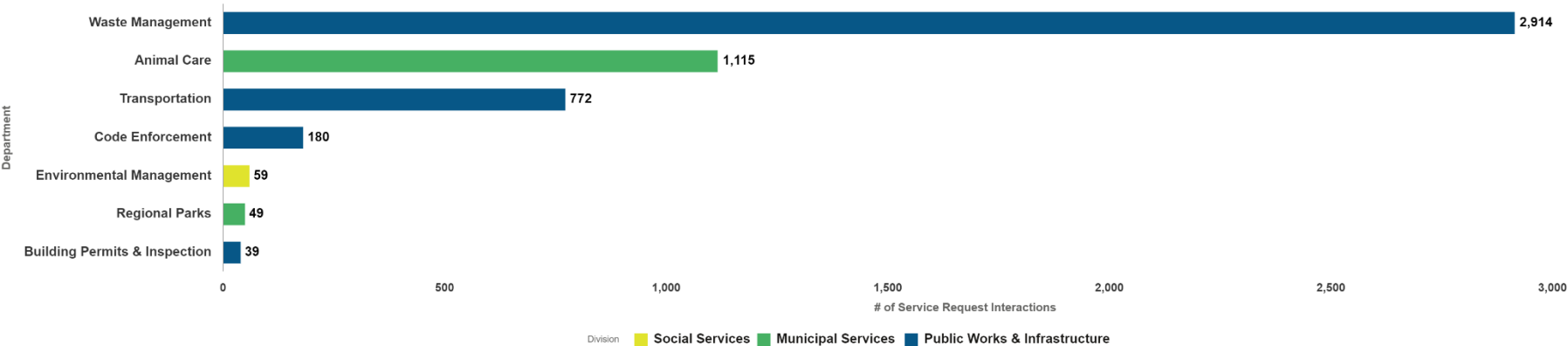
Aging of Open Requests

Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



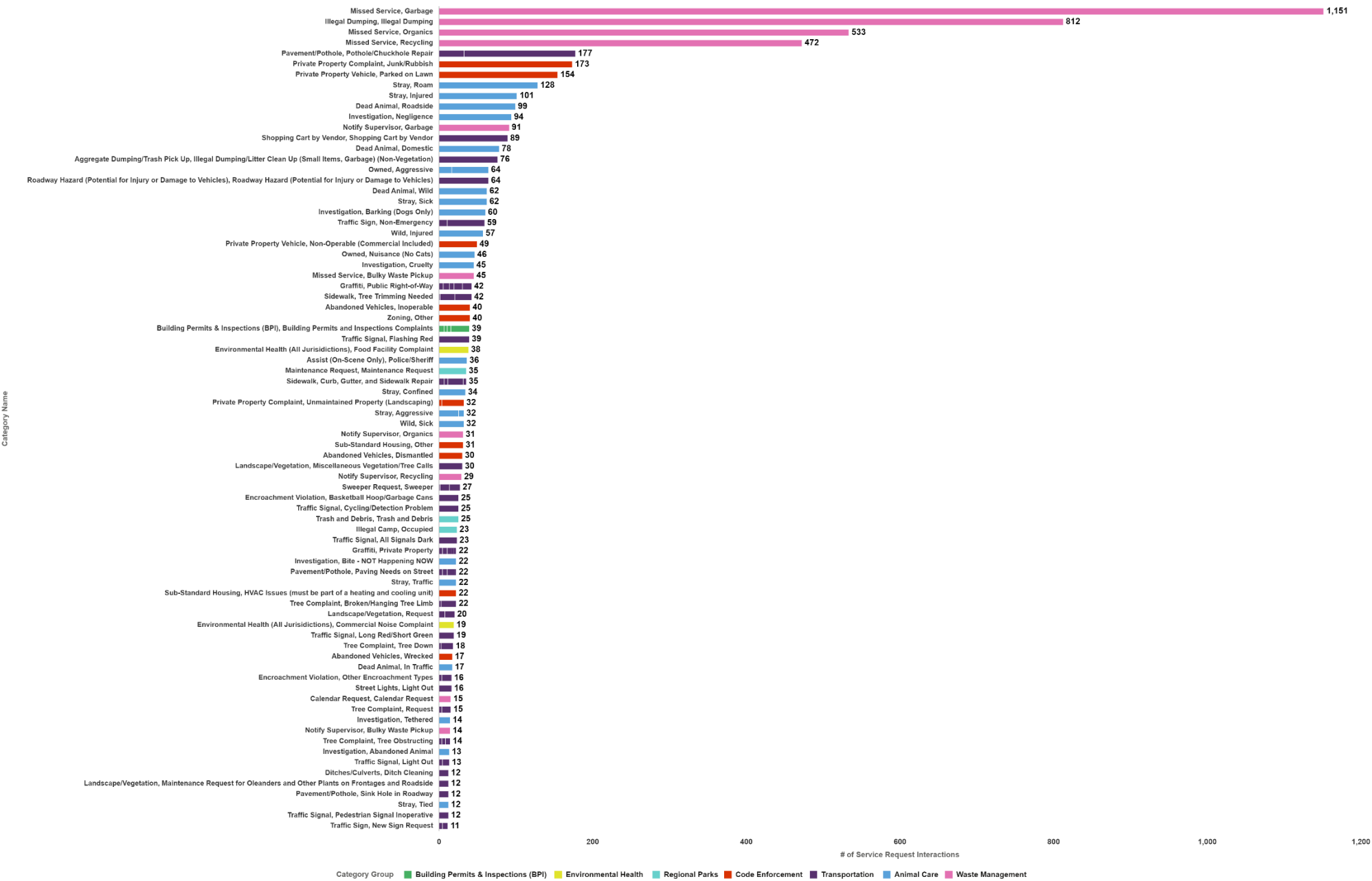
Service Request Interactions Closed by Department, Division



Aging of Open Requests

Greater Than 10 Service Requests

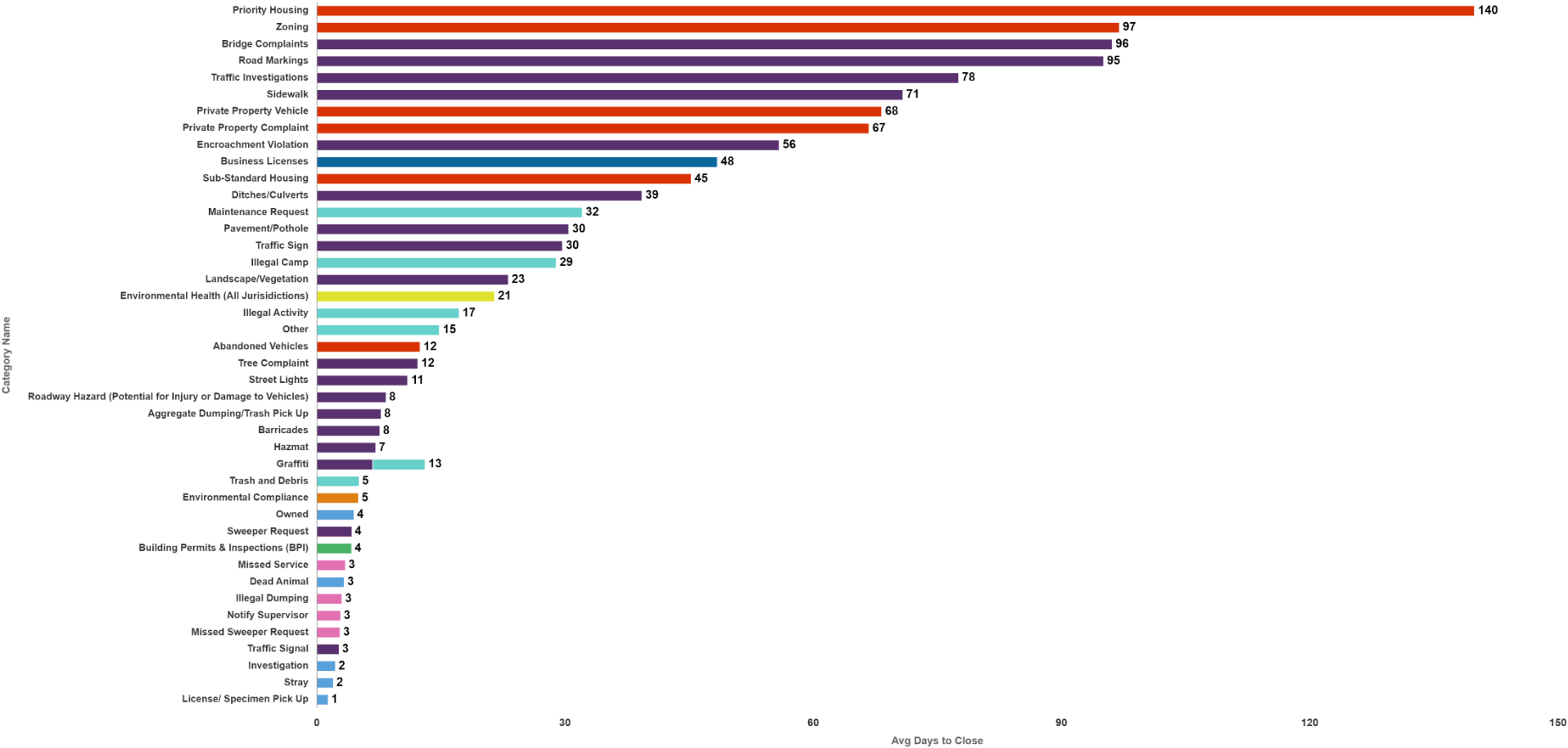
Service Request Interactions (>10 requests) by Category, Group



Aging of Open Requests

Average Days to Close Service Requests

Avg Days to Close by Category Name, Group



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

Avg Days to Close

Avg Days to Close by Category Name, Group



Aging of Open Requests

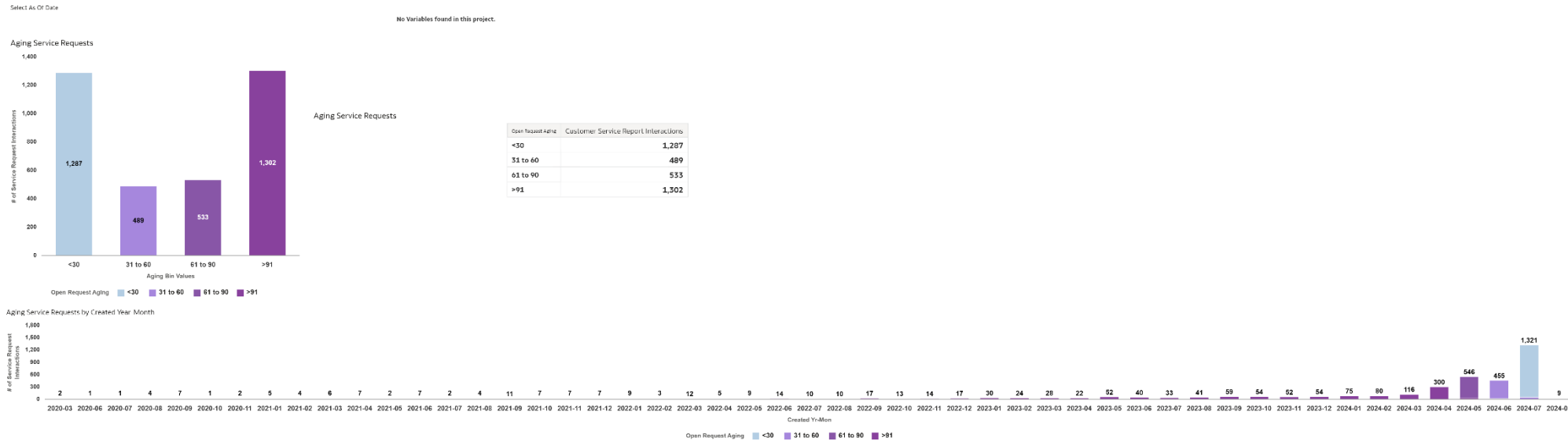
Number of Service Request Interactions Per Category with Average Days to Close

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	17	0.00
Animal Care	Rescue	11	0.07
Animal Care	Wild	106	0.15
Transportation	Shopping Cart by Vendor	91	0.26
Animal Care	Assist (On-Scene Only)	48	0.50
Animal Care	License/ Specimen Pick Up	3	1.32
Animal Care	Stray	396	1.94
Animal Care	Investigation	266	2.19
Transportation	Traffic Signal	143	2.63
Waste Management	Missed Sweeper Request	3	2.76
Waste Management	Notify Supervisor	170	2.83
Waste Management	Illegal Dumping	829	2.98
Animal Care	Dead Animal	243	3.26
Waste Management	Missed Service	2,219	3.39
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	43	4.15
Transportation	Sweeper Request	34	4.17
Animal Care	Owned	121	4.43
Environmental Compliance	Environmental Compliance	7	4.99
Regional Parks	Trash and Debris	18	5.04
Regional Parks	Graffiti	2	6.34
Transportation	Graffiti	86	6.68
Transportation	Hazmat	16	7.07
Transportation	Barricades	8	7.58
Transportation	Aggregate Dumping/Trash Pick Up	83	7.71

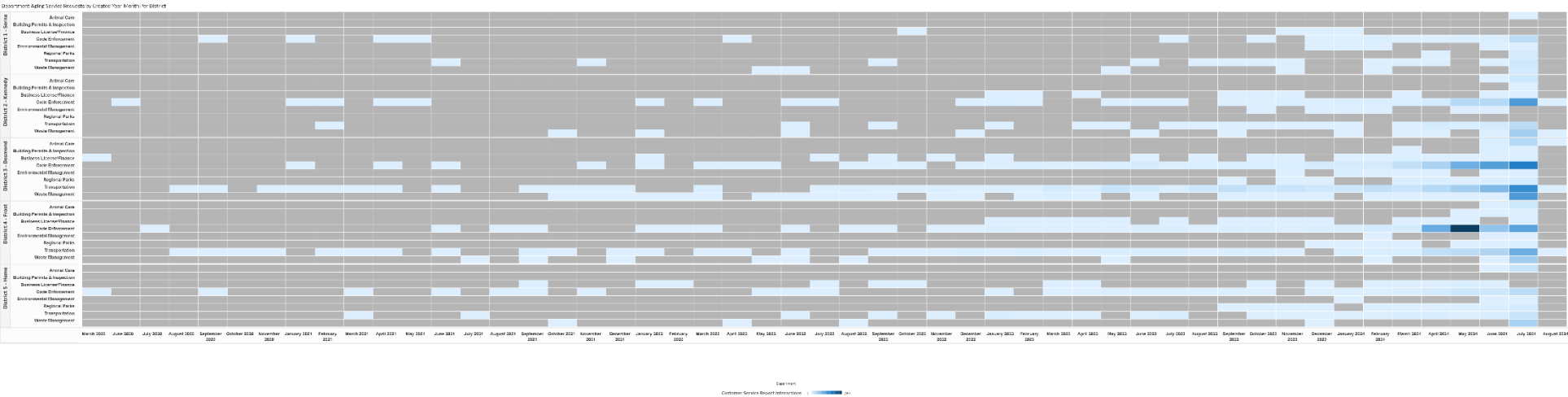
Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	70	8.32
Transportation	Street Lights	48	10.91
Transportation	Tree Complaint	68	12.15
Code Enforcement	Abandoned Vehicles	99	12.43
Regional Parks	Other	2	14.77
Regional Parks	Illegal Activity	2	17.13
Environmental Health	Environmental Health (All Jurisdictions)	93	21.42
Transportation	Landscape/Vegetation	69	23.08
Regional Parks	Illegal Camp	30	28.87
Transportation	Traffic Sign	67	29.62
Transportation	Pavement/Pothole	360	30.39
Regional Parks	Maintenance Request	30	32.02
Transportation	Ditches/Culverts	23	39.24
Code Enforcement	Sub-Standard Housing	65	45.19
Business Licensing	Business Licenses	2	48.36
Transportation	Encroachment Violation	42	55.83
Code Enforcement	Private Property Complaint	276	66.67
Code Enforcement	Private Property Vehicle	292	68.20
Transportation	Sidewalk	87	70.77
Transportation	Traffic Investigations	18	77.50
Transportation	Road Markings	6	95.03
Transportation	Bridge Complaints	5	96.07
Code Enforcement	Zoning	73	96.94
Code Enforcement	Priority Housing	13	139.83

Aging of Open Requests



Aging of Open Requests

Department Aging Requests by Month Created Per District



Dispatch Service Definition

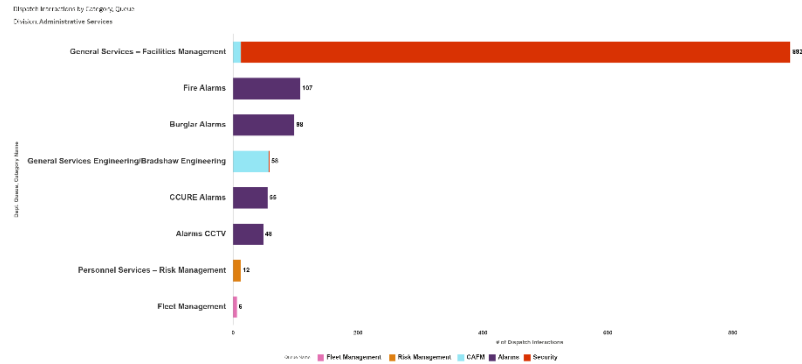
The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides immediate notification to departmental 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

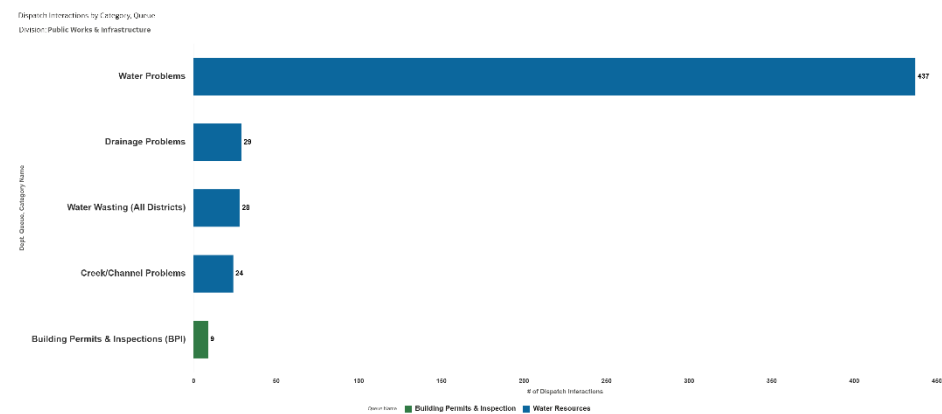


Service Definitions

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

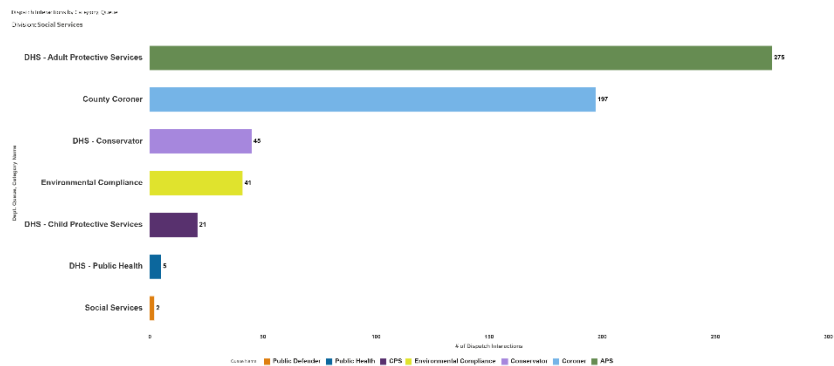


Service Definitions

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

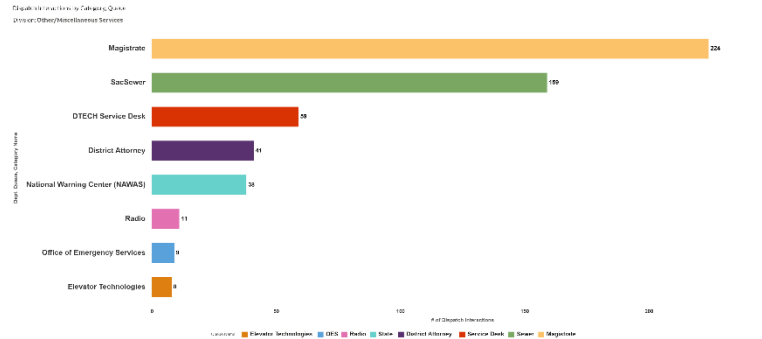


Service Definitions

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.