

Monthly Customer Service Report

June 1, 2021 through June 30, 2021



OFFICE OF CUSTOMER SERVICE

(916) 875-4311

www.311.saccounty.net

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Dispatch Service Request	35



Department of the Month

Department: Office of Public Information

Director: Kim Nava

Website: <https://pio.saccounty.net/Pages/default.aspx>

Mission: The Sacramento County Public Information Office communicates information about county government to the media, the general public, other governmental agencies and the business community.

Responsibilities

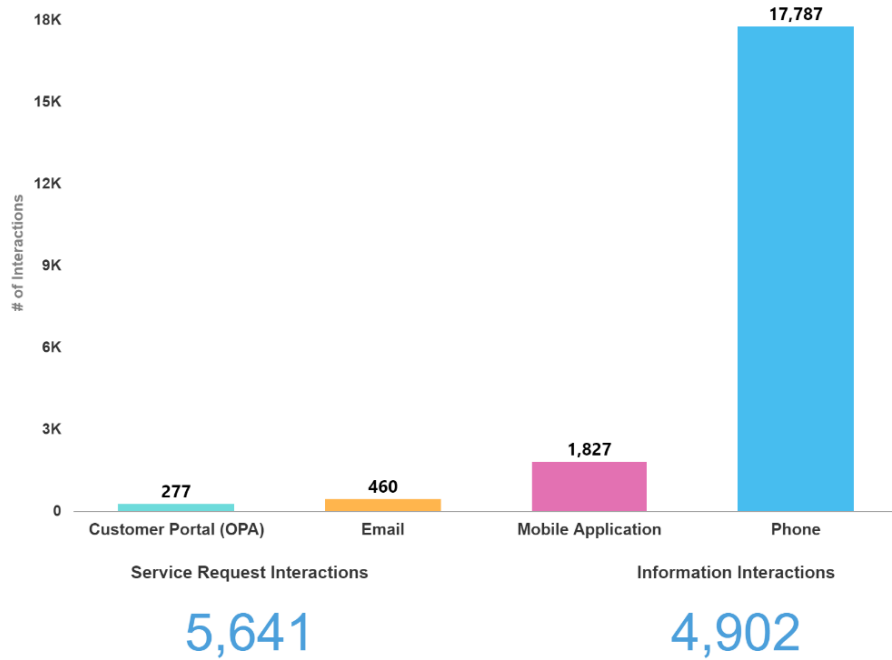
The Office is responsible for:

- Producing and disseminating County News
- Managing County social media
- Coordinating and managing a Countywide strategy and plan for public information, media relations and internal and external communications
- Coordinating marketing plans and strategies with other County departments
- Preparing monthly reports for the Board of Supervisors and department heads
- Preparing quarterly Countywide newsletter
- Responding to all media inquiries pertaining to County departments and issues
- Representing the county before the news media, government and private sector officials and at outreach events
 - Providing media training
 - Providing talking points on County issues
 - Coordinating major County events

FTE: 8 Public Information Officers

Monthly Statistics

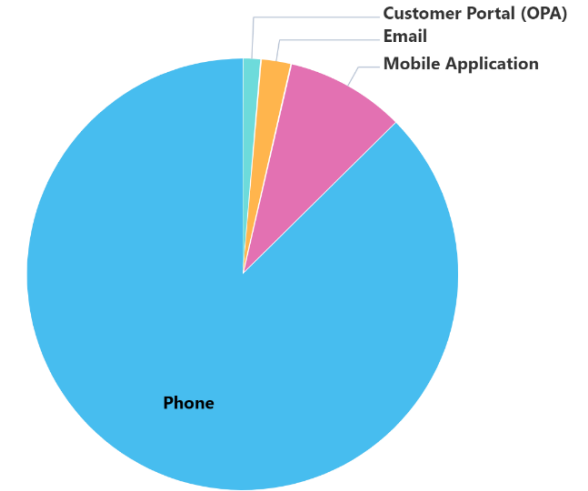
Monthly Interactions by Source



Monthly Customer Service Interactions
20,351

Incident Source Name	Service Request Map Count
Customer Portal (OPA)	277
Email	460
Mobile Application	1,827
Phone	17,787

Monthly Interactions by Source



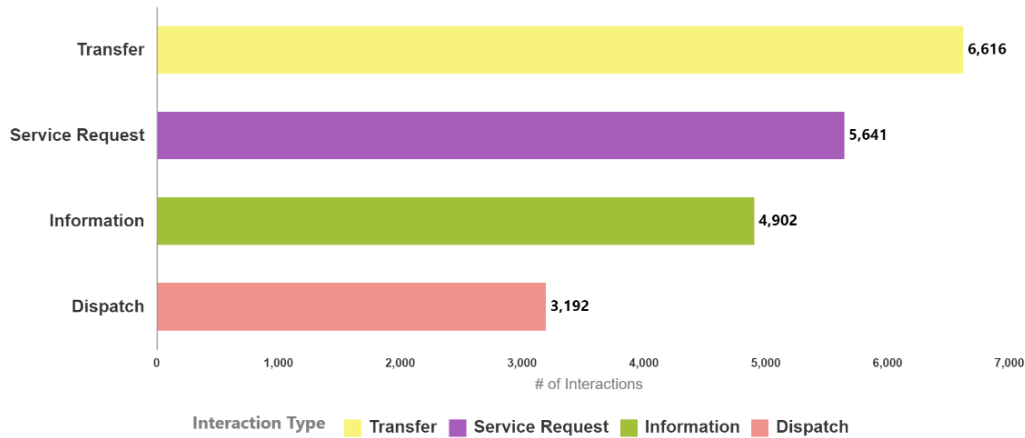
Transfer Interactions

6,616

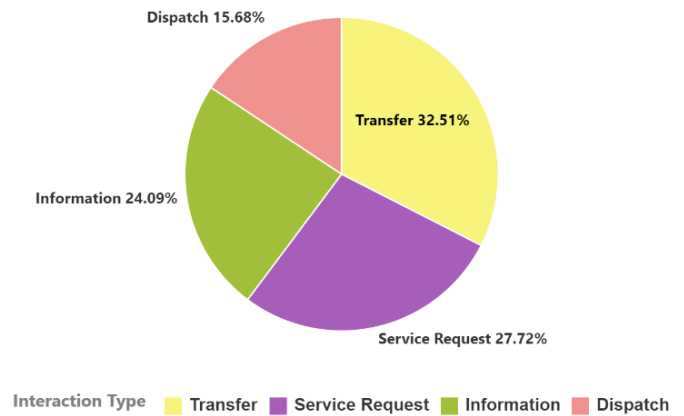
Dispatch Interactions

3,192

Customer Service Report Interactions by Interaction Type



Monthly Interactions by Interaction Type



Service Request Interaction Totals (>10 Requests) by Category

Cat2, Cat3	Customer Service Report Interactions
Missed Service, Garbage	1,100
Illegal Dumping, Illegal Dumping	605
Missed Service, Recycle	425
Missed Service, Green Waste	359
Missed Service, Neighborhood Clean Up (NCU)	118
Private Property Complaint, Junk/Rubbish	113
Pavement/Pothole, Pothole/Chuckhole Repair	106
Stray, Roam	101
Abandoned Vehicles, Inoperable	100
Shopping Cart by Vendor, Shopping Cart by Vendor	96
Notify Supervisor, Garbage	84
Dead Animal, Domestic	83
Investigation, Barking (Dogs Only)	83
Investigation, Negligence	77
Private Property Vehicle, Parked on Lawn	75
Dead Animal, Roadside	62
Owned, Aggressive	62
Wild, Injured	61
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	58
Trash and Debris, Trash and Debris	54
Owned, Nuisance (No Cats)	53
Stray, Sick	52

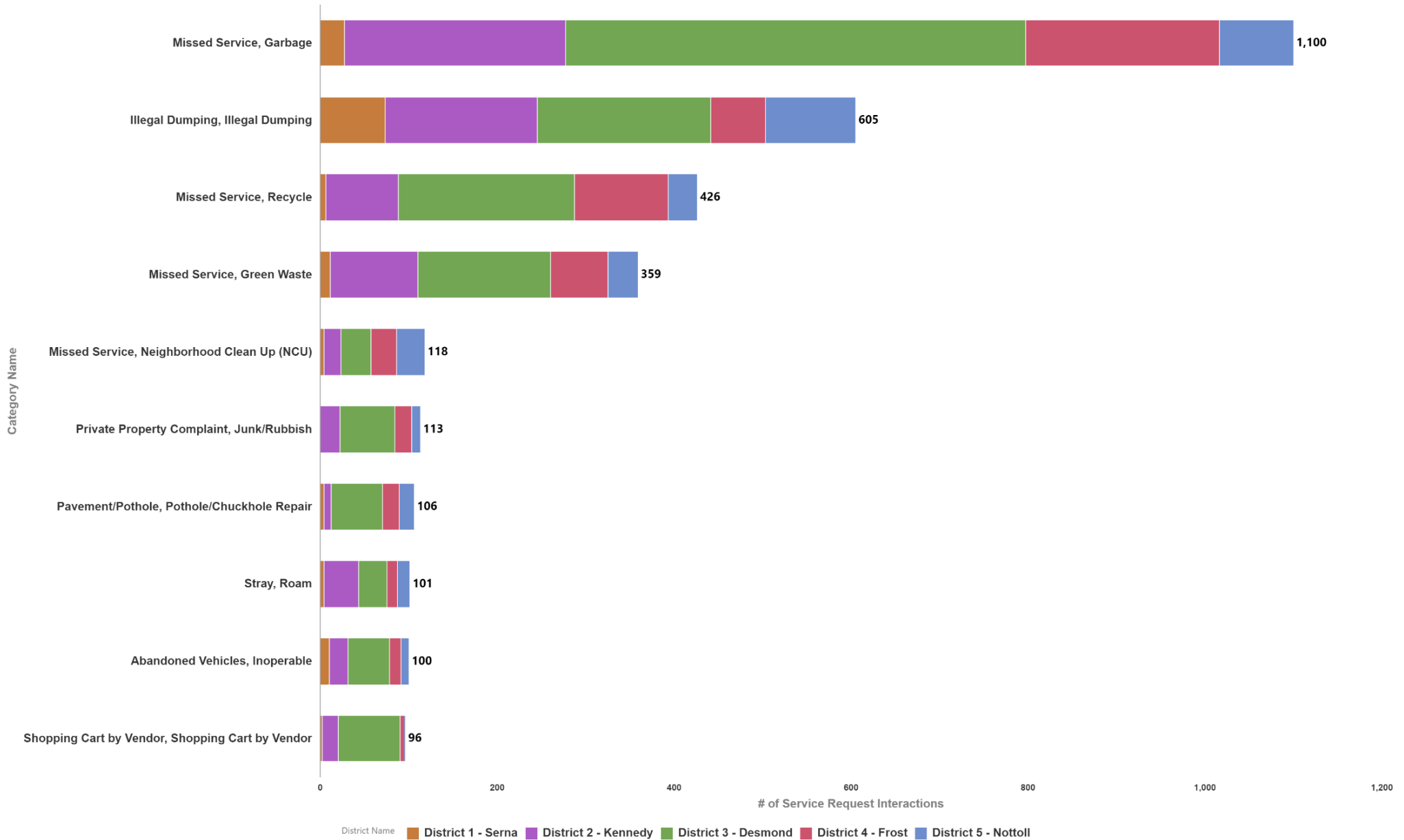
Cat2, Cat3	Customer Service Report Interactions
Stray, Injured	50
Dead Animal, Wild	48
Environmental Health (All Jurisdictions), Food Facility Complaint	47
Private Property Complaint, Vacant, Unmaintained	47
Pavement/Pothole, Paving Needs on Street	41
Abandoned Vehicles, Wrecked	38
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	37
Investigation, Cruelty	36
Notify Supervisor, Recycle	35
Sweeper Request, Sweeper	33
Notify Supervisor, Supervisor Dispute NCU	31
Stray, Confined	31
Maintenance Request, Maintenance Request	30
Missed Service, Non-Regular Service	30
Sidewalk, Curb, Gutter, and Sidewalk Repair	30
Zoning, Other	30
Encroachment Violation, Basketball Hoop/Garbage Cans	29
Traffic Sign, Non-Emergency	29
Investigation, Bite - NOT Happening NOW	28
Abandoned Vehicles, Dismantled	27
Graffiti, Public Right-of-Way	27
Assist (On-Scene Only), Police/Sheriff	26

Cat2, Cat3	Customer Service Report Interactions
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	25
Dead Animal, In Traffic	25
Sidewalk, Tree Trimming Needed	24
Stray, Aggressive	23
Traffic Investigations, Request	23
Private Property Vehicle, Non-Operable (Commercial Included)	22
Landscape/Vegetation, Request	21
Notify Supervisor, Green Waste	21
Traffic Signal, All Signals Dark	21
Calendar Request, Calendar Request	20
Traffic Signal, Flashing Red	20
Tree Complaint, Request	20
Wild, Sick	20
Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	19
Street Lights, Light Out	19
Tree Complaint, Tree Down	19
Traffic Signal, Cycling/Detection Problem	18
Tree Complaint, Broken/Hanging Tree Limb	18
Graffiti, Private Property	16

Cat2, Cat3	Customer Service Report Interactions
Illegal Camp, Abandoned	15
Stray, Traffic	15
Traffic Signal, Long Red/Short Green	15
Investigation, Animal Left in Vehicle	14
Missed Sweeper Request, Missed Sweeper Request	14
Illegal Camp, Occupied	13
Environmental Health (All Jurisdictions), Commercial Noise Complaint	12
Traffic Signal, Miscellaneous Issues	12
Zoning, 10K SQ FT or Smaller-Small Farm Animals	12
Investigation, Tethered	11
Traffic Sign, New Sign Request	11
Sub-Standard Housing, Other	10
Traffic Signal, Pedestrian Signal Inoperative	10

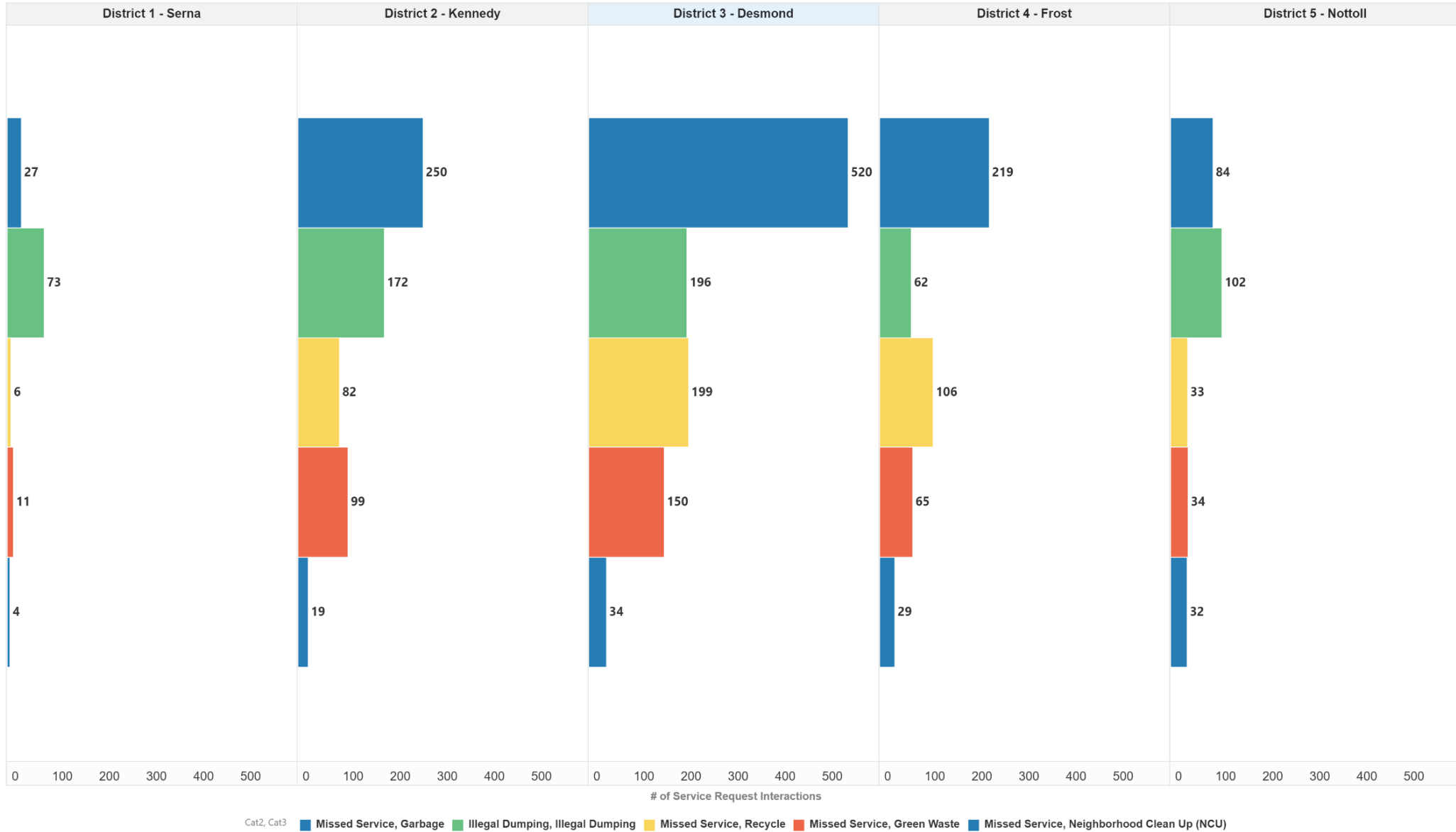
Top Service Requests Opened

Top 10 Service Requests Categories Opened | With Districts



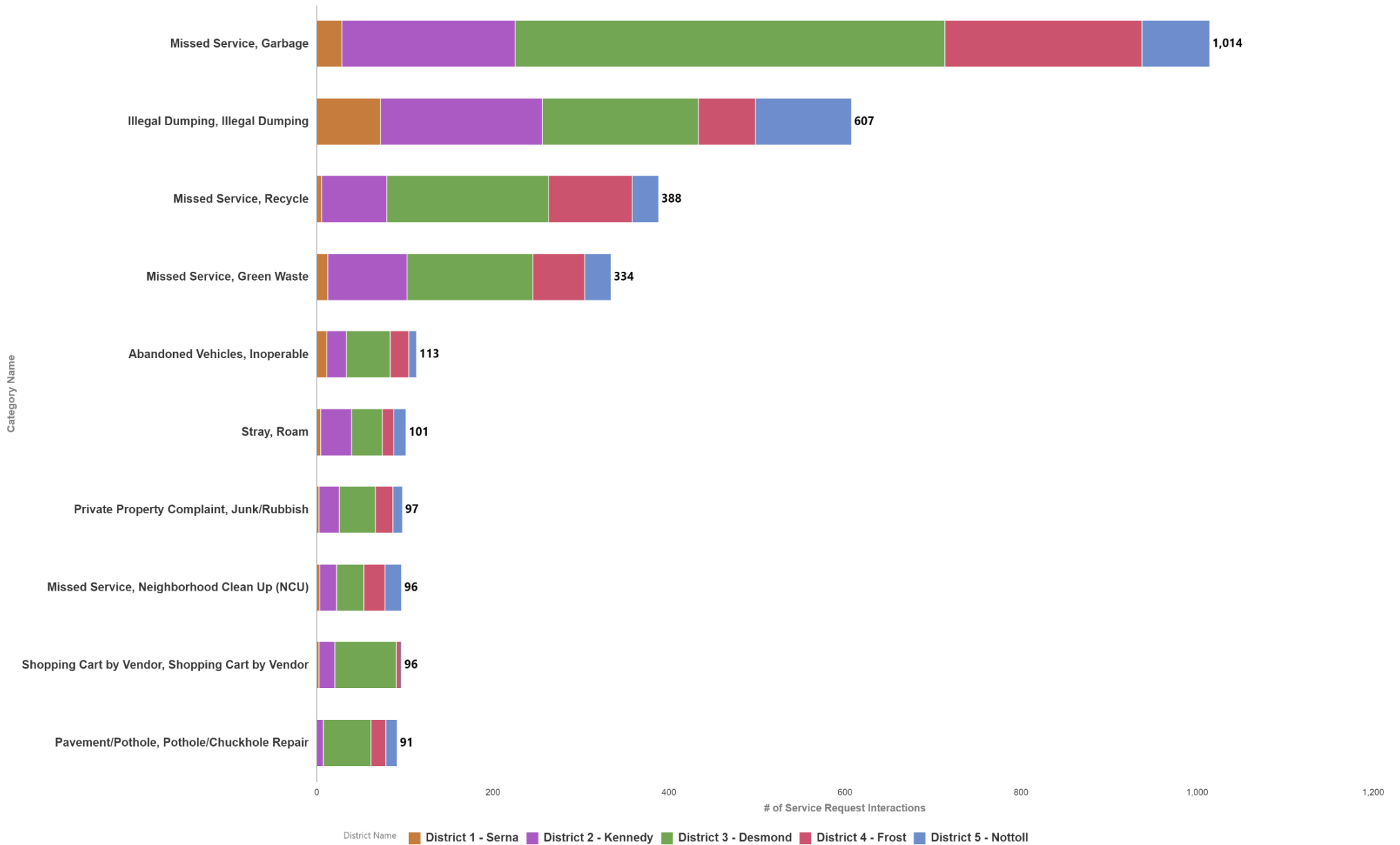
Top Service Requests Opened

Top 5 Service Requests Opened | by Districts



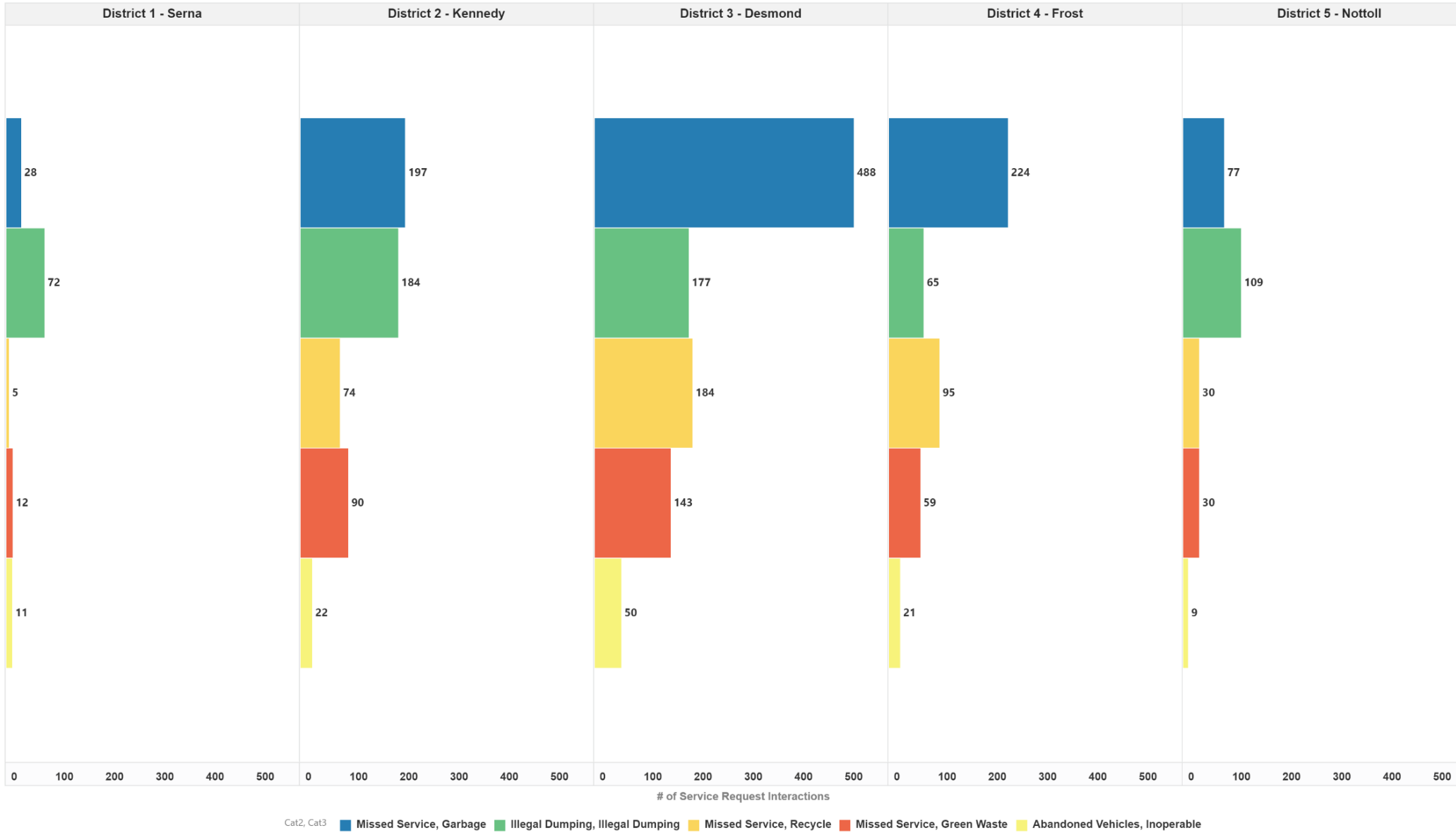
Top Service Requests Closed

Top 10 Service Requests Categories Closed | With Districts



Top Service Requests Closed

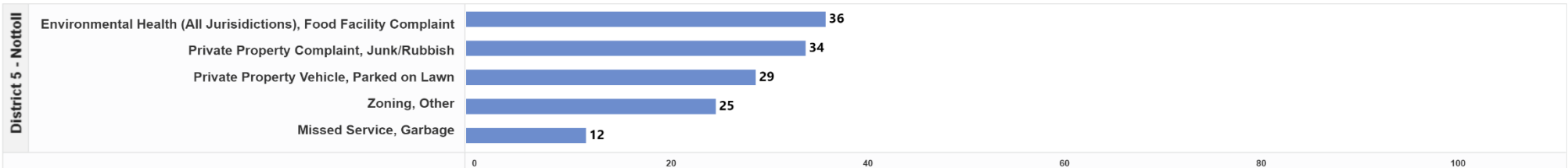
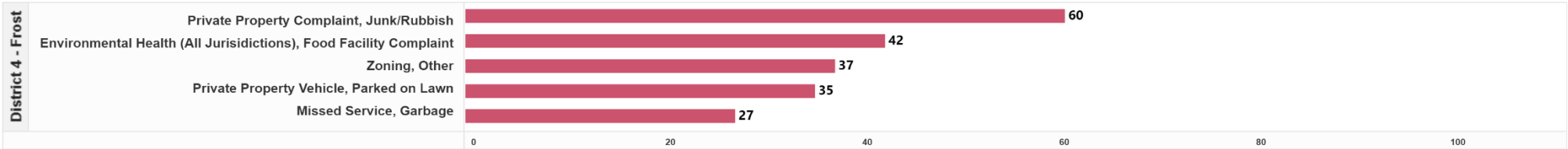
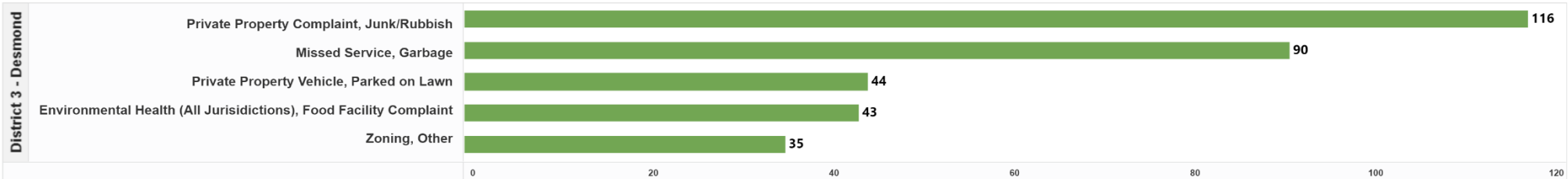
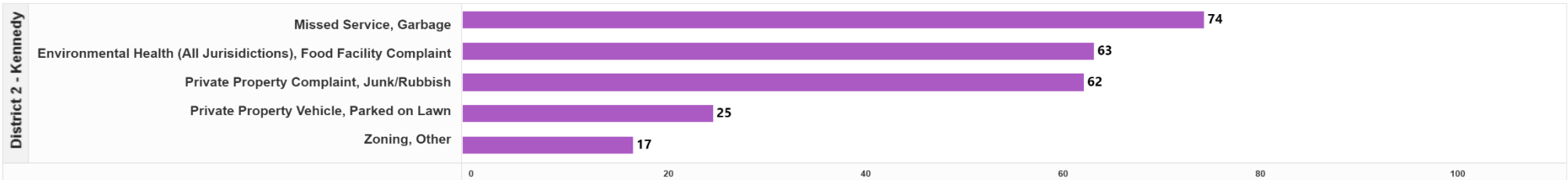
Top 5 Service Requests Categories Closed | by Districts



Top Unresolved Service Request

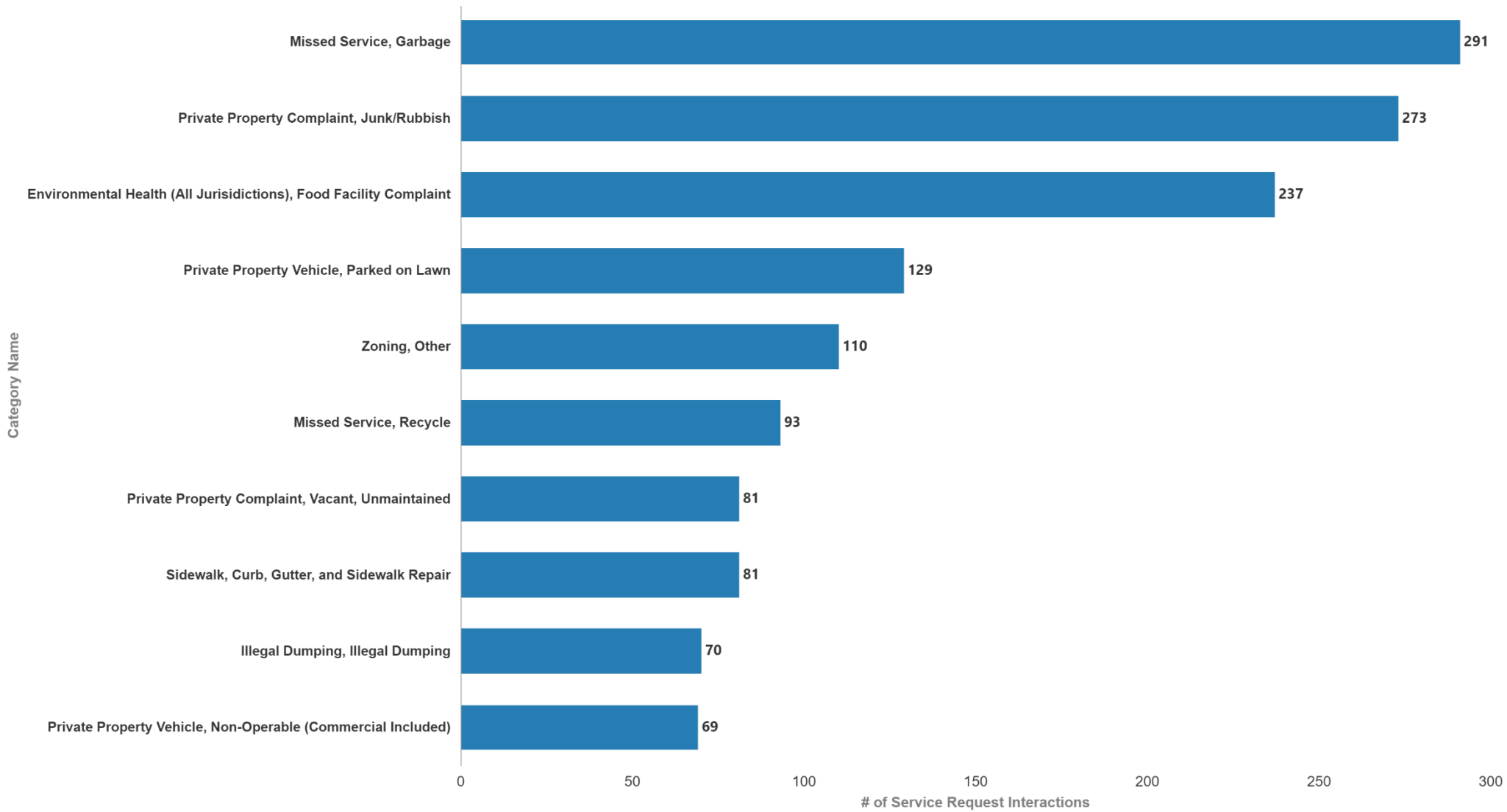
Top Unresolved Service Request Categories | by Districts

Top Unresolved Service Request Categories by District



Top Unresolved Service Request

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through June 30th

2,859

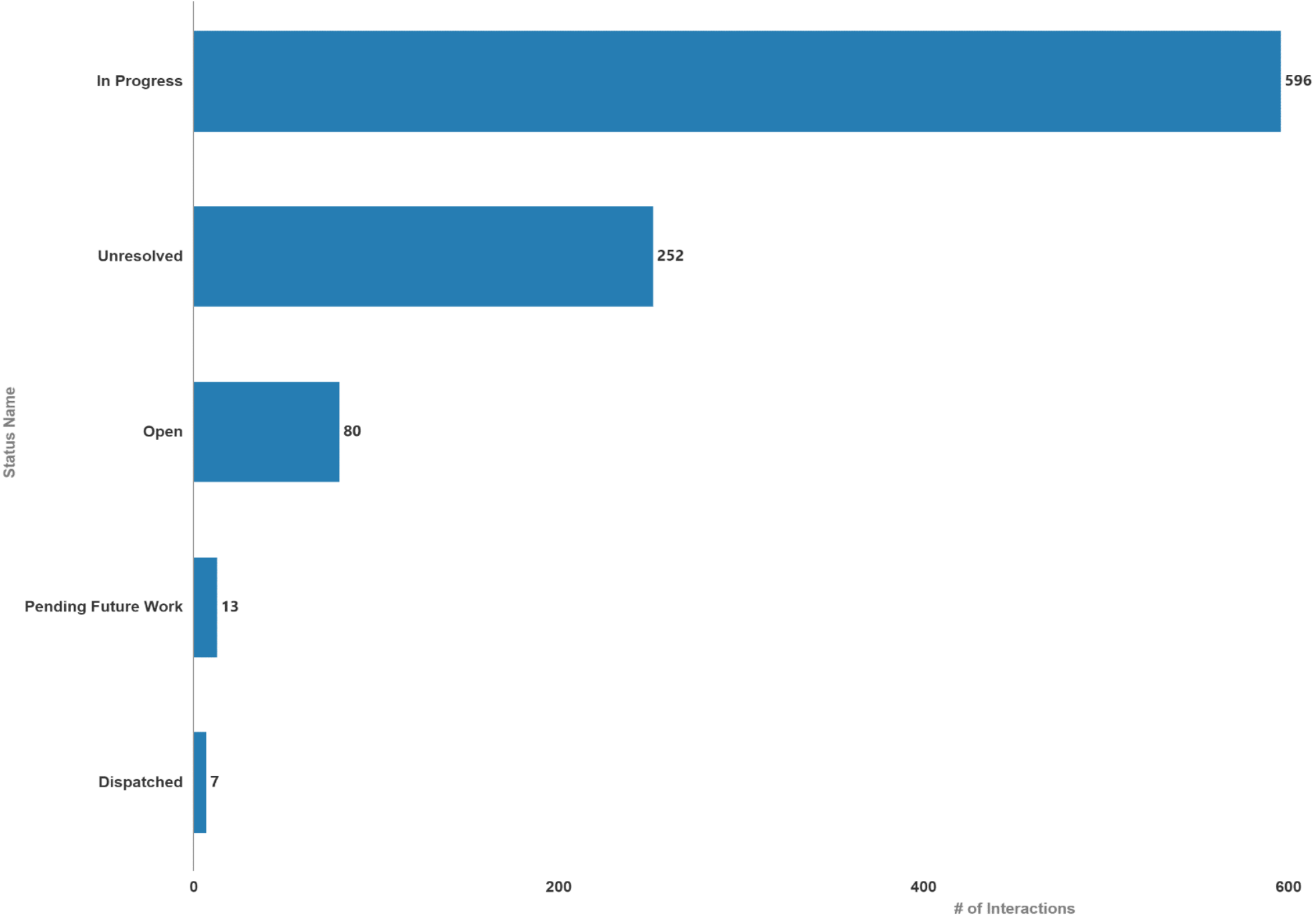
Interactions Closed this Month

20,134

Monthly Interactions Not Closed

807

Monthly Interactions Not Closed by Status



Board of Supervisor District Information

Service Requests Opened by District

June 2021

Monthly Service Request Interactions Opened

5,641

District 1 Serna

286

Service Request Interactions

District 2 Kennedy

1,150

Service Request Interactions

District 3 Desmond

2,517

Service Request Interactions

District 4 Frost

1,034

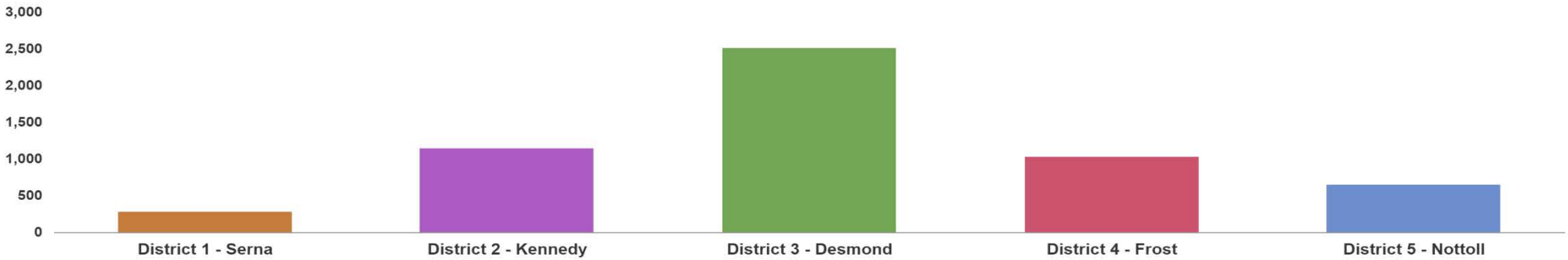
Service Request Interactions

District 5 Nottoll

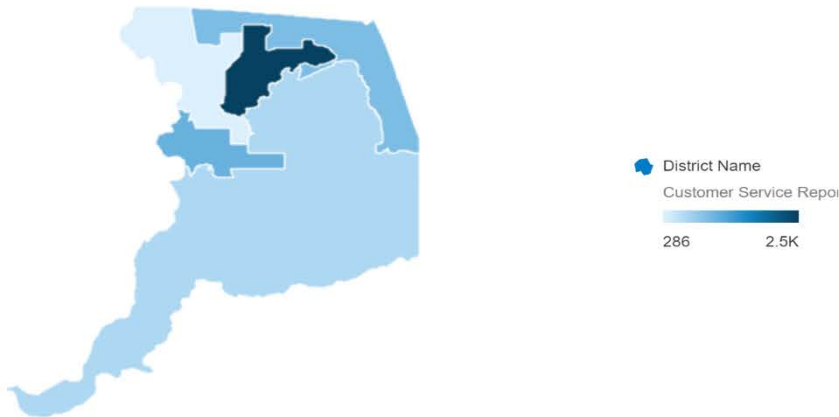
654

Service Request Interactions

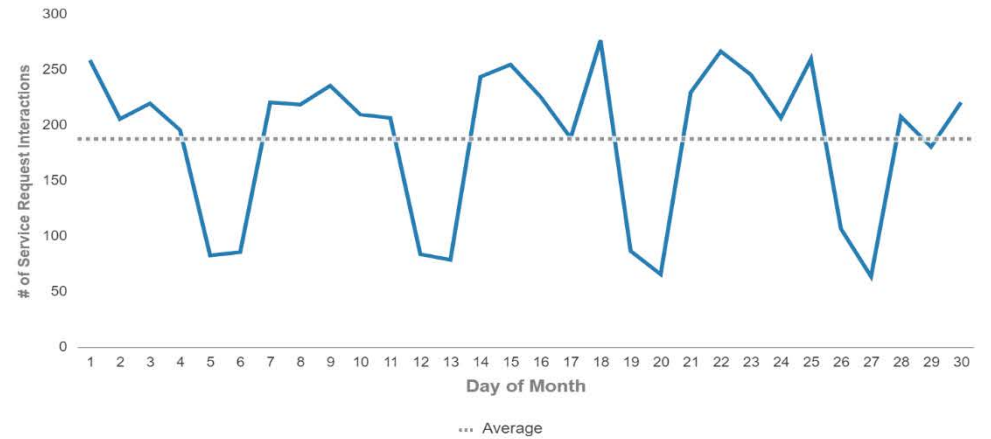
Service Request Interactions by District



Service Request Interactions by District Map



Service Request Interactions Created by Day of Month



Board of Supervisor District Information

Service Requests Closed by District

June 2021

Monthly Service Request Interactions Closed

5,378

District 1 Serna

261

Service Request Interactions

District 2 Kennedy

1,082

Service Request Interactions

District 3 Desmond

2,410

Service Request Interactions

District 4 Frost

1,031

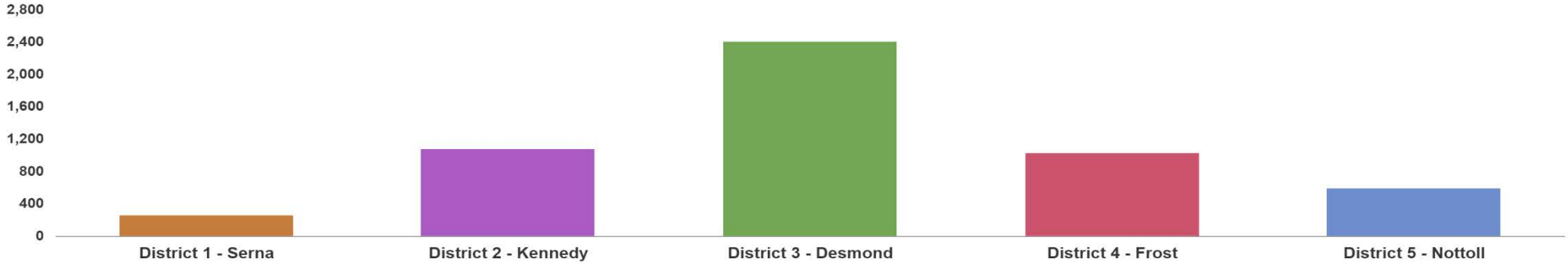
Service Request Interactions

District 5 Nottoll

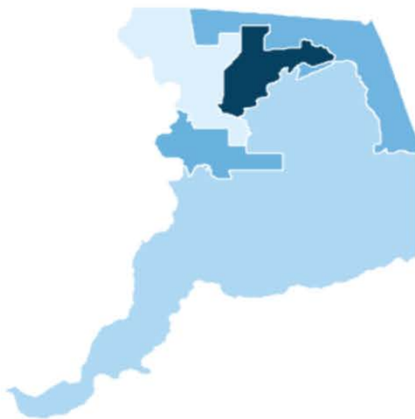
594

Service Request Interactions

Service Request Interactions by District

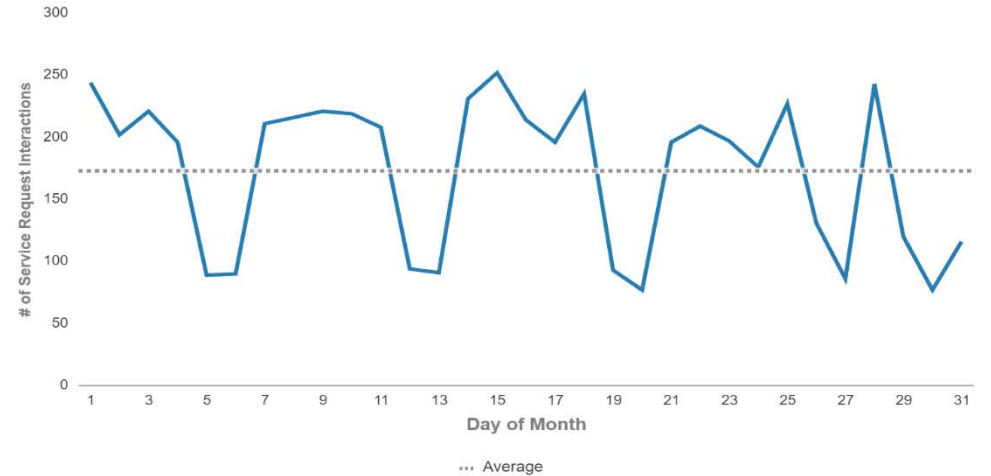


Service Request Interactions by District Map



● District Name
 Customer Service Repoi
 261 2.4K

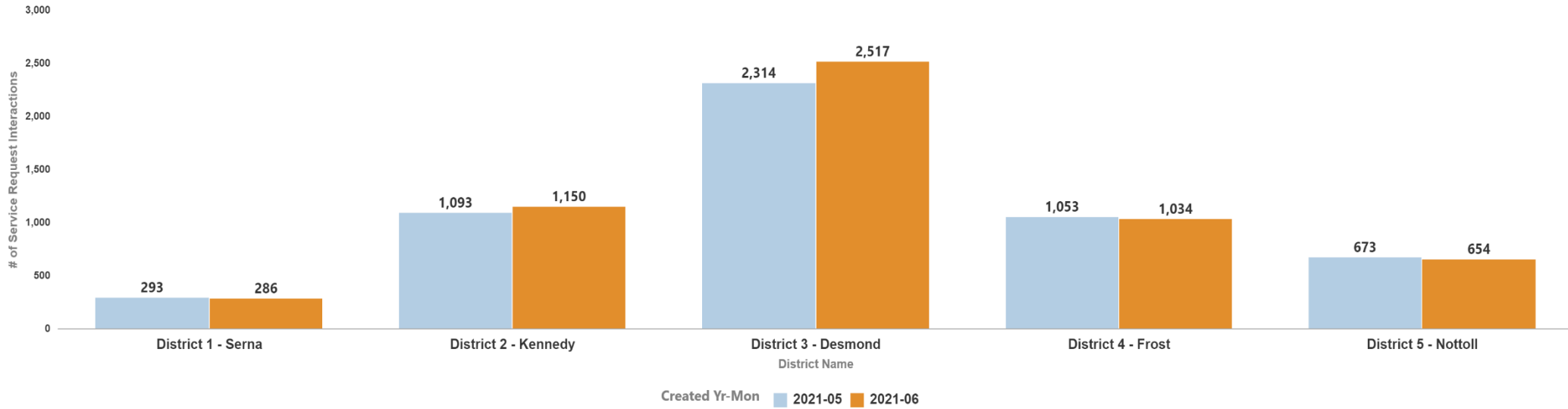
Service Request Interactions Closed by Day of Month



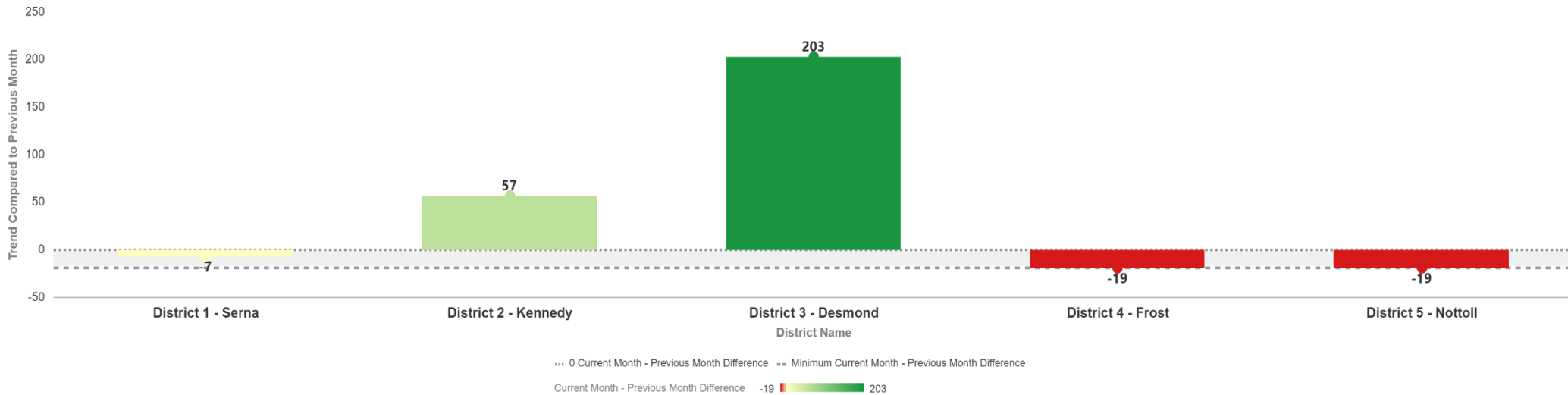
Board of Supervisors District Information

Previous Month Comparison of Service Request

Previous Month Comparison of Service Request interactions



Previous Month Trend of Service Request Interactions Per District

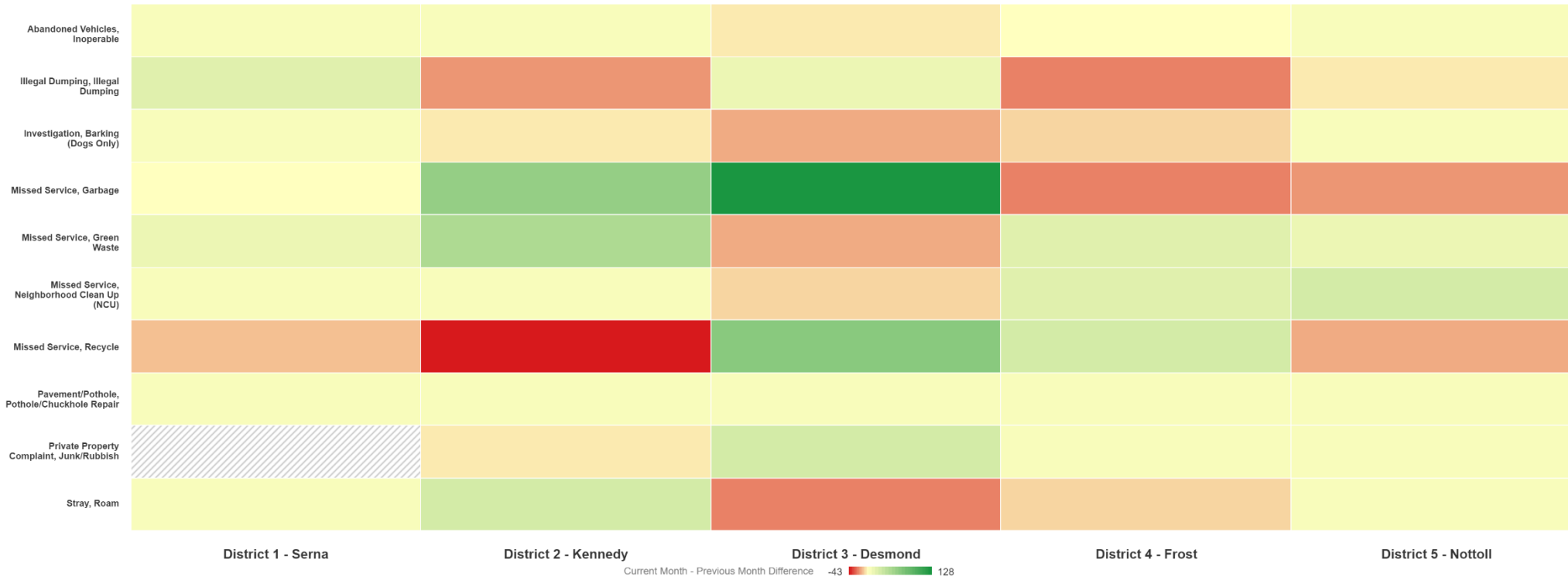


Previous Month Comparison (continued)

Monthly Comparison: Service Requests by District

District Name	2021-05	2021-06
	Service Request Map Count	Service Request Map Count
District 1 - Serna	293	286
District 2 - Kennedy	1,093	1,150
District 3 - Desmond	2,314	2,517
District 4 - Frost	1,053	1,034
District 5 - Nottoll	673	654

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



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

Cat2, Cat3	District 1 - Serna	District 2 - Kennedy	District 3 - Desmond	District 4 - Frost	District 5 - Nottoll	Grand Total
	Current Month - Previous Month Difference	Current Month - Previous Month Difference	Current Month - Previous Month Difference	Current Month - Previous Month Difference	Current Month - Previous Month Difference	
Missed Service, Garbage	-4	56	128	-25	-23	132
Missed Service, Green Waste	5	43	-18	12	8	50
Missed Service, Neighborhood Clean Up (NCU)	3	0	-10	14	20	27
Private Property Complaint, Junk/Rubbish		-7	25	1	4	17
Missed Service, Recycle	-15	-43	63	24	-18	11
Pavement/Pothole, Pothole/Chuckhole Repair	0	2	-1	3	2	6
Abandoned Vehicles, Inoperable	0	-1	-7	-6	2	-12
Stray, Roam	-2	19	-24	-11	0	-18
Illegal Dumping, Illegal Dumping	15	-21	10	-25	-7	-28
Investigation, Barking (Dogs Only)	3	-9	-18	-10	-1	-35
Grand Total	-1	39	148	-23	-13	150

Board of Supervisor District Analysis

District 1

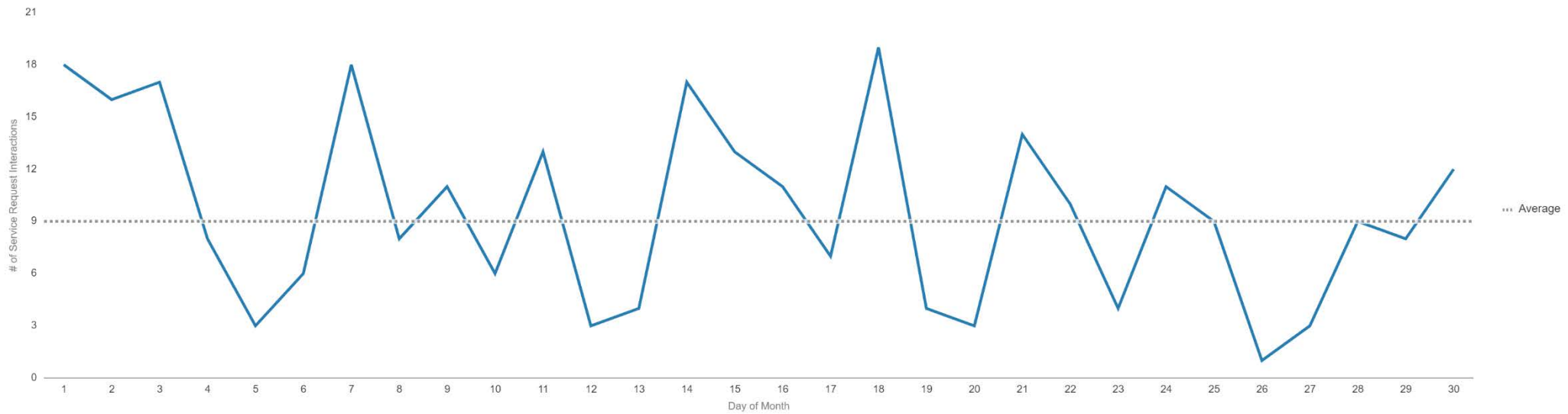
Service Requests Created

286

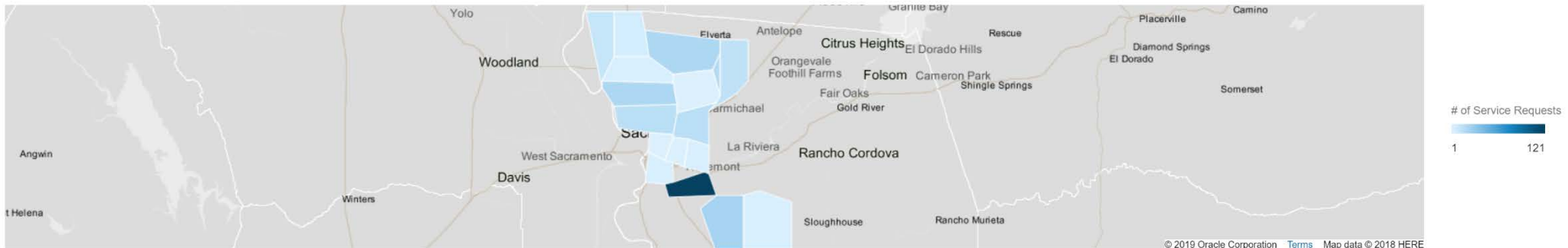
Service Requests Closed

220

Service Request Interactions Created by Day of Month



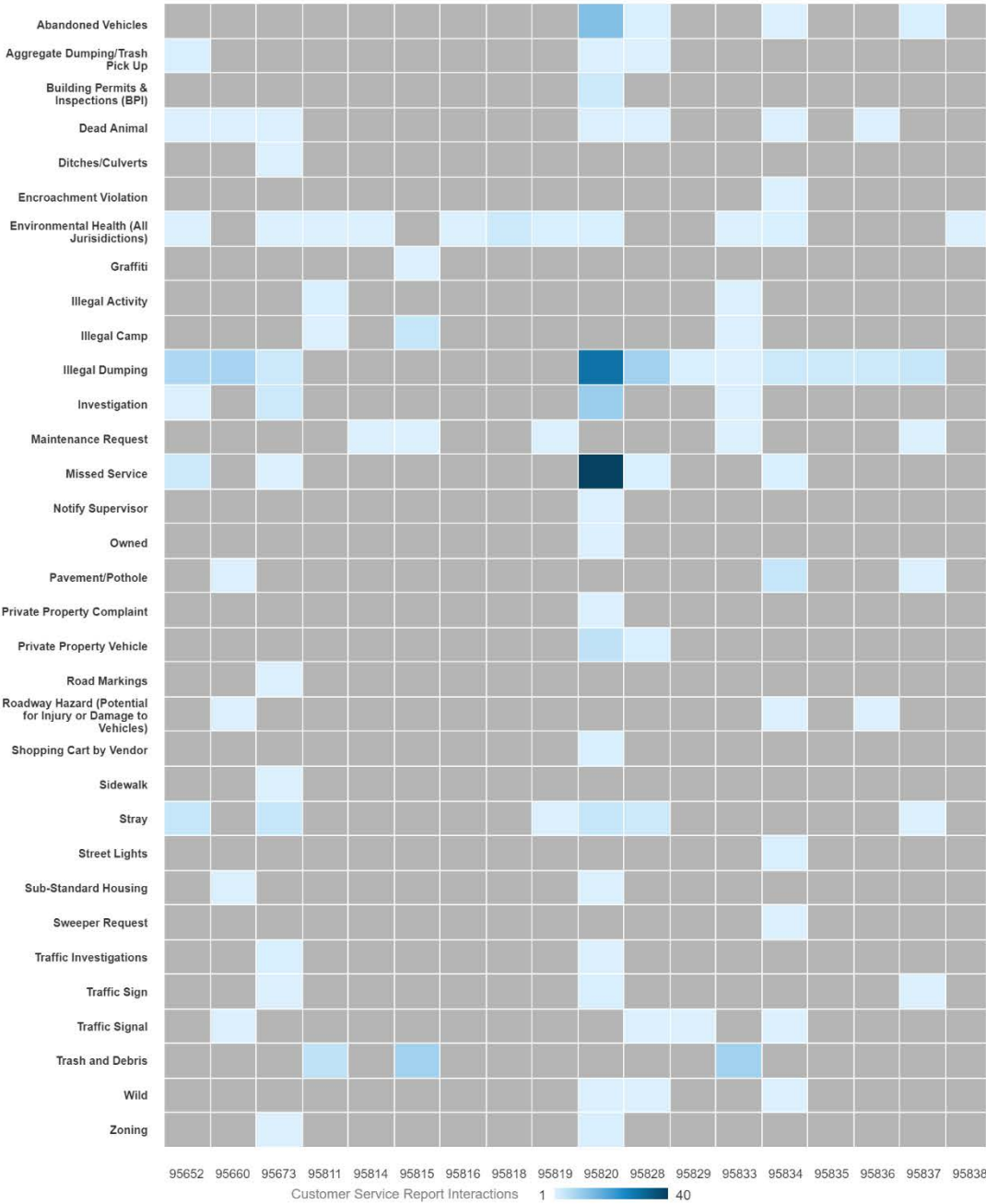
GIS Zip Code, District Name, Customer Service Report Interactions



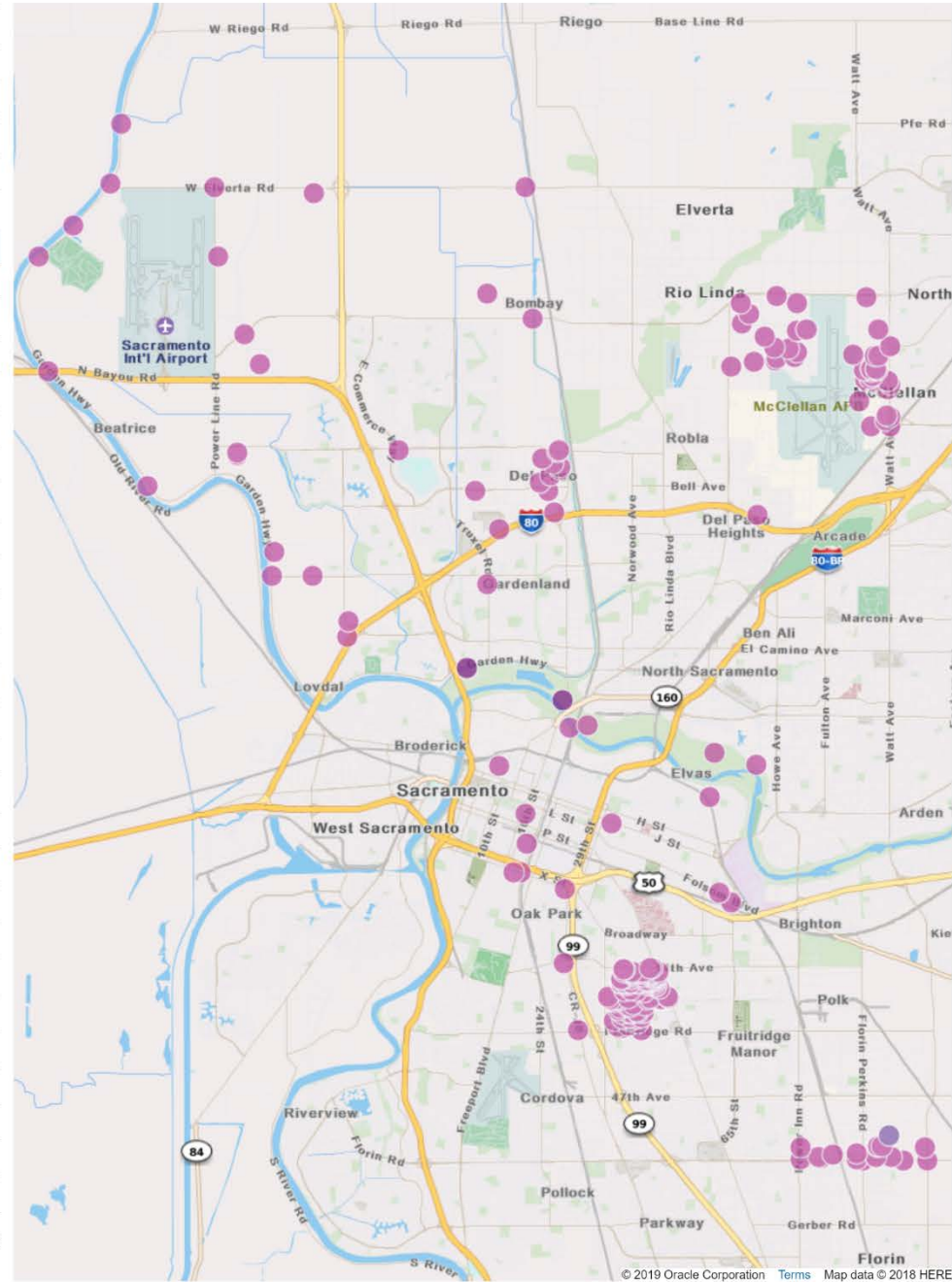
Board of Supervisor District Analysis

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

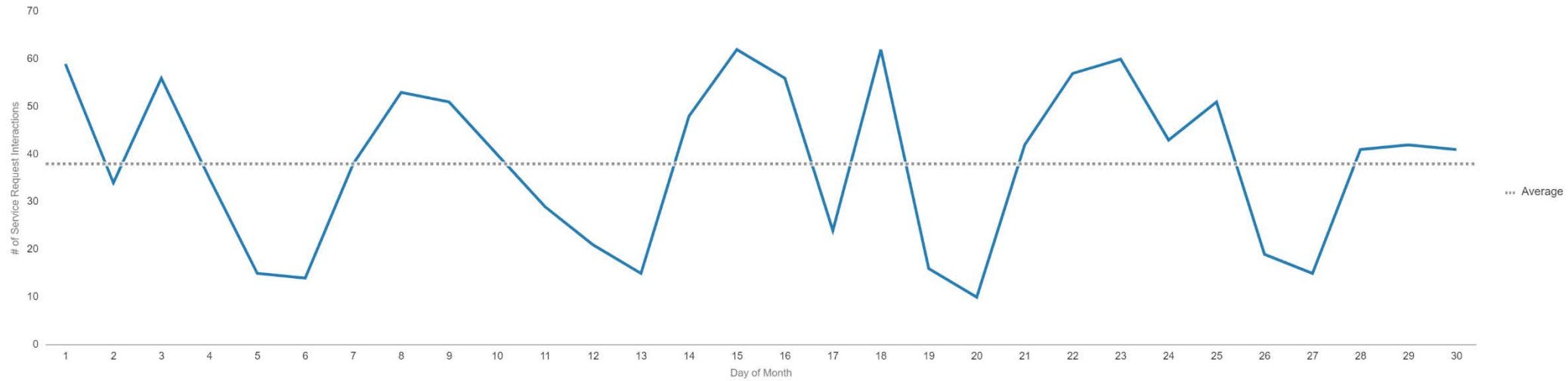
Service Requests Created

1,149

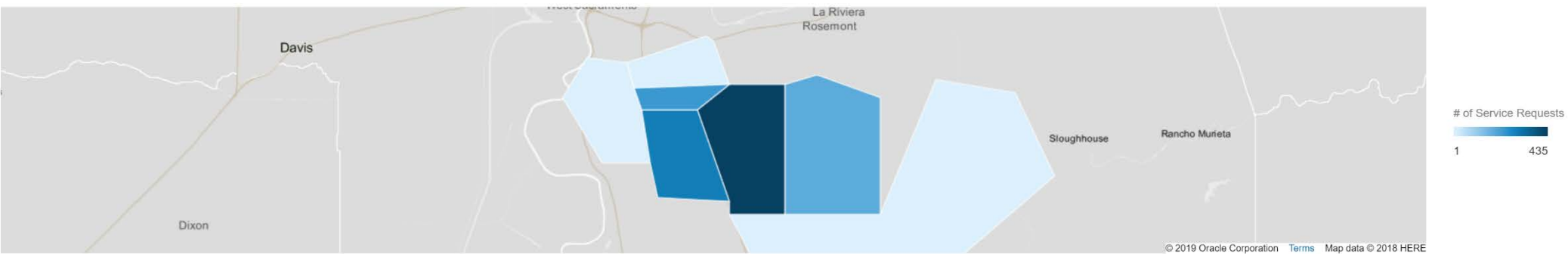
Service Requests Closed

899

Service Request Interactions Created by Day of Month



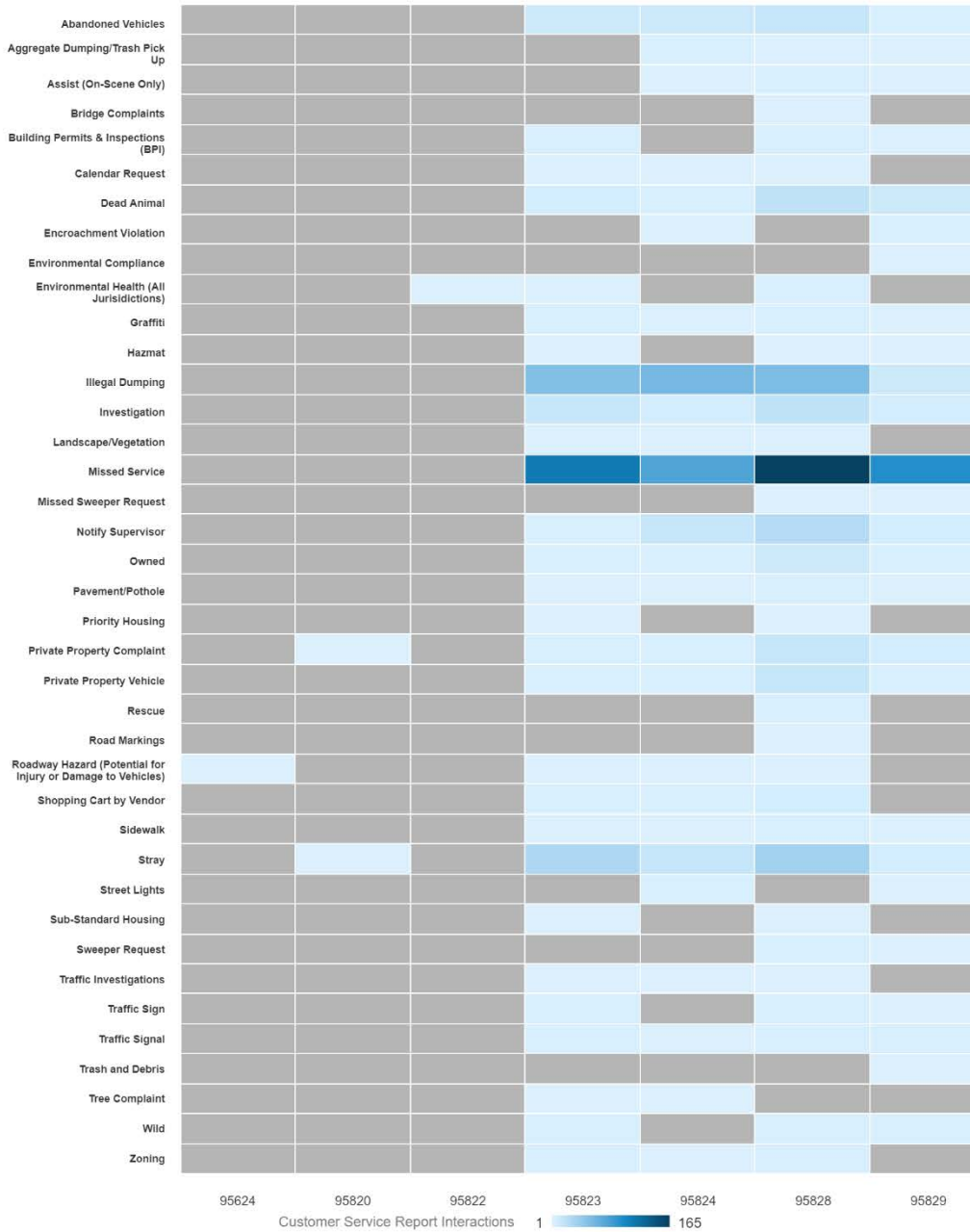
GIS Zip Code, District Name, Customer Service Report Interactions



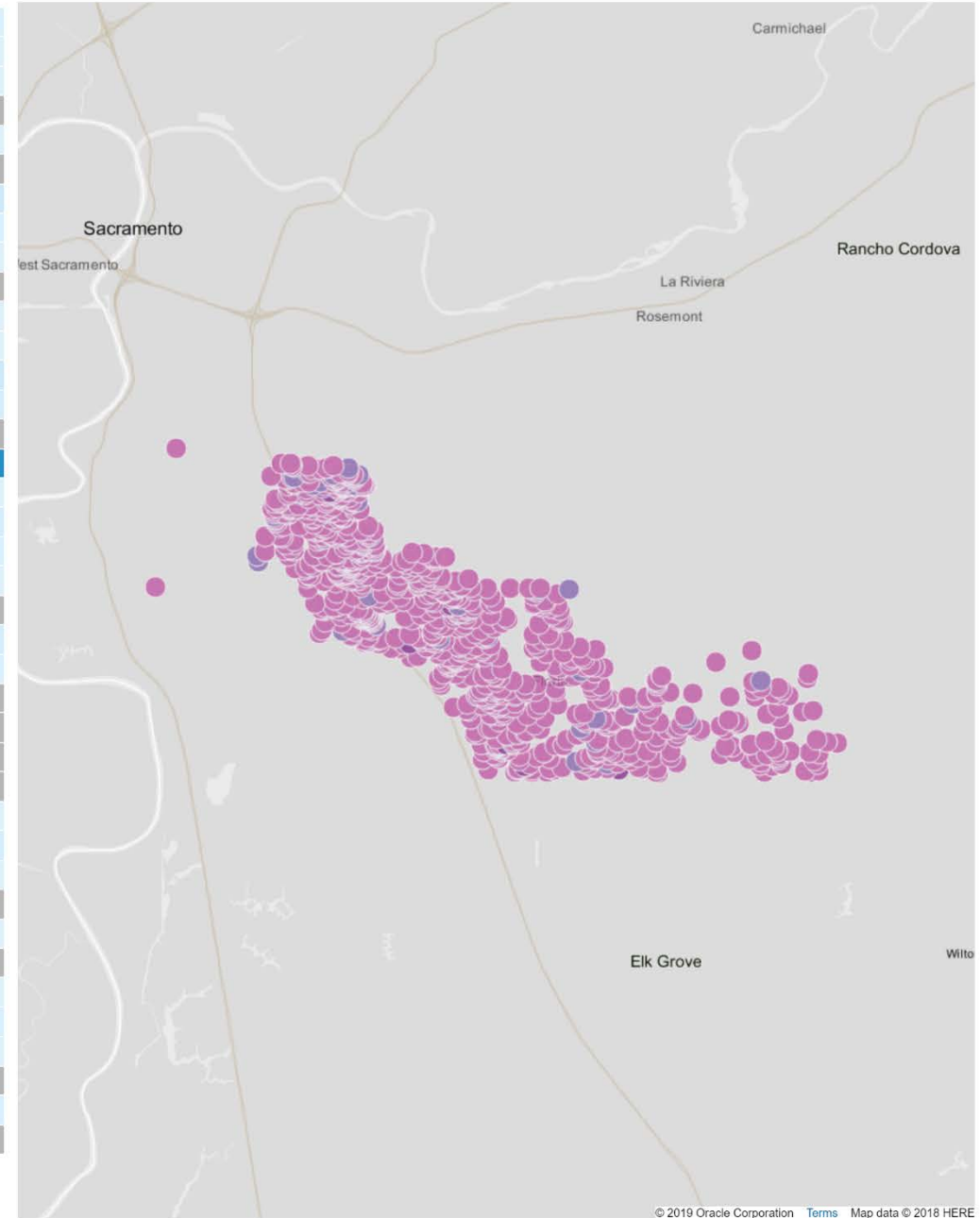
Board of Supervisor District Analysis

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

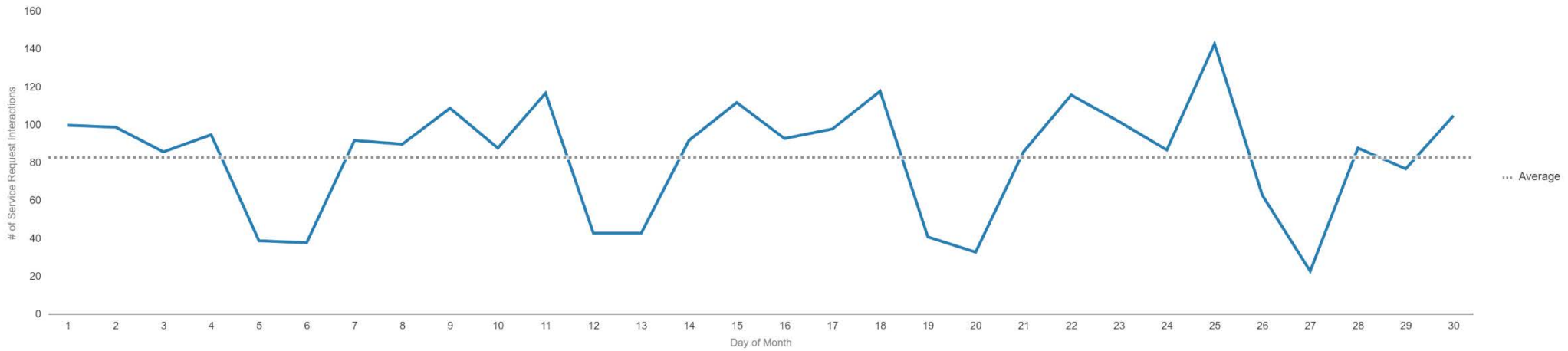
Service Requests Created

2,516

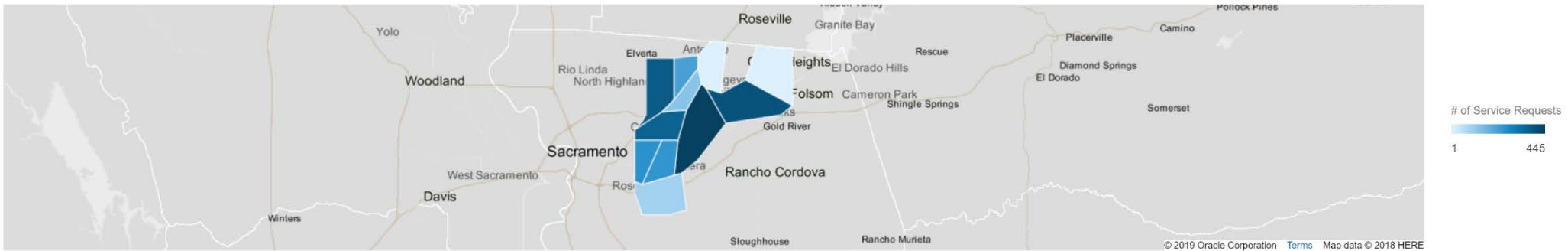
Service Requests Closed

1,939

Service Request Interactions Created by Day of Month



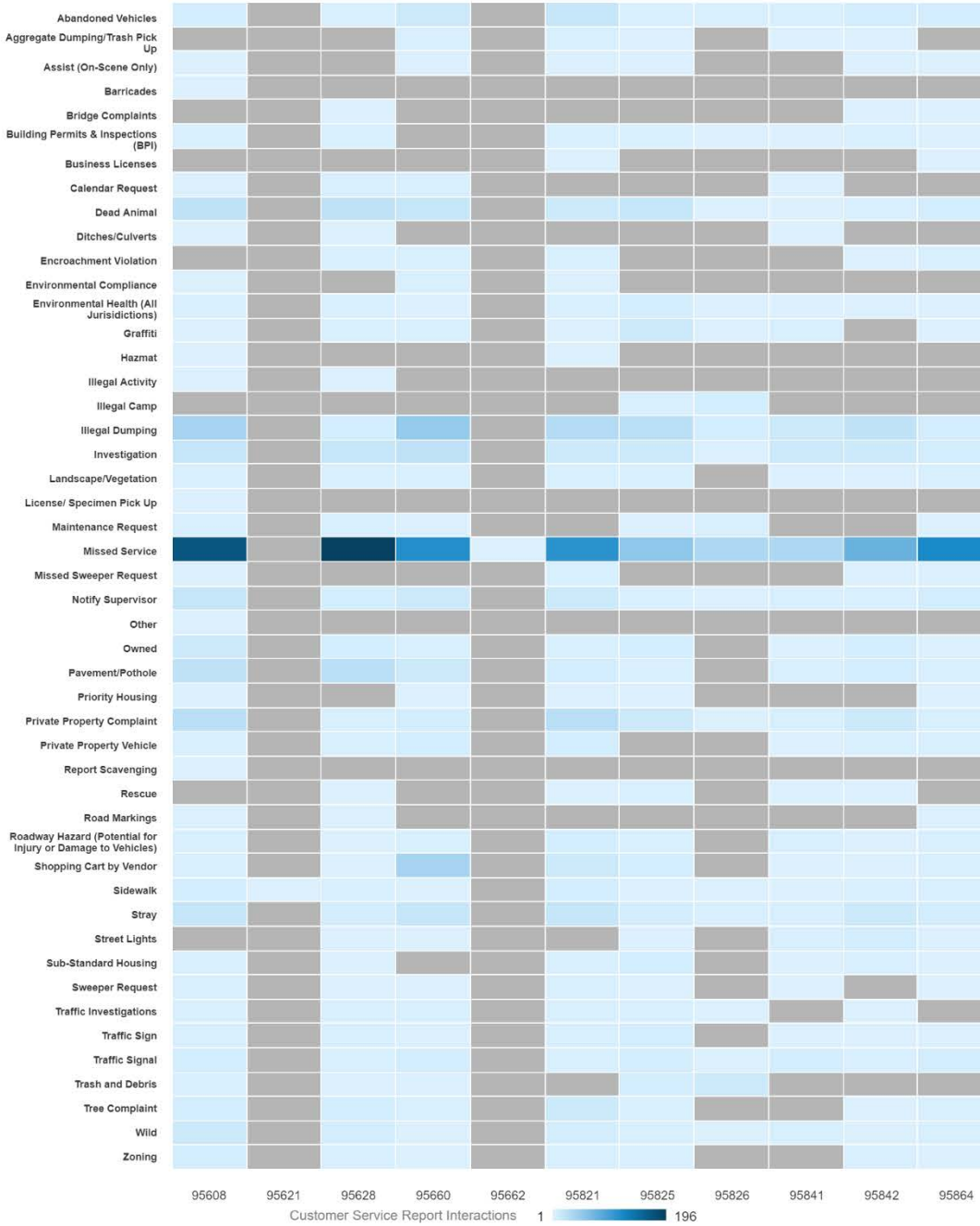
GIS Zip Code, District Name, Customer Service Report Interactions



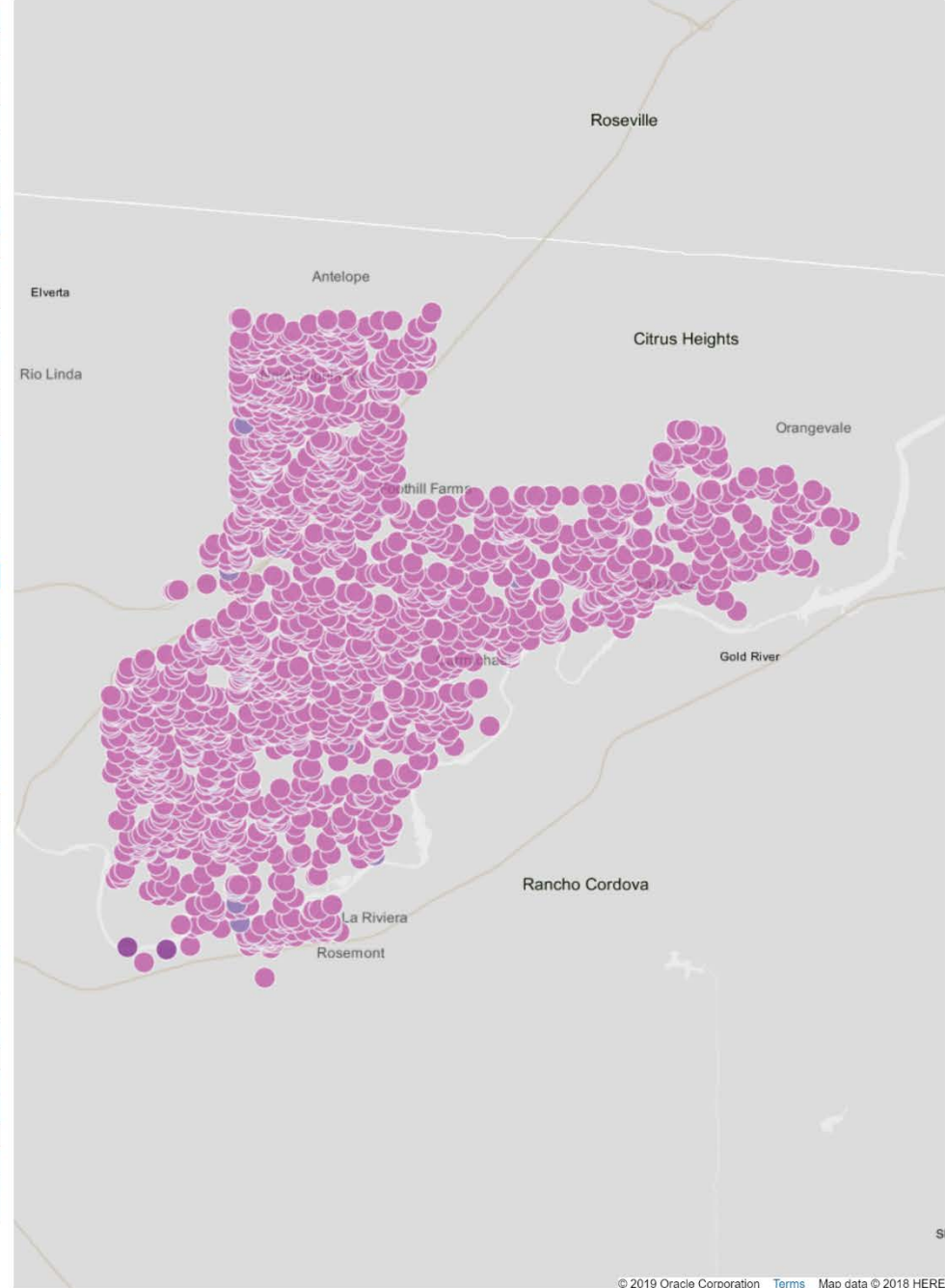
Board of Supervisor District Analysis

District 3 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



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Board of Supervisor District Analysis

District 4

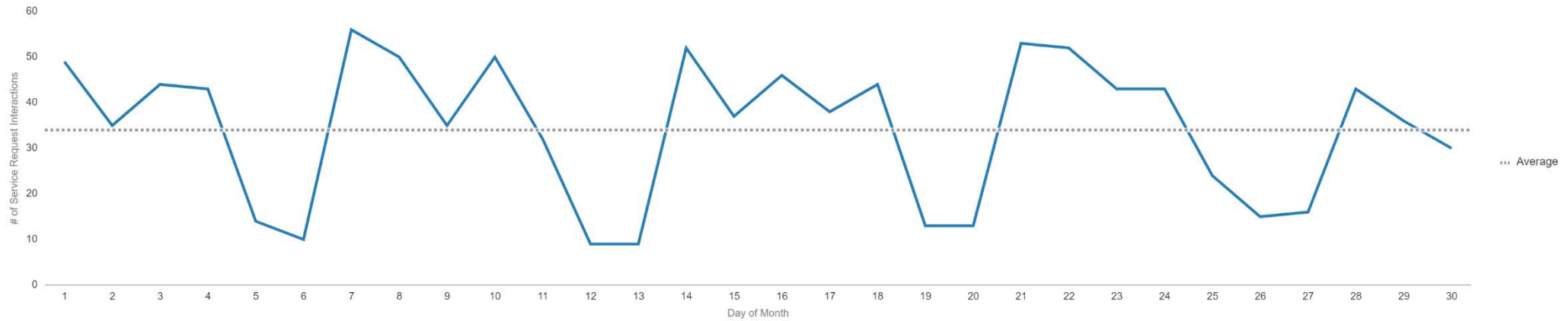
Service Requests Created

1,034

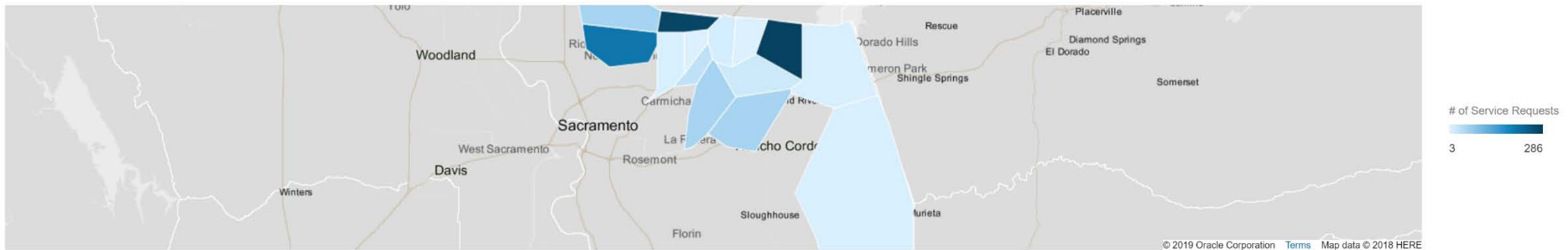
Service Requests Closed

832

Service Request Interactions Created by Day of Month



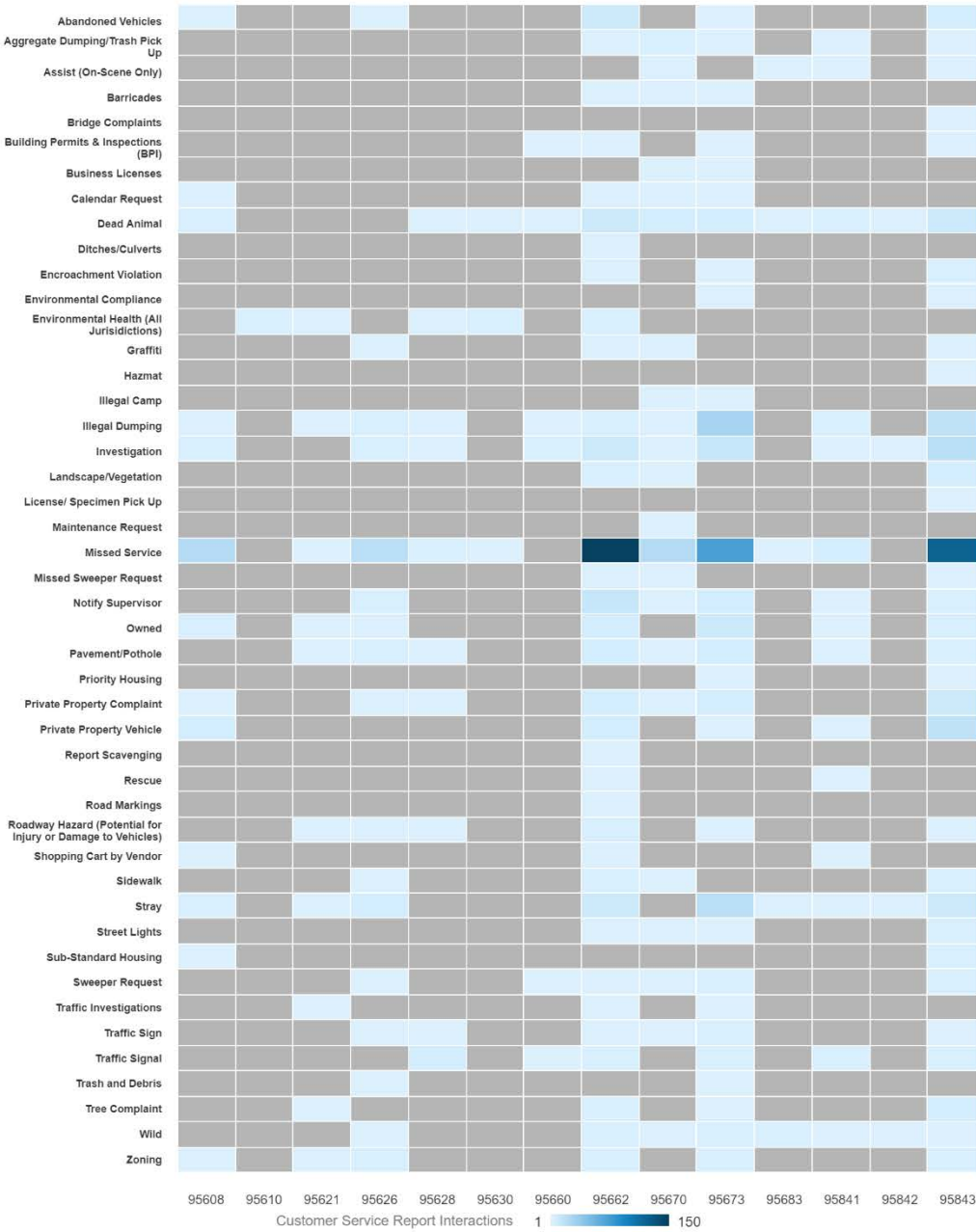
GIS Zip Code, District Name, Customer Service Report Interactions



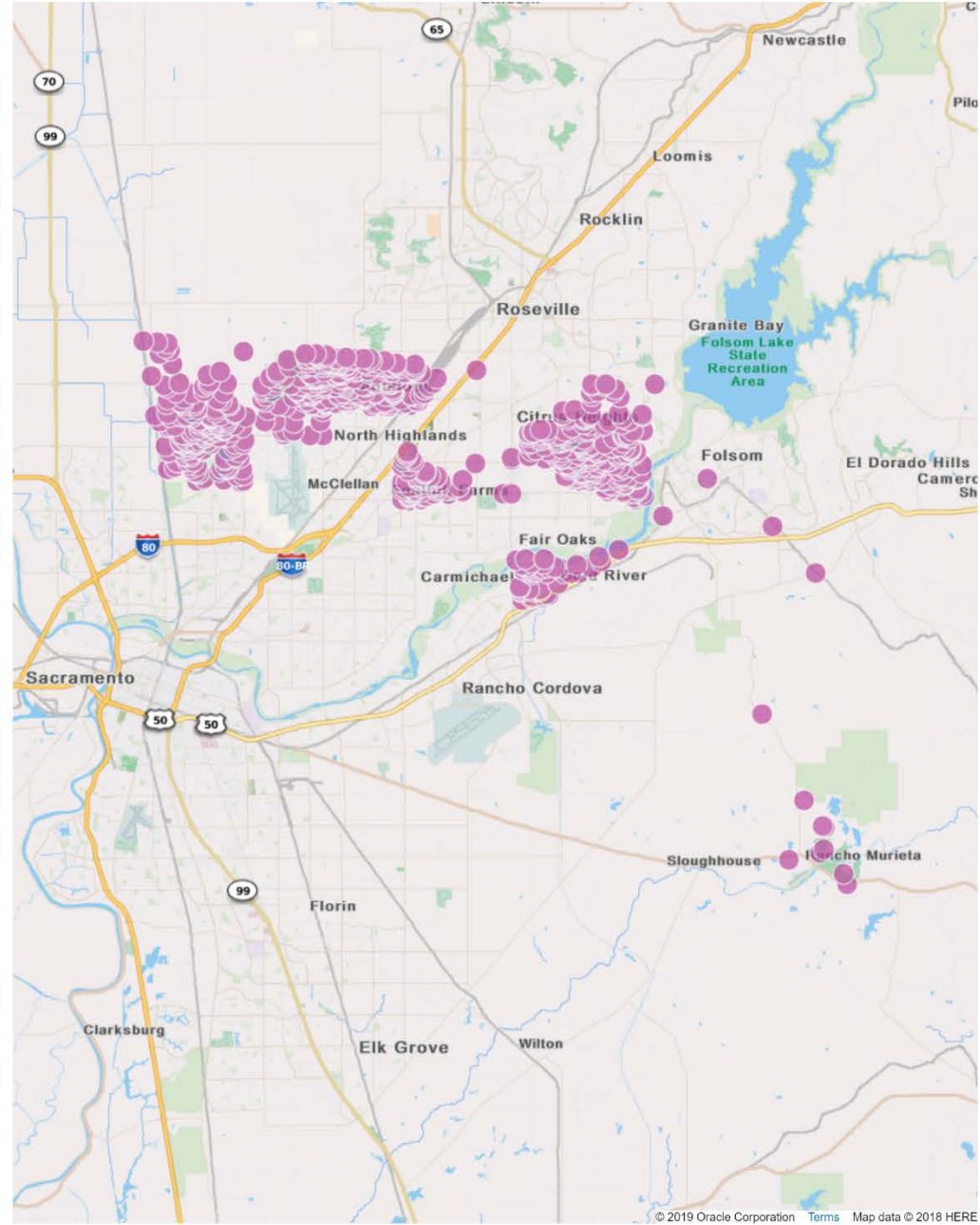
Board of Supervisor District Analysis

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

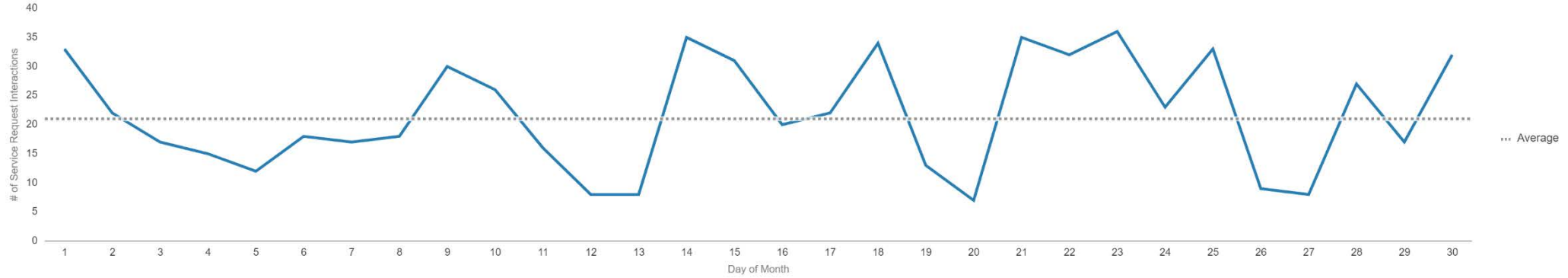
Service Requests Created

654

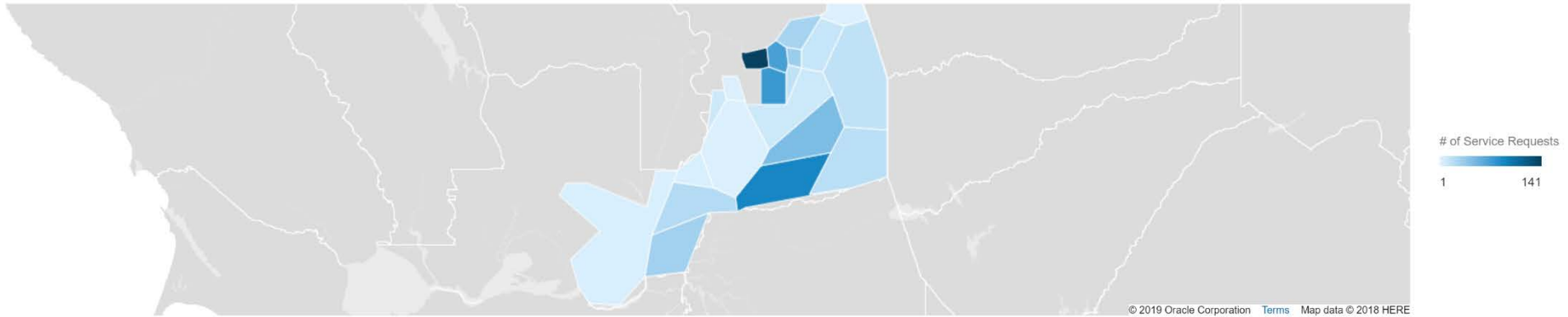
Service Requests Closed

492

Service Request Interactions Created by Day of Month



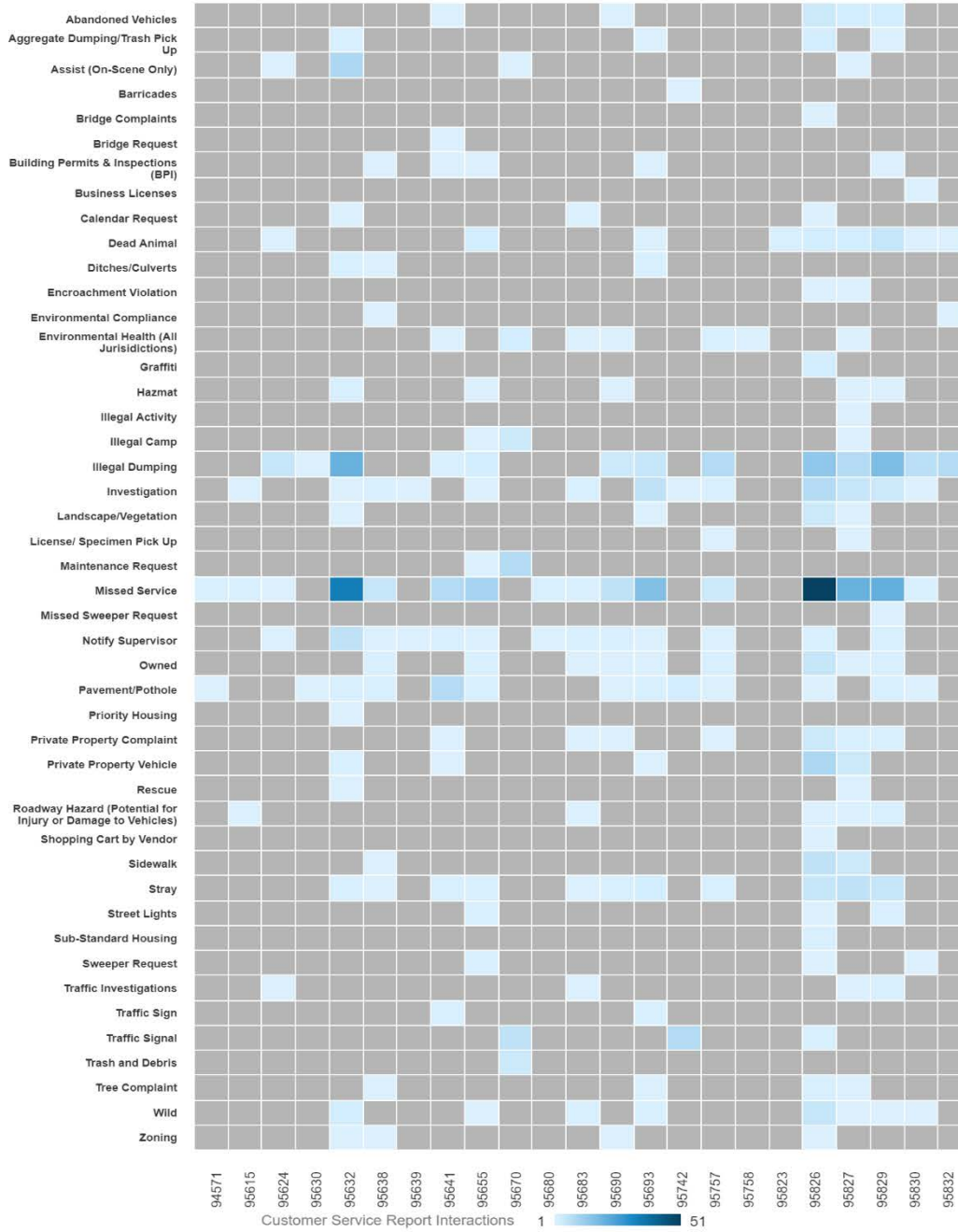
GIS Zip Code, District Name, Customer Service Report Interactions



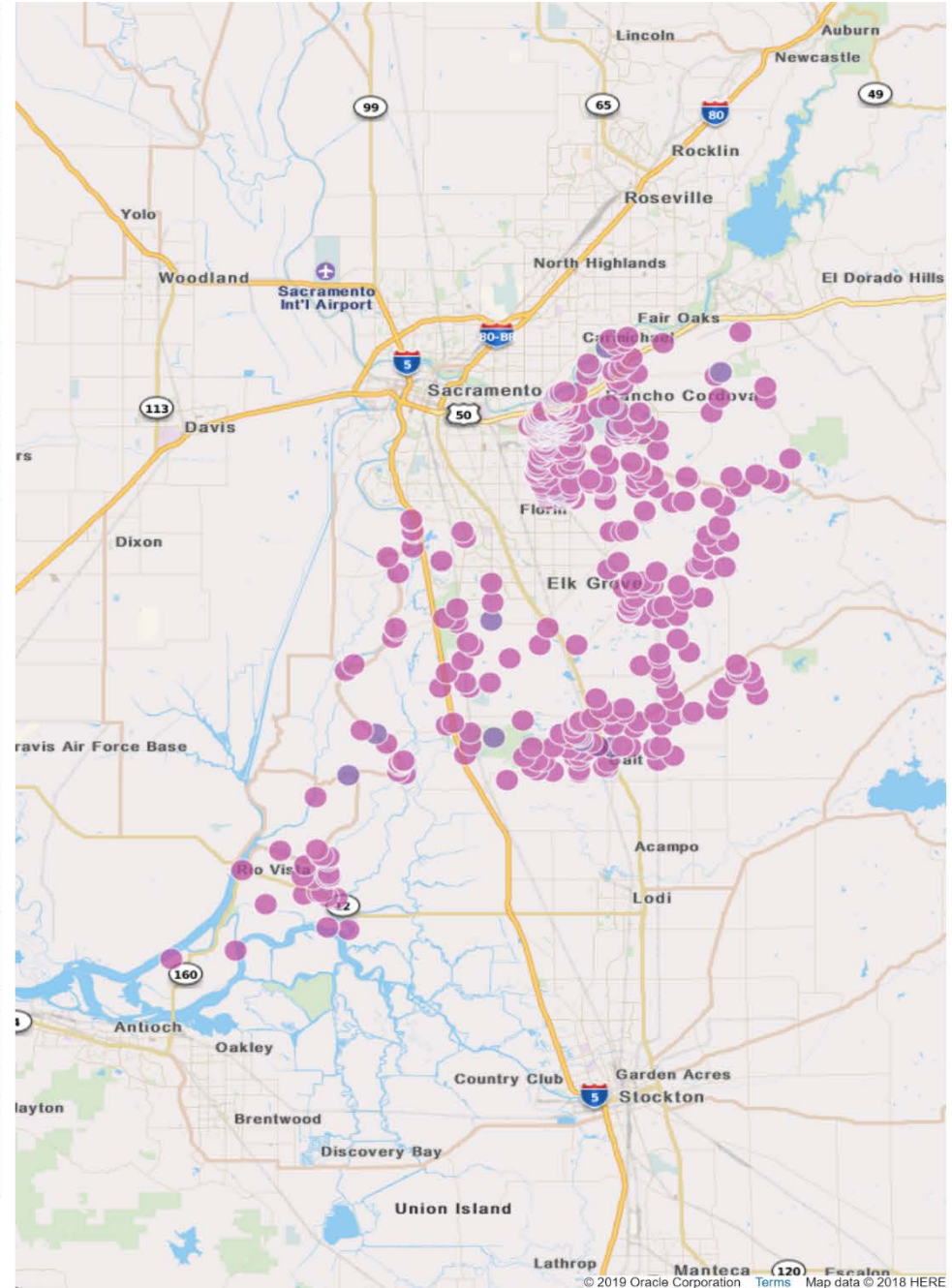
Board of Supervisor District Analysis

District 5 (continued)

Service Request Interactions by Category Per Zip Code



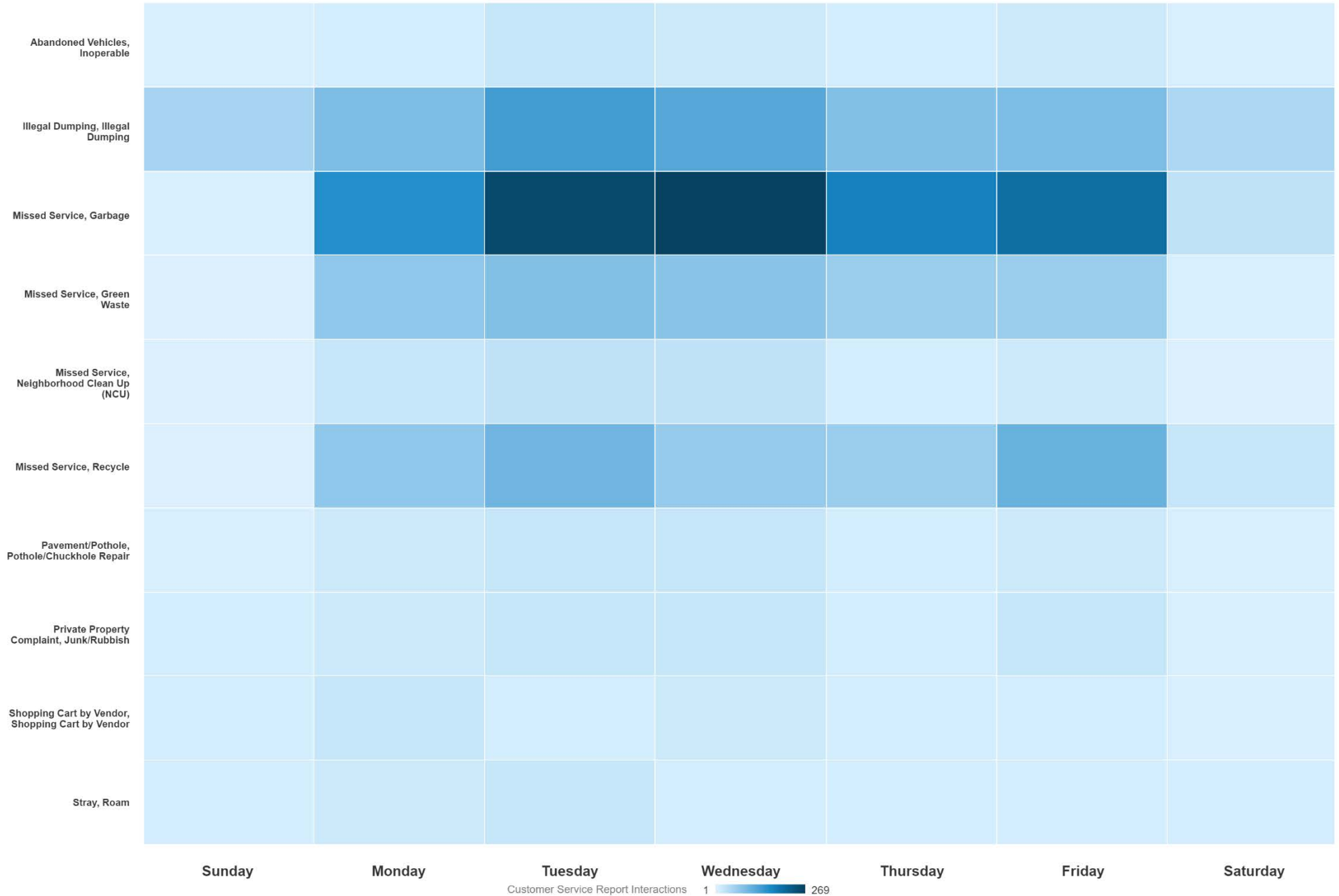
Service Request Interactions Mapped by Selected Zip Code



Aging of Open Requests

Top Service Requests Open by Day

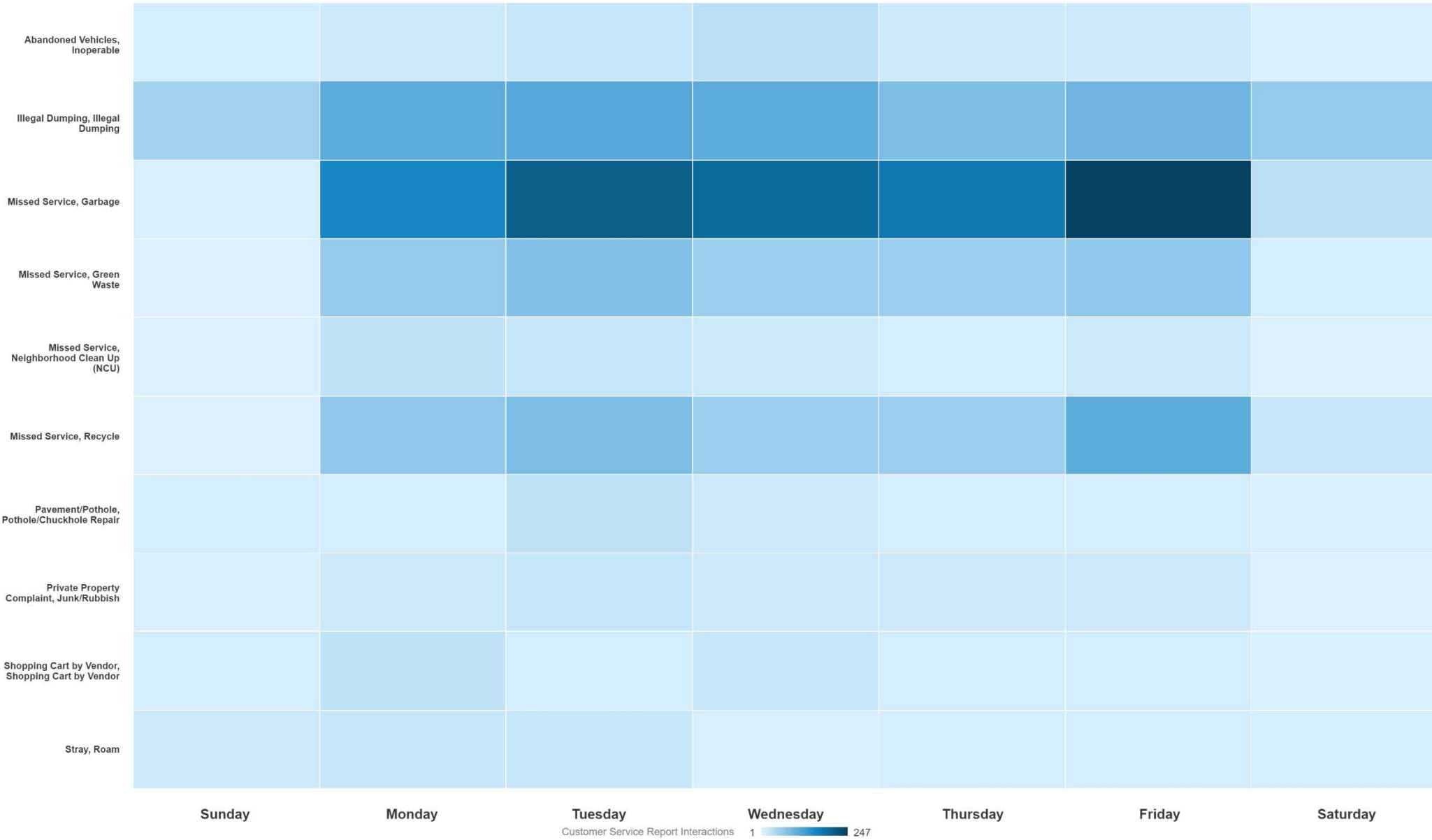
Opened Service Request Interactions by Category Per Day of Week



Aging of Open Requests

Top Service Requests Closed by Day

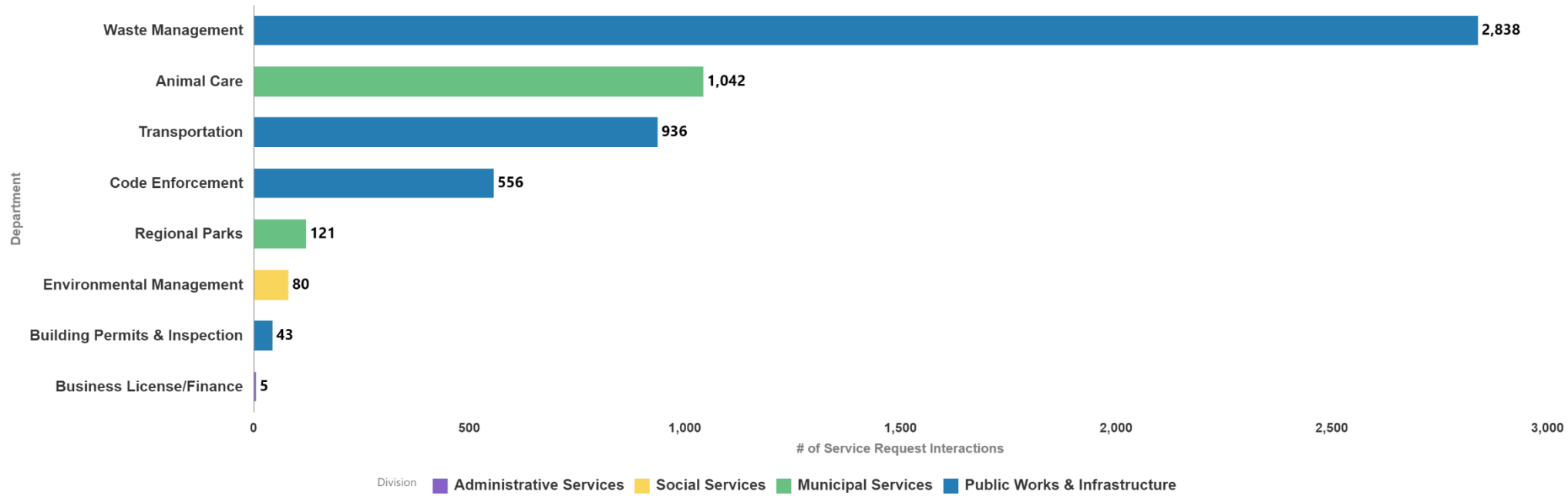
Closed Service Request Interactions by Category Per Day of Week



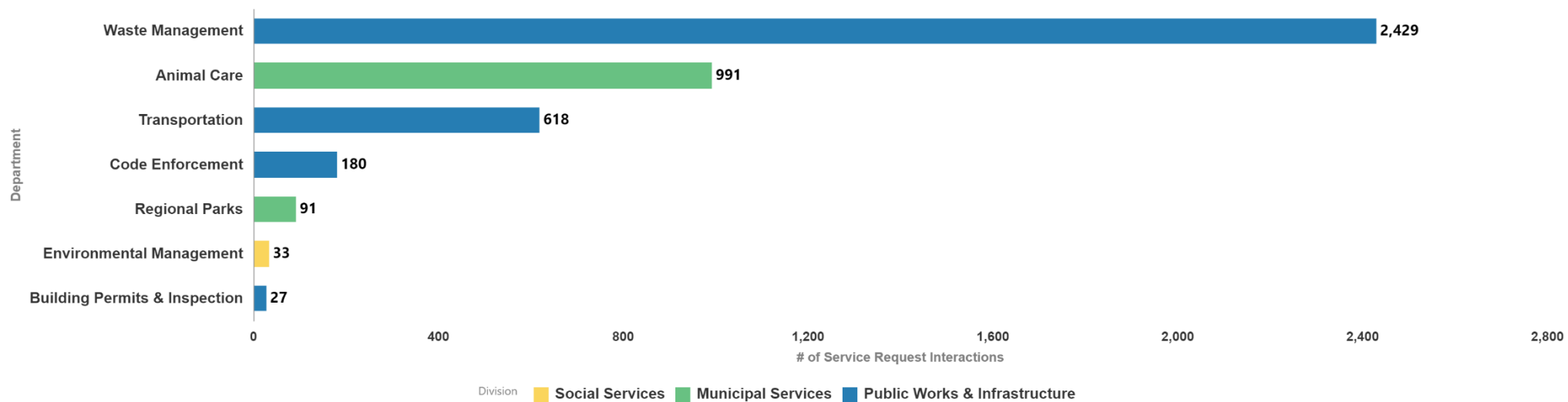
Aging of Open Requests

Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



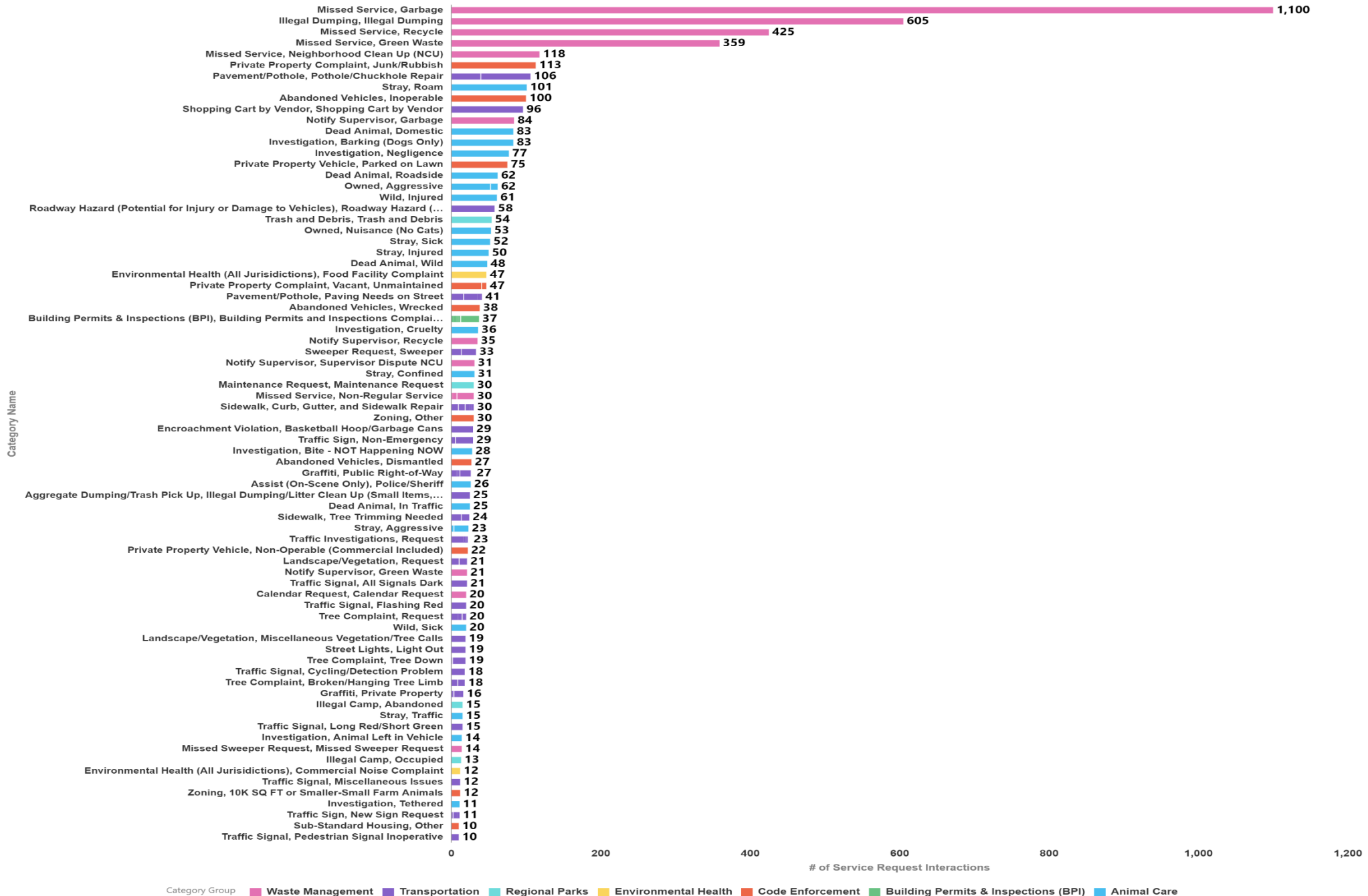
Service Request Interactions Closed by Department, Division



Aging of Open Requests

Greater Than 10 Service Requests

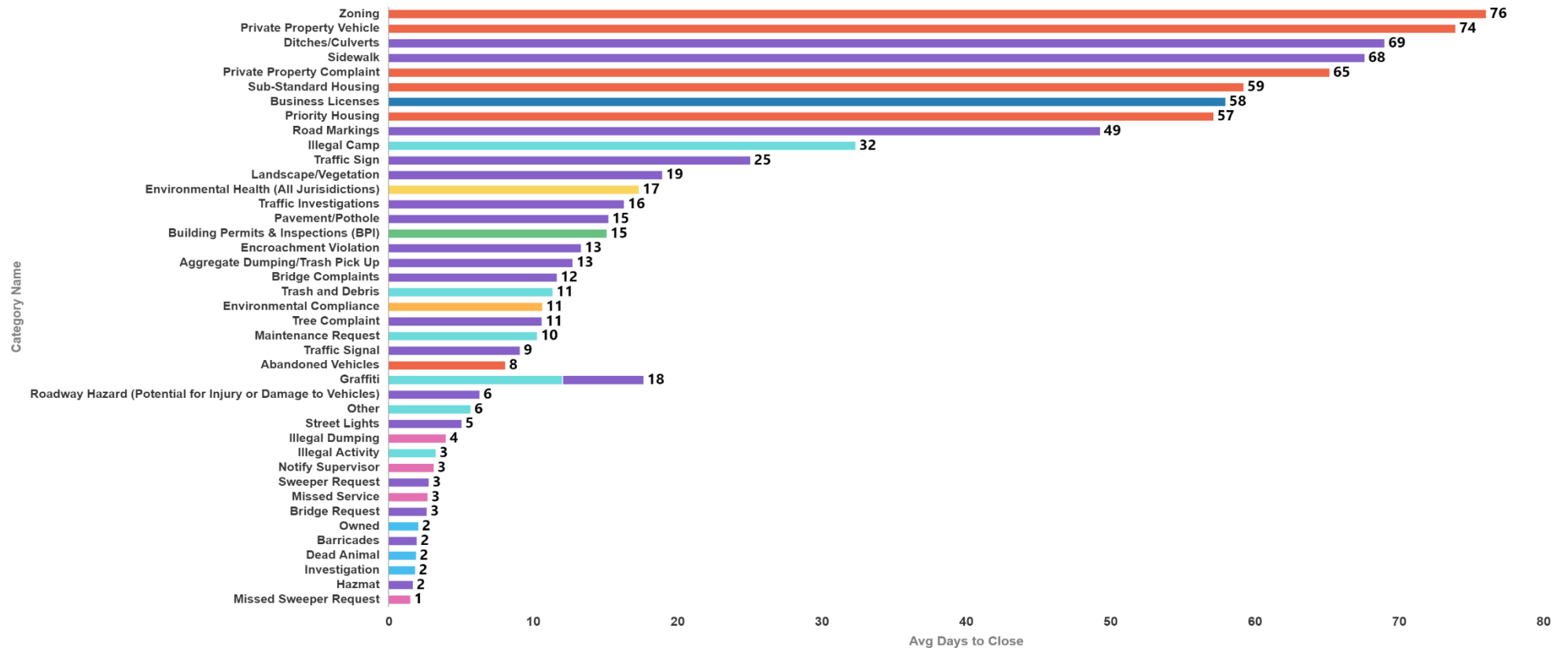
Service Request Interactions (>10 requests) by Category, Group



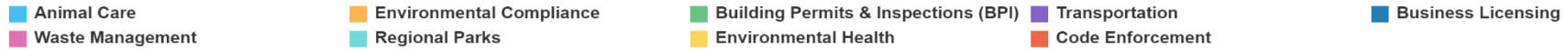
Aging of Open Requests

Average Days to Close Service Requests

Avg Days to Close by Category Name, Group



Category Group



Avg Days to Close

Avg Days to Close by Category Name, Group

10.44



Category Group



.... Average Avg Days to Close Average Customer Service Report Interactions

Aging of Open Requests

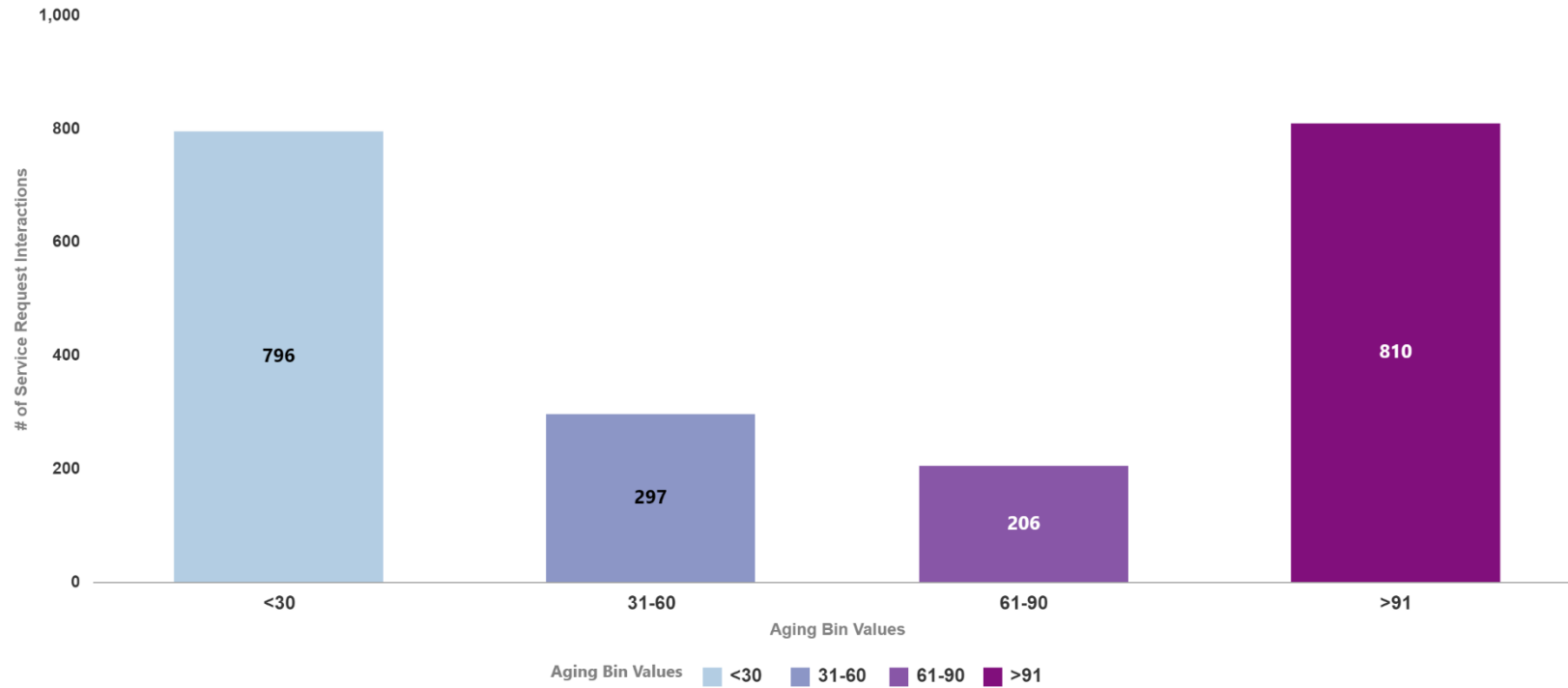
Number of Service Request Interactions Per Category with Average Days to Close

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Environmental Health	Environmental Health (All Jurisdictions)	2	0.00
Animal Care	Rescue	15	0.12
Transportation	Shopping Cart by Vendor	96	0.18
Animal Care	Assist (On-Scene Only)	31	0.20
Waste Management	Calendar Request	19	0.21
Animal Care	Wild	97	0.22
Animal Care	License/ Specimen Pick Up	4	0.47
Animal Care	Stray	278	0.94
Transportation	Traffic Sign	9	1.10
Waste Management	Missed Sweeper Request	14	1.49
Animal Care	Owned	116	1.59
Transportation	Hazmat	14	1.68
Animal Care	Investigation	271	1.84
Animal Care	Dead Animal	218	1.90
Transportation	Barricades	6	1.95
Transportation	Aggregate Dumping/Trash Pick Up	8	2.25
Transportation	Tree Complaint	20	2.31
Transportation	Bridge Request	1	2.64
Waste Management	Missed Service	1,857	2.70
Transportation	Sweeper Request	34	2.78
Waste Management	Notify Supervisor	151	3.12
Regional Parks	Illegal Activity	7	3.27
Transportation	Traffic Signal	11	3.28
Transportation	Pavement/Pothole	6	3.47
Transportation	Graffiti	8	3.56
Environmental Compliance	Environmental Compliance	7	3.57
Waste Management	Illegal Dumping	607	3.96
Transportation	Ditches/Culverts	1	4.63
Transportation	Street Lights	44	4.67
Regional Parks	Other	3	5.68
Transportation	Landscape/Vegetation	3	5.92
Code Enforcement	Private Property Complaint	3	5.95

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	65	6.30
Transportation	Graffiti	15	6.75
Code Enforcement	Abandoned Vehicles	175	8.08
Transportation	Traffic Signal	99	9.74
Regional Parks	Maintenance Request	31	10.29
Regional Parks	Trash and Debris	65	11.36
Transportation	Bridge Complaints	4	11.65
Regional Parks	Graffiti	3	12.02
Animal Care	Owned	5	13.07
Transportation	Encroachment Violation	42	13.33
Transportation	Street Lights	2	13.63
Transportation	Tree Complaint	48	14.07
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	42	15.11
Transportation	Pavement/Pothole	125	15.79
Transportation	Aggregate Dumping/Trash Pick Up	26	15.99
Transportation	Traffic Investigations	25	16.31
Environmental Health	Environmental Health (All Jurisdictions)	36	18.30
Transportation	Landscape/Vegetation	52	19.71
Environmental Compliance	Environmental Compliance	4	23.03
Transportation	Traffic Sign	31	32.02
Regional Parks	Illegal Camp	29	32.34
Transportation	Road Markings	8	49.29
Code Enforcement	Priority Housing	16	57.14
Business Licensing	Business Licenses	4	57.98
Code Enforcement	Sub-Standard Housing	28	59.23
Code Enforcement	Private Property Complaint	163	66.27
Transportation	Sidewalk	107	67.61
Code Enforcement	Private Property Vehicle	92	73.91
Code Enforcement	Zoning	66	76.03
Transportation	Ditches/Culverts	9	76.15

Aging of Open Requests

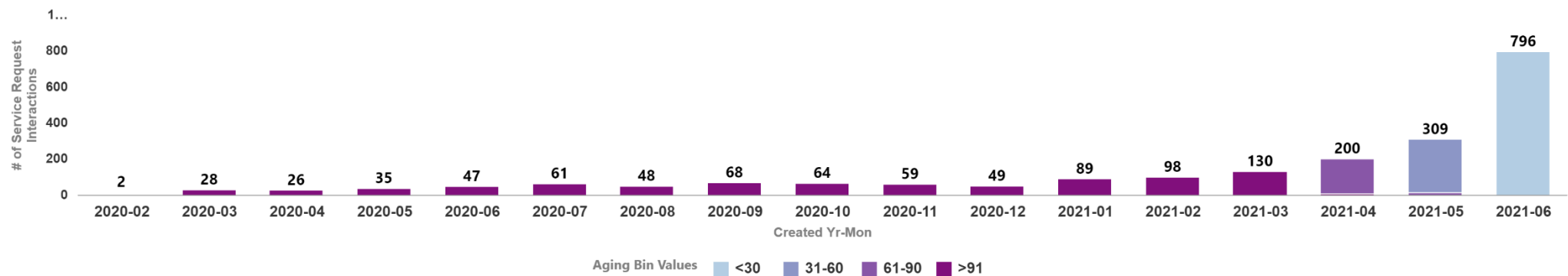
Aging Service Requests



Aging Service Requests

Aging Bin Values	Customer Service Report Interactions
<30	796
31-60	297
61-90	206
>91	810

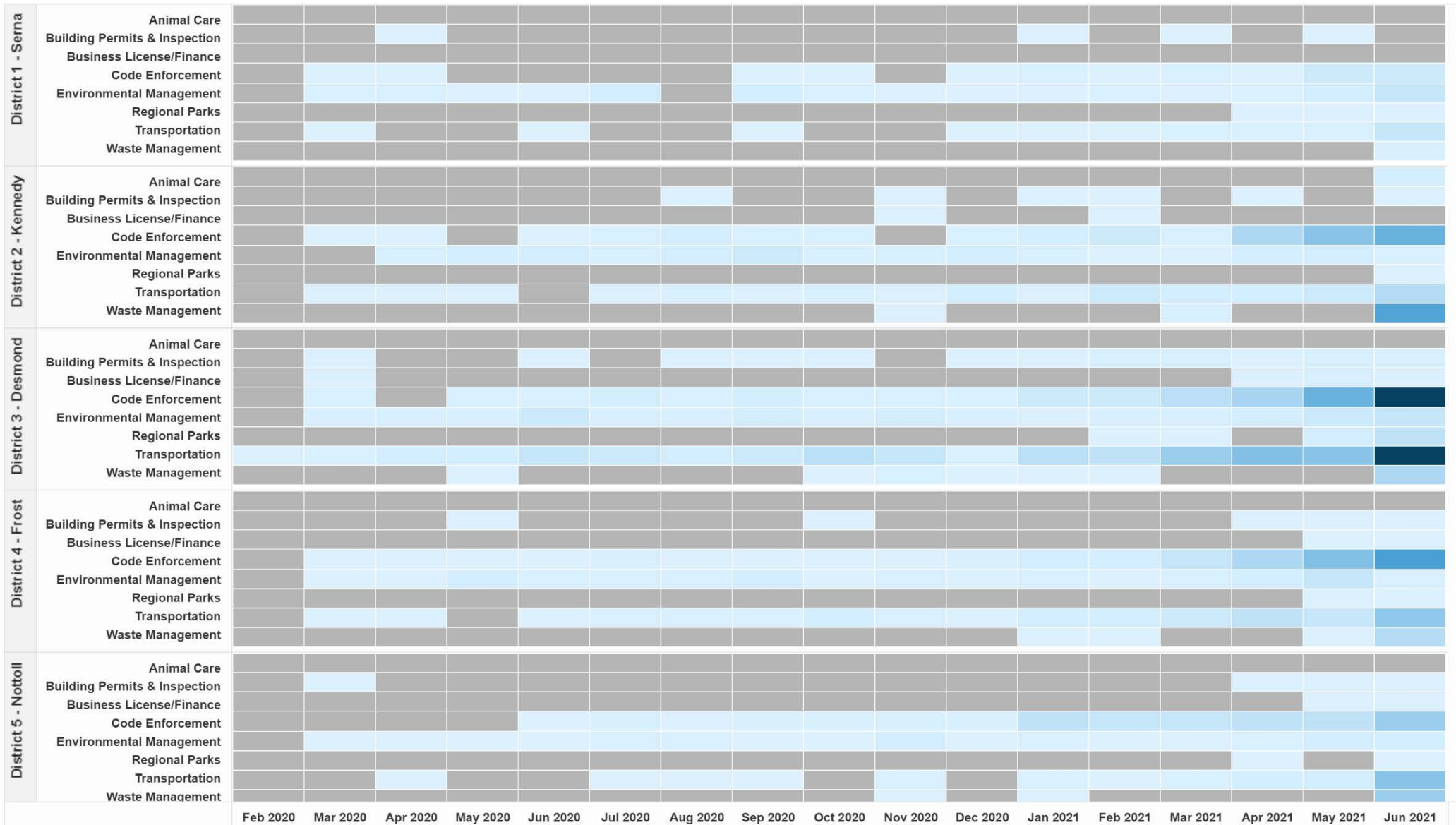
Aging Service Requests by Created Year-Month



Aging of Open Requests

Aging Requests by Month Created Per District

Department Aging Service Requests by Created Year-Month Per District



Dispatch Service Definition

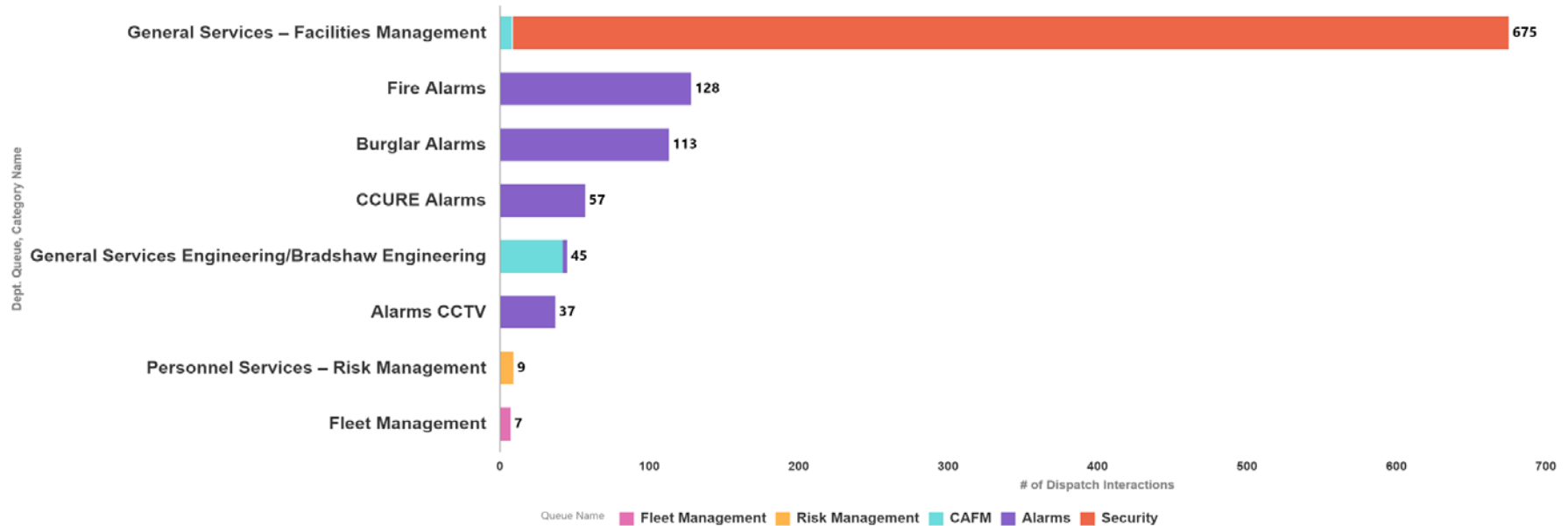
The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides an immediate notification to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

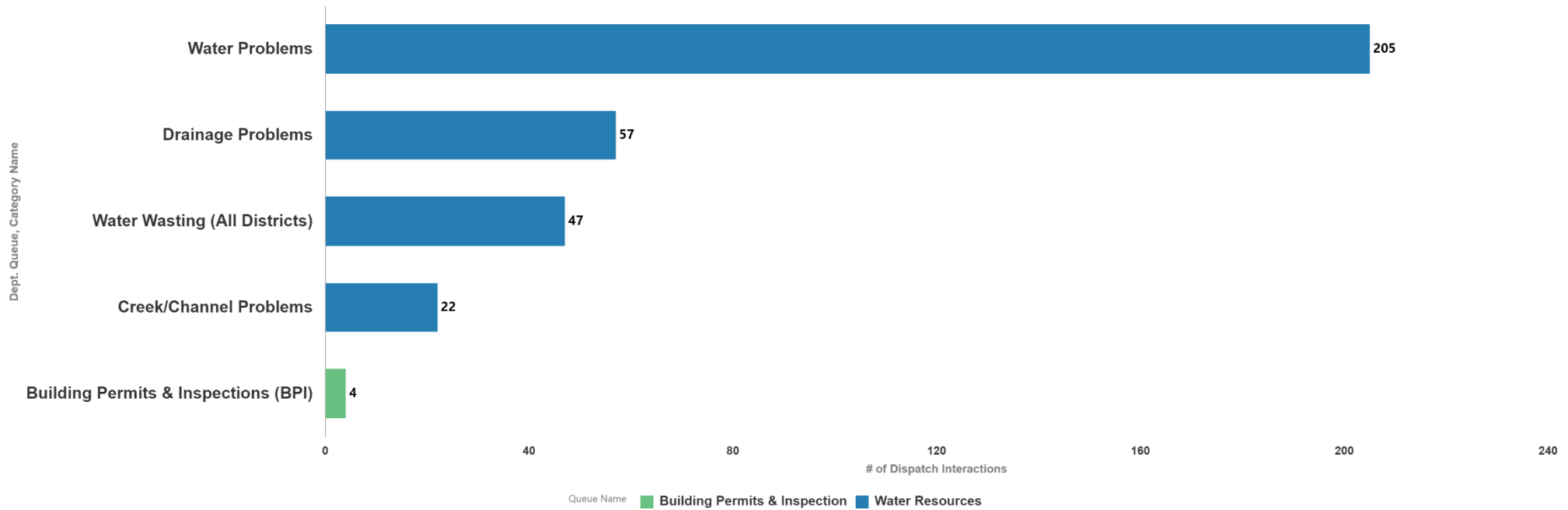


Service Definitions

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

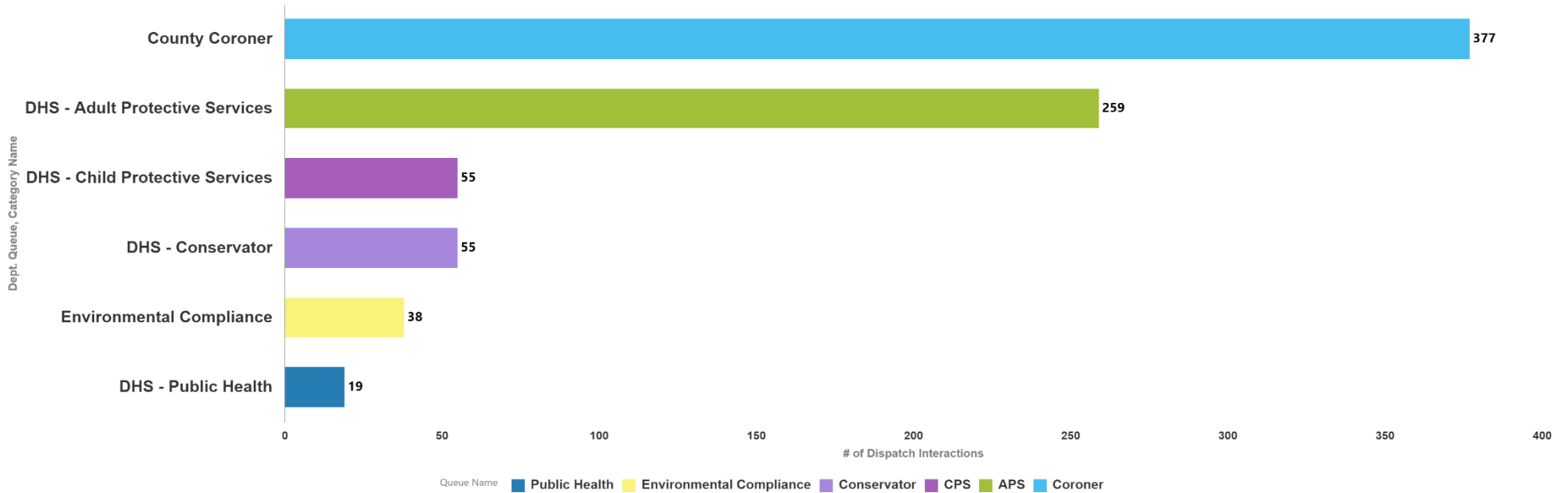
Public Works and Infrastructure



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

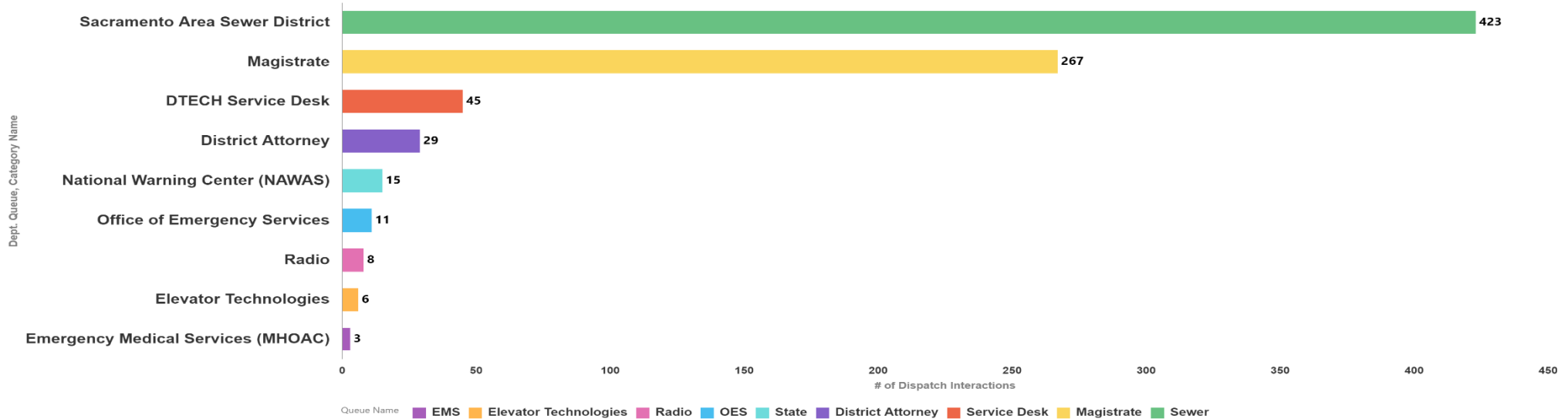


Service Definitions

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.