

Monthly 311 Communications/Dispatch Center

SERVICE REQUEST & STATISTICS REPORT

AUGUST 2023



SAC COUNTY
311
CONNECT

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

SACRAMENTO
COUNTY

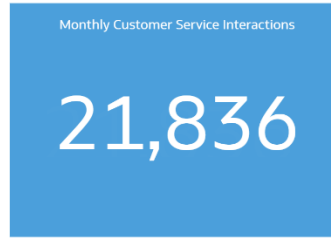
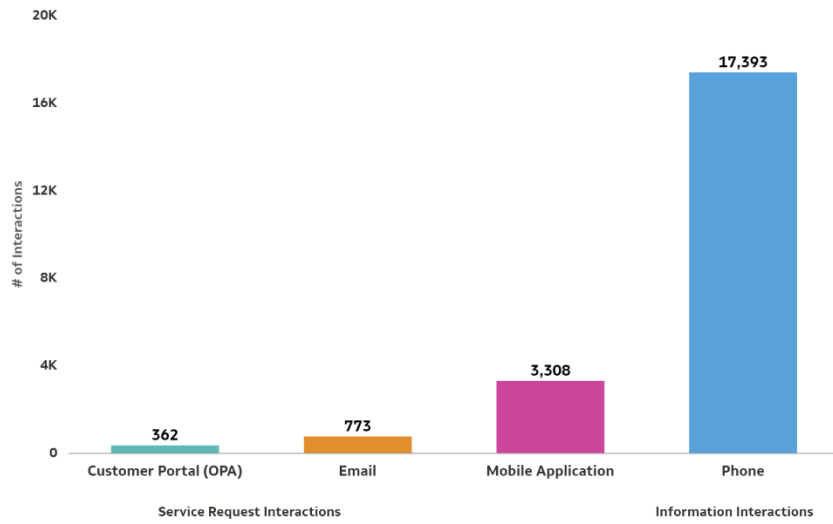
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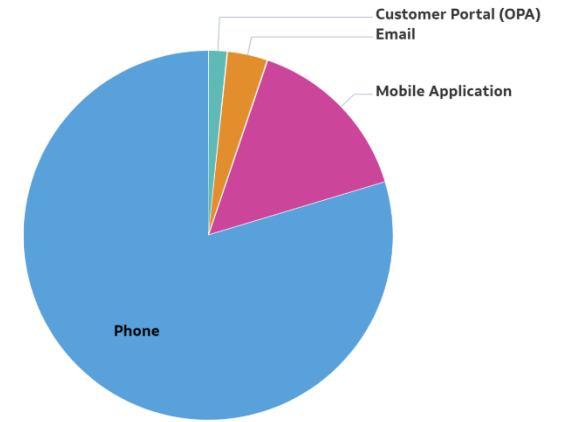
Monthly Statistics

Monthly Interactions by Source



Incident Source Name	Service Request Map Count
Customer Portal (OPA)	362
Email	773
Mobile Application	3,308
Phone	17,393

Monthly Interactions by Source



Service Request Interactions

6,996

Information Interactions

5,614

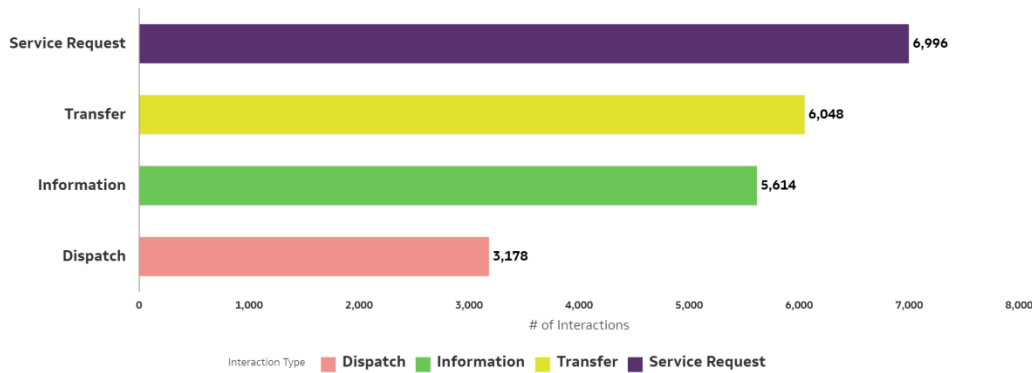
Transfer Interactions

6,048

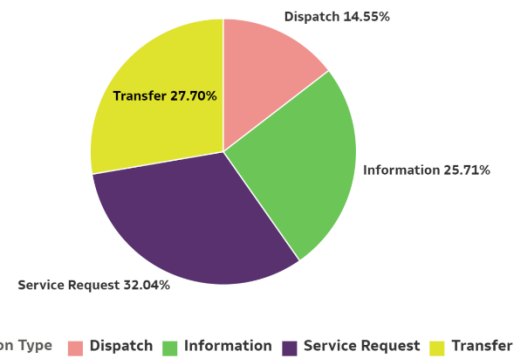
Dispatch Interactions

3,178

Customer Service Report Interactions by Interaction Type



Monthly Interactions by Interaction Type



Service Request Interaction Totals (>10 Requests) by Category

Service Request Interaction Totals

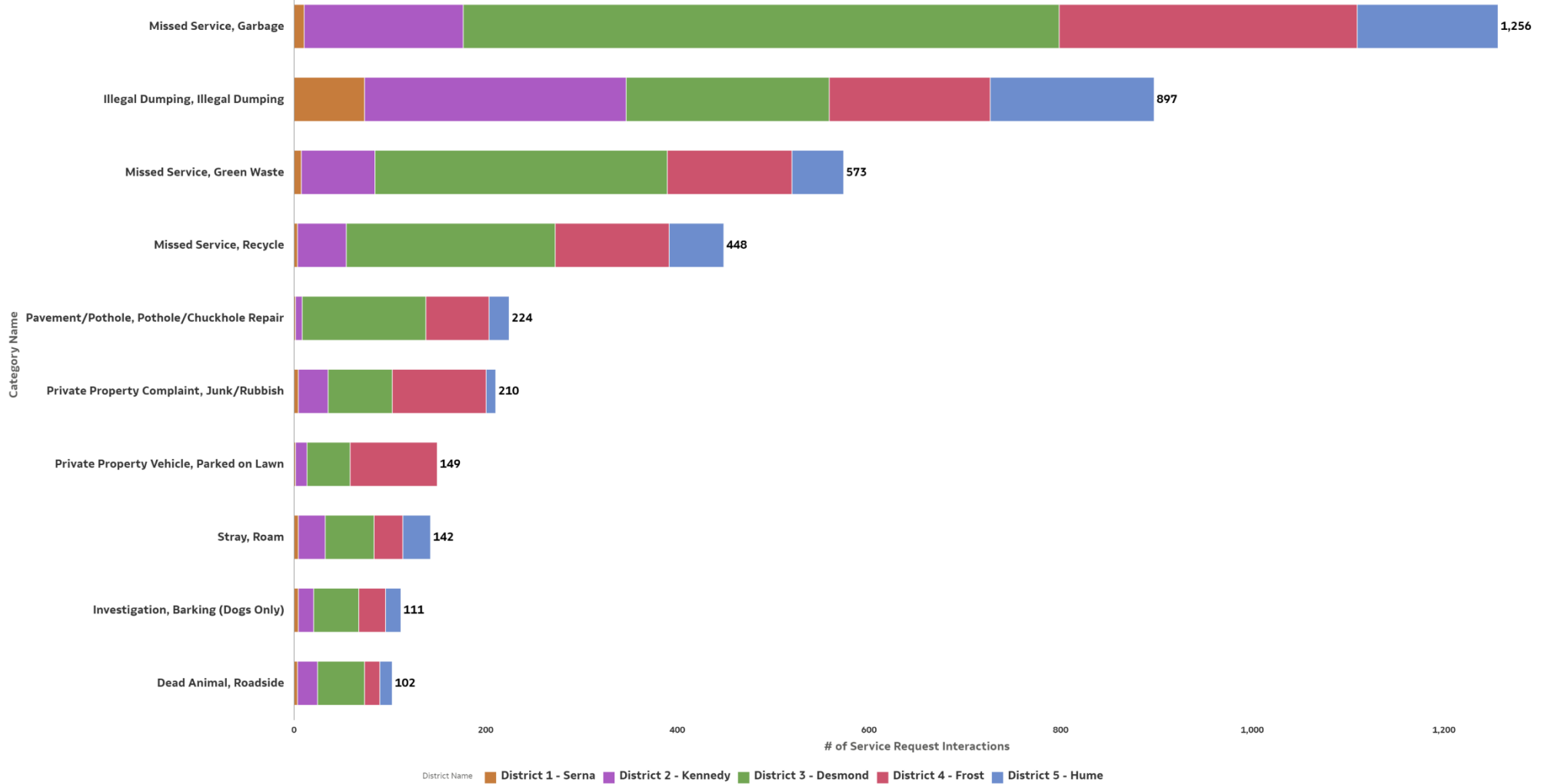
Service Request Interaction Totals (>10 requests) by Category

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	1,256	Sidewalk, Tree Trimming Needed	62	Zoning, Other	33	Abandoned Vehicles, Wrecked	20
Illegal Dumping, Illegal Dumping	909	Missed Service, Neighborhood Clean Up (NCU)	61	Dead Animal, In Traffic	32	Traffic Signal, All Signals Dark	20
Missed Service, Green Waste	573	Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	60	Notify Supervisor, Green Waste	32	Traffic Signal, Flashing Red	20
Missed Service, Recycle	448	Traffic Sign, Non-Emergency	59	Investigation, Cruelty	31	Tree Complaint, Tree Obstructing	20
Pavement/Pothole, Pothole/Chuckhole Repair	224	Owned, Aggressive	58	Graffiti, Private Property	29	Maintenance Request, Maintenance Request	19
Private Property Complaint, Junk/Rubbish	210	Pavement/Pothole, Paving Needs on Street	57	Tree Complaint, Tree Down	29	Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	19
Private Property Vehicle, Parked on Lawn	149	Dead Animal, Wild	53	Assist (On-Scene Only), Police/Sheriff	28	Notify Supervisor, Supervisor Dispute NCU	17
Stray, Roam	142	Owned, Nuisance (No Cats)	53	Stray, Traffic	28	Wild, Sick	17
Investigation, Barking (Dogs Only)	111	Trash and Debris, Trash and Debris	52	Stray, Vet/Business Confined	26	Abandoned Vehicles, Dismantled	16
Dead Animal, Roadside	102	Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	48	Environmental Health (All Jurisdictions), Commercial Noise Complaint	24	Encroachment Violation, Other Encroachment Types	16
Graffiti, Public Right-of-Way	94	Abandoned Vehicles, Inoperable	47	Landscape/Vegetation, Request	24	Graffiti, Sign	16
Shopping Cart by Vendor, Shopping Cart by Vendor	93	Illegal Camp, Occupied	45	Investigation, Bite - NOT Happening NOW	23	Investigation, Tethered	16
Notify Supervisor, Garbage	80	Wild, Injured	45	Notify Supervisor, Recycle	23	Sub-Standard Housing, Other	16
Private Property Vehicle, Non-Operable (Commercial Included)	80	Stray, Confined	42	Street Lights, Light Out	23	Traffic Signal, Long Red/Short Green	16
Stray, Injured	77	Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	40	Traffic Investigations, Request	22	Ditches/Culverts, Ditch Cleaning	14
Dead Animal, Domestic	76	Sidewalk, Curb, Gutter, and Sidewalk Repair	38	Traffic Investigations, Traffic Safety Related Issues	22	Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	14
Stray, Sick	76	Sweeper Request, Sweeper	35	Tree Complaint, Broken/Hanging Tree Limb	22	Pavement/Pothole, Pavement-Other Unknown Maintenance Needs	14
Investigation, Negligence	71	Encroachment Violation, Basketball Hoop/Garbage Cans	34	Investigation, Abandoned Animal	21	Tree Complaint, Request	14
Environmental Health (All Jurisdictions), Food Facility Complaint	65	Stray, Aggressive	34	Traffic Signal, Cycling/Detection Problem	21	Calendar Request, Calendar Request	12
				Abandoned Vehicles, Wrecked	20	Traffic Signal, Light Out	12
				Traffic Signal, All Signals Dark	20	Rescue, Other	11
				Traffic Signal, Flashing Red	20	Stray, Tied	11
				Tree Complaint, Tree Obstructing	20	Traffic Signal, Pedestrian Signal Inoperative	11

Total Service Requests Opened

Top 10 Service Requests Categories Opened | With Districts

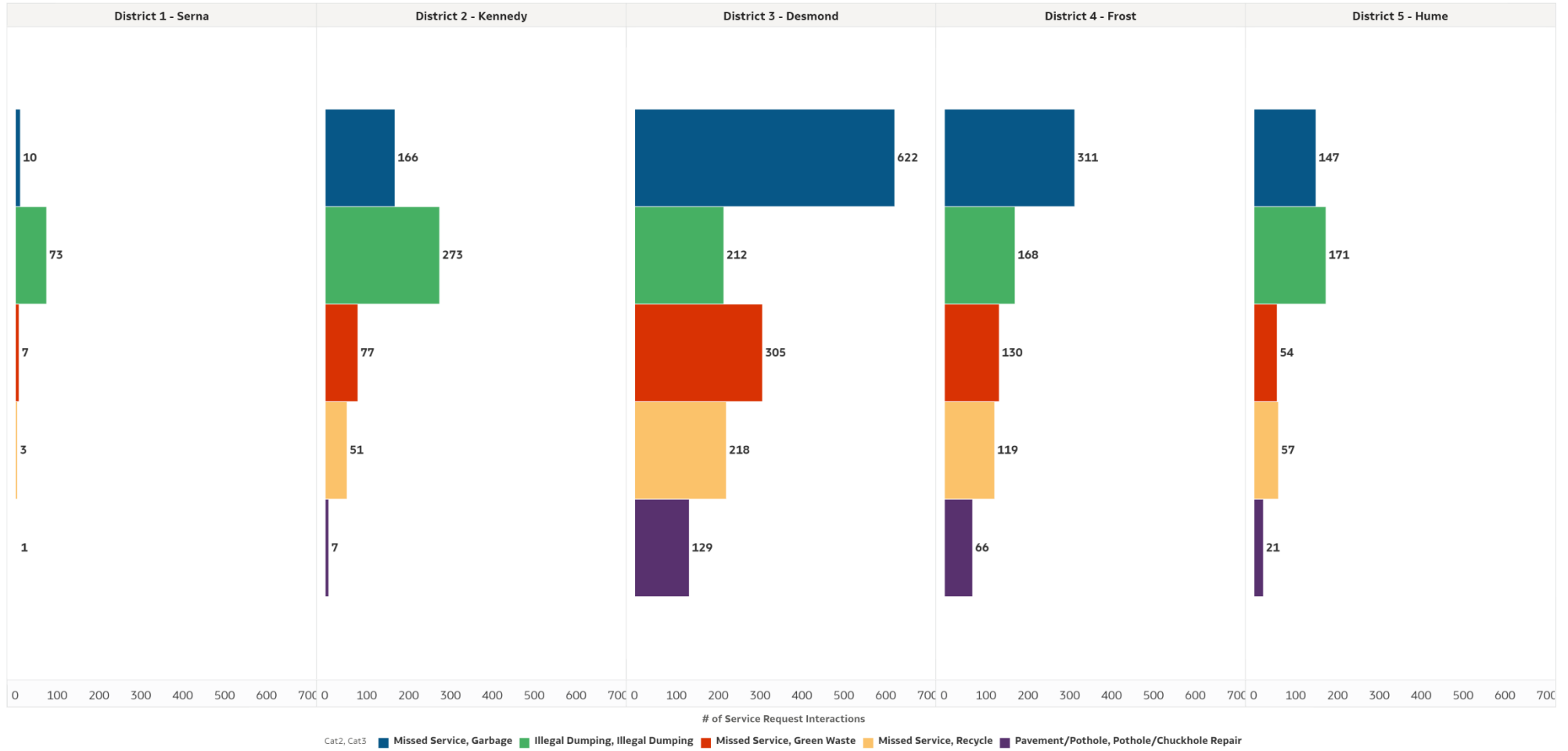
Top 10 Service Request Categories Opened with Districts



Top Service Requests Opened

Top 5 Service Requests Opened | by Districts

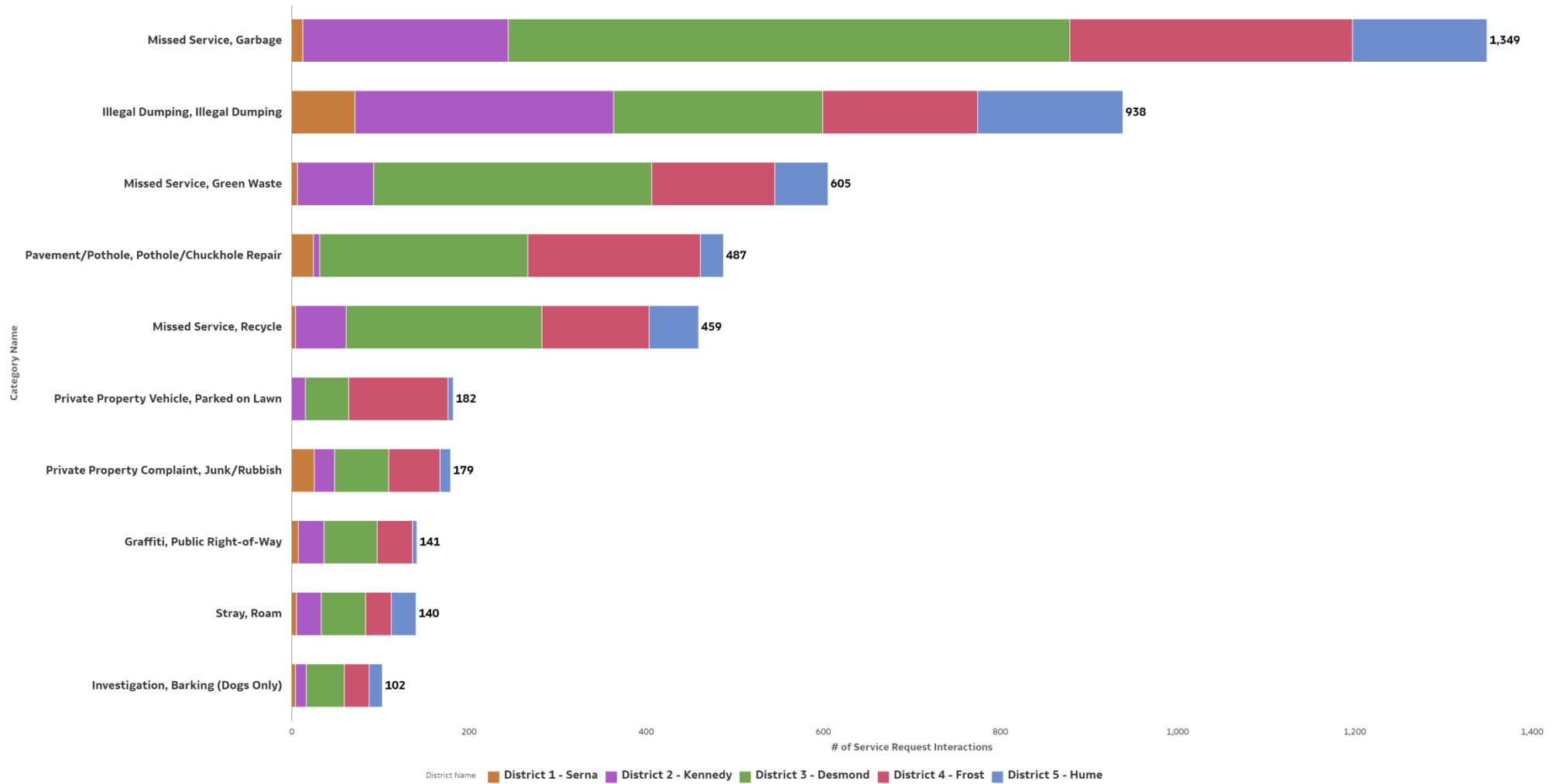
Top 5 Service Request Categories Opened by District



Top Service Requests Closed

Top 10 Service Requests Categories Closed | With Districts

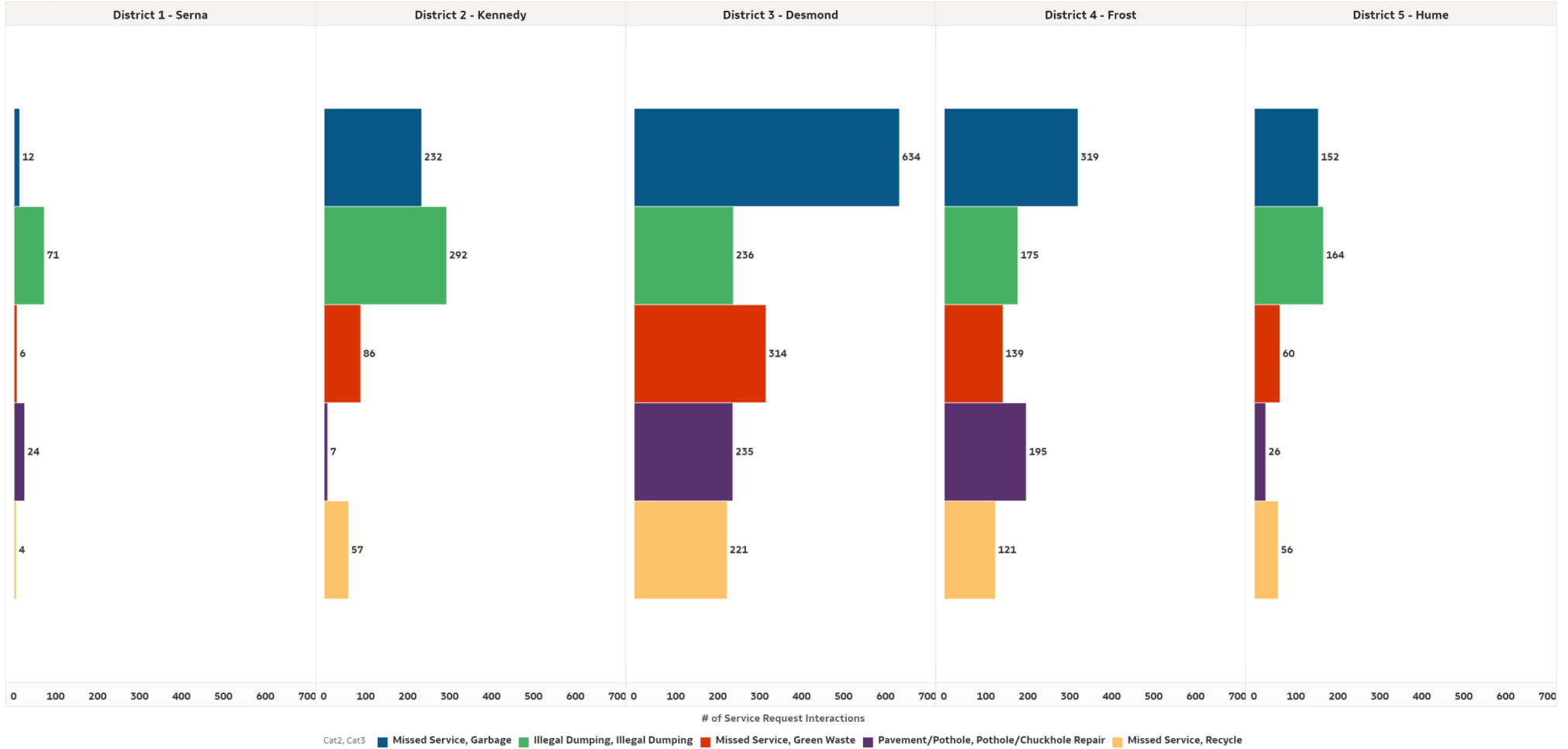
Top 10 Service Request Categories Closed with Districts



Top Service Requests Closed

Top 5 Service Requests Categories Closed | by Districts

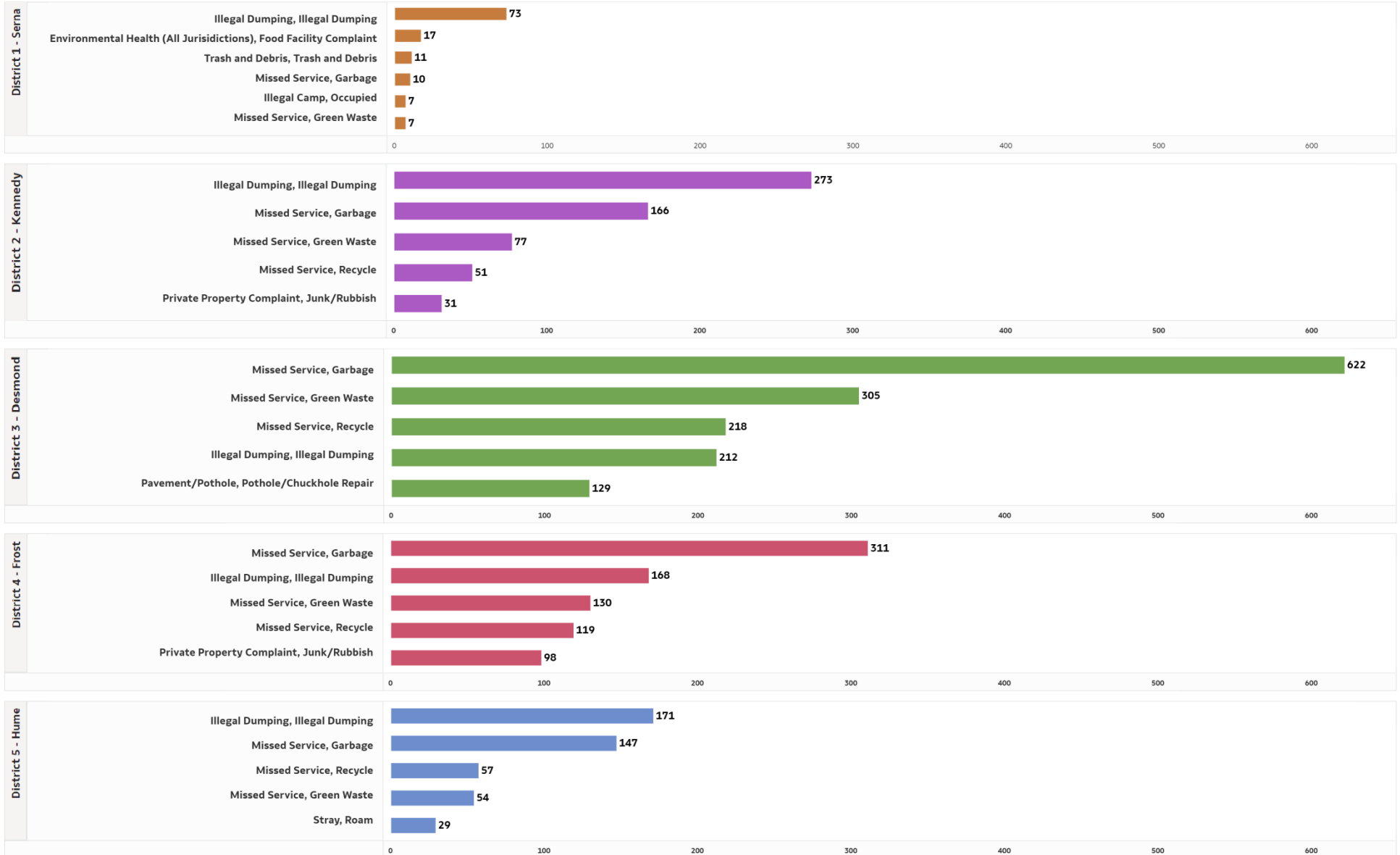
Top 5 Service Request Categories Closed by District



Top Unresolved Service Request

Top Unresolved Service Request Categories | by Districts

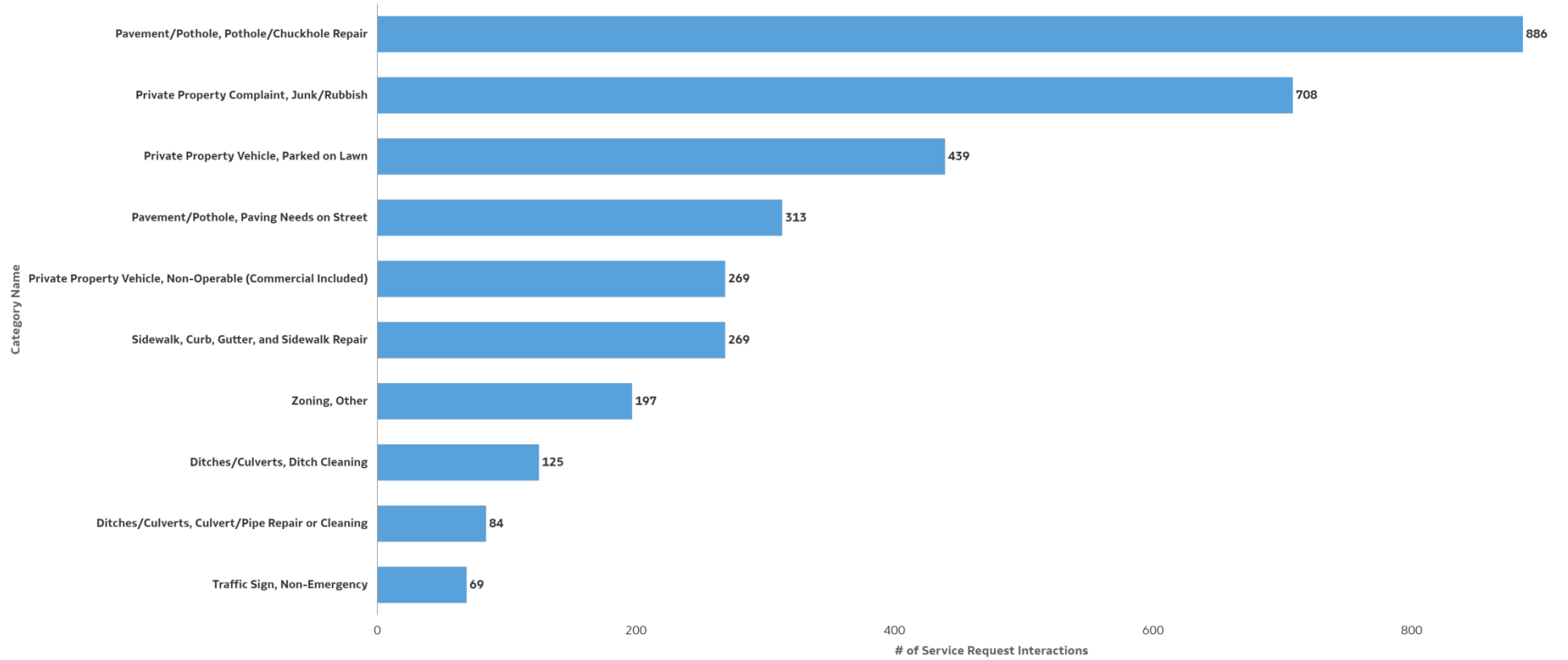
Top Unresolved Service Request Categories by District



Top Unresolved Service Request

Top 10 Unresolved Service Request Categories

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through August 31st

4,972

Interactions Closed this Month

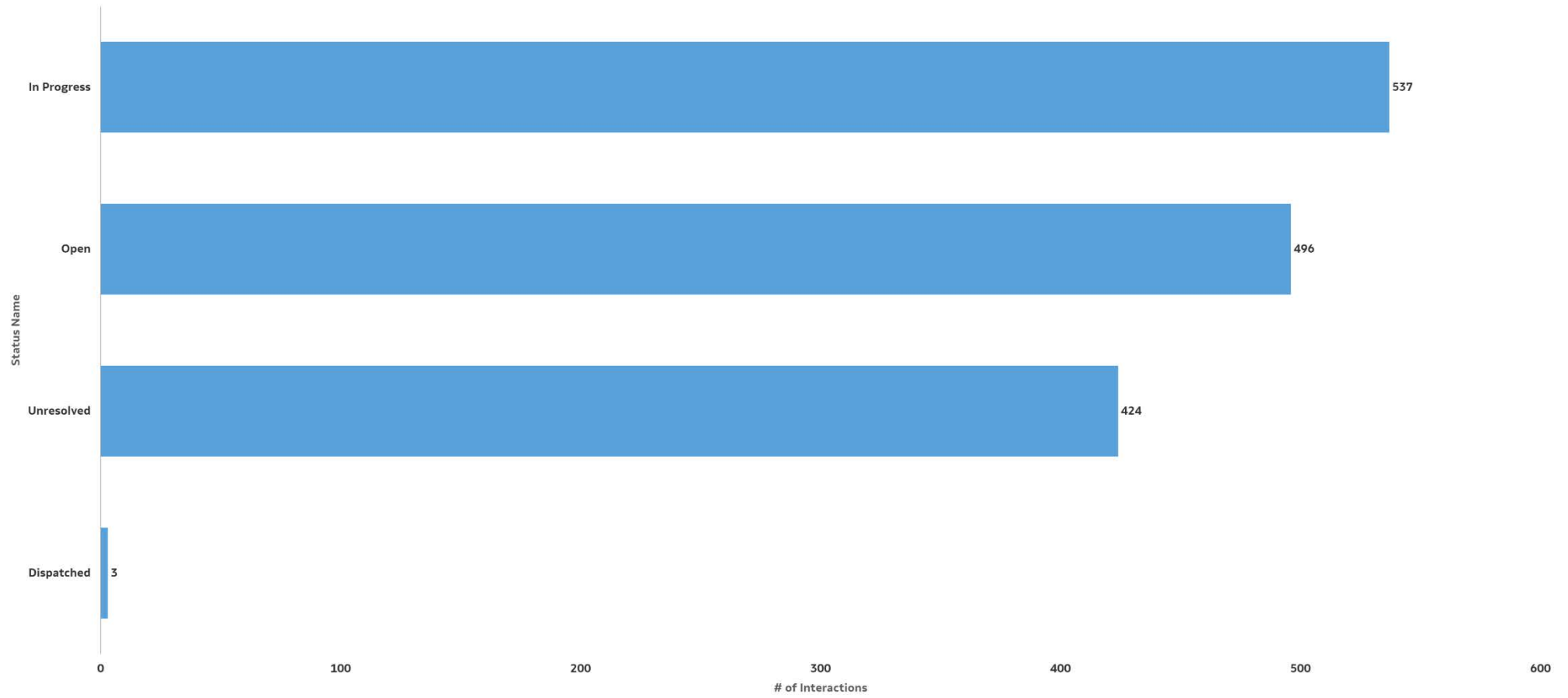
20,919

Monthly Interactions Not Closed

947

Monthly Interactions Not Closed by Status

Monthly Interactions Not Closed by Status



Board of Supervisor District Information

Service Requests Opened by District

August 2023

Monthly Service Request Interactions Opened

6,979

District 1 Serna

226

Service Request Interactions

District 2 Kennedy

1,166

Service Request Interactions

District 3 Desmond

2,982

Service Request Interactions

District 4 Frost

1,709

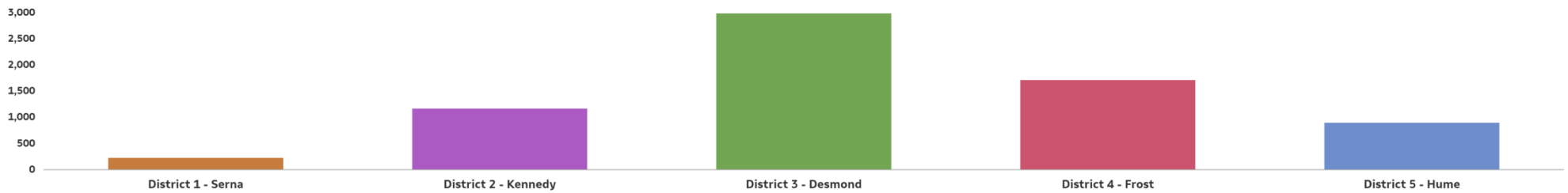
Service Request Interactions

District 5 Hume

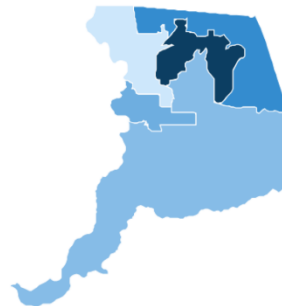
896

Service Request Interactions

Service Request Interactions by District

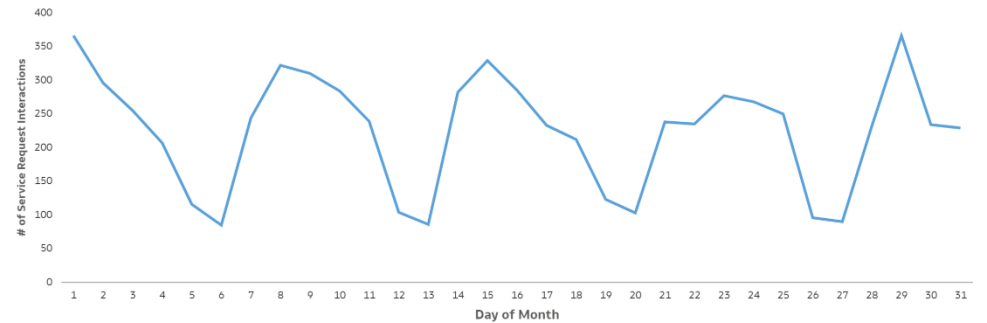


Service Request Interactions by District Map



District Name
Customer Service Repo
17 3K

Service Request Interactions Created by Day of Month



Board of Supervisor District Information

Service Requests Closed by District

August 2023

Monthly Service Request Interactions Closed

7,409

District 1 Serna

279

Service Request Interactions

District 2 Kennedy

1,250

Service Request Interactions

District 3 Desmond

3,125

Service Request Interactions

District 4 Frost

1,839

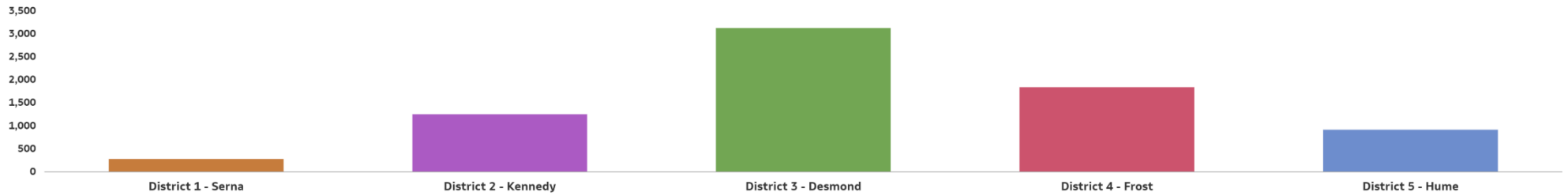
Service Request Interactions

District 5 Hume

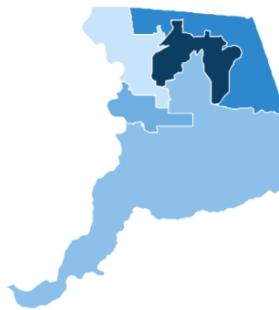
916

Service Request Interactions

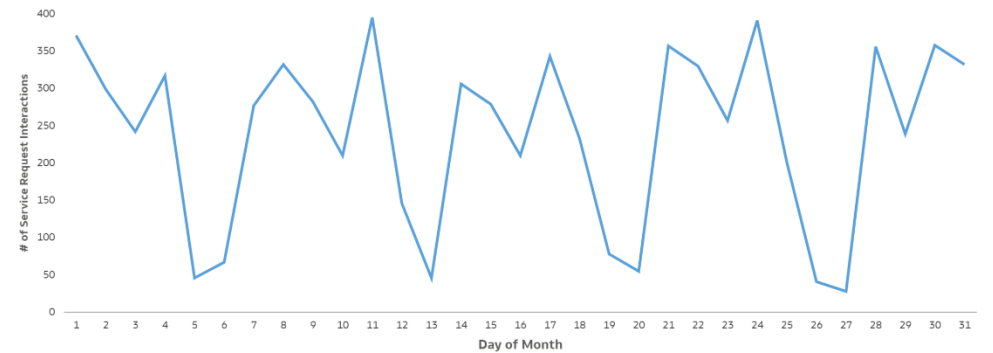
Service Request Interactions by District



Service Request Interactions by District Map



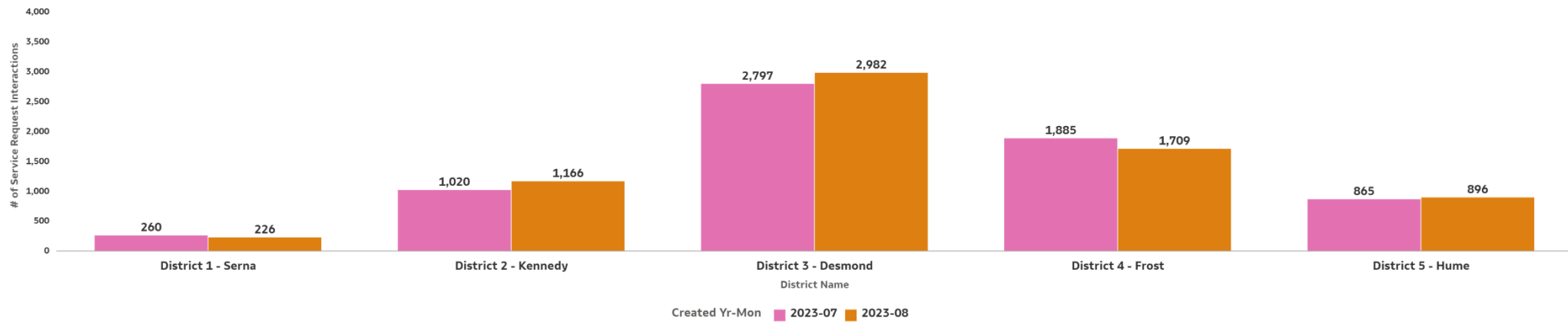
Service Request Interactions Closed by Day of Month



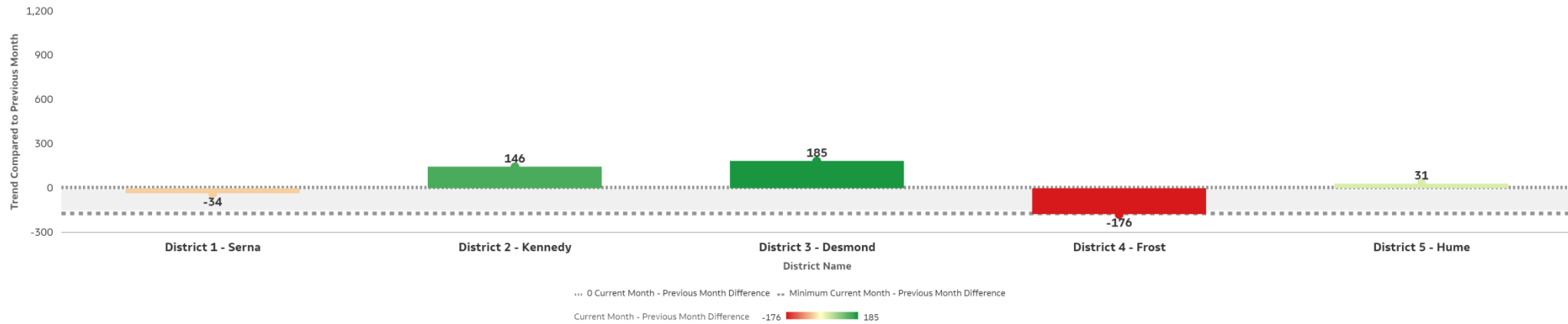
Board of Supervisors District Information

Previous Month Comparison of Service Request

Previous Month Comparison of Service Request interactions



Previous Month Trend of Service Request Interactions Per District

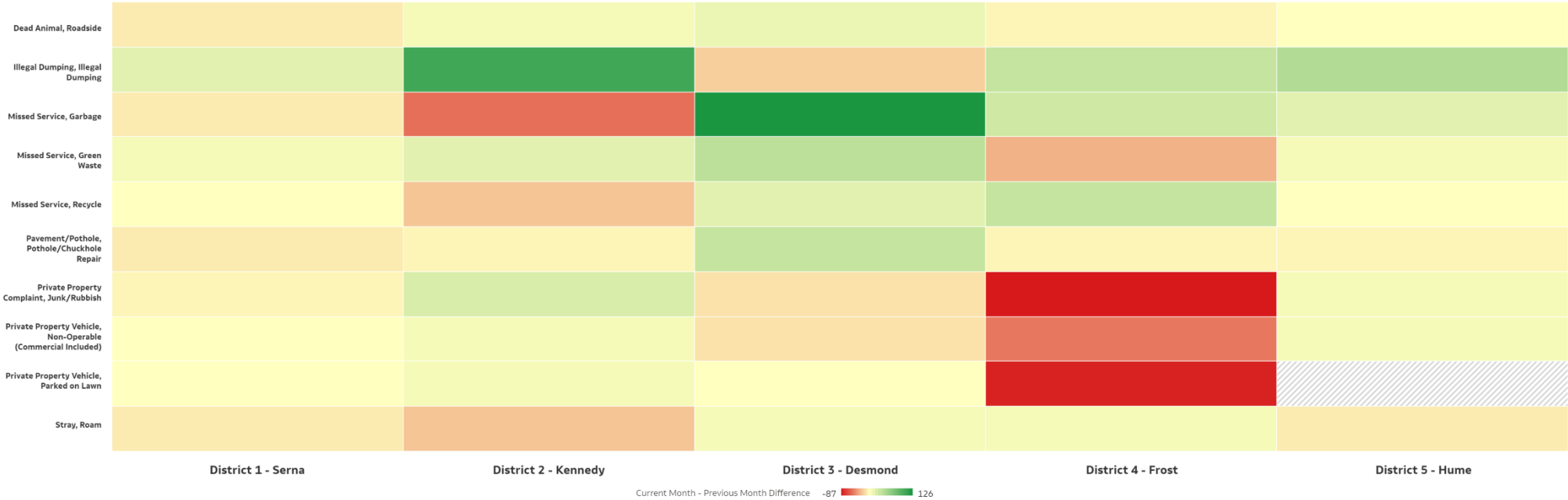


Previous Month Comparison (continued)

Monthly Comparison: Service Requests by District

District Name	2023-07	2023-08
	Service Request Map Count	Service Request Map Count
District 1 - Serna	260	226
District 2 - Kennedy	1,020	1,166
District 3 - Desmond	2,797	2,982
District 4 - Frost	1,885	1,709
District 5 - Hume	865	896

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,

Cat2, Cat3	District 1 - Serna	District 2 - Kennedy	District 3 - Desmond	District 4 - Frost	District 5 - Hume	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	
Illegal Dumping, Illegal Dumping	14	103	-17	33	42	175
Missed Service, Garbage	-9	-55	126	27	17	106
Missed Service, Green Waste	6	15	39	-30	4	34
Missed Service, Recycle	0	-20	18	30	0	28
Pavement/Pothole, Pothole/Chuckhole Repair	-6	-4	32	-3	-4	15
Dead Animal, Roadside	-6	3	10	-2	0	5
Stray, Roam	-8	-20	7	4	-9	-26
Private Property Vehicle, Non-Operable (Commercial Included)	0	7	-11	-49	5	-48
Private Property Complaint, Junk/Rubbish	-5	21	-10	-87	4	-77
Private Property Vehicle, Parked on Lawn	0	3	-1	-85		-88
Grand Total	-14	53	193	-162	54	124

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

Board of Supervisor District Analysis

District 1

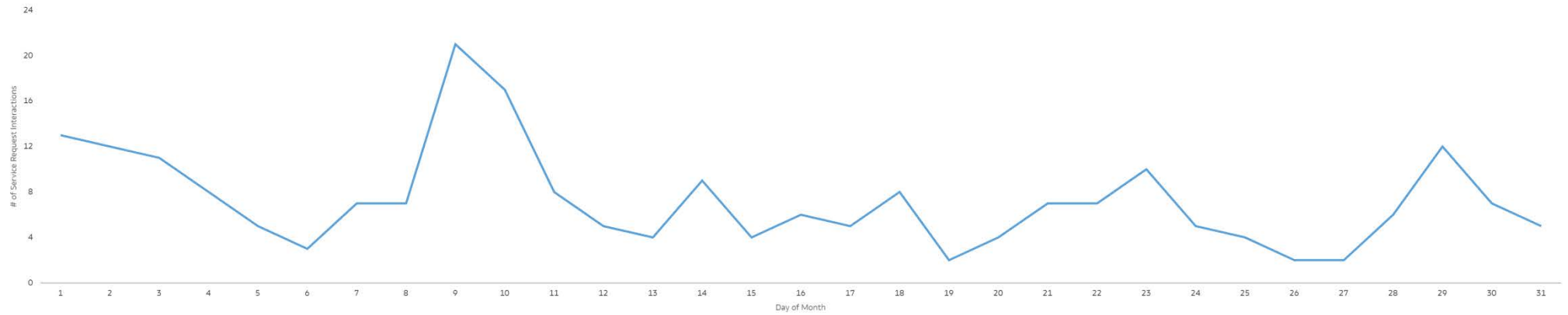
Service Requests Created

226

Service Requests Closed

184

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions



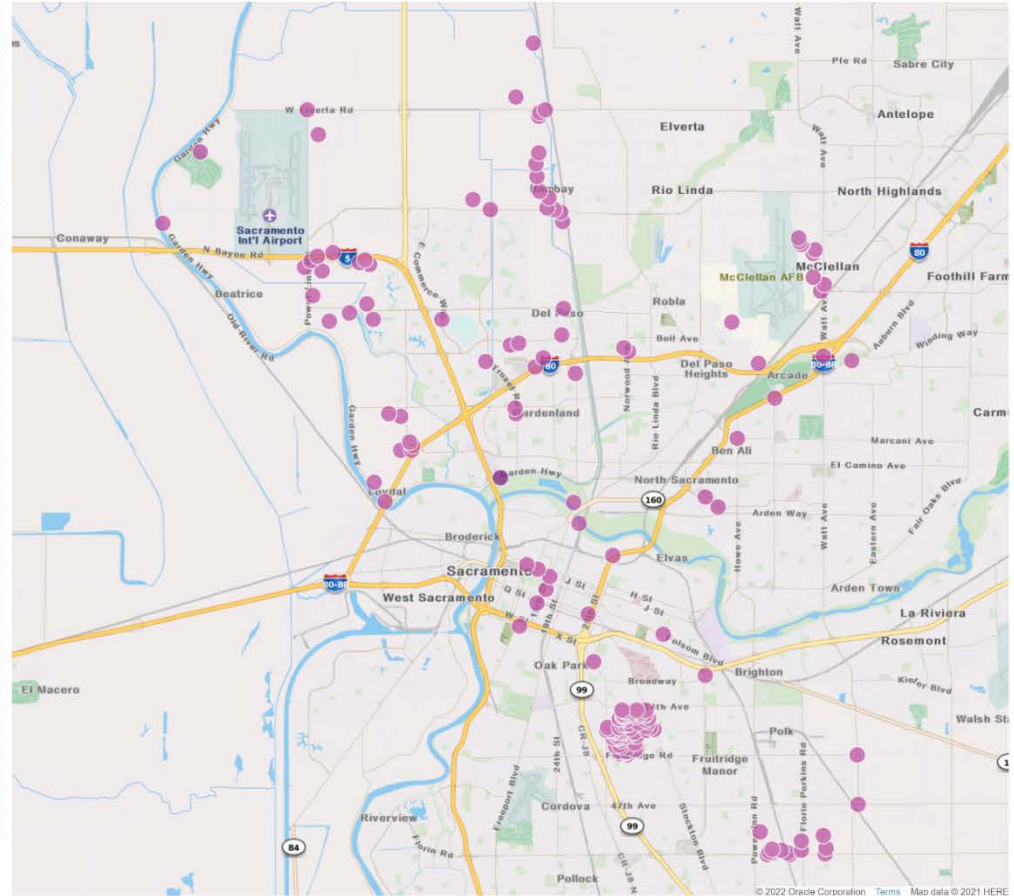
Board of Supervisor District Analysis

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

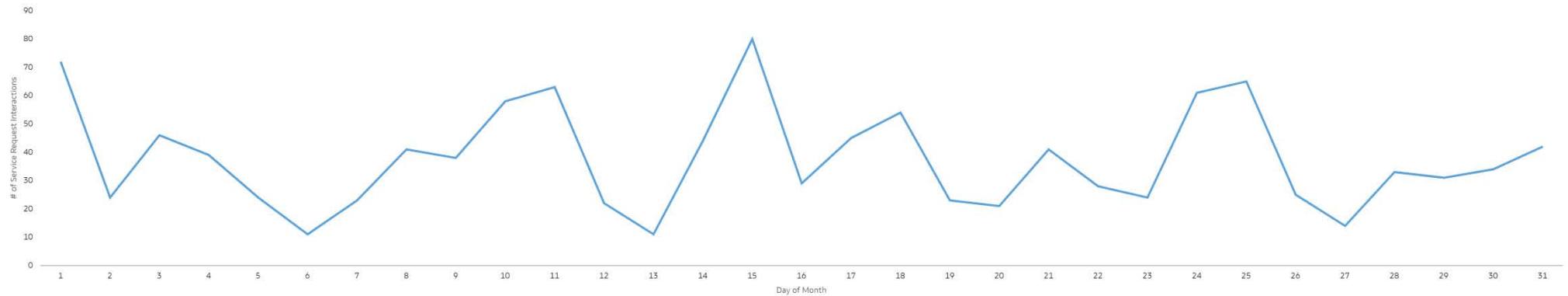
Service Requests Created

1,166

Service Requests Closed

965

Service Request Interactions Created by Day of Month



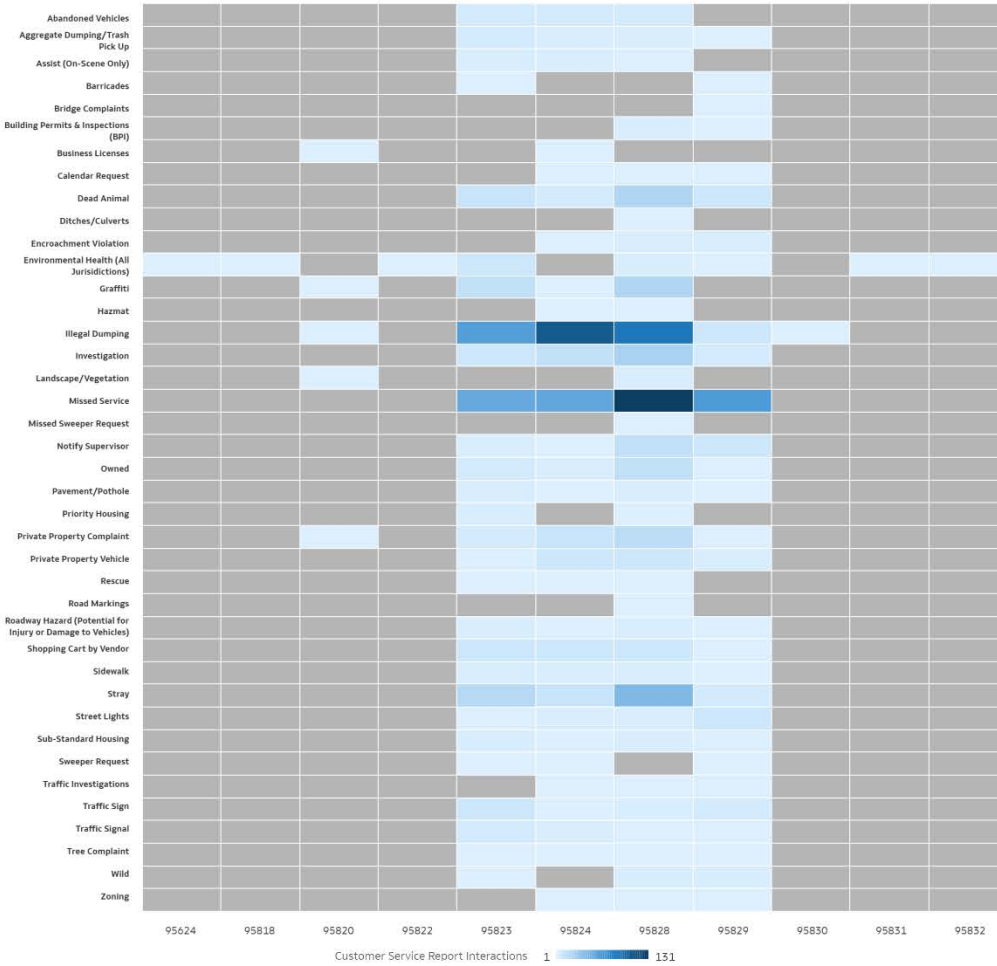
District Name, Customer Service Report Interactions



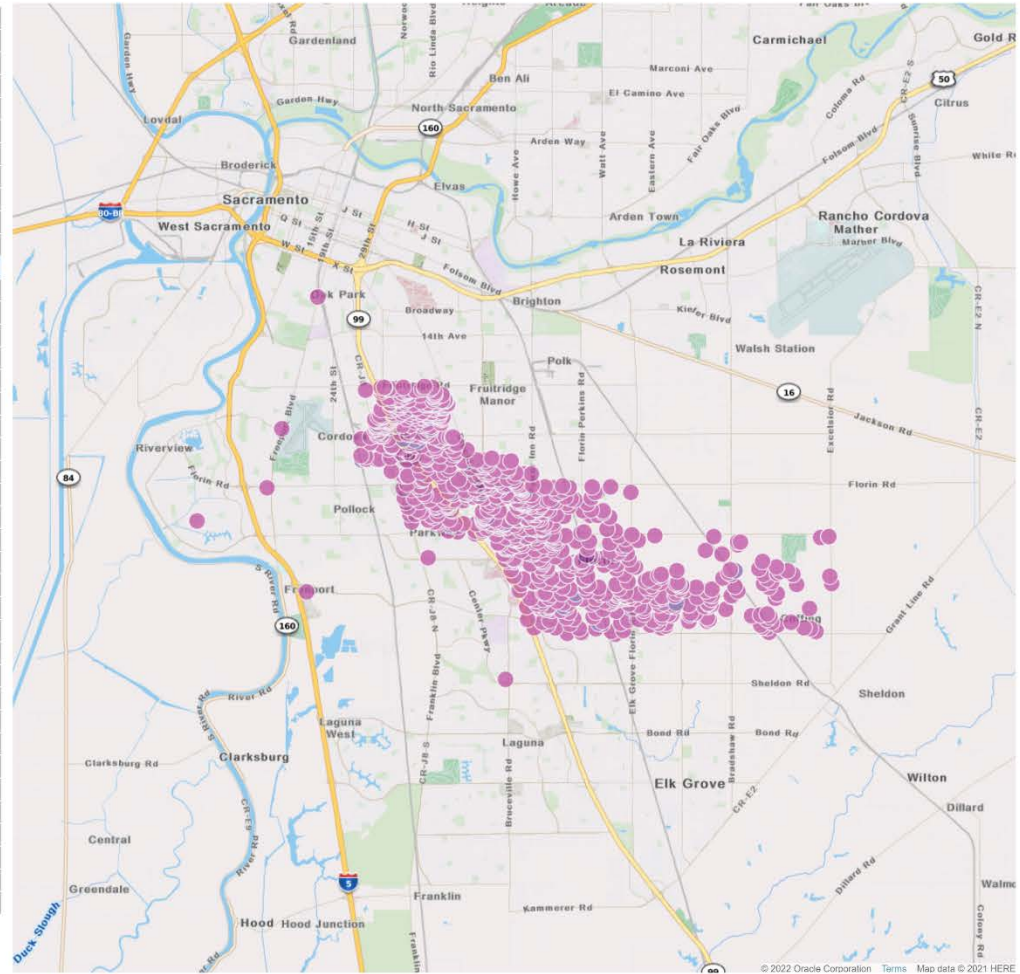
Board of Supervisor District Analysis

District 2 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



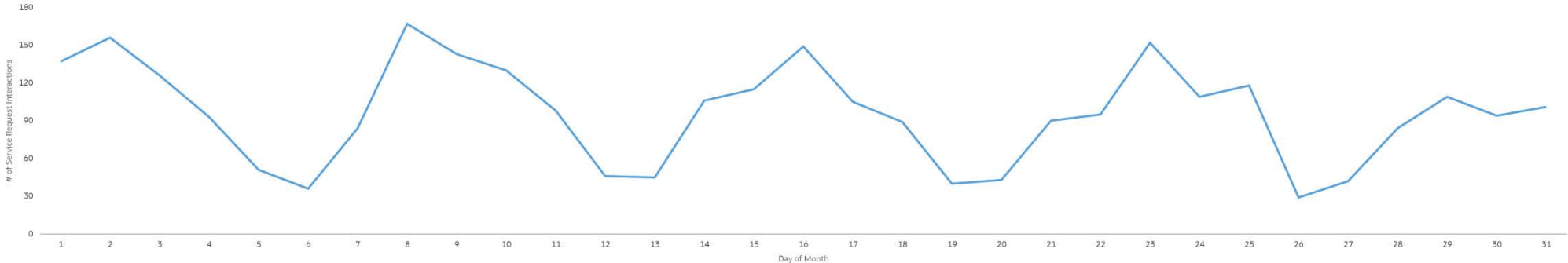
Board of Supervisor District Analysis

District 3

Service Requests Created
2,982

Service Requests Closed
2,343

Service Request Interactions Created by Day of Month



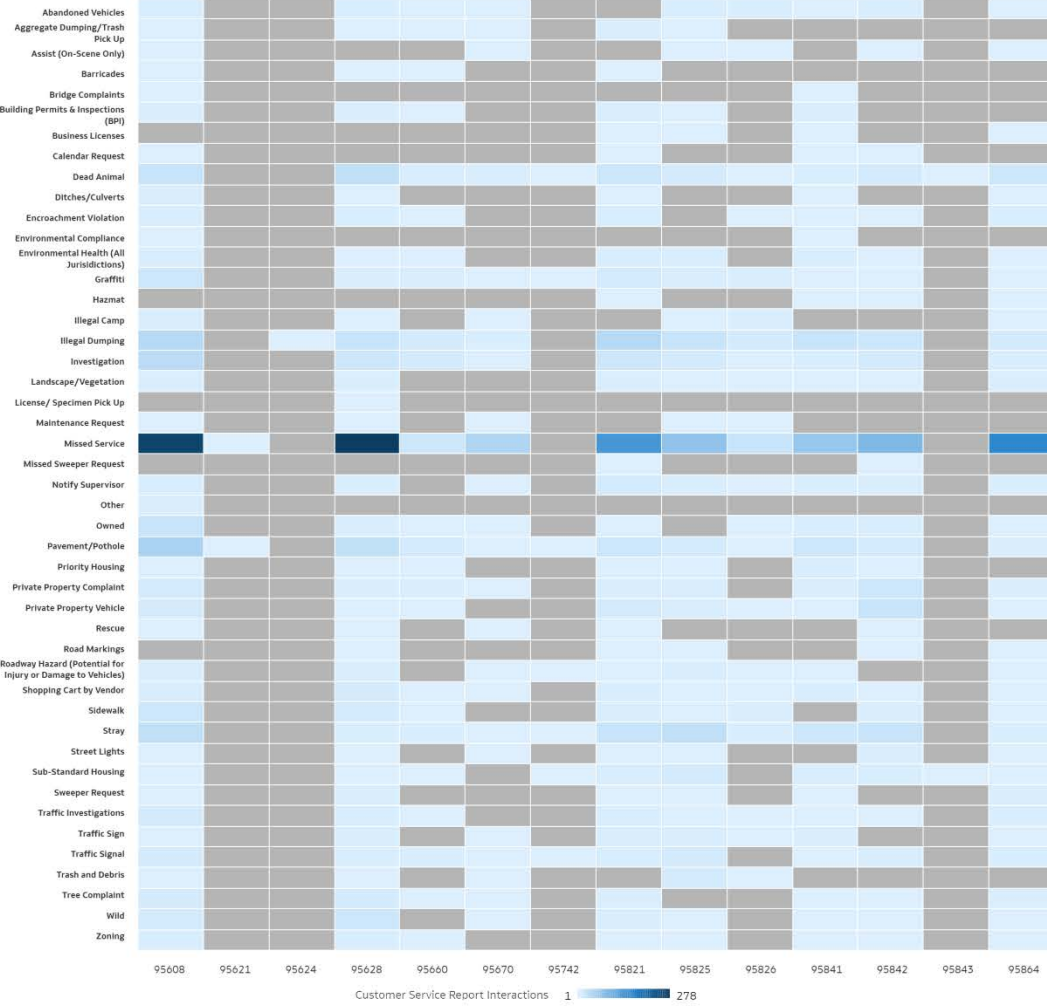
District Name, Customer Service Report Interactions



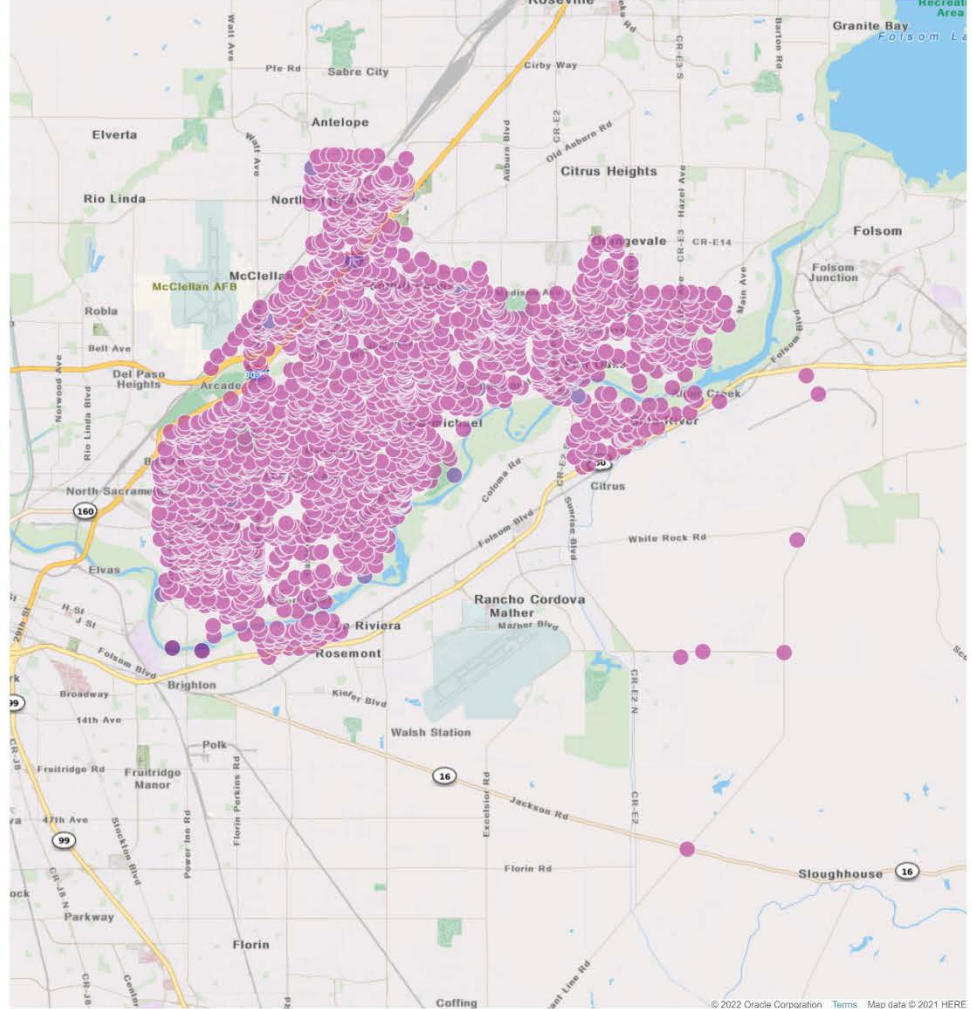
Board of Supervisor District Analysis

District 3 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code

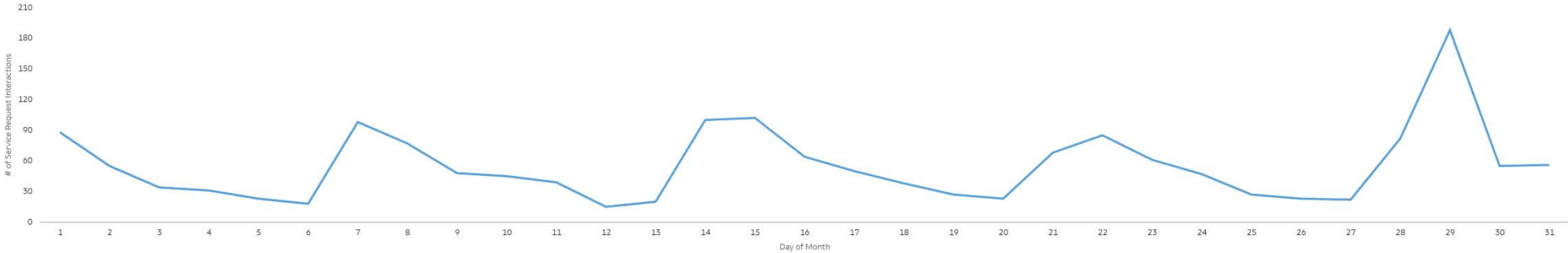


Board of Supervisor District Analysis

District 4



Service Request Interactions Created by Day of Month



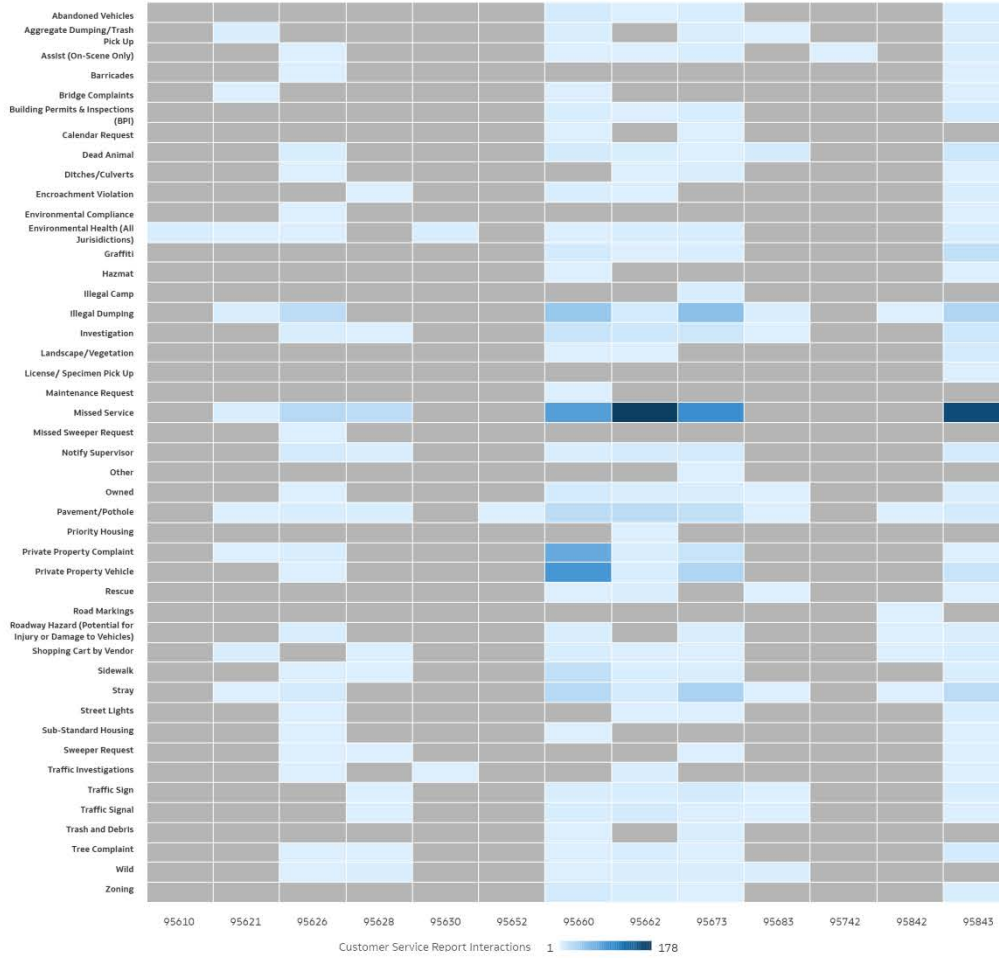
District Name, Customer Service Report Interactions



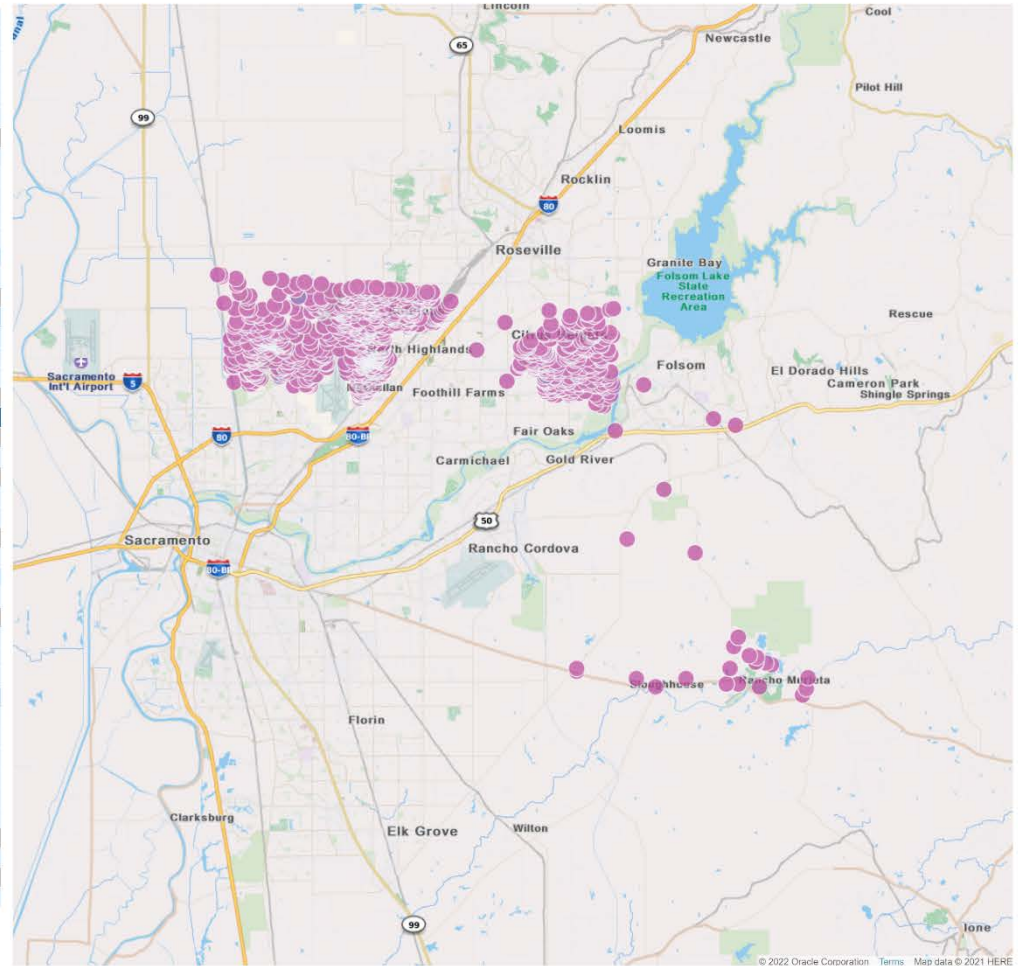
Board of Supervisor District Analysis

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

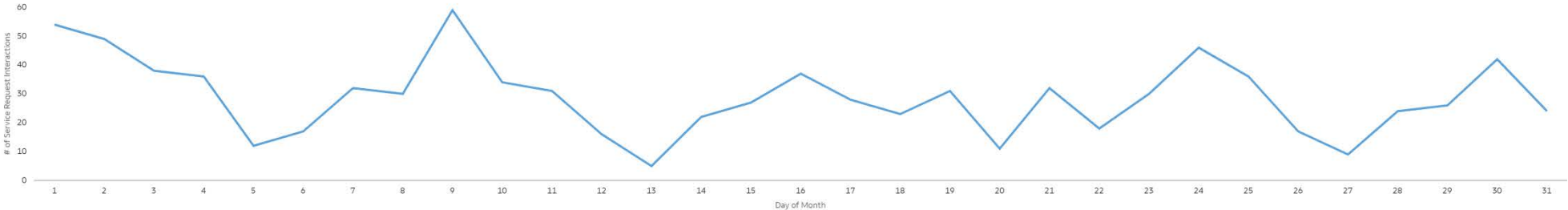
Service Requests Created

896

Service Requests Closed

769

Service Request Interactions Created by Day of Month



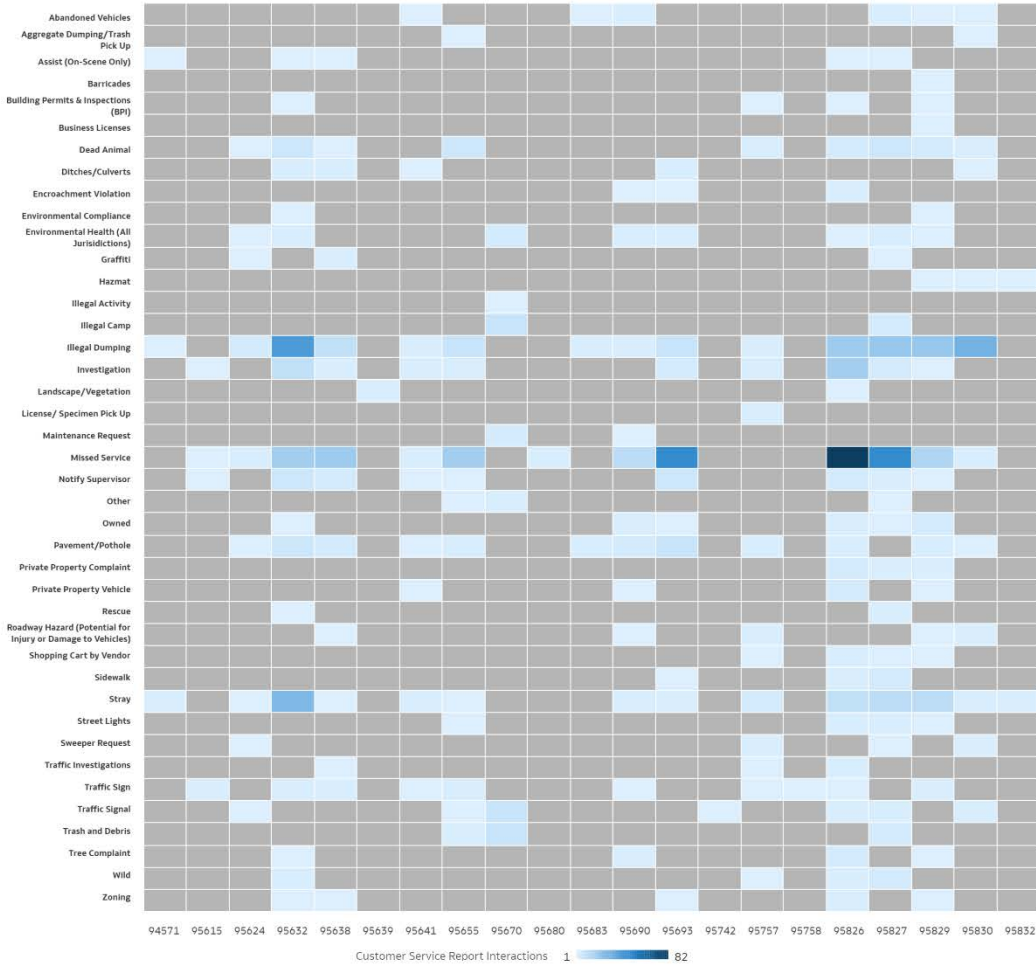
District Name, Customer Service Report Interactions



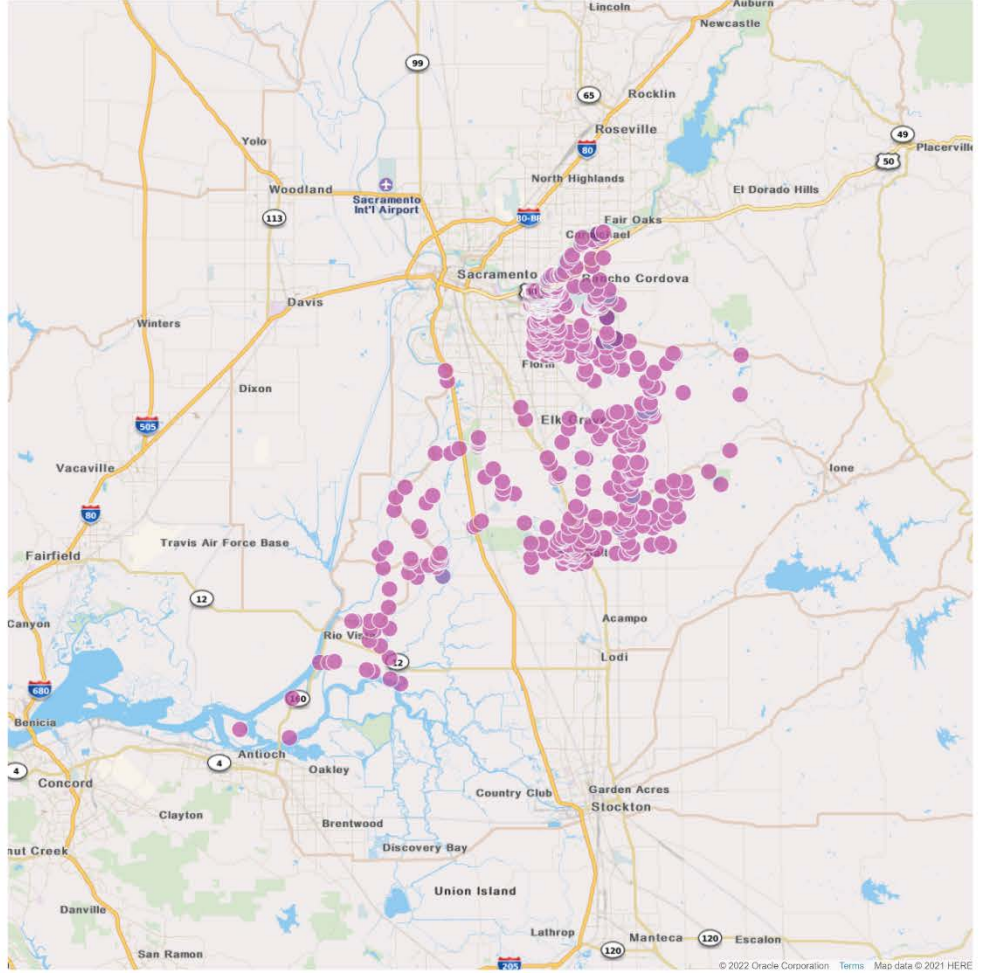
Board of Supervisor District Analysis

District 5 (continued)

Service Request Interactions by Category Per Zip Code



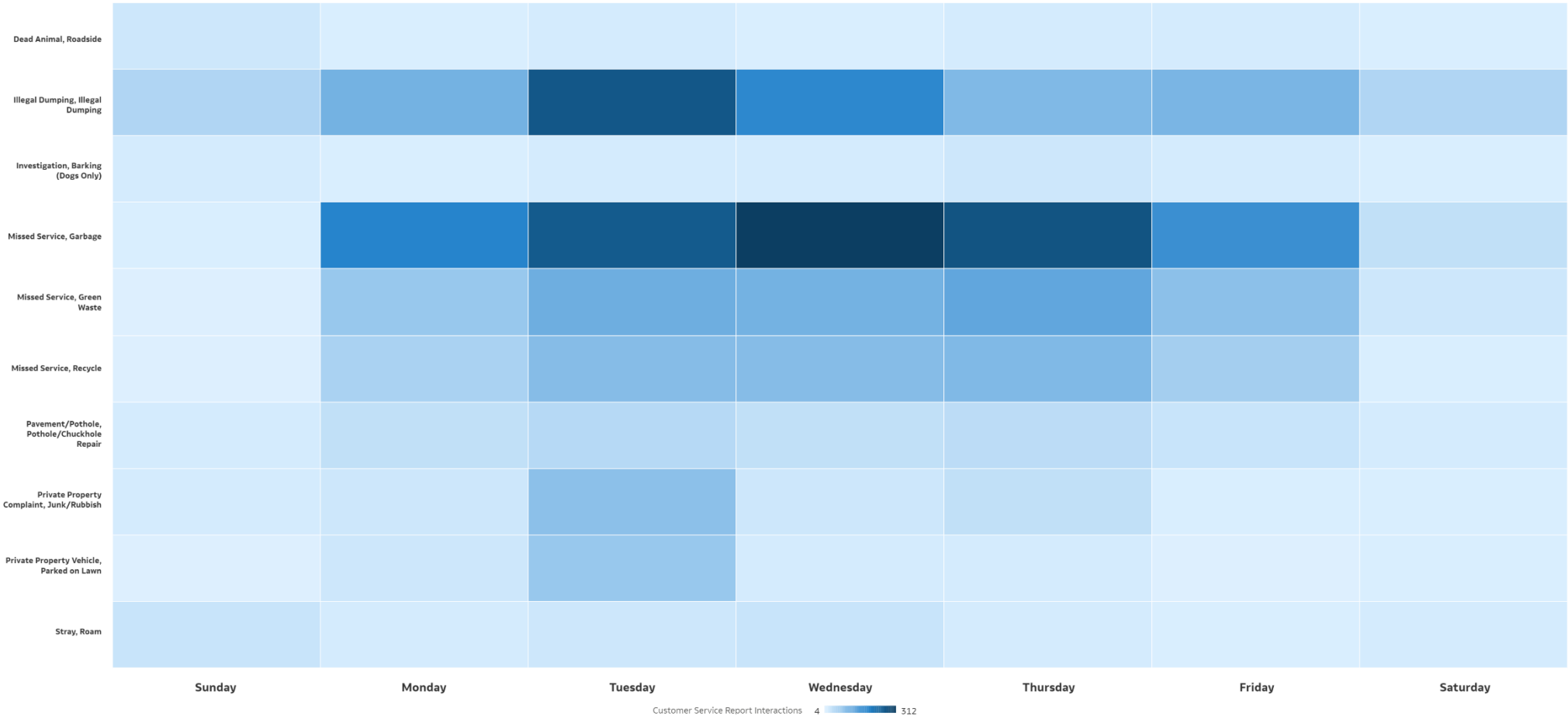
Service Request Interactions Mapped by Selected Zip Code



Aging of Open Requests

Top Service Requests Open by Day

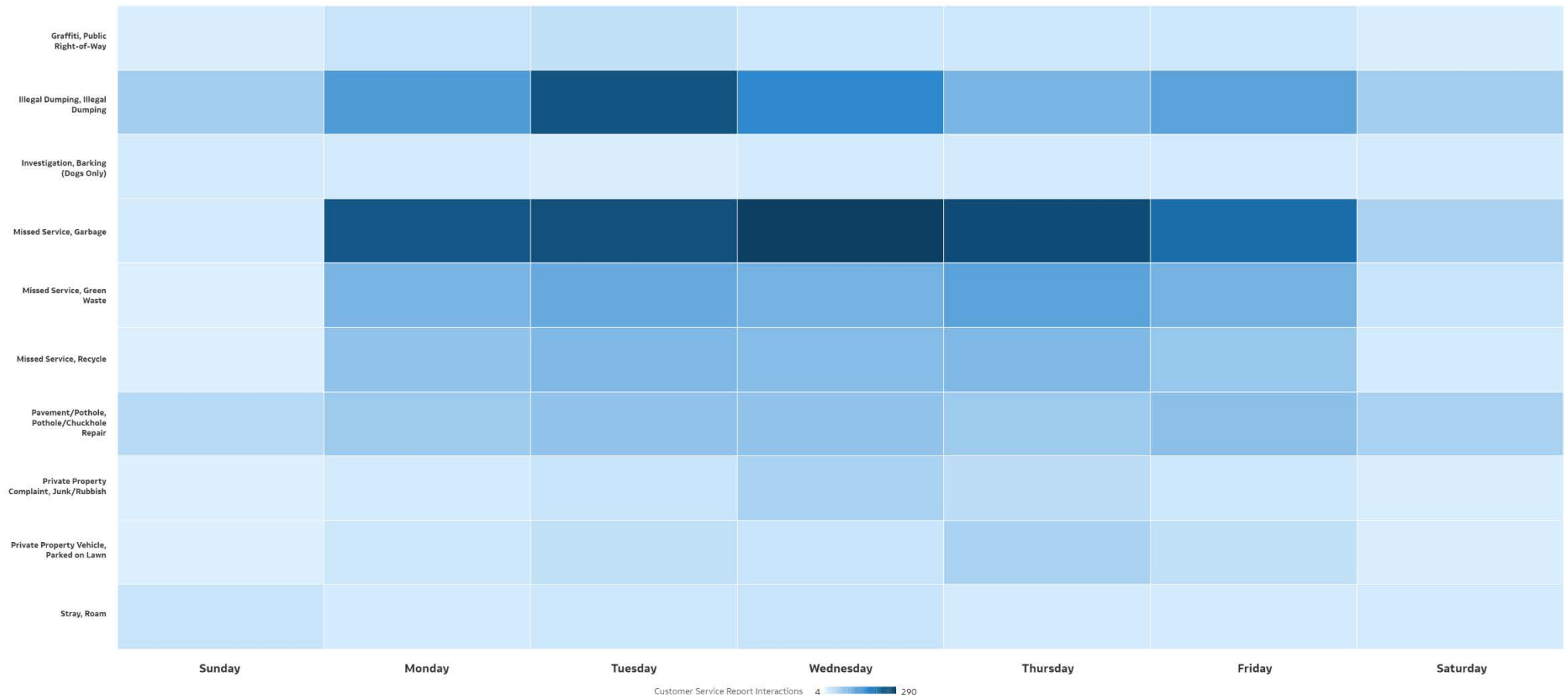
Opened Service Request Interactions by Category Per Day of Week



Aging of Open Requests

Top Service Requests Closed by Day

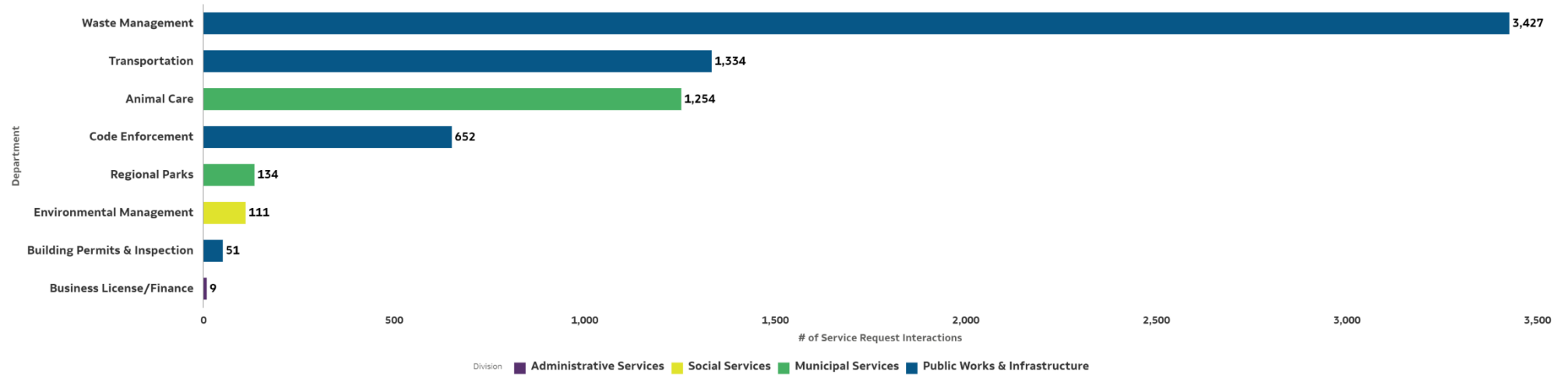
Closed Service Request Interactions by Category Per Day of Week



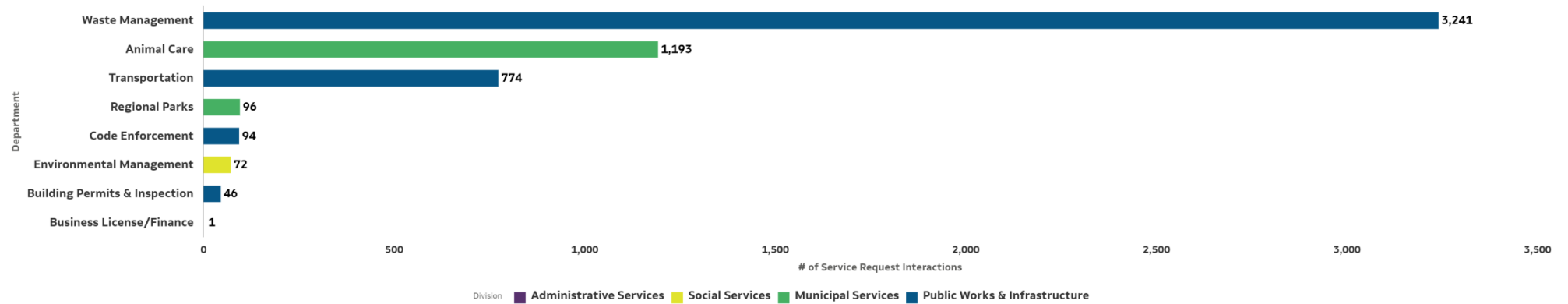
Aging of Open Requests

Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



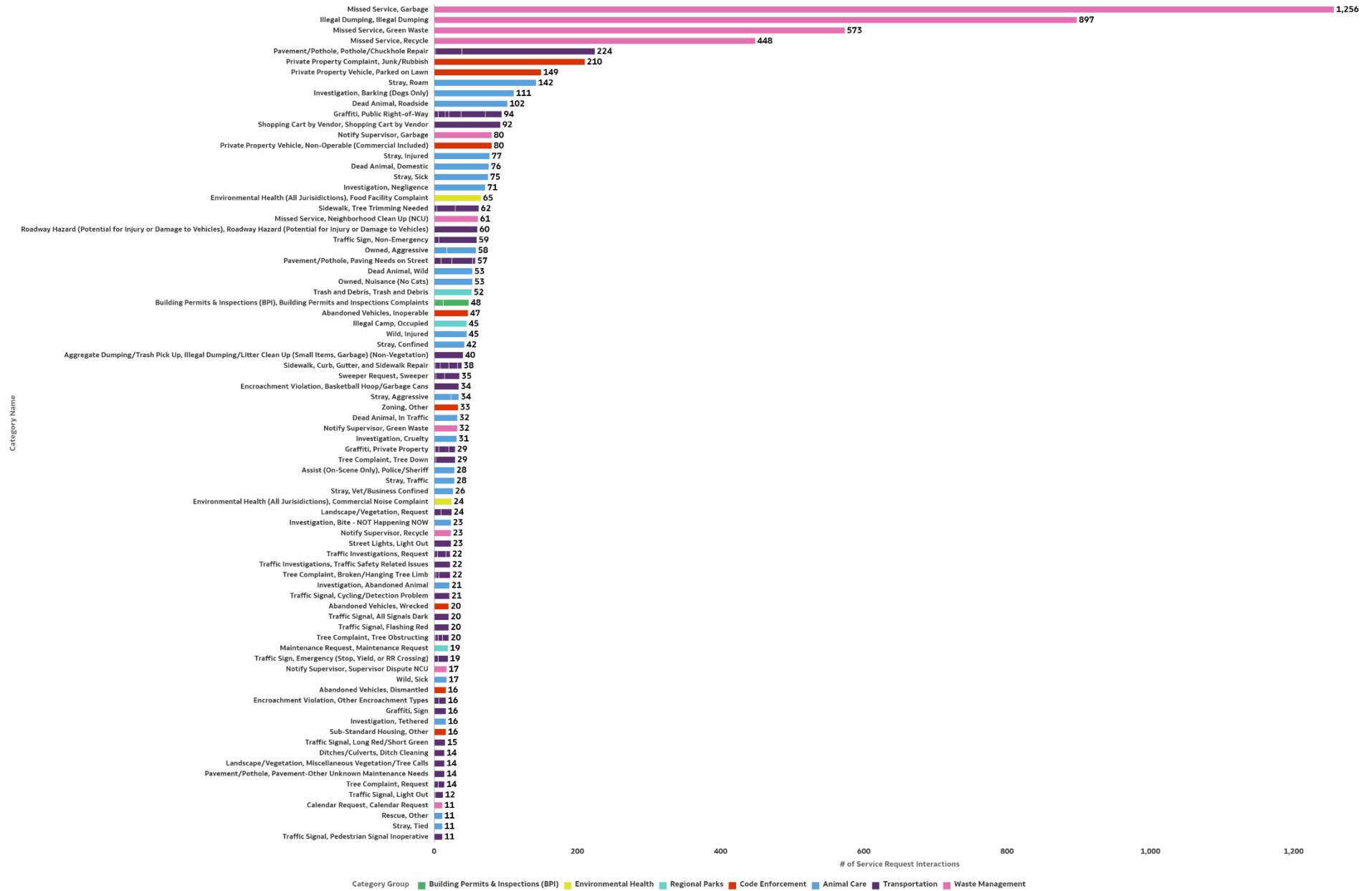
Service Request Interactions Closed by Department, Division



Aging of Open Requests

Greater Than 10 Service Requests

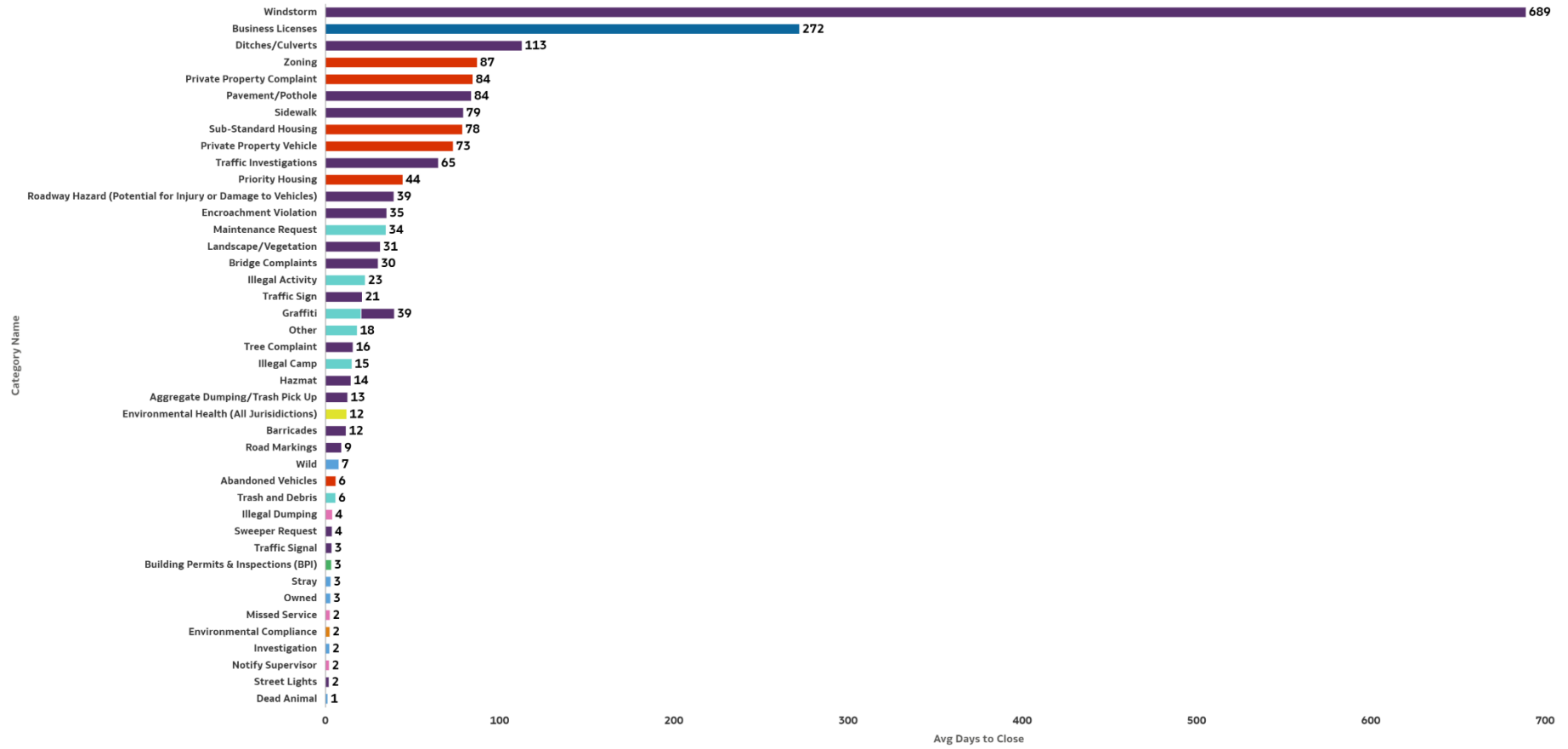
Service Request Interactions (>10 requests) by Category, Group



Aging of Open Requests

Average Days to Close Service Requests

Avg Days to Close by Category Name, Group

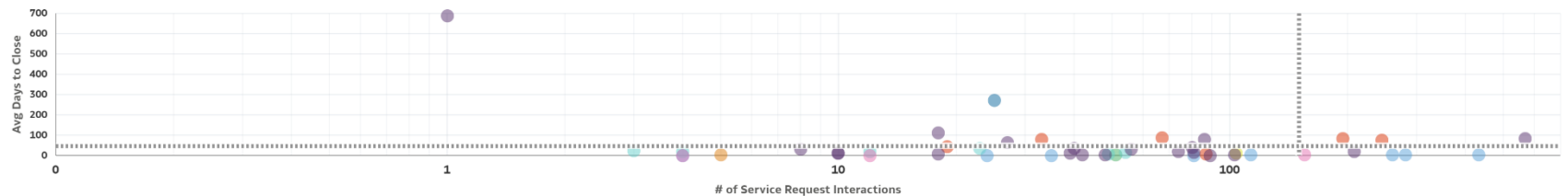


Category Group: Animal Care, Environmental Compliance, Waste Management, Building Permits & Inspections (BPI), Environmental Health, Regional Parks, Transportation, Code Enforcement, Business Licensing

Avg Days to Close

Avg Days to Close by Category Name, Group

18.76



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

..... 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	12	0.00
Waste Management	Missed Sweeper Request	4	0.04
Animal Care	Assist (On-Scene Only)	35	0.08
Transportation	Shopping Cart by Vendor	89	0.19
Animal Care	Rescue	24	0.22
Animal Care	Wild	81	0.22
Animal Care	License/ Specimen Pick Up	4	0.48
Animal Care	Dead Animal	261	1.12
Animal Care	Stray	433	1.45
Animal Care	Investigation	281	1.56
Animal Care	Owned	113	1.65
Transportation	Street Lights	48	1.72
Waste Management	Notify Supervisor	155	1.94
Environmental Compliance	Environmental Compliance	5	1.98
Waste Management	Missed Service	2,491	2.38
Transportation	Traffic Signal	103	2.54
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	51	3.21
Transportation	Sweeper Request	42	3.57
Waste Management	Illegal Dumping	948	3.79
Regional Parks	Trash and Debris	49	5.65
Code Enforcement	Abandoned Vehicles	87	5.71
Transportation	Hazmat	18	6.17
Transportation	Road Markings	10	9.05
Transportation	Barricades	10	11.62
Environmental Health	Environmental Health (All Jurisdictions)	104	11.99

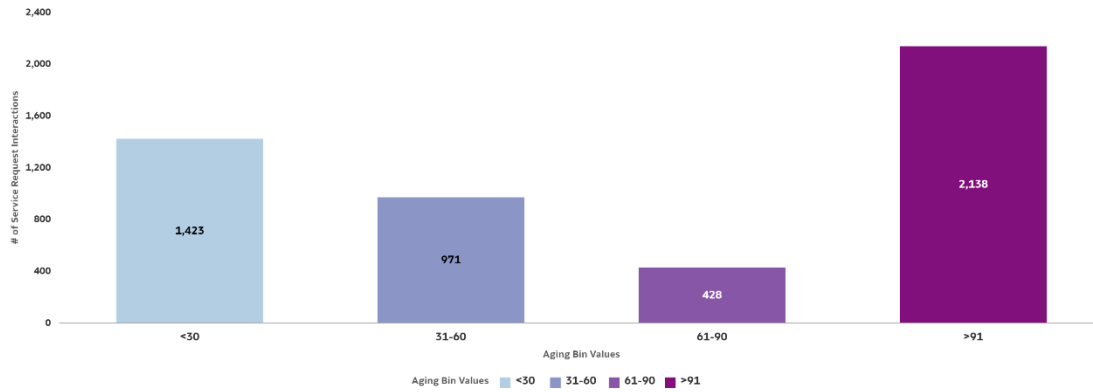
Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Transportation	Aggregate Dumping/Trash Pick Up	39	12.53
Regional Parks	Illegal Camp	54	15.00
Transportation	Tree Complaint	81	15.60
Regional Parks	Other	12	17.99
Transportation	Graffiti	208	19.15
Regional Parks	Graffiti	4	20.16
Transportation	Traffic Sign	74	20.89
Regional Parks	Illegal Activity	3	22.62
Transportation	Bridge Complaints	8	30.02
Transportation	Landscape/Vegetation	56	31.29
Regional Parks	Maintenance Request	23	34.48
Transportation	Encroachment Violation	40	34.91
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	80	39.07
Code Enforcement	Priority Housing	19	44.21
Transportation	Traffic Investigations	27	64.55
Code Enforcement	Private Property Vehicle	245	73.09
Code Enforcement	Sub-Standard Housing	33	78.45
Transportation	Sidewalk	86	78.97
Transportation	Pavement/Pothole	569	83.54
Code Enforcement	Private Property Complaint	194	84.42
Code Enforcement	Zoning	67	86.93
Transportation	Ditches/Culverts	18	112.56
Business Licensing	Business Licenses	25	271.84
Transportation	Windstorm	1	688.78

Aging of Open Requests

Select As Of Date

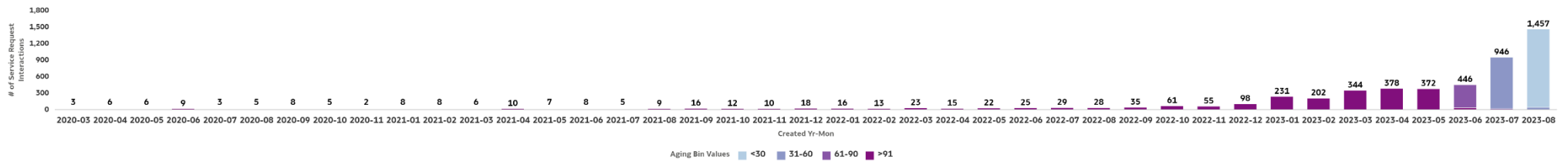
2021.0228

Aging Service Requests



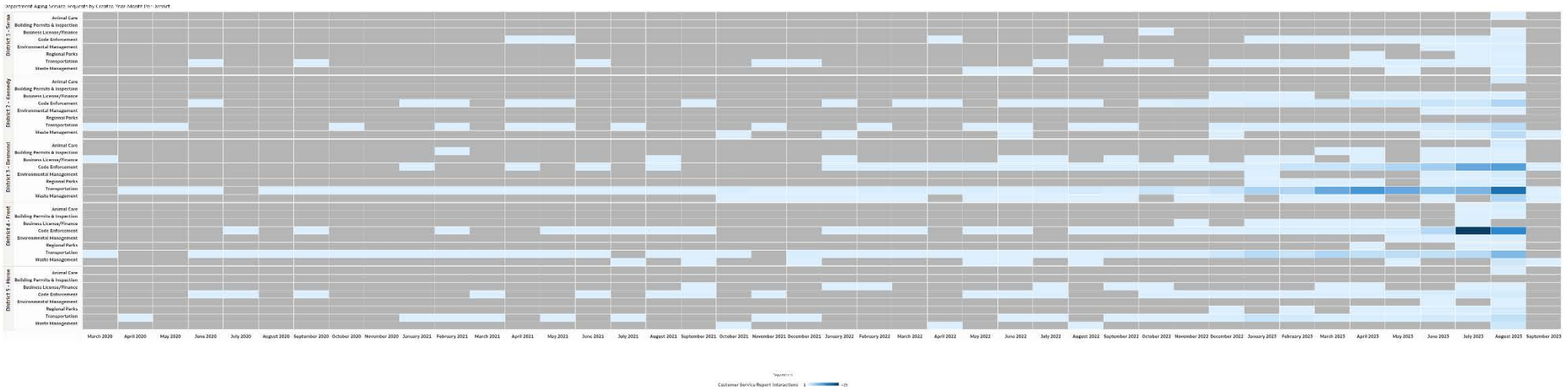
Aging Bin Values	Customer Service Report Interactions
<30	1,423
31-60	971
61-90	428
>91	2,138

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

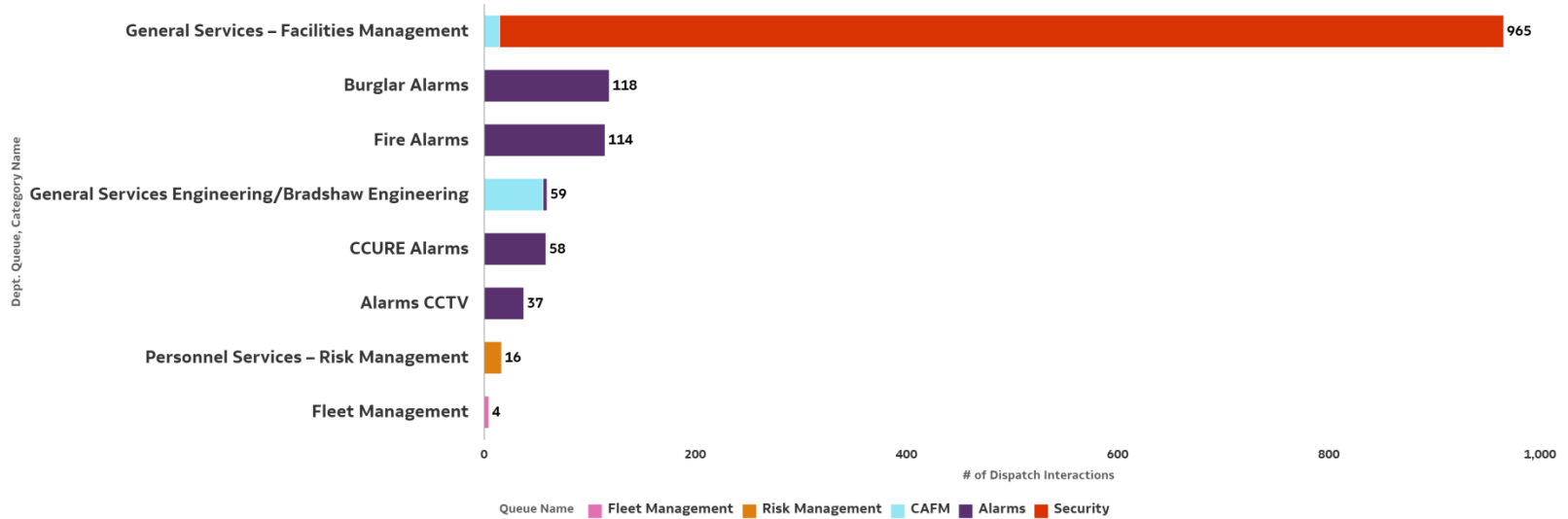
CCURE	Computer Coordinated Universal Retrieval Entry
DTECH	Department of Technology
DHS	Department of Health Services
SASD	Sacramento Area Sewer District
JIRA	Proprietary issue tracking product that allows bug tracking and agile project management.
NAWAS	National Warning System

Dispatch Service Request

Administrative Services

Dispatch Interactions by Category, Queue

Division: Administrative Services



Service Definitions

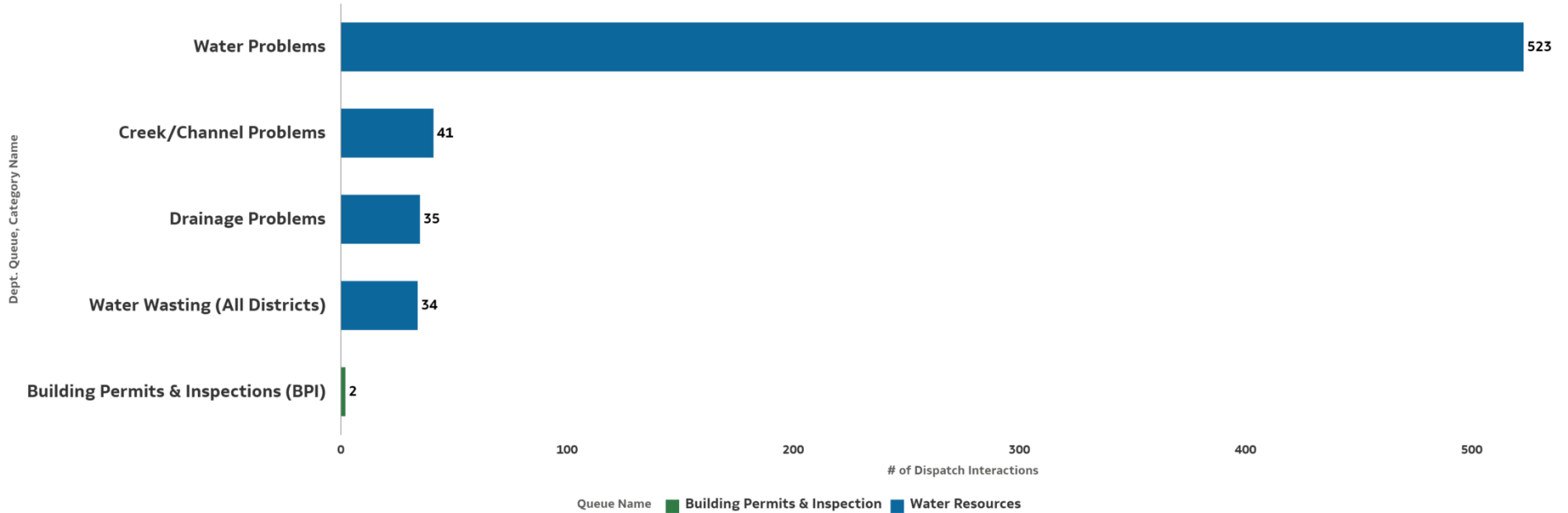
General Services Engineering/Bradshaw Engineering	Dispatch Services for Downtown and Bradshaw Facility Engineers to respond for fire/environmental alarms, generator testing, electrical, plumbing issues in county maintained buildings, etc.
General Services Facilities Management	Dispatch Services for Facilities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

Dispatch Interactions by Category, Queue

Division: Public Works & Infrastructure



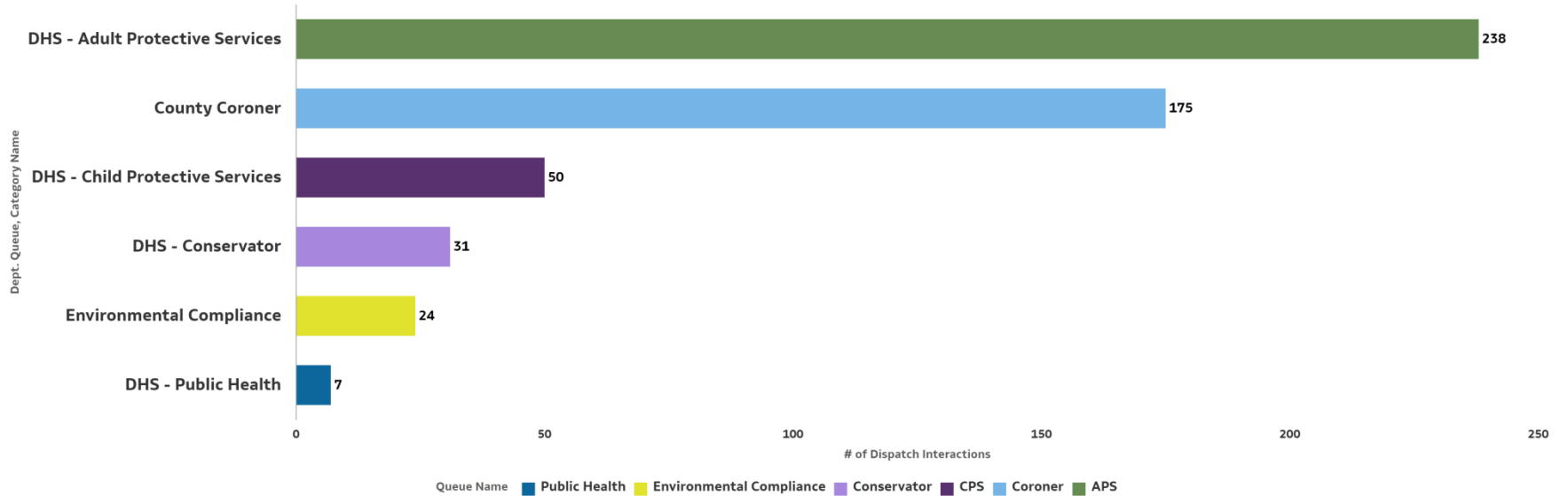
Service Definitions

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



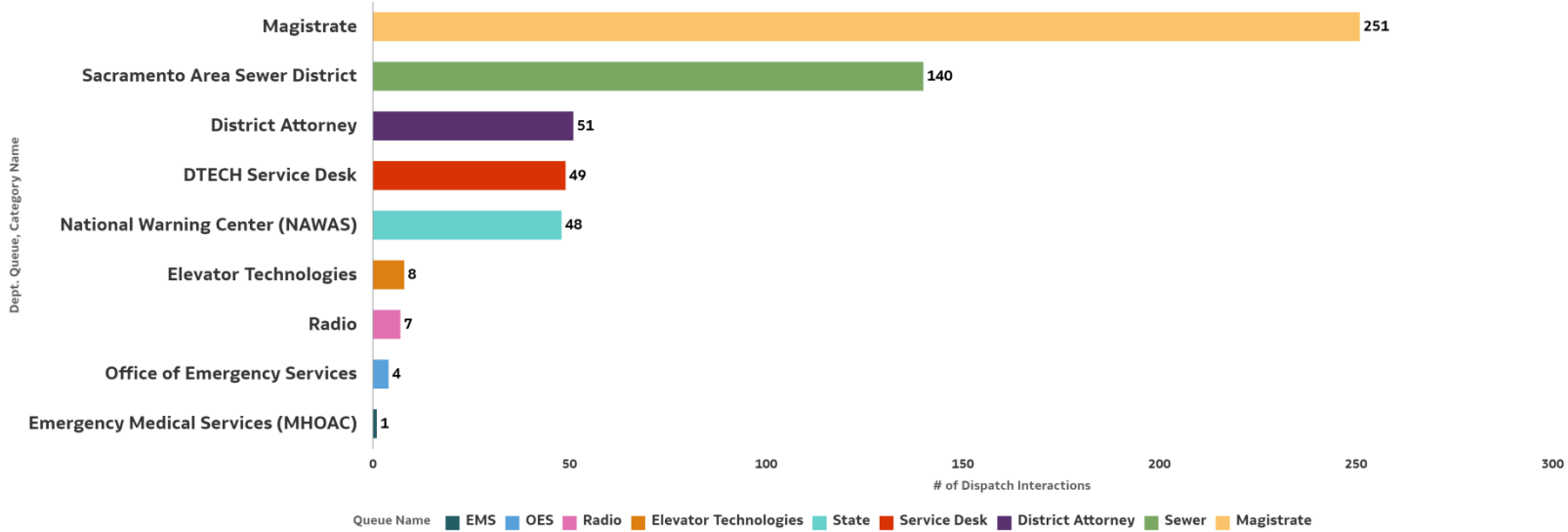
Service Definitions

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

Dispatch Interactions by Category, Queue
Division: 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.