

# Monthly 311 Communications/Dispatch Center

## SERVICE REQUEST & STATISTICS REPORT

# DECEMBER 2022



SAC COUNTY  
**311**  
CONNECT

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

SACRAMENTO  
COUNTY

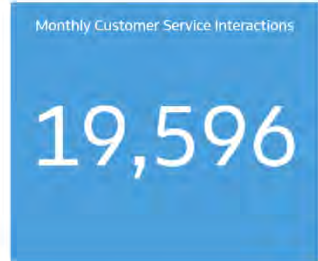
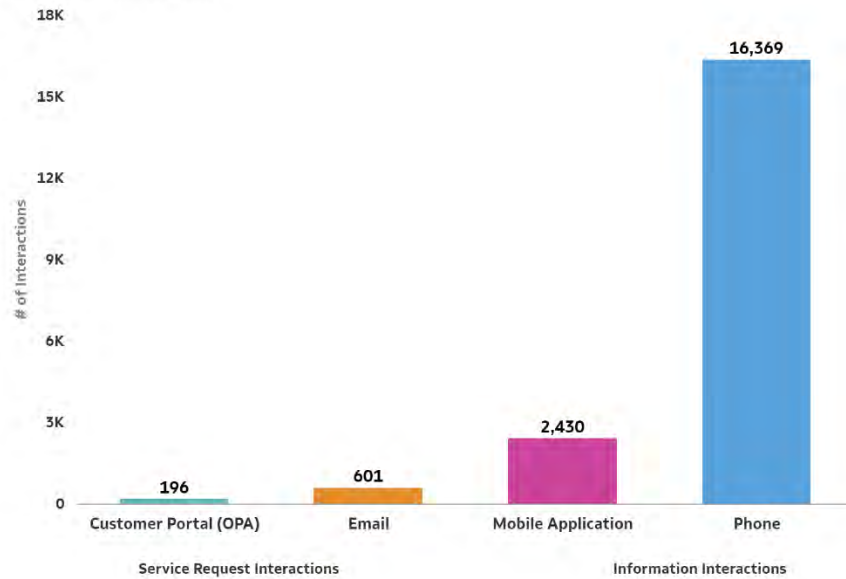
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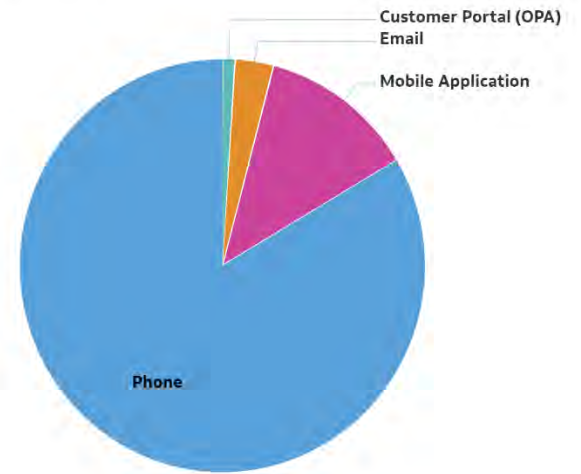
# Monthly Statistics

Monthly Interactions by Source



Incident Source Name	Service Request Map Count
Customer Portal (OPA)	196
Email	601
Mobile Application	2,430
Phone	16,369

Monthly Interactions by Source



Service Request Interactions

6,364

Information Interactions

5,158

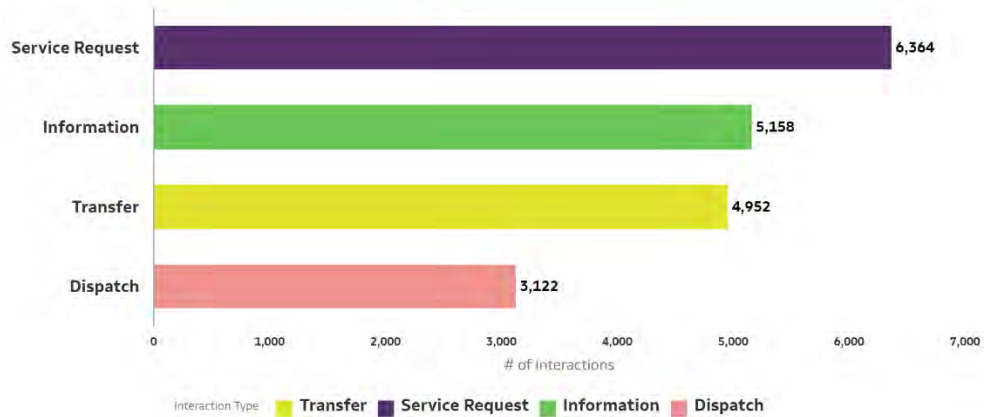
Transfer Interactions

4,952

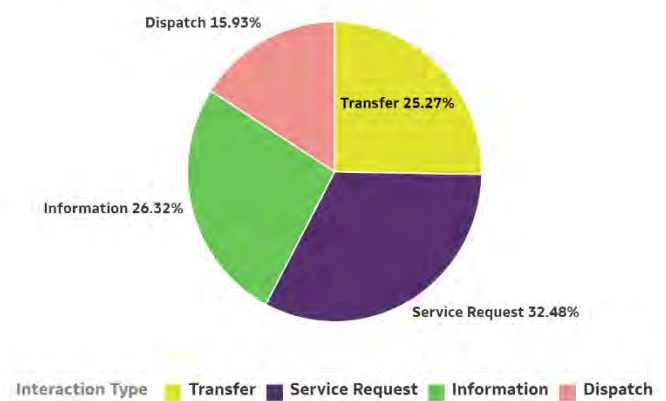
Dispatch Interactions

3,122

Customer Service Report Interactions by Interaction Type



Monthly Interactions by Interaction Type



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

## Service Request Interaction Totals

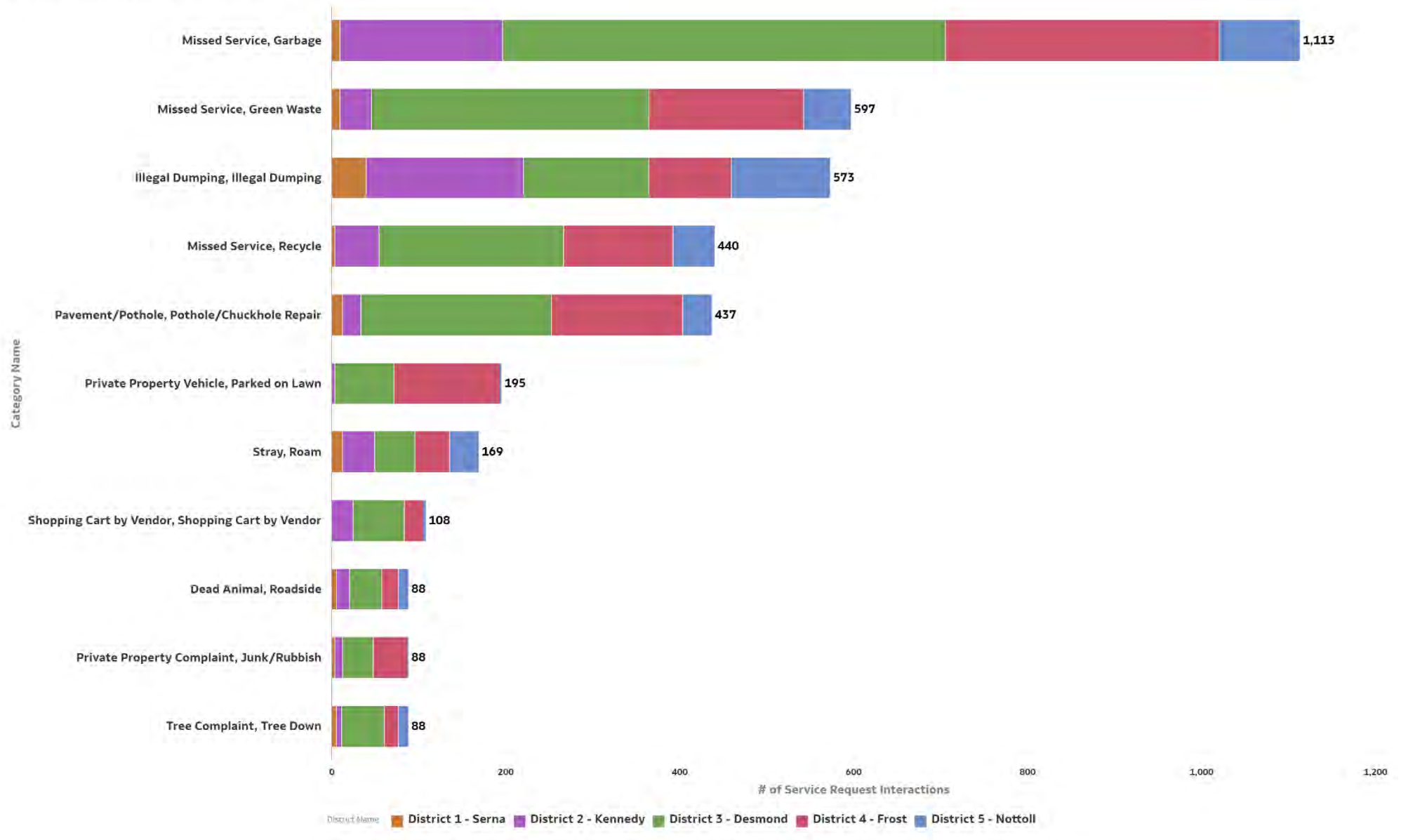
Service Request Interaction Totals (>10 requests) by Category

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	1,113	Ditches/Culverts, Ditch Cleaning	54	Stray, Traffic	28	Traffic Investigations, Request	15
Missed Service, Green Waste	597	Ditches/Culverts, Culvert/Pipe Repair or Cleaning	53	Traffic Signal, Cycling/Detection Problem	28	Sub-Standard Housing, Other	14
Illegal Dumping, Illegal Dumping	585	Barricades, Road Flooding/Barricades	50	Notify Supervisor, Green Waste	26	Traffic Signal, Long Red/Short Green	14
Missed Service, Recycle	440	Pavement/Pothole, Paving Needs on Street	49	Stray, Sick	26	Illegal Camp, Abandoned	13
Pavement/Pothole, Pothole/Chuckhole Repair	437	Dead Animal, Domestic	48	Assist (On-Scene Only), Police/Sheriff	25	Stray, Tied	13
Private Property Vehicle, Parked on Lawn	195	Street Lights, Light Out	47	Traffic Signal, All Signals Dark	25	Missed Service, Non-Regular Service	12
Stray, Roam	169	Trash and Debris, Trash and Debris	47	Traffic Signal, Flashing Red	24	Graffiti, Private Property	10
Shopping Cart by Vendor, Shopping Cart by Vendor	109	Stray, Aggressive	46	Encroachment Violation, Basketball Hoop/Garbage Cans	23	Notify Supervisor, Supervisor Dispute NCU	10
Dead Animal, Roadside	89	Traffic Sign, Non-Emergency	46	Ditches/Culverts, Drainage Problem (Not Ditches or Culverts)	22	Pavement/Pothole, Sink Hole in Roadway	10
Private Property Complaint, Junk/Rubbish	88	Abandoned Vehicles, Inoperable	45	Graffiti, Public Right-of-Way	21	Traffic Sign, New Sign Request	10
Tree Complaint, Tree Down	88	Zoning, Other	44	Maintenance Request, Maintenance Request	21	Wild, Sick	10
Investigation, Negligence	86	Stray, Confined	42	Notify Supervisor, Recycle	21		
Investigation, Barking (Dogs Only)	81	Wild, Injured	42	Tree Complaint, Broken/Hanging Tree Limb	21		
Missed Service, Neighborhood Clean Up (NCU)	81	Owned, Nuisance (No Cats)	39	Environmental Health (All Jurisdictions), Food Facility Complaint	20		
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	68	Missed Sweeper Request, Missed Sweeper Request	37	Sidewalk, Curb, Gutter, and Sidewalk Repair	20		
Private Property Vehicle, Non-Operable (Commercial Included)	66	Dead Animal, In Traffic	36	Investigation, Bite - NOT Happening NOW	19		
Stray, Injured	66	Illegal Camp, Occupied	35	Abandoned Vehicles, Wrecked	18		
Dead Animal, Wild	59	Investigation, Cruelty	34	Investigation, Abandoned Animal	18		
Notify Supervisor, Garbage	58	Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	32	Abandoned Vehicles, Dismantled	16		
Owned, Aggressive	56	Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	31	Sweeper Request, Sweeper	16		
		Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	30				

# Total Service Requests Opened

## Top 10 Service Requests Categories Opened | With Districts

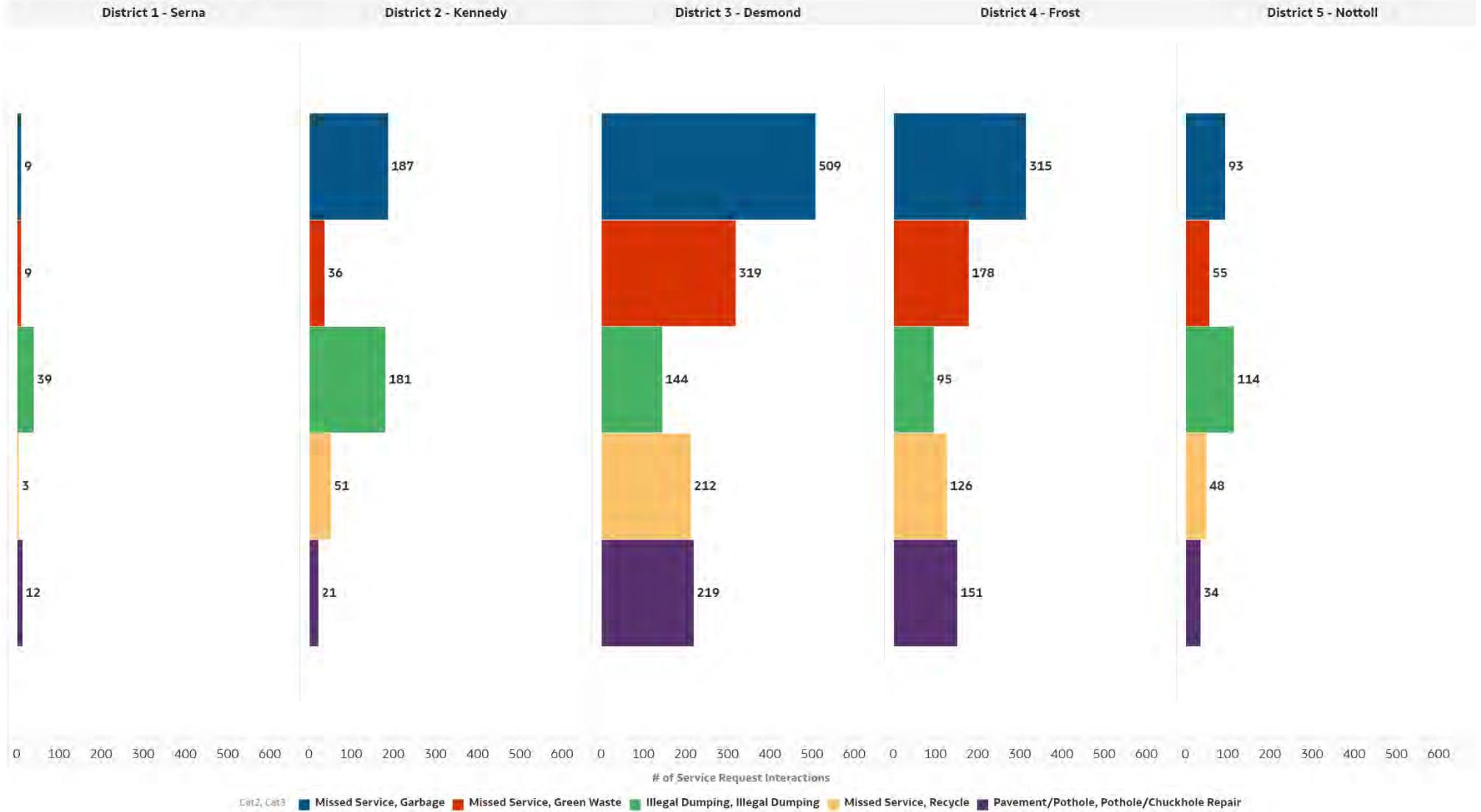
Top 10 Service Request Categories Opened with Districts



# Top Service Requests Opened

## Top 5 Service Requests Opened | by Districts

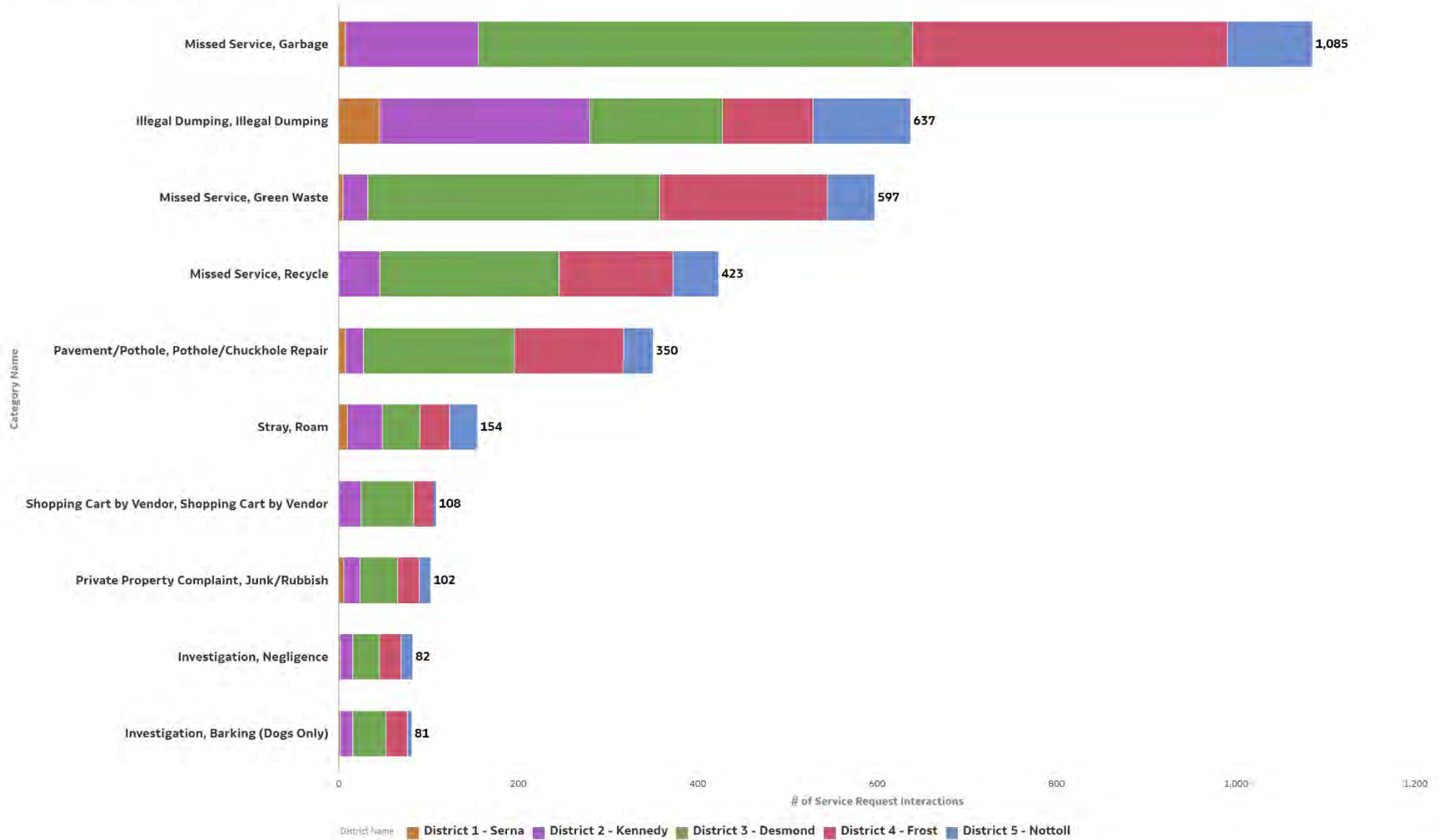
Top 5 Service Request Categories Opened by District



# Top Service Requests Closed

## Top 10 Service Requests Categories Closed | With Districts

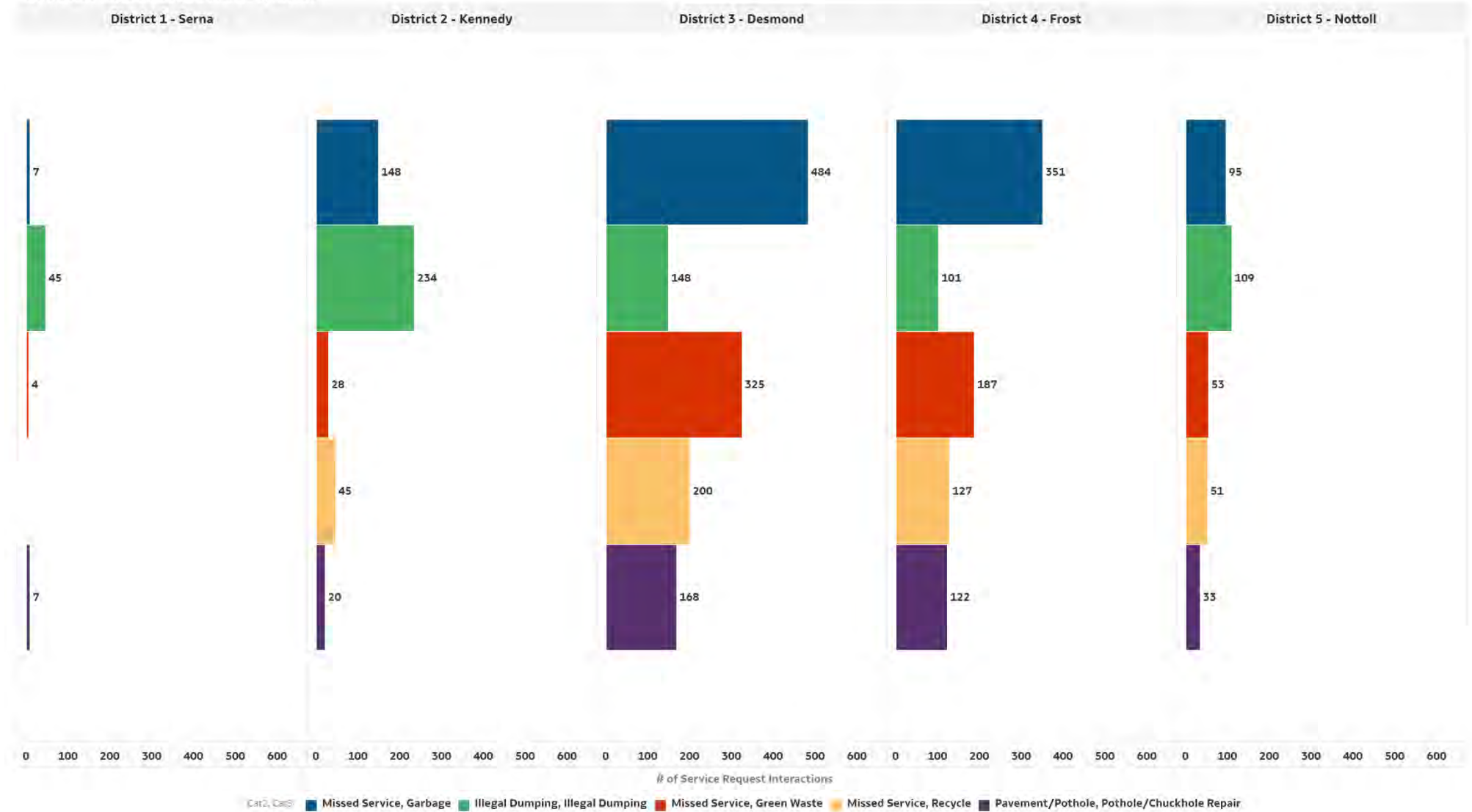
Top 10 Service Request Categories Closed with Districts



# Top Service Requests Closed

## Top 5 Service Requests Categories Closed | by Districts

Top 5 Service Request Categories Closed by District

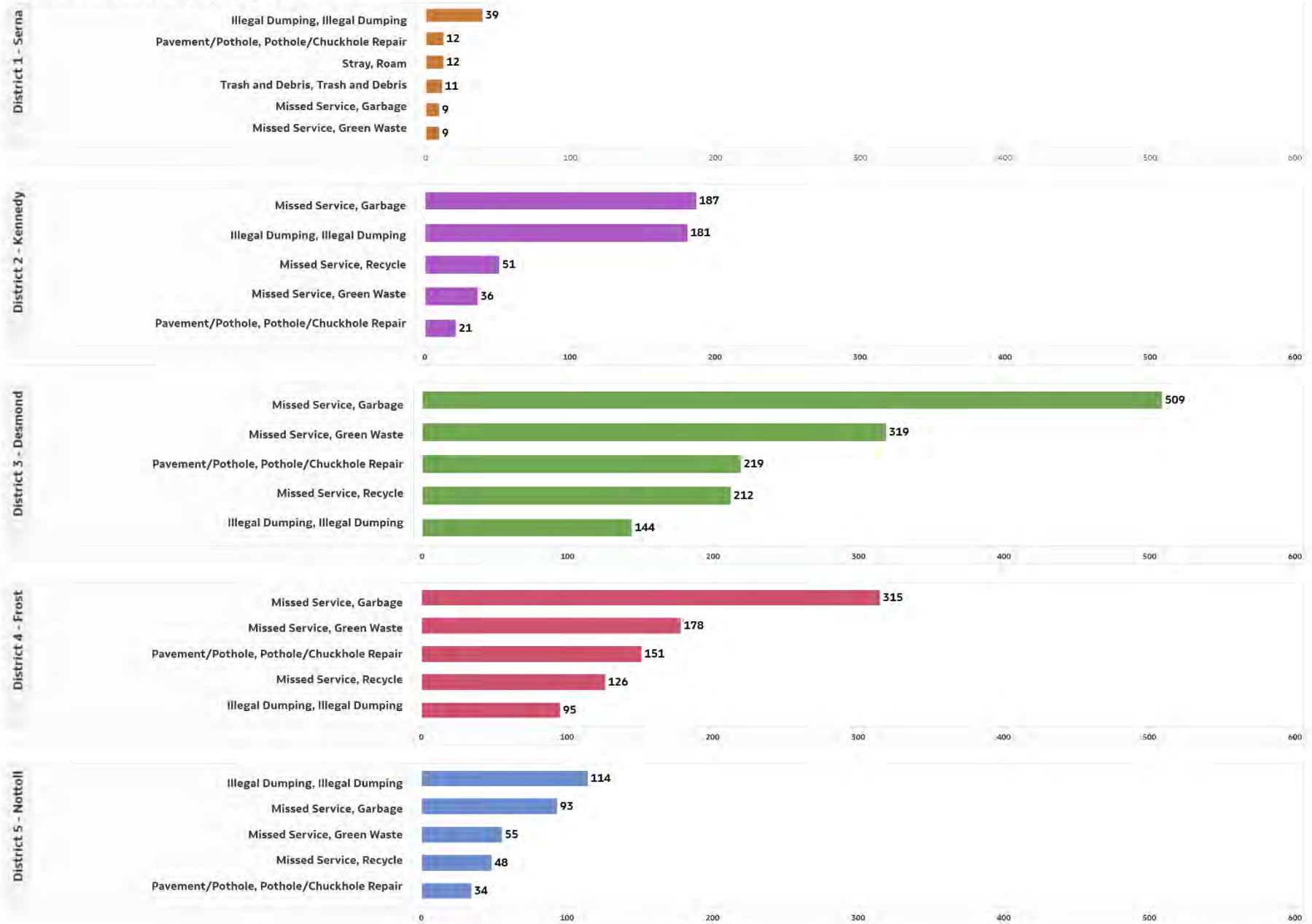




# Top Unresolved Service Request

## Top Unresolved Service Request Categories | by Districts

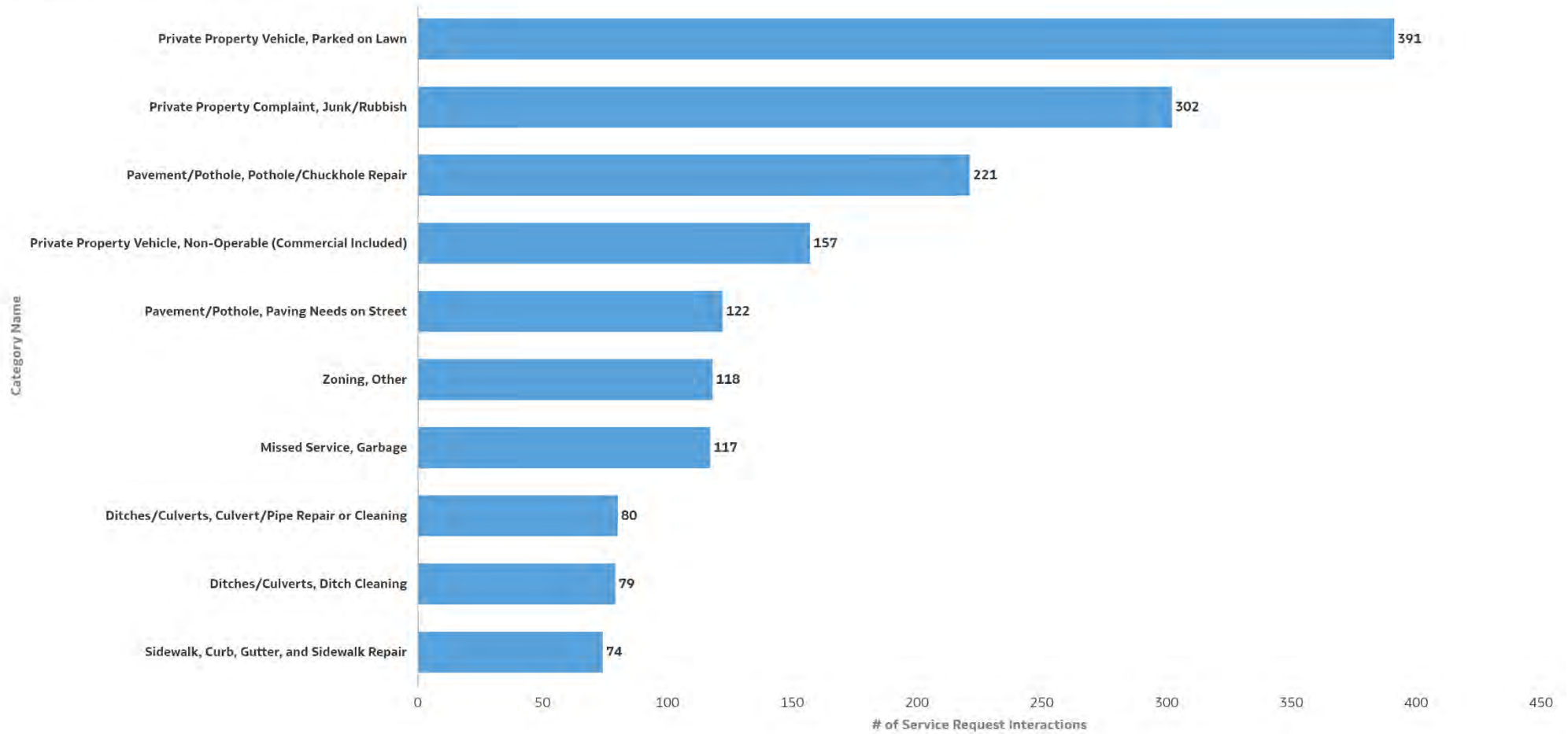
Top Unresolved Service Request Categories by District



# Top Unresolved Service Request

## Top 10 Unresolved Service Request Categories

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through December 31st

3,322

Interactions Closed this Month

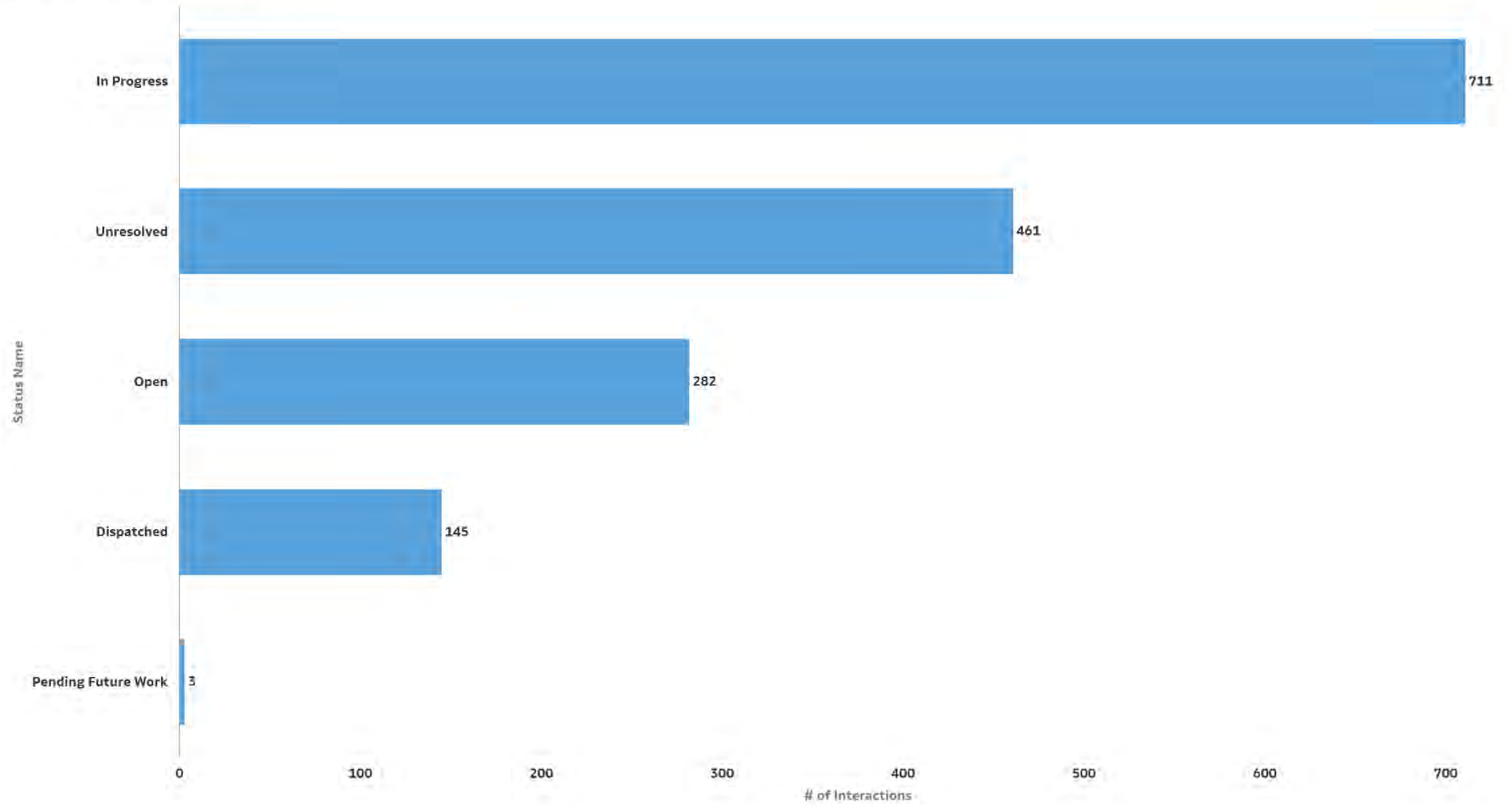
19,121

Monthly Interactions Not Closed

1,602

# Monthly Interactions Not Closed by Status

Monthly Interactions Not Closed by Status



# Board of Supervisor District Information

## Service Requests Opened by District

### December 2022

Monthly Service Request Interactions Opened

# 6,364

**District 1 Serna**  
**193**  
Service Request Interactions

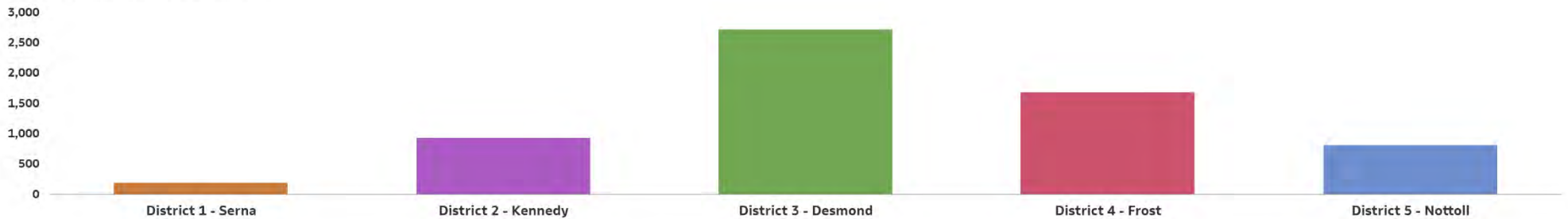
**District 2 Kennedy**  
**934**  
Service Request Interactions

**District 3 Desmond**  
**2,720**  
Service Request Interactions

**District 4 Frost**  
**1,683**  
Service Request Interactions

**District 5 Nottoll**  
**814**  
Service Request Interactions

Service Request Interactions by District



Service Request Interactions by District Map



District Name  
Customer Service Repo  
20 3K

Service Request Interactions Created by Day of Month



# Board of Supervisor District Information

## Service Requests Closed by District

### December 2022

Monthly Service Request Interactions Closed

# 5,836

District 1 Serna

## 163

Service Request Interactions

District 2 Kennedy

## 935

Service Request Interactions

District 3 Desmond

## 2,469

Service Request Interactions

District 4 Frost

## 1,521

Service Request Interactions

District 5 Nottoll

## 730

Service Request Interactions

Service Request Interactions by District

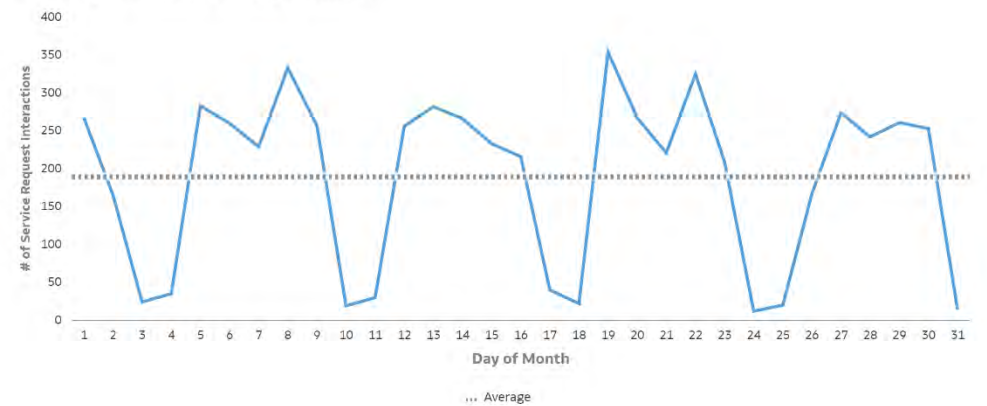


Service Request Interactions by District Map



■ District Name  
■ Customer Service Repo  
 18 2K

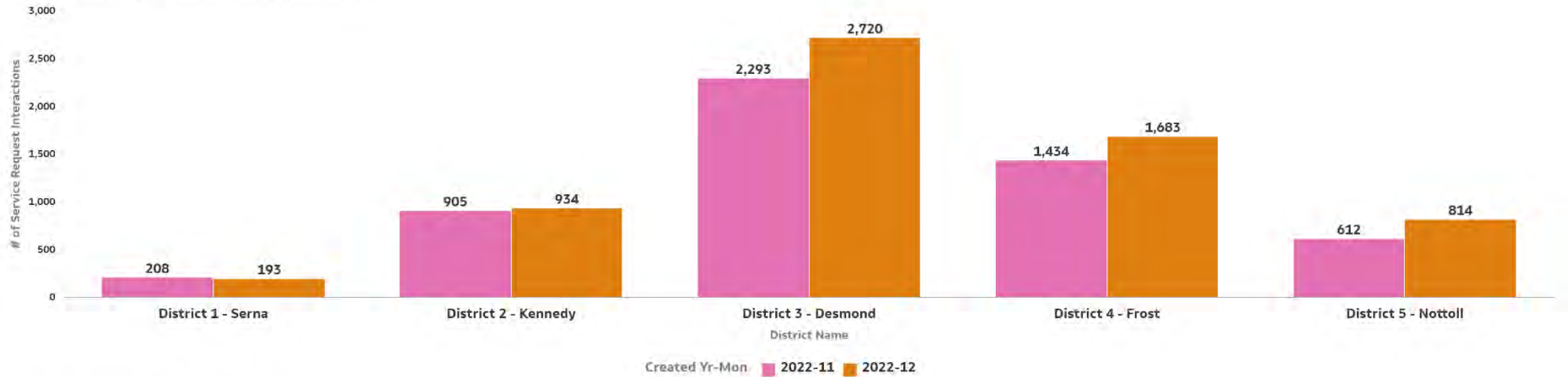
Service Request Interactions Closed by Day of Month



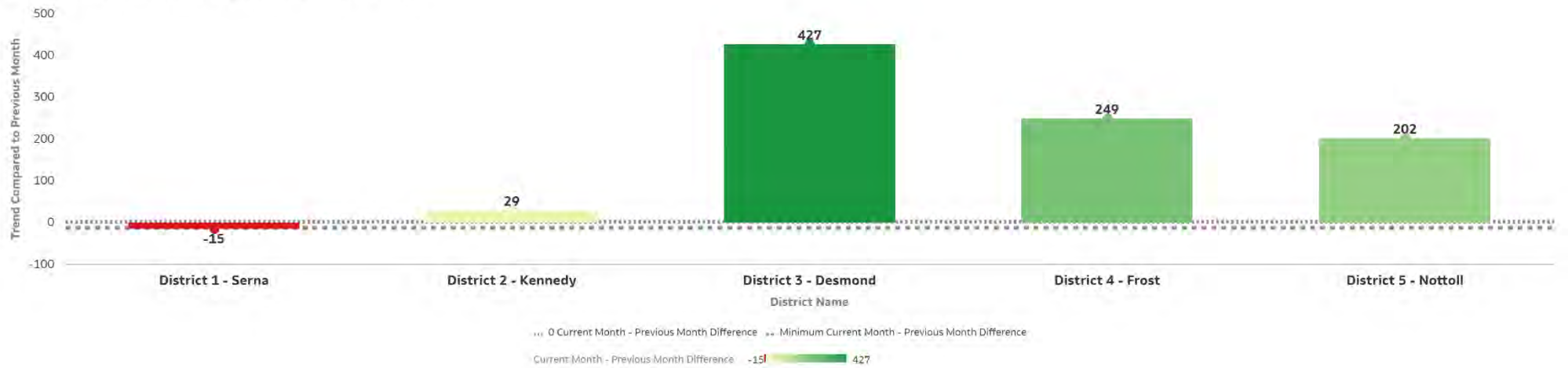
# Board of Supervisors District Information

## Previous Month Comparison of Service Request

Previous Month Comparison of Service Request interactions



Previous Month Trend of Service Request Interactions Per District

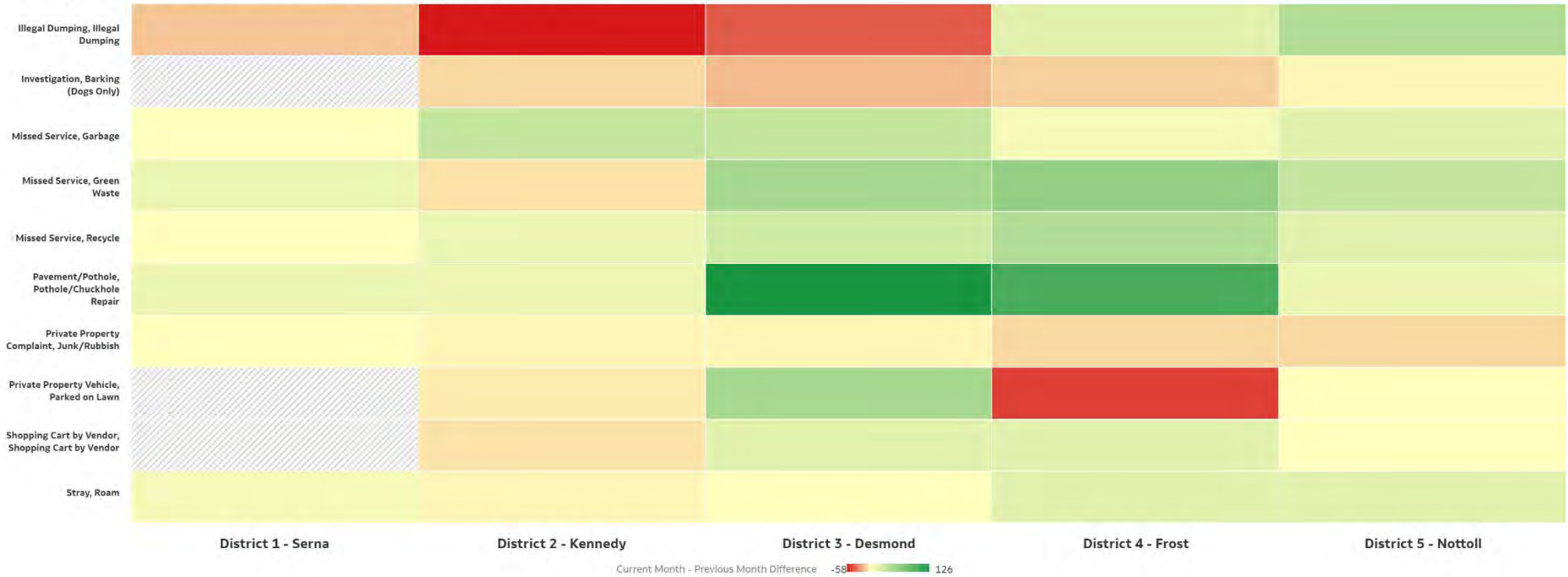


# Previous Month Comparison (continued)

Monthly Comparison: Service Requests by District

District Name	2022-11	2022-12
	Service Request Map Count	Service Request Map Count
District 1 - Serna	208	193
District 2 - Kennedy	905	934
District 3 - Desmond	2,293	2,720
District 4 - Frost	1,434	1,683
District 5 - Nottoll	612	814

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

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	
Pavement/Pothole, Pothole/Chuckhole Repair	10	13	126	99	8	256
Missed Service, Green Waste	8	-8	48	56	33	137
Missed Service, Recycle	0	13	26	43	18	100
Missed Service, Garbage	0	34	31	7	15	87
Stray, Roam	5	-3	-1	17	15	33
Shopping Cart by Vendor, Shopping Cart by Vendor		-8	17	14	1	21
Private Property Vehicle, Parked on Lawn		-5	48	-48	-1	-7
Private Property Complaint, Junk/Rubbish	0	-2	-2	-9	-9	-22
Investigation, Barking (Dogs Only)		-9	-17	-13	-2	-40
Illegal Dumping, Illegal Dumping	-15	-58	-40	18	41	-54
<b>Grand Total</b>	<b>5</b>	<b>-33</b>	<b>236</b>	<b>184</b>	<b>119</b>	<b>511</b>

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



# Board of Supervisor District Analysis

## District 1

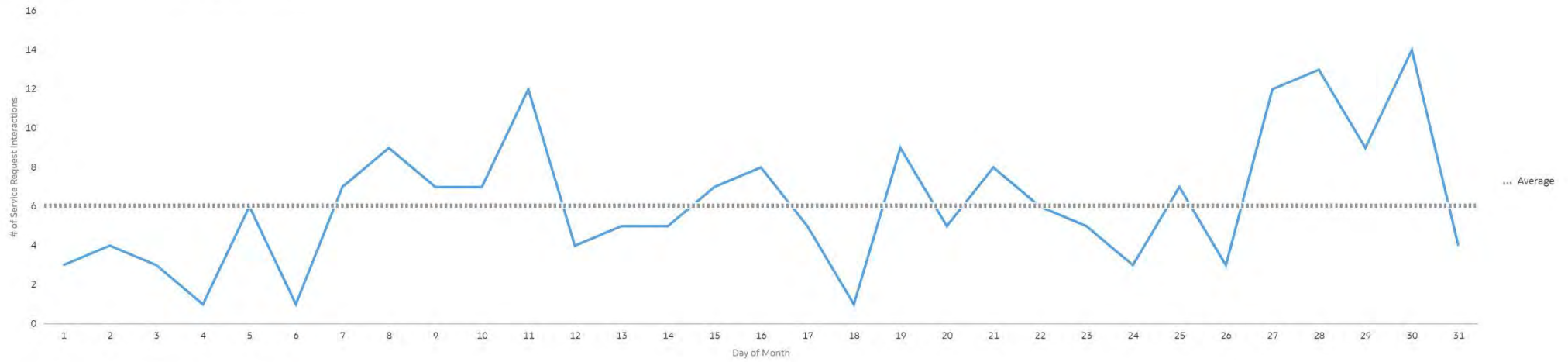
Service Requests Created

# 193

Service Requests Closed

# 132

Service Request Interactions Created by Day of Month



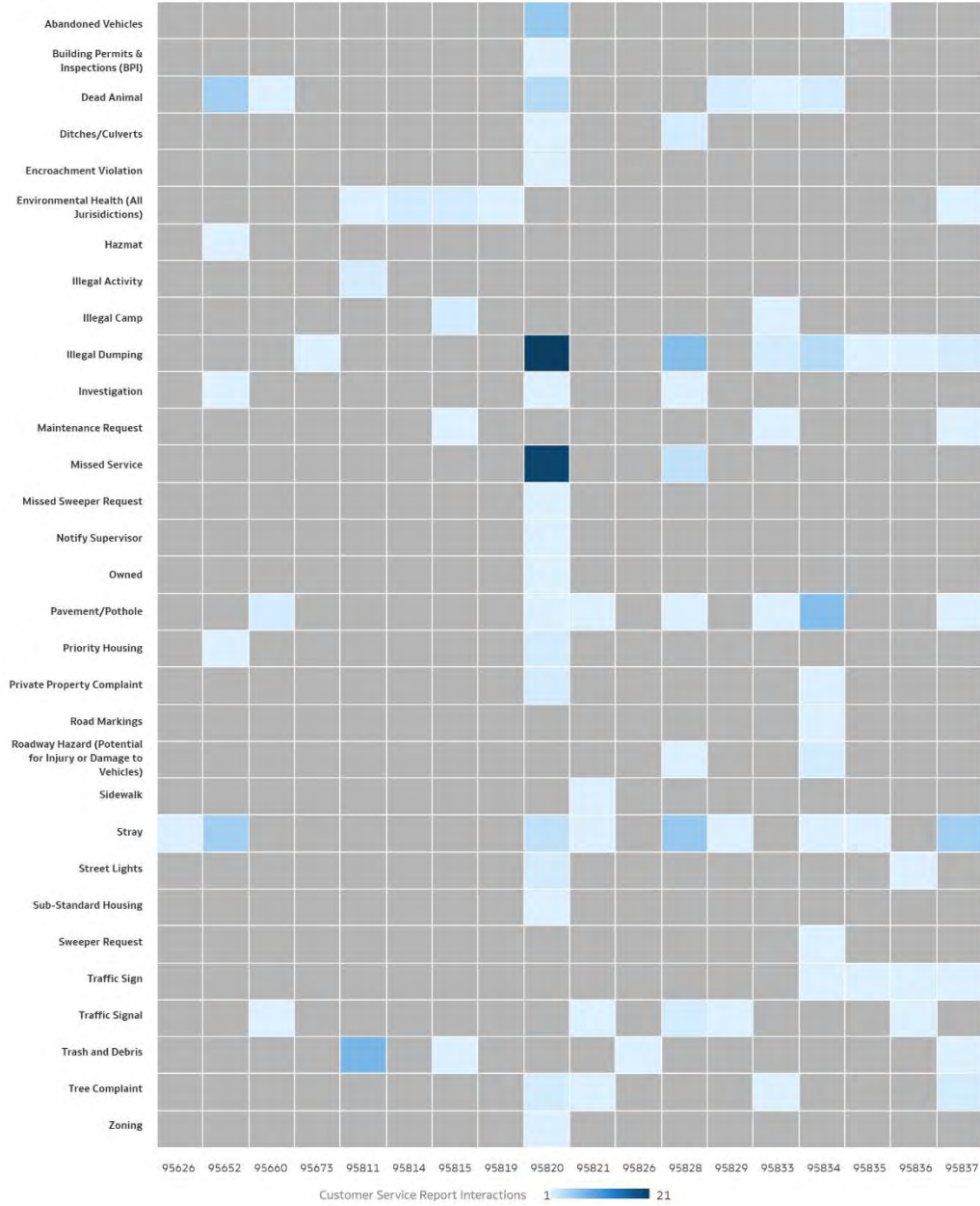
District Name, Customer Service Report Interactions



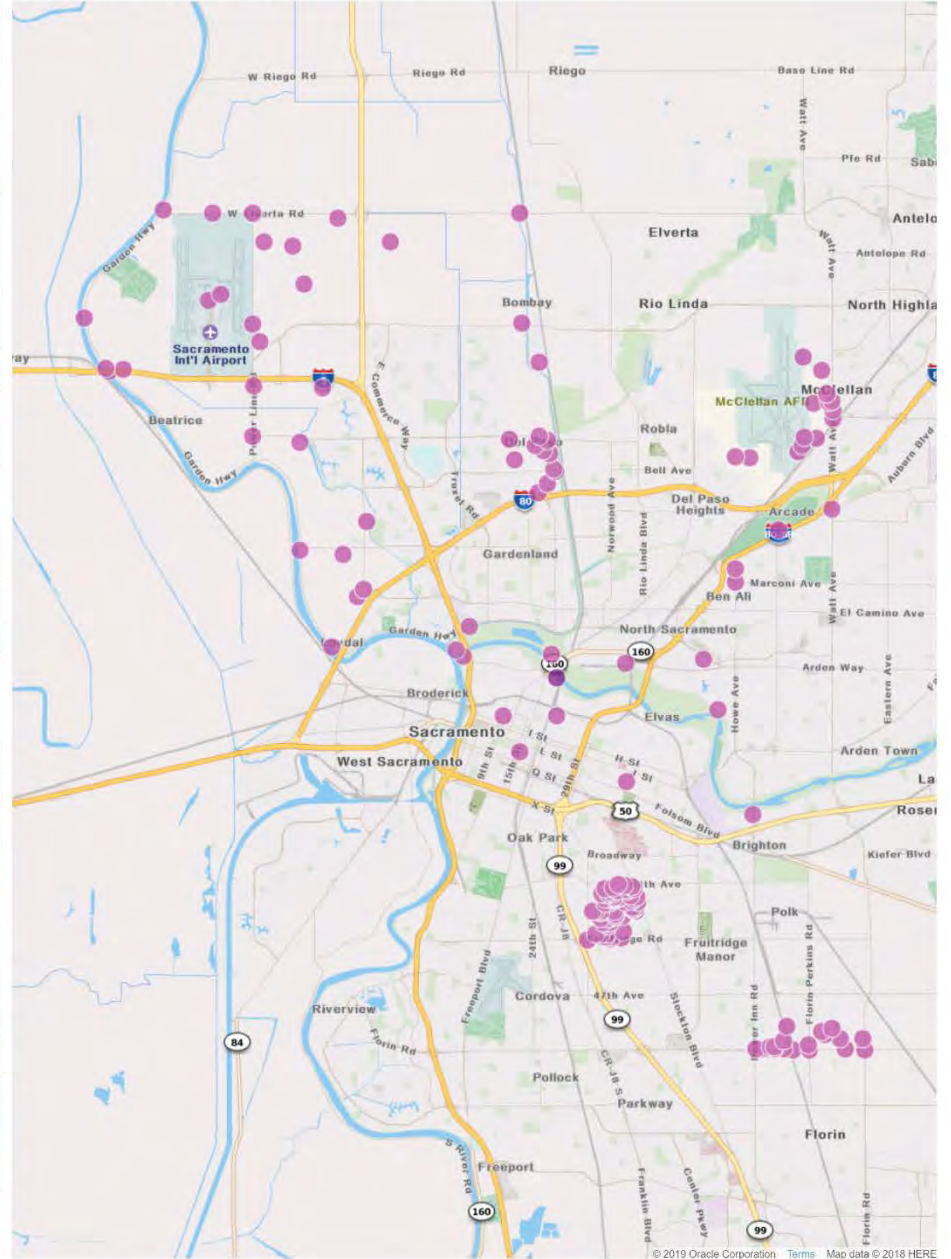
# Board of Supervisor District Analysis

## 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

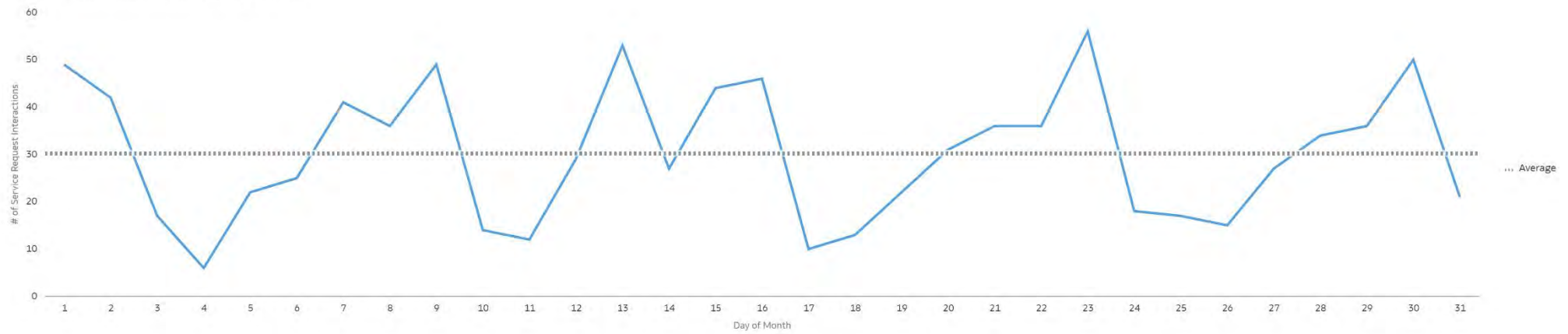
Service Requests Created

# 934

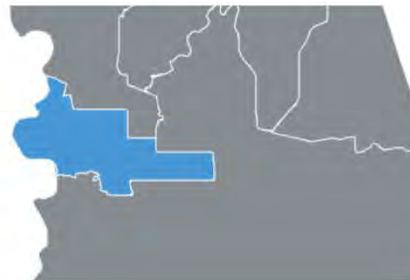
Service Requests Closed

# 765

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions

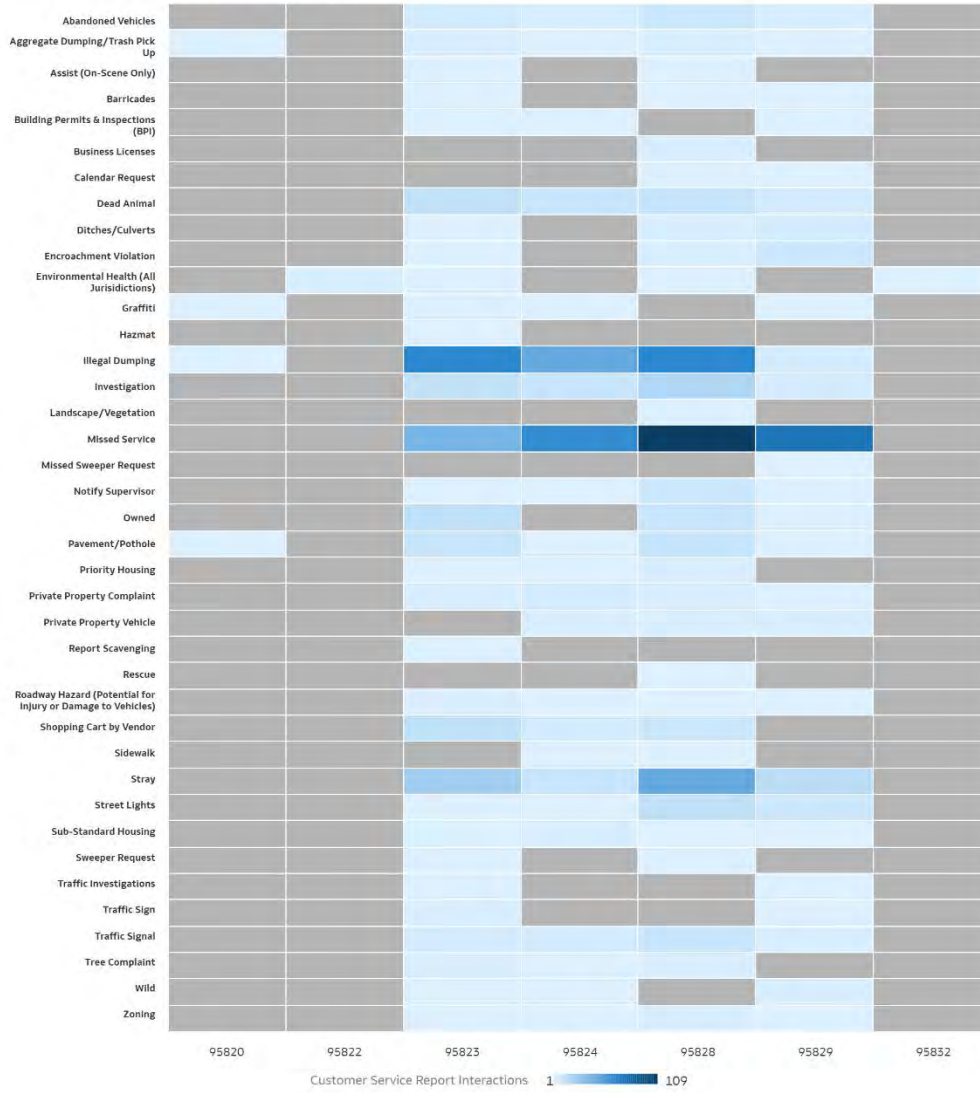


# of Service Requests  
934 934

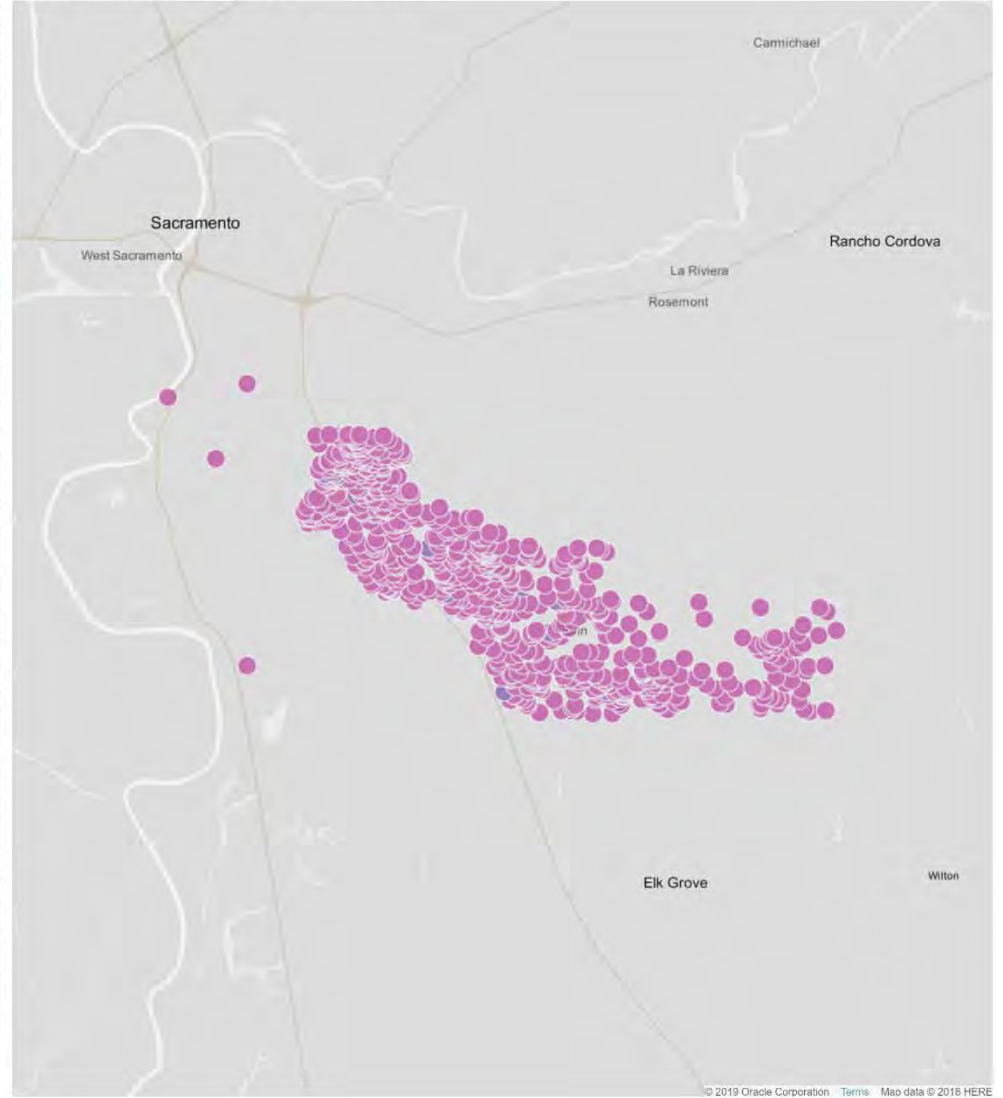
# Board of Supervisor District Analysis

## 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

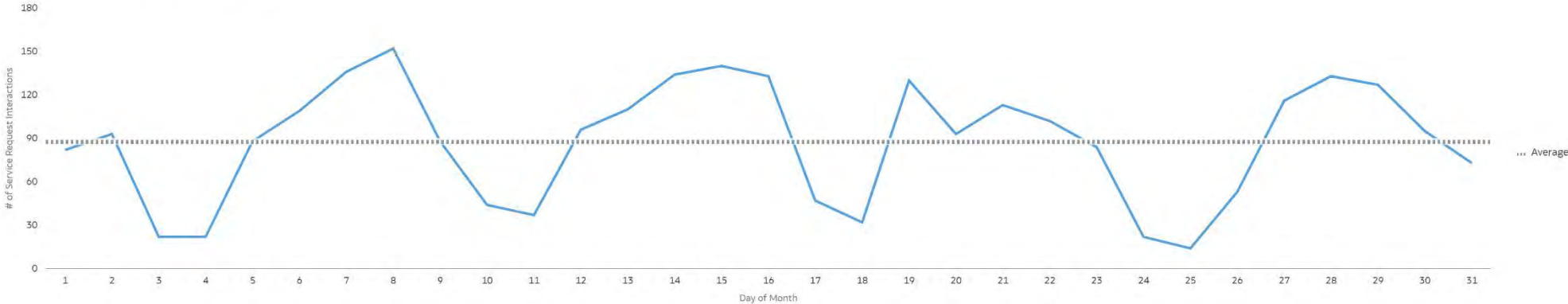
Service Requests Created

2,720

Service Requests Closed

2,053

Service Request Interactions Created by Day of Month



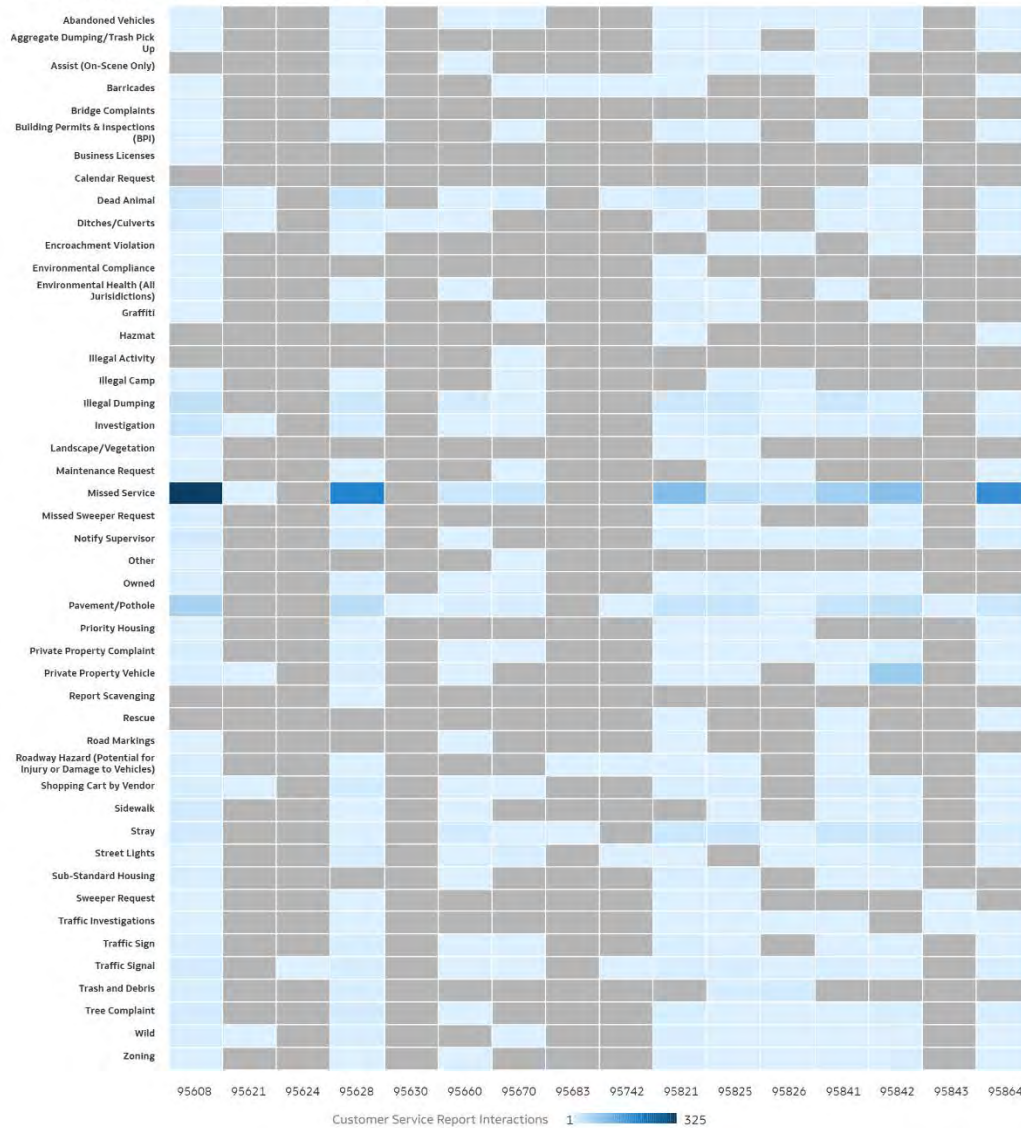
District Name, Customer Service Report Interactions



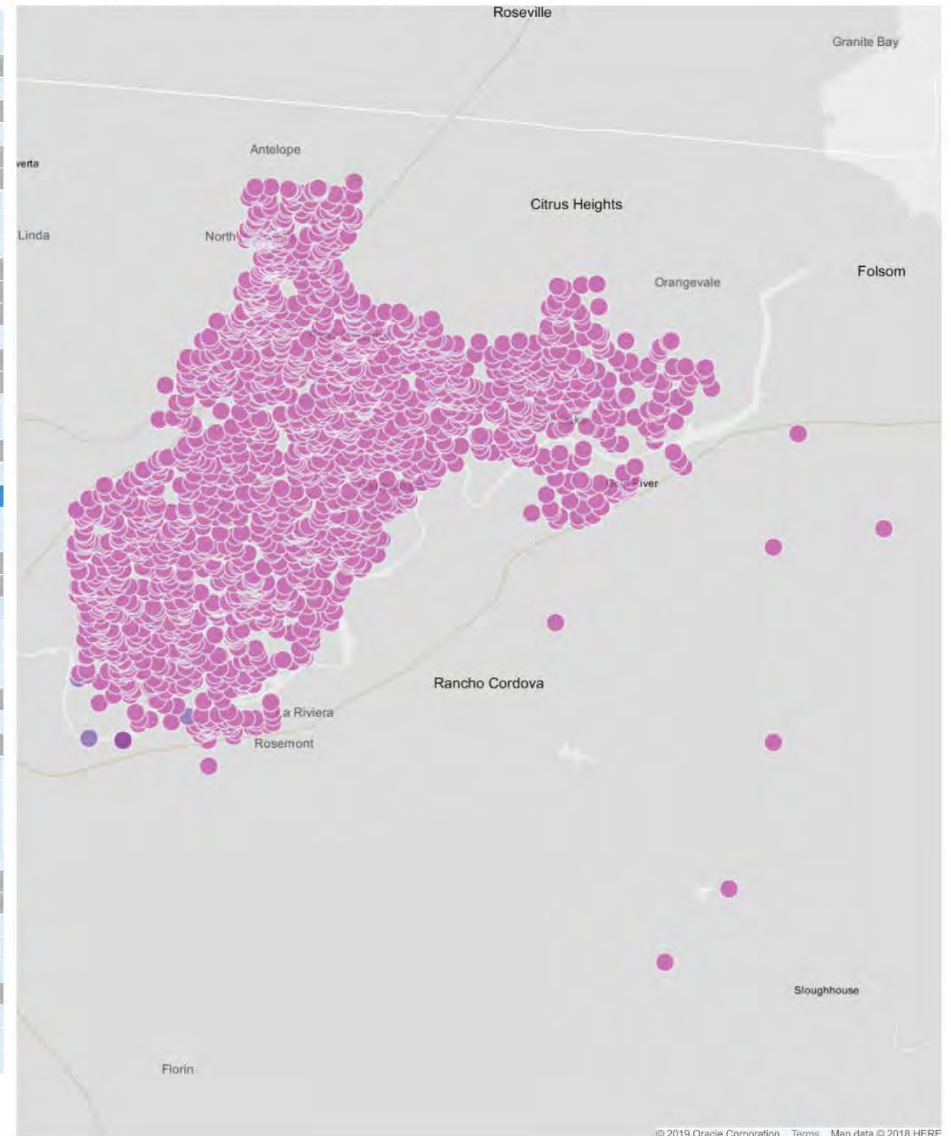
# Board of Supervisor District Analysis

## 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

1,683

Service Requests Closed

1,212

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions



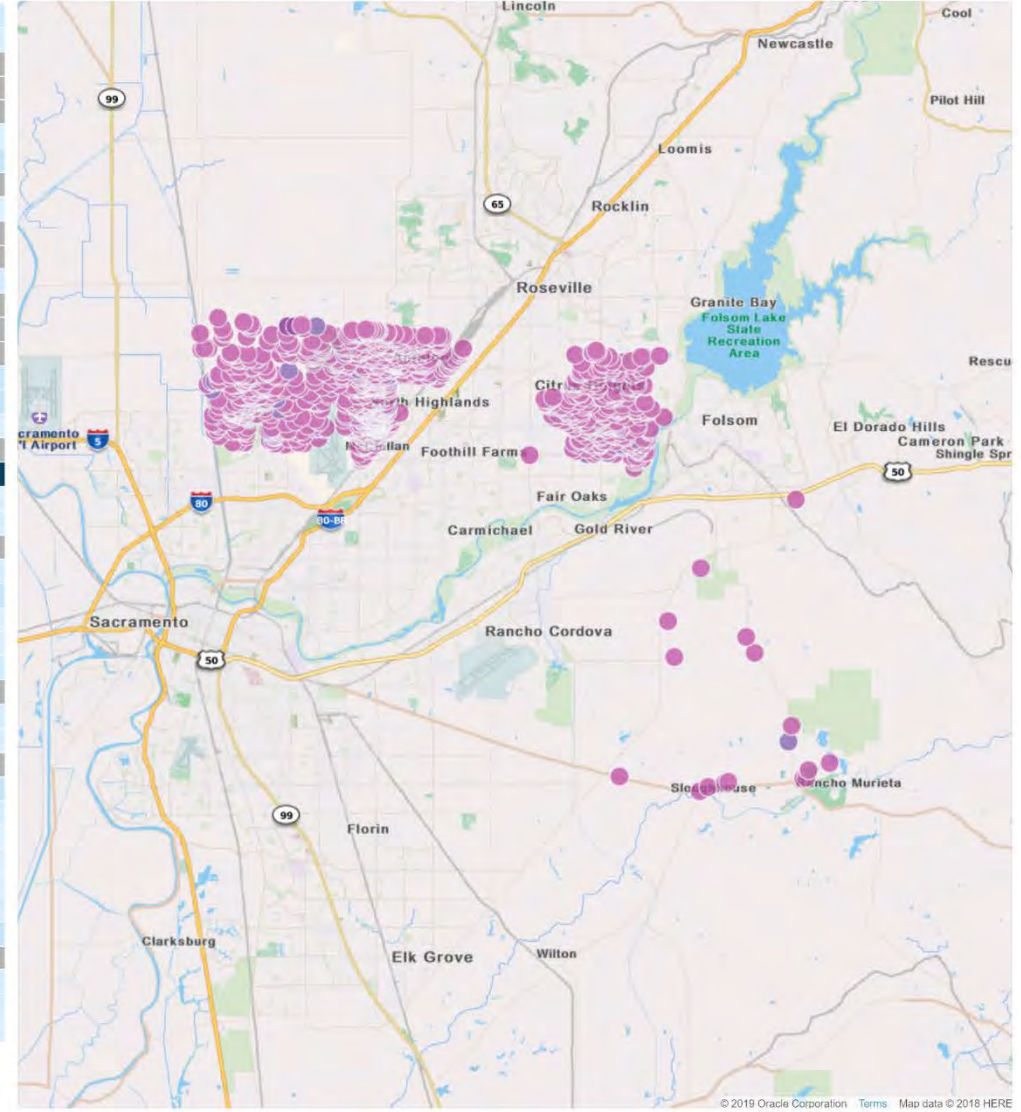
# Board of Supervisor District Analysis

## District 4 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code





# Board of Supervisor District Analysis

## District 5

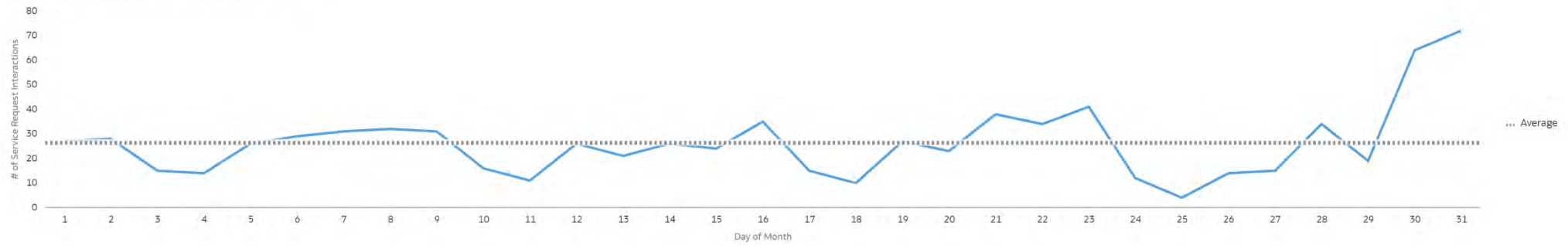
Service Requests Created

814

Service Requests Closed

620

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions



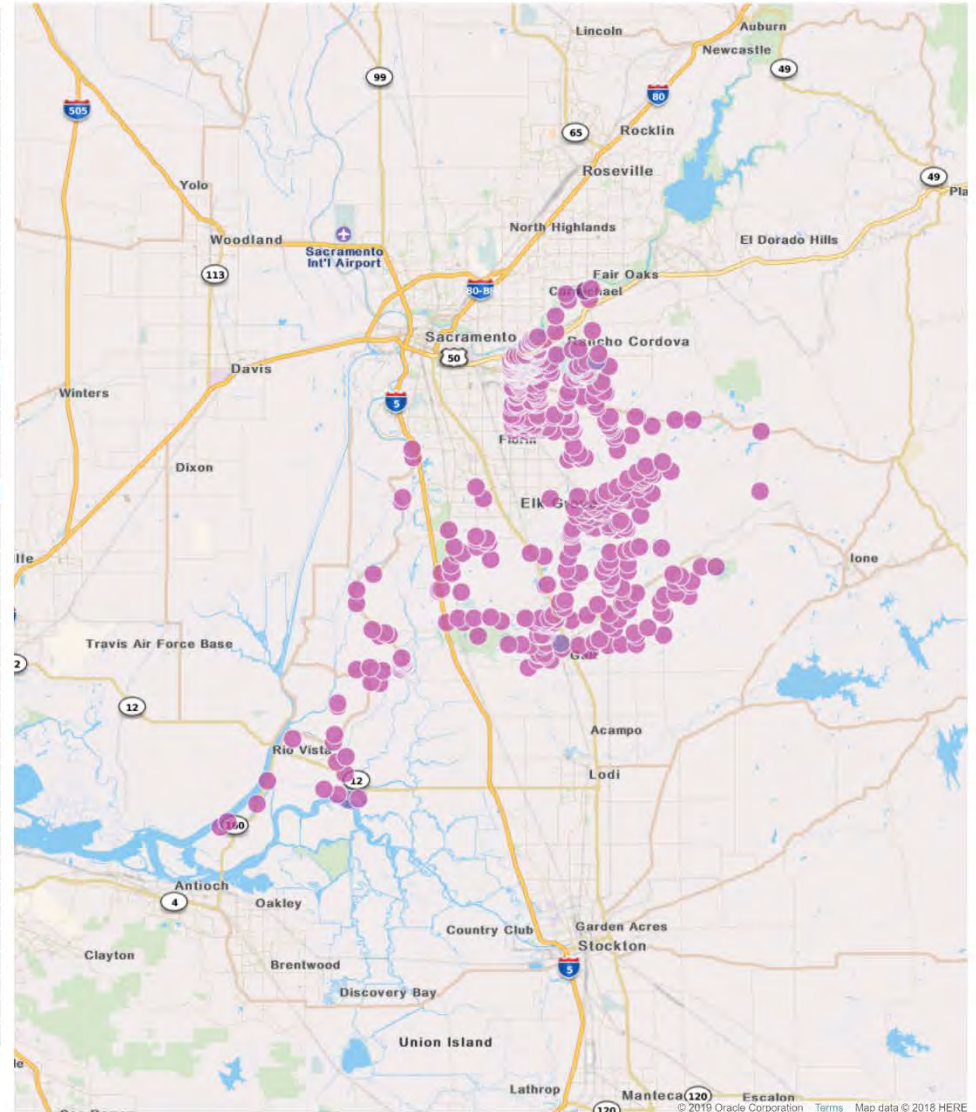
# Board of Supervisor District Analysis

## District 5 (continued)

Service Request Interactions by Category Per Zip Code



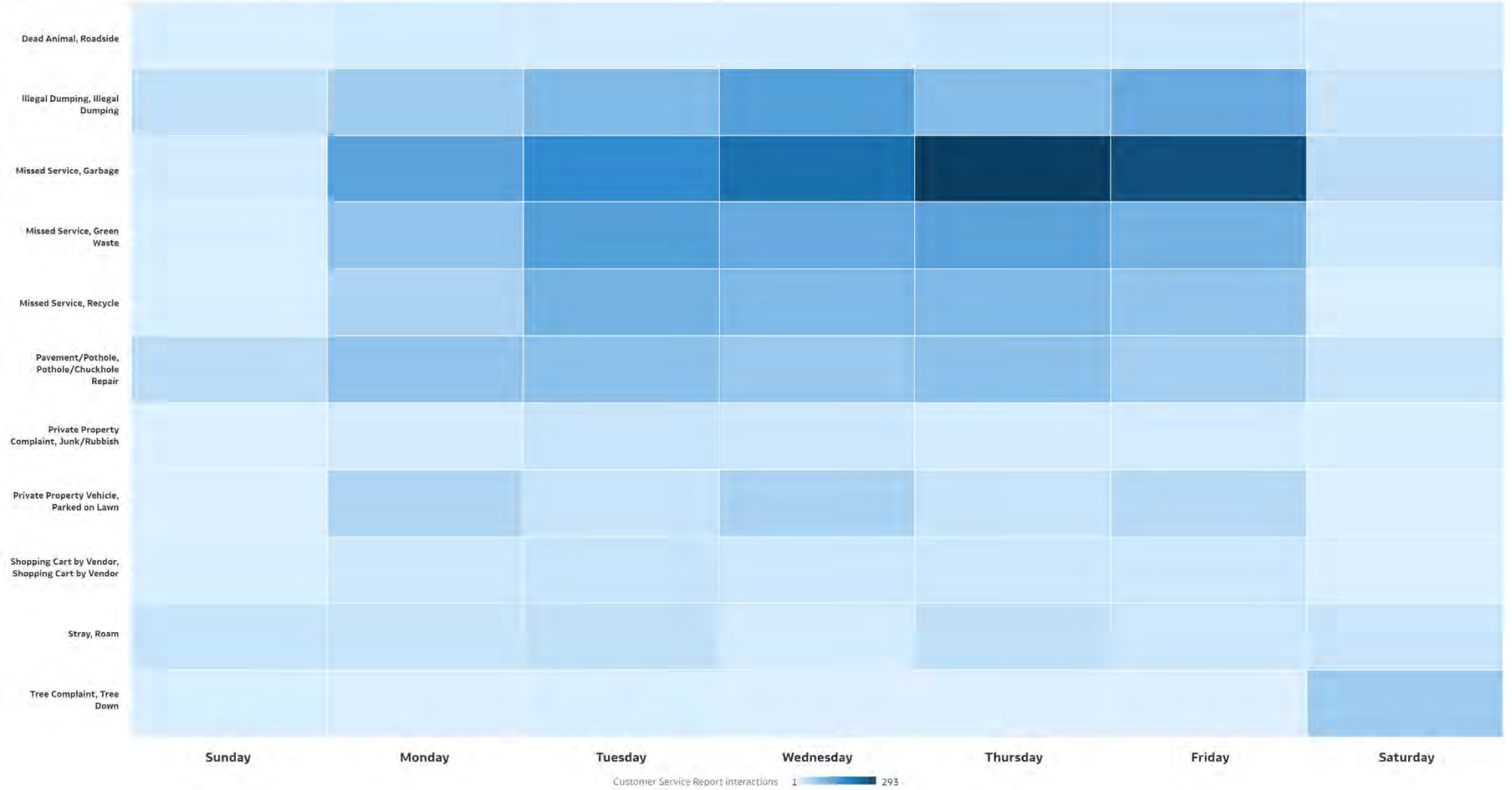
Service Request Interactions Mapped by Selected Zip Code



# Aging of Open Requests

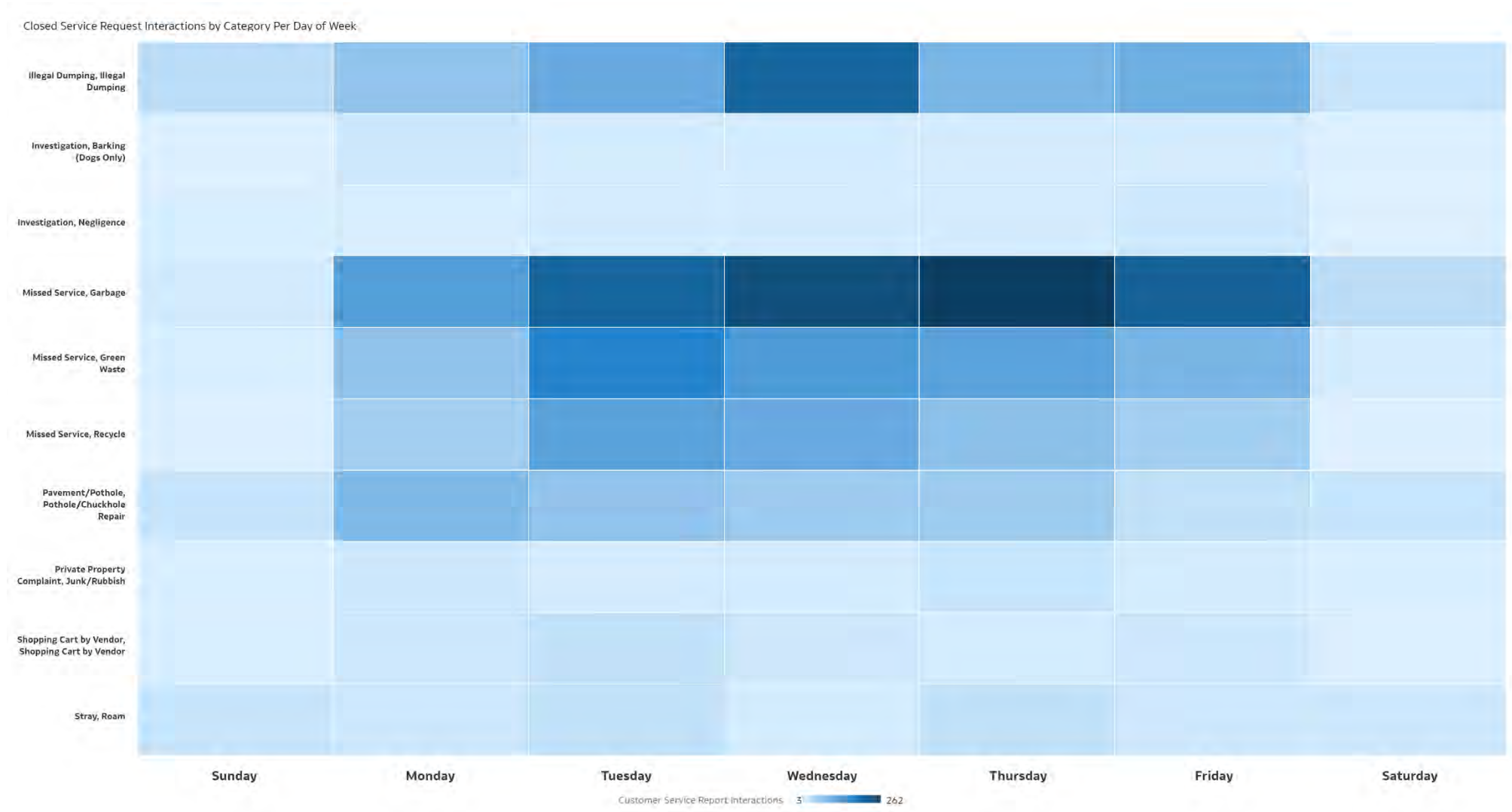
## Top Service Requests Open by Day

Opened Service Request Interactions by Category Per Day of Week



# Aging of Open Requests

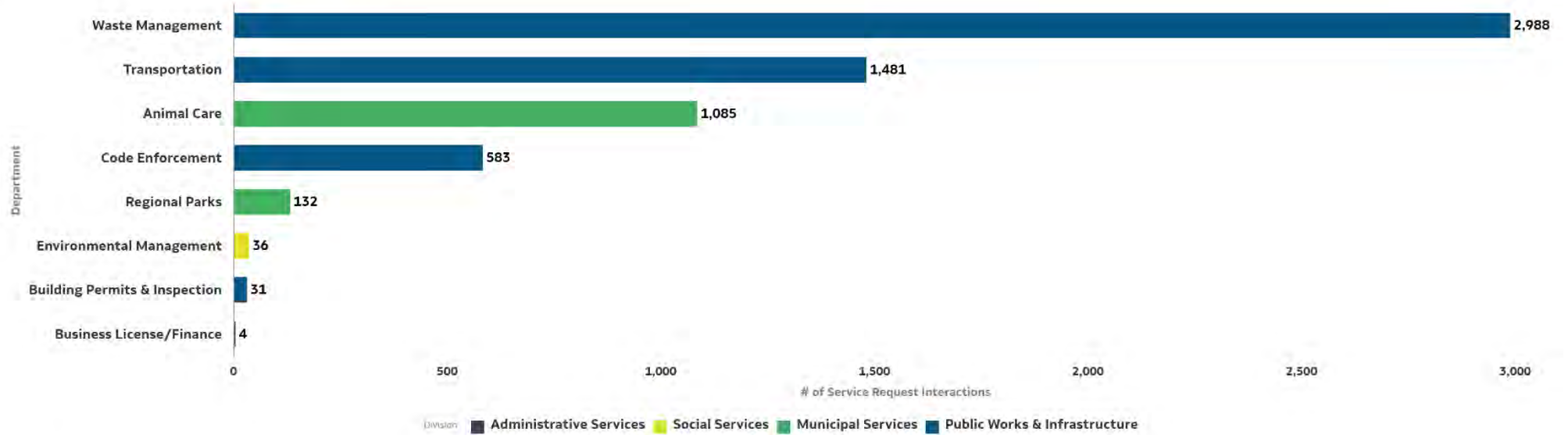
## Top Service Requests Closed by Day



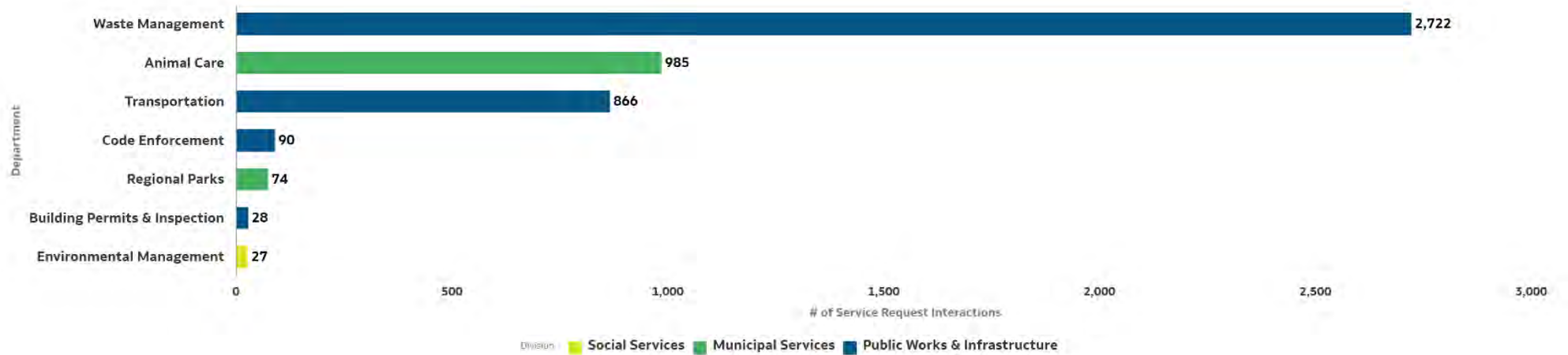
# Aging of Open Requests

## Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



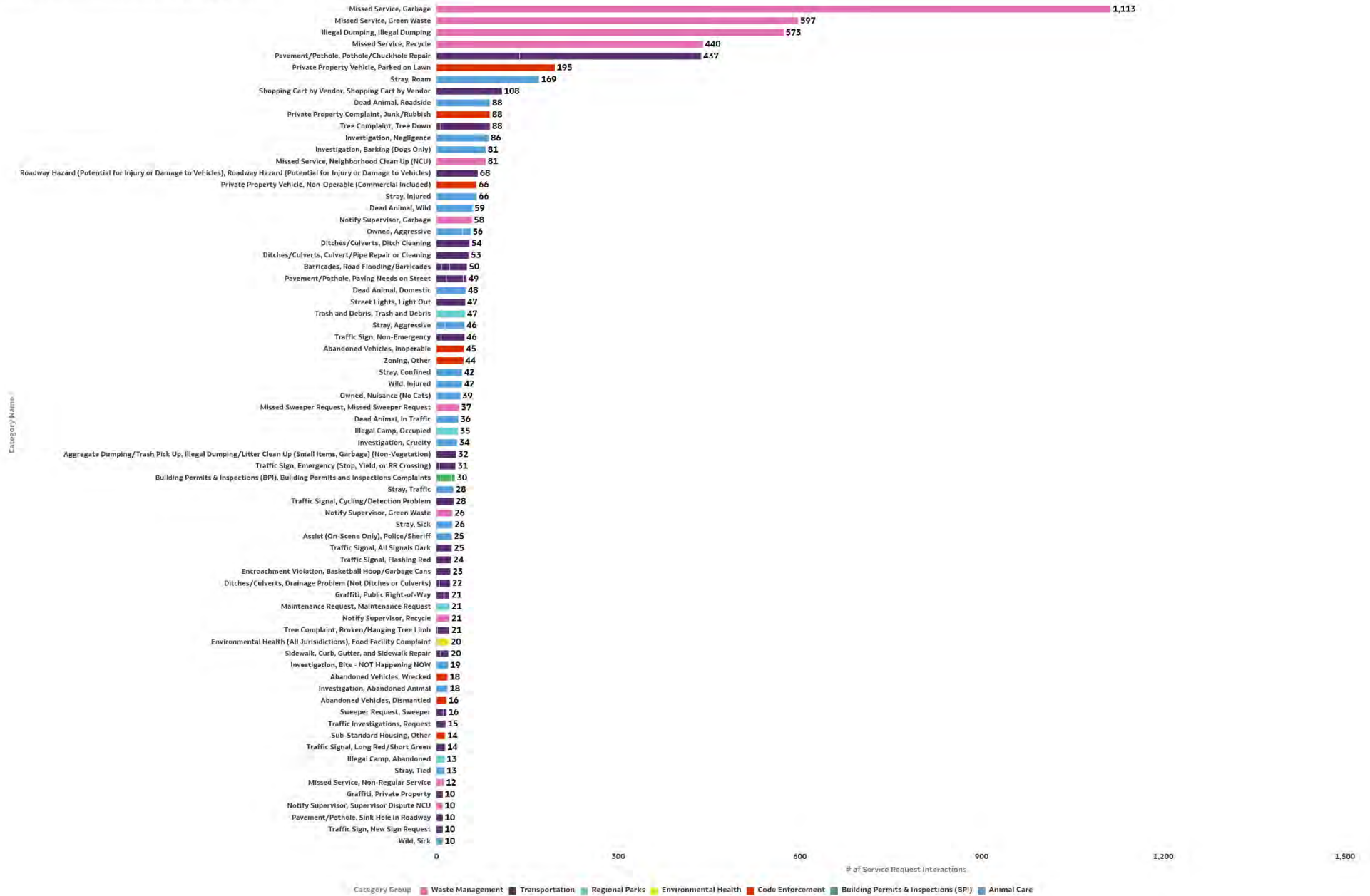
Service Request Interactions Closed by Department, Division



# Aging of Open Requests

## Greater Than 10 Service Requests

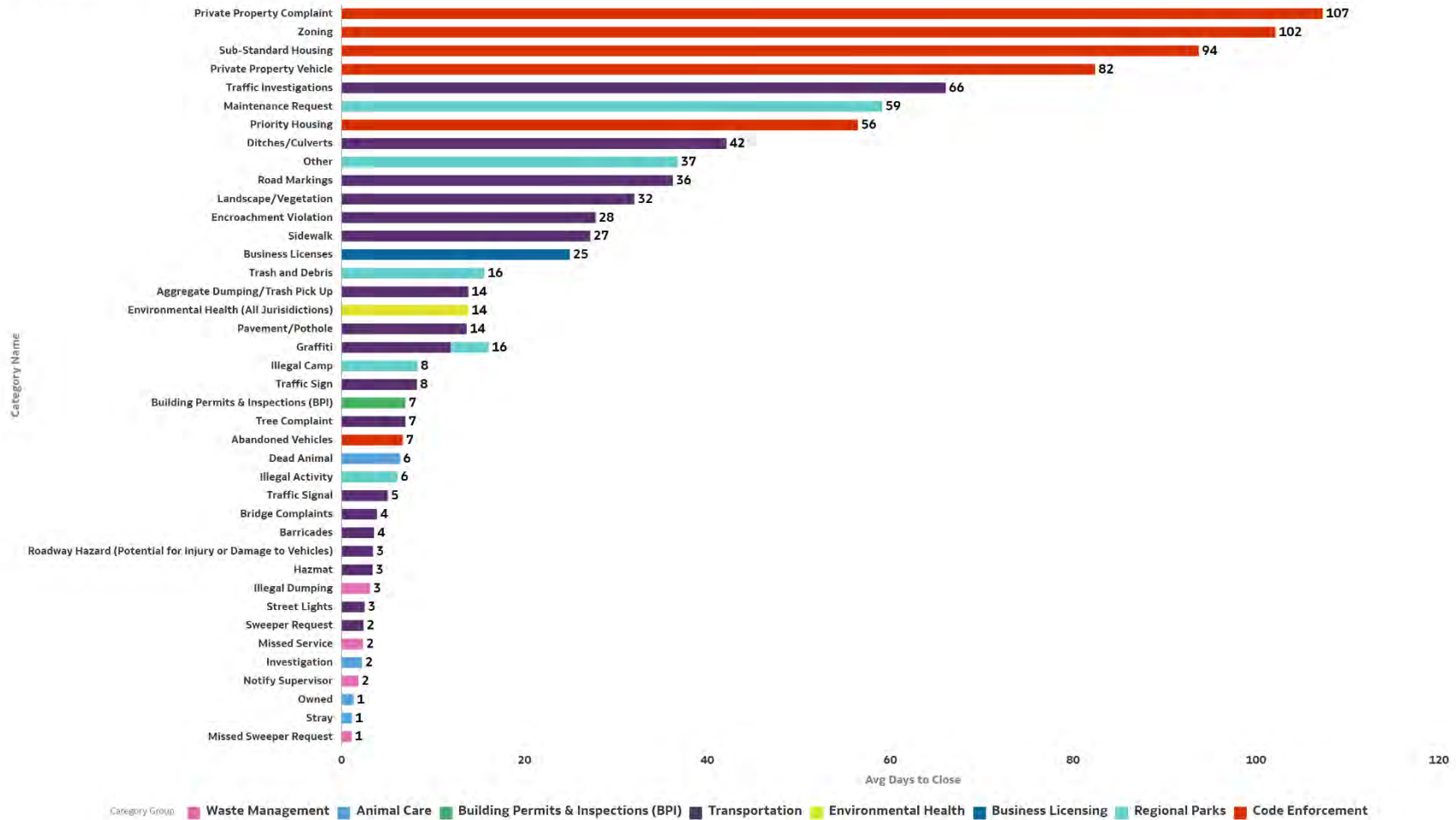
Service Request Interactions (>10 requests) by Category, Group



# Aging of Open Requests

## Average Days to Close Service Requests

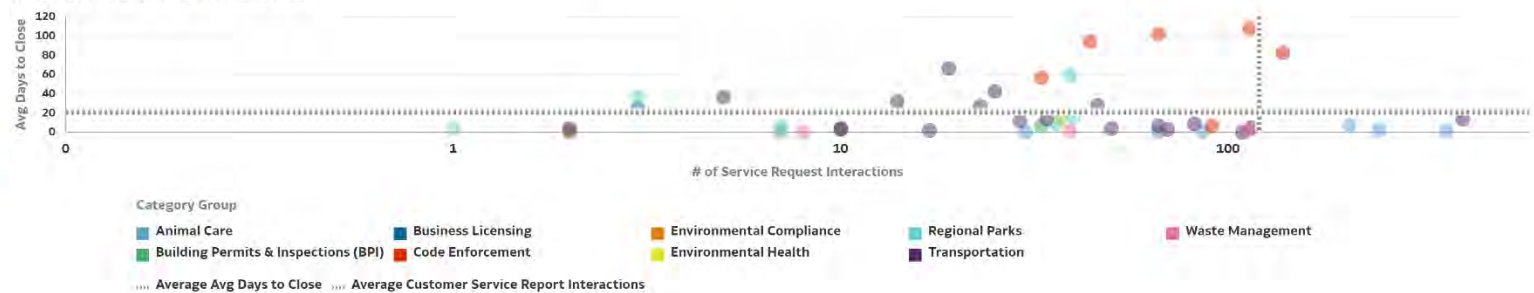
Avg Days to Close by Category Name, Group



Avg Days to Close:

Avg Days to Close by Category Name, Group

11.05



# 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	8	0.01
Environmental Compliance	Environmental Compliance	2	0.07
Transportation	Shopping Cart by Vendor	109	0.12
Animal Care	Rescue	7	0.15
Animal Care	Assist (On-Scene Only)	30	0.18
Animal Care	Wild	66	0.52
Animal Care	Stray	337	0.65
Animal Care	License/ Specimen Pick Up	2	0.99
Waste Management	Missed Sweeper Request	39	1.10
Animal Care	Owned	86	1.32
Transportation	Sidewalk	5	1.48
Animal Care	Dead Animal	164	1.56
Transportation	Traffic Sign	29	1.61
Waste Management	Notify Supervisor	113	1.84
Regional Parks	Illegal Activity	1	1.98
Transportation	Tree Complaint	58	2.20
Animal Care	Investigation	245	2.22
Transportation	Aggregate Dumping/Trash Pick Up	4	2.27
Waste Management	Missed Service	2,201	2.34
Transportation	Sweeper Request	17	2.38
Transportation	Street Lights	70	2.52
Waste Management	Illegal Dumping	650	3.12
Environmental Health	Environmental Health (All Jurisdictions)	1	3.16
Transportation	Hazmat	10	3.38
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	50	3.43
Transportation	Pavement/Pothole	10	3.45
Transportation	Barricades	10	3.55
Transportation	Bridge Complaints	2	3.88
Regional Parks	Graffiti	1	4.14
Transportation	Traffic Signal	77	4.21
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	32	5.72

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Code Enforcement	Abandoned Vehicles	91	6.70
Regional Parks	Illegal Activity	6	6.81
Animal Care	Stray	29	6.91
Transportation	Traffic Signal	32	6.92
Regional Parks	Illegal Camp	36	8.31
Transportation	Traffic Sign	53	11.86
Transportation	Graffiti	28	12.16
Transportation	Pavement/Pothole	393	13.94
Environmental Health	Environmental Health (All Jurisdictions)	36	14.15
Transportation	Aggregate Dumping/Trash Pick Up	30	15.40
Regional Parks	Trash and Debris	40	15.62
Business Licensing	Business Licenses	3	24.97
Animal Care	Dead Animal	42	25.27
Transportation	Encroachment Violation	46	27.78
Transportation	Landscape/Vegetation	14	32.02
Transportation	Sidewalk	18	34.34
Transportation	Road Markings	5	36.22
Regional Parks	Other	3	36.76
Transportation	Tree Complaint	8	41.71
Transportation	Ditches/Culverts	25	42.09
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	1	47.70
Code Enforcement	Priority Housing	33	56.46
Regional Parks	Maintenance Request	39	59.12
Transportation	Traffic Investigations	19	66.06
Code Enforcement	Private Property Vehicle	139	82.42
Code Enforcement	Sub-Standard Housing	44	93.74
Code Enforcement	Zoning	66	102.14
Code Enforcement	Private Property Complaint	114	107.31

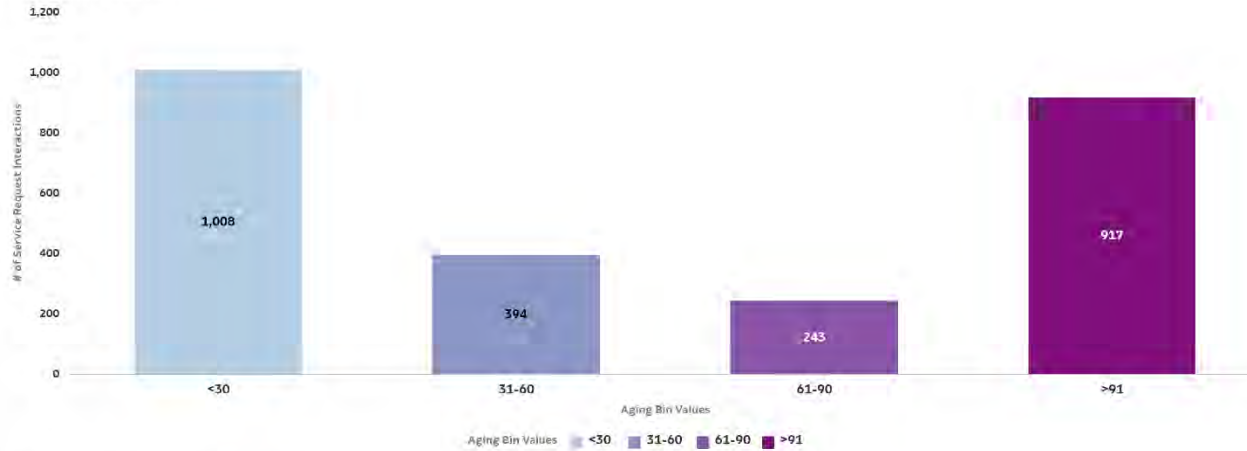


# Aging of Open Requests

Select As Of Date

2021.0228

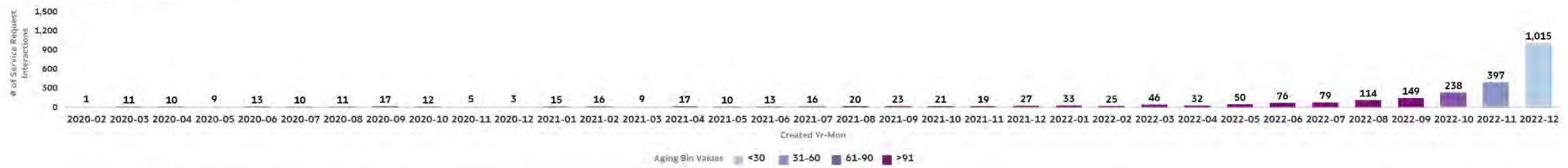
Aging Service Requests



Aging Service Requests

Aging Bin Values	Customer Service Report Interactions
<30	1,008
31-60	394
61-90	243
>91	917

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



**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**

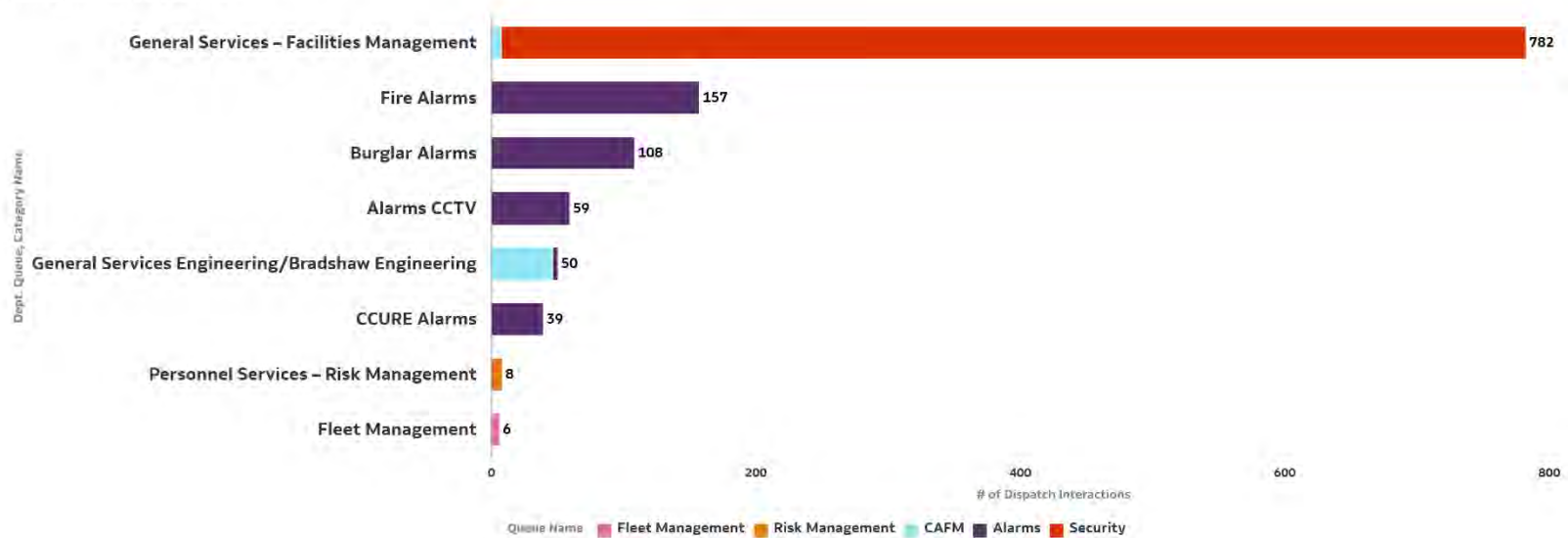
<b>CCURE</b>	Computer Coordinated Universal Retrieval Entry
<b>DTECH</b>	Department of Technology
<b>DHS</b>	Department of Health Services
<b>SASD</b>	Sacramento Area Sewer District
<b>JIRA</b>	Proprietary issue tracking product that allows bug tracking and agile project management.
<b>NAWAS</b>	National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

# Dispatch Service Request

## Administrative Services

Dispatch Interactions by Category, Queue

Division: Administrative Services



### Service Definitions

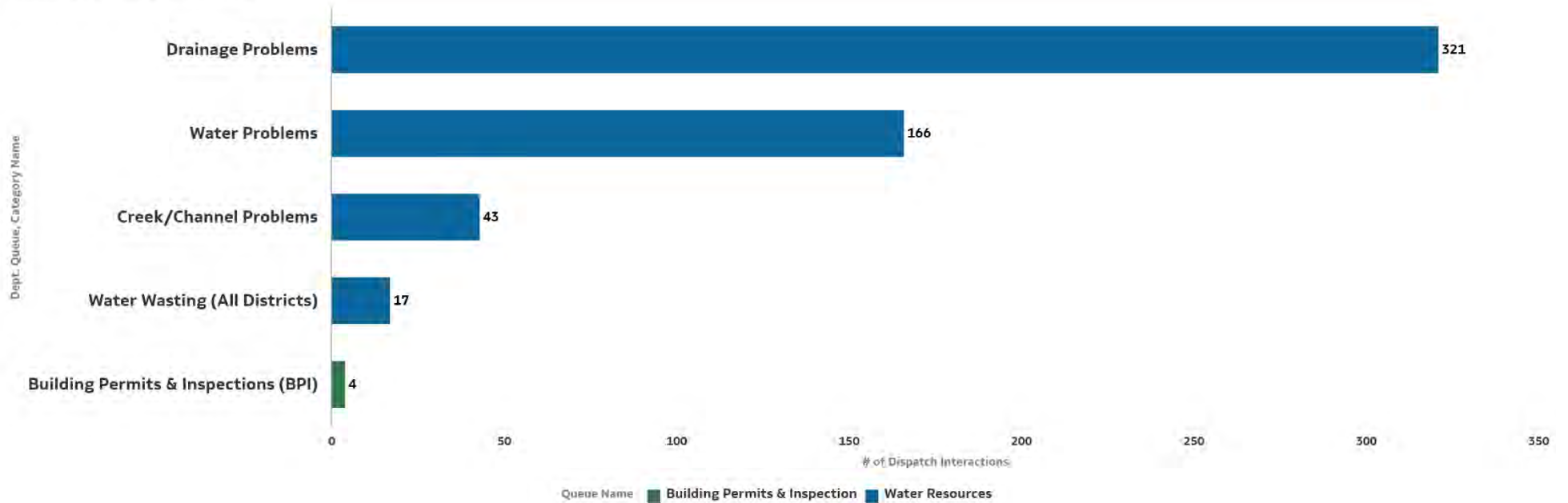
General Services Engineering/Bradshaw Engineering	Dispatch Services for Downtown and Bradshaw Facility Engineers to respond for fire/environmental alarms, generator testing, electrical, plumbing issues in county maintained buildings, etc.
General Services Facilities Management	Dispatch Services for Facilities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

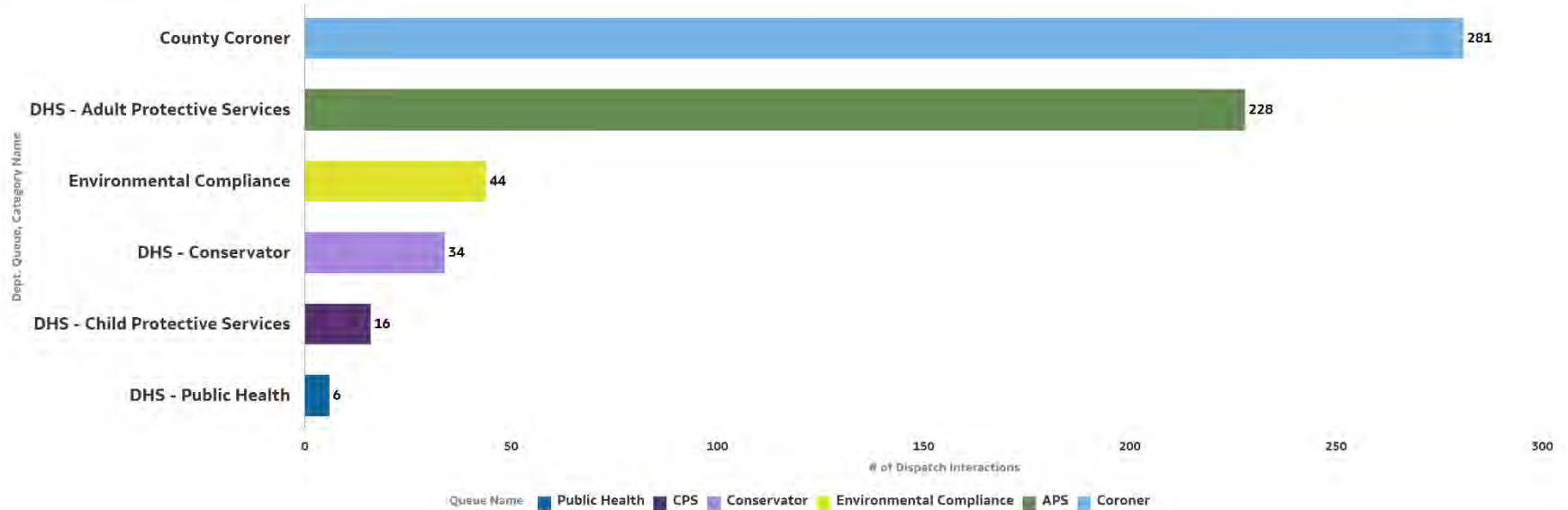
Building Permits and Inspections	On-Call Emergency Building Inspections for either Residential or Commercial properties in regards to Plumbing, Mechanical, Electrical, or Structural inspections
Water Resources Water Dispatch Form	Dispatch Services including fire hydrant, odor/taste/color, no water, water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

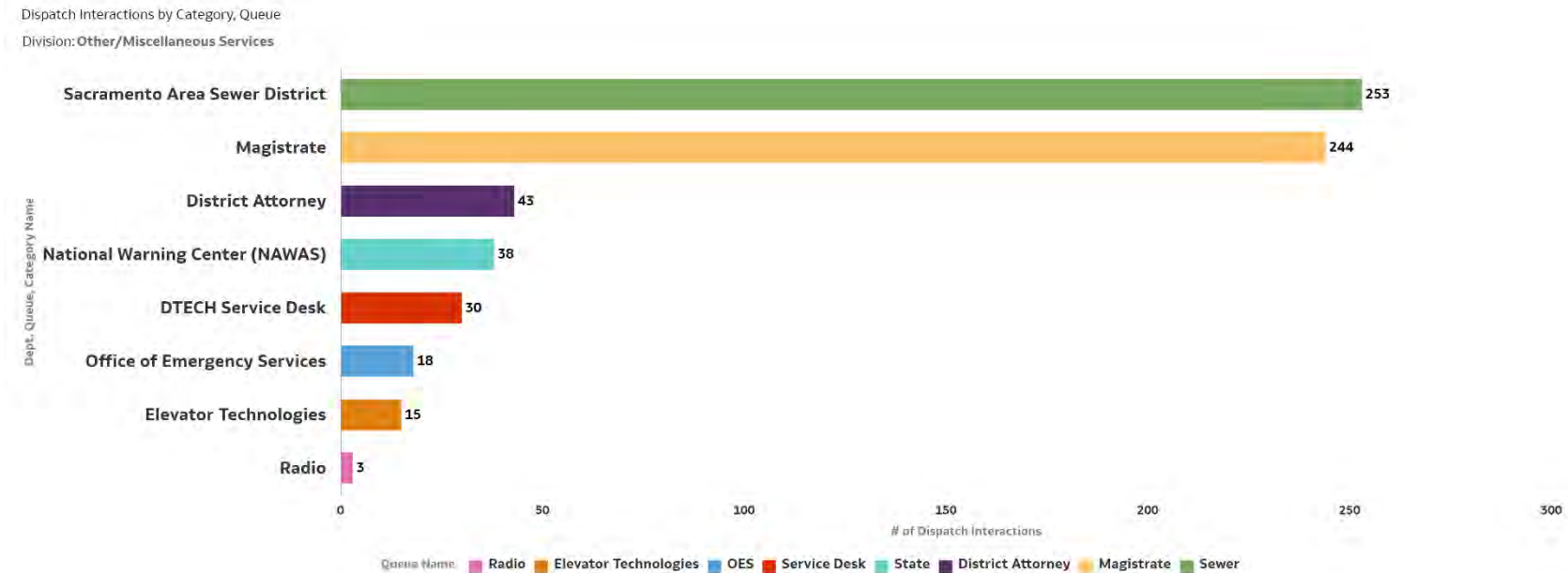


### Service Definitions

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.