

# Monthly 311 Communications/Dispatch Center

## SERVICE REQUEST & STATISTICS REPORT

AUGUST 2022



SAC COUNTY  
**311**  
CONNECT

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

SACRAMENTO  
COUNTY

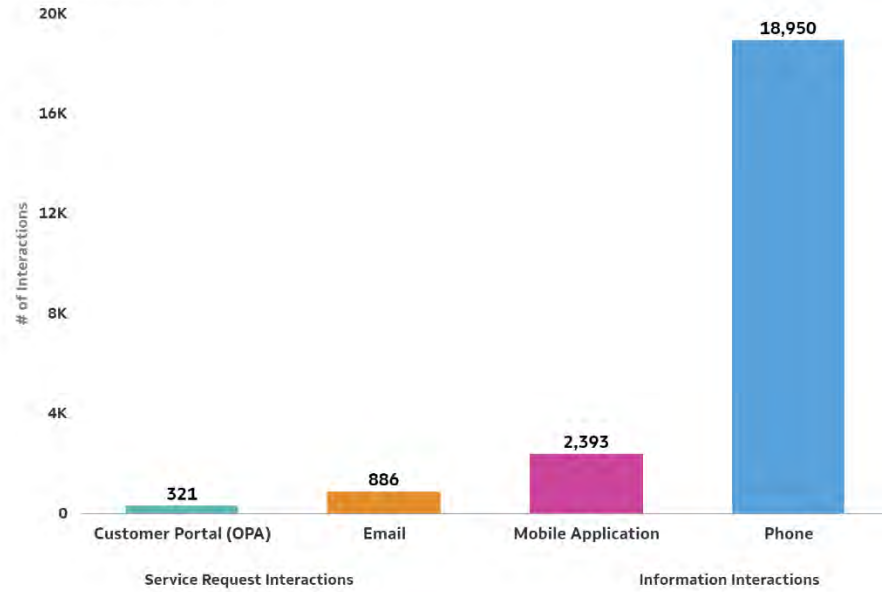
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# Monthly Statistics

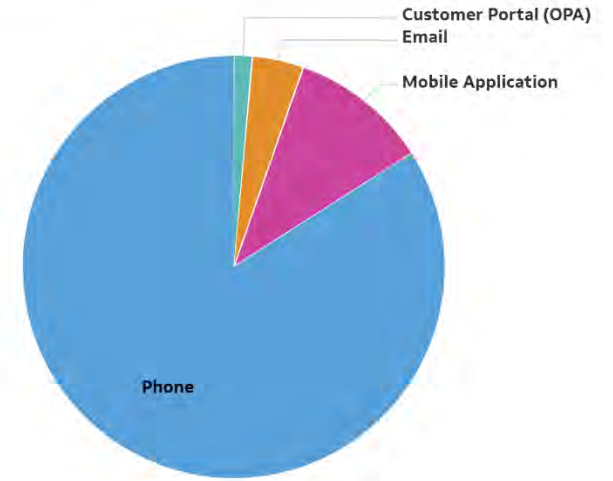
Monthly Interactions by Source



Monthly Customer Service Interactions  
**22,550**

Incident Source Name	Service Request Map Count
Customer Portal (OPA)	321
Email	886
Mobile Application	2,393
Phone	18,950

Monthly Interactions by Source



Service Request Interactions

6,872

Information Interactions

6,079

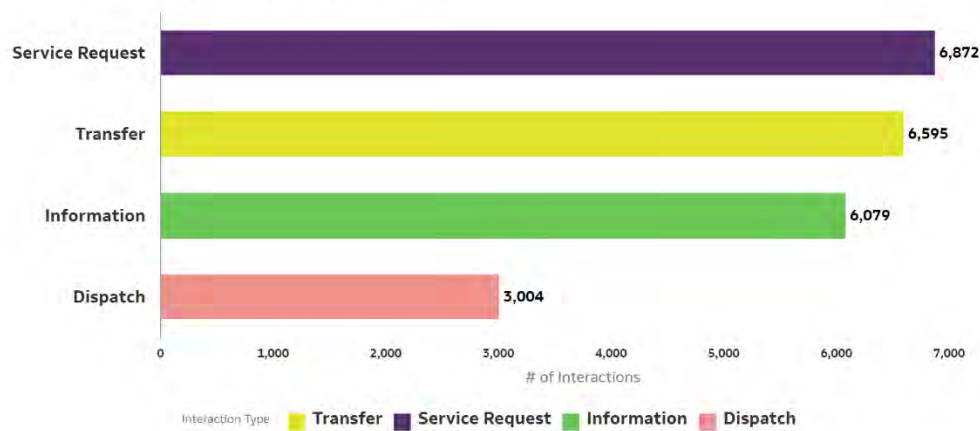
Transfer Interactions

6,595

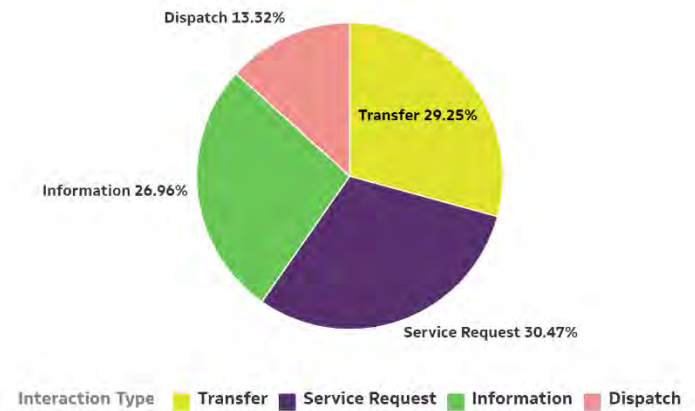
Dispatch Interactions

3,004

Customer Service Report Interactions by Interaction Type



Monthly Interactions by Interaction Type



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

## Service Request Interaction Totals

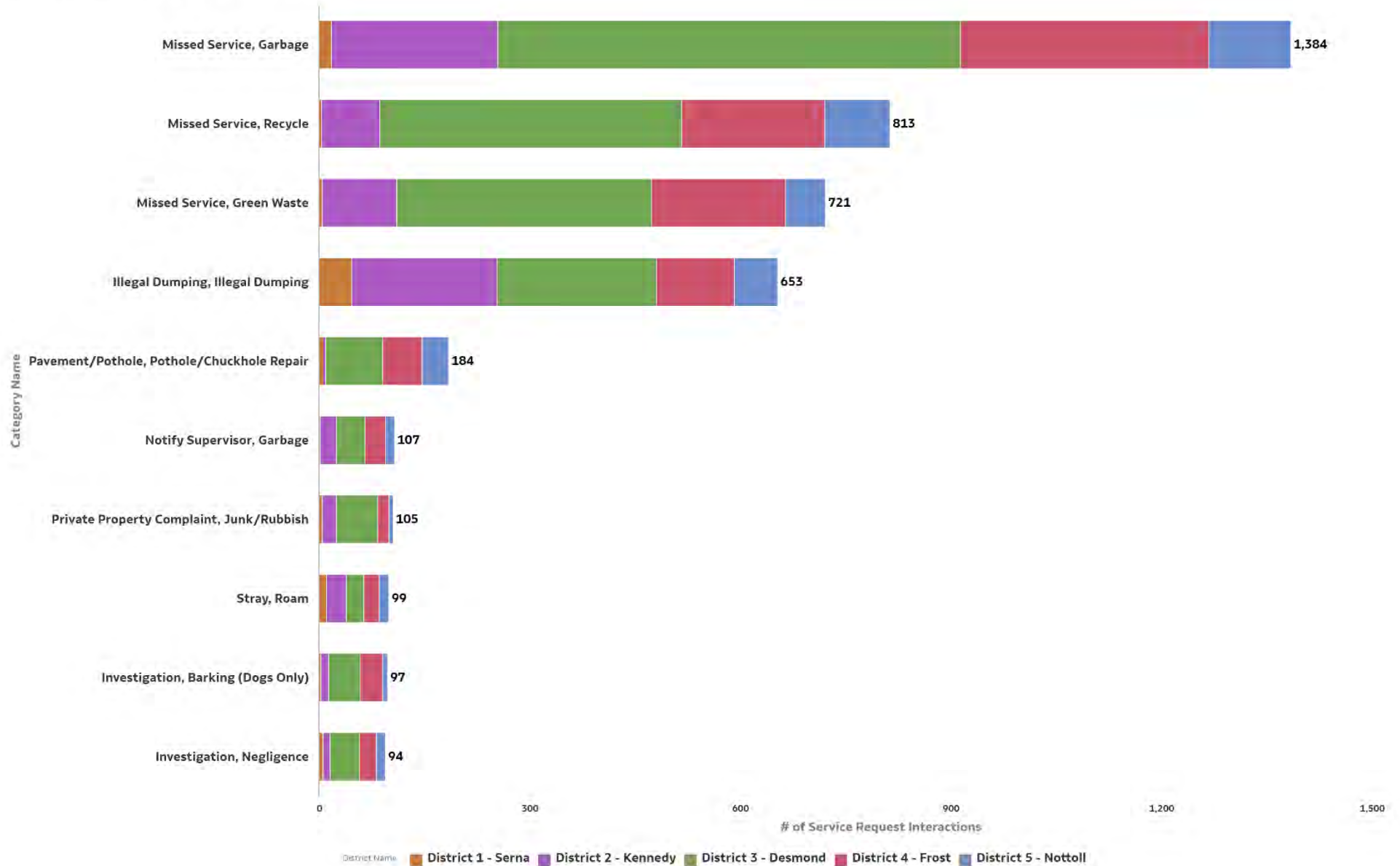
Service Request Interaction Totals (>10 requests) by Category

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	1,584	Zoning, Other	51	Graffiti, Private Property	24	Notify Supervisor, Supervisor Dispute NCU	16
Missed Service, Recycle	813	Private Property Vehicle, Parked on Lawn	46	Traffic Investigations, Request	24	Tree Complaint, Tree Down	16
Missed Service, Green Waste	721	Assist (On-Scene Only), Police/Sheriff	44	Wild, Sick	23	Priority Housing, VOA (Vacant, Open, Accessible) Properties	15
Illegal Dumping, Illegal Dumping	674	Notify Supervisor, Green Waste	43	Dead Animal, In Traffic	22	Landscape/Vegetation, Request	14
Pavement/Pothole, Pothole/Chuckhole Repair	185	Dead Animal, Wild	42	Graffiti, Sign	22	Calendar Request, Calendar Request	13
Notify Supervisor, Garbage	107	Investigation, Cruelty	42	Traffic Signal, All Signals Dark	22	Sub-Standard Housing, Plumbing	13
Private Property Complaint, Junk/Rubbish	105	Wild, Injured	42	Traffic Signal, Light Out	22	Tree Complaint, Request	13
Stray, Roam	99	Environmental Health (All Jurisdictions), Food Facility Complaint	40	Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	21	Missed Service, Non-Regular Service	12
Investigation, Barking (Dogs Only)	97	Notify Supervisor, Recycle	39	Traffic Signal, Flashing Red	21	Owned, Animal Feces Complaint	12
Investigation, Negligence	94	Private Property Vehicle, Non-Operable (Commercial Included)	39	Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	20	Sub-Standard Housing, Other	12
Shopping Cart by Vendor, Shopping Cart by Vendor	73	Maintenance Request, Maintenance Request	38	Investigation, Bite - NOT Happening NOW	19	Environmental Compliance, Hazardous Substances	11
Trash and Debris, Trash and Debris	70	Stray, Confined	38	Investigation, Tethered	19	Private Property Vehicle, Occupied Mobile Homes/Trailers	11
Dead Animal, Domestic	68	Street Lights, Light Out	38	Sidewalk, Tree Trimming Needed	18	Aggregate Dumping/Trash Pick Up, Debris Blocking Roadway/Sidewalk (Non-Vegetation)	10
Dead Animal, Roadside	63	Encroachment Violation, Basketball Hoop/Garbage Cans	36	Stray, Traffic	18	Environmental Health (All Jurisdictions), Commercial Noise Complaint	10
Owned, Aggressive	62	Sidewalk, Curb, Gutter, and Sidewalk Repair	36	Tree Complaint, Broken/Hanging Tree Limb	18	Investigation, Kennel	10
Abandoned Vehicles, Inoperable	61	Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	35	Tree Complaint, Tree Obstructing	18	Pavement/Pothole, Pavement-Other Unknown Maintenance Needs	10
Missed Service, Neighborhood Clean Up (NCU)	61	Sweeper Request, Sweeper	33	Abandoned Vehicles, Wrecked	17		
Stray, Injured	59	Abandoned Vehicles, Dismantled	28	Investigation, Abandoned Animal	17		
Graffiti, Public Right-of-Way	57	Illegal Camp, Occupied	27	Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	17		
Pavement/Pothole, Paving Needs on Street	56	Stray, Aggressive	27	Traffic Signal, Long Red/Short Green	17		
Owned, Nuisance (No Cats)	55	Traffic Sign, Non-Emergency	25				
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	55	Traffic Signal, Cycling/Detection Problem	25				
Stray, Sick	55						

# Total Service Requests Opened

## Top 10 Service Requests Categories Opened | With Districts

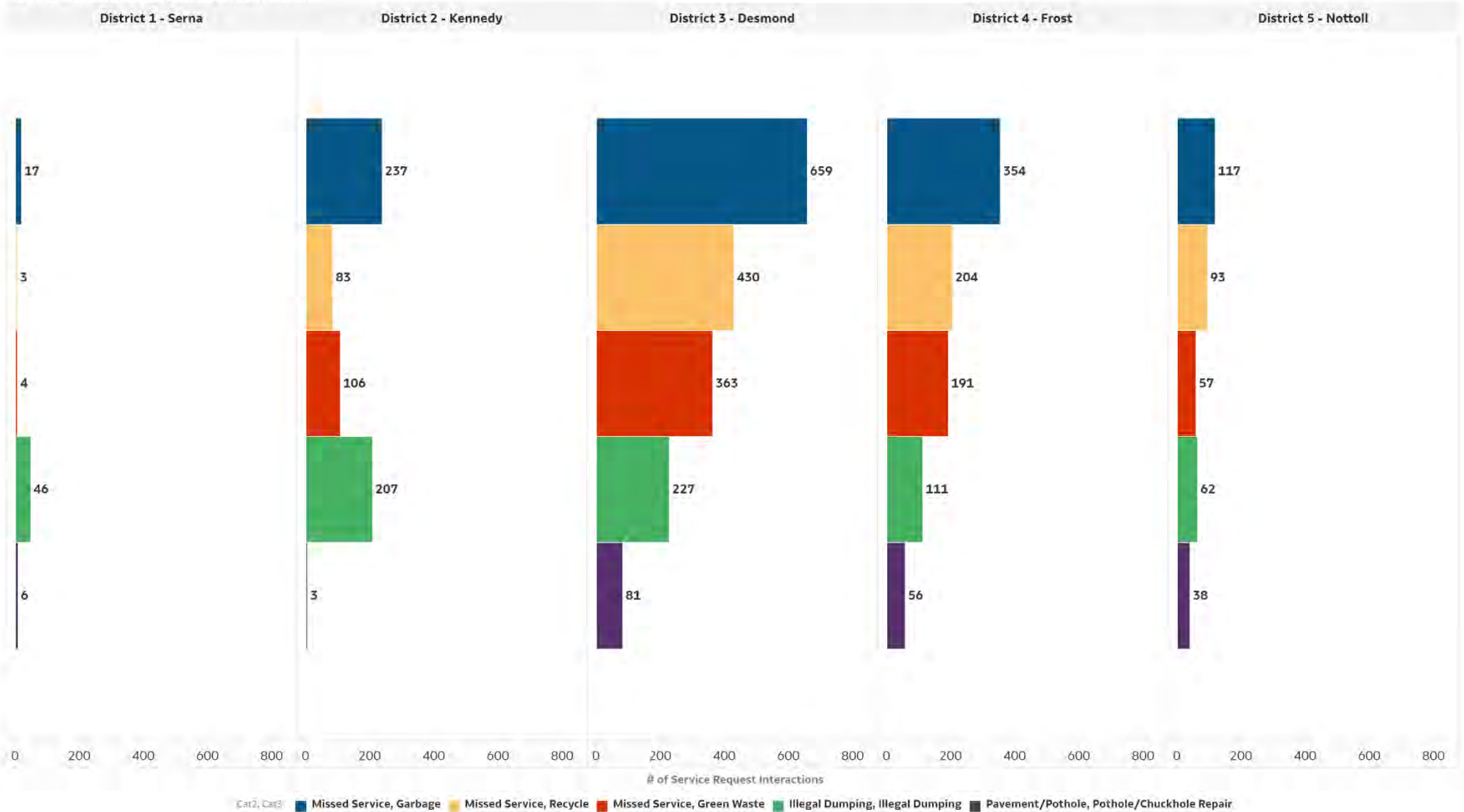
Top 10 Service Request Categories Opened with Districts



# Top Service Requests Opened

## Top 5 Service Requests Opened | by Districts

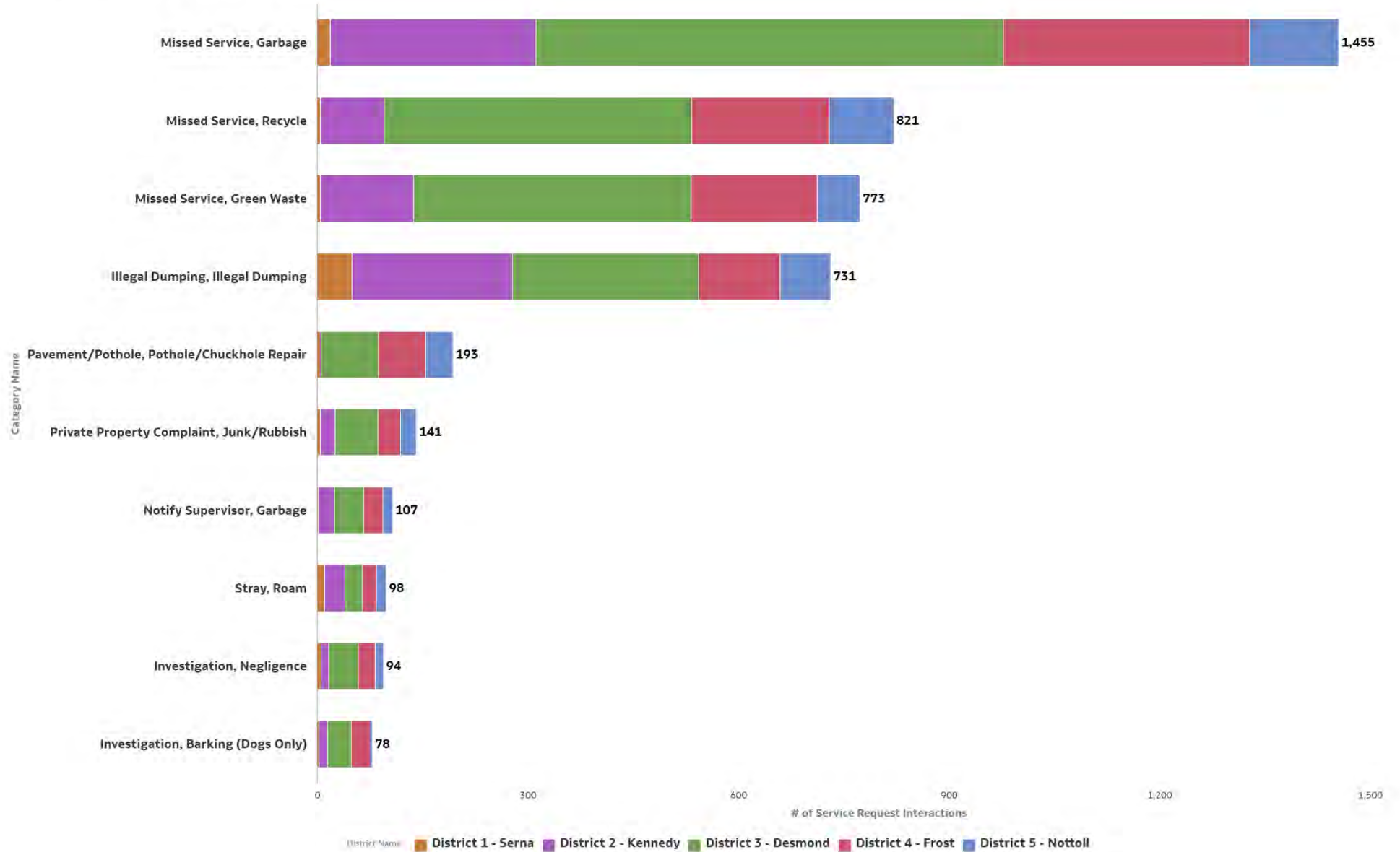
Top 5 Service Request Categories Opened by District



# Top Service Requests Closed

## Top 10 Service Requests Categories Closed | With Districts

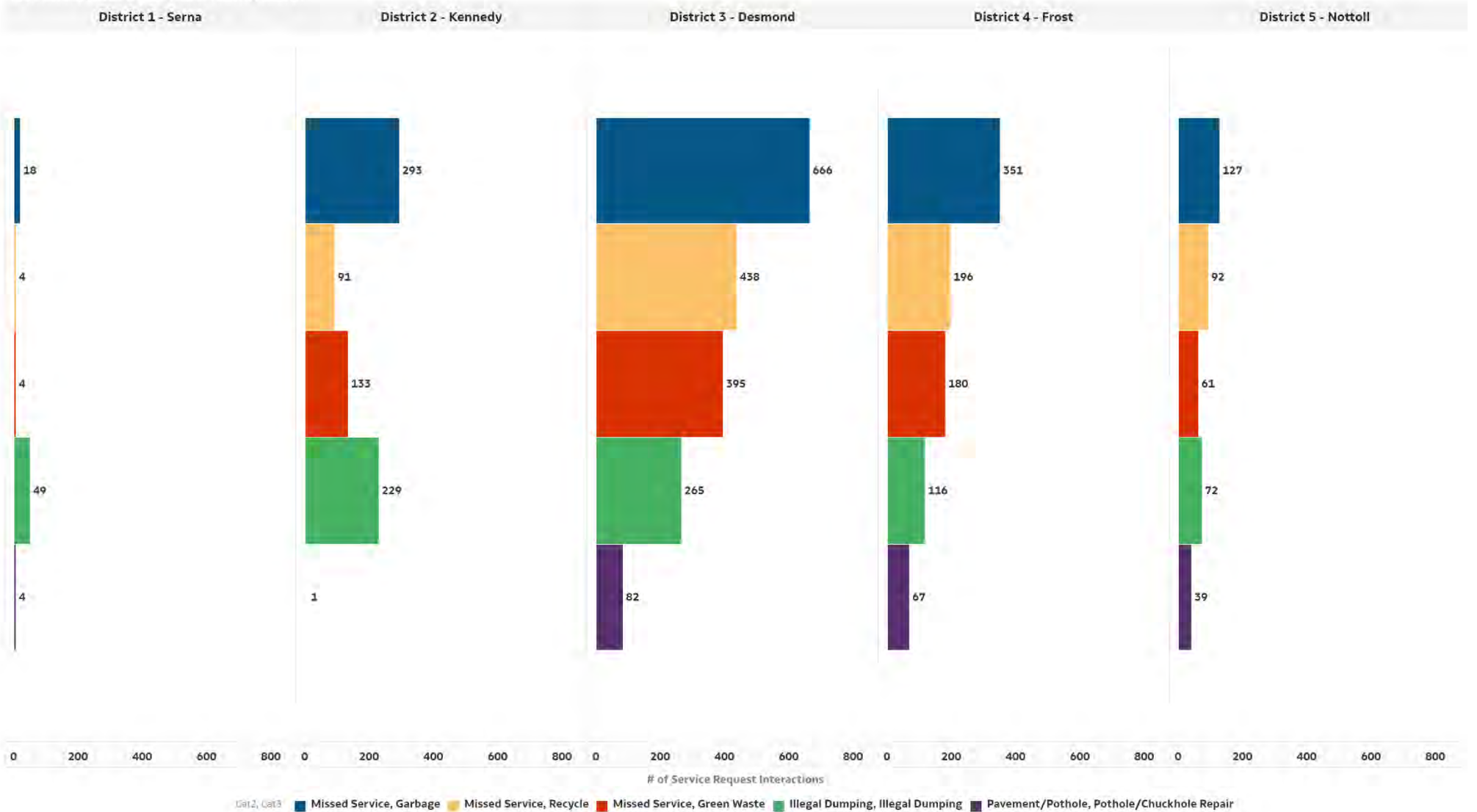
Top 10 Service Request Categories Closed with Districts



# Top Service Requests Closed

## Top 5 Service Requests Categories Closed | by Districts

Top 5 Service Request Categories Closed by District

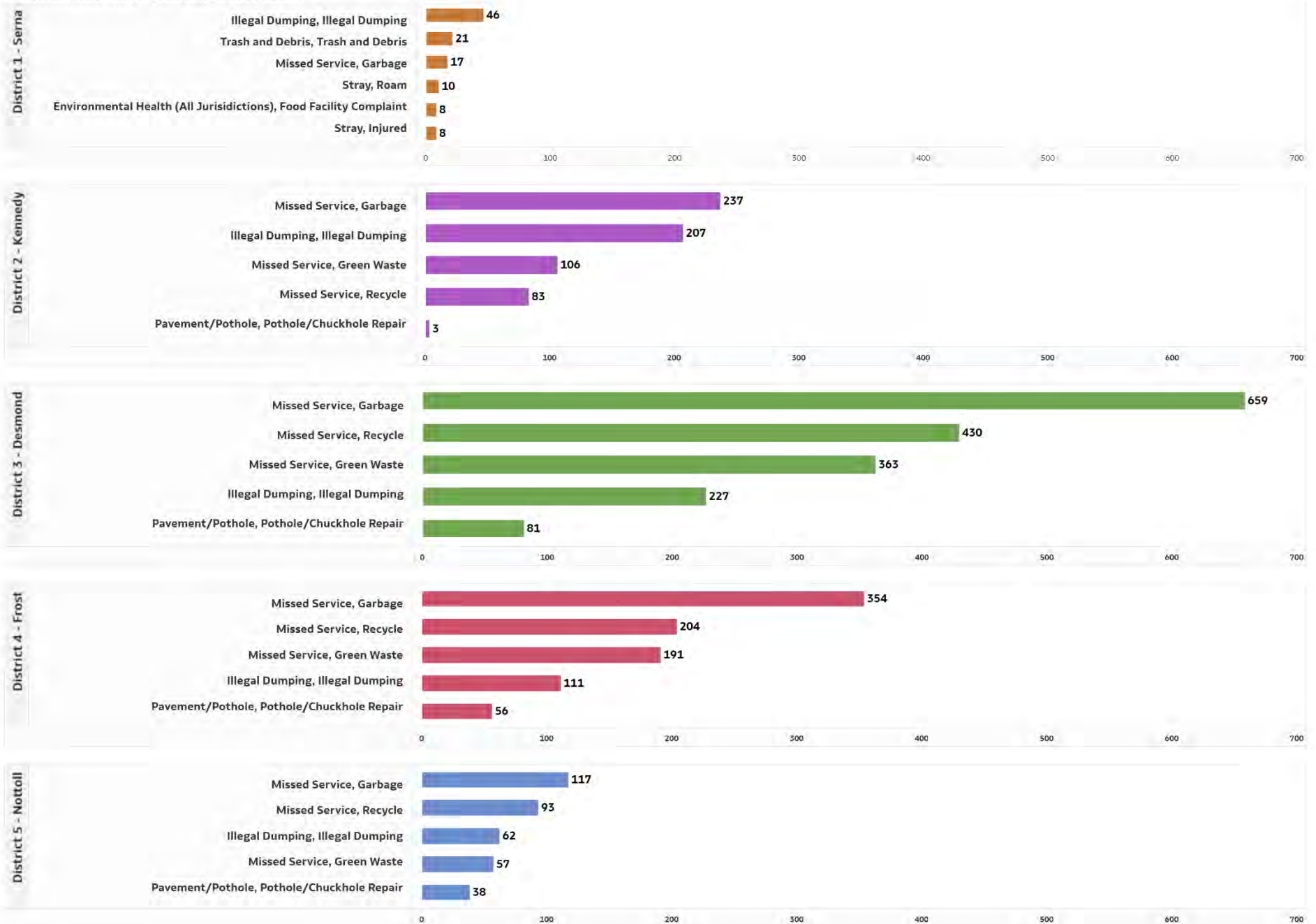




# Top Unresolved Service Request

## Top Unresolved Service Request Categories | by Districts

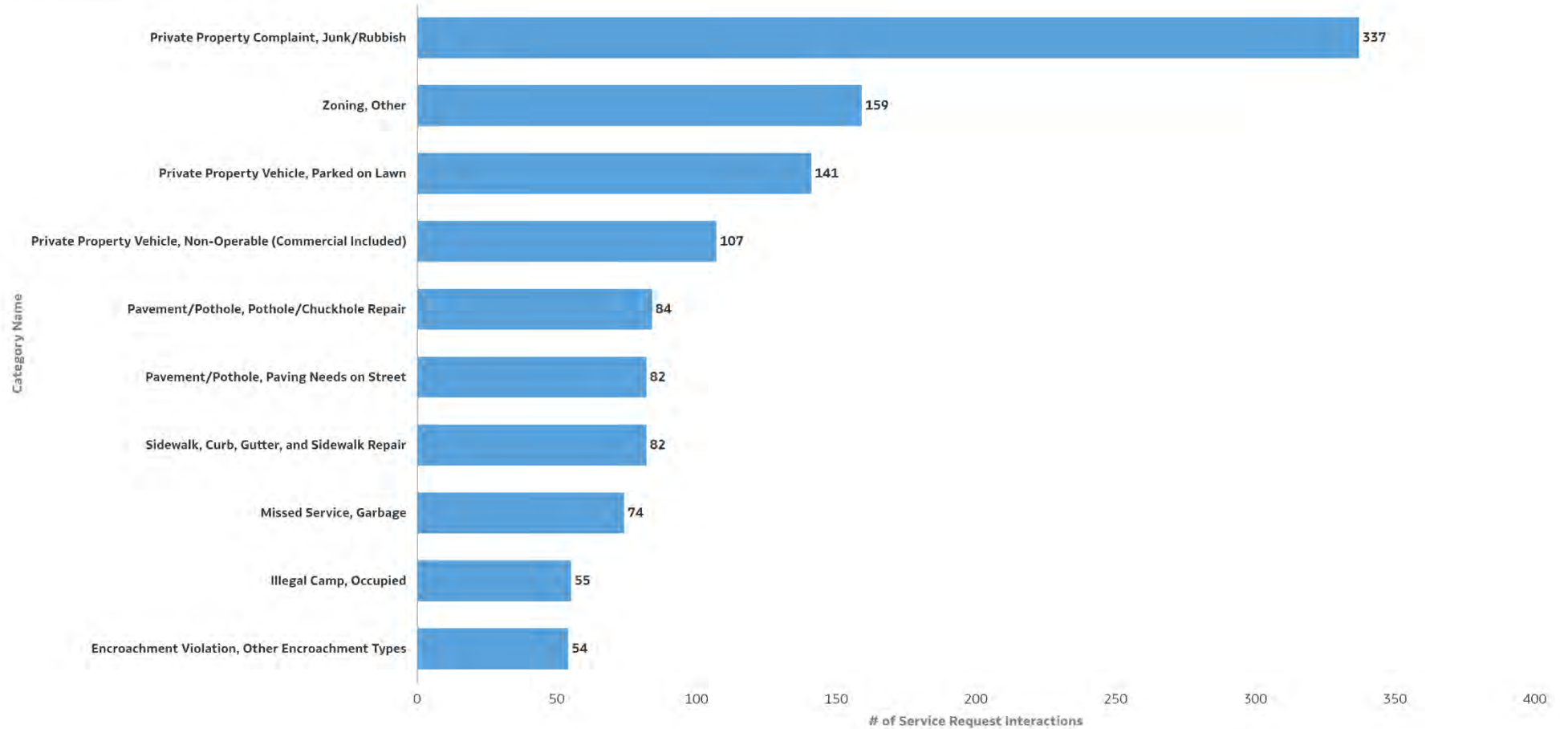
Top Unresolved Service Request Categories by District



# Top Unresolved Service Request

## Top 10 Unresolved Service Request Categories

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through August 31st

2,635

Interactions Closed this Month

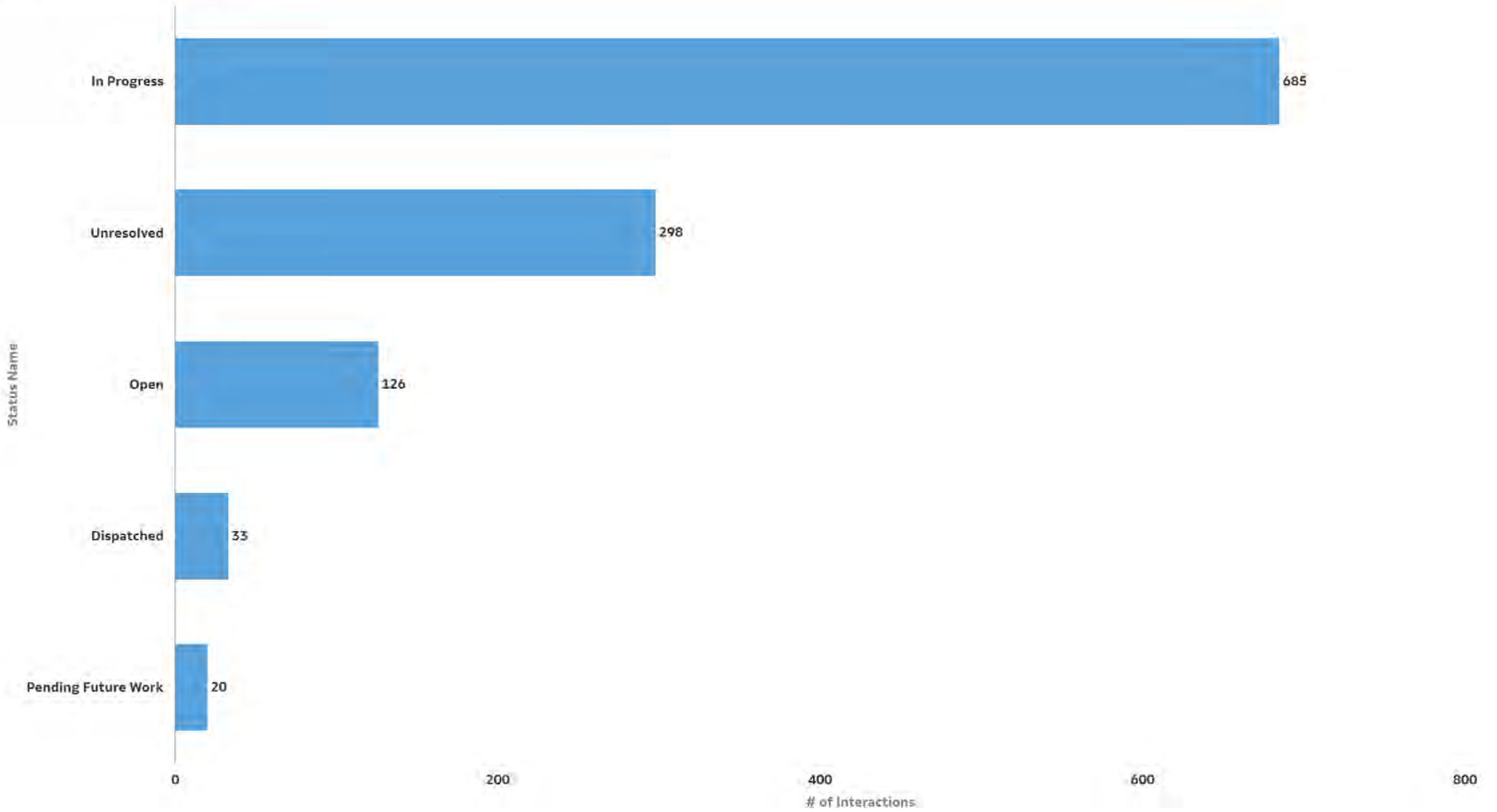
22,913

Monthly Interactions Not Closed

1,162

# Monthly Interactions Not Closed by Status

Monthly Interactions Not Closed by Status



# Board of Supervisor District Information

## Service Requests Opened by District

### August 2022

Monthly Service Request Interactions Opened

# 6,872

District 1 Serna

## 246

Service Request Interactions

District 2 Kennedy

## 1,089

Service Request Interactions

District 3 Desmond

## 3,161

Service Request Interactions

District 4 Frost

## 1,587

Service Request Interactions

District 5 Nottoll

## 762

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

### August 2022

Monthly Service Request Interactions Closed

# 7,107

**District 1 Serna**  
**230**  
Service Request Interactions

**District 2 Kennedy**  
**1,228**  
Service Request Interactions

**District 3 Desmond**  
**3,228**  
Service Request Interactions

**District 4 Frost**  
**1,579**  
Service Request Interactions

**District 5 Nottoll**  
**816**  
Service Request Interactions

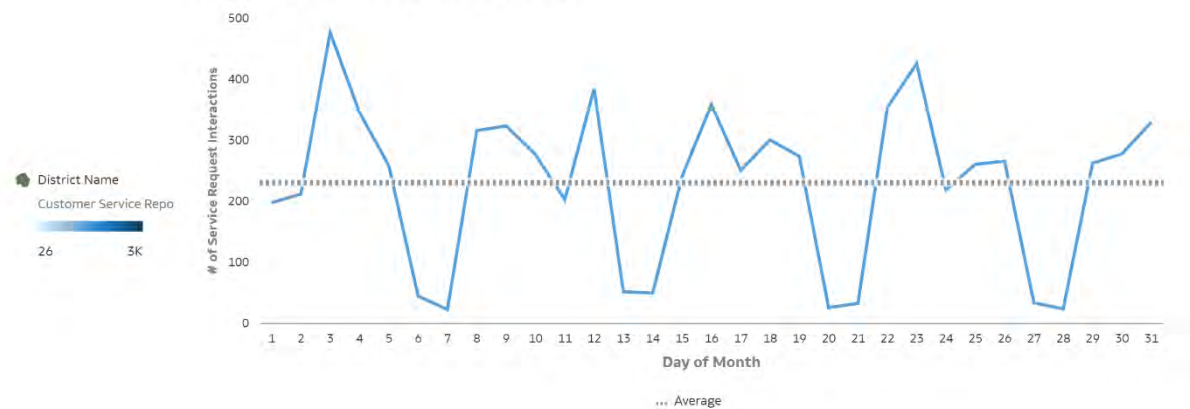
Service Request Interactions by District



Service Request Interactions by District Map



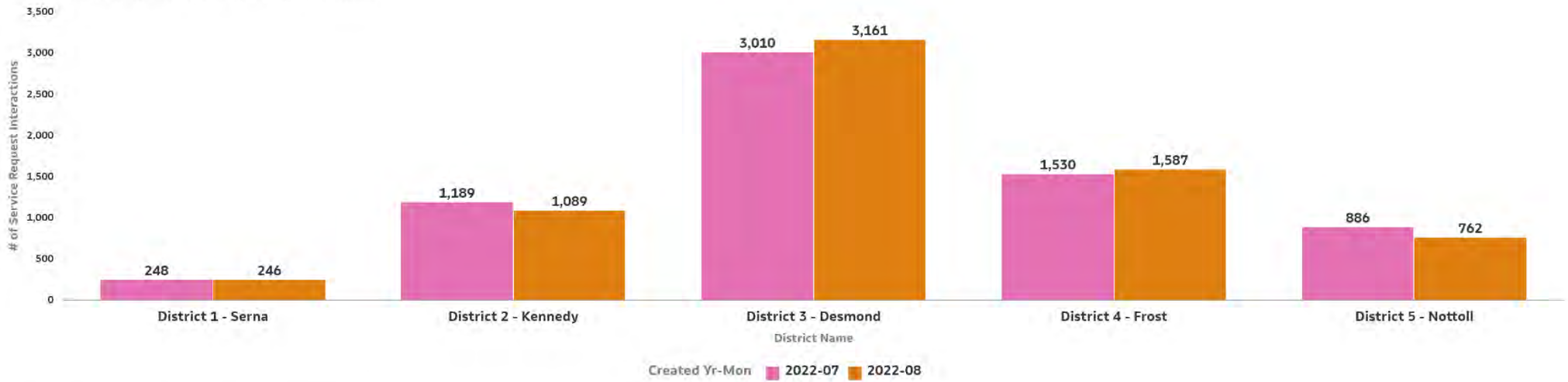
Service Request Interactions Closed by Day of Month



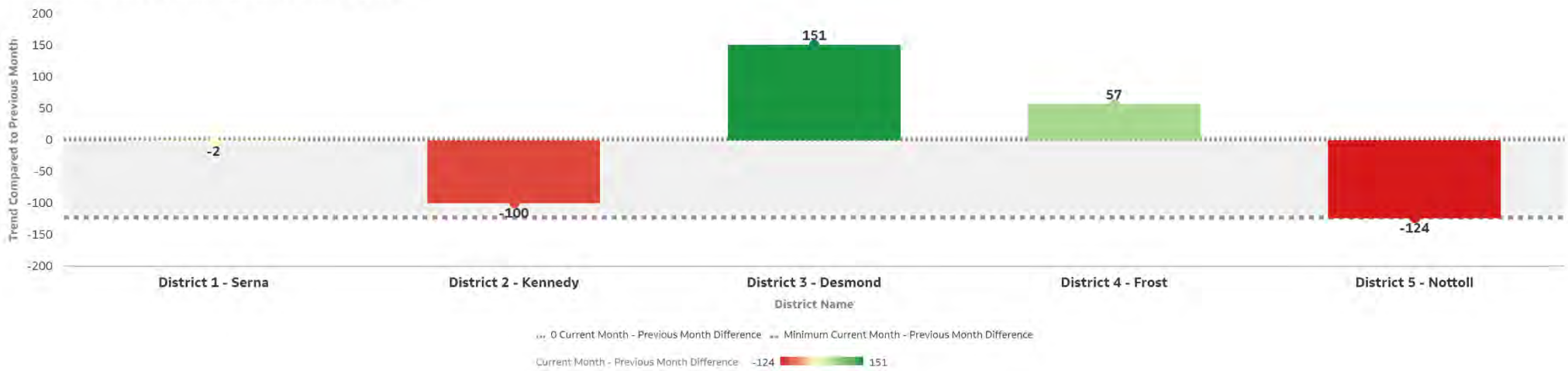
# Board of Supervisors District Information

## Previous Month Comparison of Service Request

Previous Month Comparison of Service Request interactions



Previous Month Trend of Service Request Interactions Per District

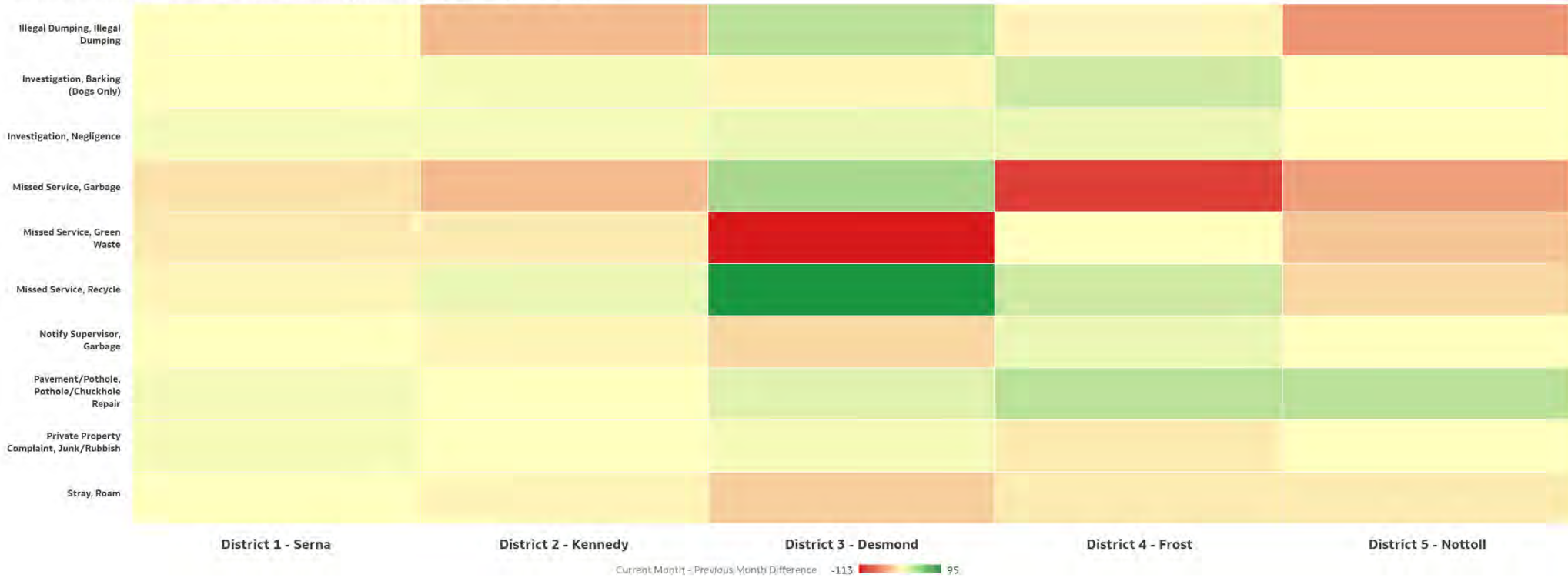


# Previous Month Comparison (continued)

Monthly Comparison: Service Requests by District

District Name	2022-07	2022-08
	Service Request Map Count	Service Request Map Count
District 1 - Serna	248	246
District 2 - Kennedy	1,189	1,089
District 3 - Desmond	3,010	3,161
District 4 - Frost	1,530	1,587
District 5 - Nottoll	886	762

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, Category Level 3 Name

	District 1 - Serna	District 2 - Kennedy	District 3 - Desmond	District 4 - Frost	District 5 - Nottoll	Grand Total
Cat2, Cat3	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, Recycle	-4	9	95	21	-18	103
Pavement/Pothole, Pothole/Chuckhole Repair	5	0	12	27	27	71
Investigation, Negligence	3	4	8	7	0	22
Investigation, Barking (Dogs Only)	1	3	-3	21	-2	20
Private Property Complaint, Junk/Rubbish	2	0	2	-9	-2	-7
Notify Supervisor, Garbage	-1	-3	-17	8	-1	-14
Stray, Roam	1	-7	-23	-9	-8	-46
Illegal Dumping, Illegal Dumping	-2	-33	28	-4	-51	-62
Missed Service, Garbage	-13	-35	35	-94	-46	-153
Missed Service, Green Waste	-8	-9	-113	1	-29	-158
<b>Grand Total</b>	<b>-16</b>	<b>-71</b>	<b>24</b>	<b>-31</b>	<b>-130</b>	<b>-224</b>

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



# Board of Supervisor District Analysis

## District 1

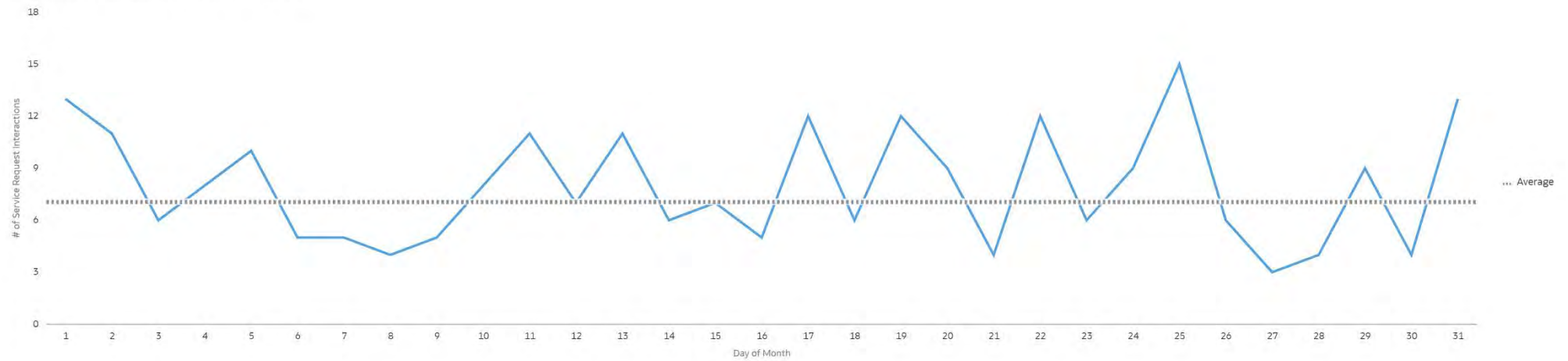
Service Requests Created

246

Service Requests Closed

179

Service Request Interactions Created by Day of Month



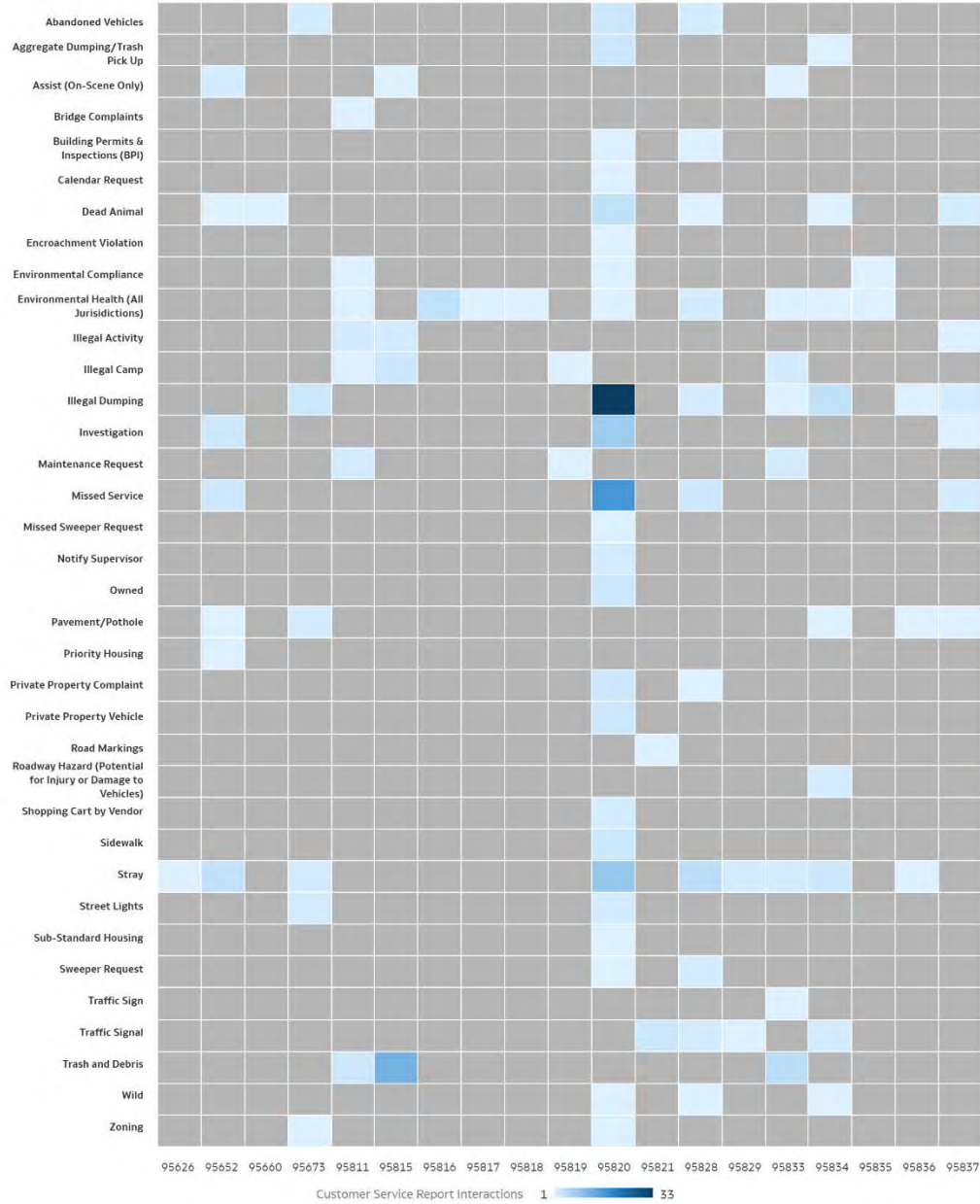
District Name, Customer Service Report Interactions



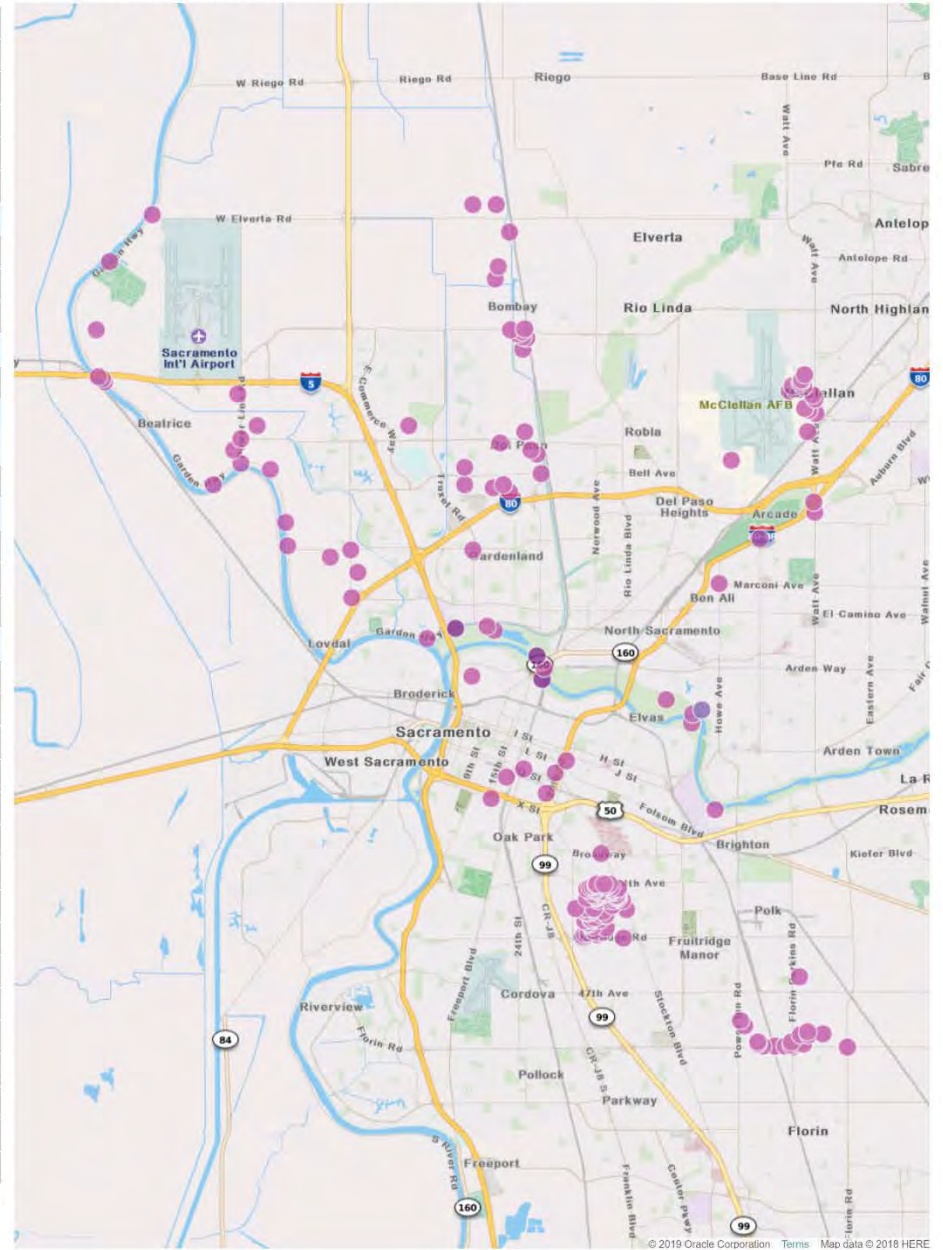
# Board of Supervisor District Analysis

## 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

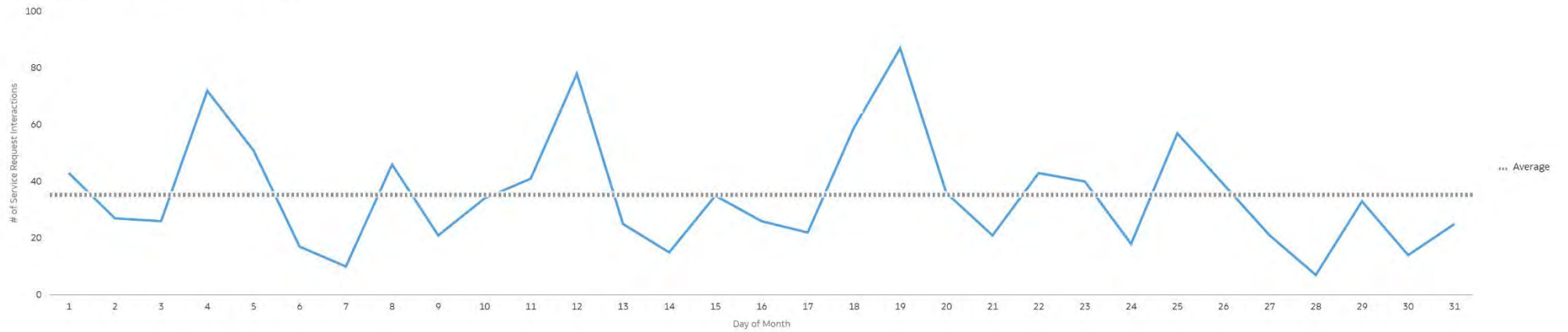
Service Requests Created

1,089

Service Requests Closed

978

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions



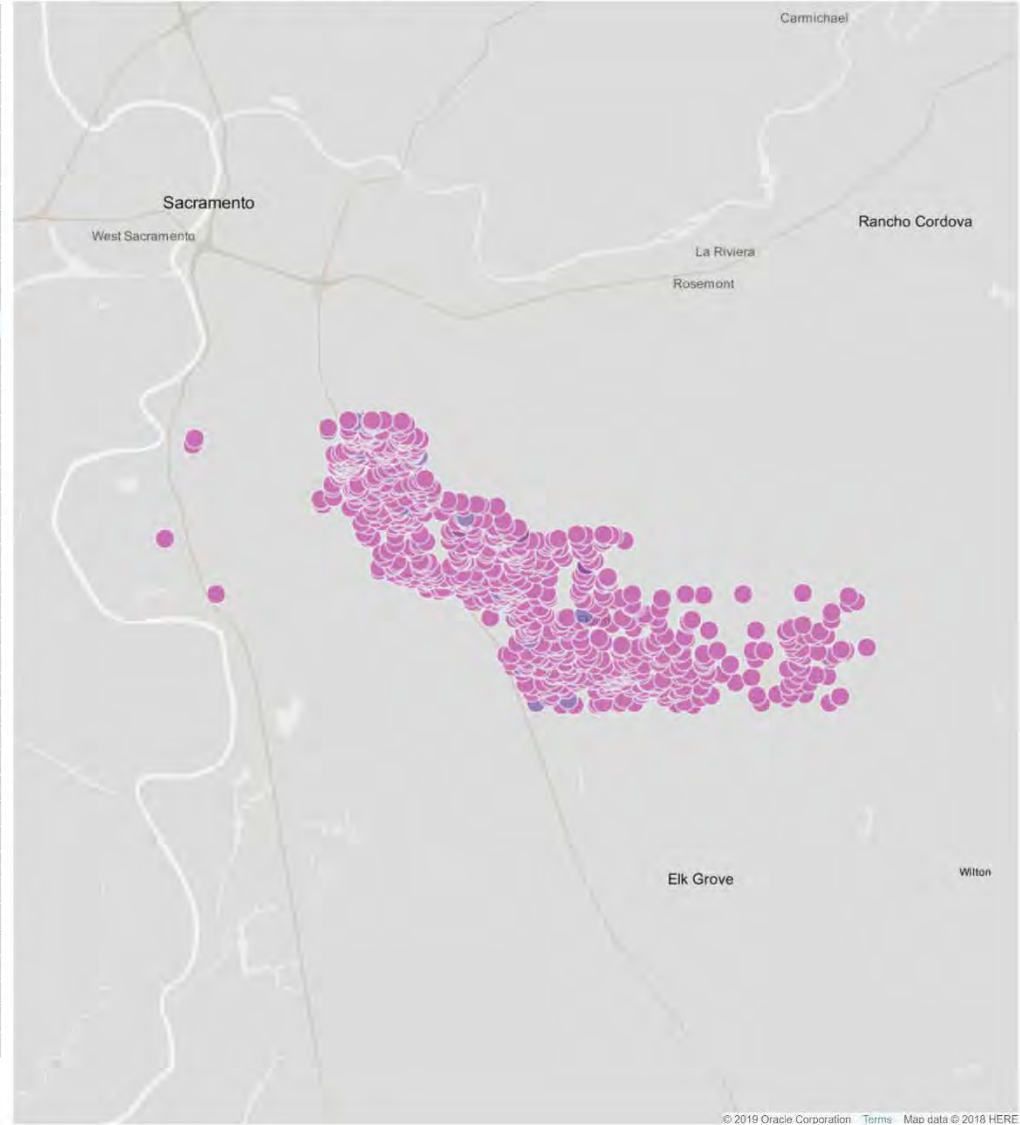
# Board of Supervisor District Analysis

## 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

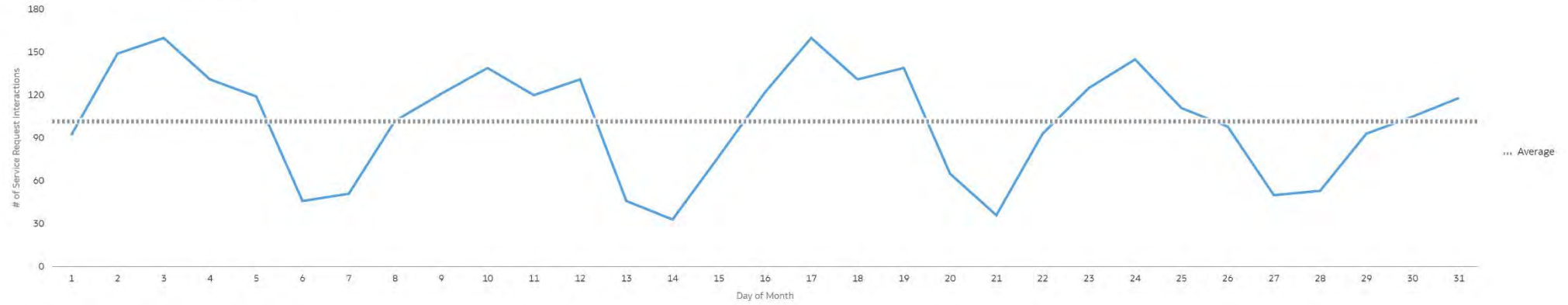
Service Requests Created

3,161

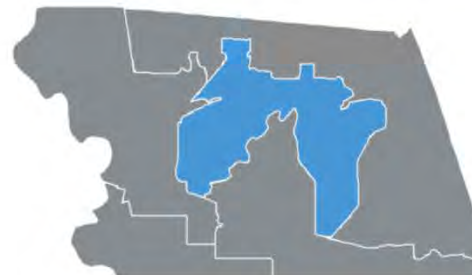
Service Requests Closed

2,581

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions

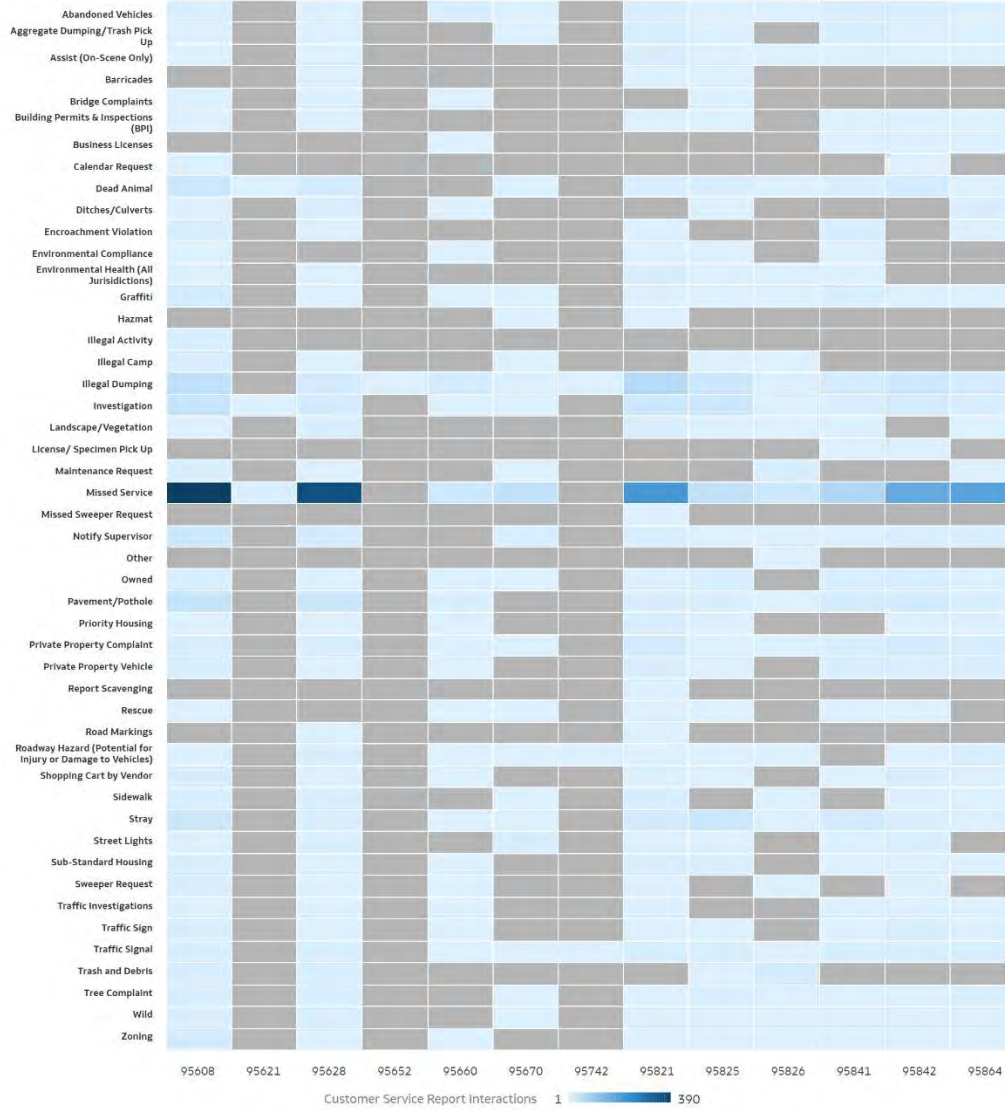


# of Service Requests  
3.161K 3.161K

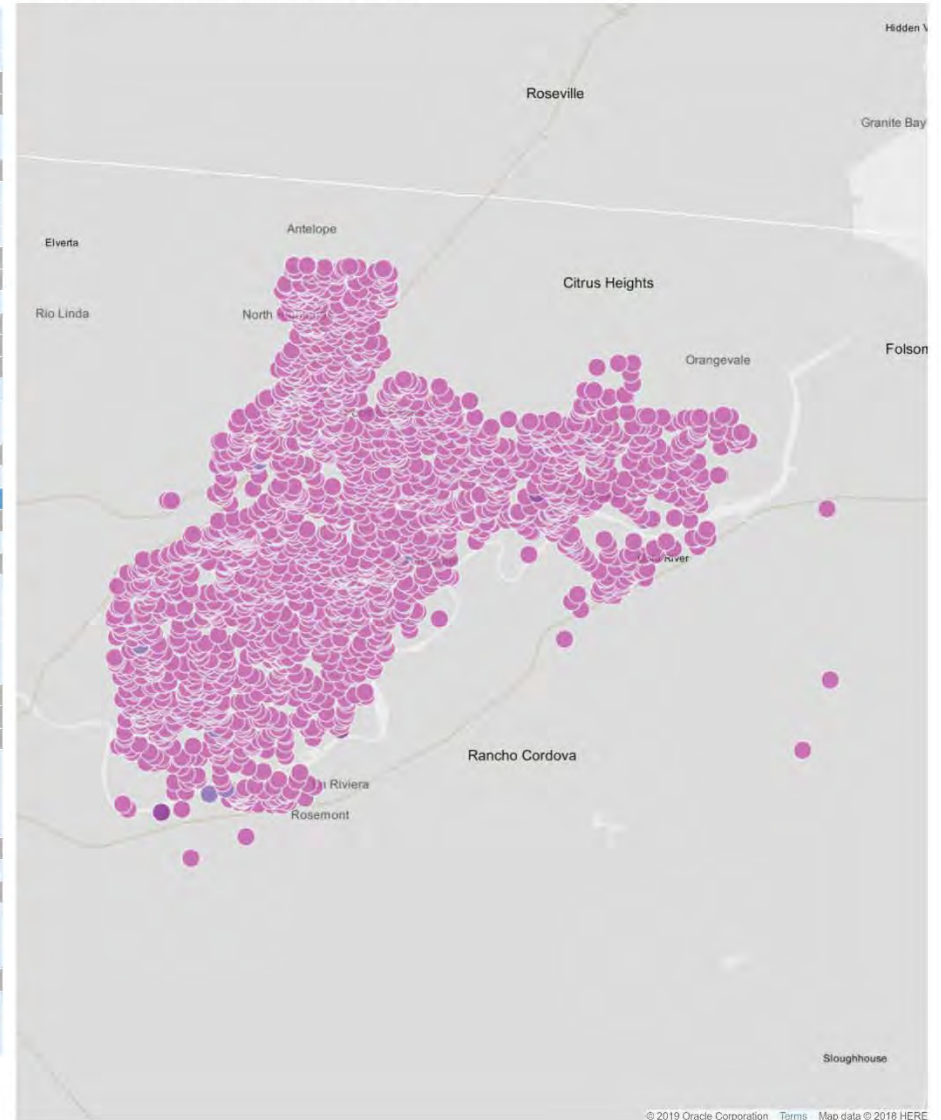
# Board of Supervisor District Analysis

## 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

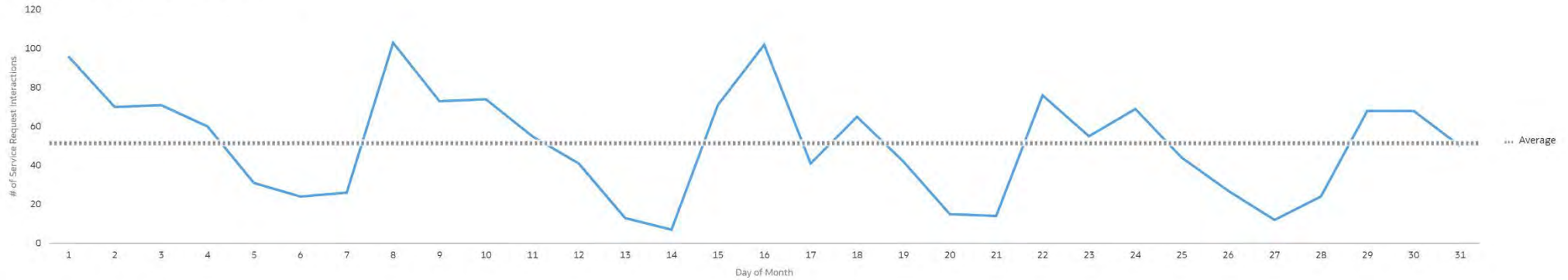
Service Requests Created

1,587

Service Requests Closed

1,350

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions



# of Service Requests  
1.587K 1.587K

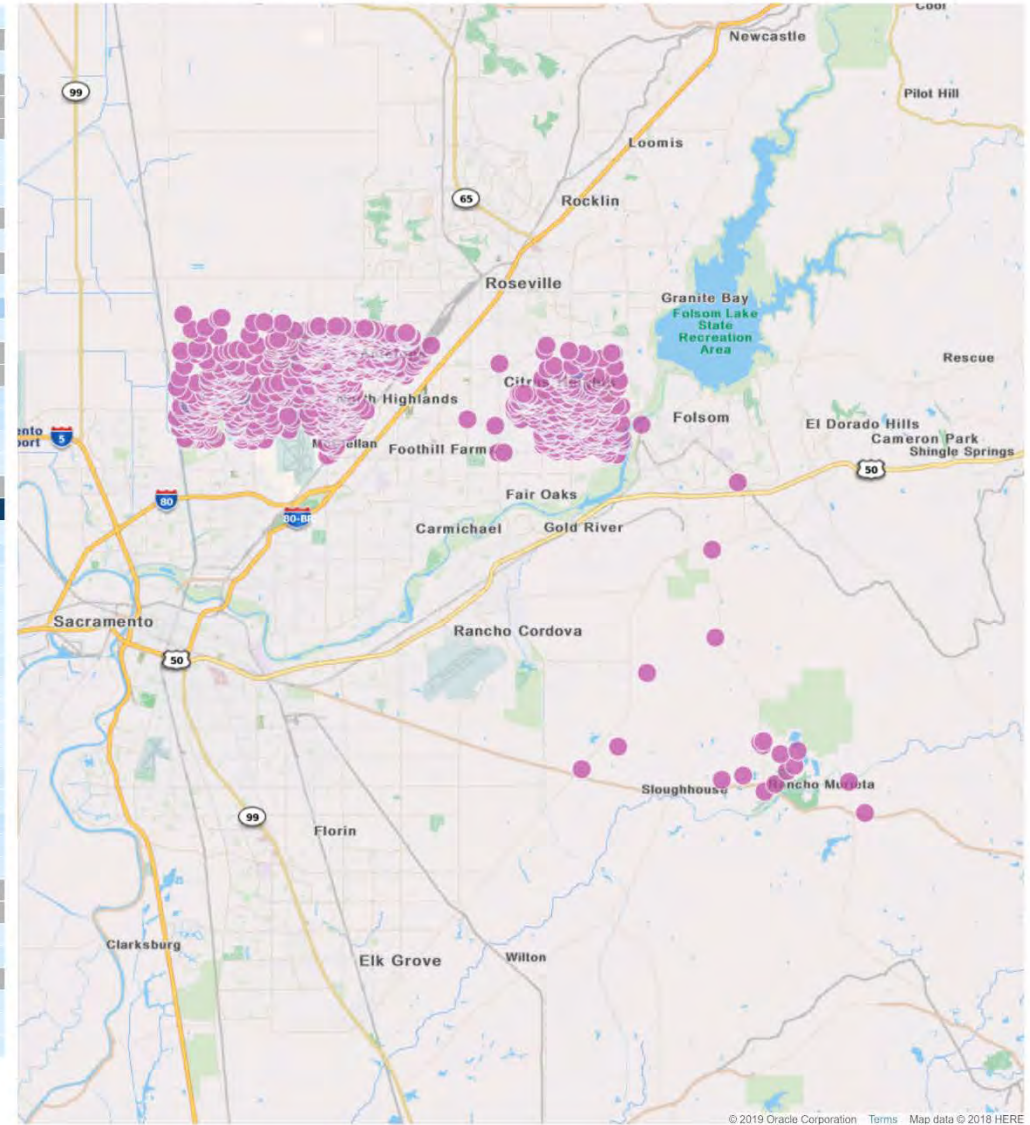
# Board of Supervisor District Analysis

## 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

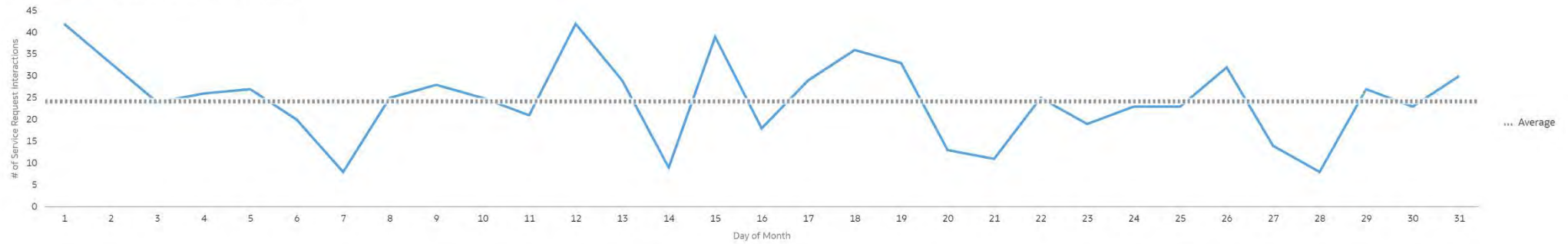
Service Requests Created

# 762

Service Requests Closed

# 645

Service Request Interactions Created by Day of Month



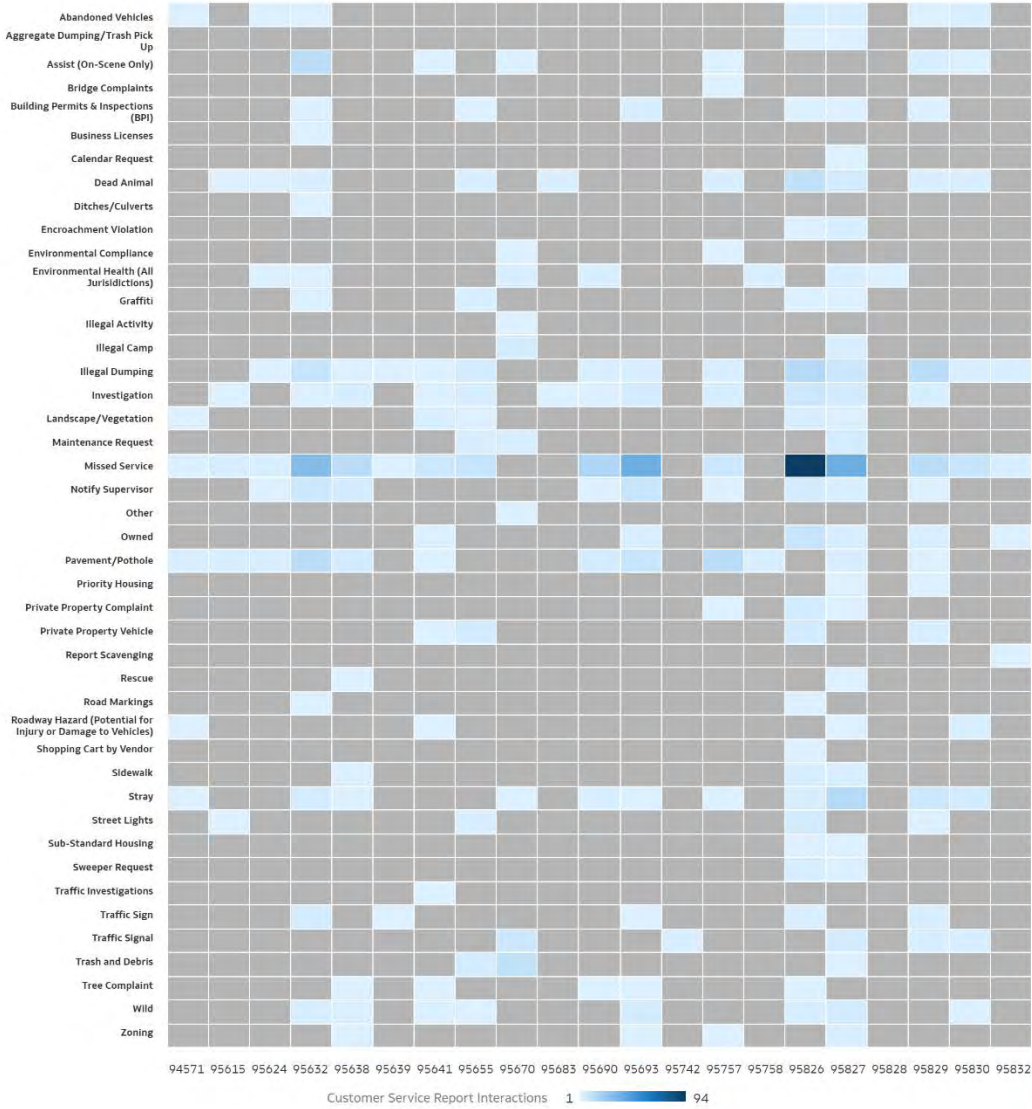
District Name, Customer Service Report Interactions



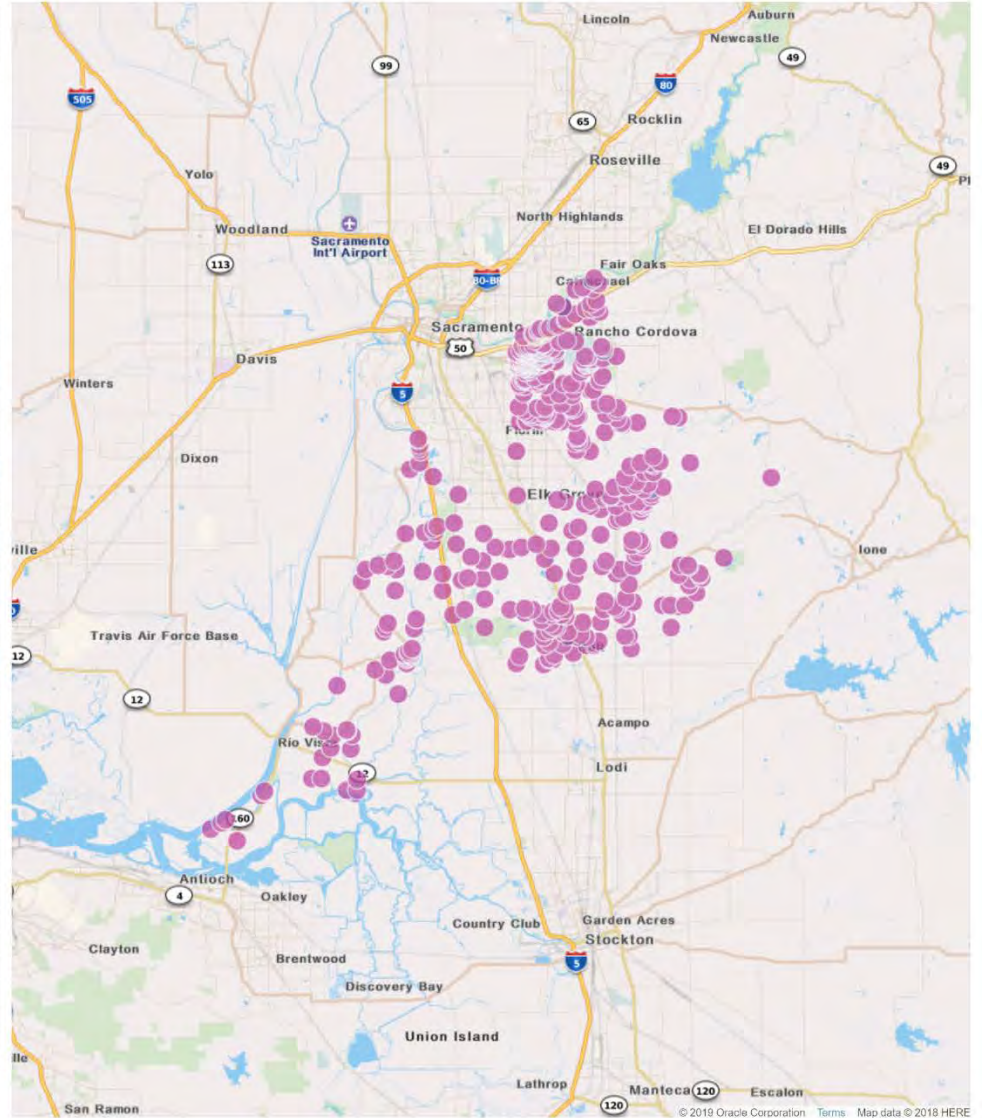
# Board of Supervisor District Analysis

## District 5 (continued)

Service Request Interactions by Category Per Zip Code

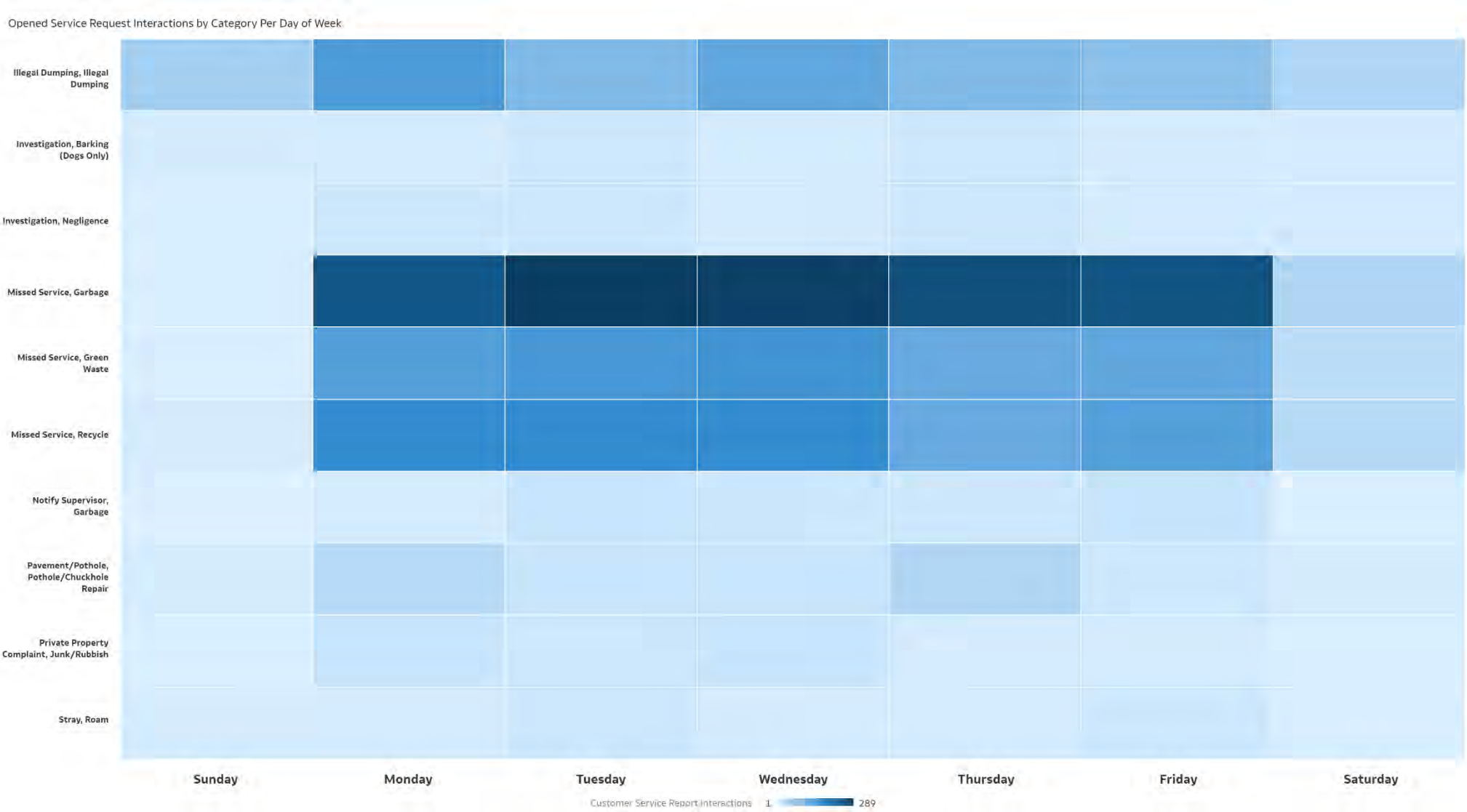


Service Request Interactions Mapped by Selected Zip Code



# Aging of Open Requests

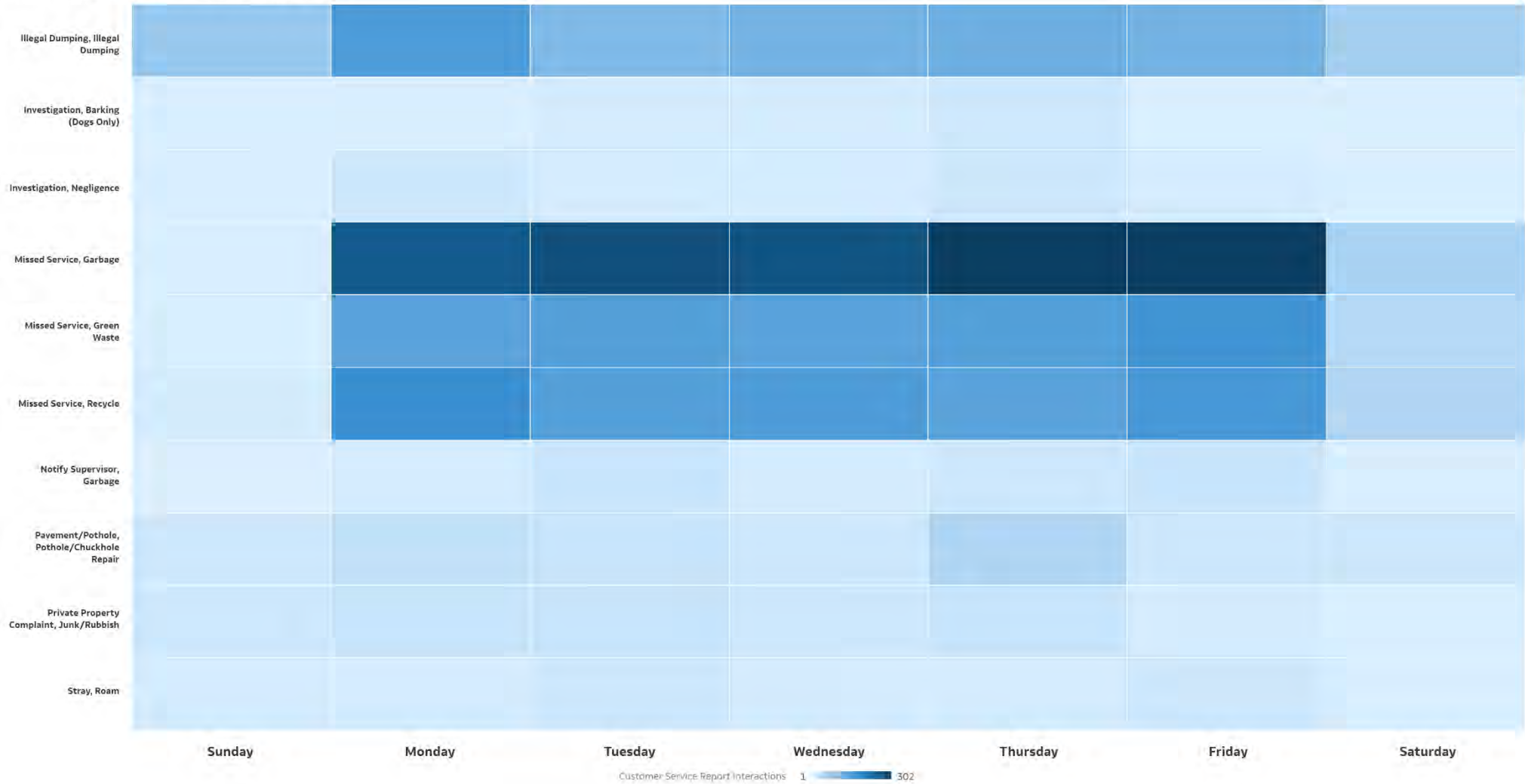
## Top Service Requests Open by Day



# Aging of Open Requests

## Top Service Requests Closed by Day

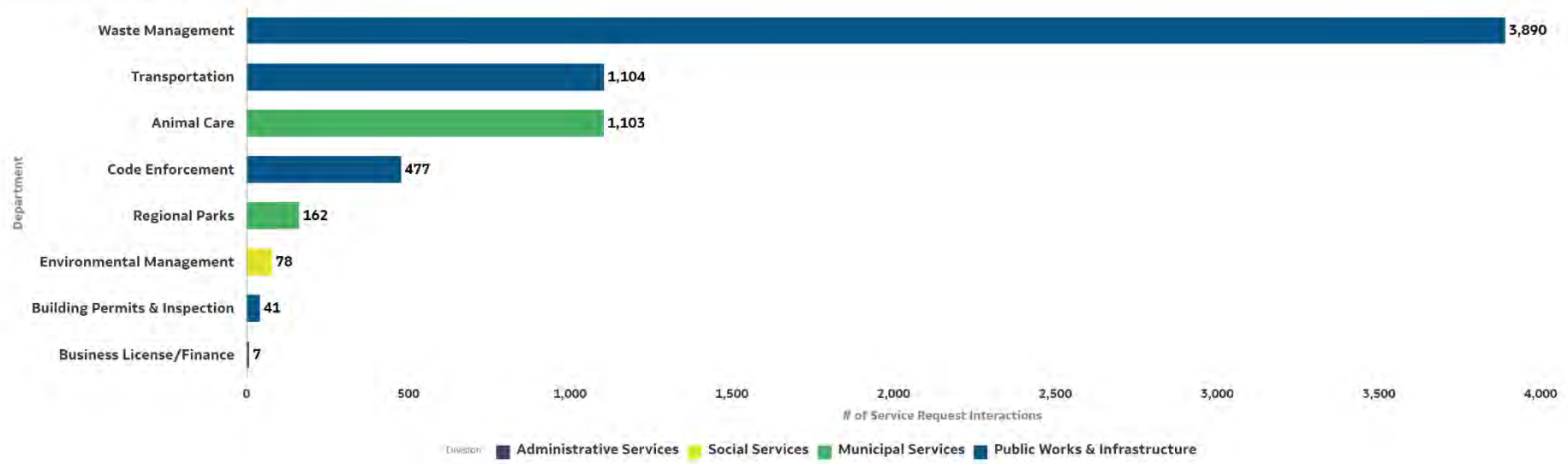
Closed Service Request Interactions by Category Per Day of Week



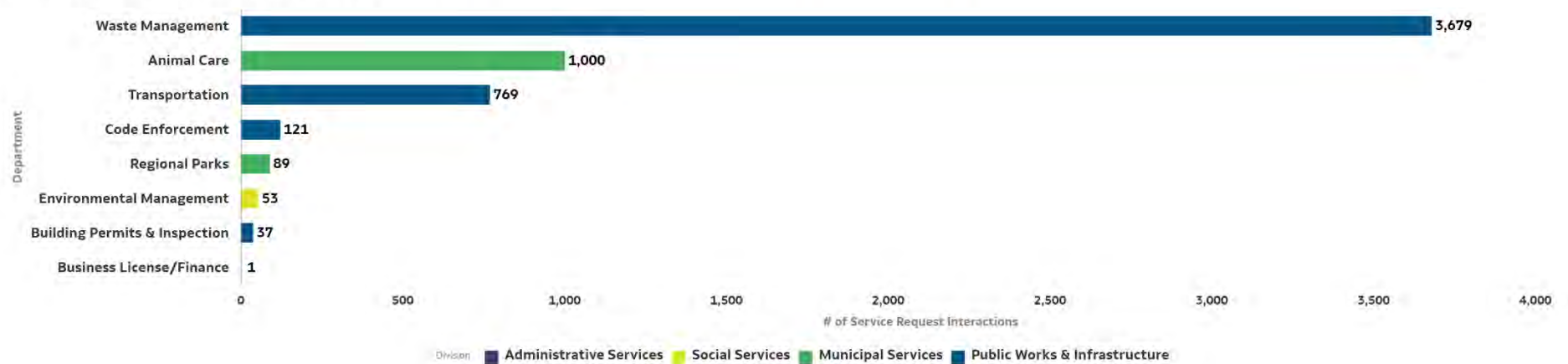
# Aging of Open Requests

## Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



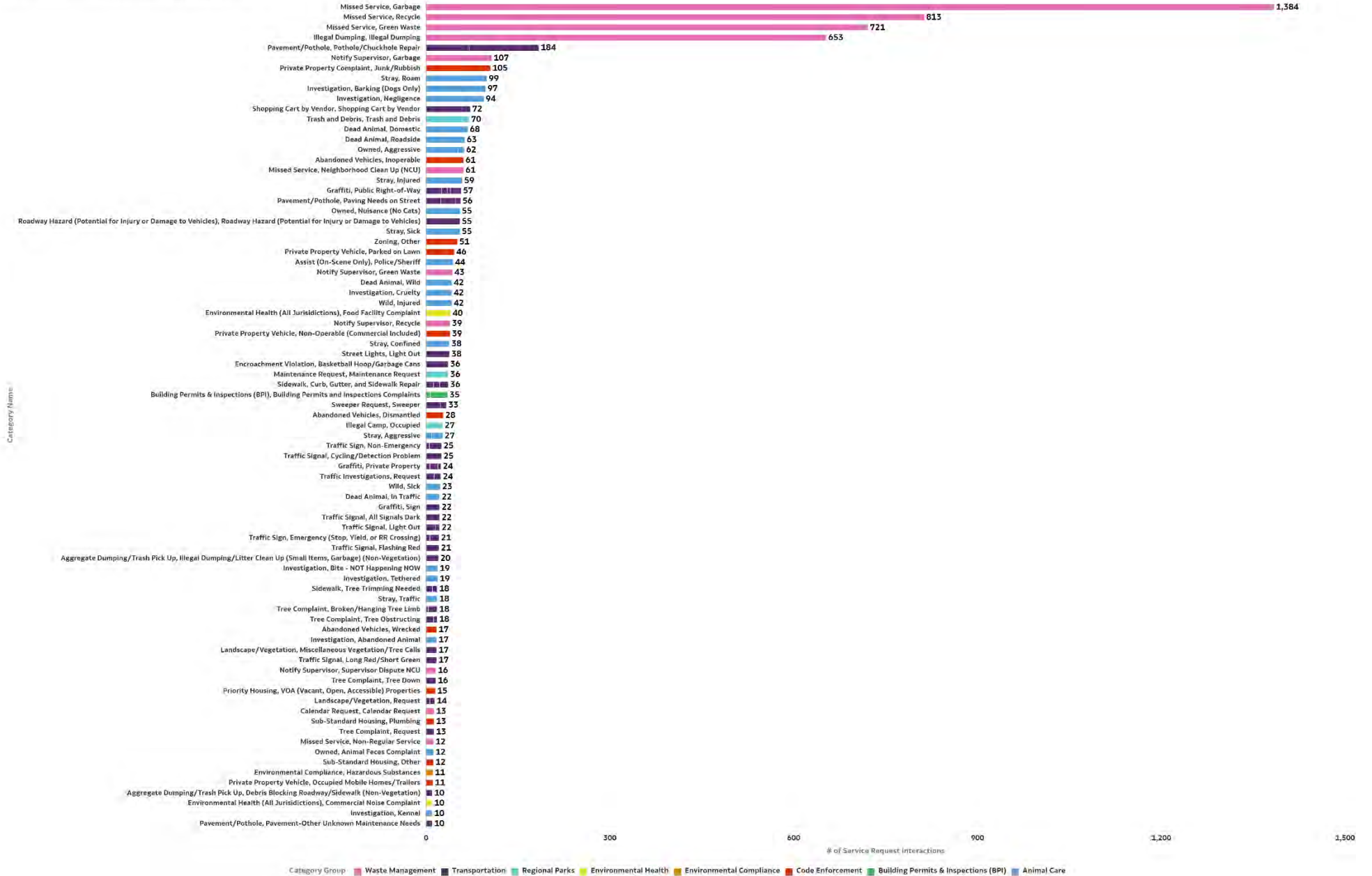
Service Request Interactions Closed by Department, Division



# Aging of Open Requests

## Greater Than 10 Service Requests

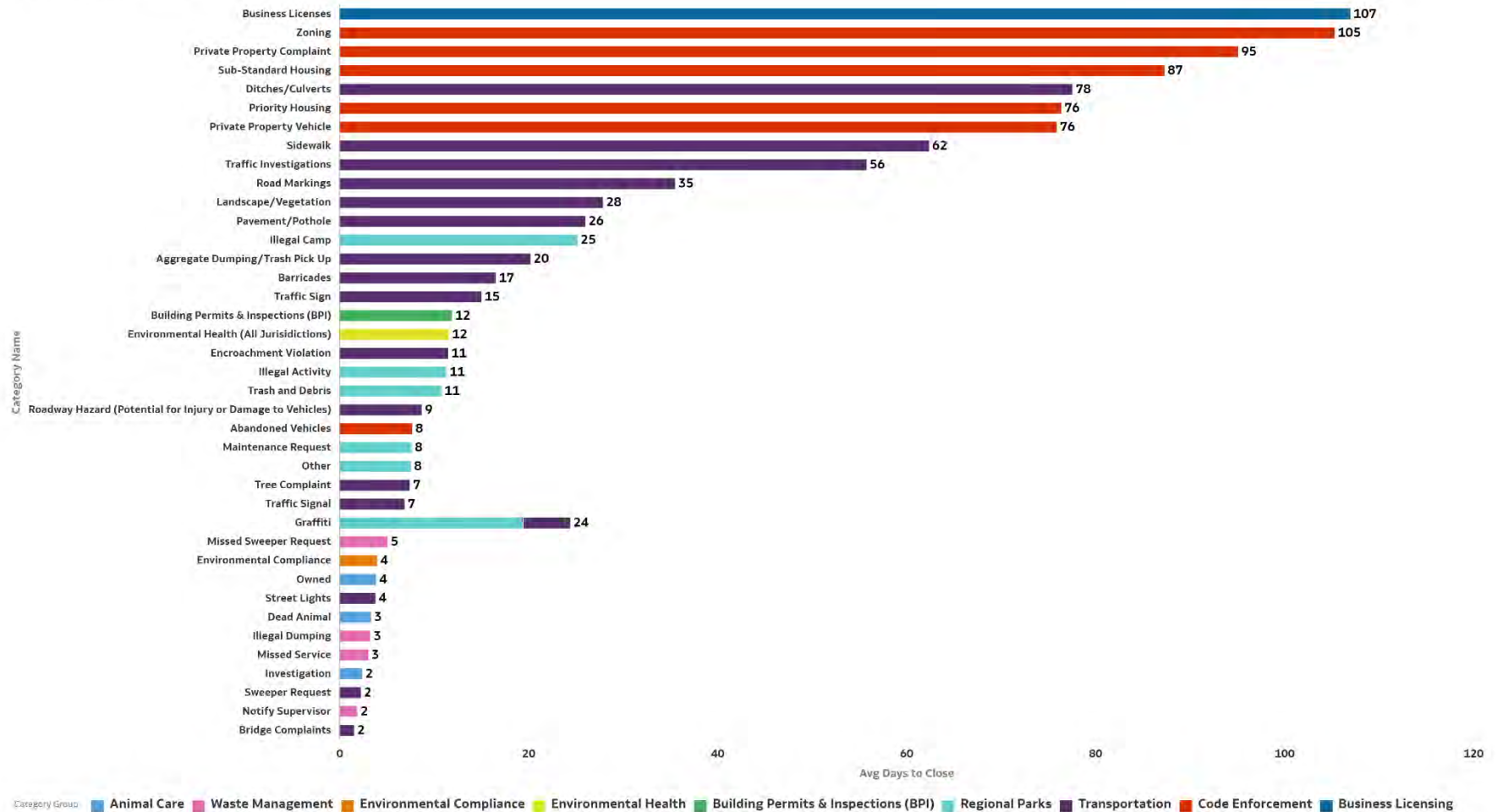
Service Request Interactions (>10 requests) by Category, Group



# Aging of Open Requests

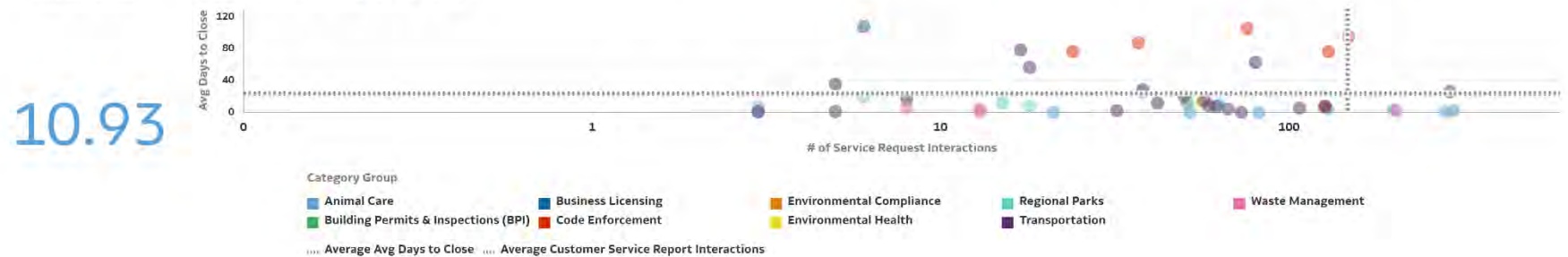
## Average Days to Close Service Requests

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
Animal Care	Assist (On-Scene Only)	52	0.12
Animal Care	License/ Specimen Pick Up	3	0.12
Animal Care	Rescue	21	0.14
Transportation	Shopping Cart by Vendor	73	0.20
Animal Care	Wild	82	0.20
Waste Management	Calendar Request	13	0.44
Transportation	Barricades	1	0.67
Transportation	Aggregate Dumping/Trash Pick Up	6	0.75
Transportation	Hazmat	3	0.82
Environmental Compliance	Environmental Compliance	8	0.88
Animal Care	Stray	281	0.99
Transportation	Traffic Sign	22	1.17
Transportation	Bridge Complaints	5	1.52
Waste Management	Notify Supervisor	203	1.86
Transportation	Traffic Investigations	4	2.17
Transportation	Tree Complaint	15	2.19
Transportation	Sidewalk	3	2.20
Animal Care	Investigation	286	2.21
Transportation	Sweeper Request	32	2.24
Animal Care	Owned	116	2.26
Waste Management	Missed Service	3,119	3.02
Waste Management	Illegal Dumping	752	3.23
Animal Care	Dead Animal	199	3.30
Transportation	Street Lights	62	3.59
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	7	3.83
Environmental Health	Environmental Health (All Jurisdictions)	5	4.06
Transportation	Traffic Signal	65	4.15
Code Enforcement	Abandoned Vehicles	28	4.88
Code Enforcement	Sub-Standard Housing	1	5.00
Transportation	Graffiti	107	5.01
Waste Management	Missed Sweeper Request	8	5.06
Transportation	Landscape/Vegetation	4	5.28

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Transportation	Street Lights	5	6.15
Animal Care	Investigation	10	7.10
Regional Parks	Other	3	7.54
Regional Parks	Maintenance Request	18	7.61
Code Enforcement	Abandoned Vehicles	98	8.47
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	59	8.68
Environmental Compliance	Environmental Compliance	5	8.89
Transportation	Tree Complaint	47	9.06
Transportation	Traffic Signal	62	9.70
Regional Parks	Trash and Debris	63	10.75
Regional Parks	Illegal Activity	15	11.29
Transportation	Encroachment Violation	42	11.48
Environmental Health	Environmental Health (All Jurisdictions)	51	12.28
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	44	13.16
Animal Care	Owned	13	18.15
Transportation	Barricades	7	18.77
Regional Parks	Graffiti	6	19.37
Transportation	Aggregate Dumping/Trash Pick Up	44	22.84
Transportation	Traffic Sign	35	23.67
Regional Parks	Illegal Camp	38	25.16
Transportation	Pavement/Pothole	289	25.99
Transportation	Landscape/Vegetation	34	30.51
Transportation	Road Markings	5	35.49
Transportation	Sidewalk	77	64.70
Transportation	Traffic Investigations	14	71.06
Code Enforcement	Private Property Vehicle	130	75.88
Code Enforcement	Priority Housing	24	76.36
Transportation	Ditches/Culverts	17	77.55
Code Enforcement	Sub-Standard Housing	36	89.57
Code Enforcement	Private Property Complaint	148	95.08
Code Enforcement	Zoning	76	105.29
Business Licensing	Business Licenses	6	106.95

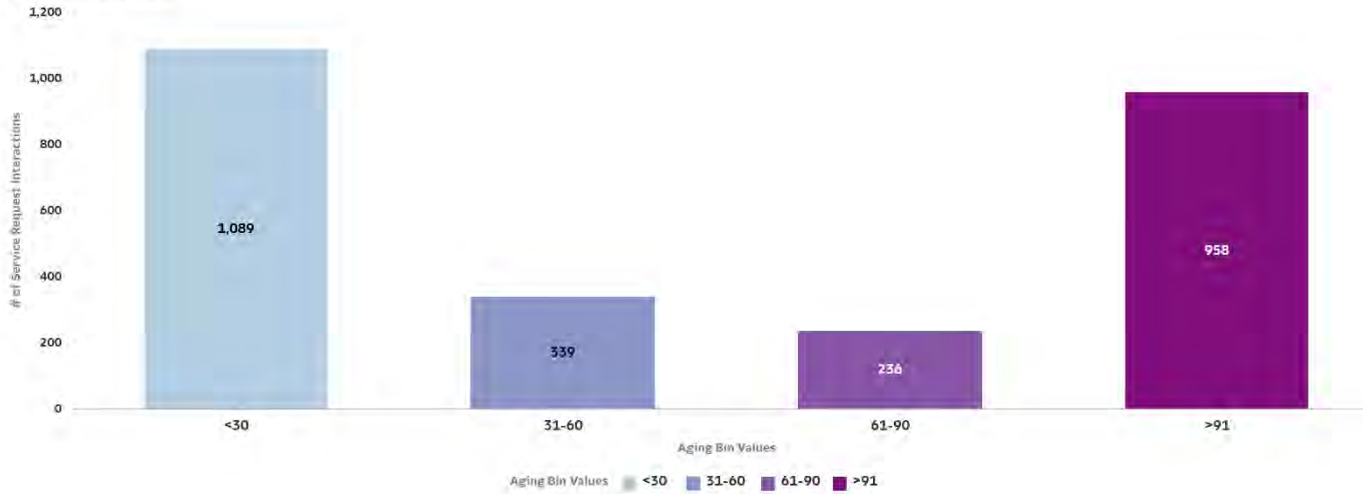


# Aging of Open Requests

Select As Of Date

2021.0228

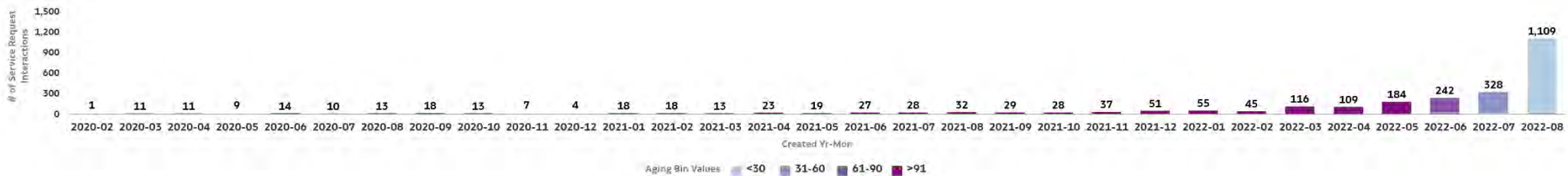
Aging Service Requests



Aging Service Requests

Aging Bin Values	Customer Service Report Interactions
<30	1,089
31-60	339
61-90	236
>91	958

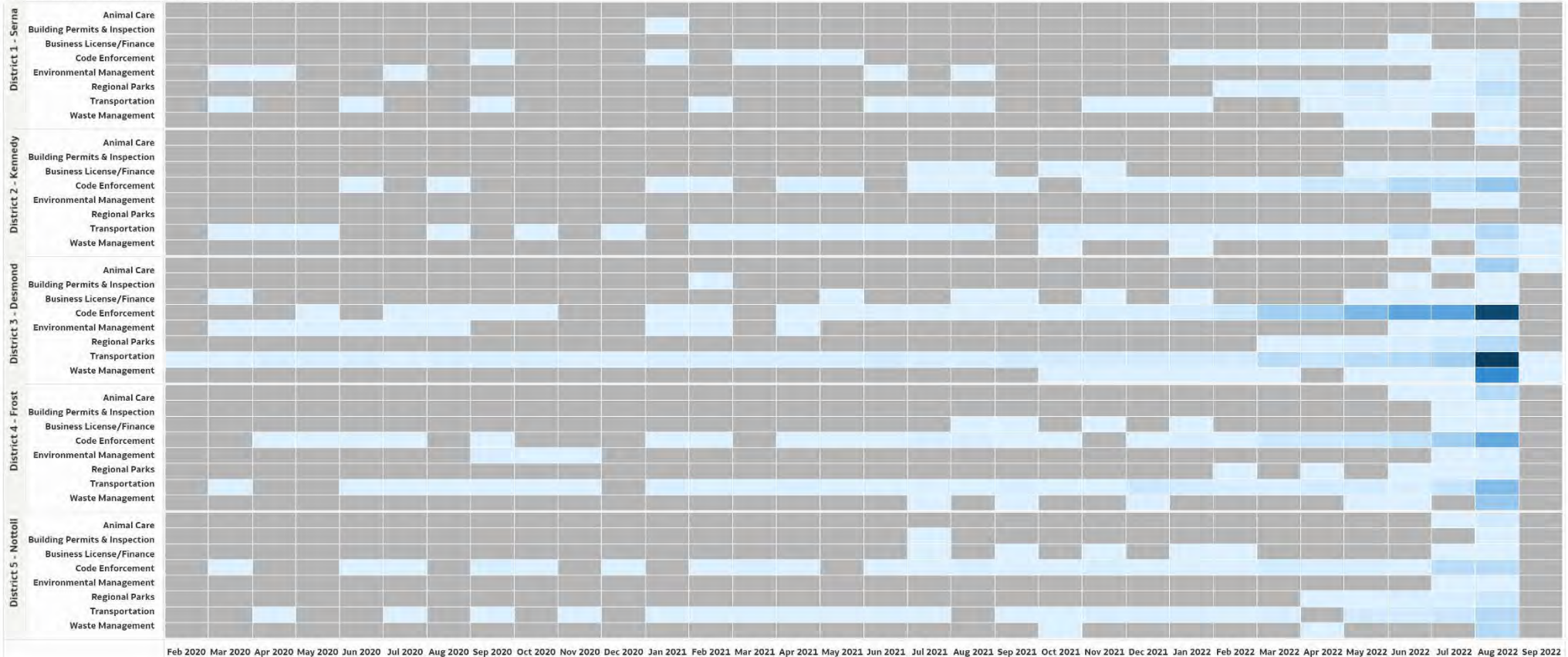
Aging Service Requests by Created Year-Month



# Aging of Open Requests

## Department Aging Requests by Month Created Per District

Department Aging Service Requests by Created Year-Month Per District



Department  
Customer Service Report Interactions 1 198

### 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.

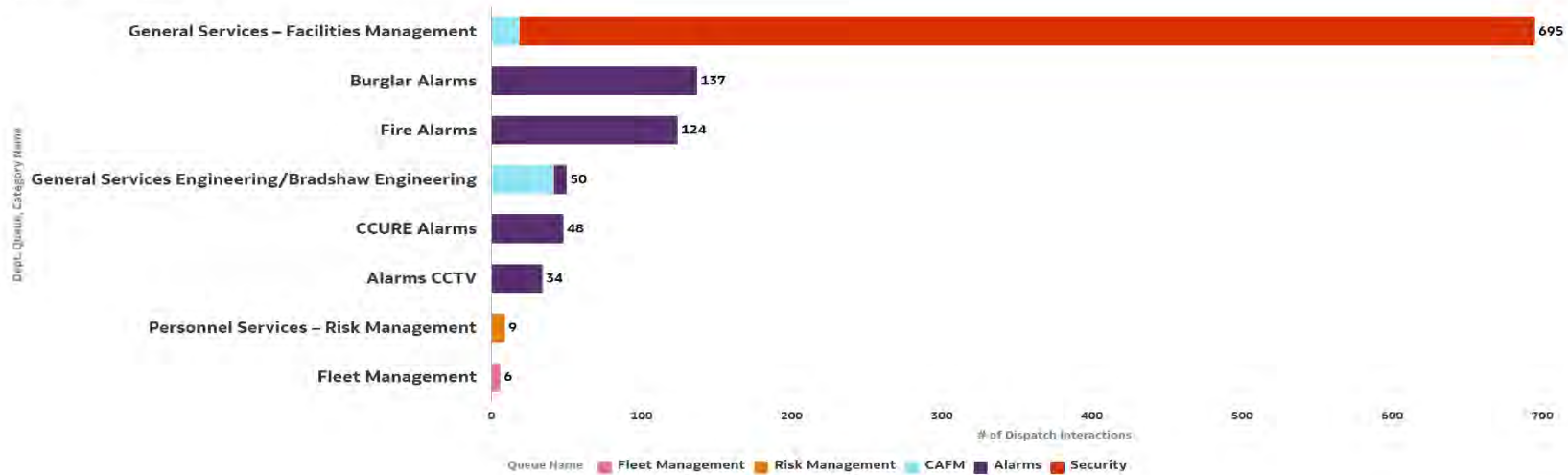
### Acronym Glossary

<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

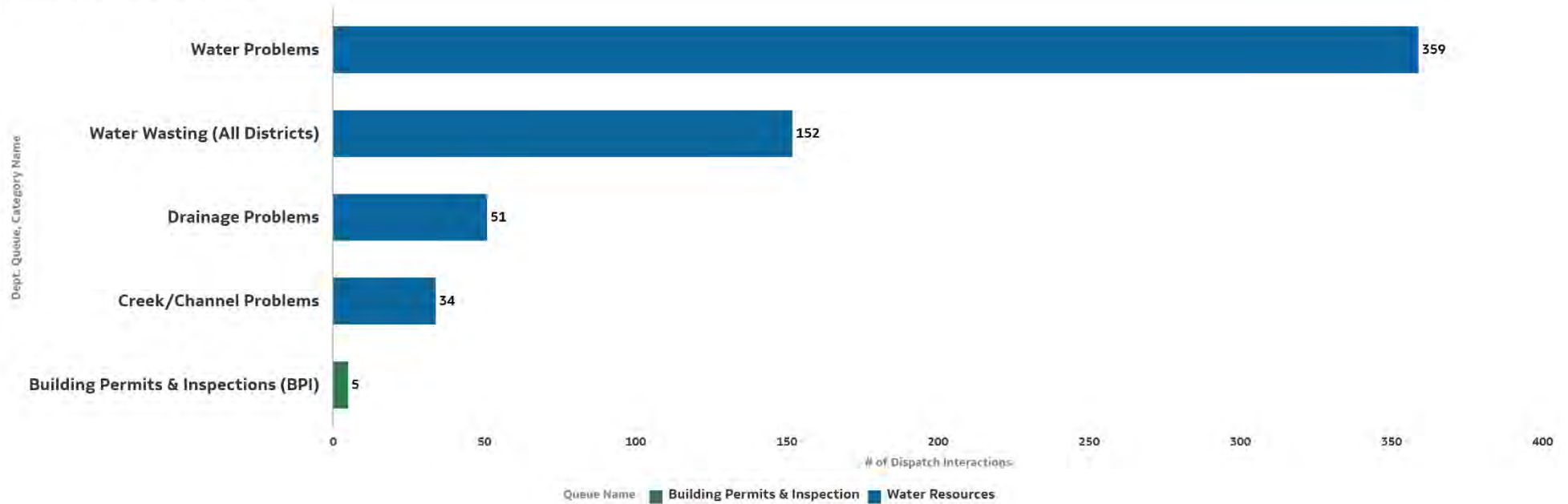
General Services Engineering/Bradshaw Engineering	Dispatch Services for Downtown and Bradshaw Facility Engineers to respond for fire/environmental alarms, generator testing, electrical, plumbing issues in county maintained buildings, etc.
General Services Facilities Management	Dispatch Services for Facilities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

Dispatch Interactions by Category, Queue

Division: Public Works & Infrastructure



### Service Definitions

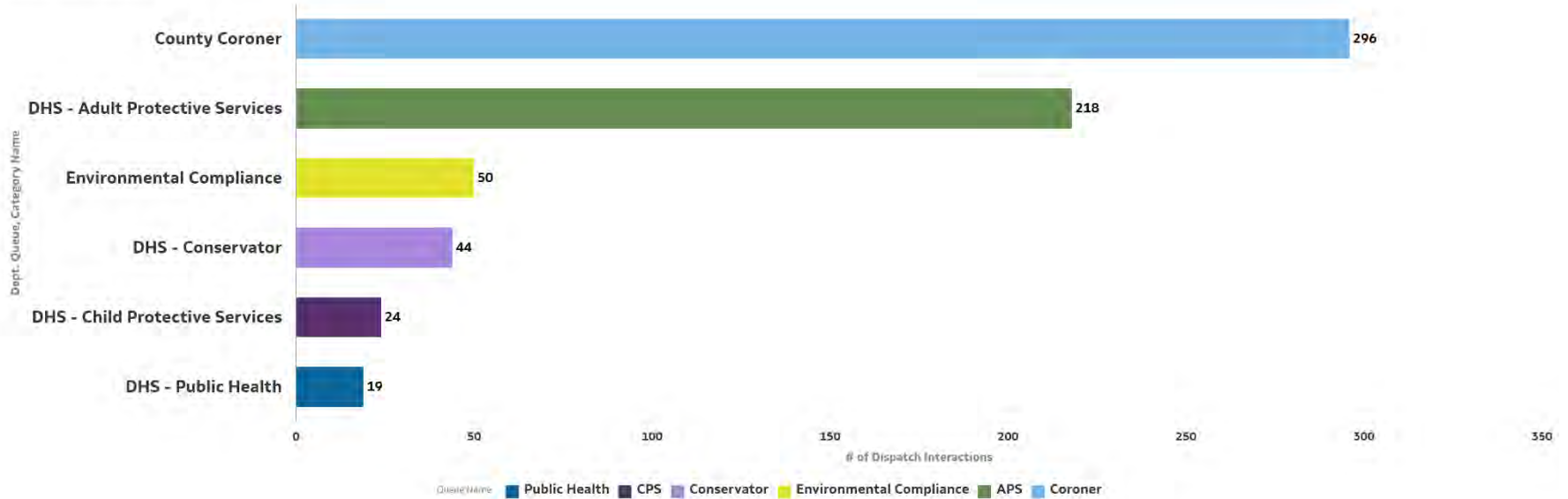
Building Permits and Inspections	On-Call Emergency Building Inspections for either Residential or Commercial properties in regards to Plumbing, Mechanical, Electrical, or Structural inspections
Water Resources Water Dispatch Form	Dispatch Services including fire hydrant, odor/taste/color, no water, water 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

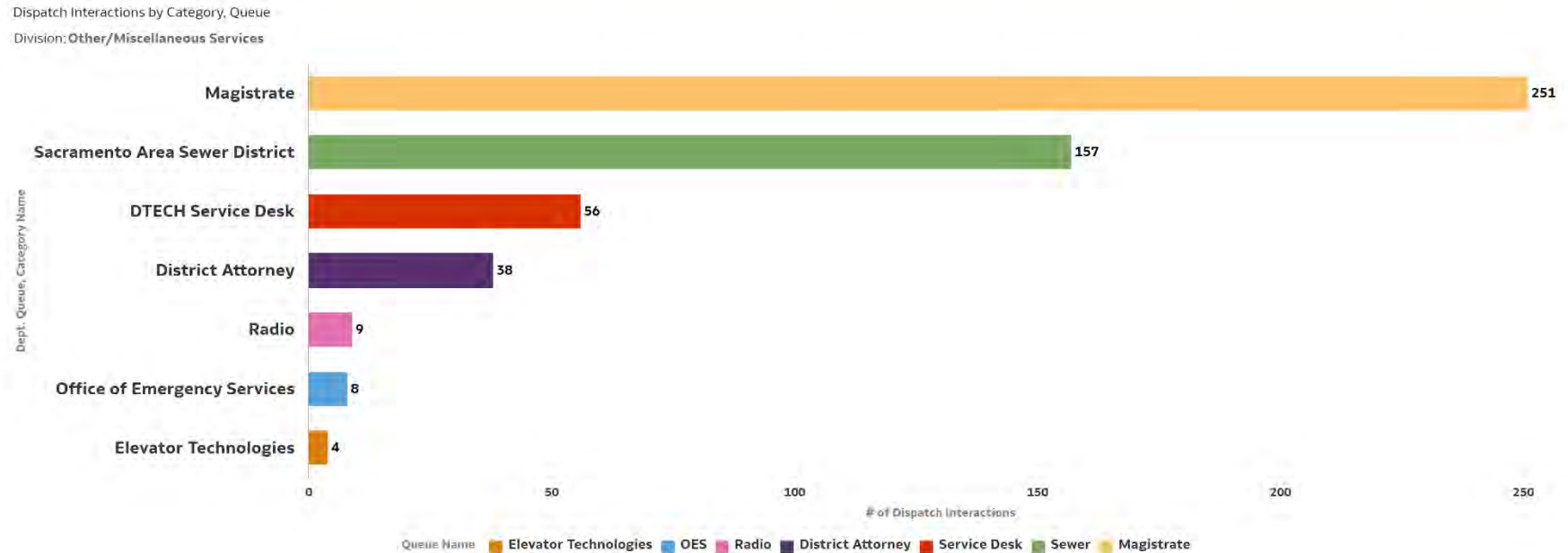


### Service Definitions

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



### 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.

