

# Monthly 311 Communications/Dispatch Center

## SERVICE REQUEST & STATISTICS REPORT

# NOVEMBER 2022



SAC COUNTY  
**311**  
CONNECT

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

SACRAMENTO  
COUNTY

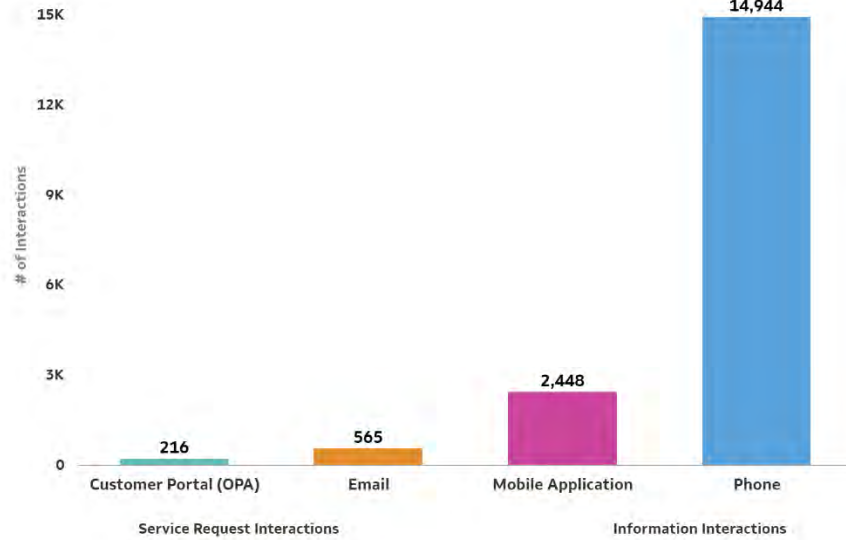
# Table of Contents

<b>Monthly Statistics</b> .....	1
<b>Service Request Interaction Totals (&gt; 10 Requests) by Category</b> .....	2
Service Request Interaction Totals .....	2
<b>Total Service Requests Opened</b> .....	3
Monthly Interactions Not Closed by Status .....	9
<b>Board of Supervisor District Information</b> .....	10
<i>Service Requests Opened by District</i> .....	10
<i>Service Requests Closed by District</i> .....	11
<i>Previous Month Comparison of Service Request</i> .....	12
<i>Board of Supervisor District Analysis</i> .....	15
<b>Aging of Open Requests</b> .....	25
<i>Top Service Requests Open by Day</i> .....	25
<i>Top Service Requests Closed by Day</i> .....	26
<i>Opened/Closed by Department/Division</i> .....	27
<i>Greater Than 10 Service Requests</i> .....	28
<i>Average Days to Close Service Requests</i> .....	29
<i>Number of Service Request Interactions Per Category with Average Days to Close</i> .....	30
<i>Department Aging Requests by Month Created Per District</i> .....	32
<b>Dispatch Service Request</b> .....	34



# Monthly Statistics

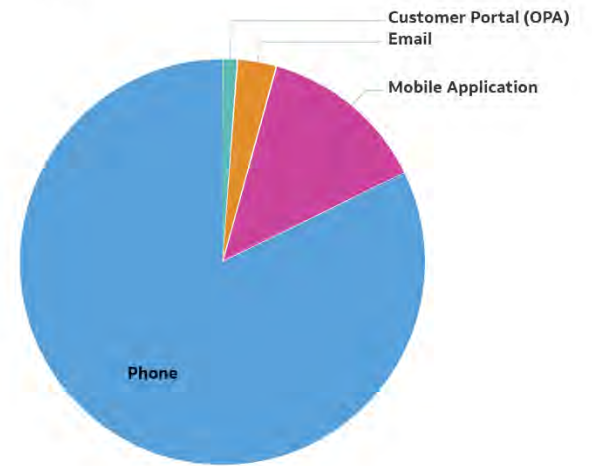
Monthly Interactions by Source



Monthly Customer Service Interactions  
**18,173**

Incident Source Name	Service Request Map Count
Customer Portal (OPA)	216
Email	565
Mobile Application	2,448
Phone	14,944

Monthly Interactions by Source



Service Request Interactions

**5,497**

Information Interactions

**5,172**

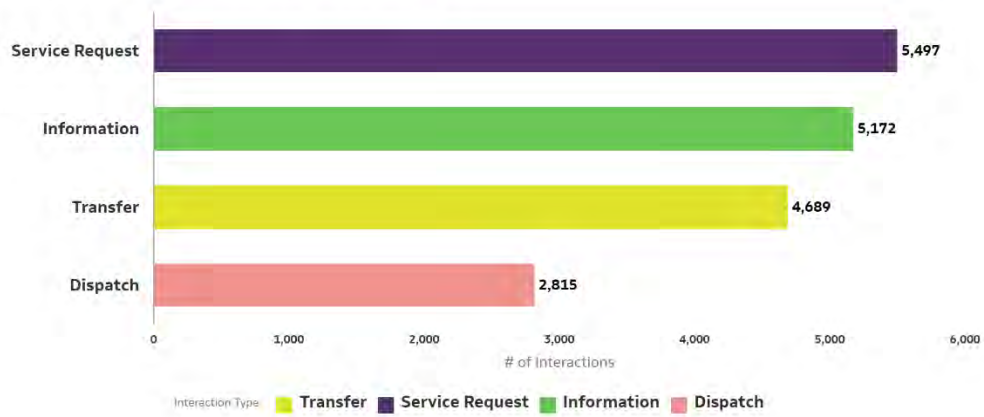
Transfer Interactions

**4,689**

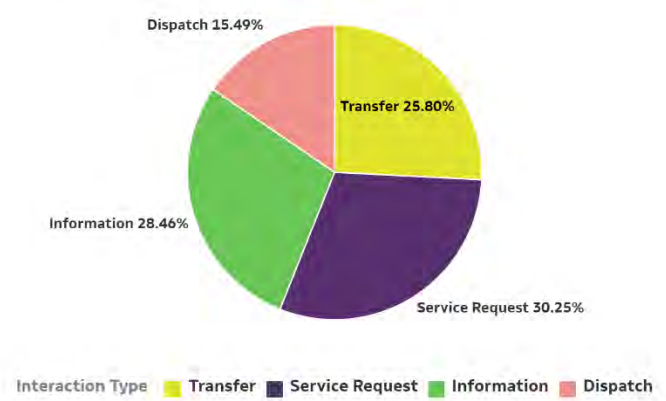
Dispatch Interactions

**2,815**

Customer Service Report Interactions by Interaction Type



Monthly Interactions by Interaction Type



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

## Service Request Interaction Totals

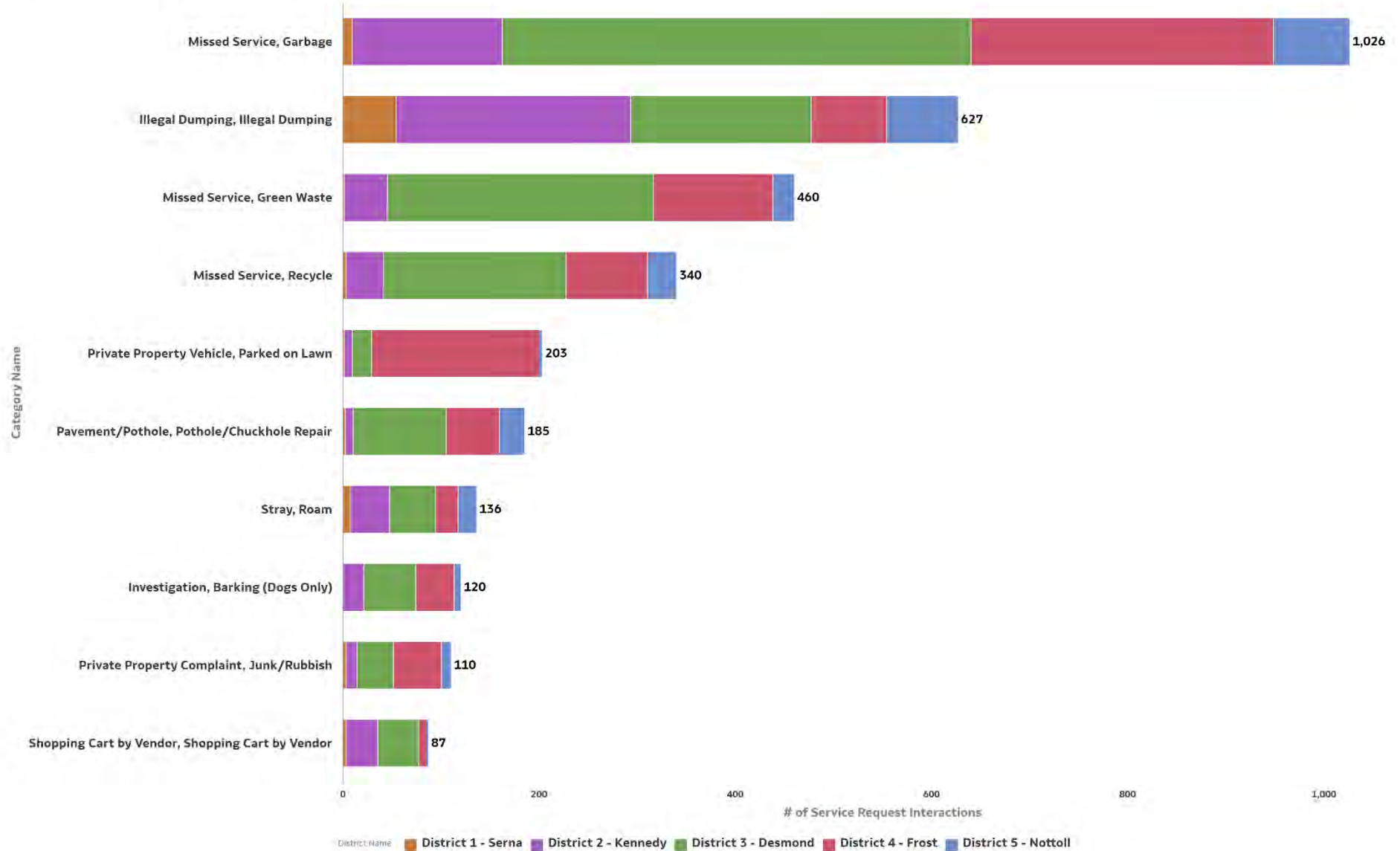
Service Request Interaction Totals (>10 requests) by Category

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	1,026	Stray, Injured	54	Stray, Sick	30	Ditches/Culverts, Culvert/Pipe Repair or Cleaning	15
Illegal Dumping, Illegal Dumping	637	Dead Animal, Wild	52	Wild, Injured	30	Graffiti, Private Property	13
Missed Service, Green Waste	460	Abandoned Vehicles, Inoperable	51	Illegal Camp, Occupied	27	Investigation, Abandoned Animal	13
Missed Service, Recycle	340	Graffiti, Public Right-of-Way	50	Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	26	Investigation, Bite - NOT Happening NOW	13
Private Property Vehicle, Parked on Lawn	203	Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	40	Abandoned Vehicles, Wrecked	25	Notify Supervisor, Supervisor Dispute NCU	13
Pavement/Pothole, Pothole/Chuckhole Repair	185	Stray, Confined	40	Environmental Health (All Jurisdictions), Food Facility Complaint	25	Sidewalk, Tree Trimming Needed	13
Stray, Roam	136	Stray, Traffic	40	Sweeper Request, Sweeper	24	Traffic Sign, New Sign Request	13
Investigation, Barking (Dogs Only)	120	Street Lights, Light Out	40	Notify Supervisor, Green Waste	23	Missed Service, Non-Regular Service	12
Private Property Complaint, Junk/Rubbish	110	Owned, Nuisance (No Cats)	39	Notify Supervisor, Recycle	21	Traffic Signal, Cycling/Detection Problem	12
Shopping Cart by Vendor, Shopping Cart by Vendor	90	Pavement/Pothole, Paving Needs on Street	39	Traffic Signal, Flashing Red	21	Wild, Sick	12
Missed Service, Neighborhood Clean Up (NCU)	84	Investigation, Cruelty	35	Traffic Signal, Long Red/Short Green	19	Business Licenses, Operating without License	11
Investigation, Negligence	75	Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	35	Maintenance Request, Maintenance Request	18	Stray, Vet/Business Confined	11
Notify Supervisor, Garbage	73	Encroachment Violation, Basketball Hoop/Garbage Cans	34	Sidewalk, Curb, Gutter, and Sidewalk Repair	18	Traffic Signal, Light Out	11
Trash and Debris, Trash and Debris	73	Stray, Aggressive	34	Traffic Investigations, Request	18	Encroachment Violation, Other Encroachment Types	10
Owned, Aggressive	67	Dead Animal, In Traffic	32	Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	18	Graffiti, Sign	10
Private Property Vehicle, Non-Operable (Commercial Included)	66	Traffic Sign, Non-Emergency	31	Abandoned Vehicles, Dismantled	17	Illegal Camp, Abandoned	10
Dead Animal, Roadside	64	Zoning, Other	31	Assist (On-Scene Only), Police/Sheriff	17	Pavement/Pothole, Pavement-Other Unknown Maintenance Needs	10
Dead Animal, Domestic	59						

# Total Service Requests Opened

## Top 10 Service Requests Categories Opened | With Districts

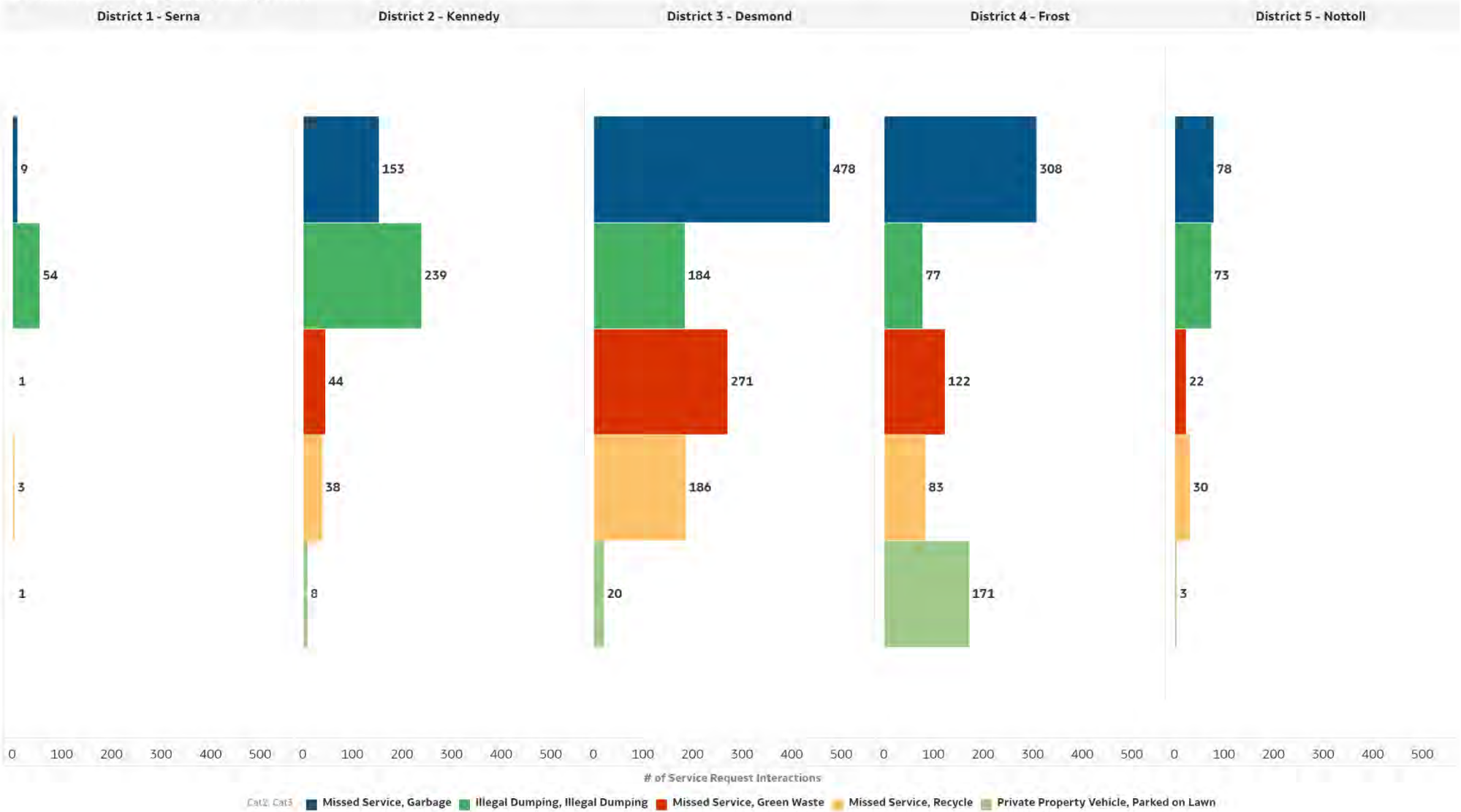
Top 10 Service Request Categories Opened with Districts



# Top Service Requests Opened

## Top 5 Service Requests Opened | by Districts

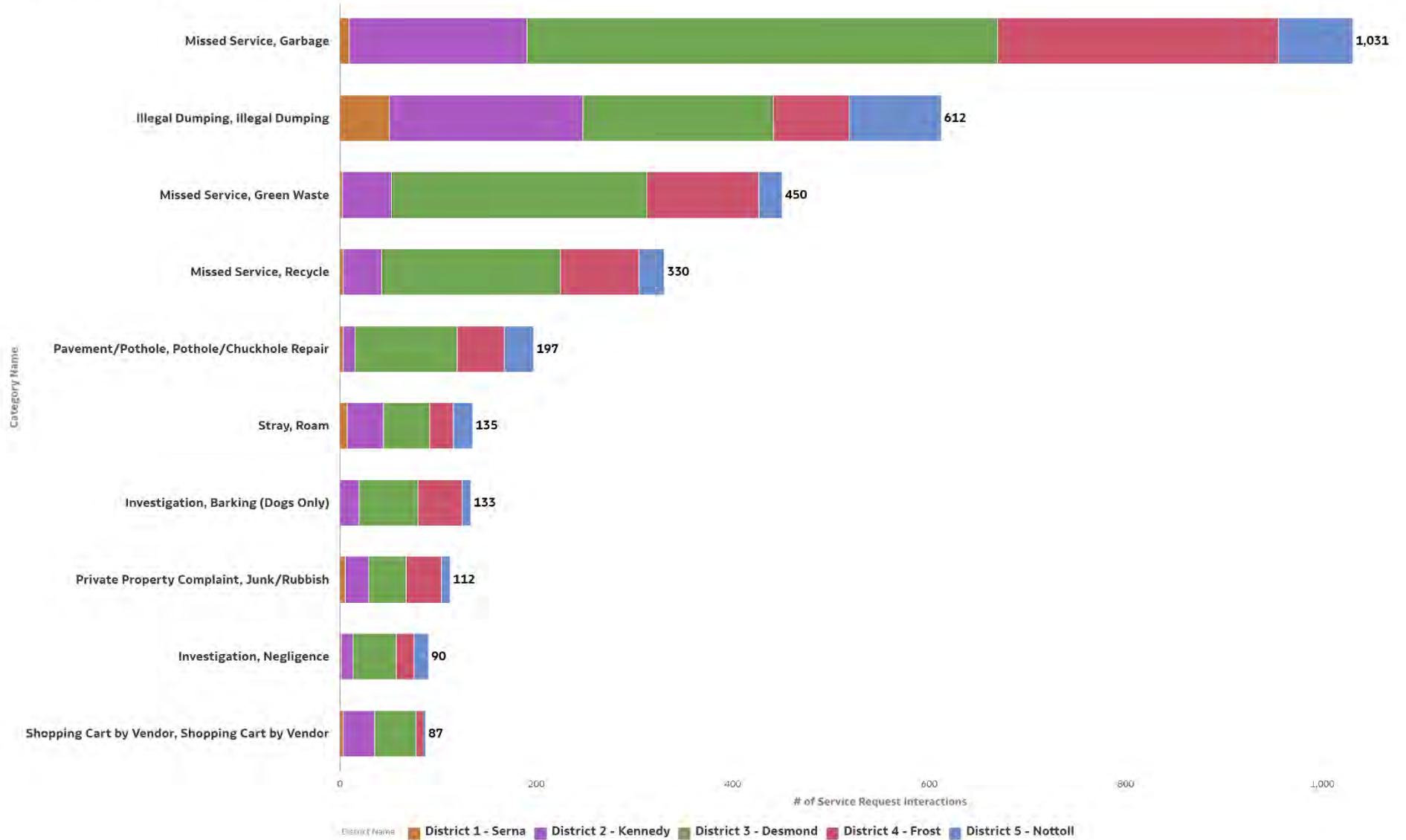
Top 5 Service Request Categories Opened by District



# Top Service Requests Closed

## Top 10 Service Requests Categories Closed | With Districts

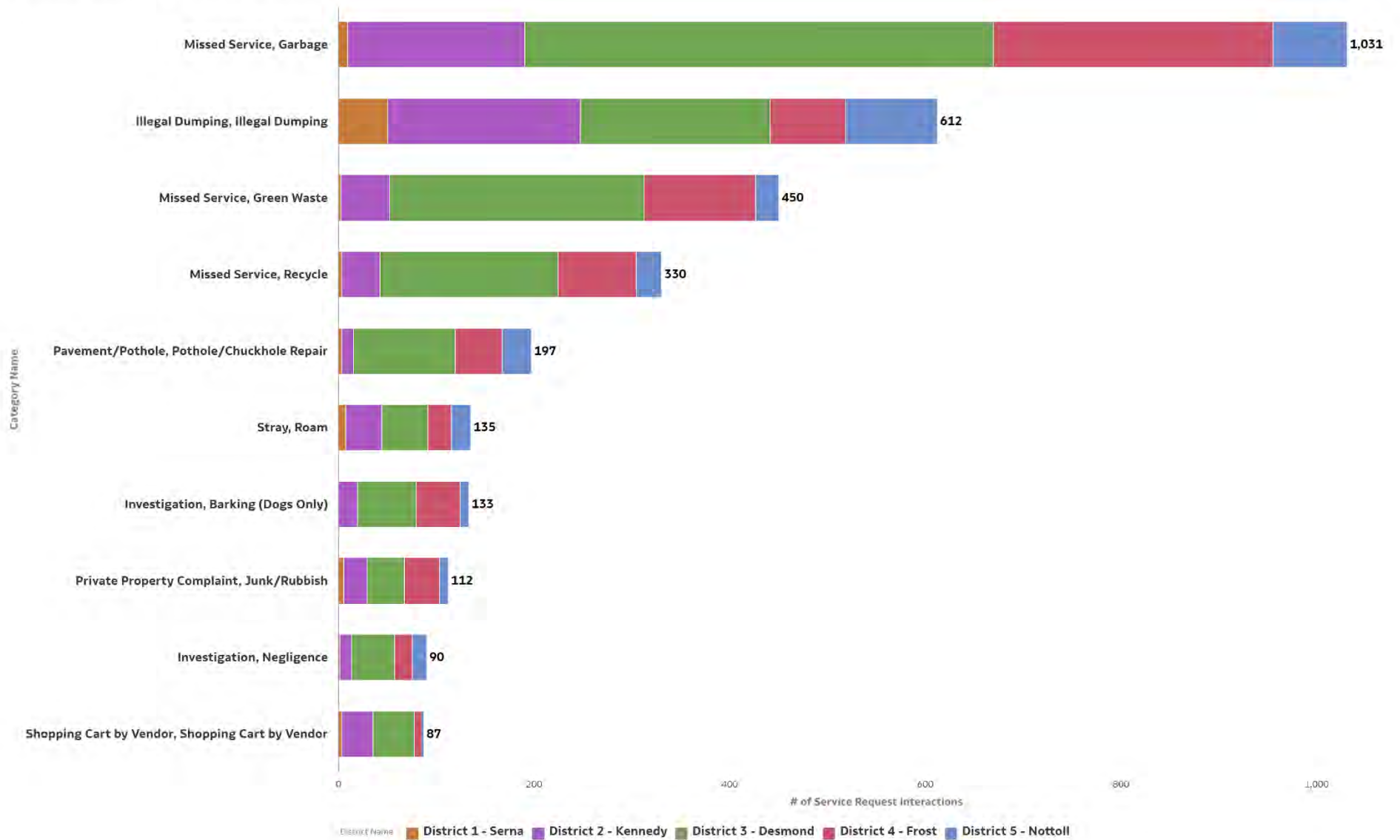
Top 10 Service Request Categories Closed with Districts



# Top Service Requests Closed

## Top 5 Service Requests Categories Closed | by Districts

Top 10 Service Request Categories Closed with Districts

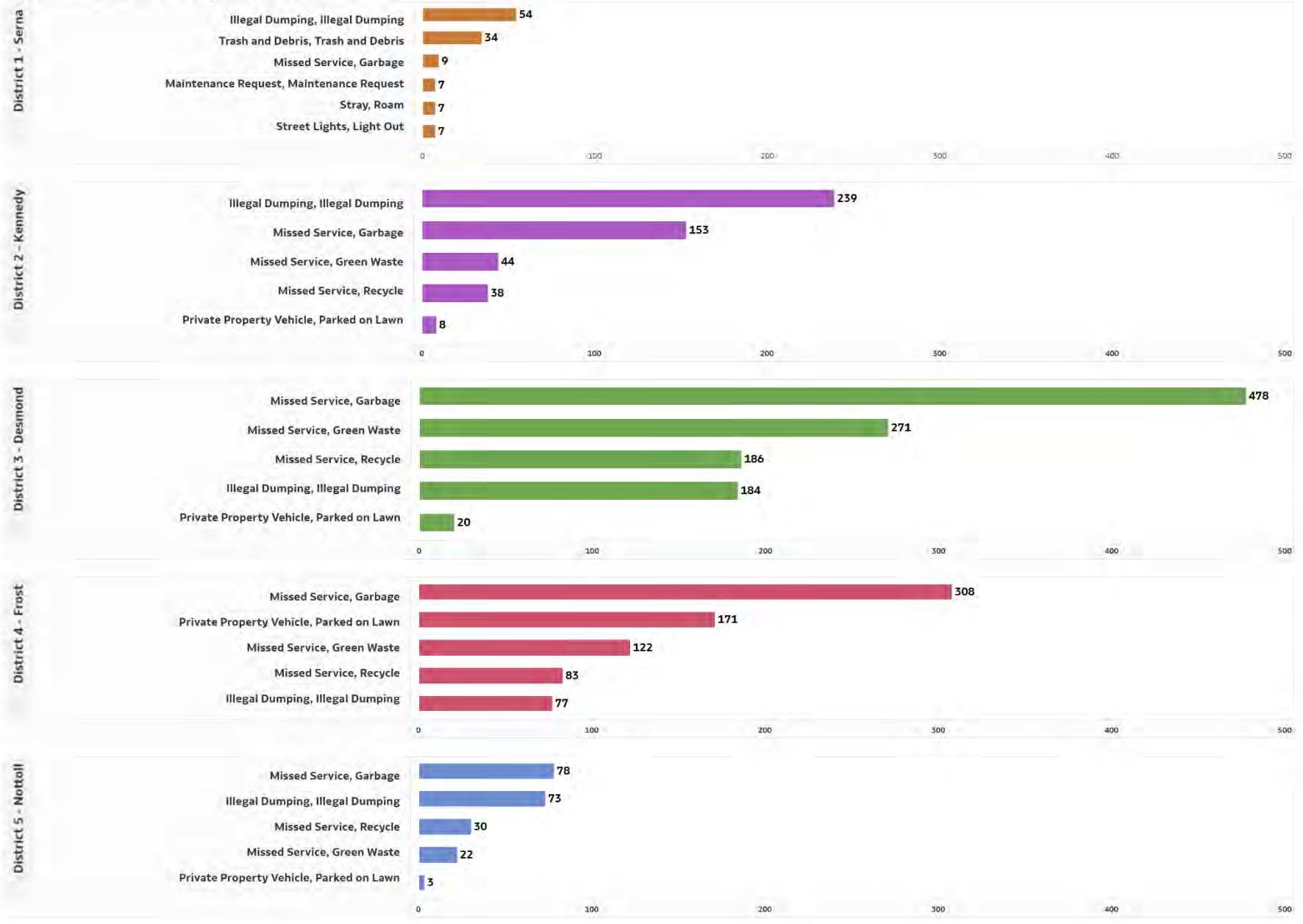




# Top Unresolved Service Request

## Top Unresolved Service Request Categories | by Districts

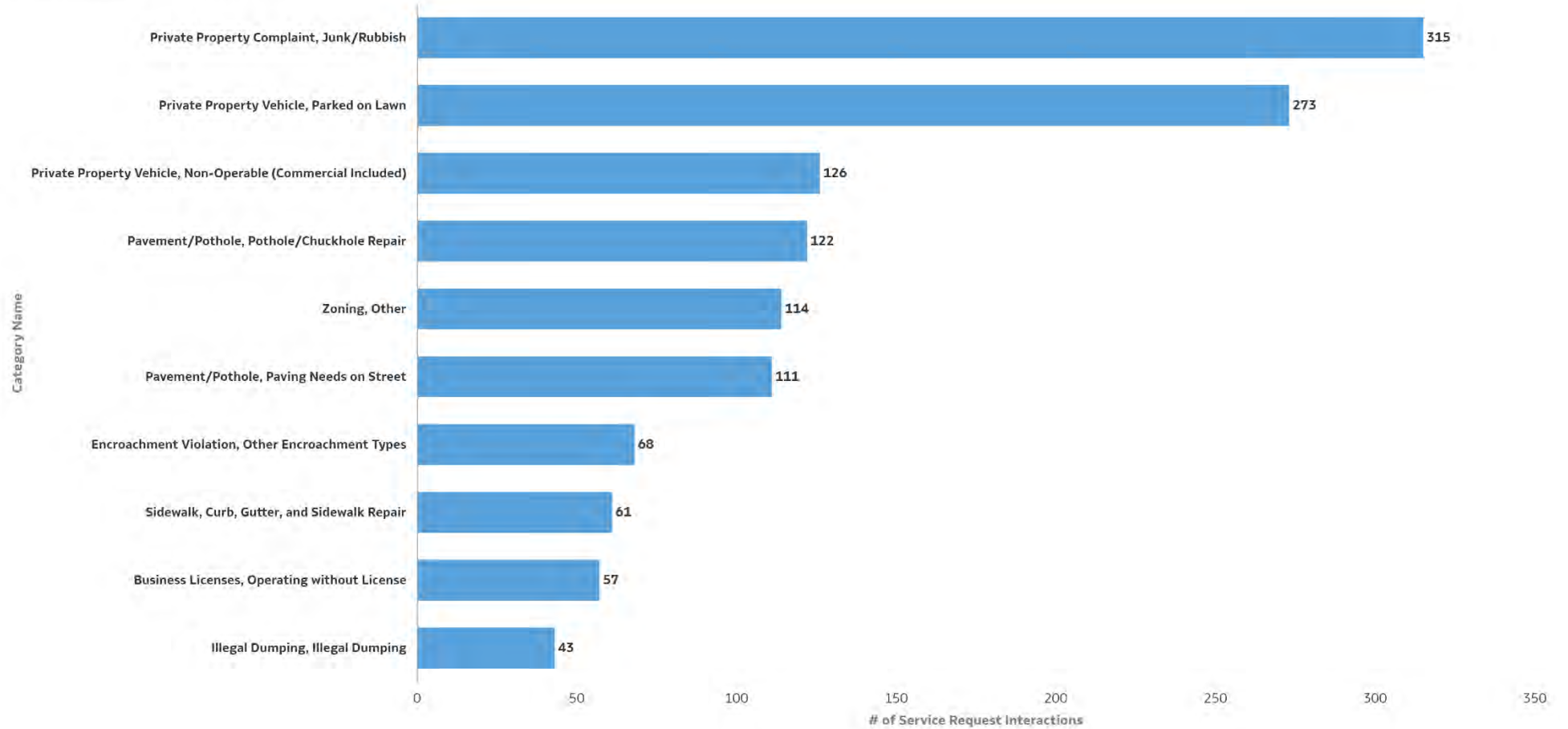
Top Unresolved Service Request Categories by District



# Top Unresolved Service Request

## Top 10 Unresolved Service Request Categories

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through November 30th

2,687

Interactions Closed this Month

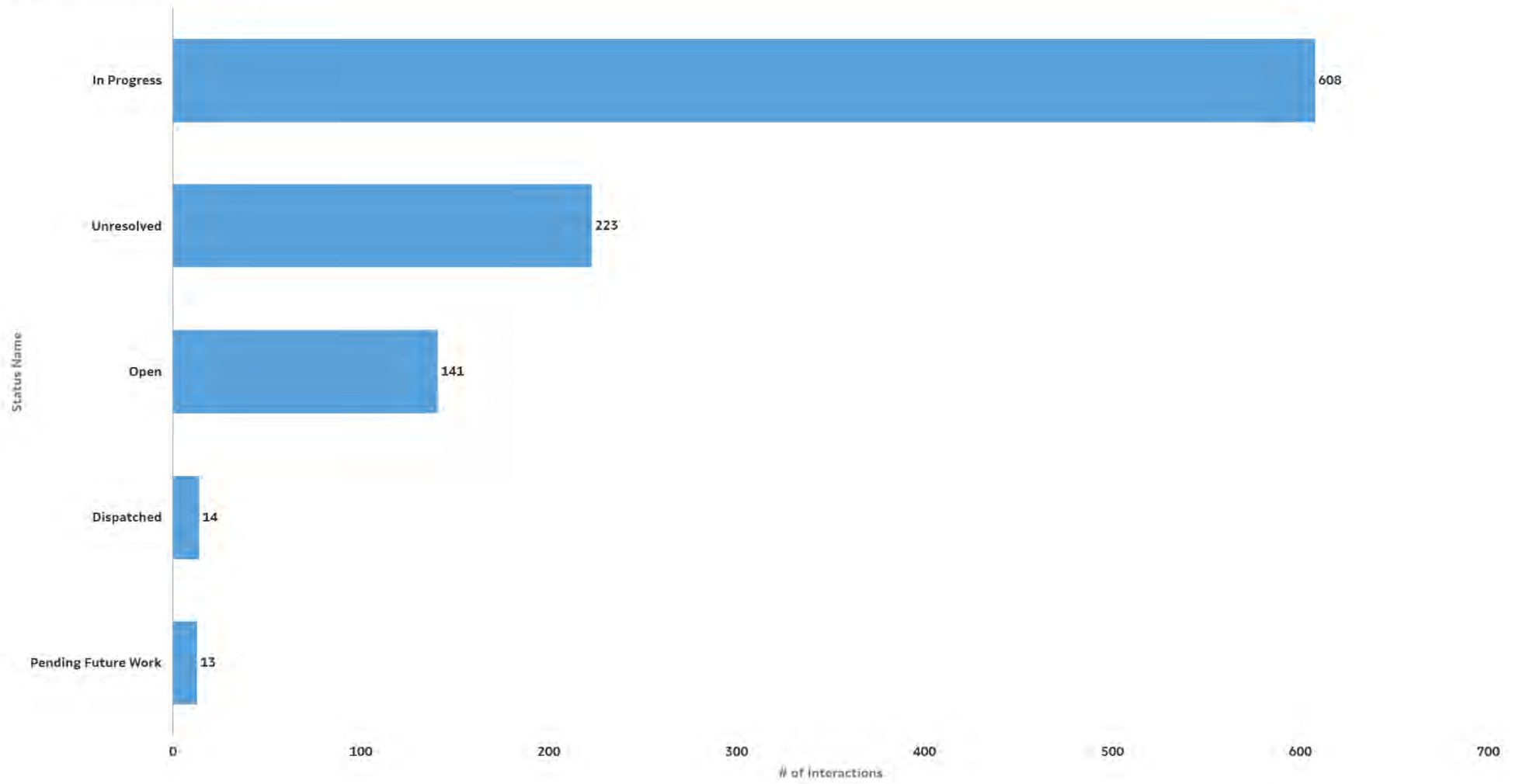
18,173

Monthly Interactions Not Closed

999

# Monthly Interactions Not Closed by Status

Monthly Interactions Not Closed by Status



# Board of Supervisor District Information

## Service Requests Opened by District

### November 2022

Monthly Service Request Interactions Opened

**5,497**

**District 1 Serna**  
**209**  
Service Request Interactions

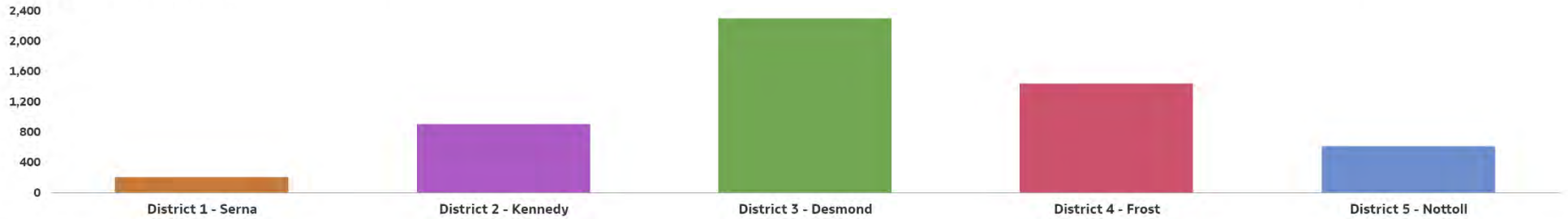
**District 2 Kennedy**  
**909**  
Service Request Interactions

**District 3 Desmond**  
**2,303**  
Service Request Interactions

**District 4 Frost**  
**1,443**  
Service Request Interactions

**District 5 Nottoll**  
**618**  
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

### November 2022

Monthly Service Request Interactions Closed

# 5,451

District 1 Serna  
**233**  
Service Request Interactions

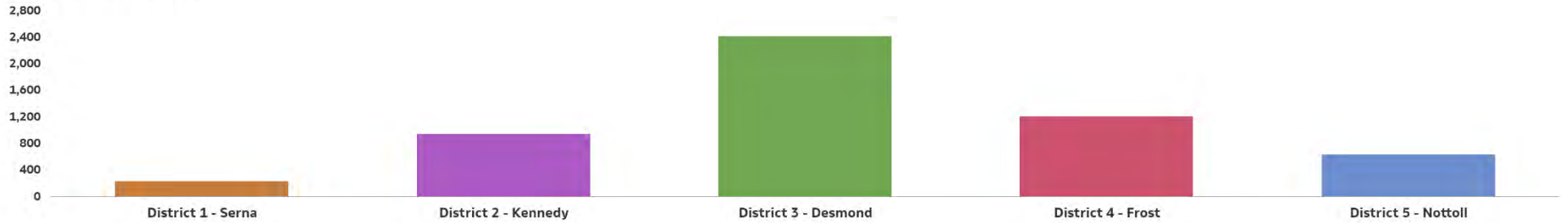
District 2 Kennedy  
**944**  
Service Request Interactions

District 3 Desmond  
**2,415**  
Service Request Interactions

District 4 Frost  
**1,210**  
Service Request Interactions

District 5 Nottoll  
**635**  
Service Request Interactions

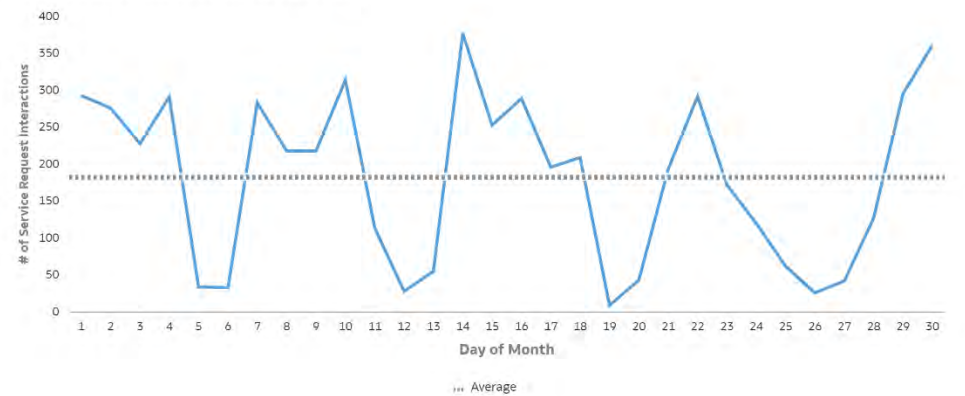
Service Request Interactions by District



Service Request Interactions by District Map



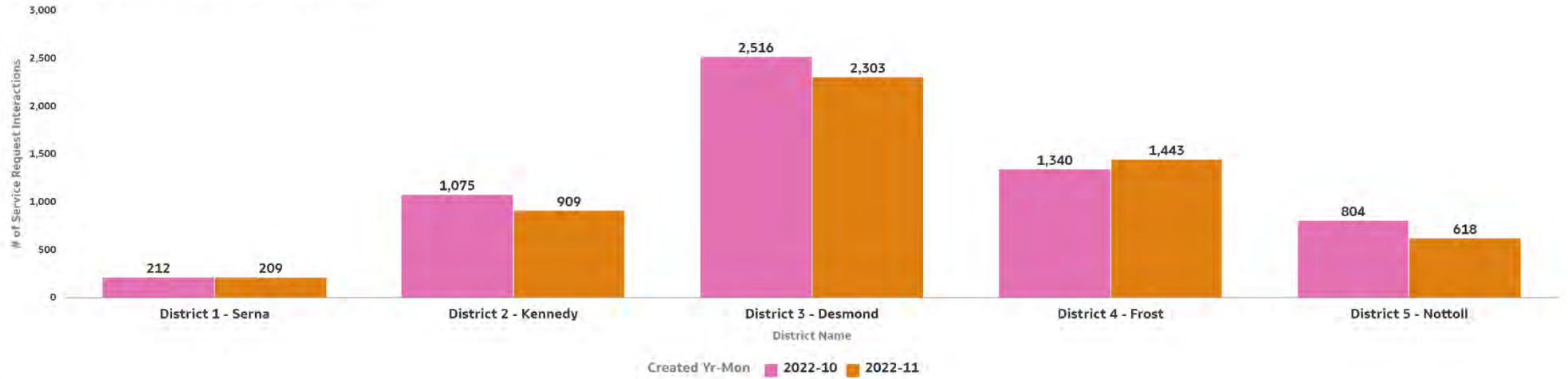
Service Request Interactions Closed by Day of Month



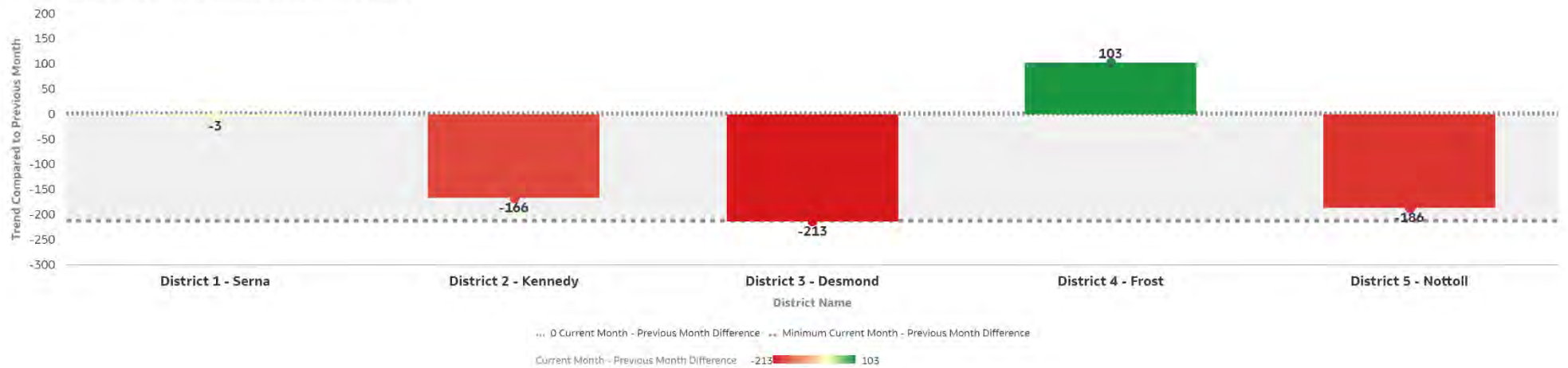
# Board of Supervisors District Information

## Previous Month Comparison of Service Request

Previous Month Comparison of Service Request interactions



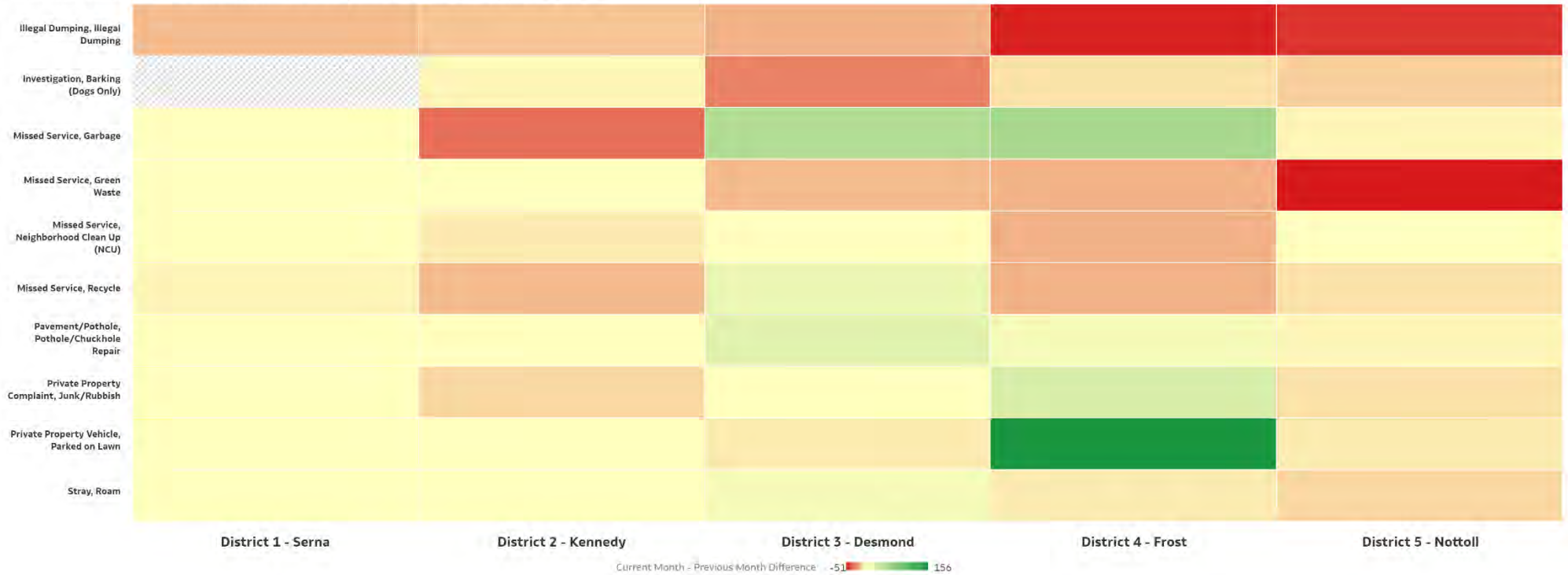
Previous Month Trend of Service Request Interactions Per District



Monthly Comparison: Service Requests by District

District Name	2022-10	2022-11
	Service Request Map Count	Service Request Map Count
District 1 - Serna	212	209
District 2 - Kennedy	1,075	909
District 3 - Desmond	2,516	2,303
District 4 - Frost	1,340	1,443
District 5 - Nottoll	804	618

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	
Private Property Vehicle, Parked on Lawn	0	0	-5	156	-4	147
Missed Service, Garbage	1	-31	53	61	-2	82
Pavement/Pothole, Pothole/Chuckhole Repair	-1	2	18	5	-3	21
Private Property Complaint, Junk/Rubbish	-1	-9	-1	23	-6	6
Stray, Roam	0	2	4	-4	-8	-6
Missed Service, Neighborhood Clean Up (NCU)	0	-5	0	-16	0	-21
Missed Service, Recycle	-3	-14	13	-18	-7	-29
Investigation, Barking (Dogs Only)		-3	-27	-6	-11	-50
Missed Service, Green Waste	-1	1	-14	-16	-51	-81
Illegal Dumping, Illegal Dumping	-14	-12	-16	-49	-45	-136
<b>Grand Total</b>	<b>-22</b>	<b>-69</b>	<b>25</b>	<b>136</b>	<b>-137</b>	<b>-67</b>

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



# Board of Supervisor District Analysis

## District 1

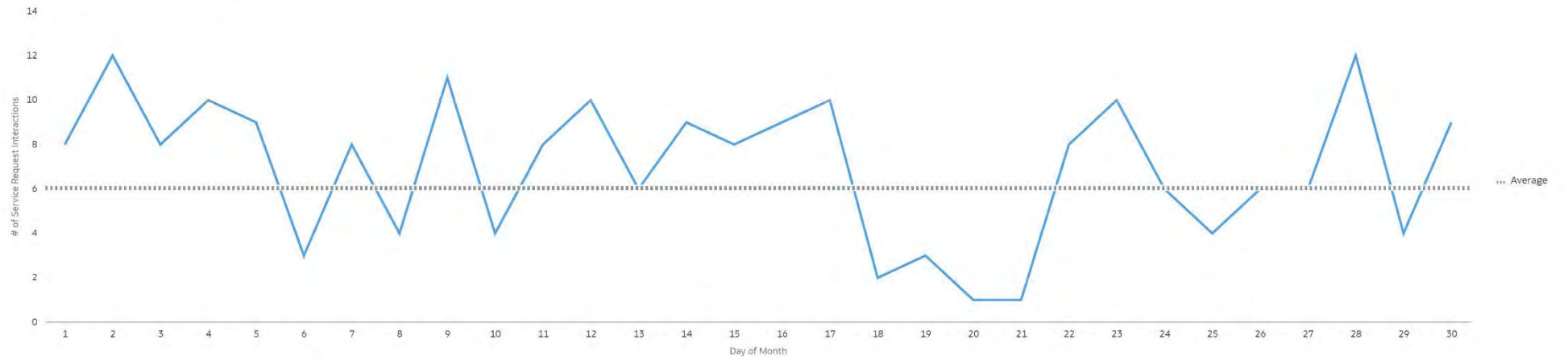
Service Requests Created

209

Service Requests Closed

181

Service Request Interactions Created by Day of Month



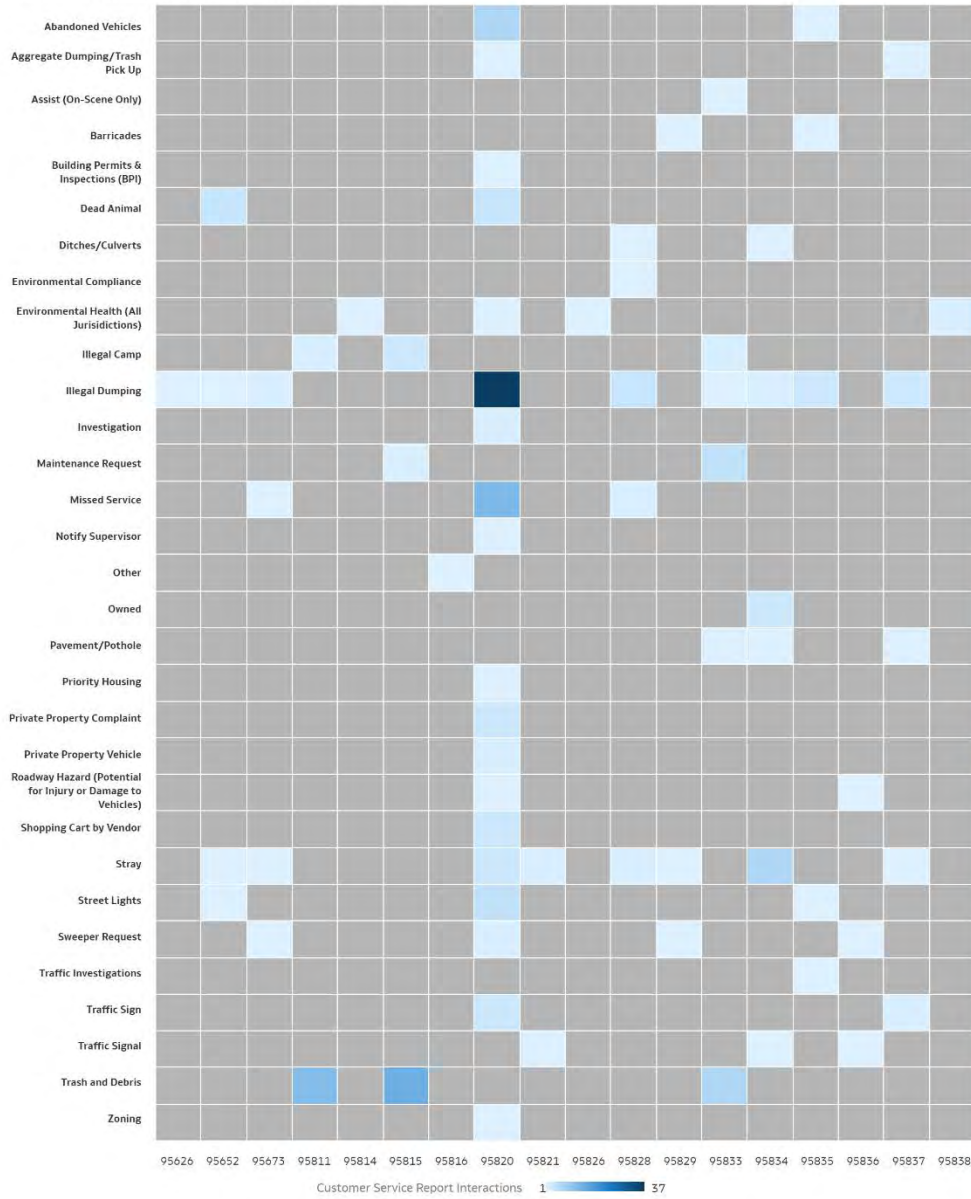
District Name, Customer Service Report Interactions



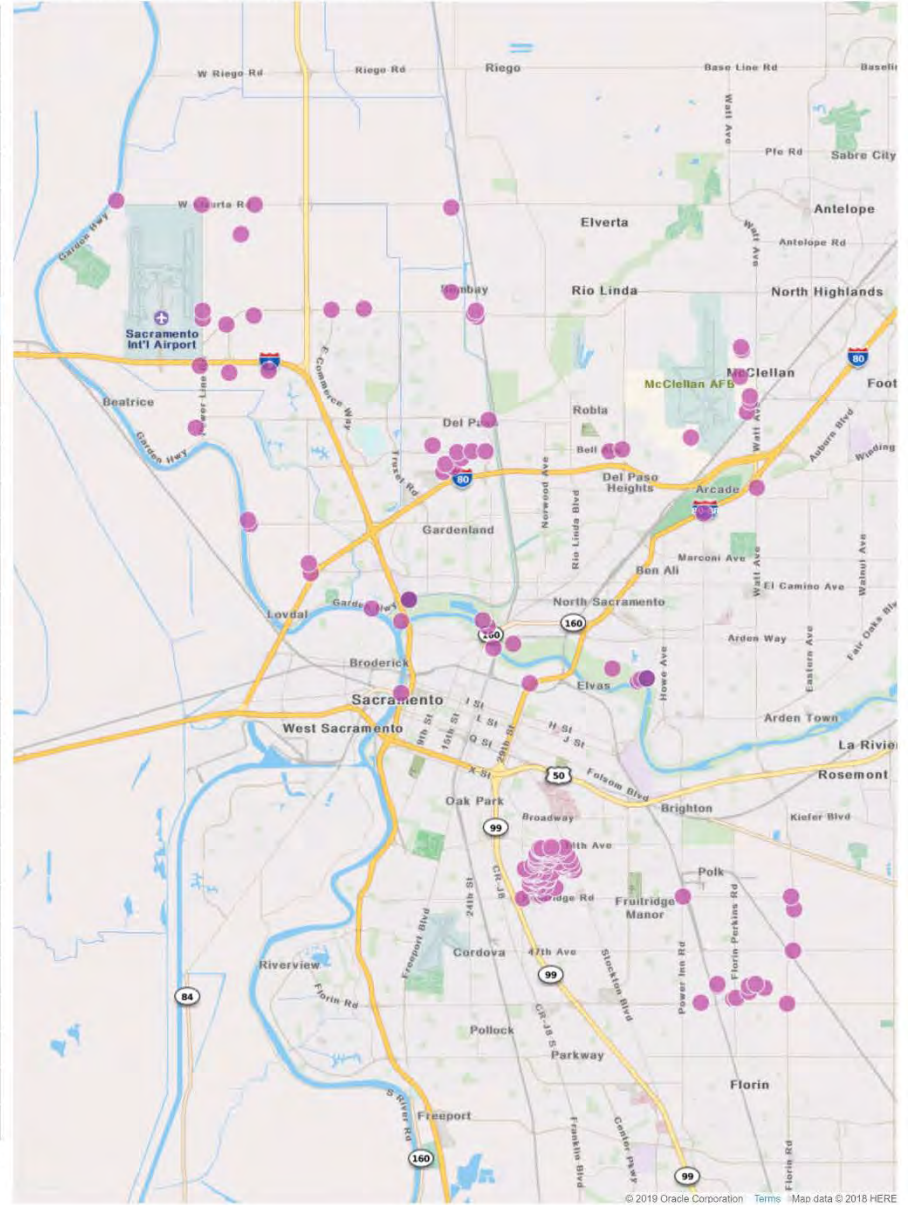
# Board of Supervisor District Analysis

## 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

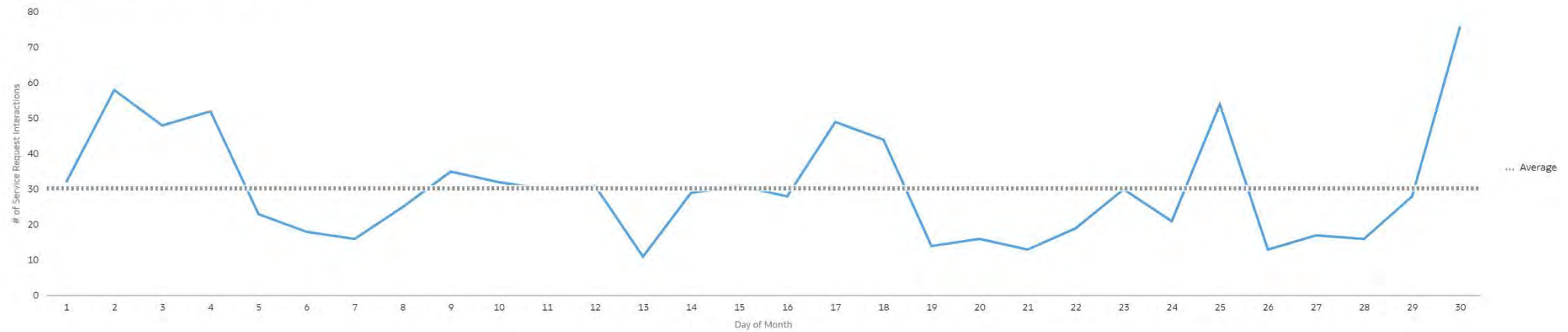
Service Requests Created

909

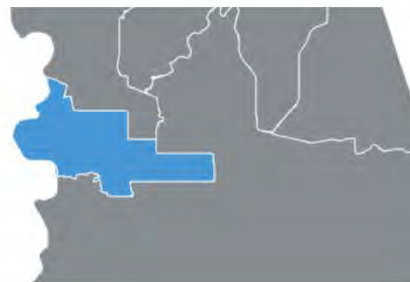
Service Requests Closed

761

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions

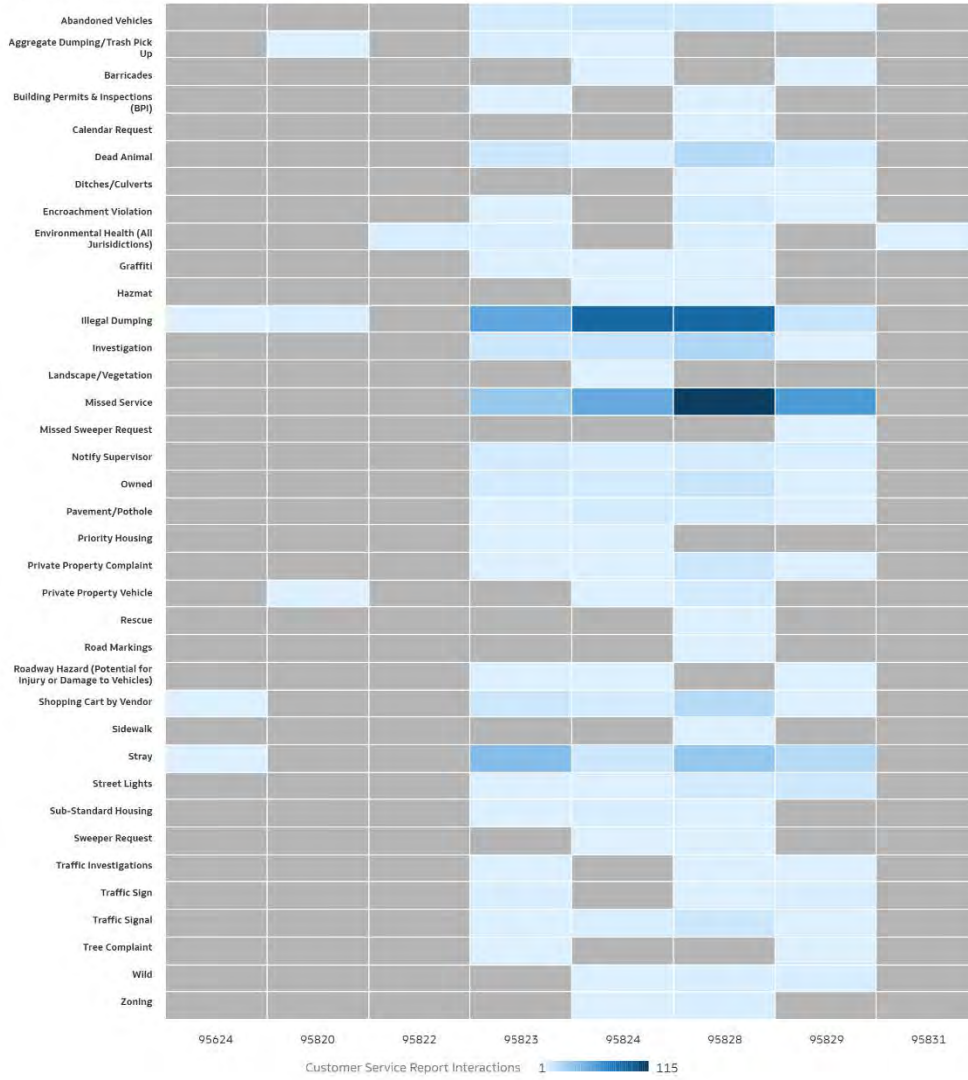


# of Service Requests  
909 909

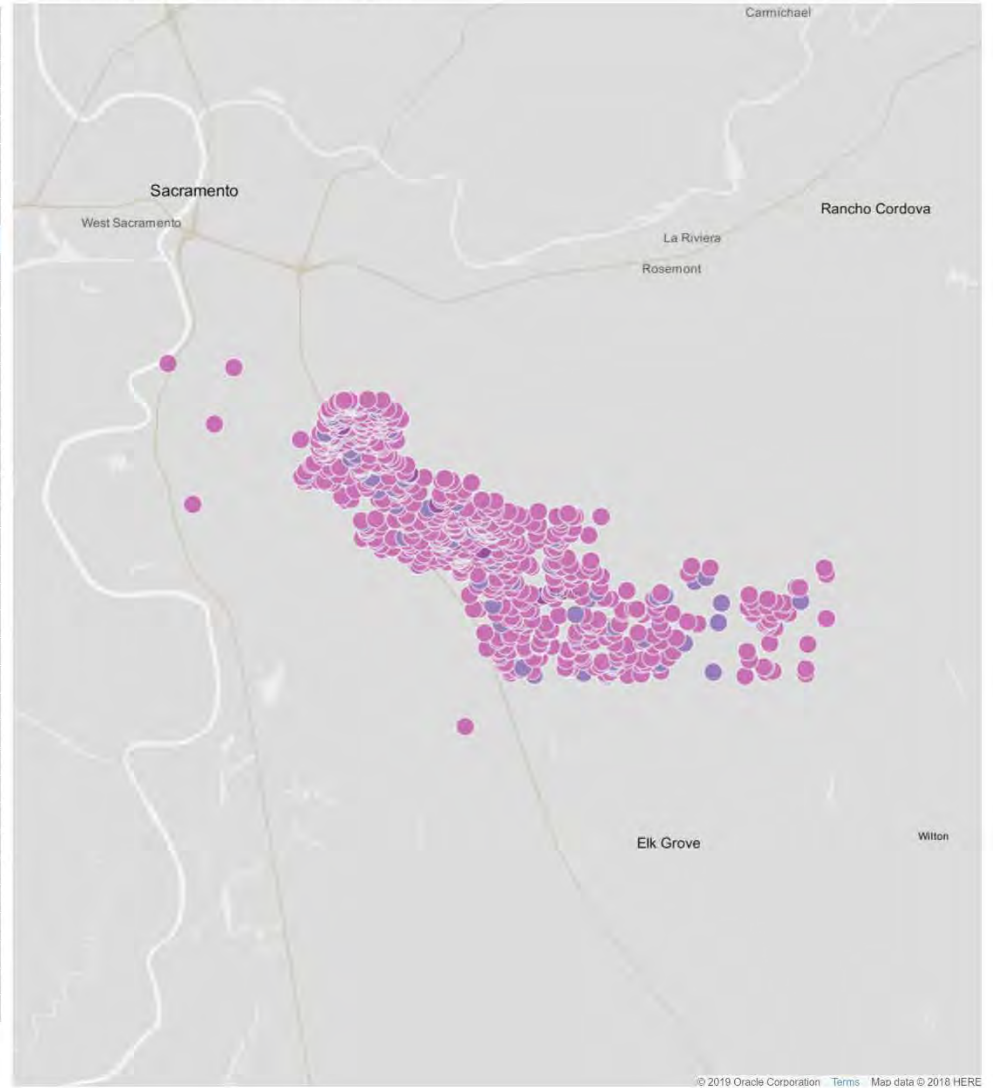
# Board of Supervisor District Analysis

## District 2 (continued)

Service Request Interactions by Category Per Zip Code

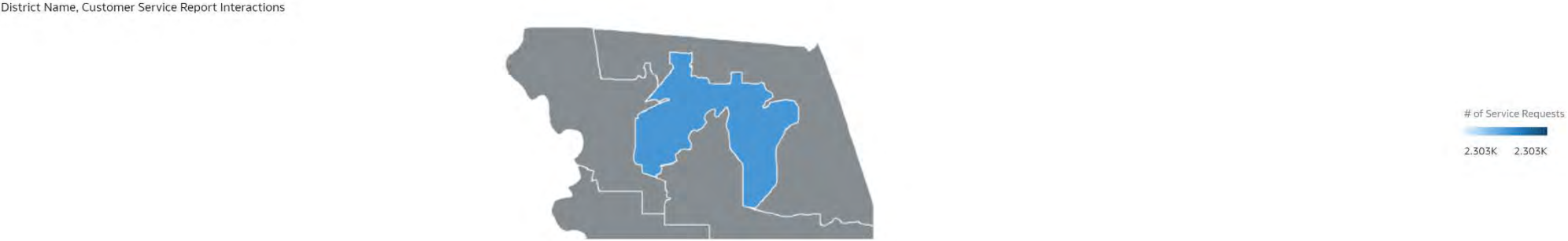
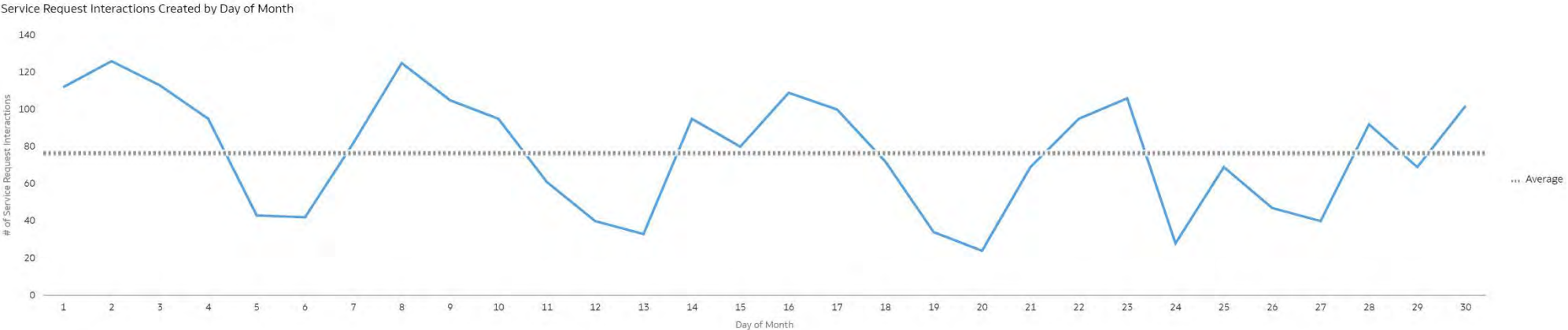


Service Request Interactions Mapped by Selected Zip Code



# Board of Supervisor District Analysis

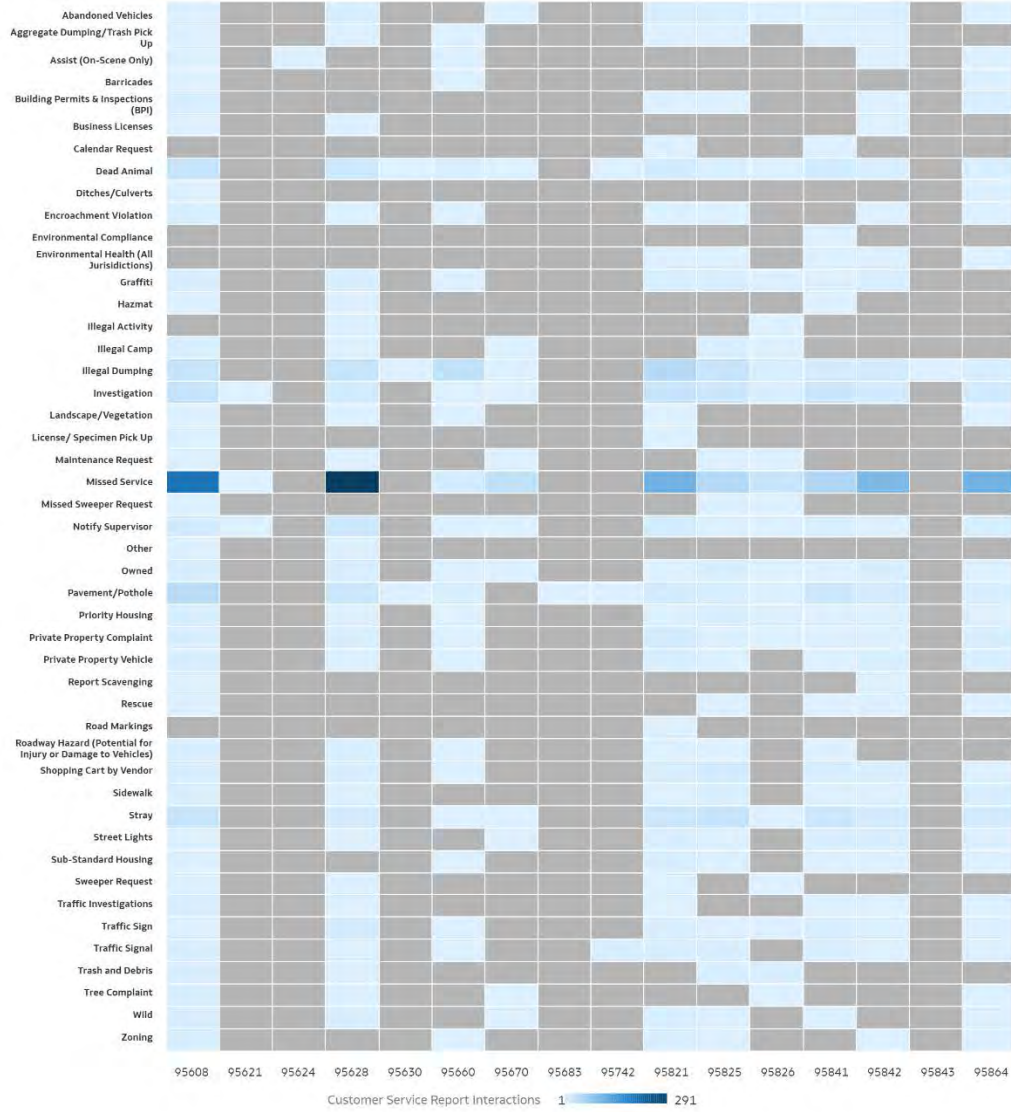
## District 3



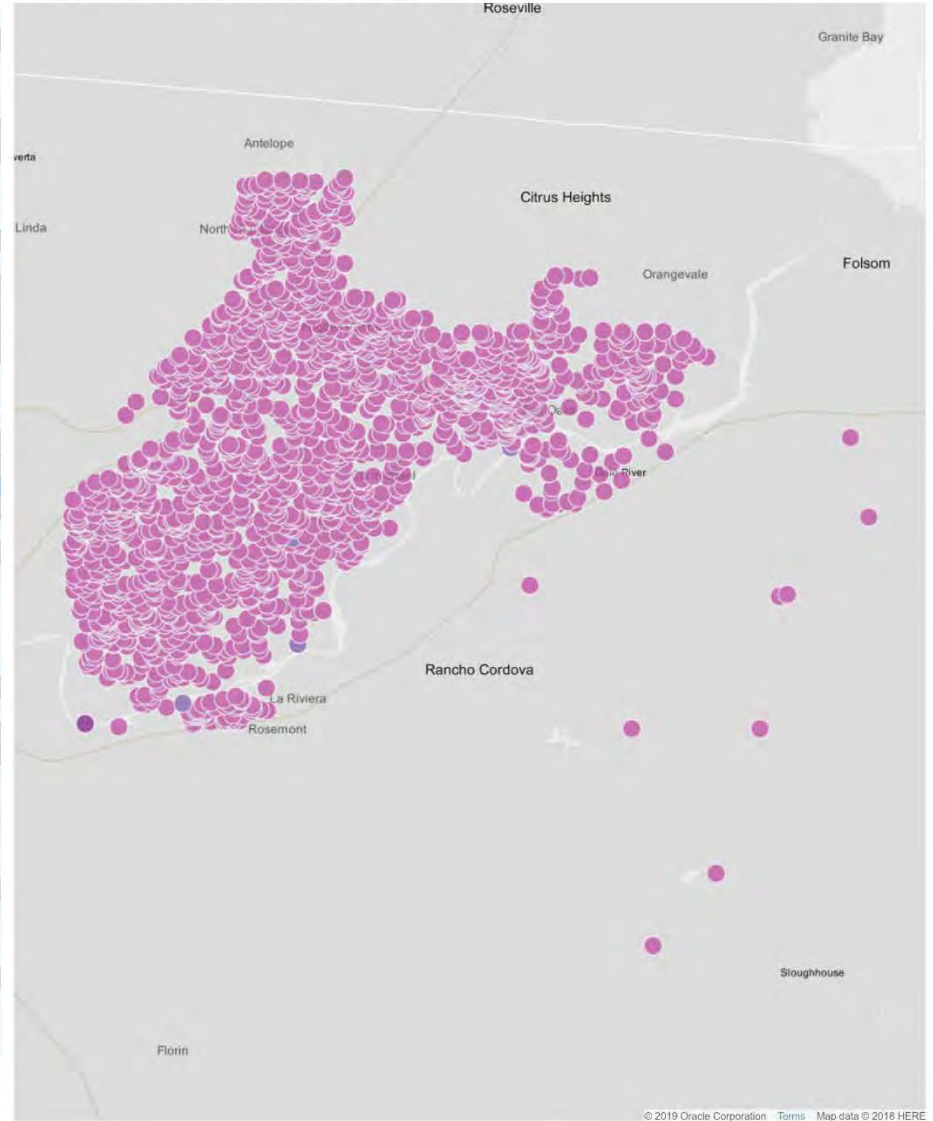
# Board of Supervisor District Analysis

## 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

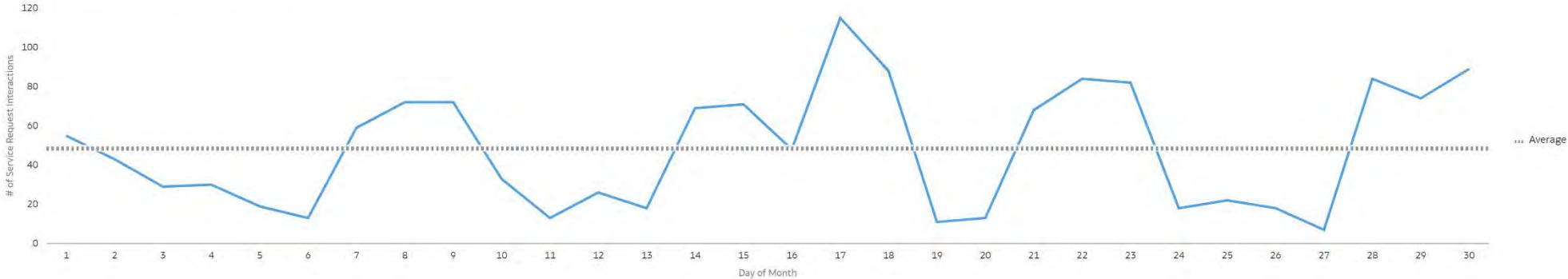
Service Requests Created

1,443

Service Requests Closed

942

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions



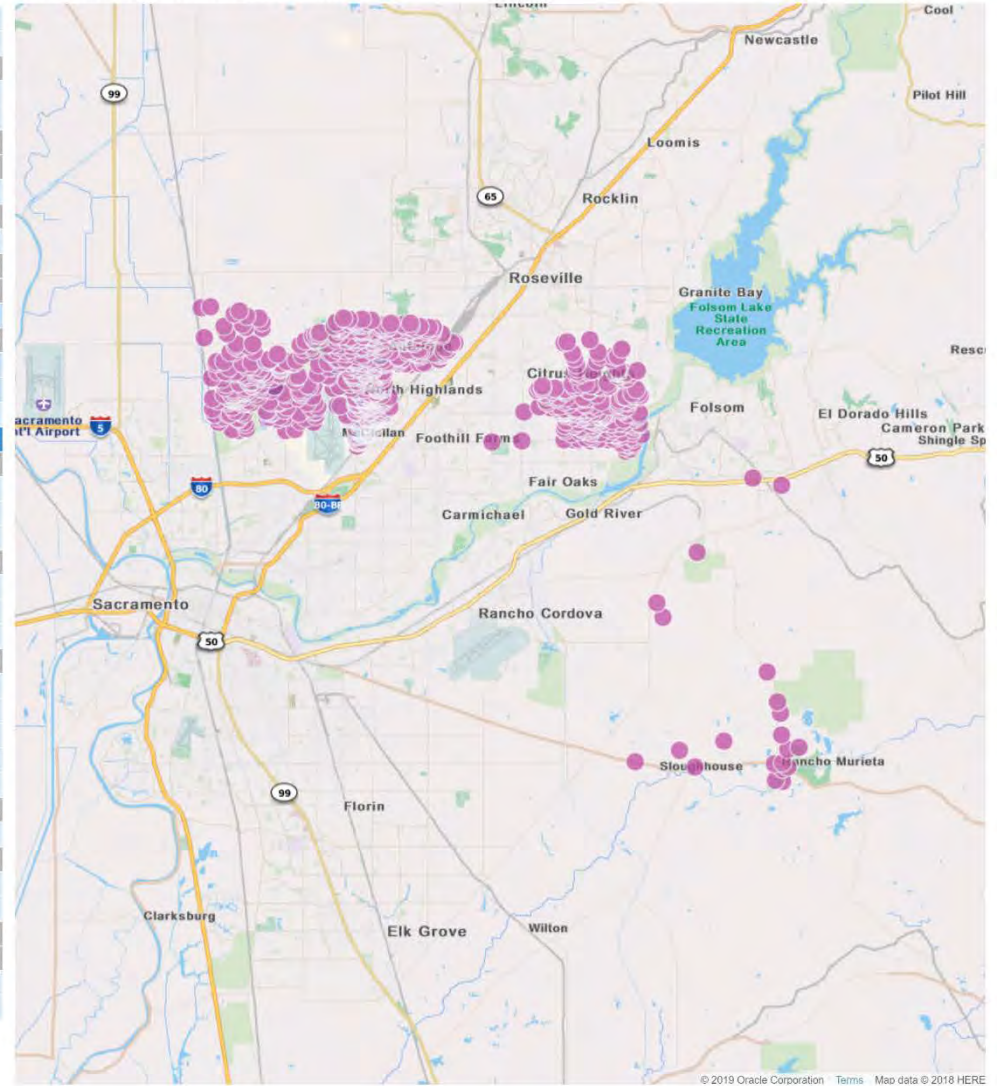
# Board of Supervisor District Analysis

## 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

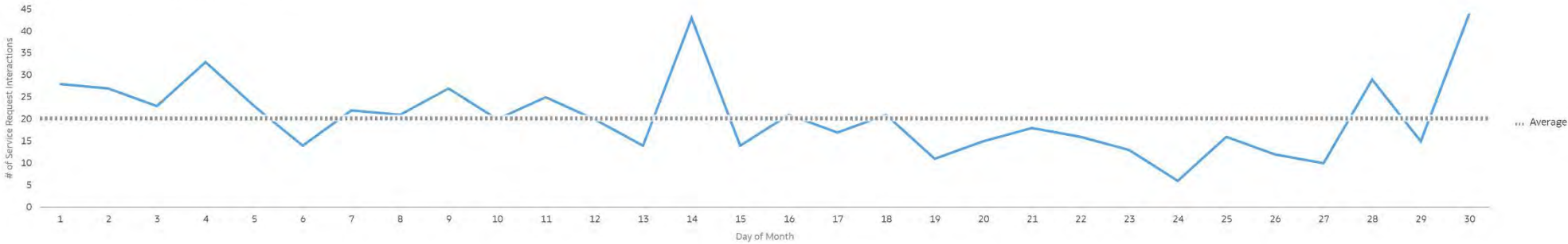
Service Requests Created

618

Service Requests Closed

498

Service Request Interactions Created by Day of Month



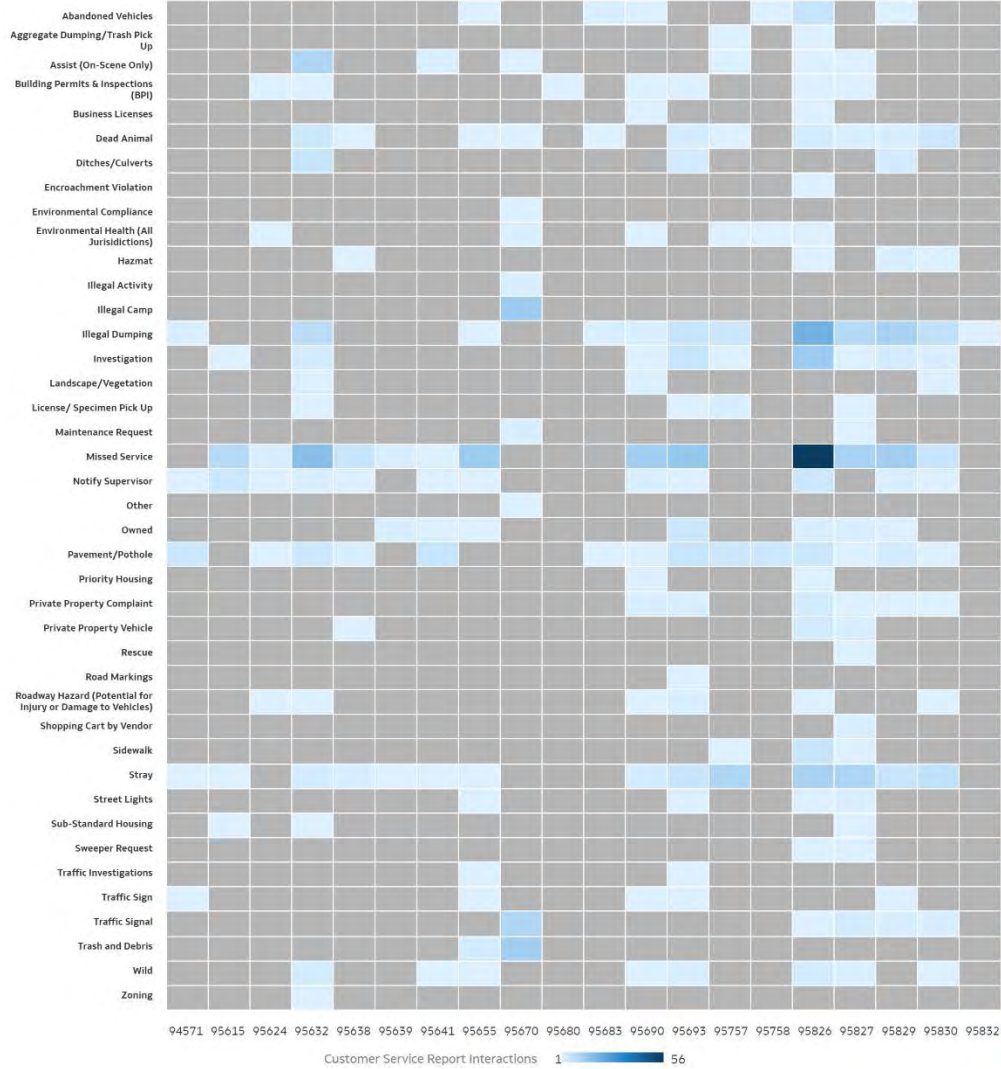
District Name, Customer Service Report Interactions



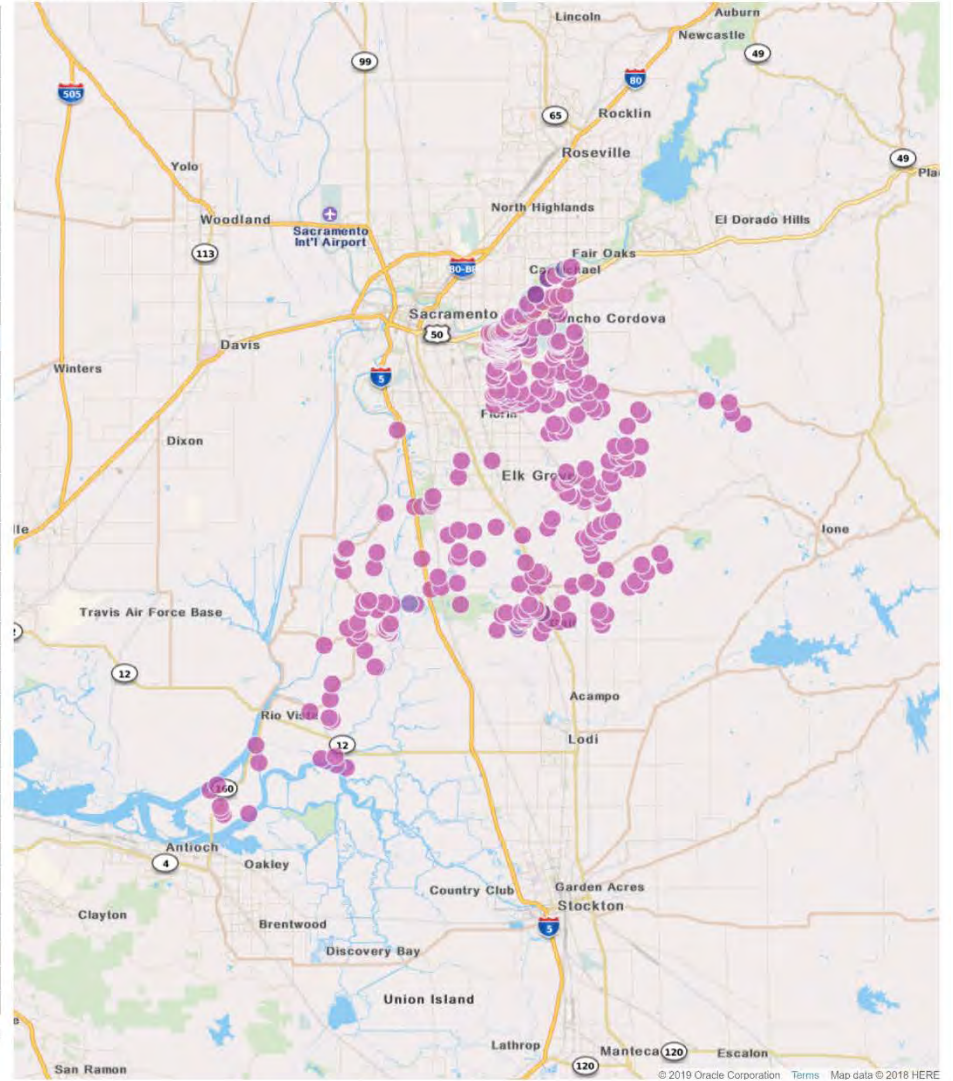
# Board of Supervisor District Analysis

## District 5 (continued)

Service Request Interactions by Category Per Zip Code

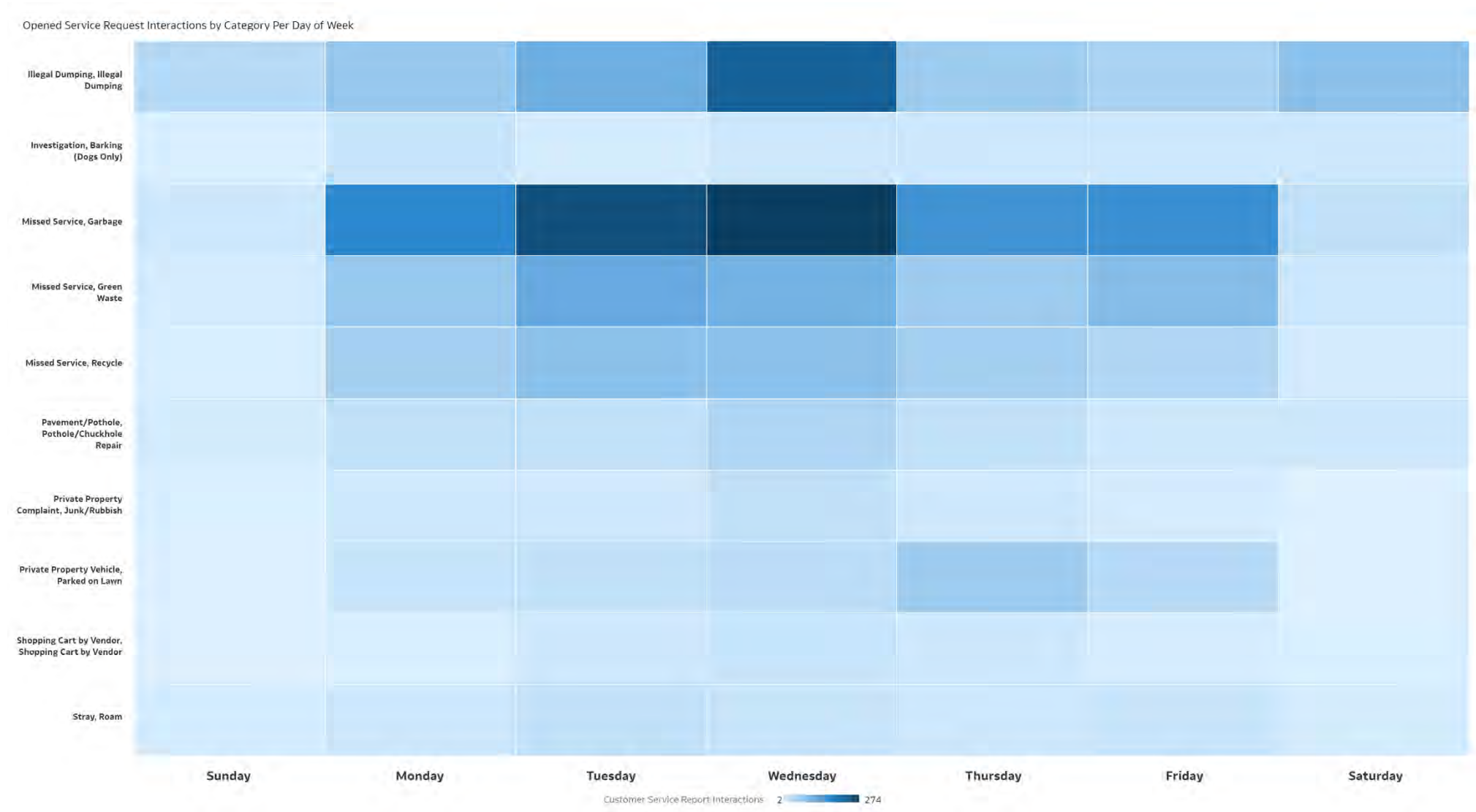


Service Request Interactions Mapped by Selected Zip Code



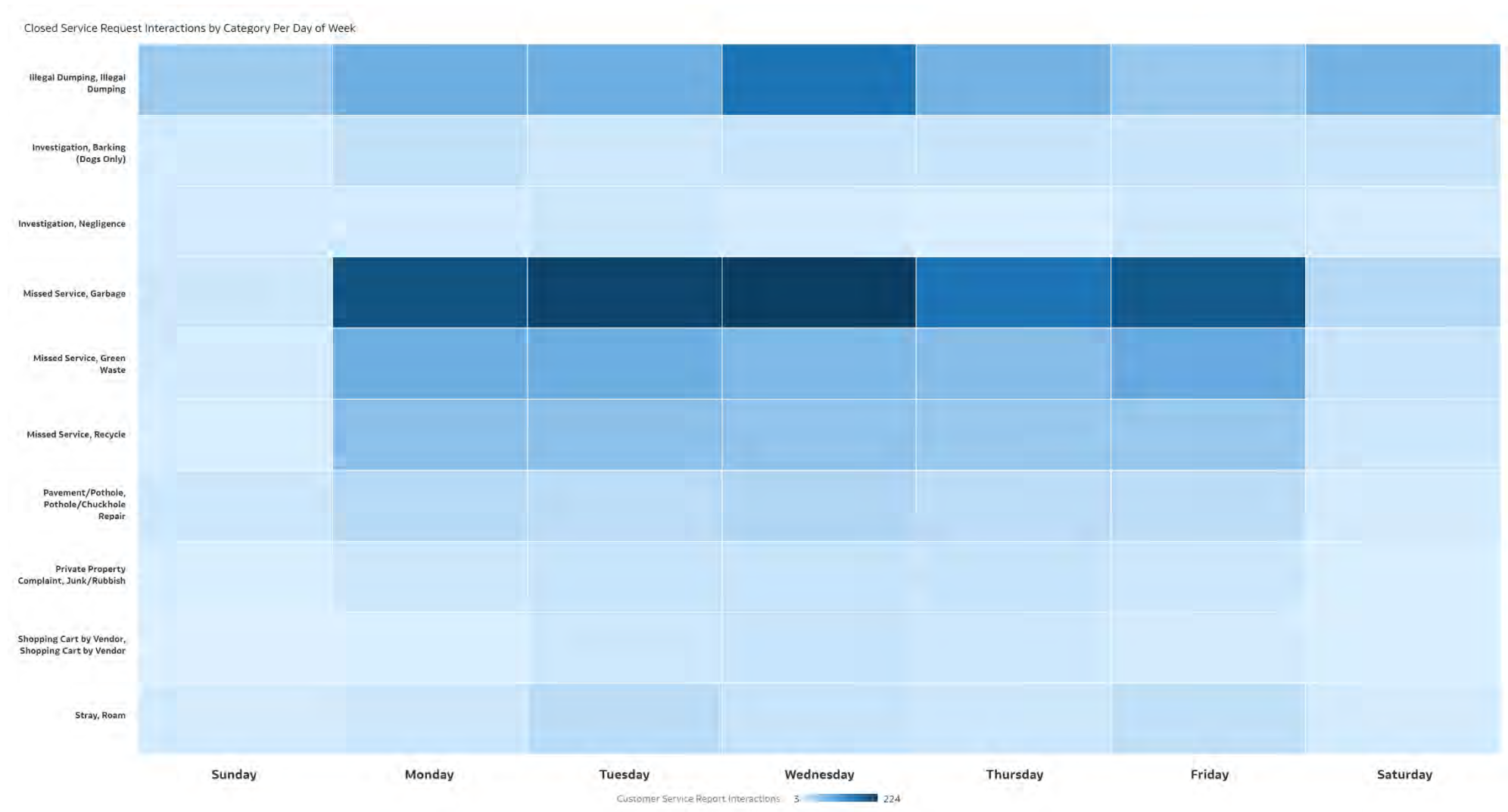
# Aging of Open Requests

## Top Service Requests Open by Day



# Aging of Open Requests

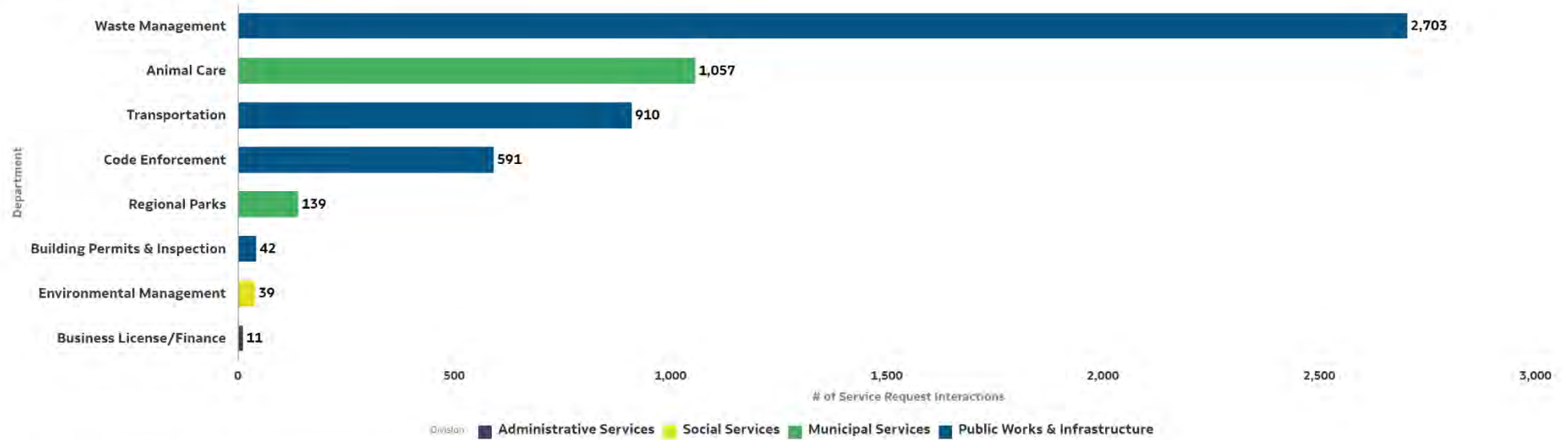
## Top Service Requests Closed by Day



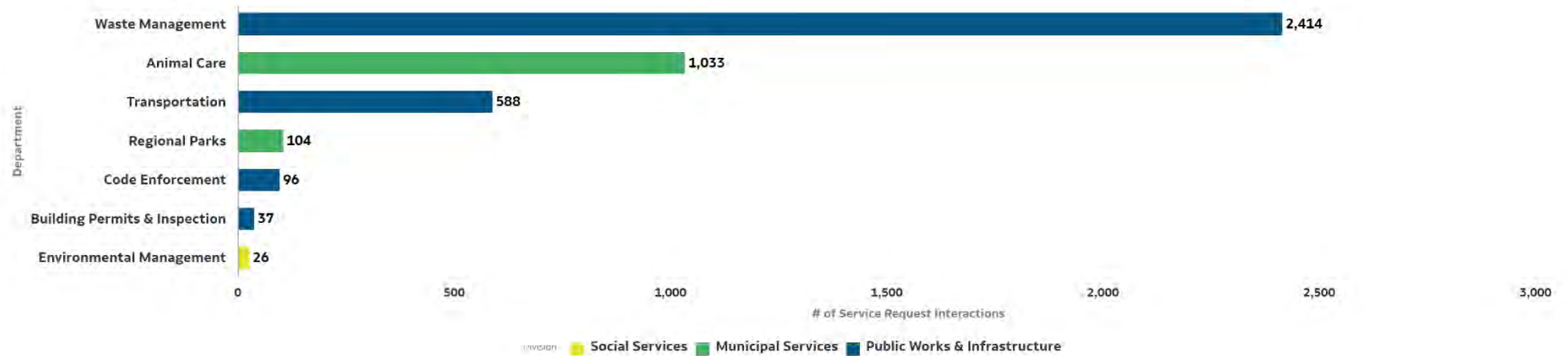
# Aging of Open Requests

## Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



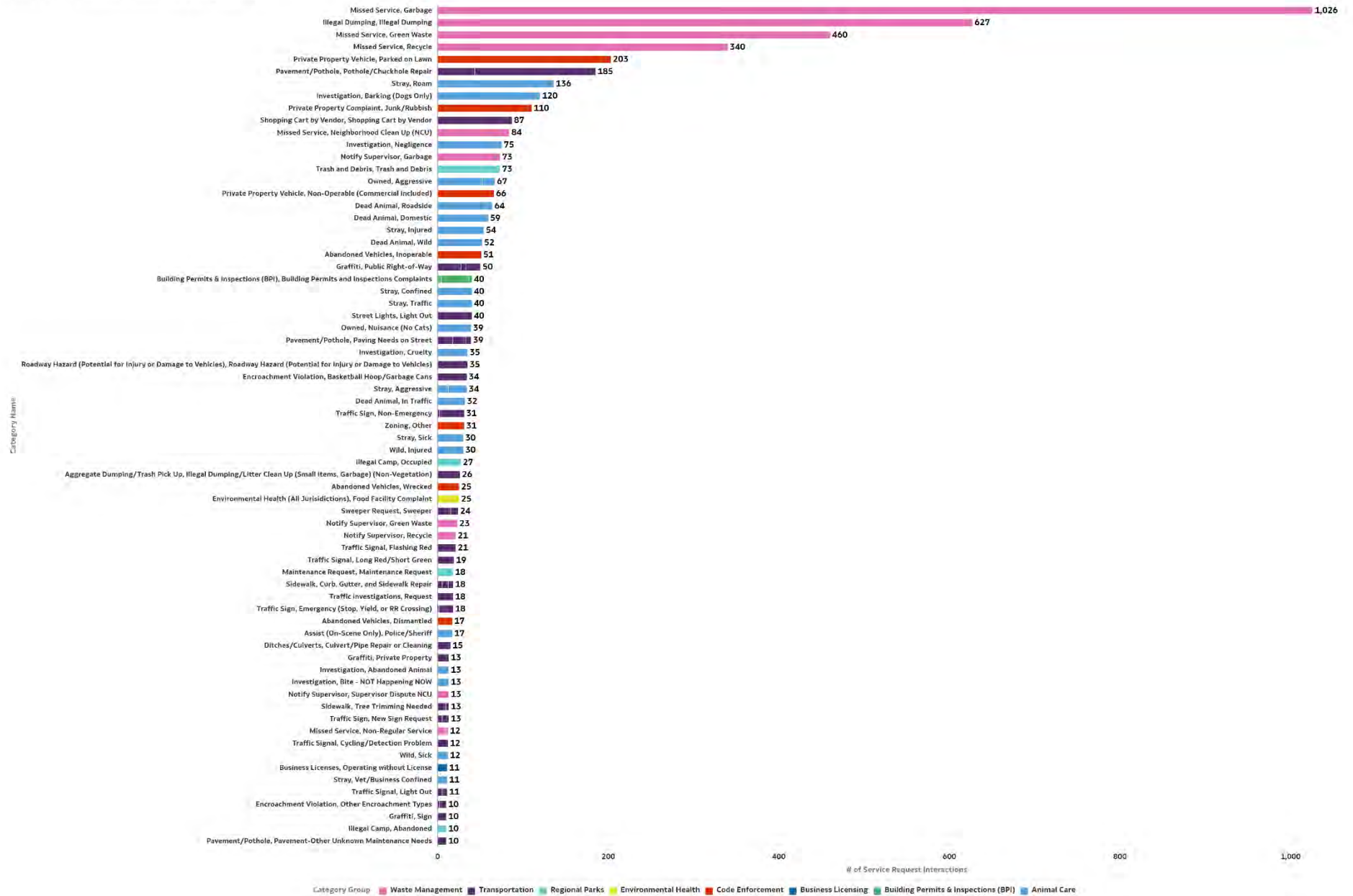
Service Request Interactions Closed by Department, Division



# Aging of Open Requests

## Greater Than 10 Service Requests

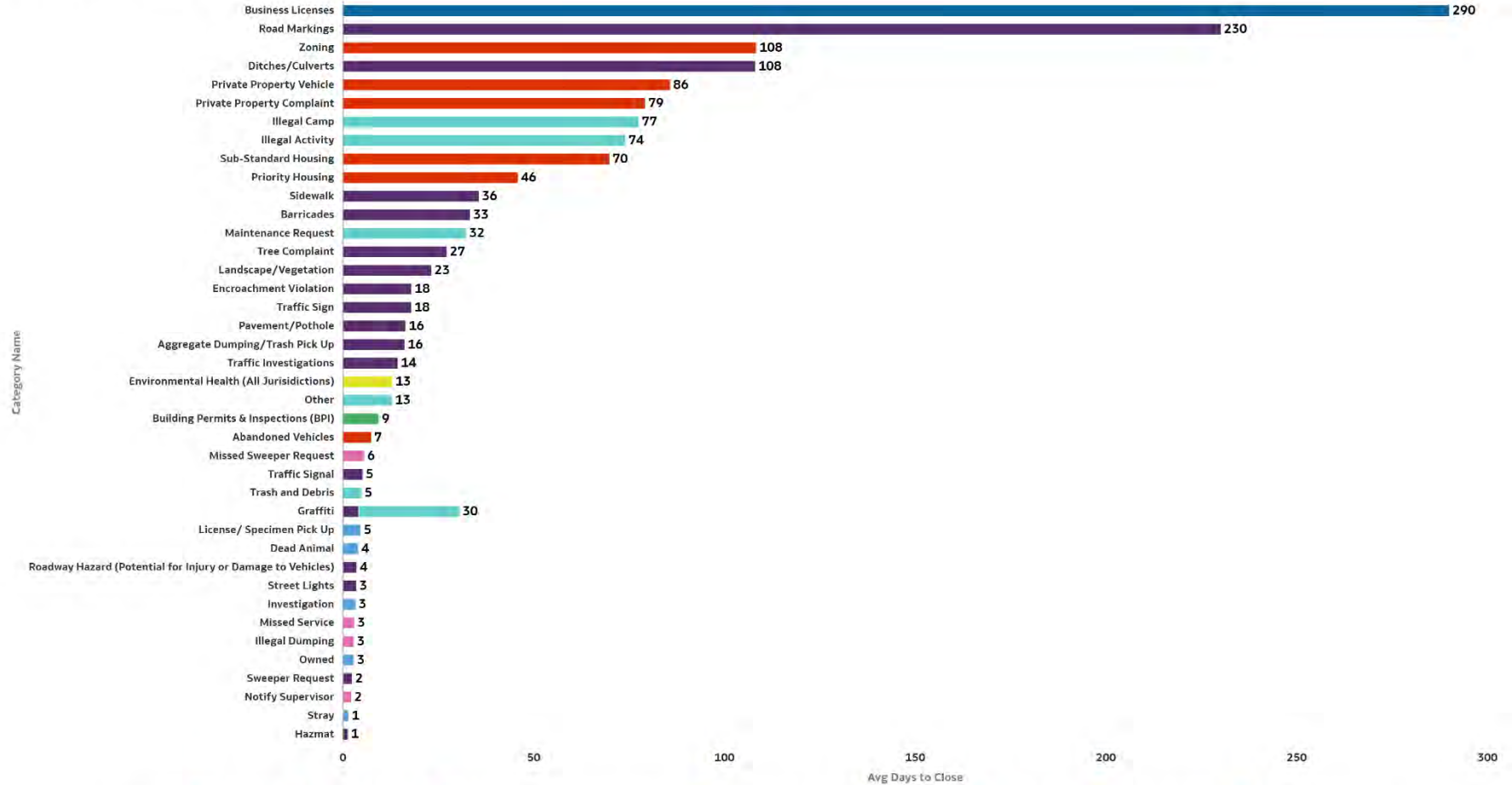
Service Request Interactions (>10 requests) by Category, Group



# Aging of Open Requests

## Average Days to Close Service Requests

Avg Days to Close by Category Name, Group

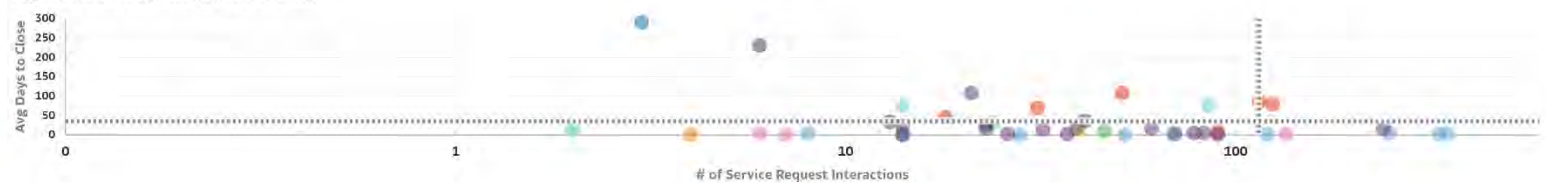


Category Group: Animal Care, Waste Management, Building Permits & Inspections (BPI), Environmental Health, Transportation, Regional Parks, Code Enforcement, Business Licensing

Avg Days to Close

Avg Days to Close by Category Name, Group

11.80



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

--- 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

# 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	7	0.13
Animal Care	Wild	52	0.15
Transportation	Shopping Cart by Vendor	90	0.15
Animal Care	Assist (On-Scene Only)	28	0.19
Animal Care	Rescue	14	0.46
Environmental Compliance	Environmental Compliance	4	0.62
Animal Care	Stray	317	0.98
Transportation	Hazmat	14	1.27
Transportation	Traffic Sign	17	1.64
Transportation	Barricades	4	1.82
Transportation	Pavement/Pothole	3	2.11
Waste Management	Notify Supervisor	134	2.13
Transportation	Sweeper Request	26	2.37
Animal Care	Owned	115	2.41
Waste Management	Illegal Dumping	622	2.82
Transportation	Street Lights	65	2.89
Waste Management	Missed Service	1,904	2.92
Animal Care	Investigation	331	3.26
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	37	3.54
Animal Care	Dead Animal	248	3.99
Transportation	Graffiti	78	4.02
Transportation	Traffic Signal	67	4.09
Environmental Health	Environmental Health (All Jurisdictions)	1	4.14
Animal Care	License/ Specimen Pick Up	8	4.58
Regional Parks	Trash and Debris	69	4.79
Code Enforcement	Abandoned Vehicles	14	4.97
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	3	5.56
Waste Management	Missed Sweeper Request	6	5.57

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Animal Care	Stray	32	6.10
Code Enforcement	Abandoned Vehicles	76	7.80
Transportation	Traffic Signal	16	9.53
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	43	9.62
Transportation	Street Lights	5	11.09
Animal Care	Owned	5	11.79
Regional Parks	Other	2	12.84
Environmental Health	Environmental Health (All Jurisdictions)	39	13.14
Transportation	Traffic Investigations	32	14.35
Transportation	Aggregate Dumping/Trash Pick Up	23	16.15
Transportation	Pavement/Pothole	236	16.59
Transportation	Encroachment Violation	39	17.94
Transportation	Landscape/Vegetation	14	23.14
Transportation	Traffic Sign	44	24.15
Regional Parks	Graffiti	2	26.47
Transportation	Tree Complaint	23	27.17
Regional Parks	Maintenance Request	24	32.23
Transportation	Sidewalk	41	35.59
Transportation	Barricades	9	47.29
Code Enforcement	Priority Housing	15	53.80
Code Enforcement	Sub-Standard Housing	31	69.80
Regional Parks	Illegal Activity	14	73.98
Regional Parks	Illegal Camp	85	77.50
Code Enforcement	Private Property Complaint	124	79.18
Code Enforcement	Private Property Vehicle	115	85.75
Transportation	Ditches/Culverts	21	108.06
Code Enforcement	Zoning	51	108.31
Transportation	Road Markings	6	230.09
Business Licensing	Business Licenses	3	289.95

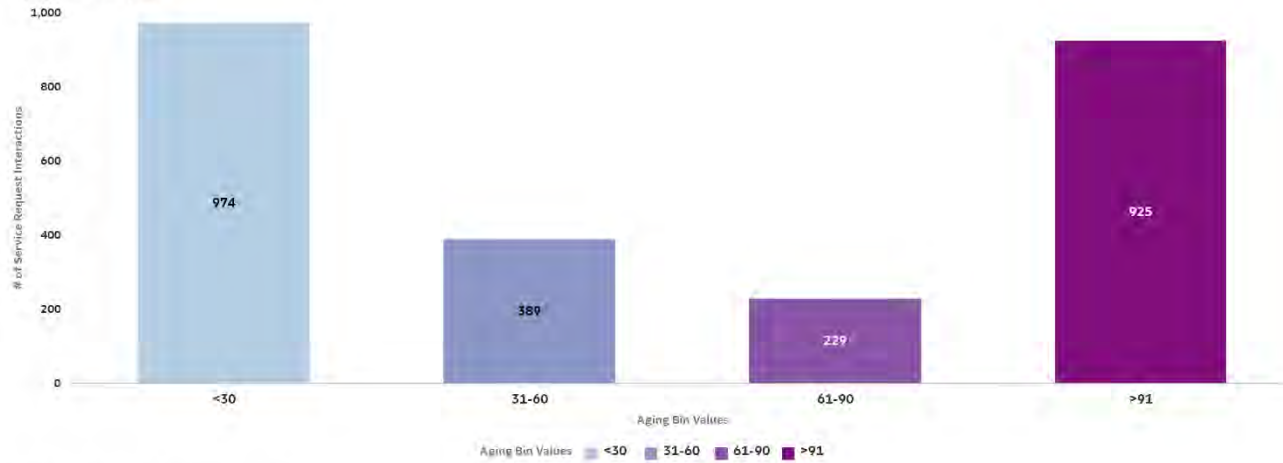


# Aging of Open Requests

Select As-Of Date

2021.0228

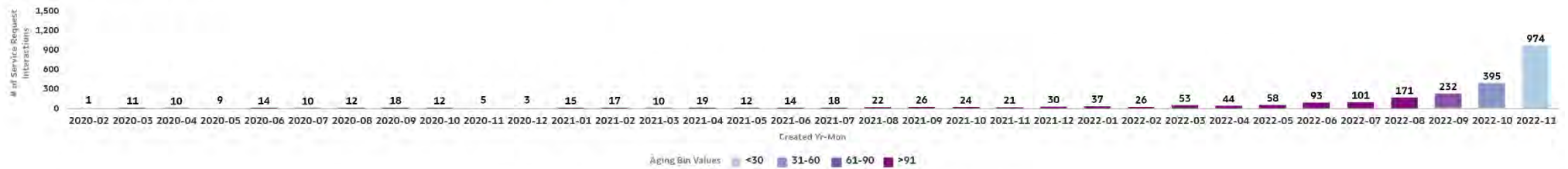
Aging Service Requests



Aging Service Requests

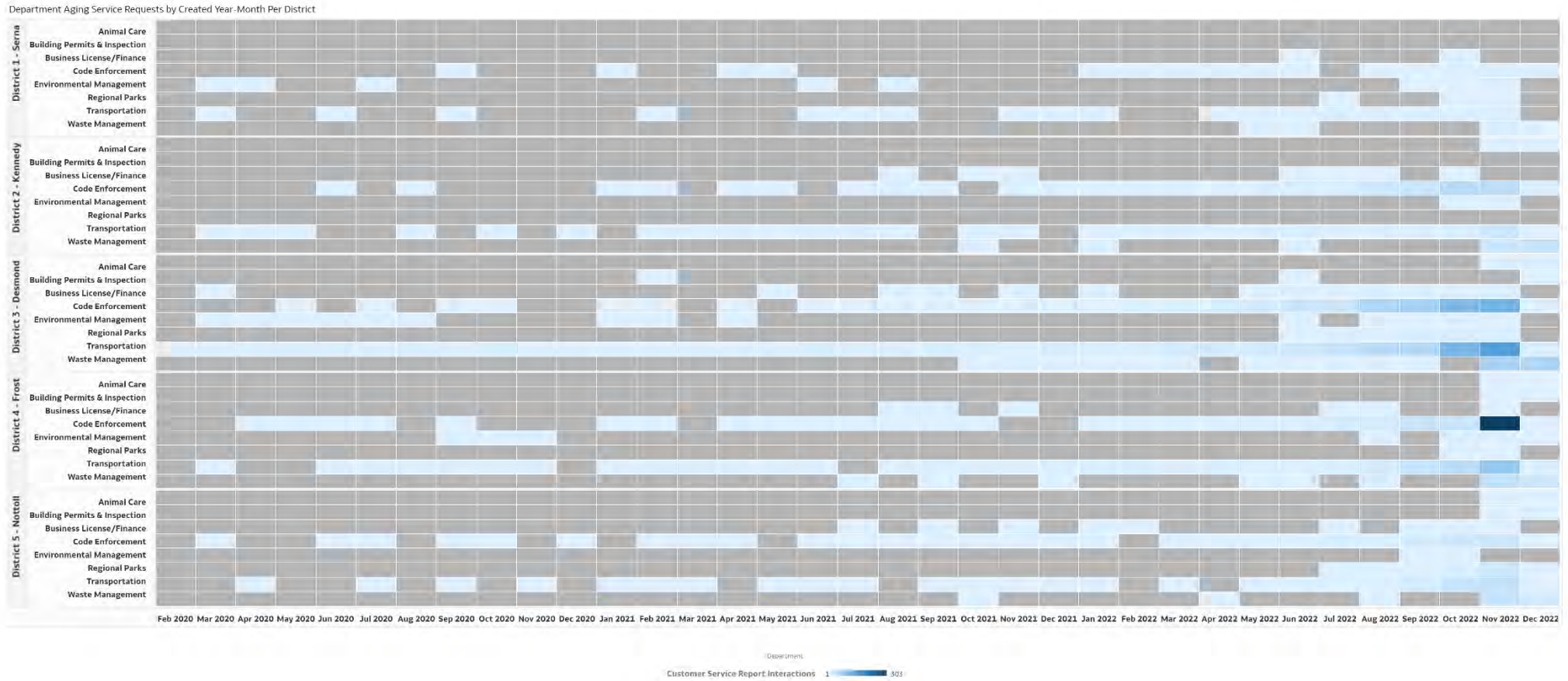
Aging Bin Values:	Customer Service Report Interactions
<30	974
31-60	389
61-90	229
>91	925

Aging Service Requests by Created Year-Month



# Aging of Open Requests

## Department Aging Requests by Month Created Per District



### Dispatch Service Definition

The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides immediate notification to departmental on-call staff by radio, telephone, or text message. Departmental staff acknowledge receipt of the request and respond by providing the specific requested service, even after-hours and on holidays. Departments determine what requires an immediate dispatch and which staff members to contact outside of their regular business hours.

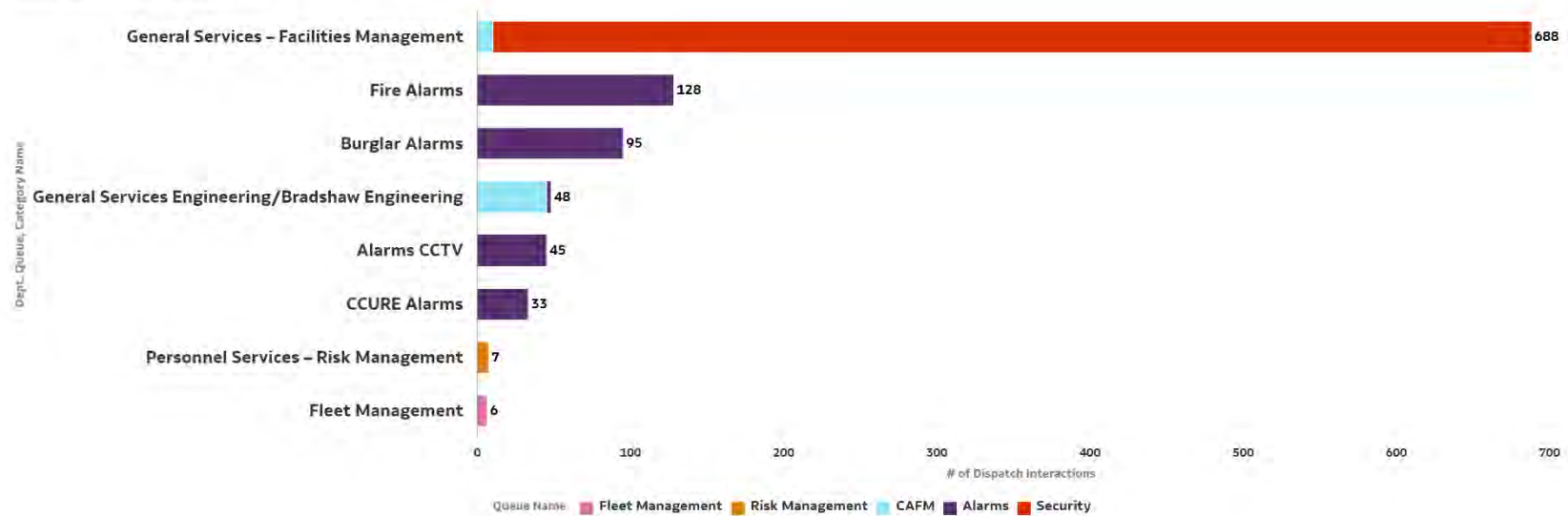
### Acronym Glossary

<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



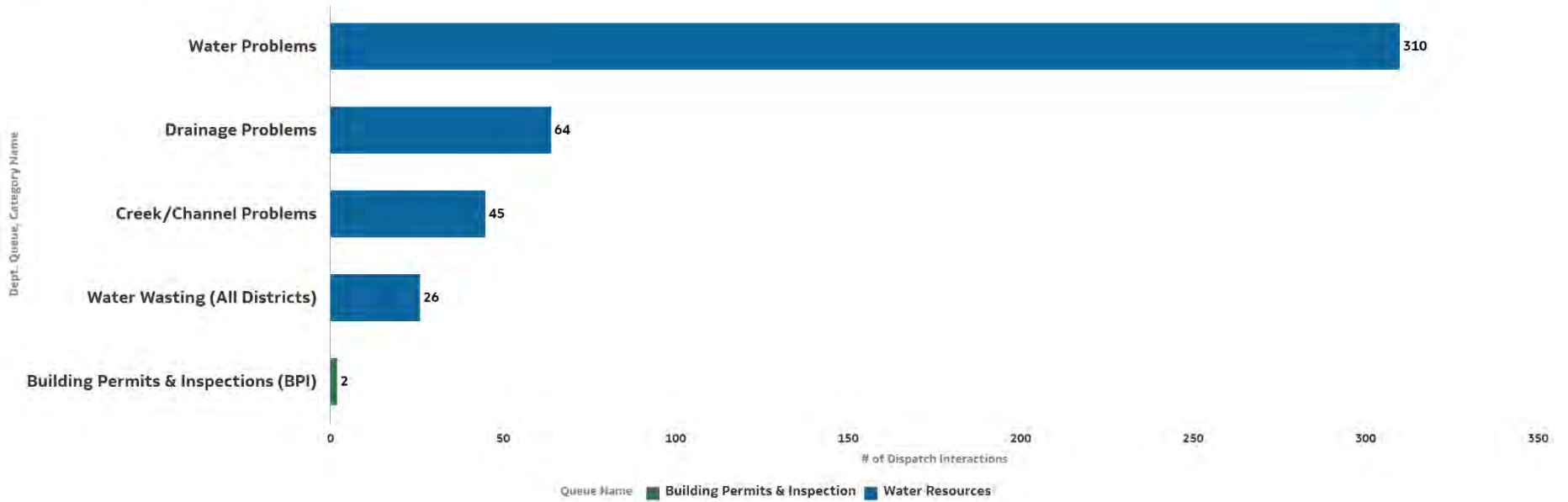
### Service Definitions

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

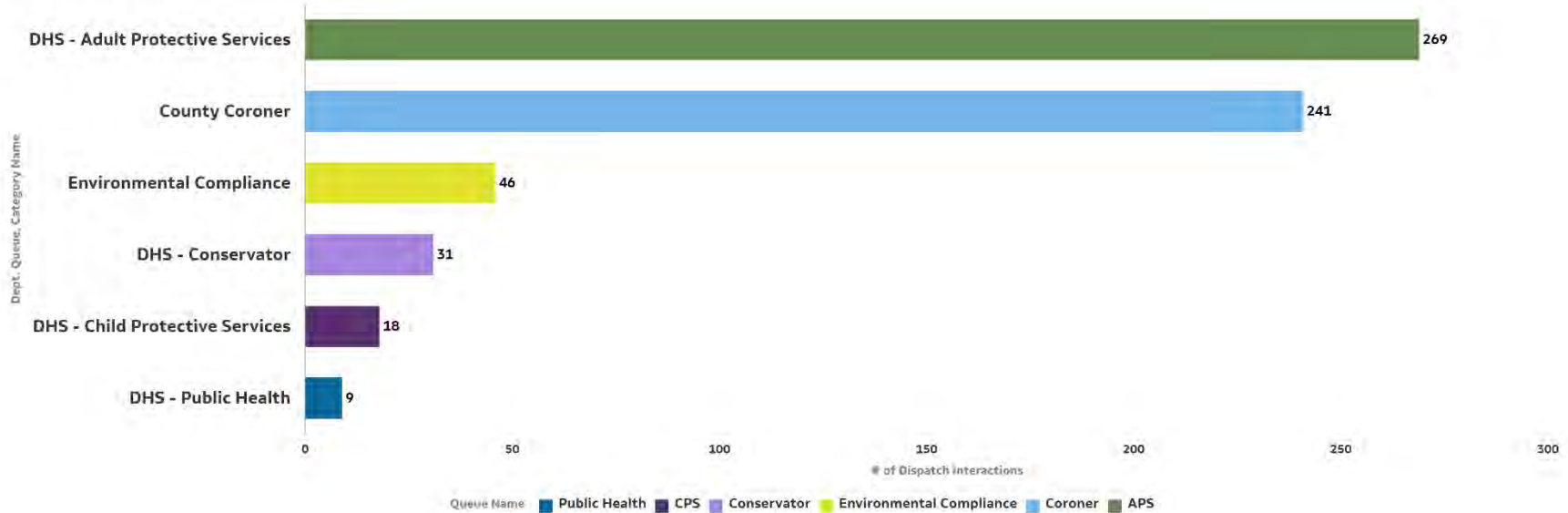
Building Permits and Inspections	On-Call Emergency Building Inspections for either Residential or Commercial properties in regards to Plumbing, Mechanical, Electrical, or Structural inspections
Water Resources Water Dispatch Form	Dispatch Services including fire hydrant, odor/taste/color, no water, water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

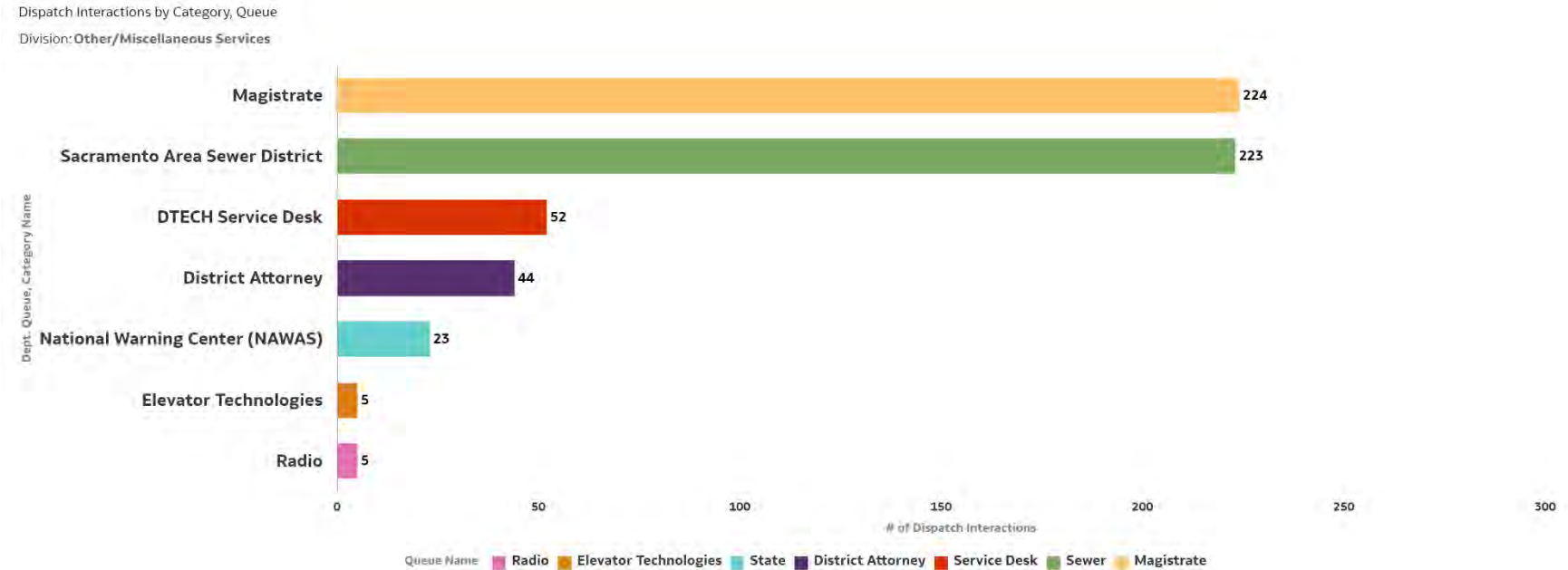


### Service Definitions

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.