Monthly 311 Communications/Dispatch Center

SERVICE REQUEST & STATISTICS REPORT

December 2023

SAC COUNTY 311 CONNECT

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

SACRAMENTO COUNTY

Table of Contents

Monthly Statistics 1

Service Request Interaction Totals (>10 Requests) by Category 2

Service Request Interaction Totals 2

Total Service Requests Opened 3

Monthly Interactions Not Closed by Status 9

Board of Supervisor District Information 10

Service Requests Opened by District 10

Service Requests Closed by District 11

Previous Month Comparison of Service Request 12

Board of Supervisor District Analysis 15

Aging of Open Requests 25

Top Service Requests Open by Day 25

Top Service Requests Closed by Day 26

Opened/Closed by Department/Division 27

Greater Than 10 Service Requests 28

Average Days to Close Service Requests 29

Number of Service Request Interactions Per Category with Average Days to Close 30

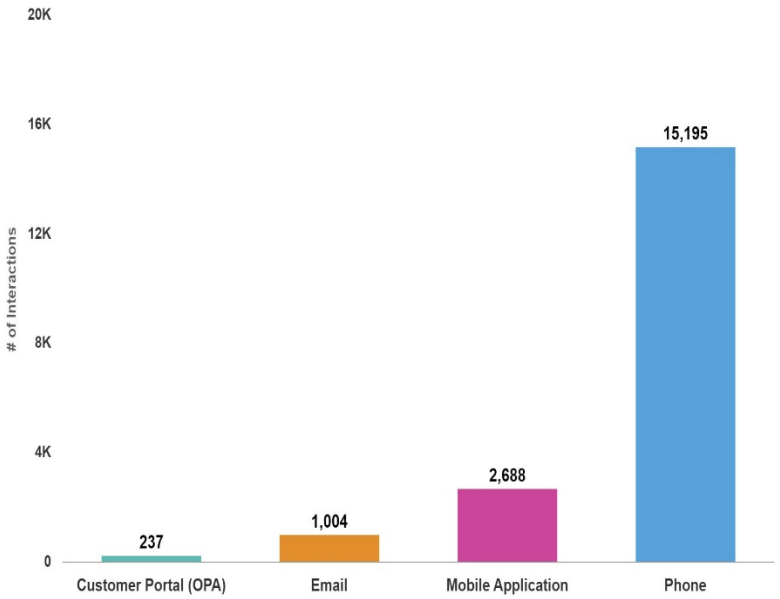
Department Aging Requests by Month Created Per District 32

Dispatch Service Request 34

SACRAMENTO COUNTY

Monthly Statistics

Monthly Interactions by Source

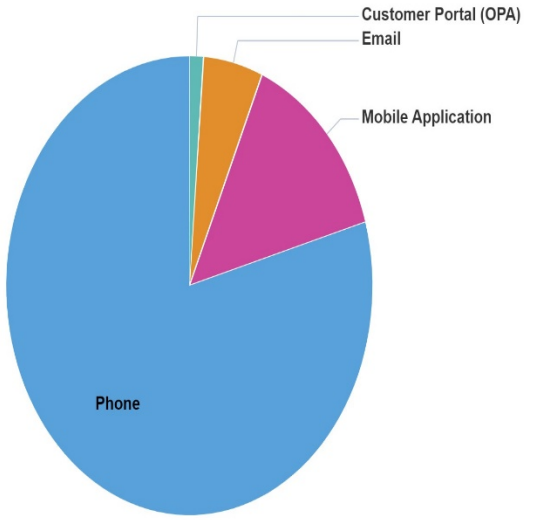


Monthly Customer Service Interactions

19,124

Incident Source Name	Service Request Map Count
Customer Portal (OPA)	237
Email	1,004
Mobile Application	2,688
Phone	15,195

Monthly Interactions by Source



Service Request Interactions

6,330

Information Interactions

4,635

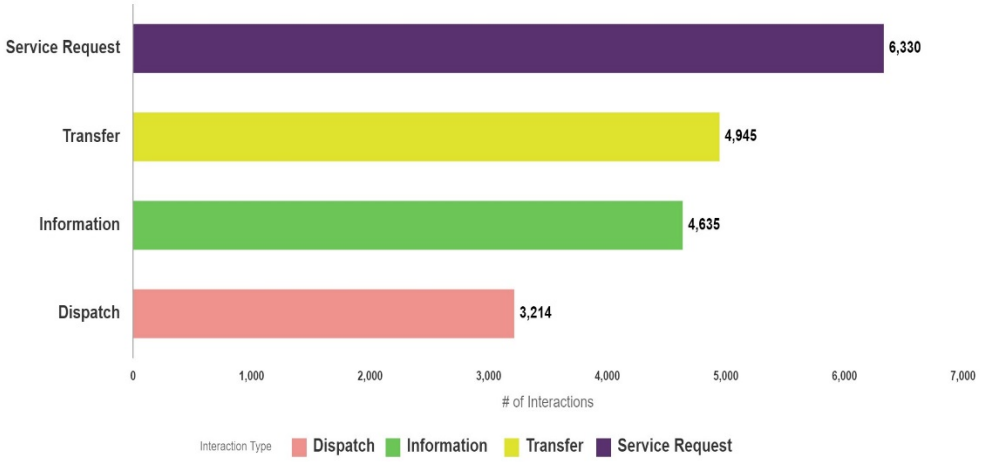
Transfer Interactions

4,945

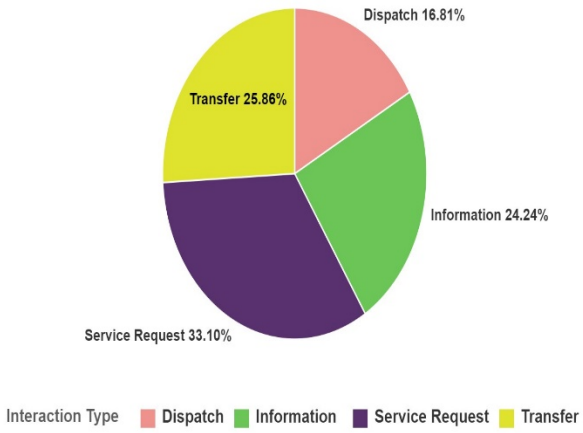
Dispatch Interactions

3,214

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
Missed Service, Garbage	1,119
Missed Service, Green Waste	743
Illegal Dumping, Illegal Dumping	733
Missed Service, Recycle	478
Private Property Complaint, Junk/Rubbish	239
Private Property Vehicle, Parked on Lawn	215
Pavement/Pothole, Pothole/Chuckhole Repair	181
Stray, Roam	146
Dead Animal, Roadside	92
Investigation, Barking (Dogs Only)	86
Private Property Vehicle, Non-Operable (Commercial Included)	81
Shopping Cart by Vendor, Shopping Cart by Vendor	76
Owned, Aggressive	72
Investigation, Negligence	62
Notify Supervisor, Garbage	60
Stray, Injured	59
Illegal Camp, Occupied	54
Stray, Aggressive	54
Stray, Confined	53

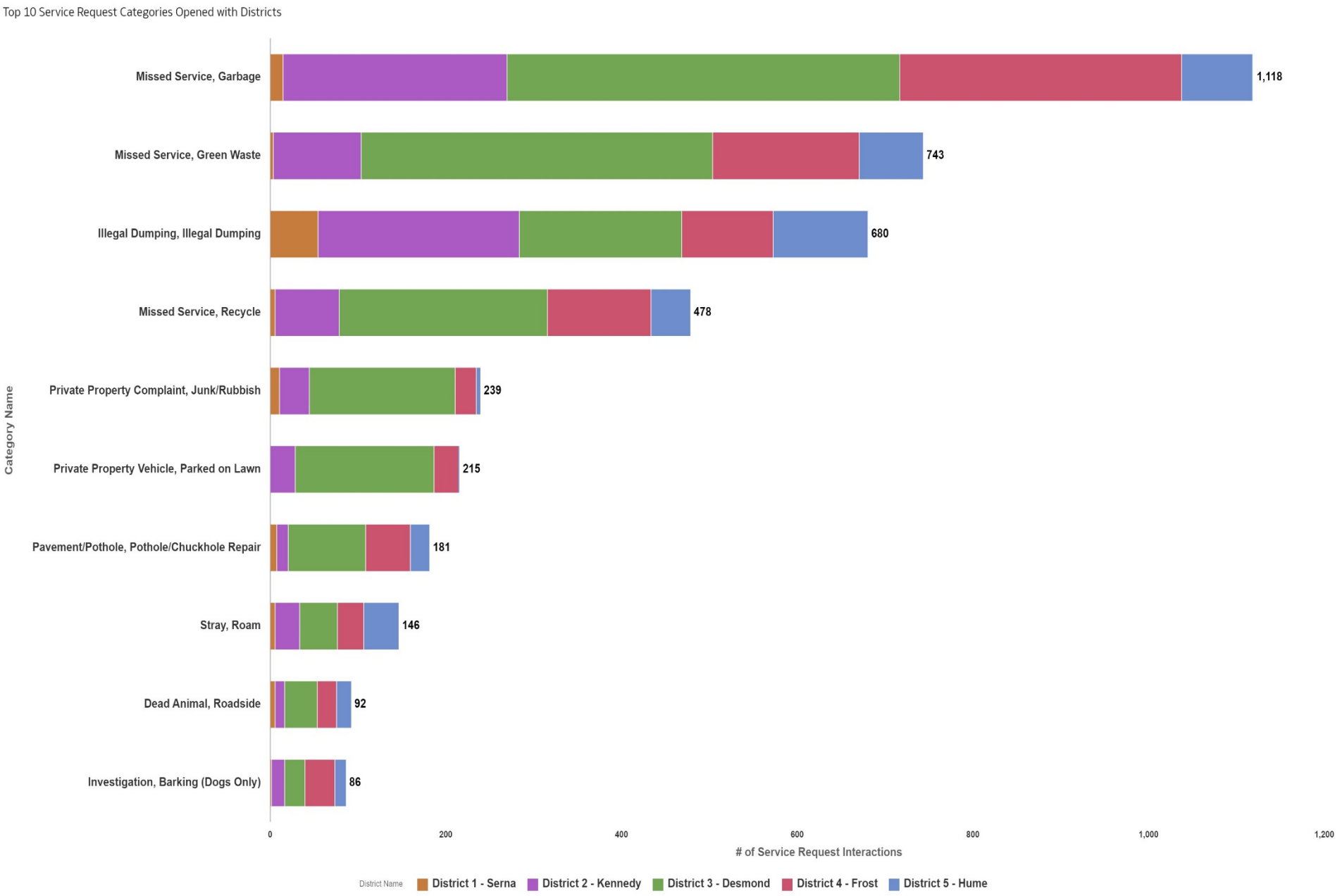
Cat2, Cat3	Customer Service Report Interactions
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	52
Missed Service, Neighborhood Clean Up (NCU)	49
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	48
Environmental Health (All Jurisidictions), Food Facility Complaint	48
Owned, Nuisance (No Cats)	45
Traffic Sign, Non-Emergency	43
Dead Animal, Domestic	42
Sidewalk, Curb, Gutter, and Sidewalk Repair	38
Graffiti, Public Right-of-Way	38
Dead Animal, In Traffic	38
Stray, Sick	37
Notify Supervisor, Green Waste	37
Dead Animal, Wild	37
Trash and Debris, Trash and Debris	35
Stray, Traffic	35
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	35

Cat2, Cat3	Customer Service Report Interactions
Encroachment Violation, Basketball Hoop/Garbage Cans	34
Abandoned Vehicles, Inoperable	32
Street Lights, Light Out	32
Notify Supervisor, Recycle	31
Wild, Injured	29
Pavement/Pothole, Paving Needs on Street	28
Graffiti, Private Property	27
Investigation, Cruelty	27
Traffic Investigations, Request	27
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	25
Abandoned Vehicles, Wrecked	24
Investigation, Abandoned Animal	24
Ditches/Culverts, Culvert/Pipe Repair or Cleaning	23
Traffic Signal, Long Red/Short Green	23
Assist (On-Scene Only), Police/Sheriff	22
Zoning, Other	22
Abandoned Vehicles, Dismantled	21
Sweeper Request, Sweeper	20

Cat2, Cat3	Customer Service Report Interactions
Sweeper Request, Sweeper	20
Missed Sweeper Request, Missed Sweeper Request	19
Traffic Signal, All Signals Dark	19
Ditches/Culverts, Ditch Cleaning	18
Traffic Signal, Cycling/Detection Problem	18
Investigation, Bite - NOT Happening NOW	17
Notify Supervisor, Supervisor Dispute NCU	15
Traffic Signal, Flashing Red	15
Wild, Sick	15
Environmental Health (All Jurisidictions), Commercial Noise Complaint	14
Investigation, Tethered	14
Stray, Tied	14
Sub-Standard Housing, Other	14
Traffic Sign, New Sign Request	12
Traffic Signal, Light Out	12
Zoning, Occupied Mobile Home/Motorhome/RV Zoning Complaint	12
Wild, Roam	11

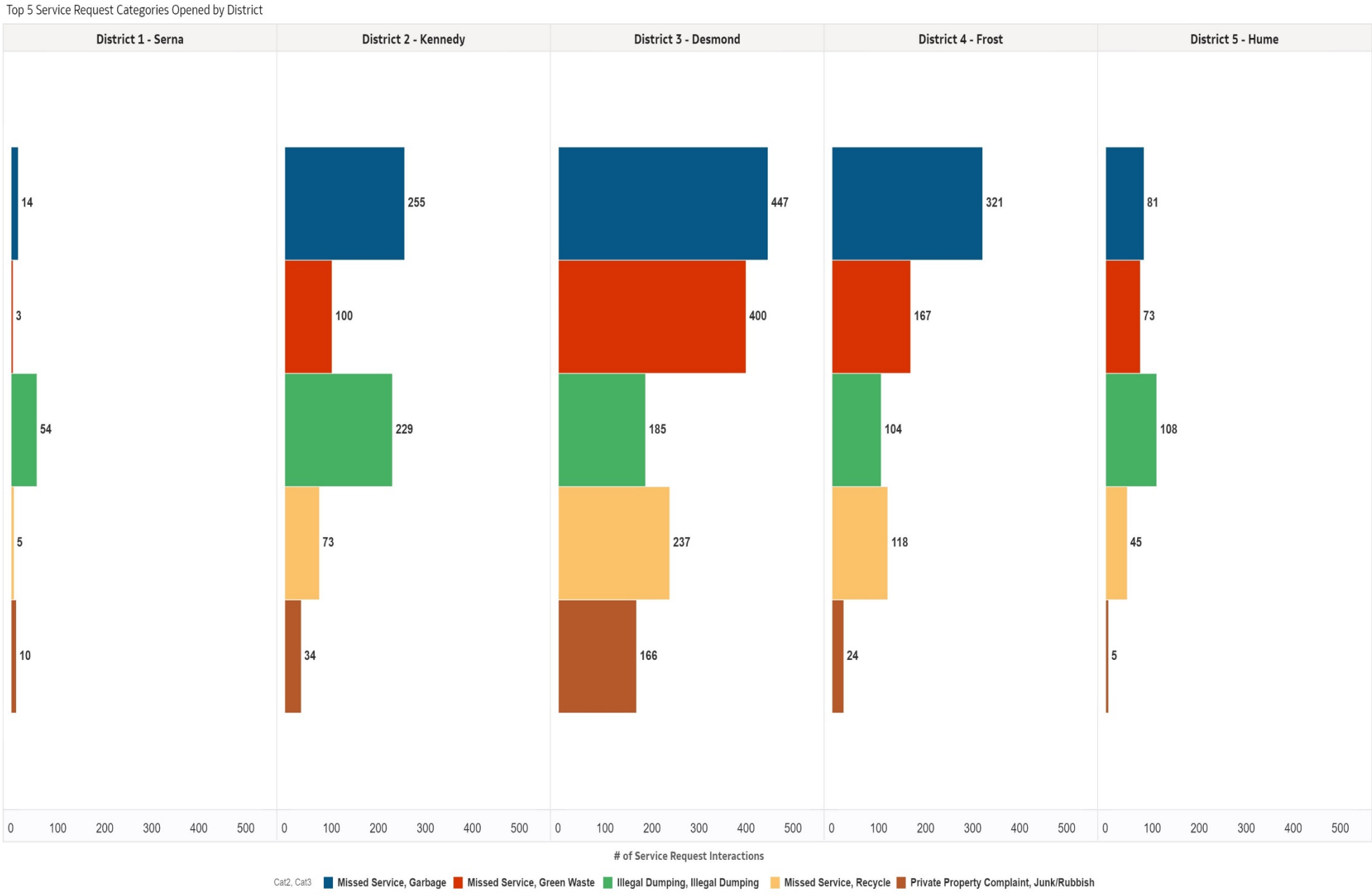
Total Service Requests Opened

Top 10 Service Requests Categories Opened | With Districts



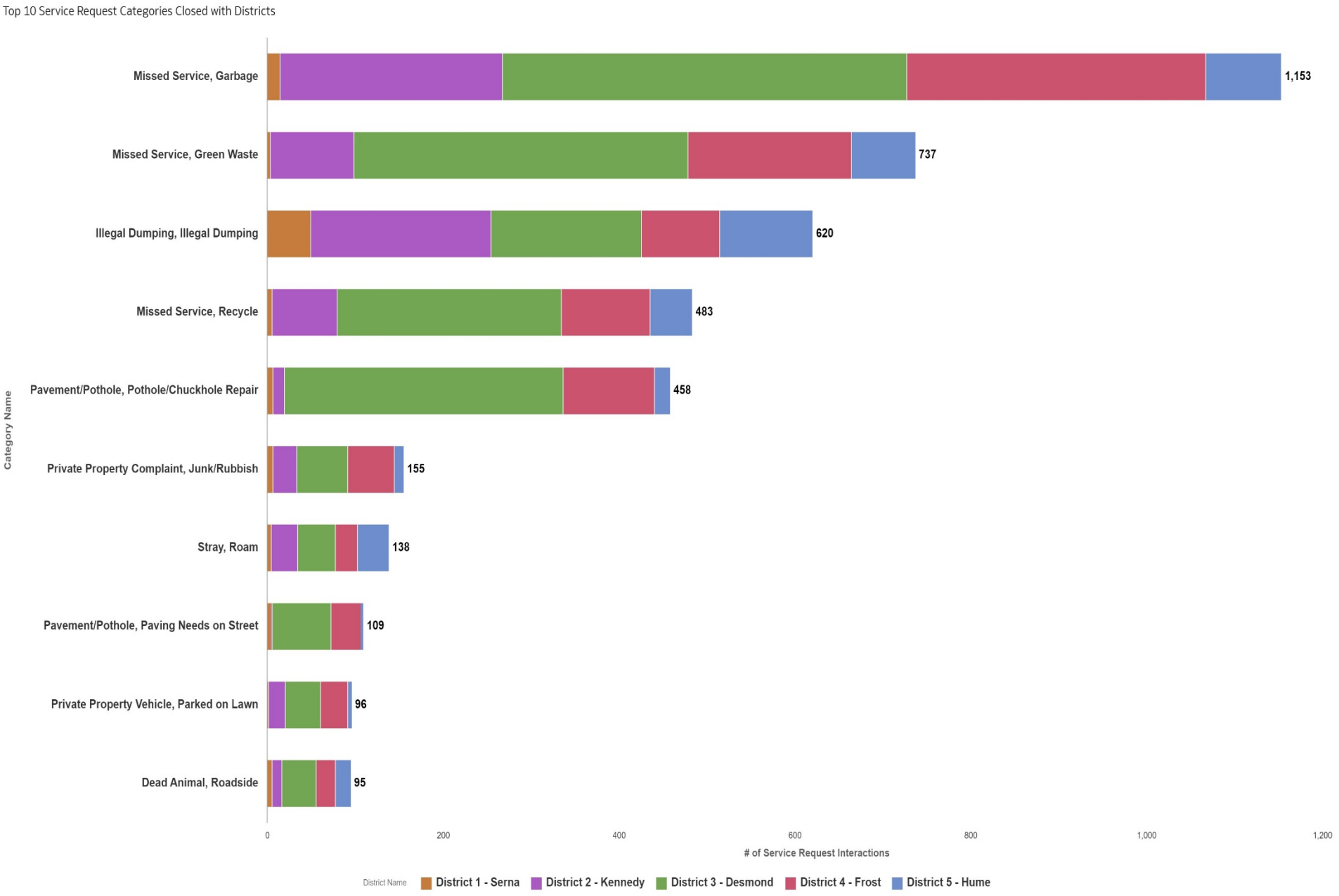
Top Service Requests Opened

Top 5 Service Requests Opened | by Districts



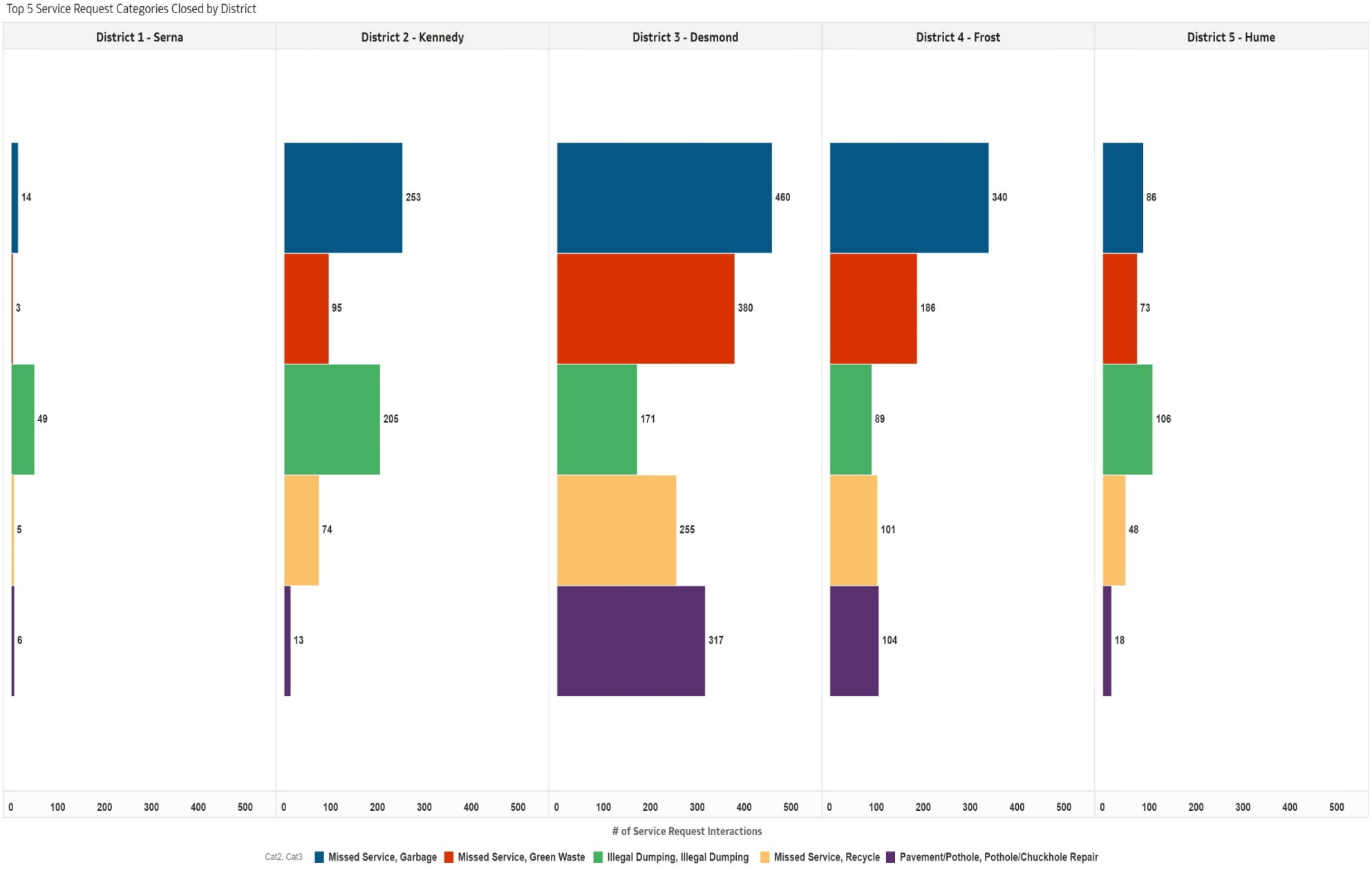
Top Service Requests Closed

Top 10 Service Requests Categories Closed | With Districts



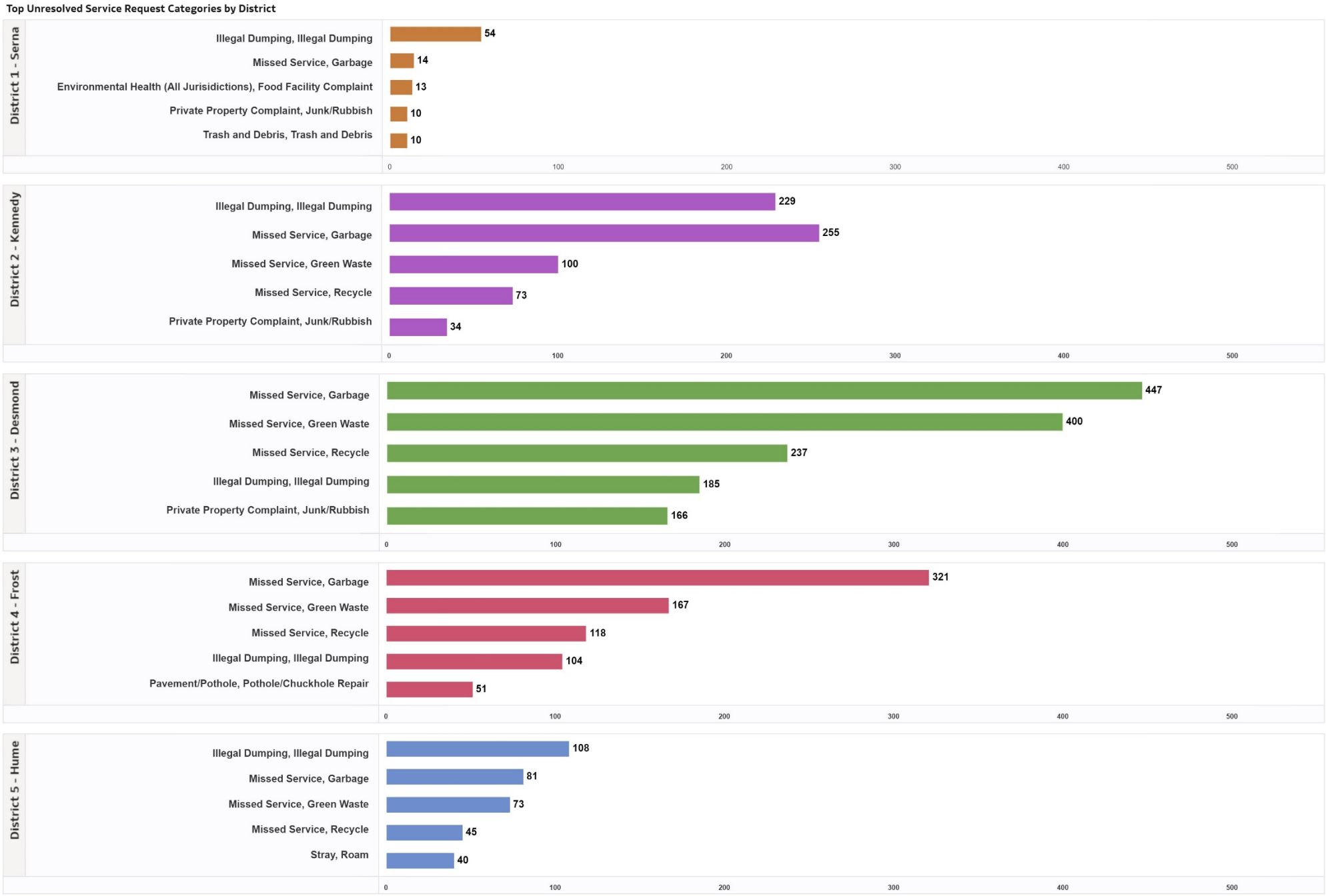
Top Service Requests Closed

Top 5 Service Requests Categories Closed | by Districts



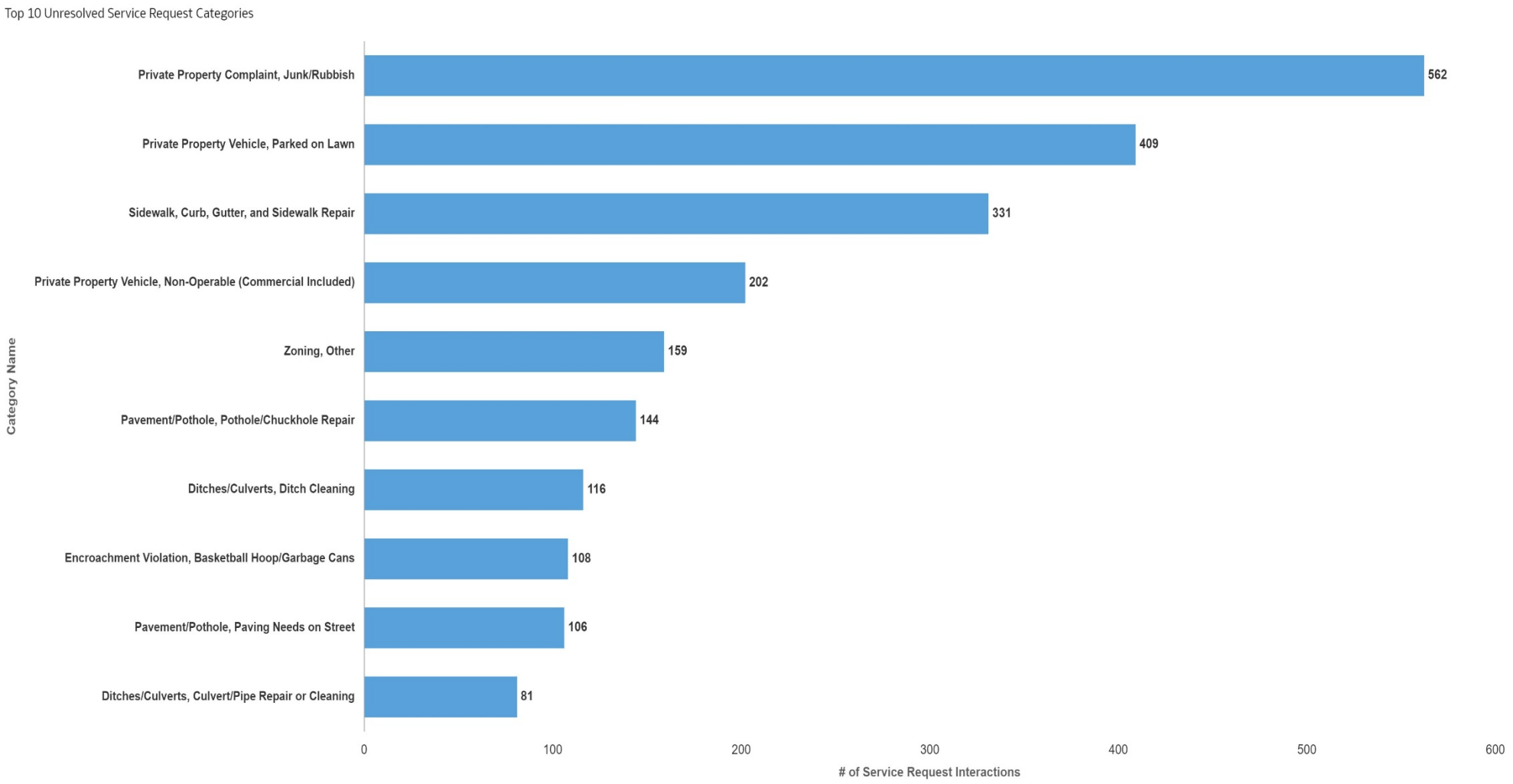
Top Unresolved Service Request

Top Unresolved Service Request Categories | by Districts



Top Unresolved Service Request

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through December 31st

4,090

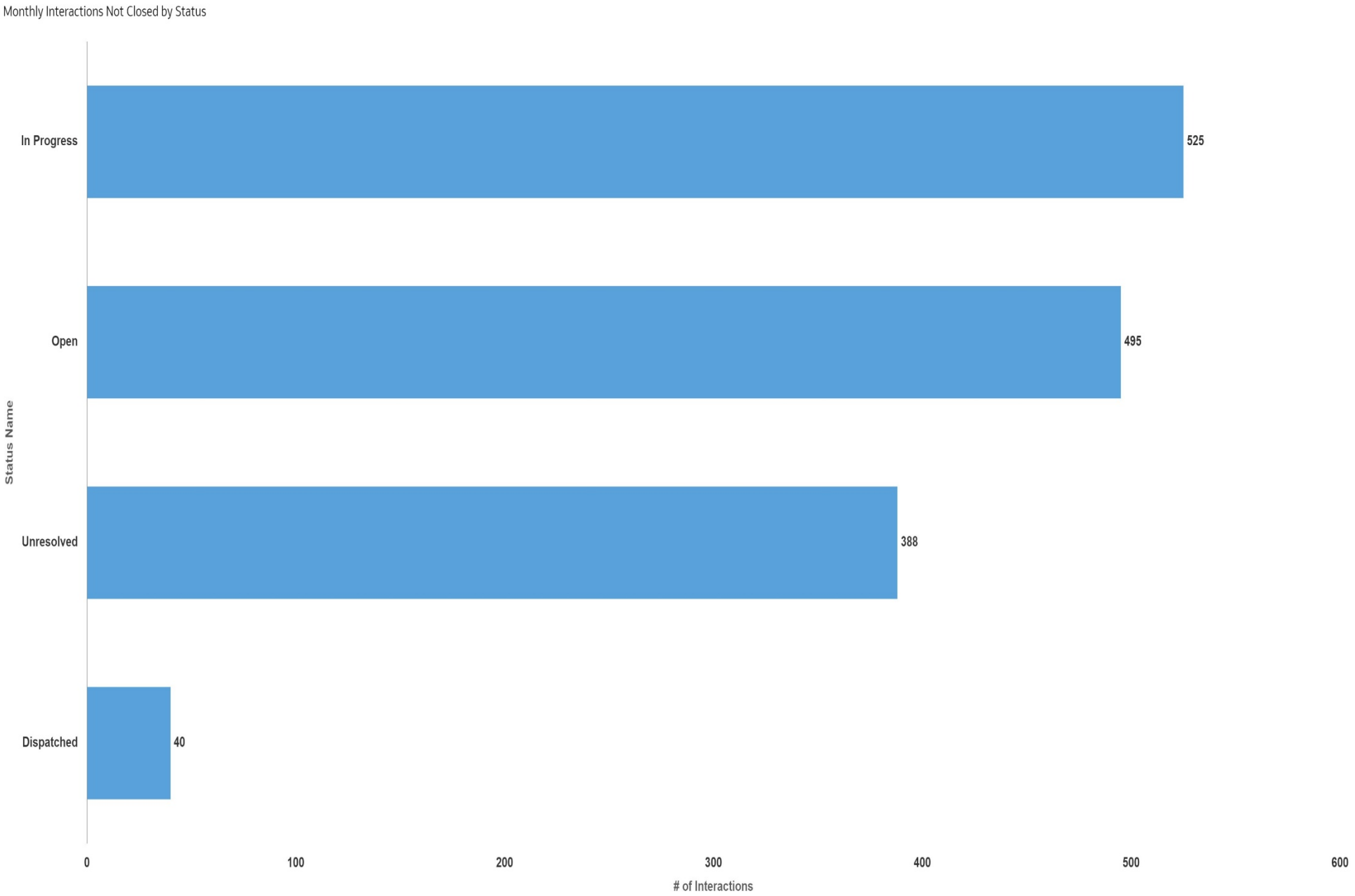
Interactions Closed this Month

19,172

Monthly Interactions Not Closed

1,448

Monthly Interactions Not Closed by Status



Service Requests Opened by District

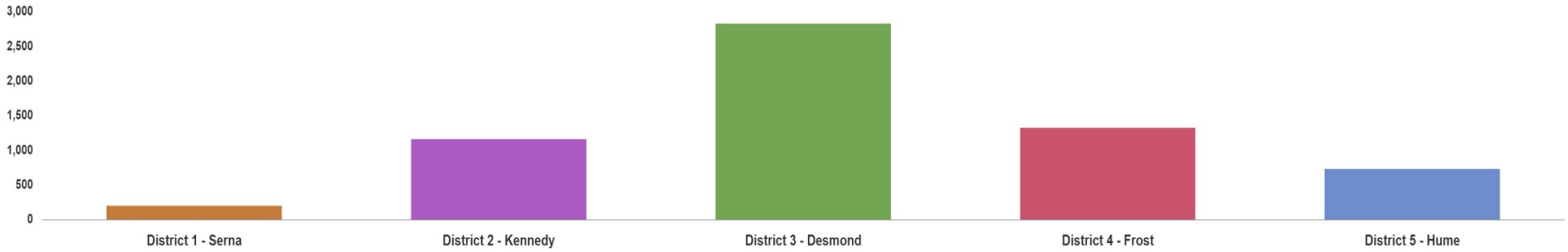
December 2023

Monthly Service Request Interactions Opened

6,271

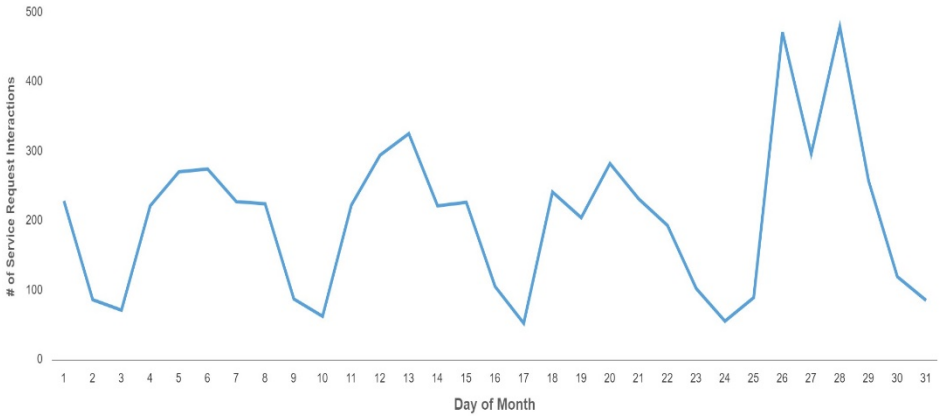
District 1 Serna	District 2 Kennedy	District 3 Desmond	District 4 Frost	District 5 Hume
204	1,166	2,834	1,330	737
Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions

Service Request Interactions by District



Service Request Interactions by District Map

Service Request Interactions Created by Day of Month



Service Requests Closed by District

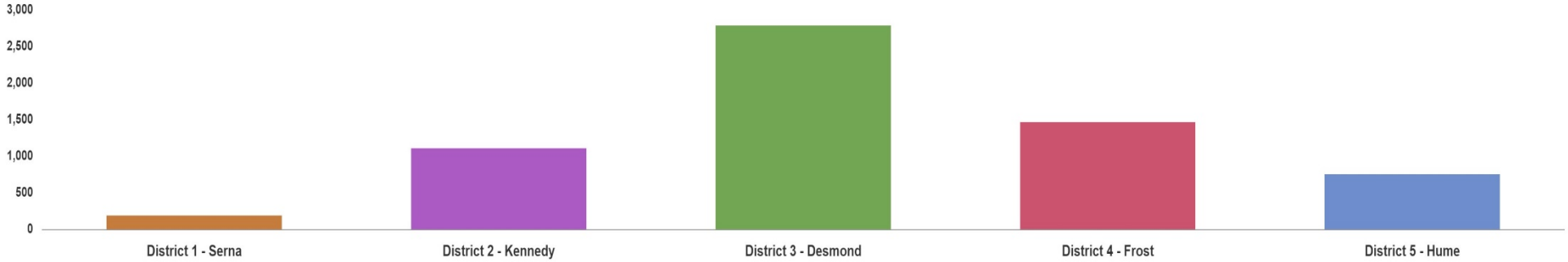
December 2023

Monthly Service Request Interactions Closed

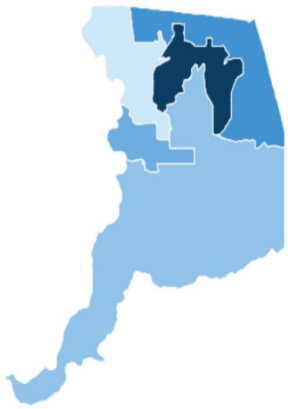
6,334

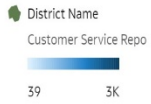
District 1 Serna	District 2 Kennedy	District 3 Desmond	District 4 Frost	District 5 Hume
194	1,115	2,793	1,473	759
Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions

Service Request Interactions by District

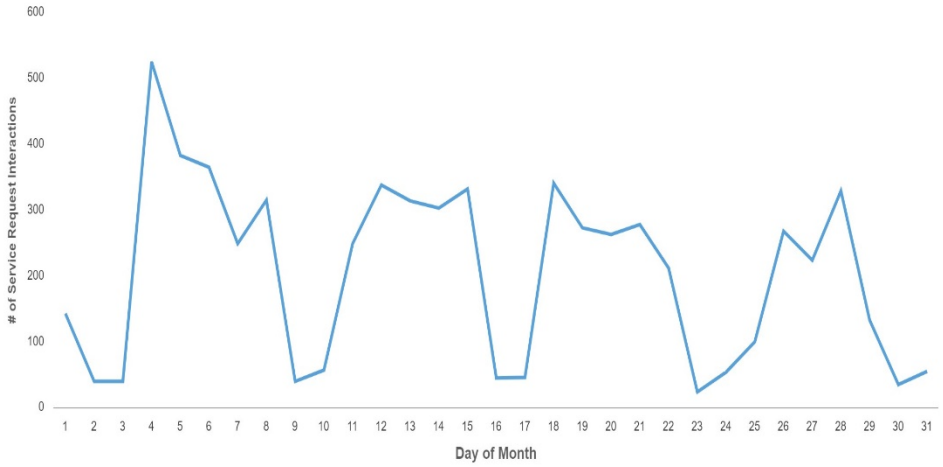


Service Request Interactions by District Map



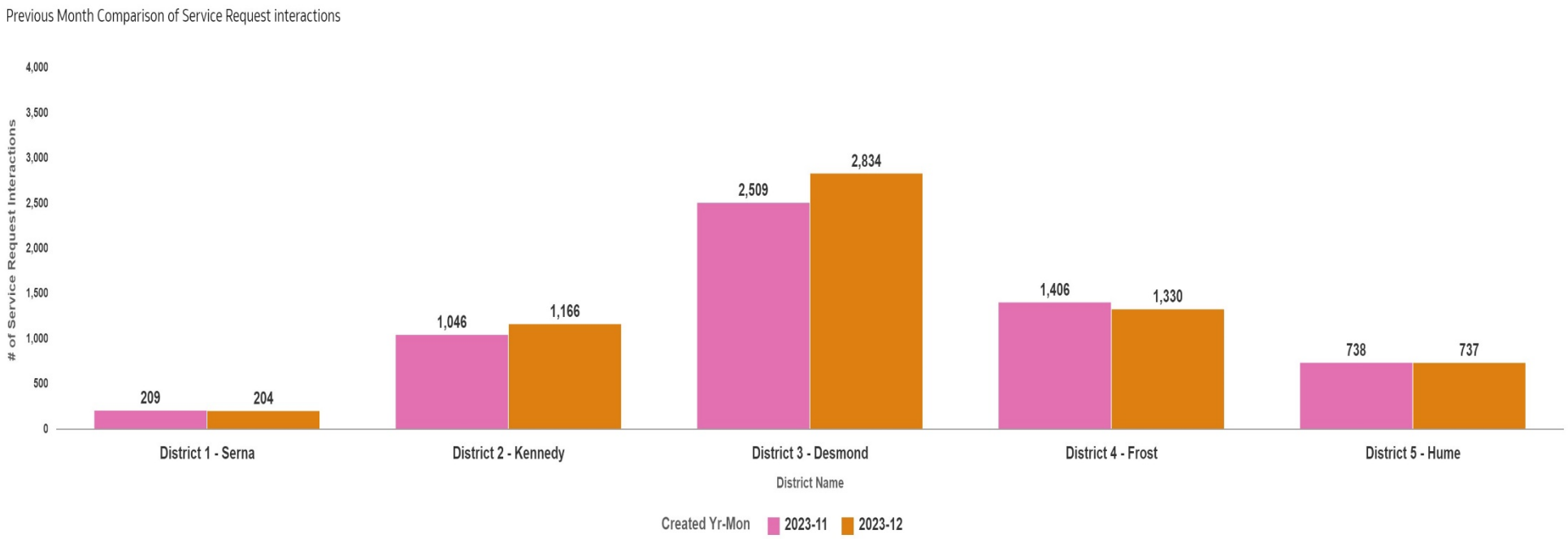


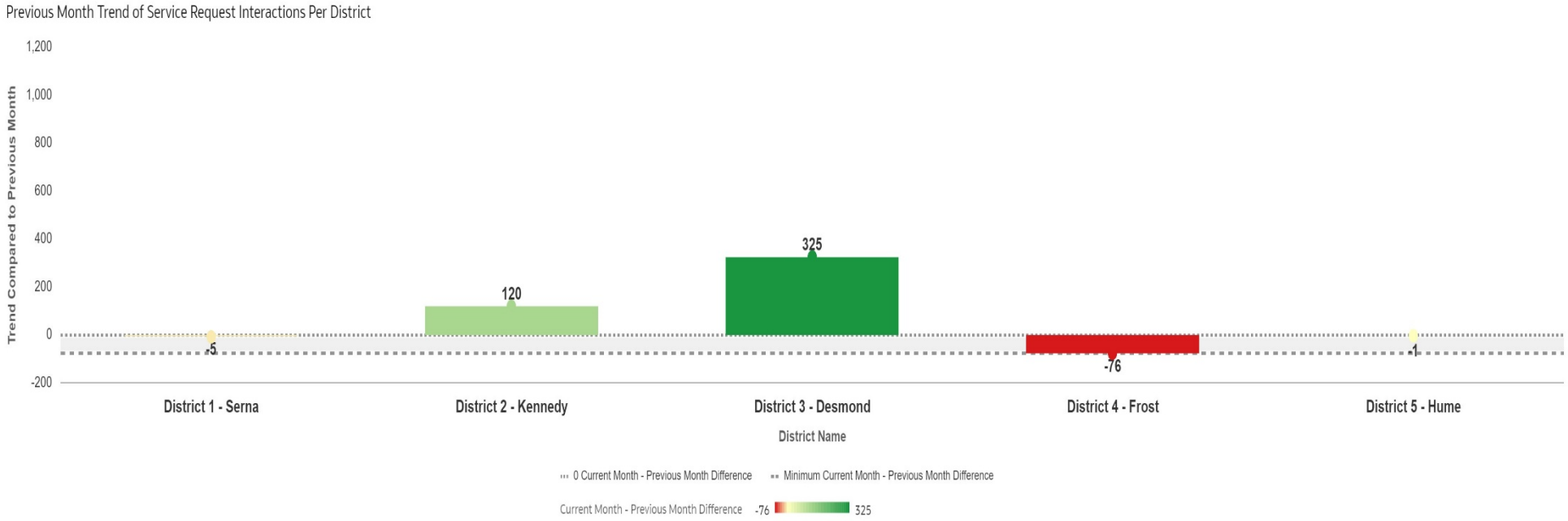
Service Request Interactions Closed by Day of Month



Board of Supervisors District Information

Previous Month Comparison of Service Request

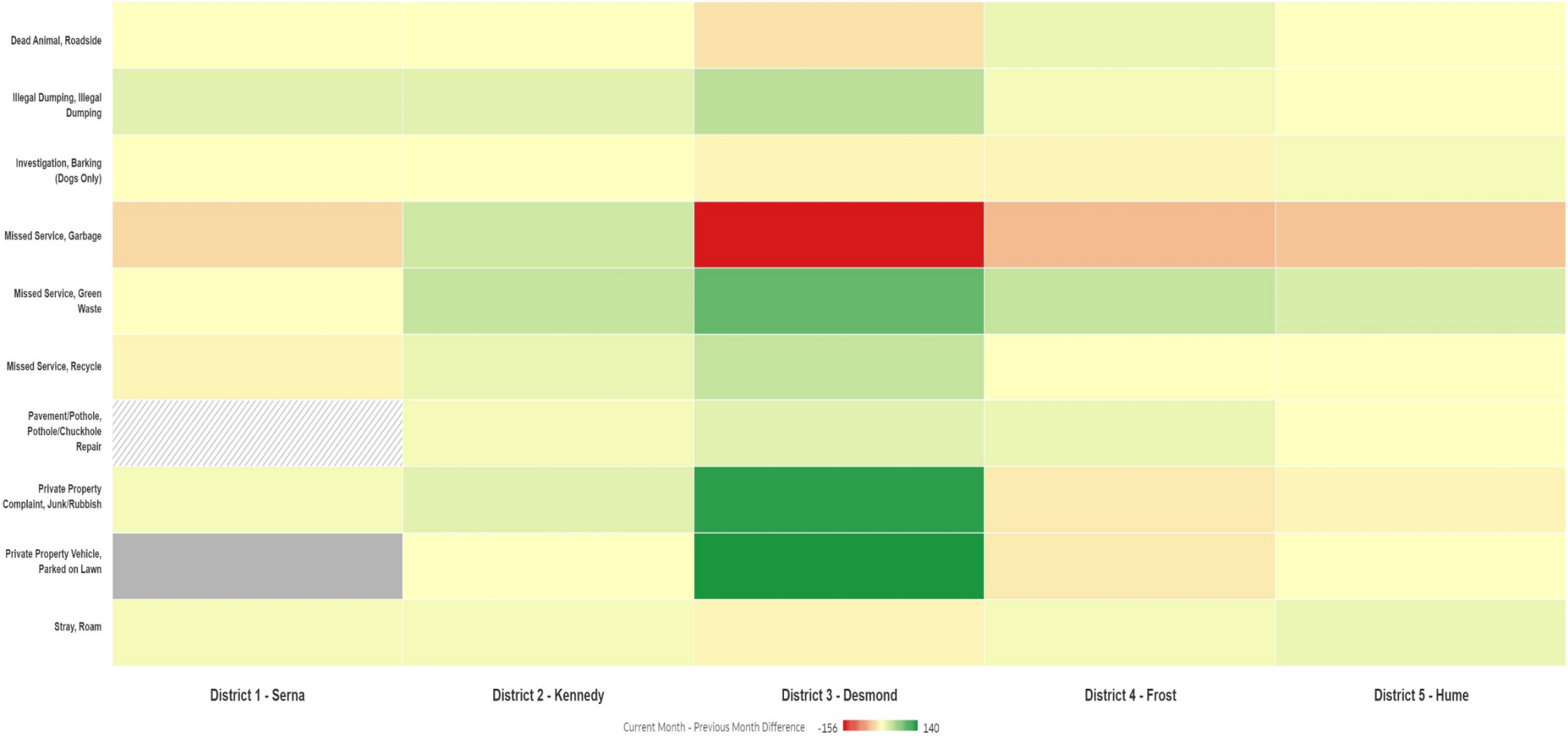




Monthly Comparison: Service Requests by District

District Name	2023-11 Service Request Map Count	2023-12 Service Request Map Count
District 1 - Serna	209	204
District 2 - Kennedy	1,046	1,166
District 3 - Desmond	2,509	2,834
District 4 - Frost	1,406	1,330
District 5 - Hume	738	737

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



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

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	
Missed Service, Green Waste	-2	33	92	35	26	184
Private Property Complaint, Junk/Rubbish	8	17	129	-13	-4	137
Private Property Vehicle, Parked on Lawn		-1	140	-12	-3	124
Illegal Dumping, Illegal Dumping	17	18	42	5	2	84
Pavement/Pothole, Pothole/Chuckhole Repair		6	19	13	-3	42
Missed Service, Recycle	-9	10	37	1	1	40
Stray, Roam	3	3	-8	6	14	18
Investigation, Barking (Dogs Only)	-1	-2	-8	-6	7	-10
Dead Animal, Roadside	1	-3	-20	11	0	-11
Missed Service, Garbage	-24	32	-156	-45	-36	-229
Grand Total	**0**	**113**	**267**	**-5**	**4**	**379**

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

Board of Supervisor District Analysis

District 1

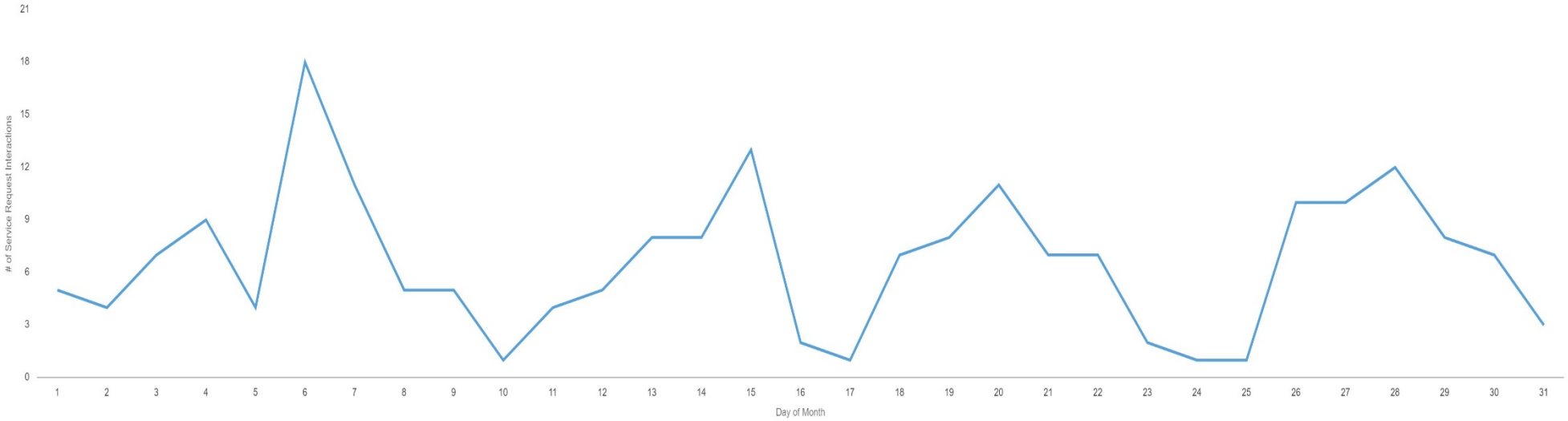
Service Requests Created

204

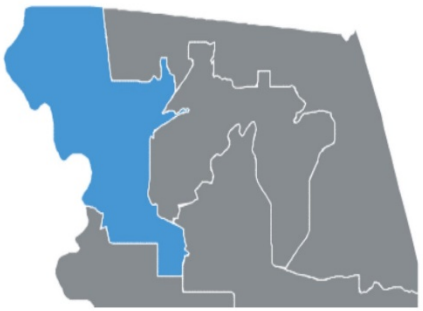
Service Requests Closed

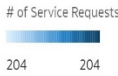
143

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions

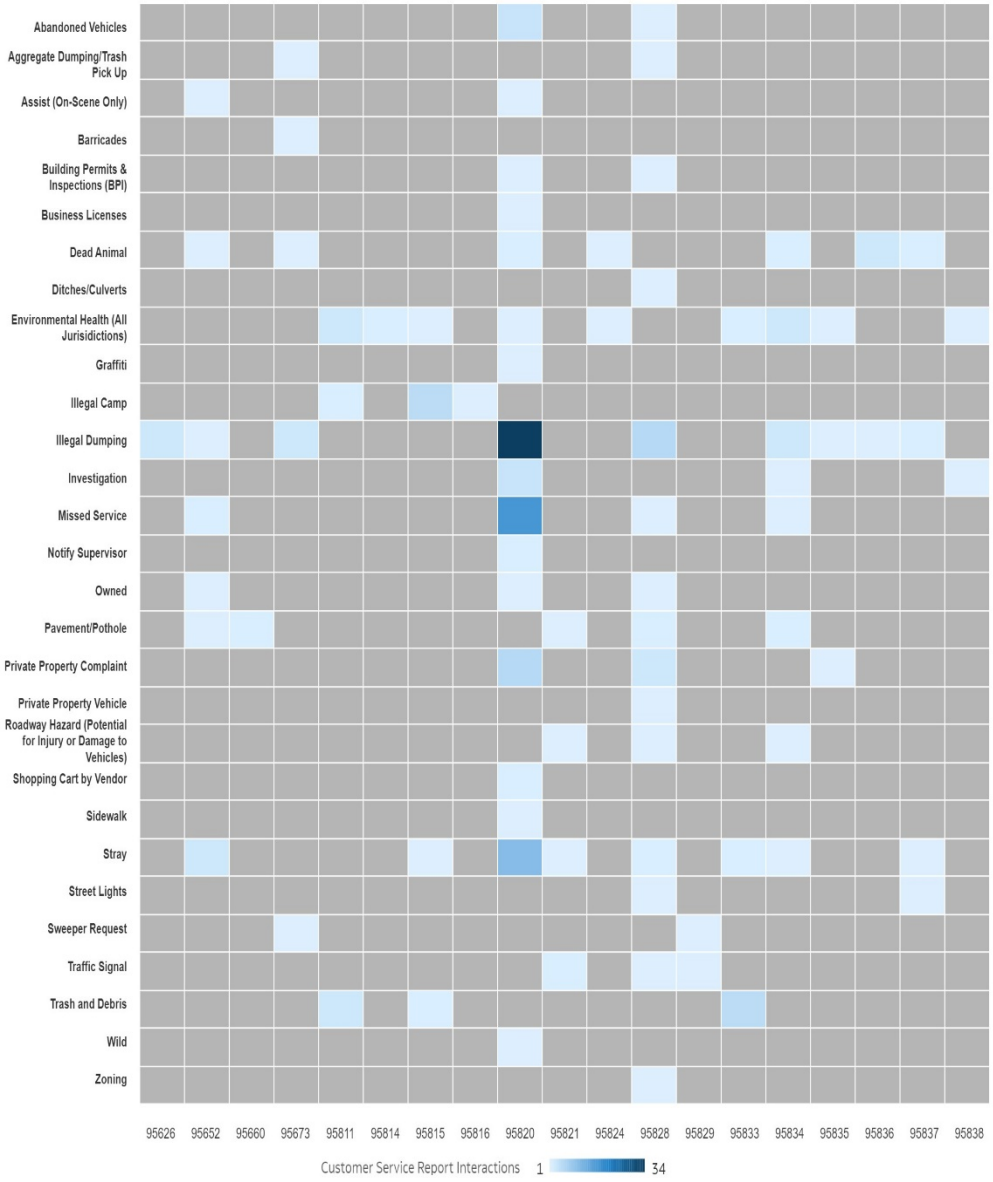




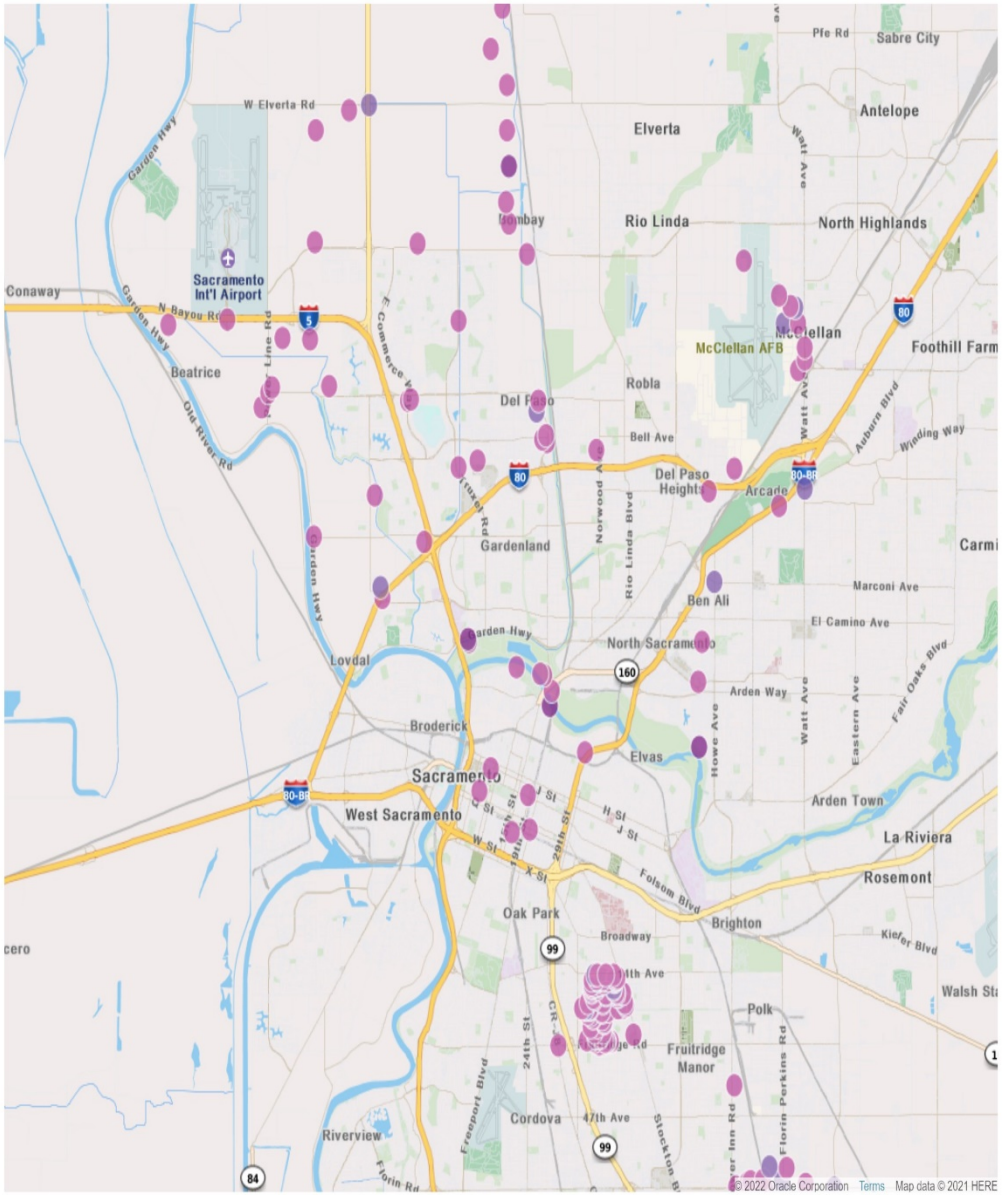
Board of Supervisor District Analysis

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

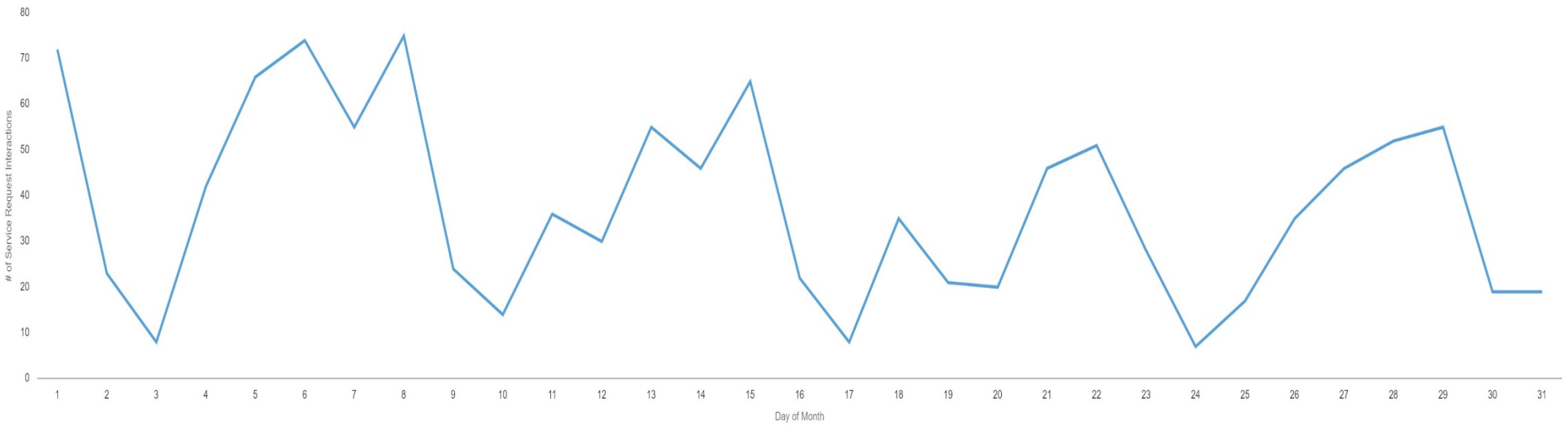
Service Requests Created

1,166

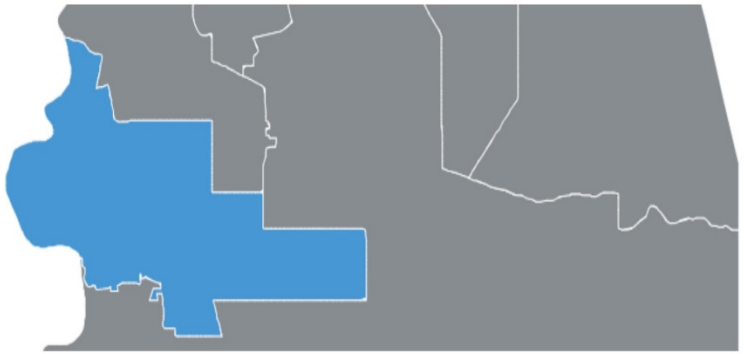
Service Requests Closed

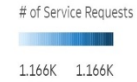
903

Service Request Interactions Created by Day of Month



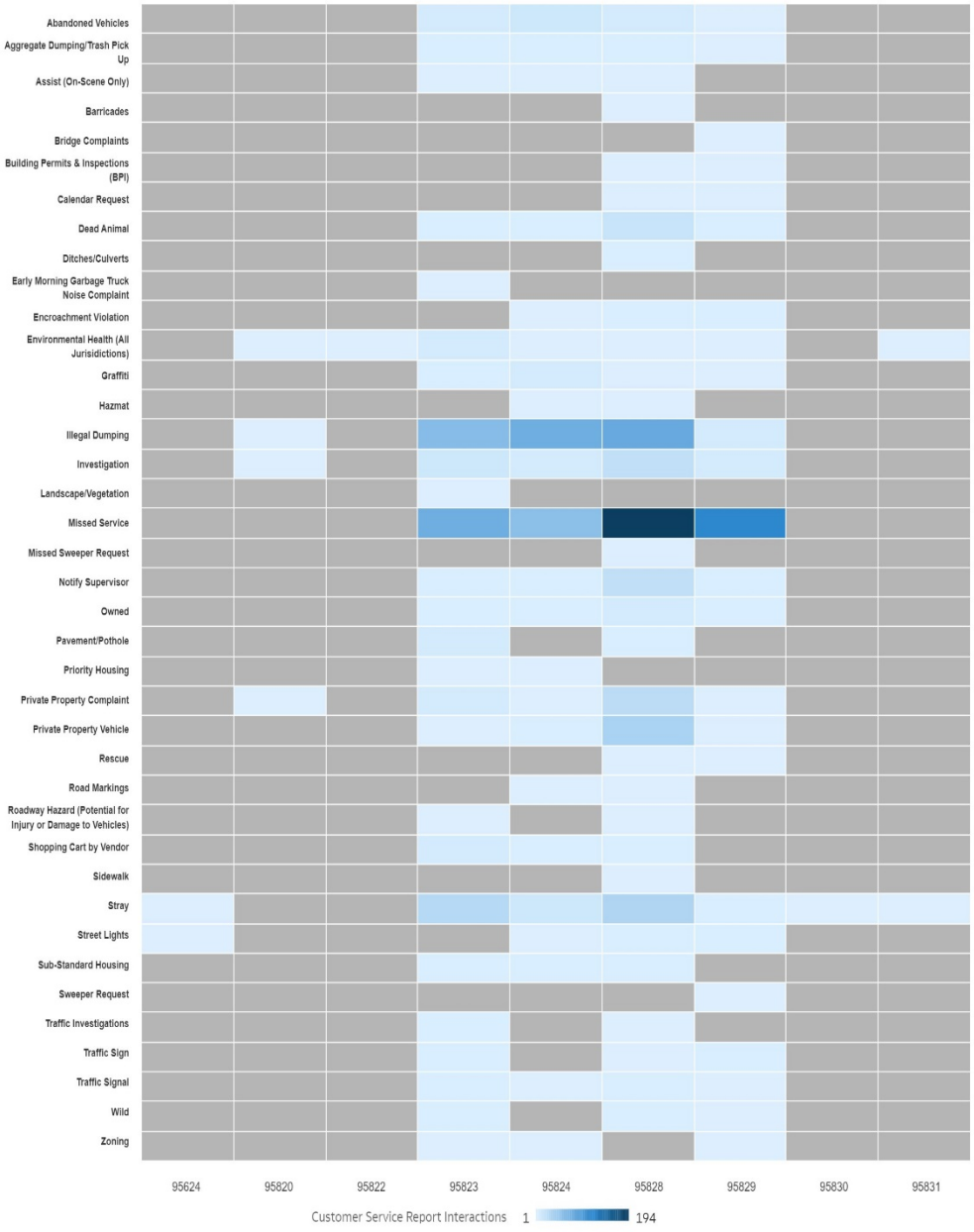
District Name, Customer Service Report Interactions



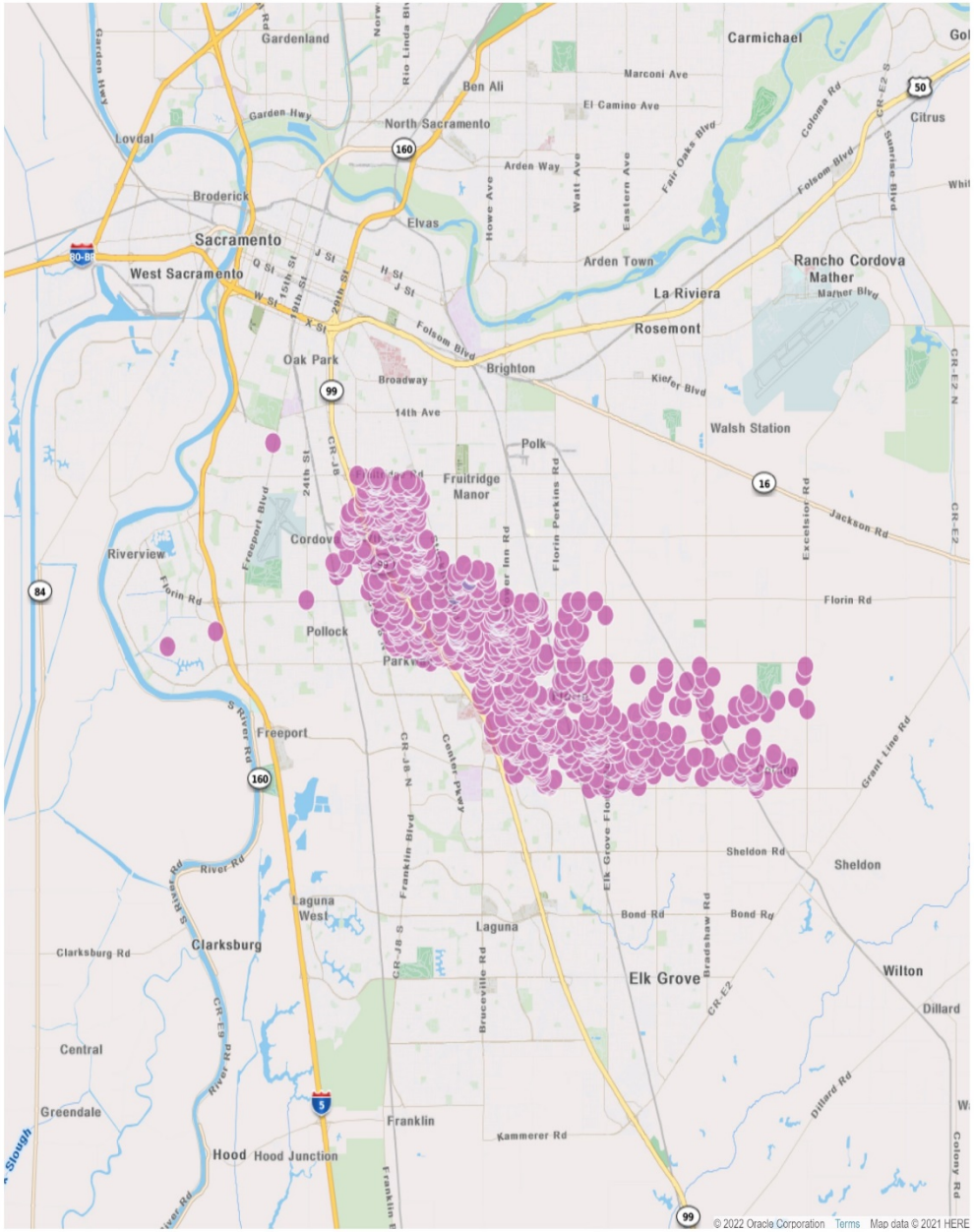


District 2 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



Board of Supervisor District Analysis

District 3

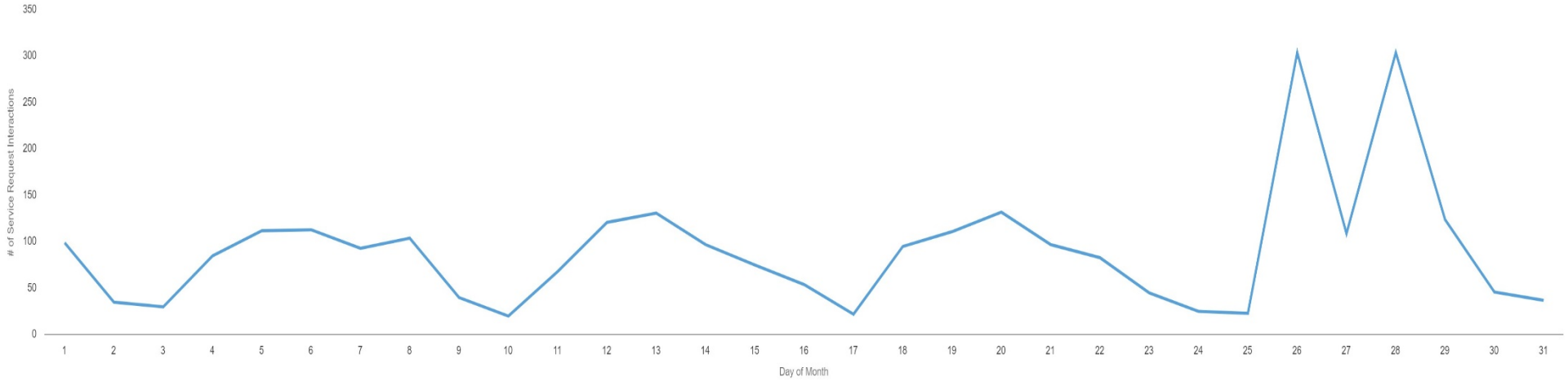
Service Requests Created

2,834

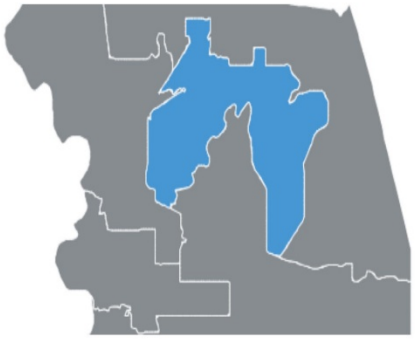
Service Requests Closed

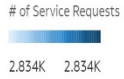
1,873

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions

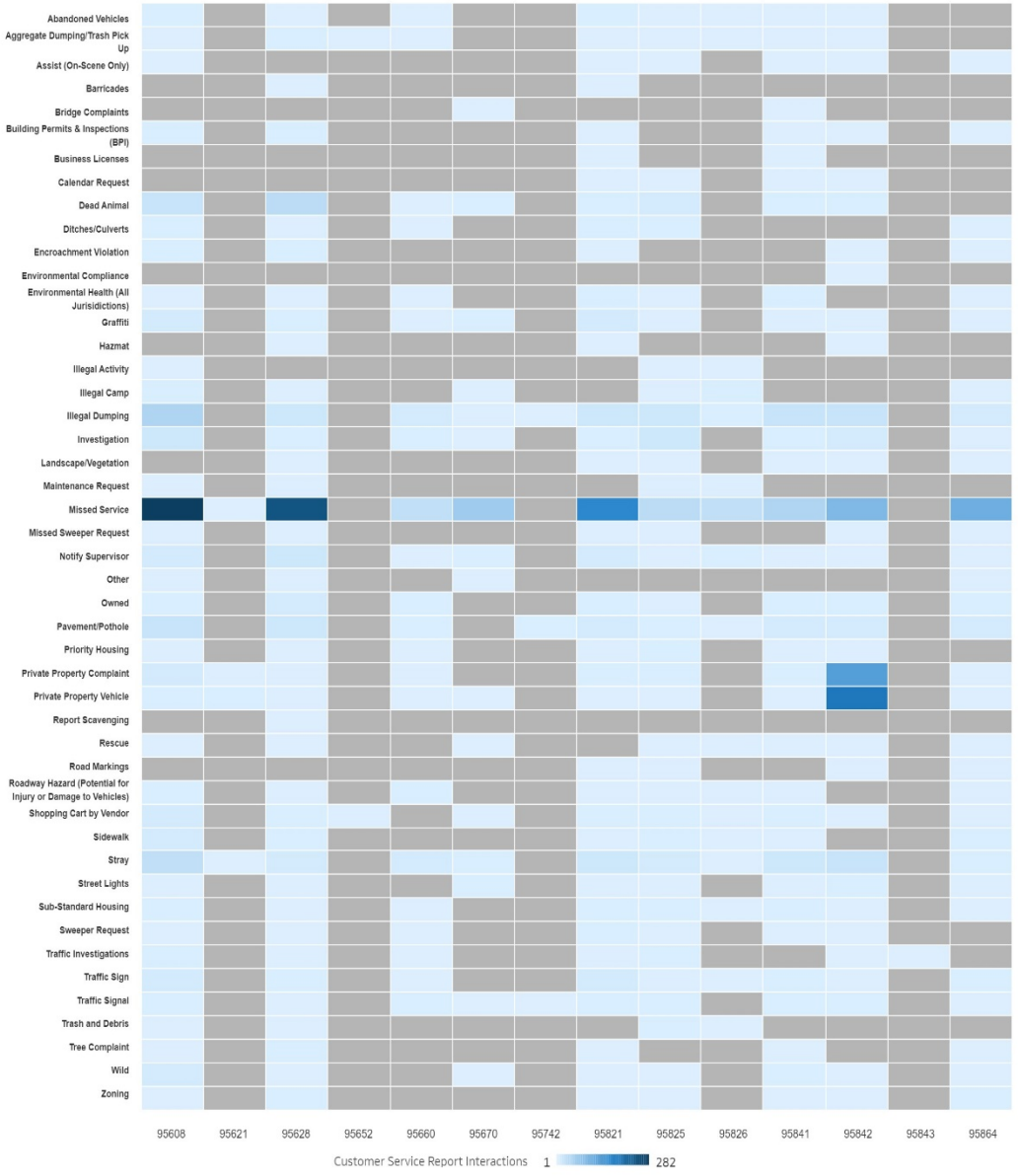




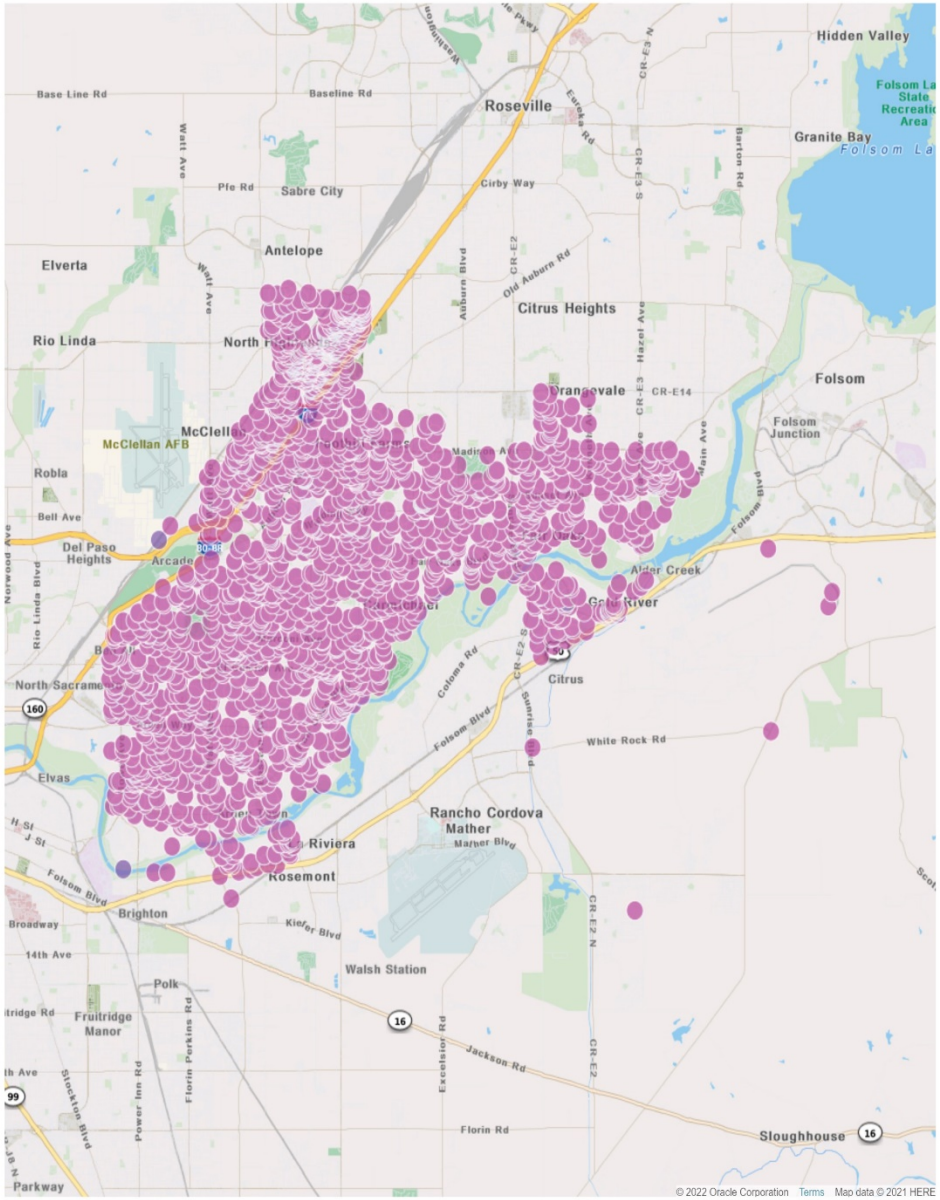
Board of Supervisor District Analysis

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

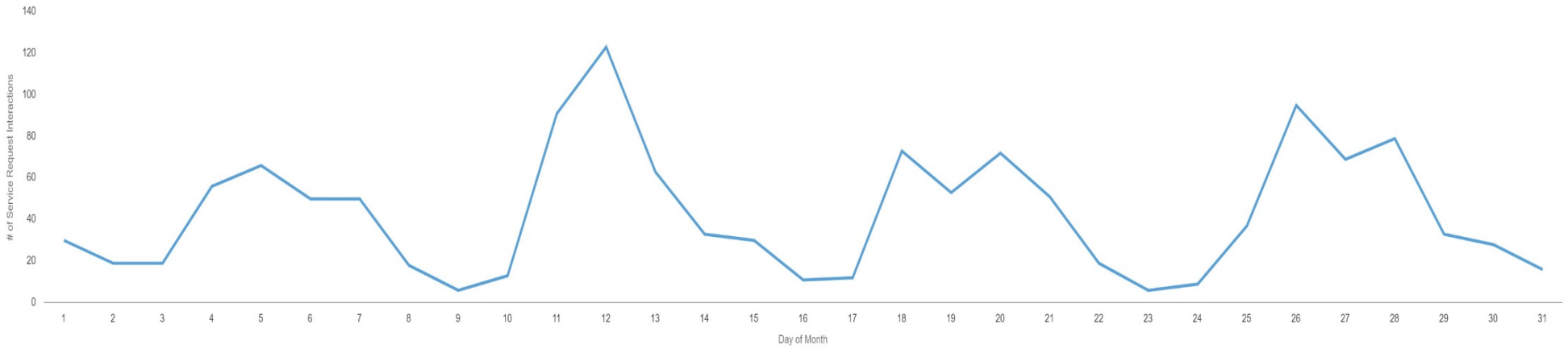
Service Requests Created

1,330

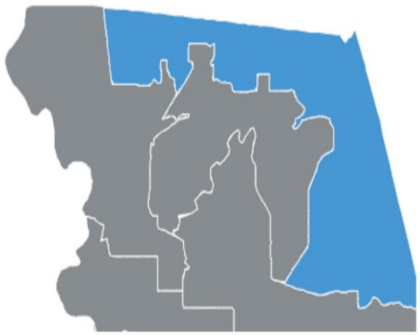
Service Requests Closed

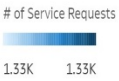
1,053

Service Request Interactions Created by Day of Month



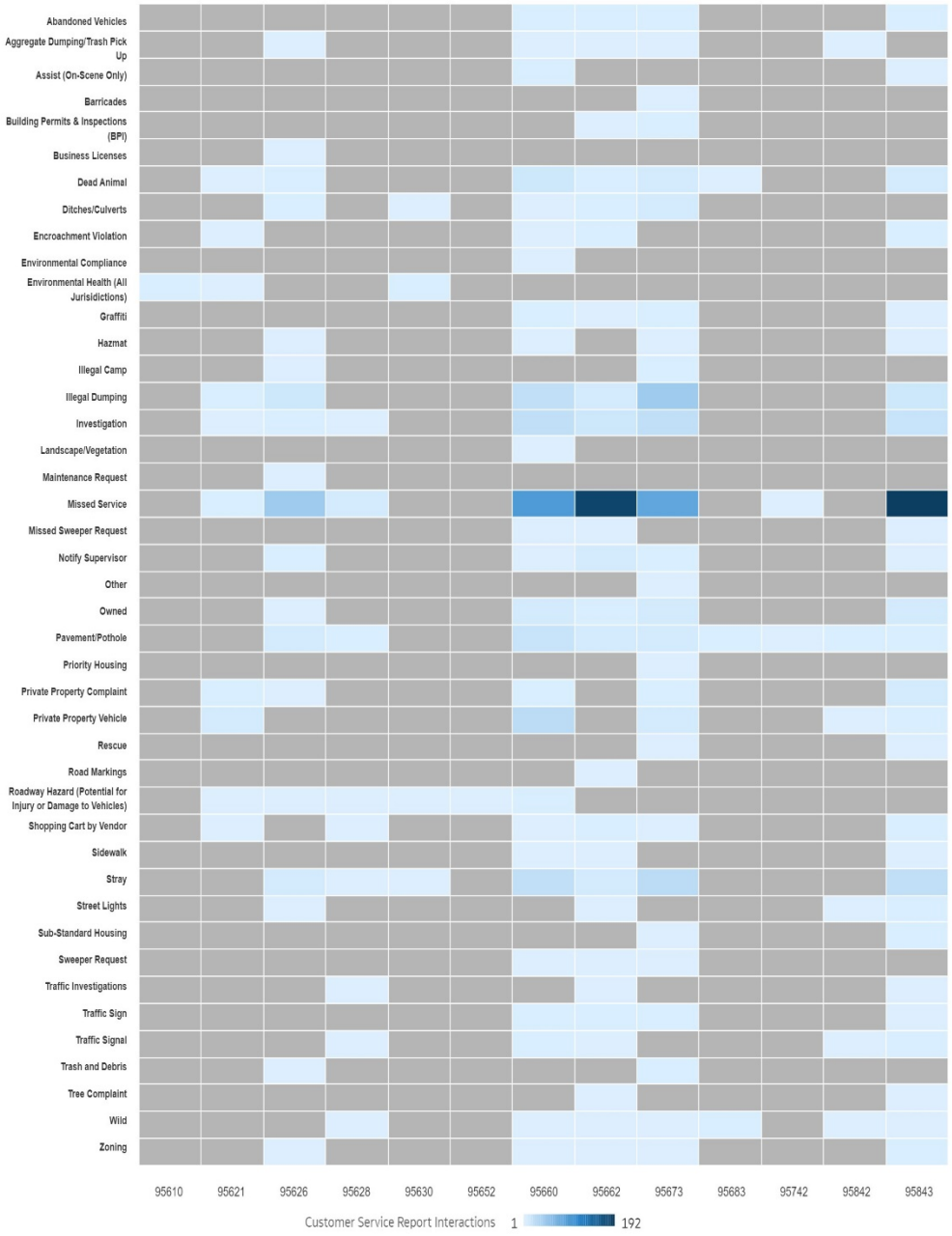
District Name, Customer Service Report Interactions



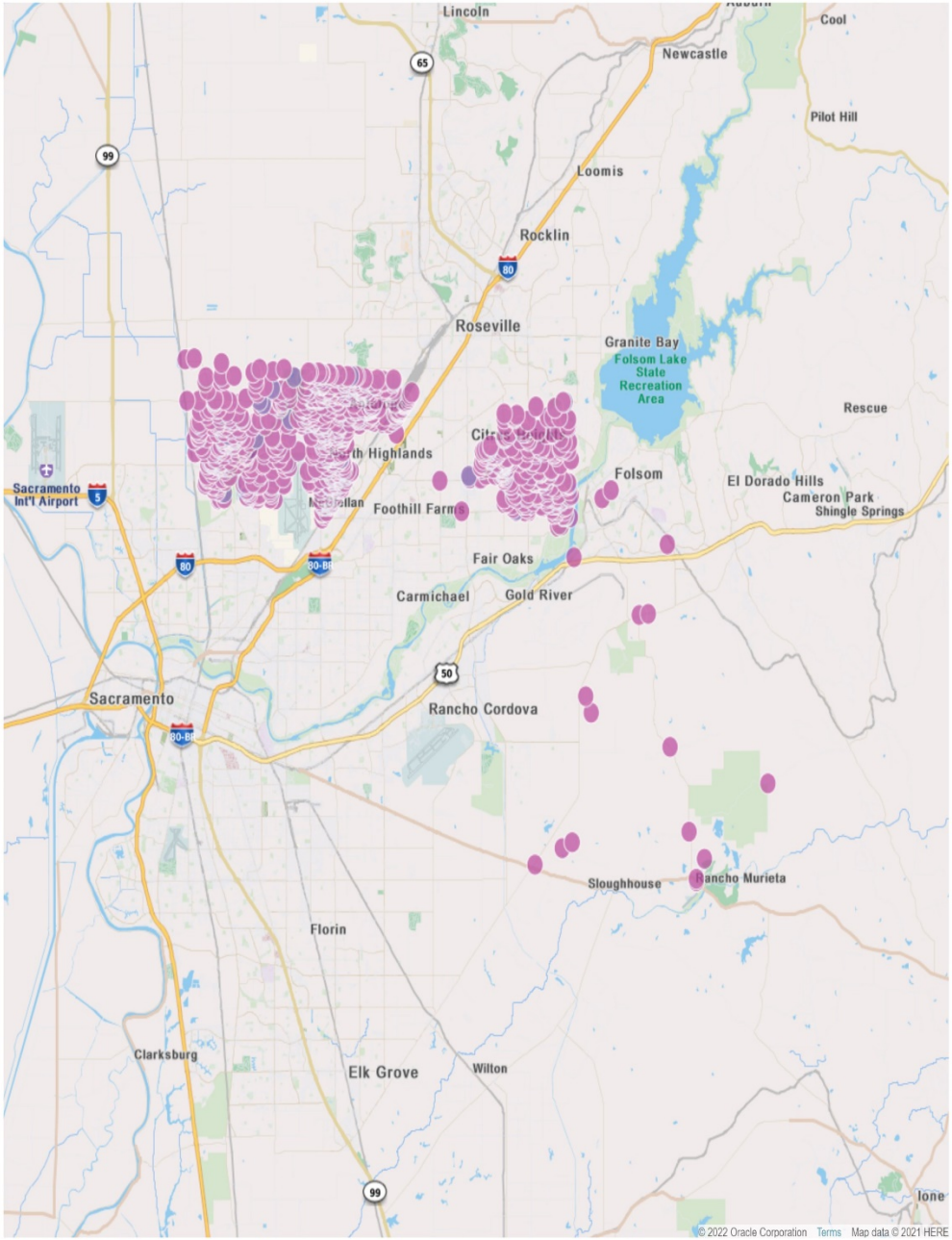


District 4 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



Board of Supervisor District Analysis

District 5

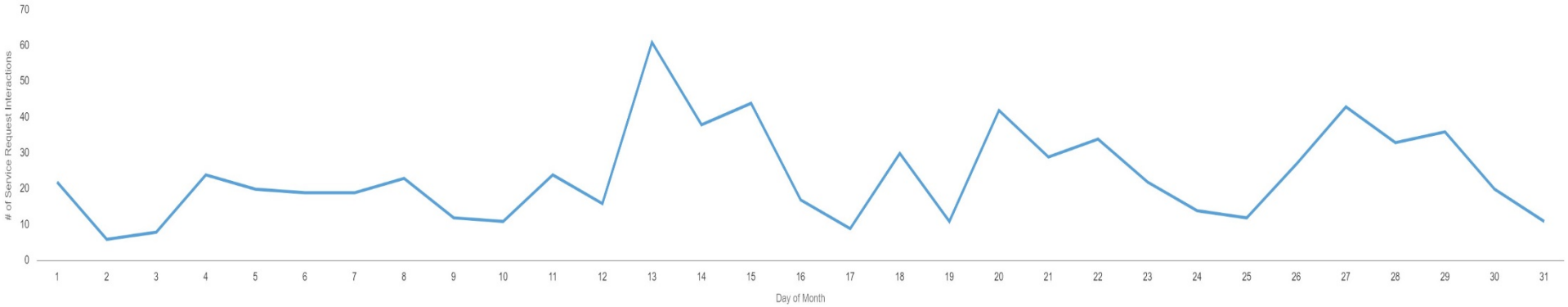
Service Requests Created

737

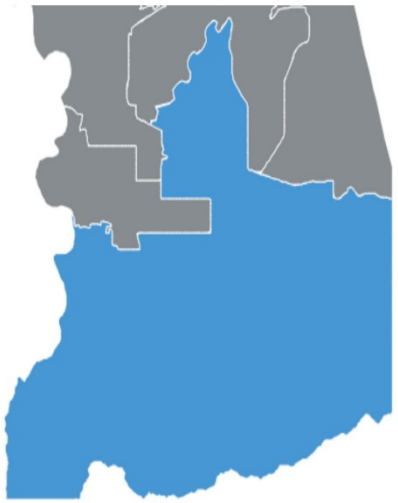
Service Requests Closed

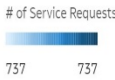
592

Service Request Interactions Created by Day of Month



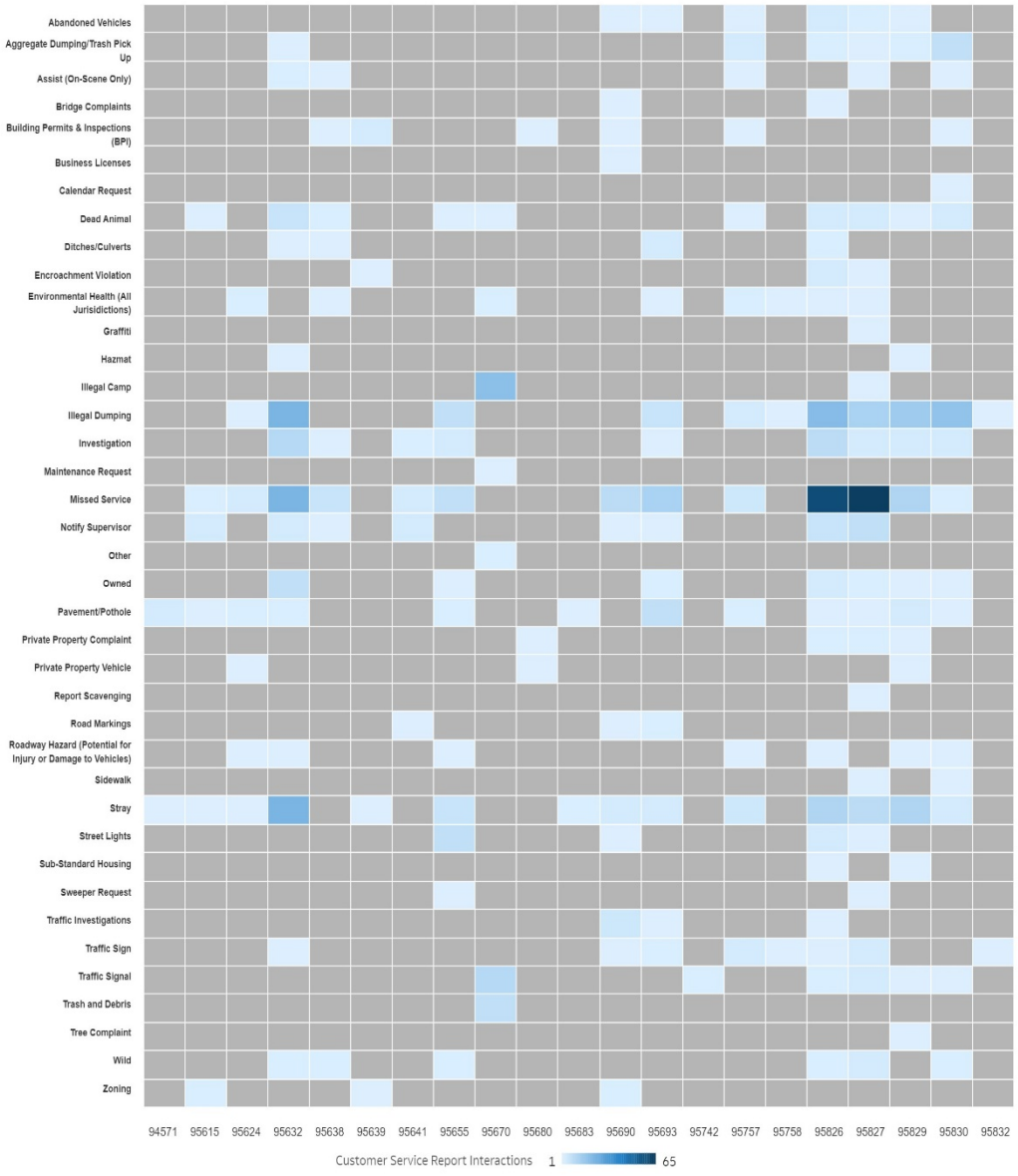
District Name, Customer Service Report Interactions



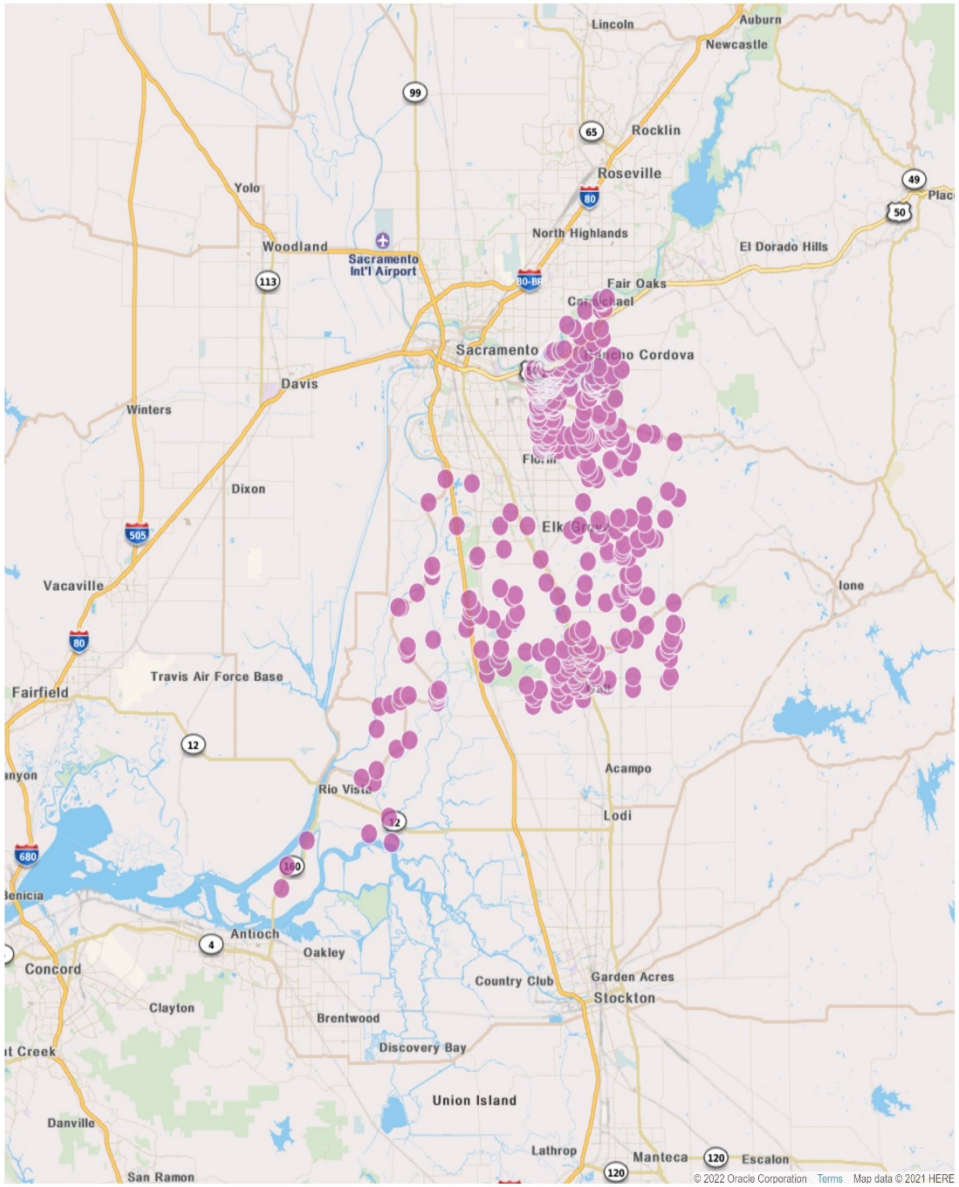


District 5 (continued)

Service Request Interactions by Category Per Zip Code

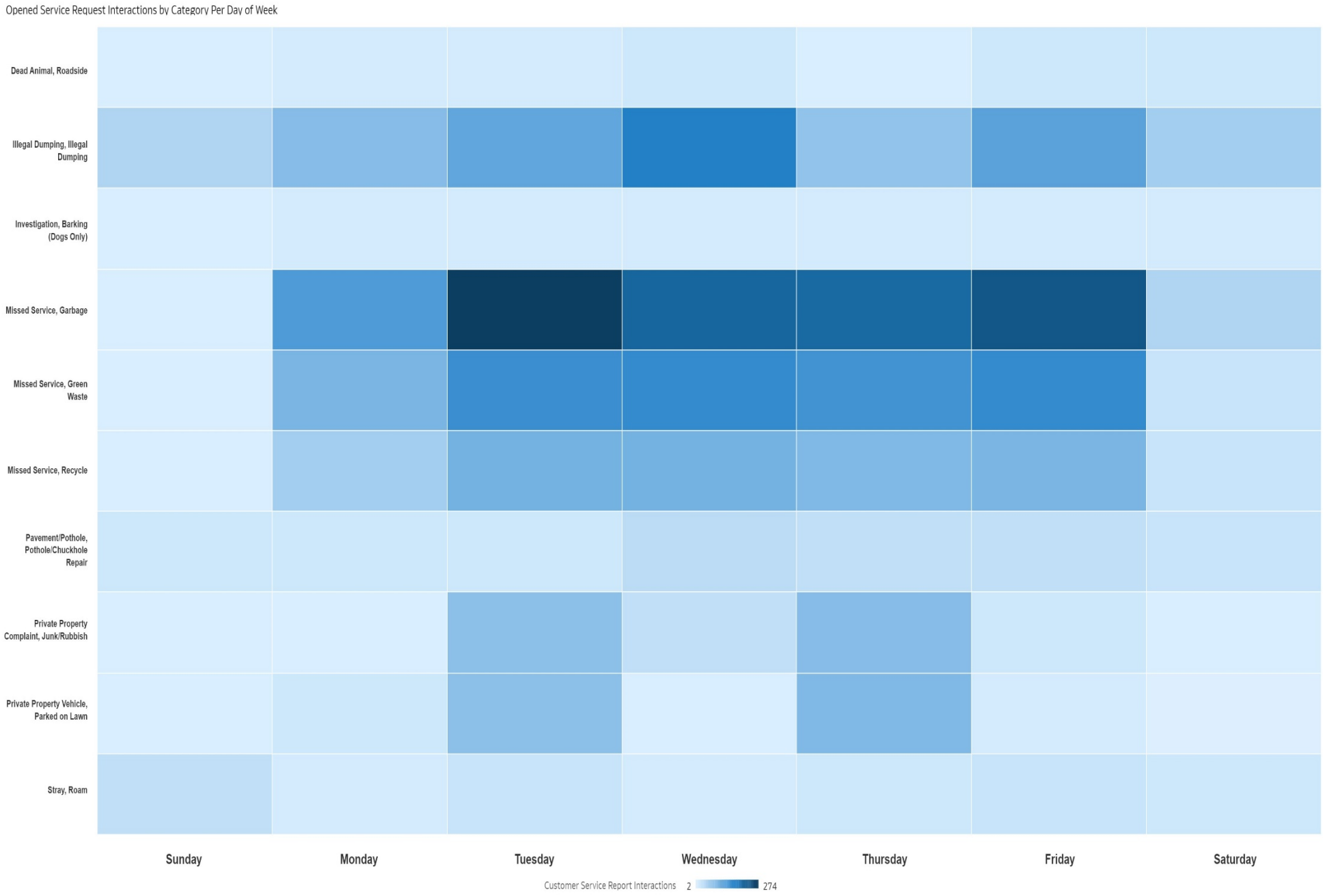


Service Request Interactions Mapped by Selected Zip Code



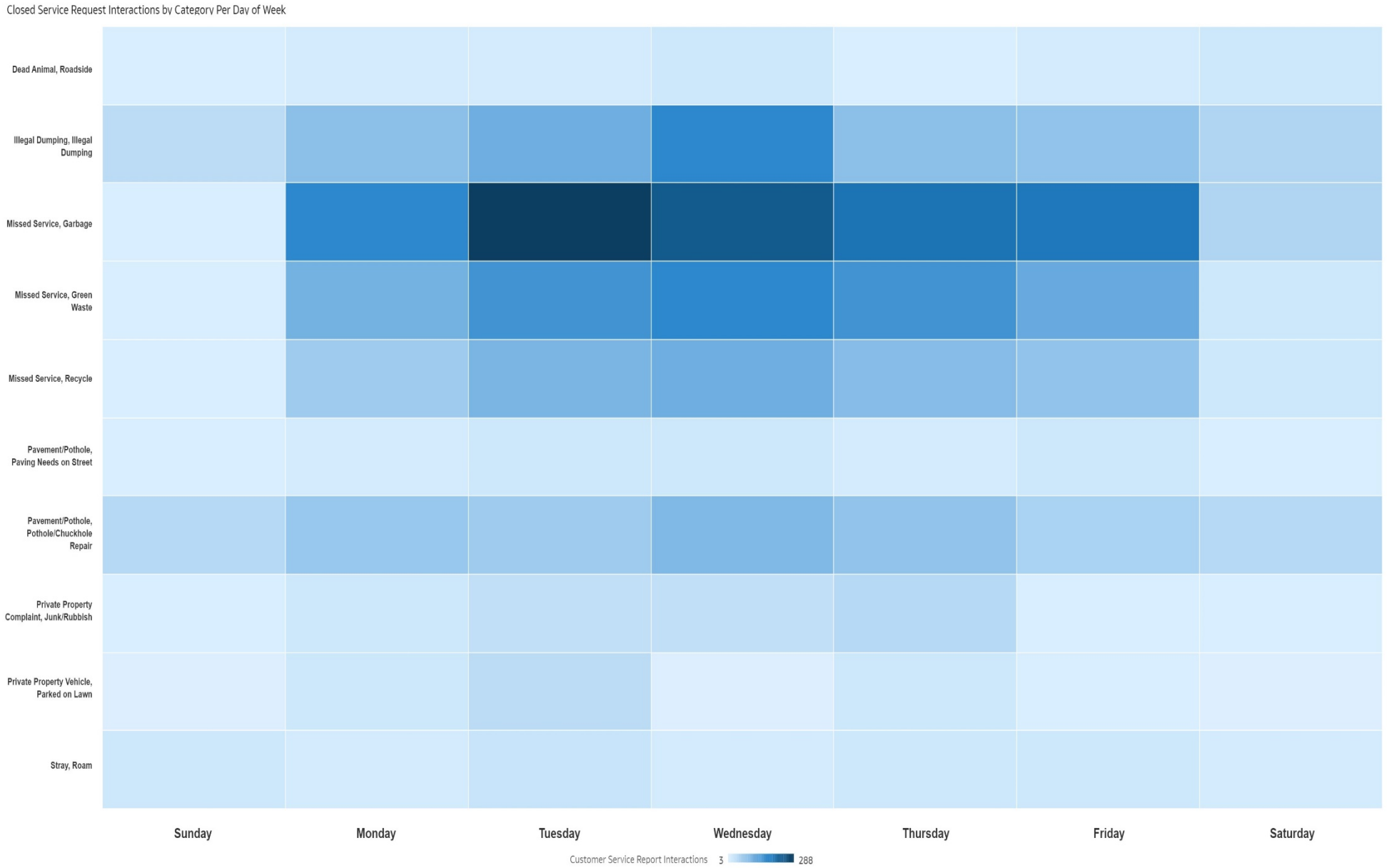
Aging of Open Requests

Top Service Requests Open by Day



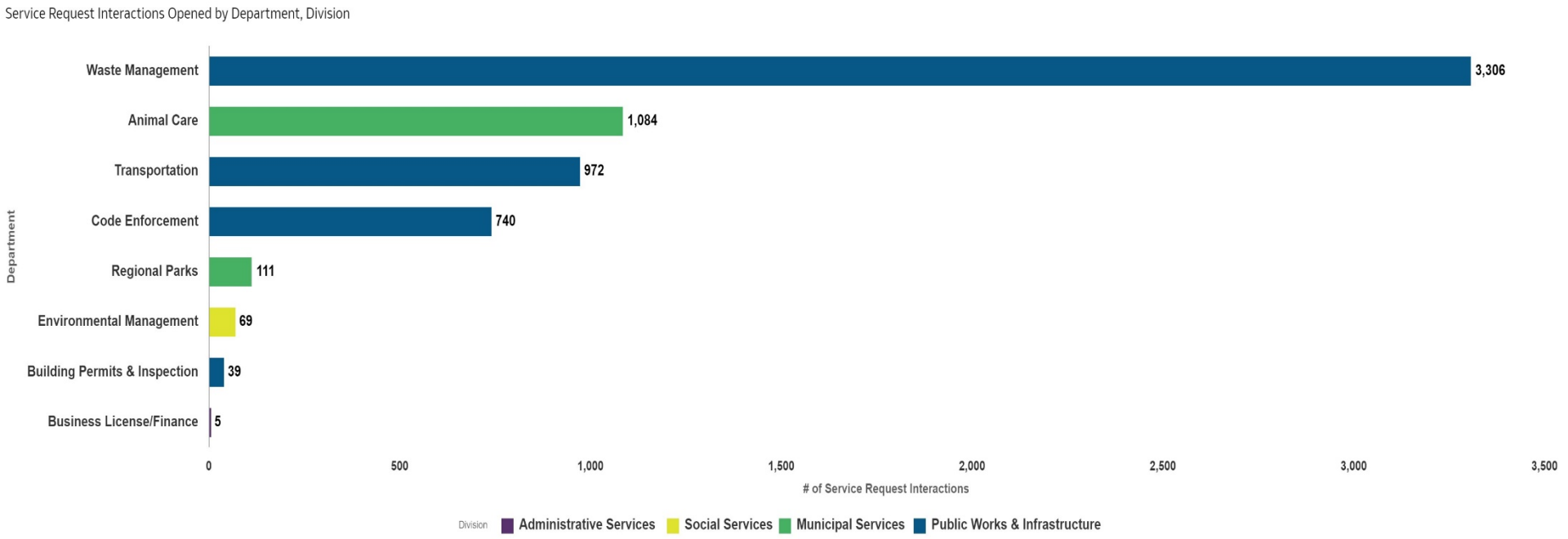
Aging of Open Requests

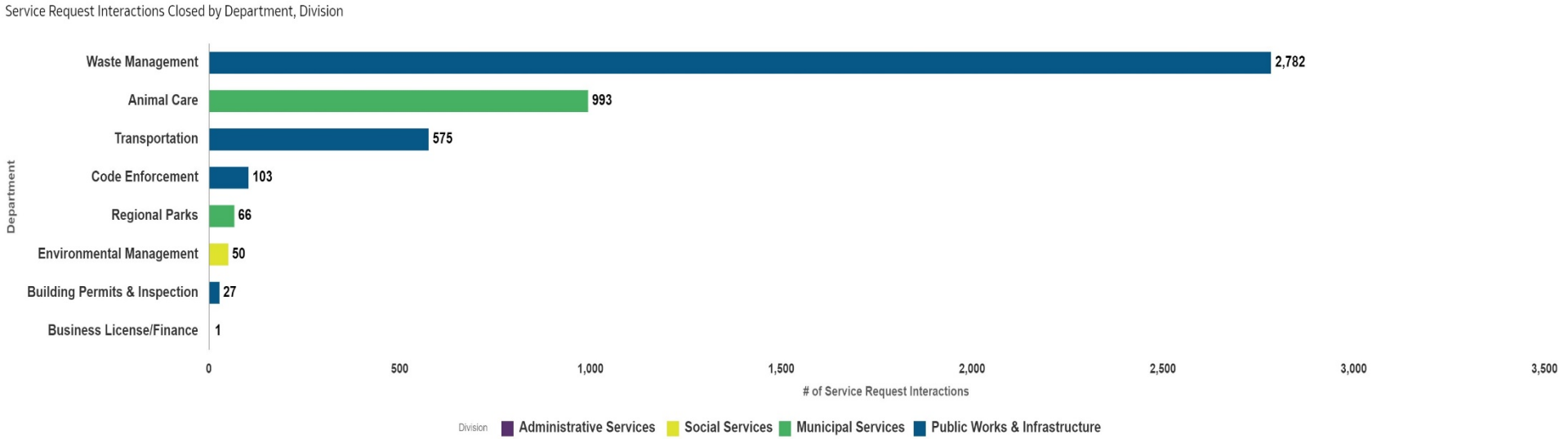
Top Service Requests Closed by Day



Aging of Open Requests

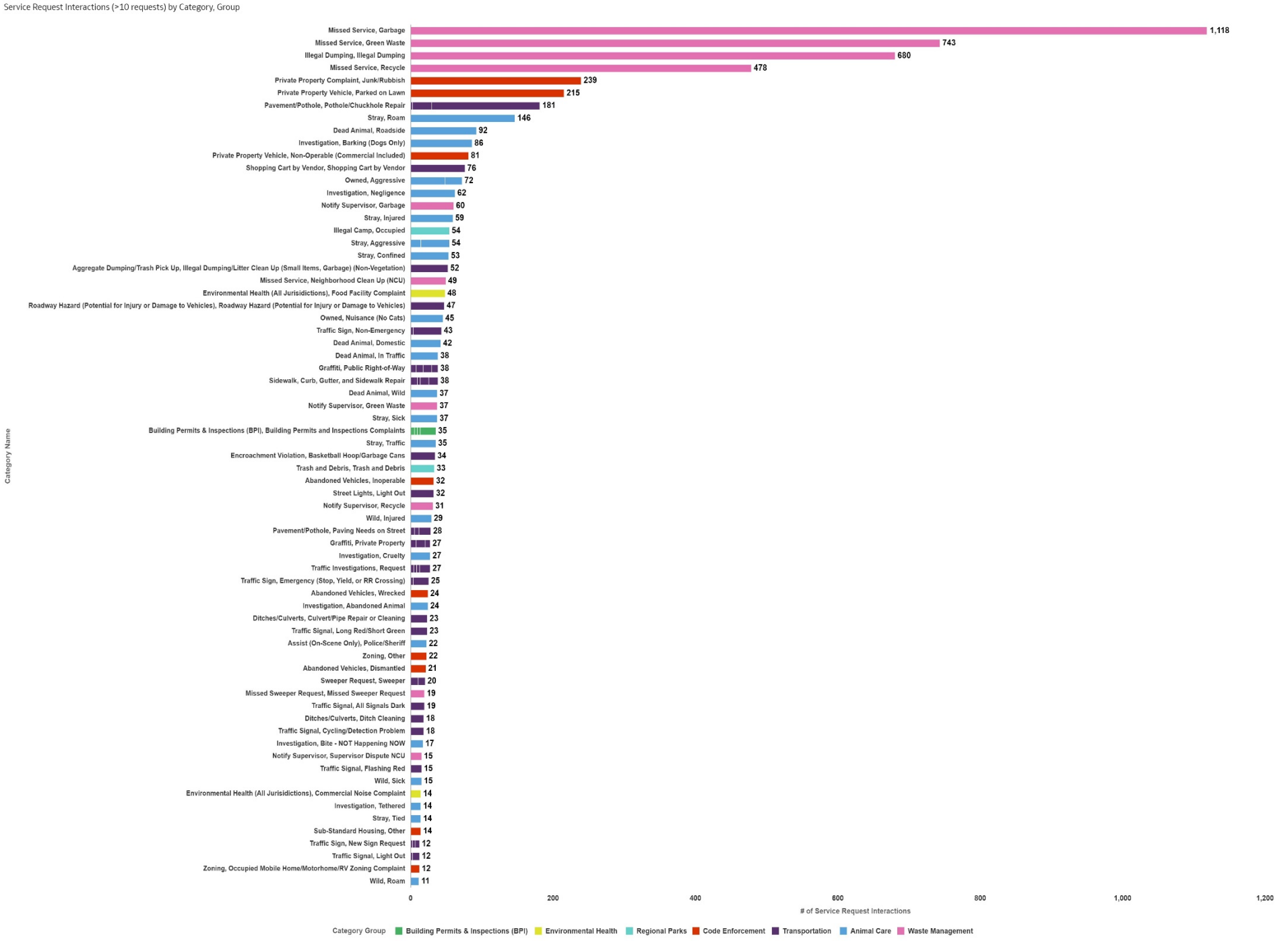
Opened/Closed by Department/Division





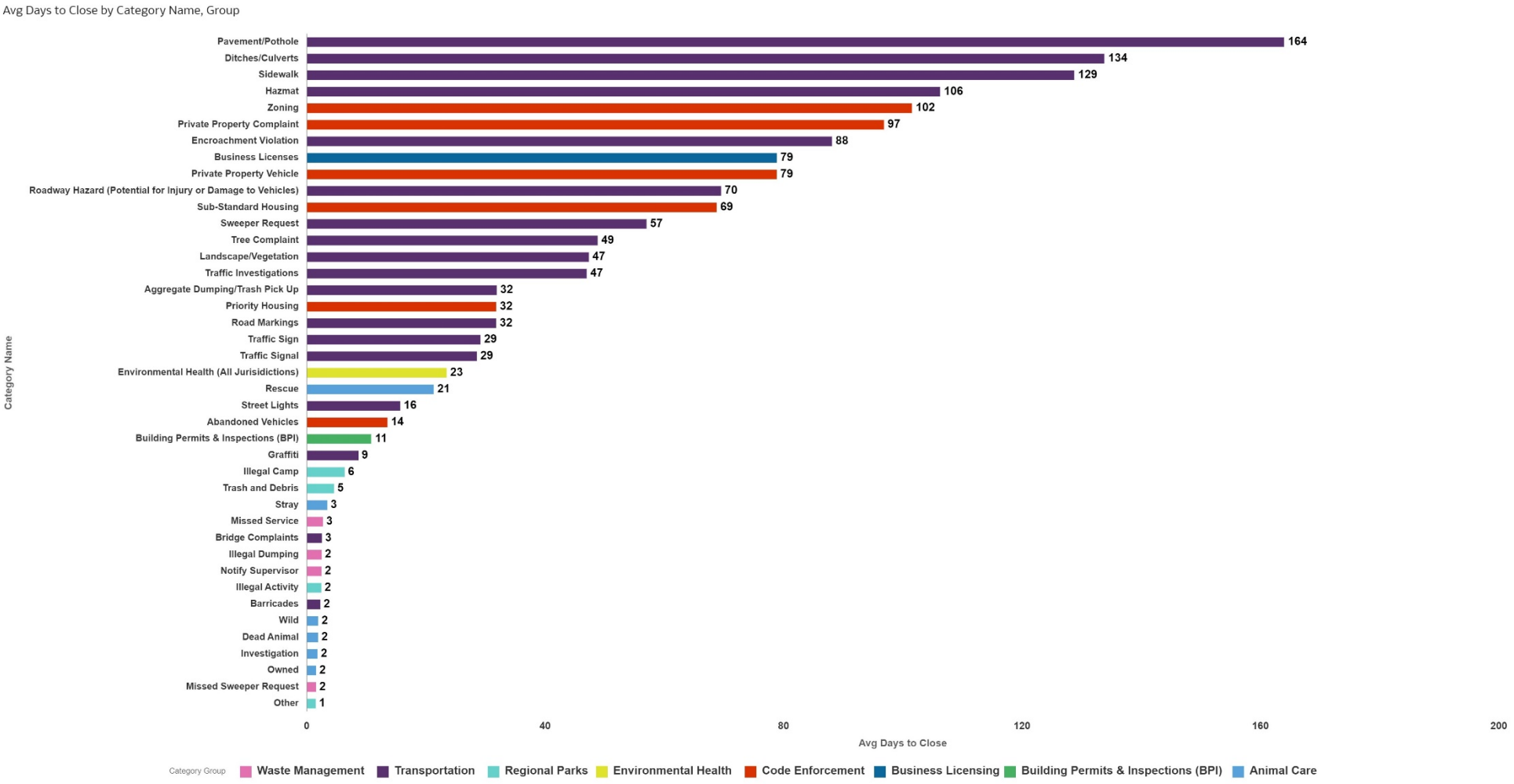
Aging of Open Requests

Greater Than 10 Service Requests



Aging of Open Requests

Average Days to Close Service Requests



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

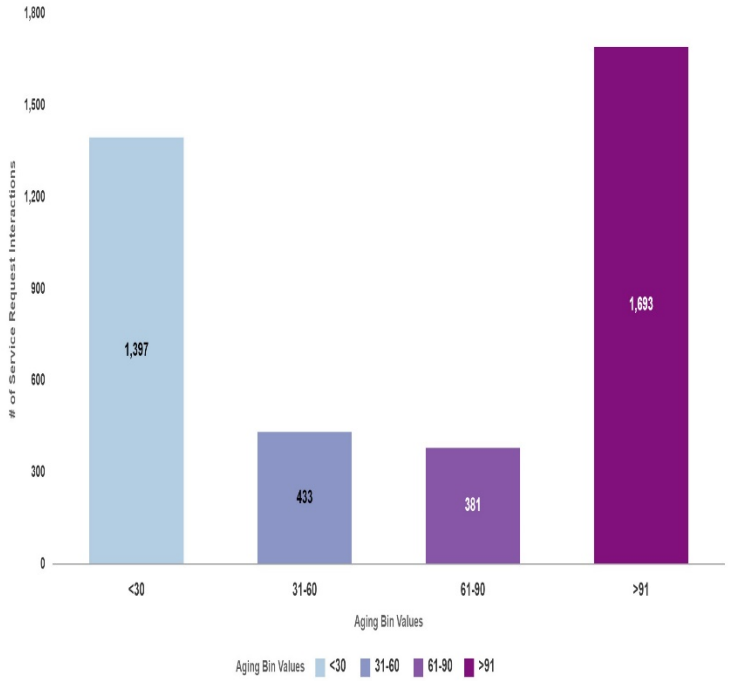
Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Waste Management	Calendar Request	10	0.00
Animal Care	Assist (On-Scene Only)	26	0.07
Transportation	Shopping Cart by Vendor	76	0.10
Animal Care	Wild	65	0.21
Environmental Compliance	Environmental Compliance	2	0.39
Regional Parks	Maintenance Request	1	0.41
Regional Parks	Other	1	1.49
Animal Care	Investigation	239	1.54
Waste Management	Missed Sweeper Request	15	1.55
Animal Care	Owned	119	1.55
Animal Care	Dead Animal	209	1.72
Animal Care	Stray	382	2.08
Transportation	Barricades	3	2.27
Regional Parks	Illegal Activity	4	2.43
Waste Management	Notify Supervisor	149	2.46
Waste Management	Illegal Dumping	655	2.48
Transportation	Bridge Complaints	2	2.54
Waste Management	Missed Service	2,425	2.71
Animal Care	Rescue	15	4.44
Regional Parks	Trash and Debris	23	4.57
Regional Parks	Illegal Camp	56	6.34
Transportation	Graffiti	52	8.21
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	37	10.80
Transportation	Street Lights	50	12.71
Code Enforcement	Abandoned Vehicles	79	13.52
Environmental Health	Environmental Health (All Jurisidictions)	95	23.45
Transportation	Traffic Signal	122	28.52
Transportation	Traffic Sign	73	29.14
Transportation	Road Markings	7	31.76
Code Enforcement	Priority Housing	9	31.77
Transportation	Aggregate Dumping/Trash Pick Up	39	31.85
Transportation	Traffic Investigations	14	46.96
Transportation	Landscape/Vegetation	17	47.32
Transportation	Tree Complaint	24	48.79
Transportation	Sweeper Request	22	56.99
Code Enforcement	Sub-Standard Housing	32	68.77
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	47	69.51
Code Enforcement	Private Property Vehicle	175	78.83
Business Licensing	Business Licenses	4	78.85
Transportation	Encroachment Violation	17	88.10
Code Enforcement	Private Property Complaint	193	96.84
Code Enforcement	Zoning	79	101.51
Transportation	Hazmat	17	106.24
Transportation	Sidewalk	31	128.74
Transportation	Ditches/Culverts	70	133.80
Transportation	Pavement/Pothole	590	163.93

Aging of Open Requests

Select As Of Date

2021.0228

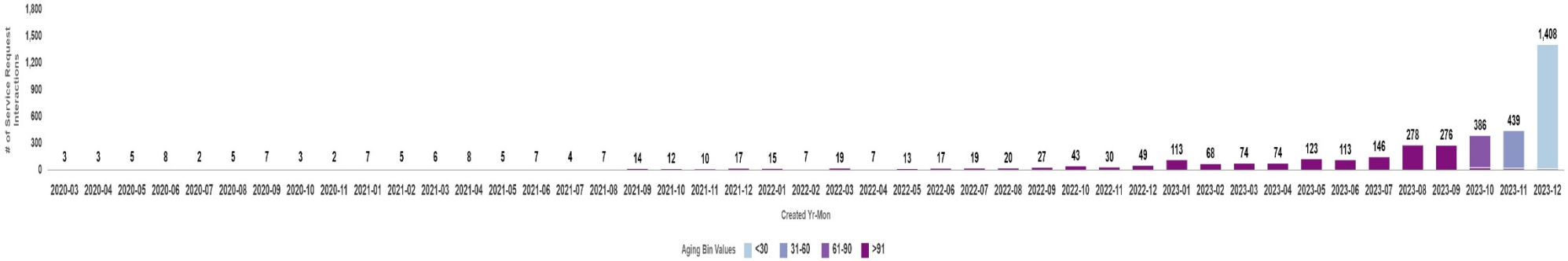
Aging Service Requests



Aging Service Requests

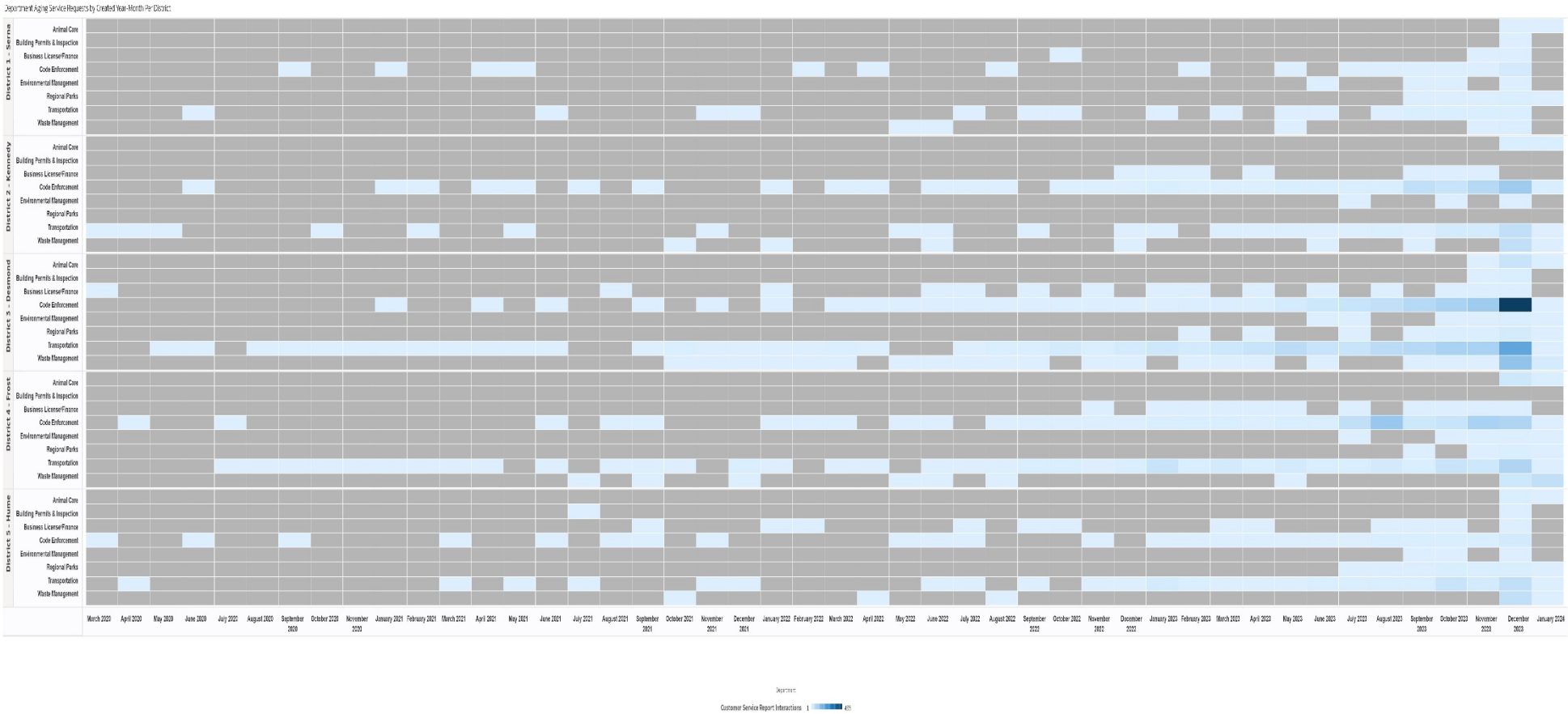
Aging Bin Values	Customer Service Report Interactions
<30	1,397
31-60	433
61-90	381
>91	1,693

Aging Service Requests by Created Year-Month



Aging of Open Requests

Department Aging Requests by Month Created Per District



Dispatch Service Definition

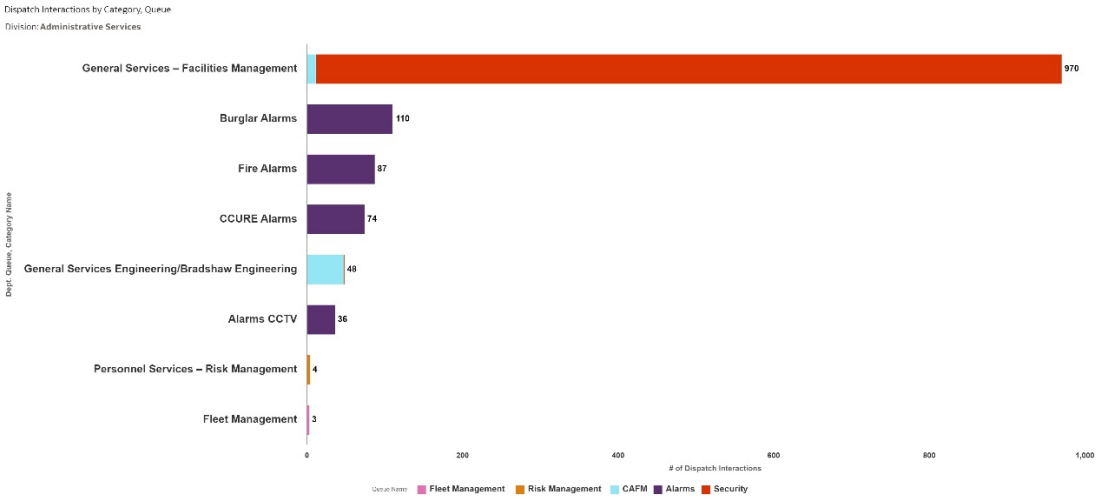
The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides immediate notification to departmental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

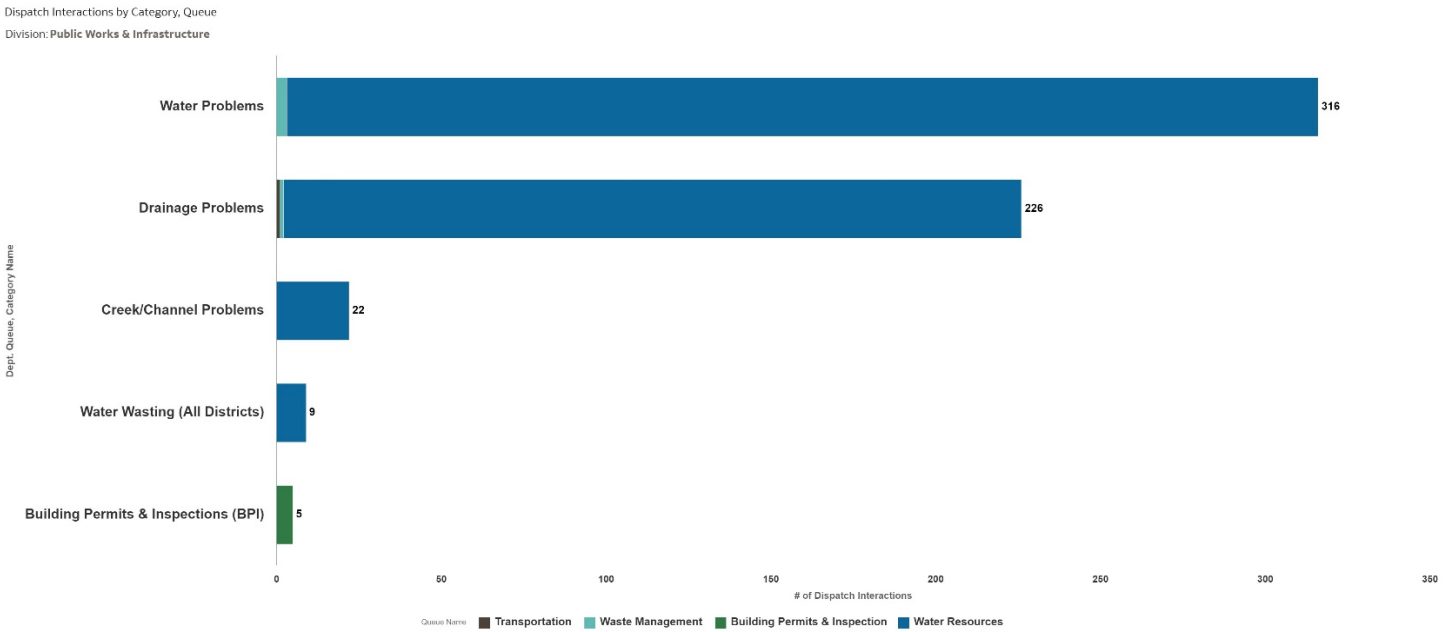
Administrative Services



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

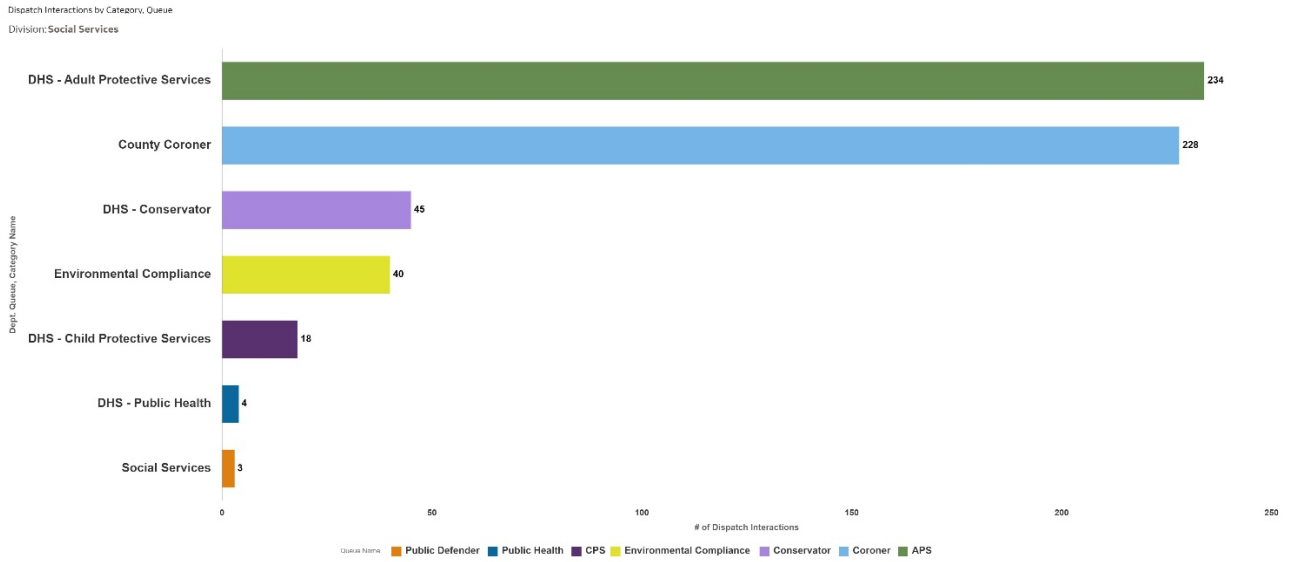
Community Service



Service Definitions	
Building Permits and Inspections	On-Call Emergency Building Inspections for either Residential or Commercial properties in regard to Plumbing, Mechanical, Electrical, or Structural inspections
Water Resources Water Dispatch Form	Dispatch Services including fire hydrant, odor/taste/color, no water, water leak, low/high pressure, locate curb stop, water shut-off/turn back on, etc.
Water Resources Drainage Dispatch Form	Dispatch Services including drain inlet plugged, house/street flooded, illegal discharge, missing/broken storm cover, creek/channel issues, etc.
Water Resources Creek/Channel Problems	Dispatch Services including Debris in Creek/Channels, Trees Down in Creek/Channels issues, etc.
Water Resources Water Wasting (All Districts)	Reports of excessive running or dissipation of water, watering outside of regulated water conservation guidelines, submitted on behalf of reporter and distributed to the appropriate water agency for investigation/possible citation.

Dispatch Services Request

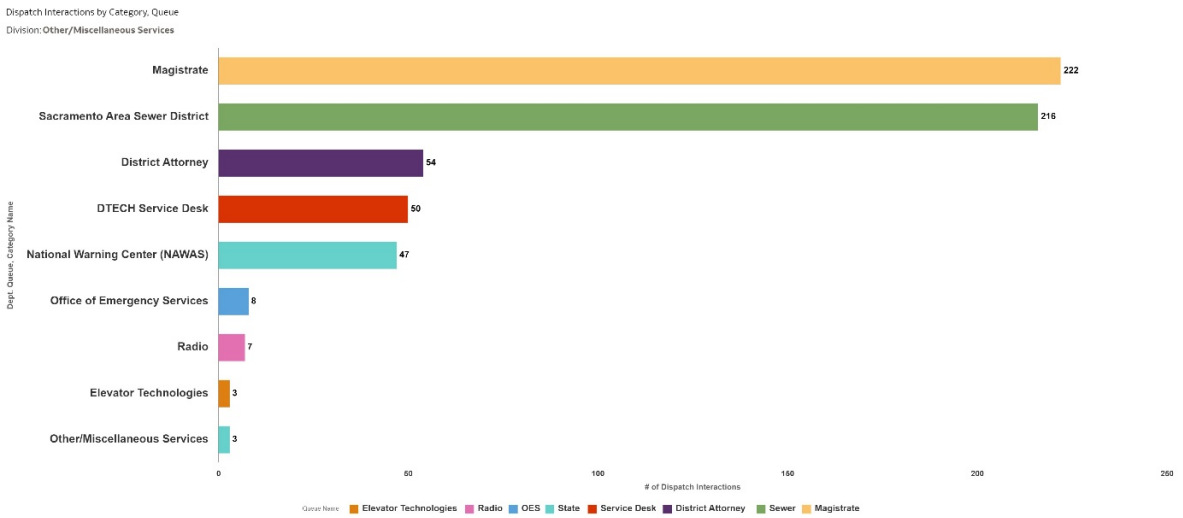
Social Services



Service Definitions	
Department of Child, Family & Adult Services (DCFAS) Adult Protective Services	Dispatch Services for 24/7 social worker intake line for any adult protective services requests
Department of Child, Family & Adult Services (DCFAS) Conservator	Dispatch Services for conservator/conservatee request
Department of Child, Family & Adult Services (DCFAS) Child Protective Services	Dispatch Services for 24/7 social worker intake line for any child protective services request
Department of Health Services Public Defender	Dispatch Services for any reported public defender after-hours dispatch requests by law enforcement agencies
Department of Health Services Public Health	Dispatch Services for any reported public health issues to health doctor
County Coroner	Dispatch Services for coroner scene calls, public line questions/assistance, allied agency request for assistance (fire, sheriff/police, etc.)
Environmental Compliance	Dispatch Services for emergency hazardous spills, illegal discharge to storm drains assistance from Water Resources units, etc.

Dispatch Services Request

Other/Miscellaneous Services



Service Definitions	
Sacramento Area Sewer District	Dispatch Services for any SASD reported issues such as backup into structure, cleanout overflow, odor, slow drain, etc.
Magistrate	Dispatch Services for allied agencies requesting judge for emergency protective orders, search warrants, etc.
District Attorney	Dispatch Services for arrest warrants, homicides, officer-involved shootings, narcotics, etc.
DTECH Service Desk	Dispatch Services for all DTECH Service Desk support requests, incidents processed in JIRA, and any priority issues are transferred to the appropriate tech team
National Warning Center (NAWAS)	Dispatch Services for Hazardous Spill Reports, tsunami and earthquake warnings, mass service outages, etc.
Elevator	Dispatch Services for county-maintained elevators for emergency trapped, repair/maintenance services
Emergency Medical Services (MHOAC)	Dispatch Services for 24/7 on-Call Emergency Medical Duty Officer Notification in regards to Medical Facilities requesting assistance such as Hospitals, Mental Health/Skilled Nursing Facilities, Fire Departments, Various County Departments for in progress emergencies or emergency drills.
Office of Emergency Services	Dispatch Services for 24/7 on-call Emergency Alert Officer Notification in regards to extreme weather, mass casualty incident, levee break/creek/water levels, terrorism, media, fire, evacuations, emergency drills, mutual aid, and more
Radio Site, Tac Channel, Reservation Visitation	Dispatch Services Log of any authorized allied agency personnel reserving radio mutual aid channels for coordinated events or training and personnel entering county radio site locations for scheduled maintenance work.