Monthly 311 Communications/Dispatch Center

SERVICE REQUEST & STATISTICS REPORT

JULY 2023

SAC COUNTY 311 CONNECT

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

SACRAMENTO COUNTY

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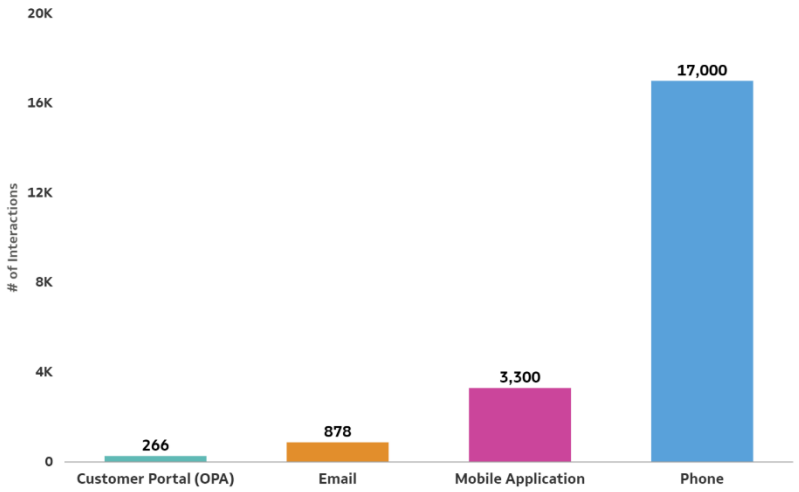
Dispatch Service Request 34

SACRAMENTO COUNTY

Monthly Statistics

Monthly Interactions by Source

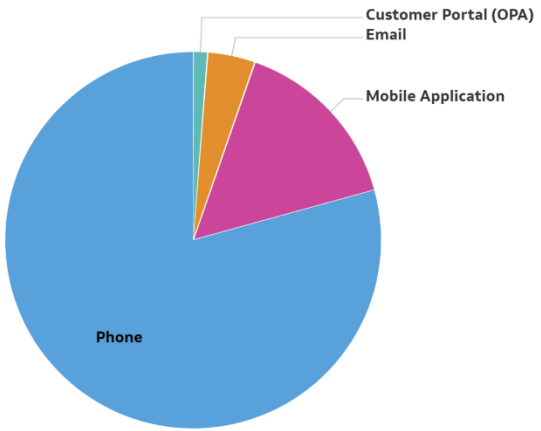


Monthly Customer Service Interactions

21,444

Incident Source Name	Service Request Map Count
Customer Portal (OPA)	266
Email	878
Mobile Application	3,300
Phone	17,000

Monthly Interactions by Source



Service Request Interactions

6,917

Information Interactions

5,623

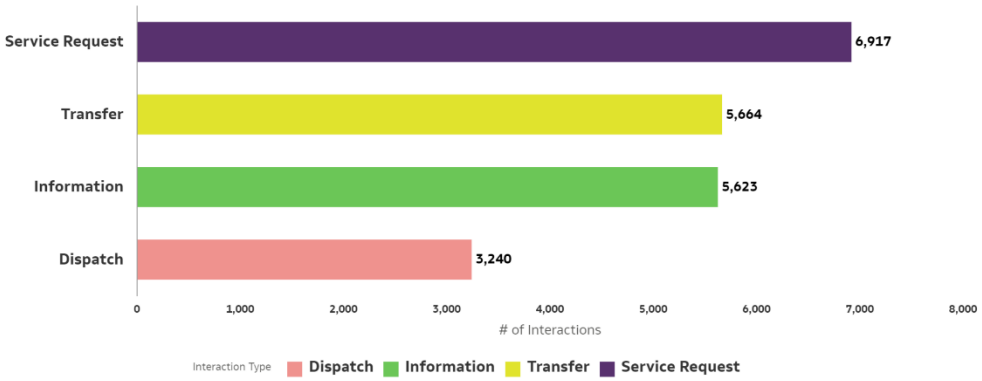
Transfer Interactions

5,664

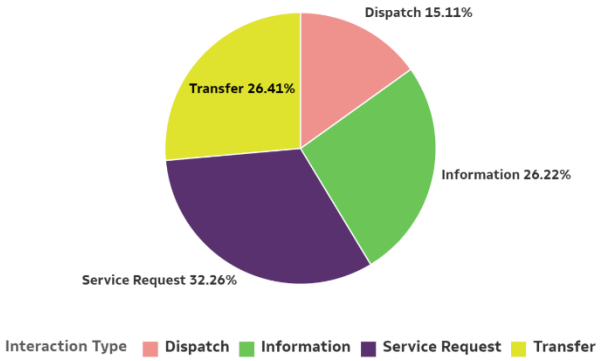
Dispatch Interactions

3,240

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	1,150
Illegal Dumping, Illegal Dumping	727
Missed Service, Green Waste	539
Missed Service, Recycle	420
Private Property Complaint, Junk/Rubbish	305
Private Property Vehicle, Parked on Lawn	246
Pavement/Pothole, Pothole/Chuckhole Repair	214
Stray, Roam	171
Private Property Vehicle, Non-Operable (Commercial Included)	131
Missed Service, Neighborhood Clean Up (NCU)	126
Investigation, Negligence	105
Dead Animal, Roadside	97
Stray, Sick	94
Dead Animal, Domestic	90
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	81
Shopping Cart by Vendor, Shopping Cart by Vendor	77
Stray, Injured	77
Investigation, Barking (Dogs Only)	69
Zoning, Other	62

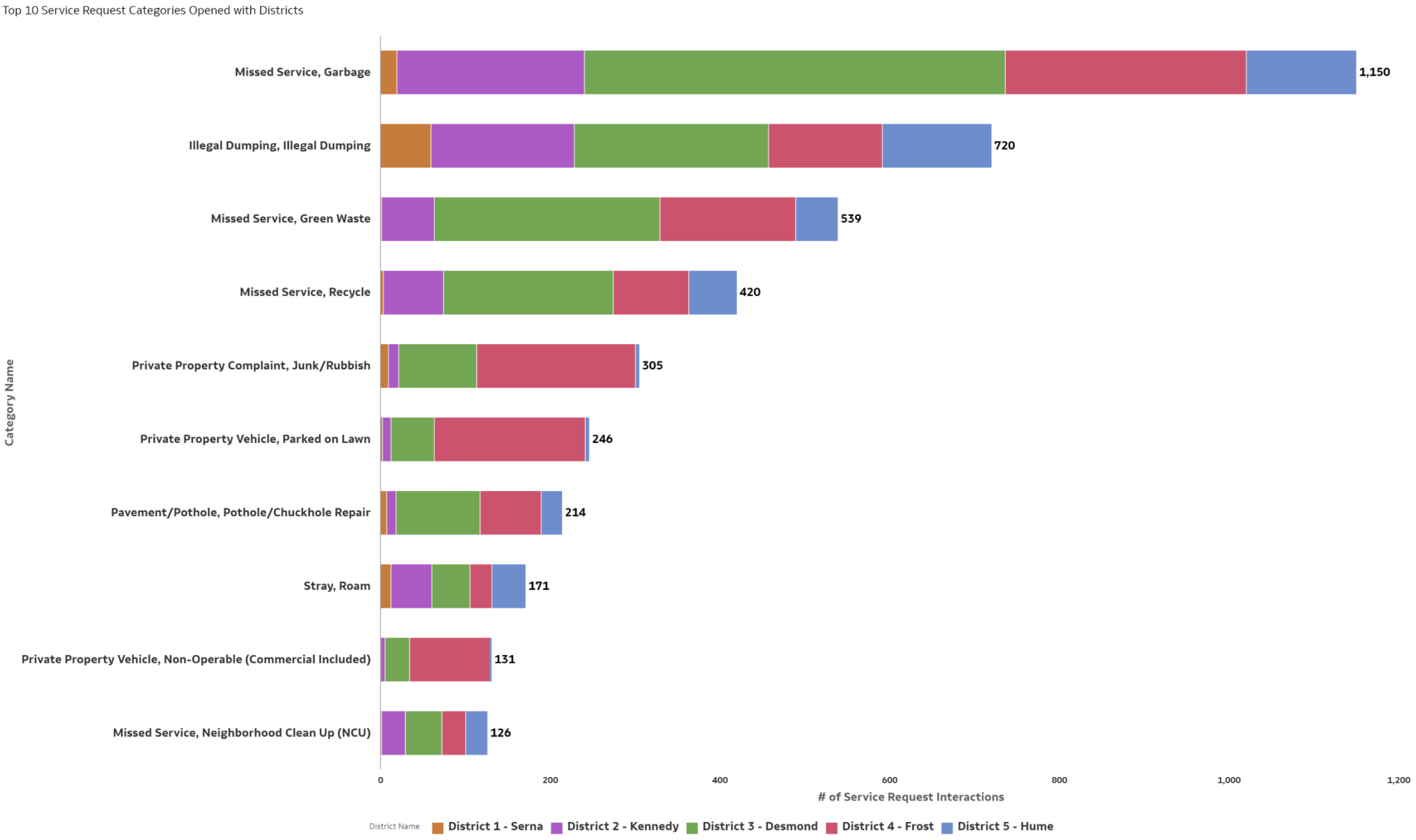
Cat2, Cat3	Customer Service Report Interactions
Sidewalk, Tree Trimming Needed	61
Stray, Confined	60
Traffic Sign, Non-Emergency	55
Pavement/Pothole, Paving Needs on Street	54
Graffiti, Public Right-of-Way	52
Notify Supervisor, Garbage	52
Wild, Injured	52
Stray, Aggressive	50
Environmental Health (All Jurisidictions), Commercial Noise Complaint	49
Encroachment Violation, Basketball Hoop/Garbage Cans	48
Owned, Aggressive	48
Environmental Health (All Jurisidictions), Food Facility Complaint	46
Illegal Camp, Occupied	46
Dead Animal, Wild	45
Abandoned Vehicles, Inoperable	42
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	41
Trash and Debris, Trash and Debris	41
Maintenance Request, Maintenance Request	39
Owned, Nuisance (No Cats)	39
Sidewalk, Curb, Gutter, and Sidewalk Repair	39
Dead Animal, In Traffic	35

Cat2, Cat3	Customer Service Report Interactions
Investigation, Cruelty	33
Stray, Traffic	32
Tree Complaint, Broken/Hanging Tree Limb	32
Assist (On-Scene Only), Police/Sheriff	31
Sweeper Request, Sweeper	30
Landscape/Vegetation, Request	28
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	26
Tree Complaint, Tree Down	26
Street Lights, Light Out	25
Investigation, Bite - NOT Happening NOW	24
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	23
Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	23
Notify Supervisor, Supervisor Dispute NCU	23
Traffic Signal, Flashing Red	23
Notify Supervisor, Green Waste	22
Abandoned Vehicles, Wrecked	21
Abandoned Vehicles, Dismantled	20
Graffiti, Private Property	20
Wild, Sick	20

Cat2, Cat3	Customer Service Report Interactions
Abandoned Vehicles, Dismantled	20
Graffiti, Private Property	20
Wild, Sick	20
Traffic Signal, All Signals Dark	19
Traffic Signal, Cycling/Detection Problem	19
Investigation, Abandoned Animal	18
Traffic Sign, New Sign Request	18
Rescue, Other	17
Stray, Vet/Business Confined	17
Traffic Investigations, Request	17
Investigation, Tethered	15
Investigation, Kennel	14
Missed Service, Non-Regular Service	13
Notify Supervisor, Recycle	13
Traffic Signal, Light Out	13
Rescue, Vehicle	12
Sub-Standard Housing, Other	12
Encroachment Violation, Other Encroachment Types	11
Private Property Vehicle, Commercial Vehicle on Property	11
Sub-Standard Housing, HVAC Issues (must be part of a heating and cooling unit)	11
Tree Complaint, Request	11

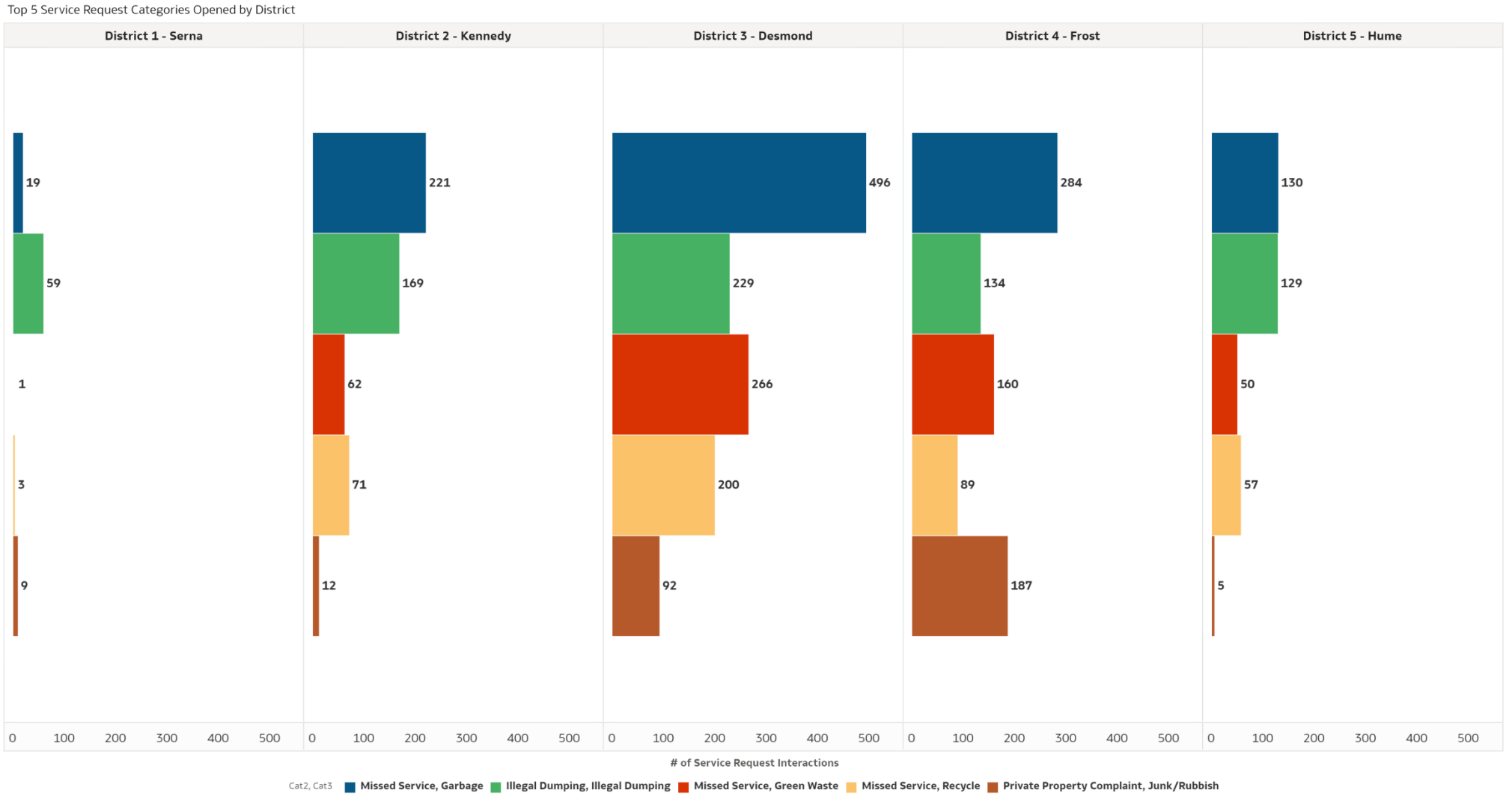
Total Service Requests Opened

Top 10 Service Requests Categories Opened | With Districts



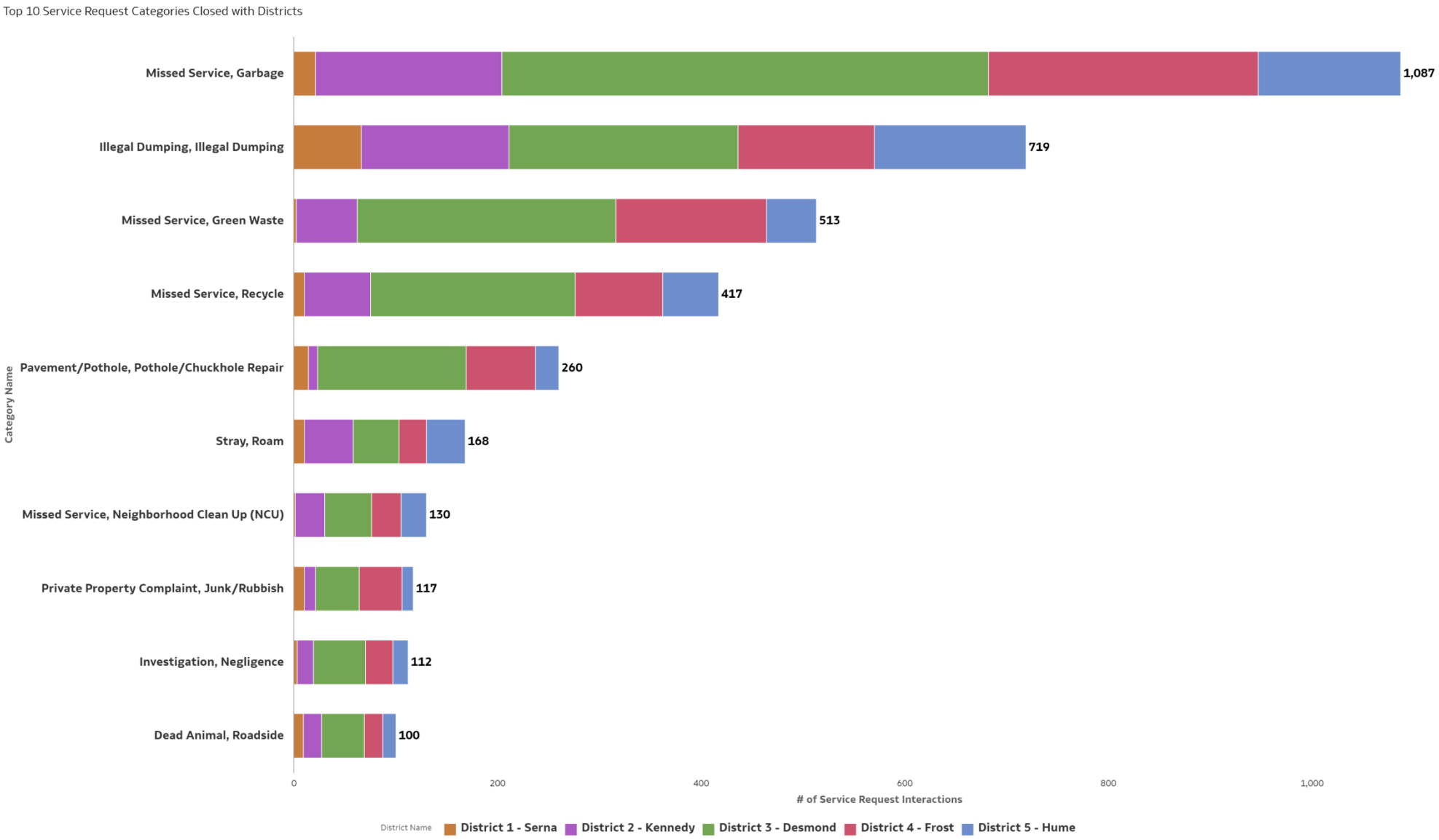
Top Service Requests Opened

Top 5 Service Requests Opened | by Districts



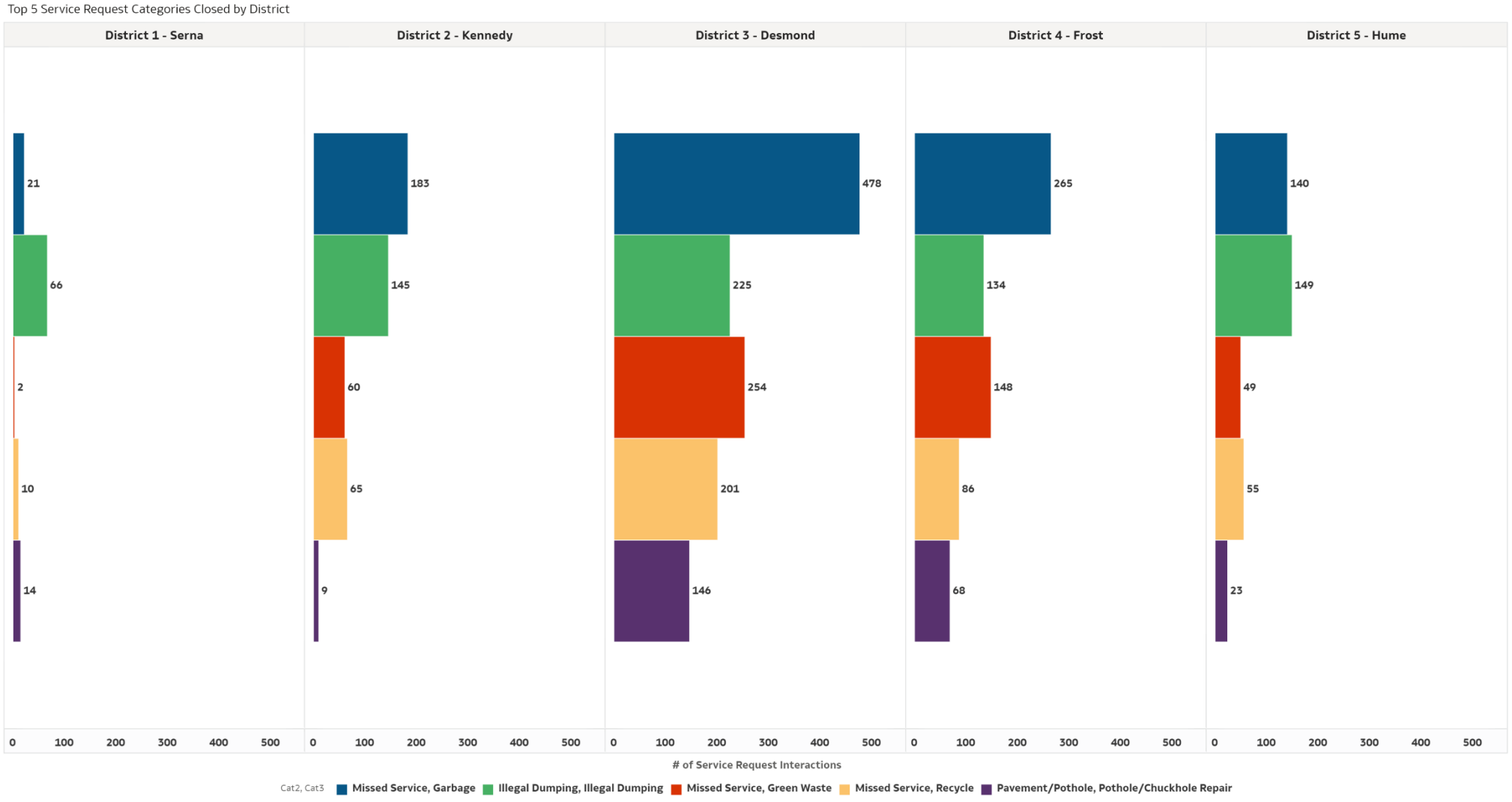
Top Service Requests Closed

Top 10 Service Requests Categories Closed | With Districts



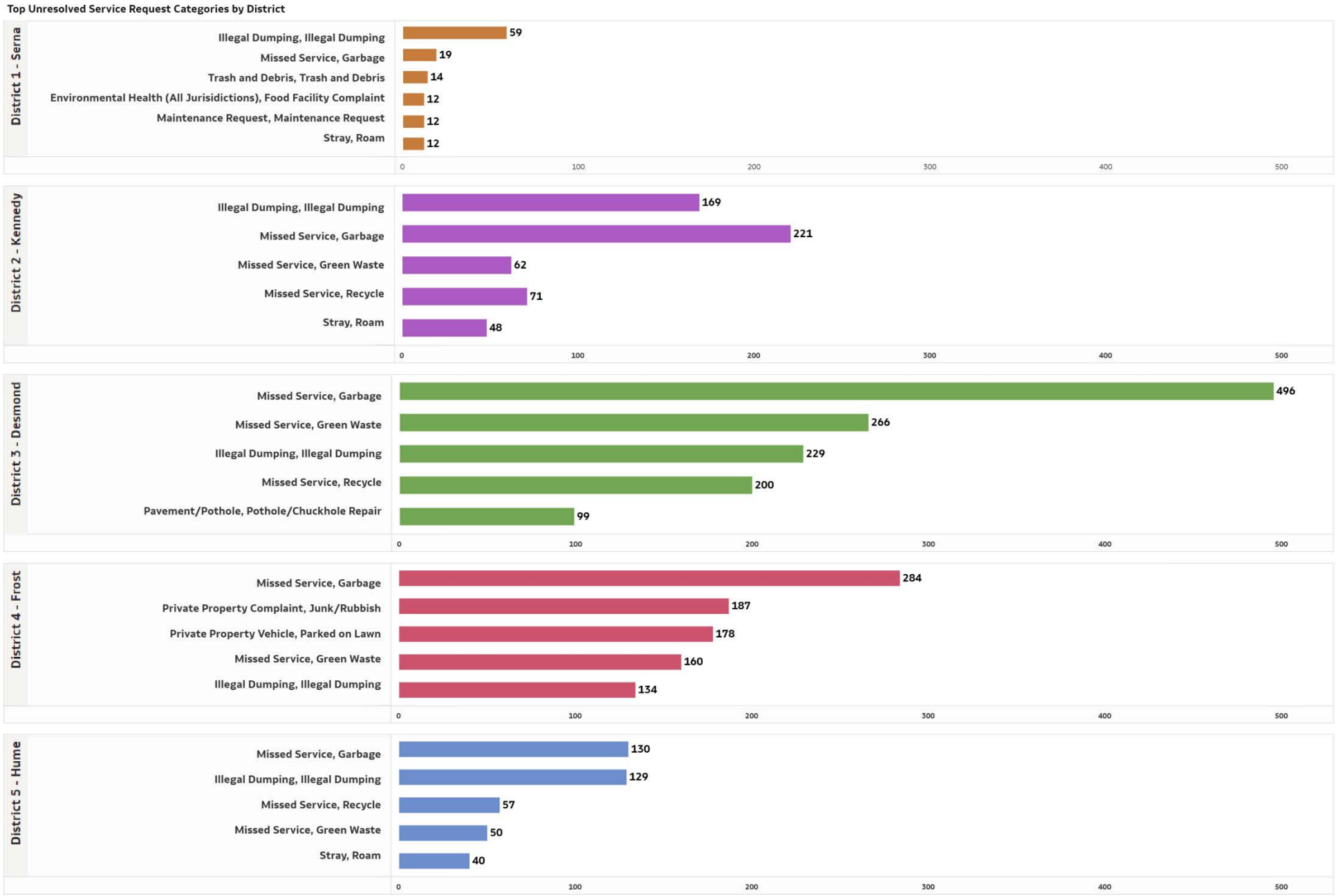
Top Service Requests Closed

Top 5 Service Requests Categories Closed | by Districts



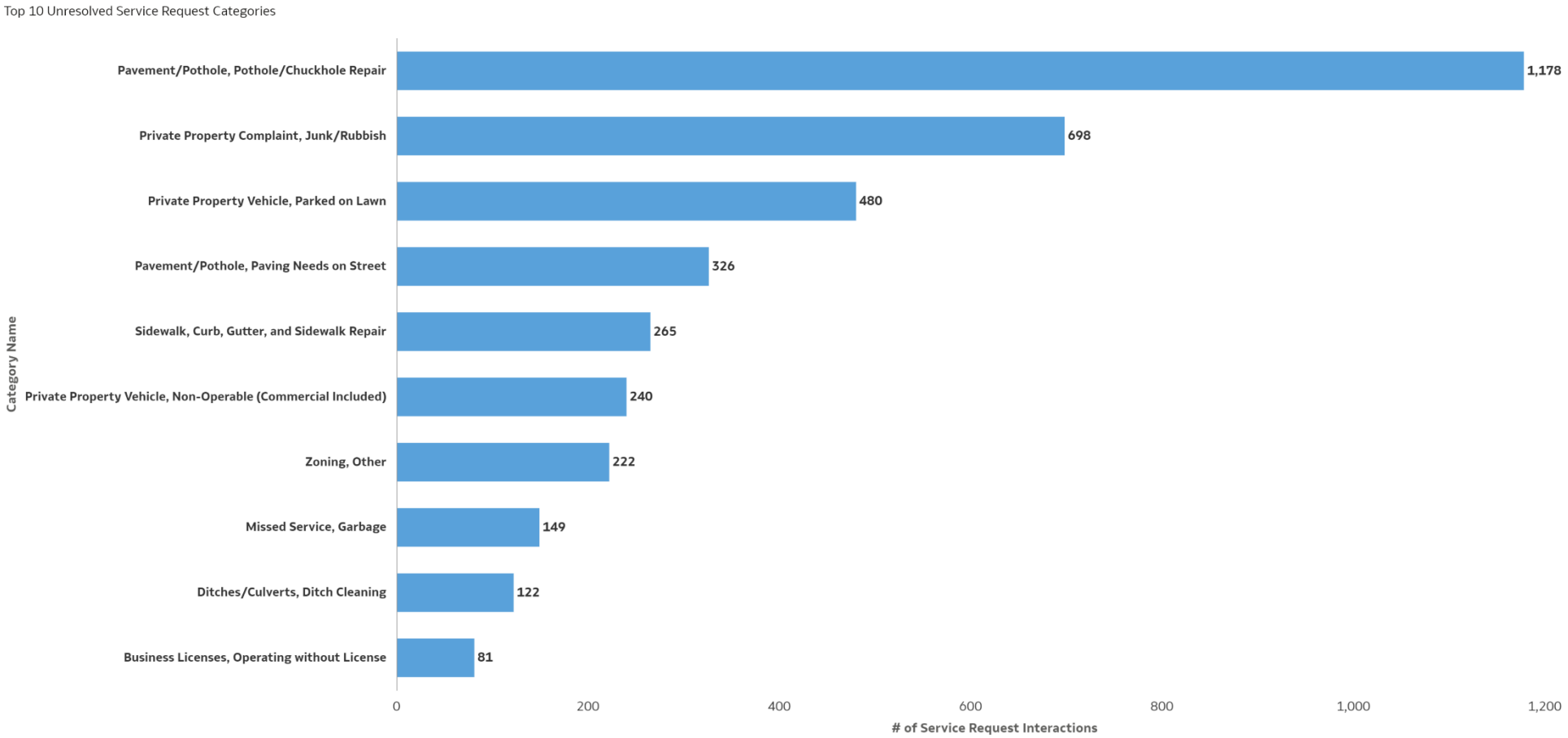
Top Unresolved Service Request

Top Unresolved Service Request Categories | by Districts



Top Unresolved Service Request

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through July 31st

5,496

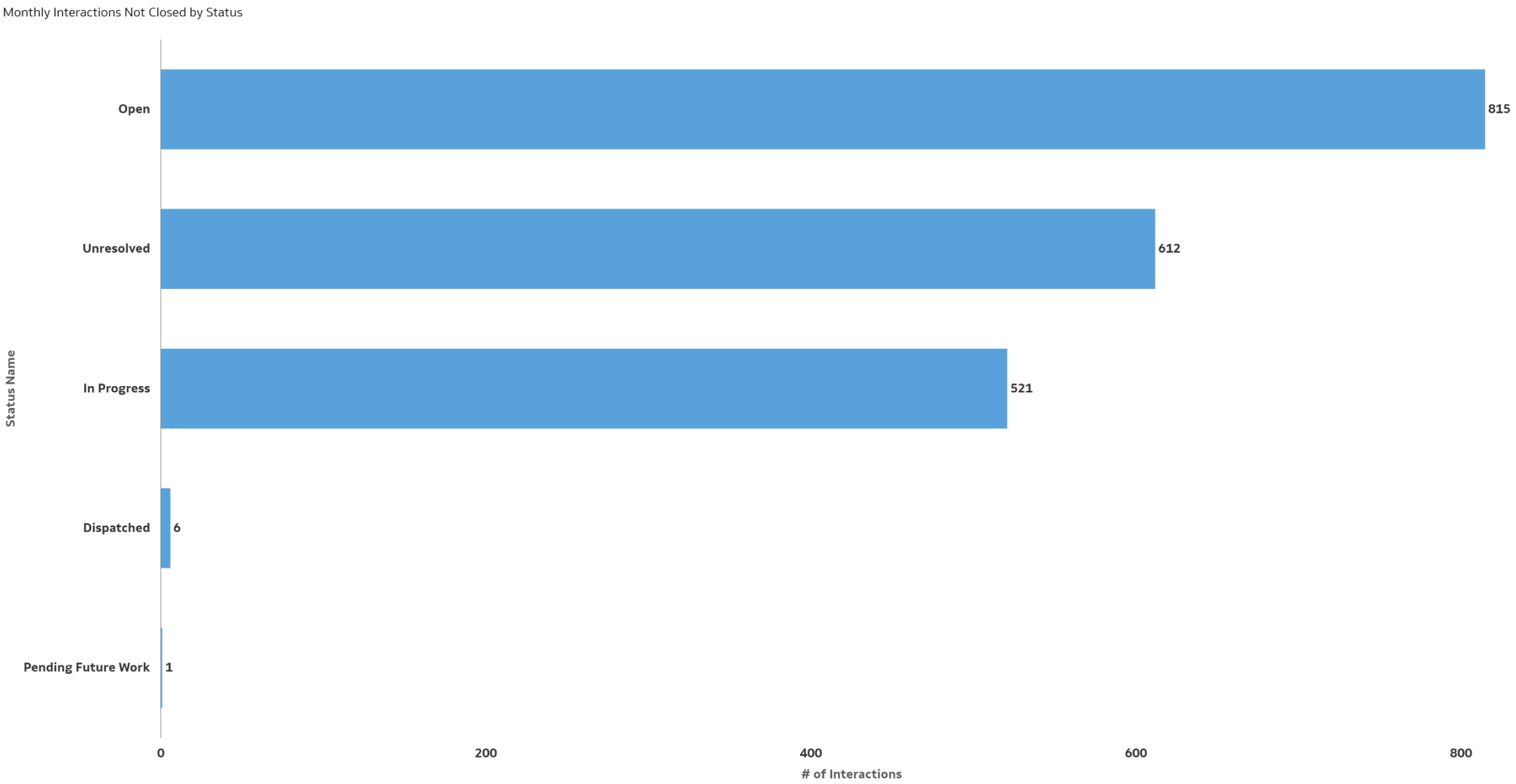
Interactions Closed this Month

20,931

Monthly Interactions Not Closed

1,955

Monthly Interactions Not Closed by Status



Board of Supervisor District Information

Service Requests Opened by District

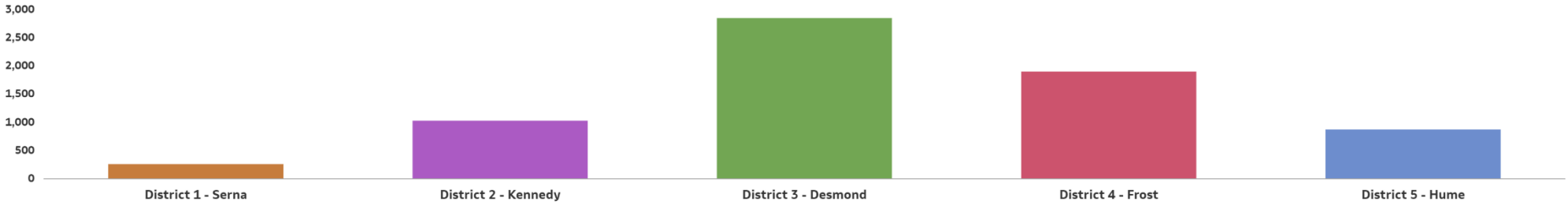
July 2023

Monthly Service Request Interactions Opened

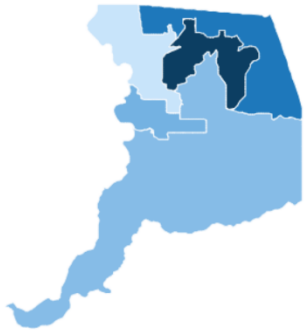
6,906

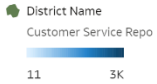
District 1 Serna	District 2 Kennedy	District 3 Desmond	District 4 Frost	District 5 Hume
260	1,028	2,847	1,900	871
Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions

Service Request Interactions by District

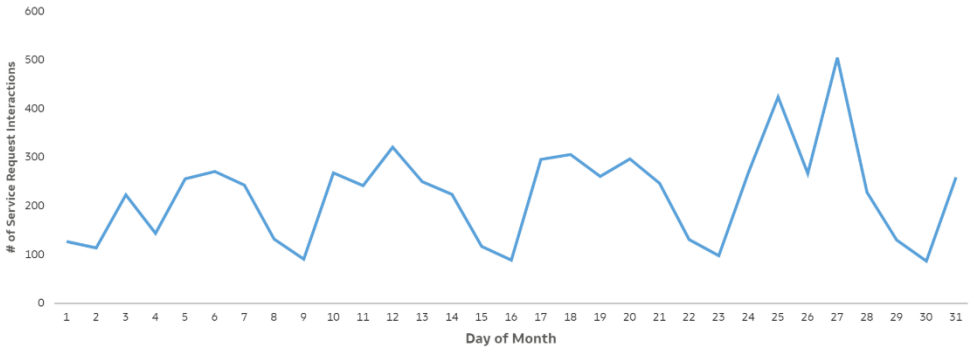


Service Request Interactions by District Map





Service Request Interactions Created by Day of Month



Board of Supervisor District Information

Service Requests Closed by District

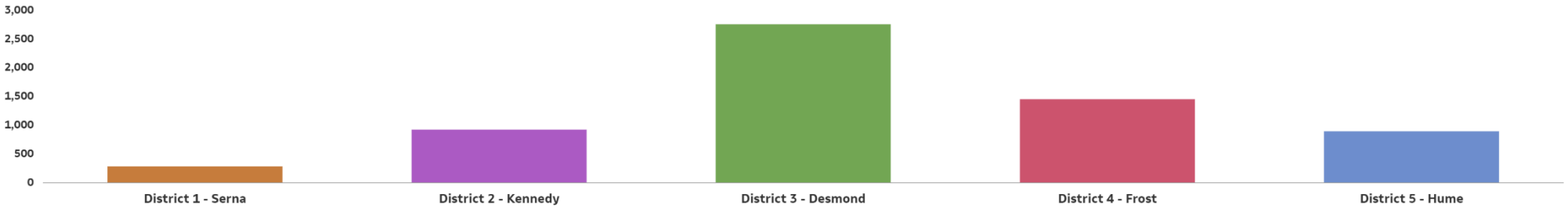
July 2023

Monthly Service Request Interactions Closed

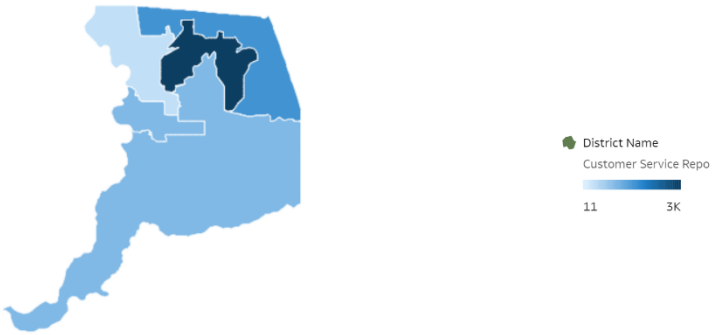
6,305

District 1 Serna	District 2 Kennedy	District 3 Desmond	District 4 Frost	District 5 Hume
284	923	2,754	1,451	893
Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions

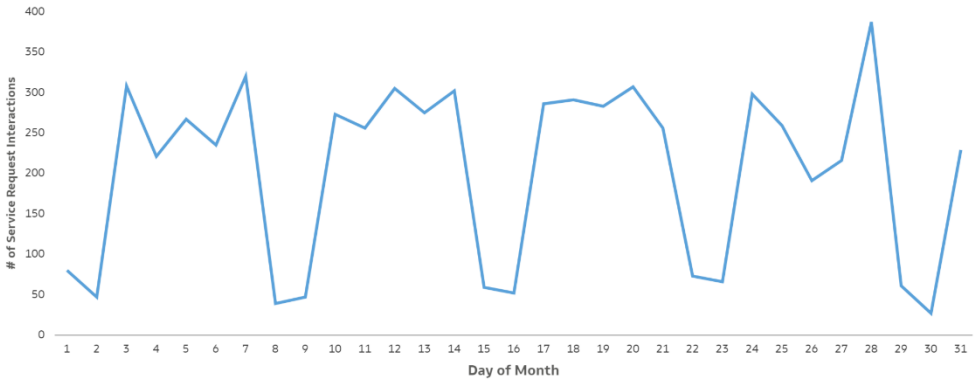
Service Request Interactions by District



Service Request Interactions by District Map



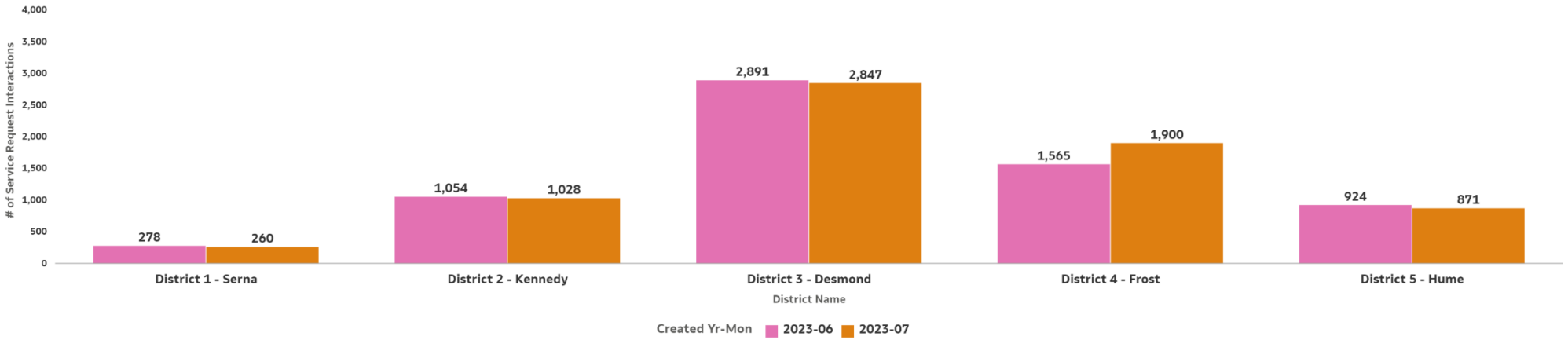
Service Request Interactions Closed by Day of Month



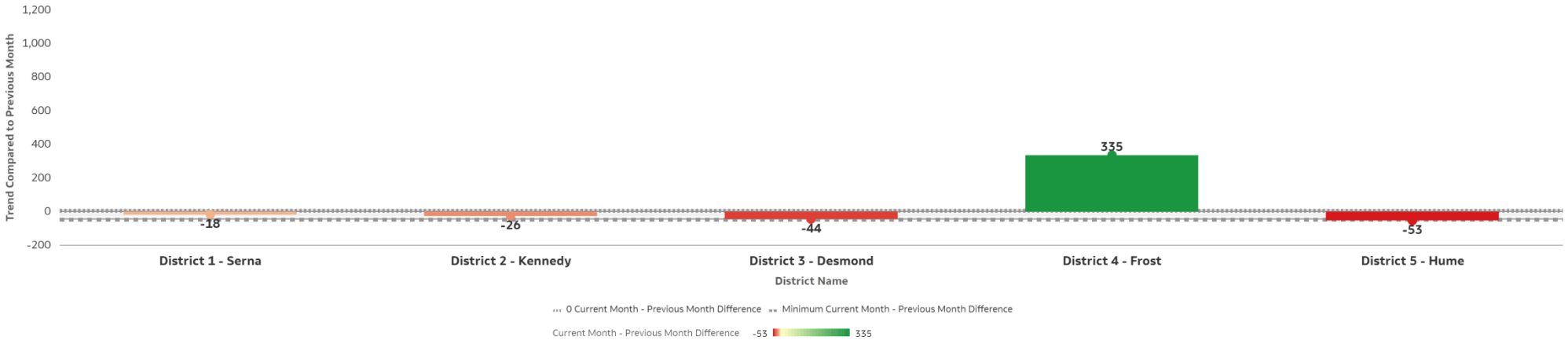
Board of Supervisors District Information

Previous Month Comparison of Service Request

Previous Month Comparison of Service Request interactions



Previous Month Trend of Service Request Interactions Per District



Monthly Comparison: Service Requests by District

	2023-06	2023-07
District Name	Service Request Map Count	Service Request Map Count
District 1 - Serna	278	260
District 2 - Kennedy	1,054	1,028
District 3 - Desmond	2,891	2,847
District 4 - Frost	1,565	1,900
District 5 - Hume	924	871

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	
Private Property Complaint, Junk/Rubbish	-13	-5	23	110	-3	112
Private Property Vehicle, Parked on Lawn		-1	-1	96	3	99
Missed Service, Garbage	-4	-2	57	27	-7	71
Stray, Roam	3	23	3	12	8	49
Dead Animal, Roadside	6	9	-8	-4	-2	1
Missed Service, Green Waste	-3	-12	-12	32	-7	-2
Missed Service, Neighborhood Clean Up (NCU)	0	6	7	-26	7	-6
Missed Service, Recycle	-9	11	-16	1	1	-12
Illegal Dumping, Illegal Dumping	-2	-18	2	23	-27	-22
Pavement/Pothole, Pothole/Chuckhole Repair	-2	-4	-59	-8	0	-73
Grand Total	**-22**	**7**	**-4**	**263**	**-27**	**217**

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

Board of Supervisor District Analysis

District 1

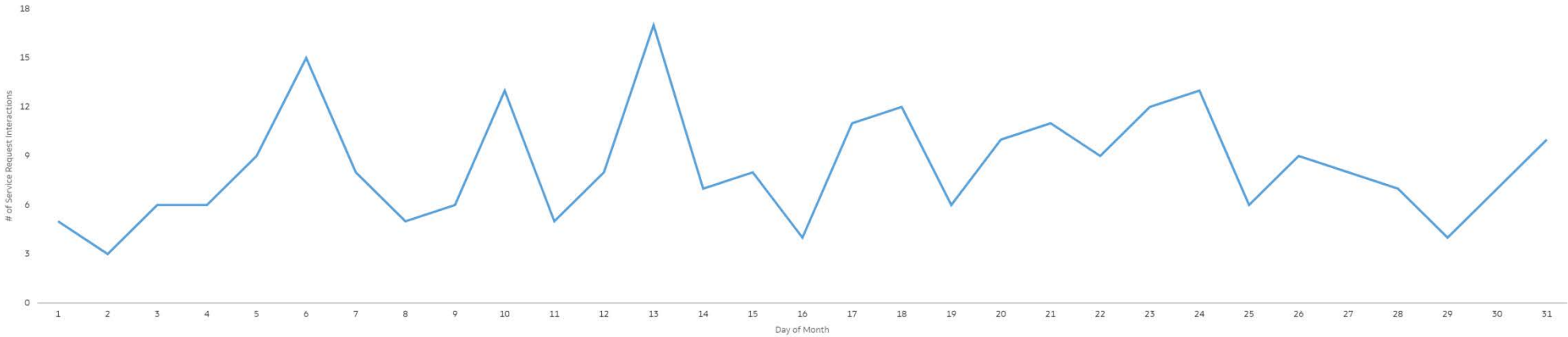
Service Requests Created

260

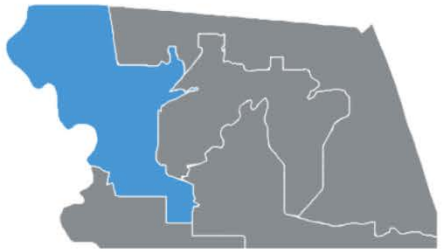
Service Requests Closed

203

Service Request Interactions Created by Day of Month



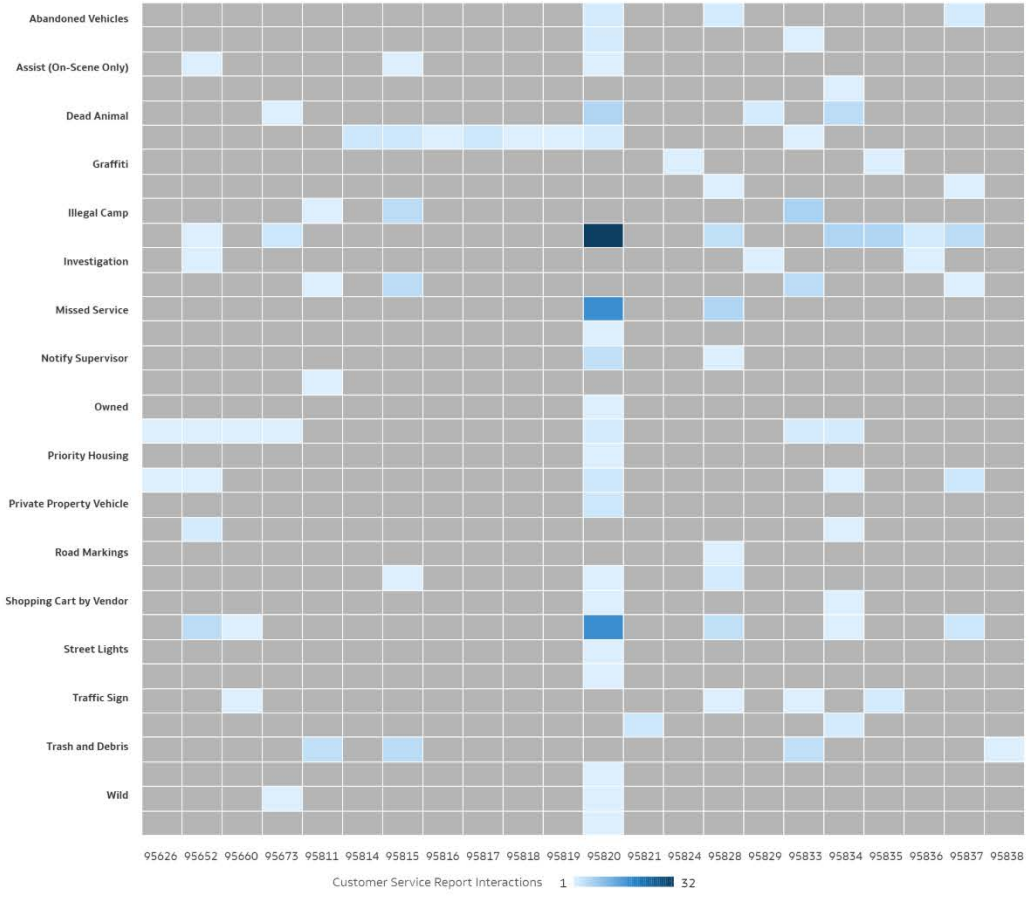
District Name, Customer Service Report Interactions



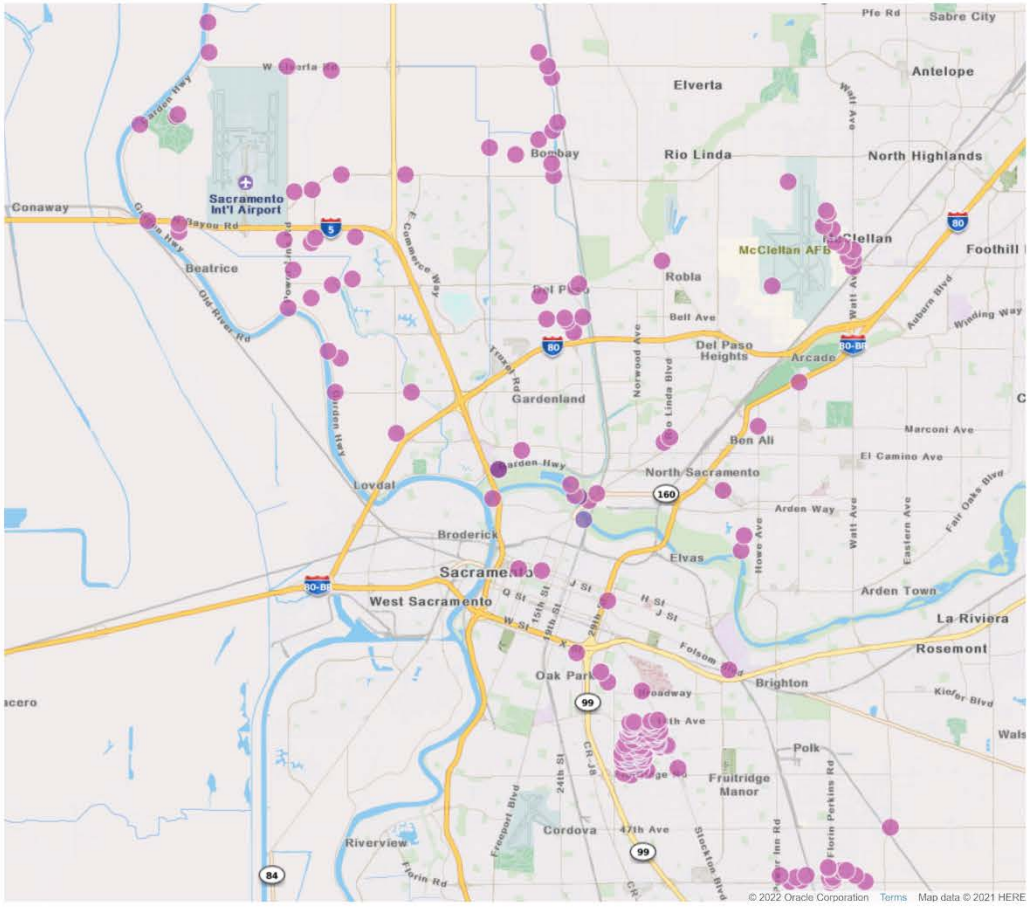
Board of Supervisor District Analysis

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

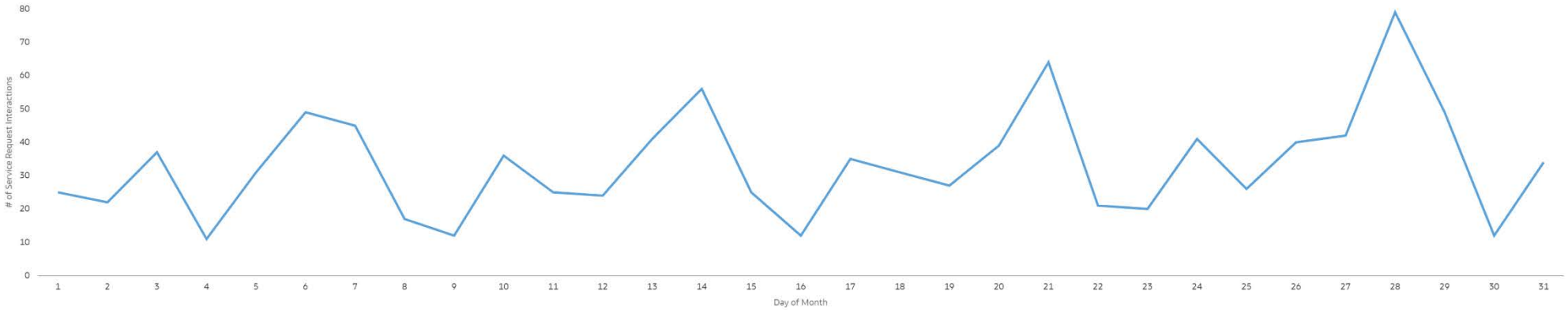
Service Requests Created

1,028

Service Requests Closed

748

Service Request Interactions Created by Day of Month

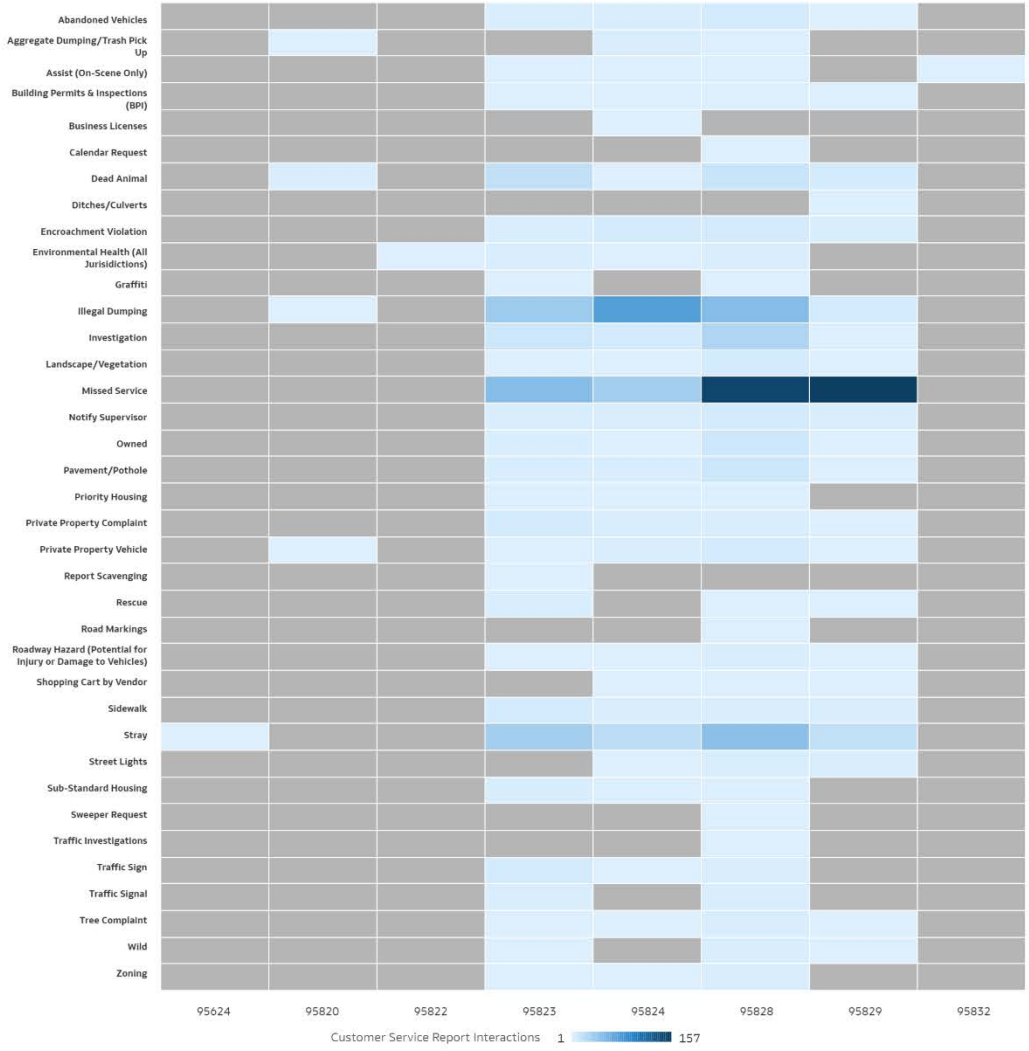


District Name, Customer Service Report Interactions

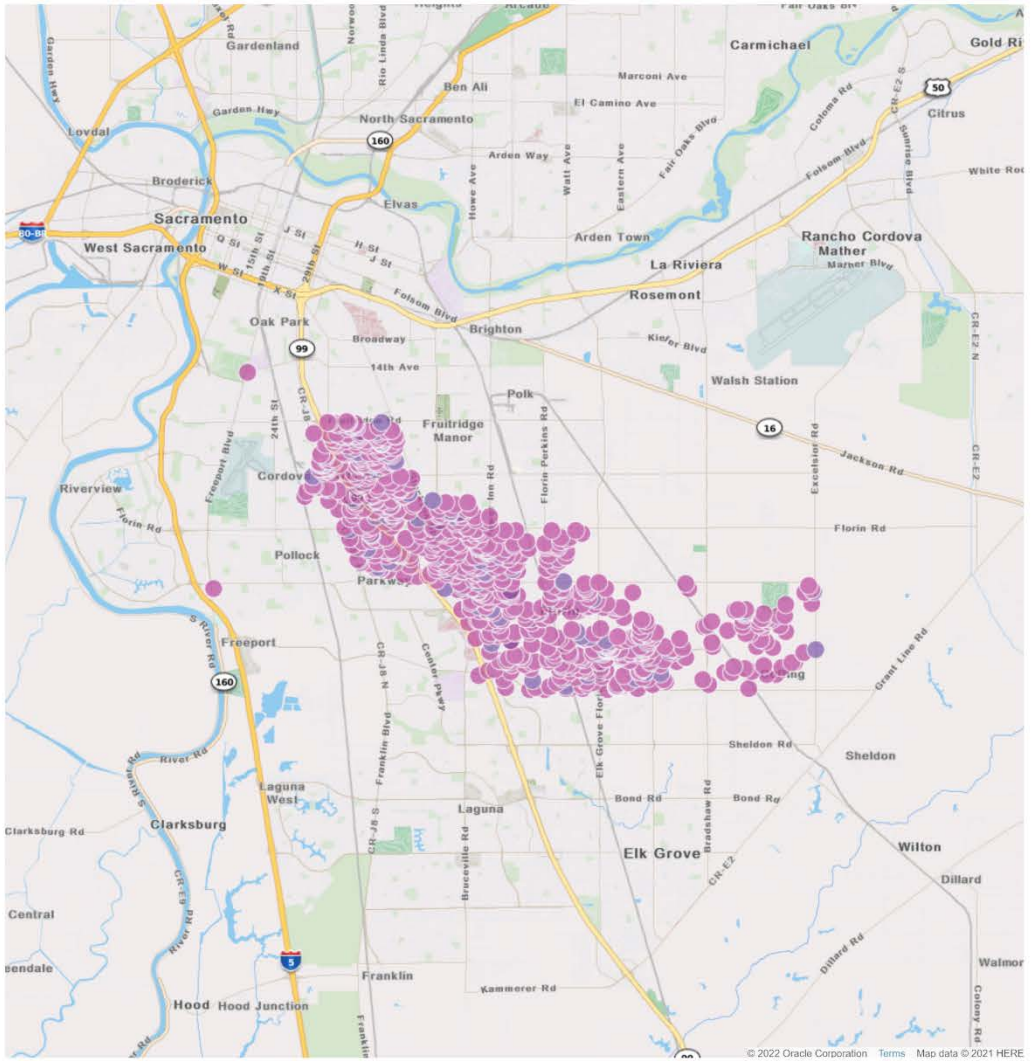
Board of Supervisor District Analysis

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

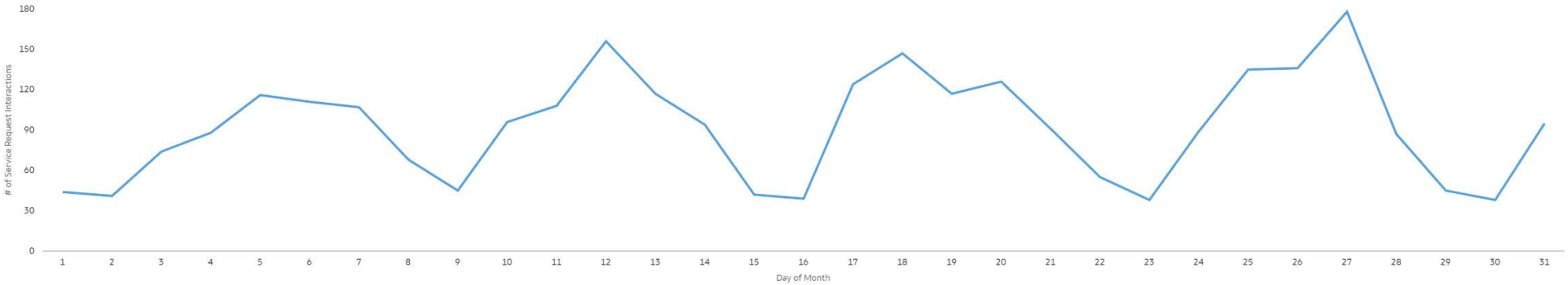
Service Requests Created

2,847

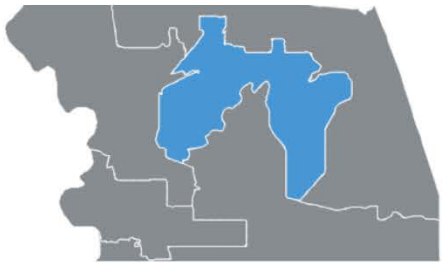
Service Requests Closed

2,115

Service Request Interactions Created by Day of Month



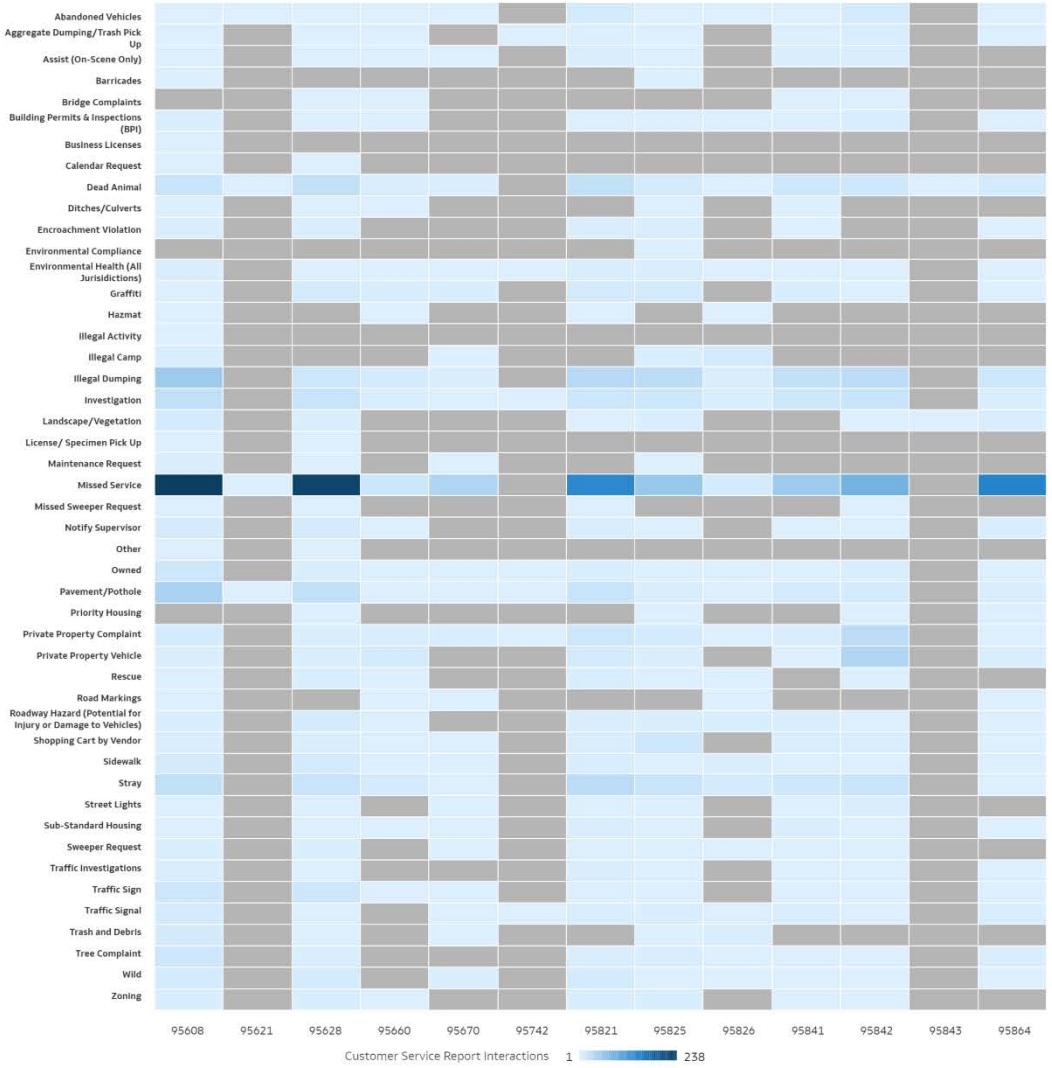
District Name, Customer Service Report Interactions



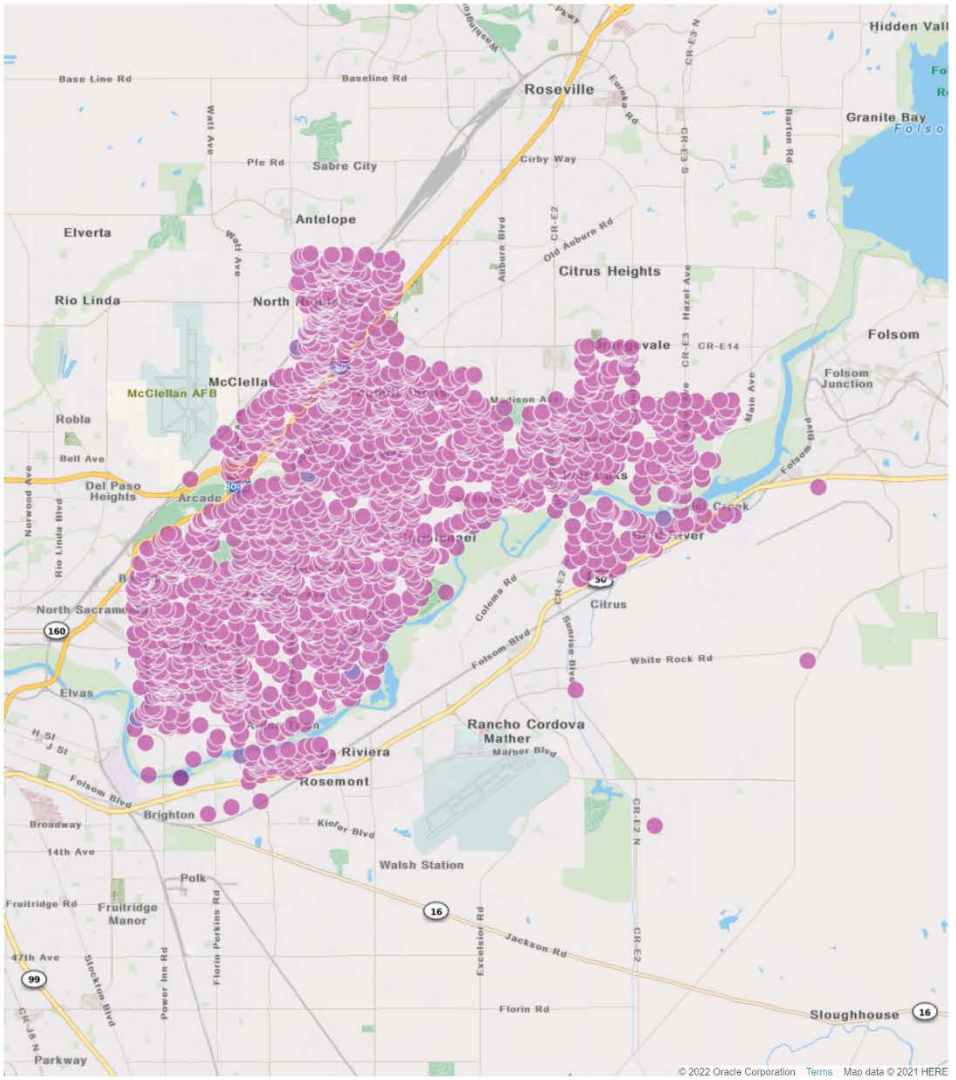
Board of Supervisor District Analysis

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

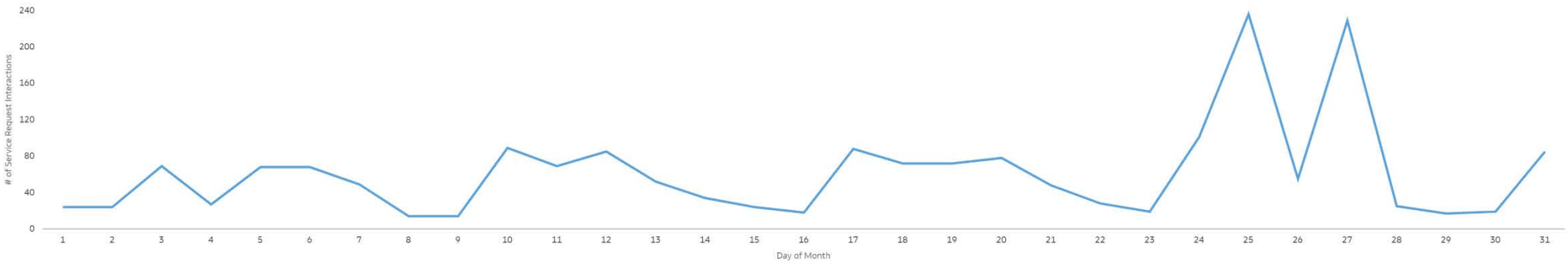
Service Requests Created

1,900

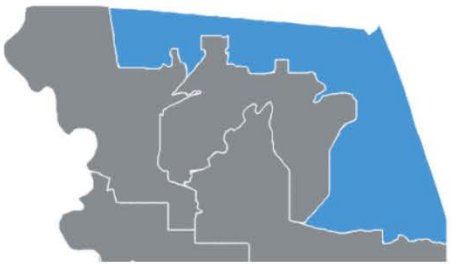
Service Requests Closed

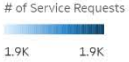
1,119

Service Request Interactions Created by Day of Month

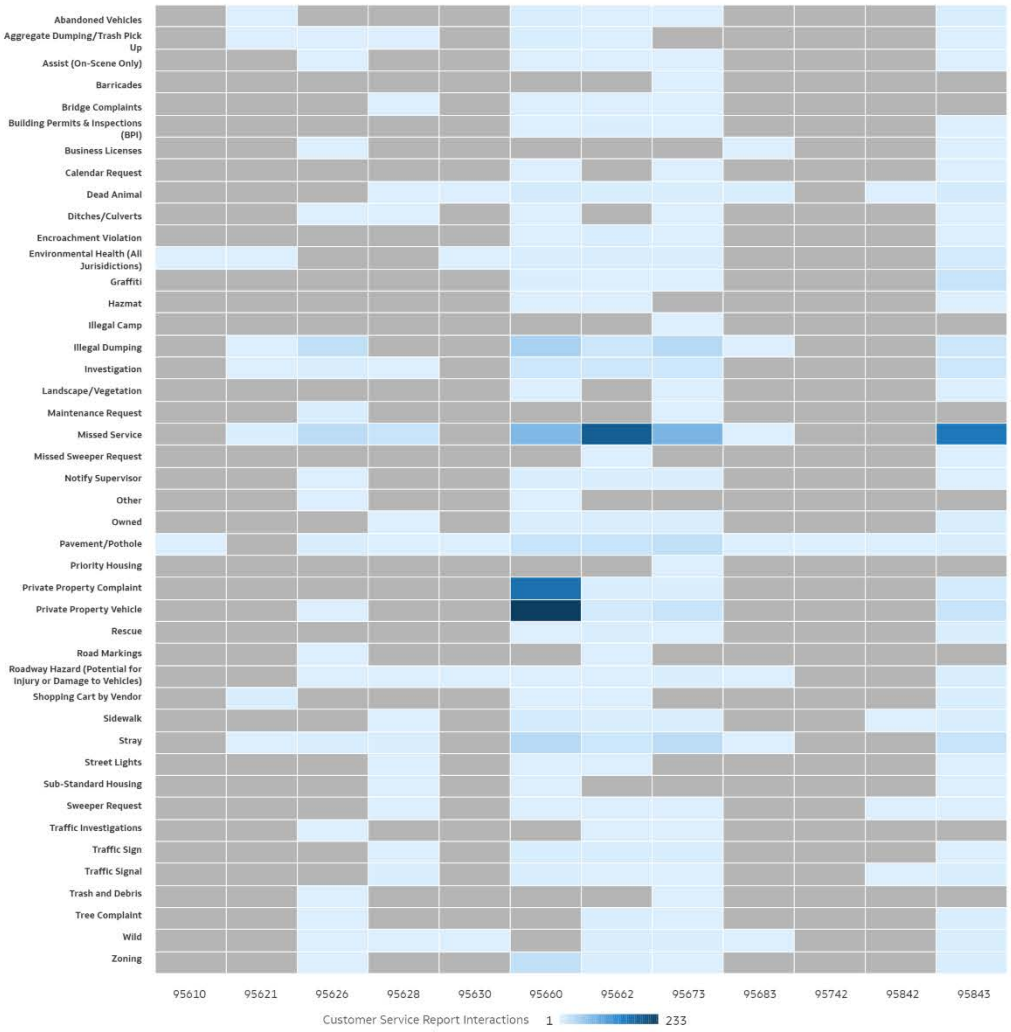


District Name, Customer Service Report Interactions

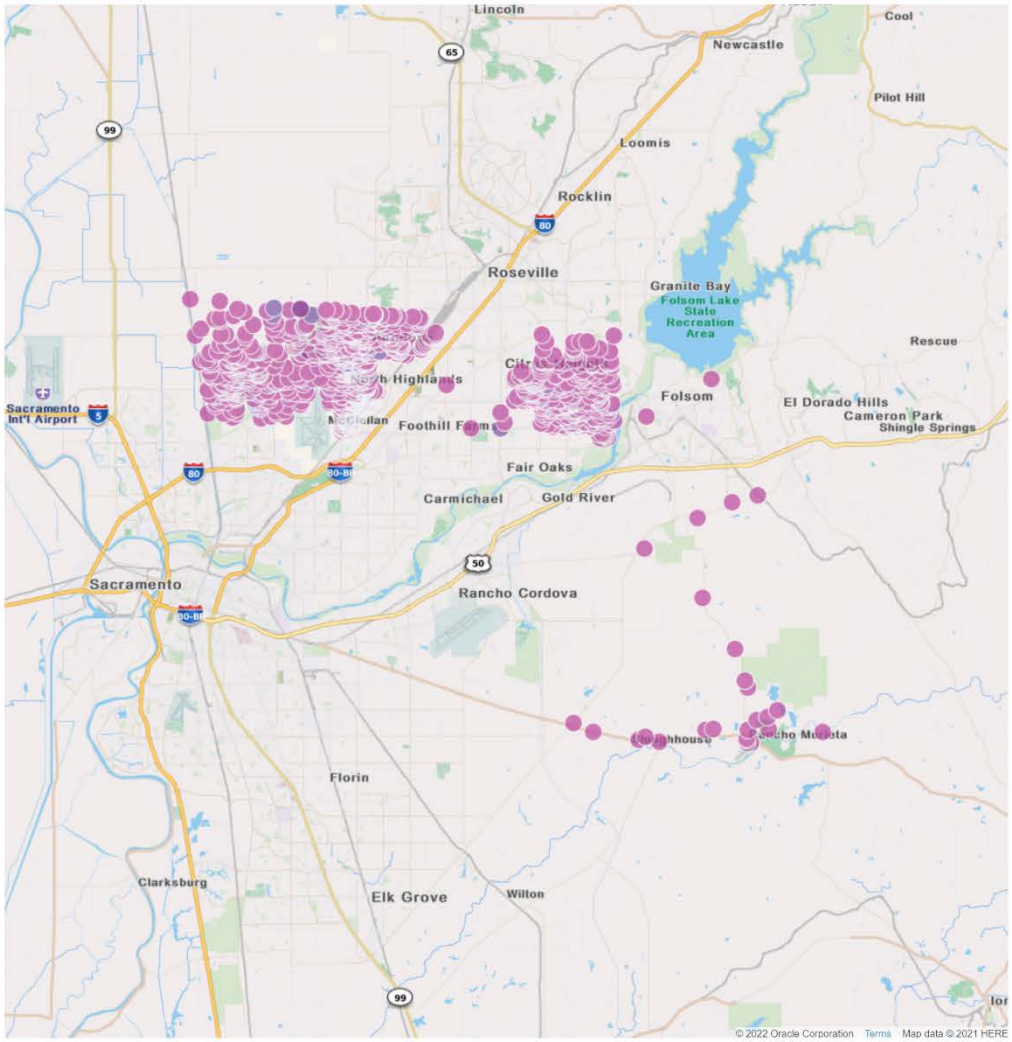




Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



Board of Supervisor District Analysis

District 5

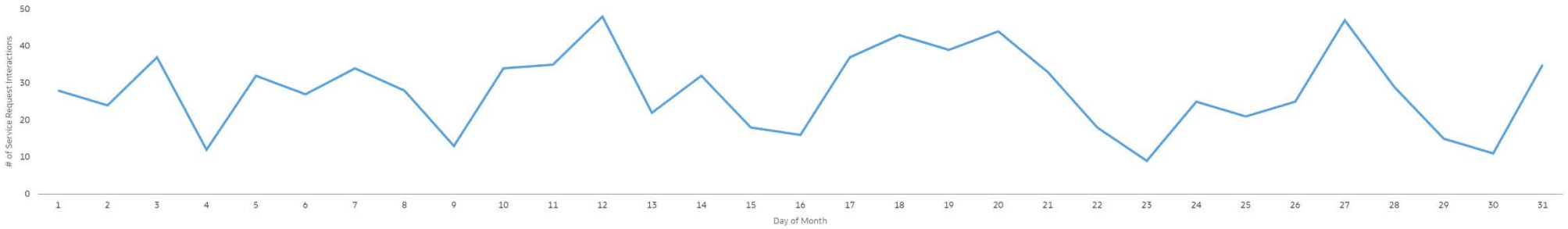
Service Requests Created

871

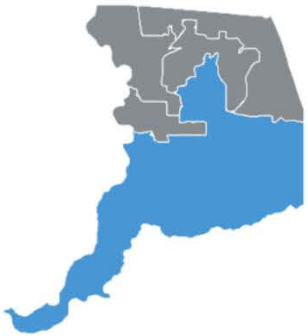
Service Requests Closed

726

Service Request Interactions Created by Day of Month



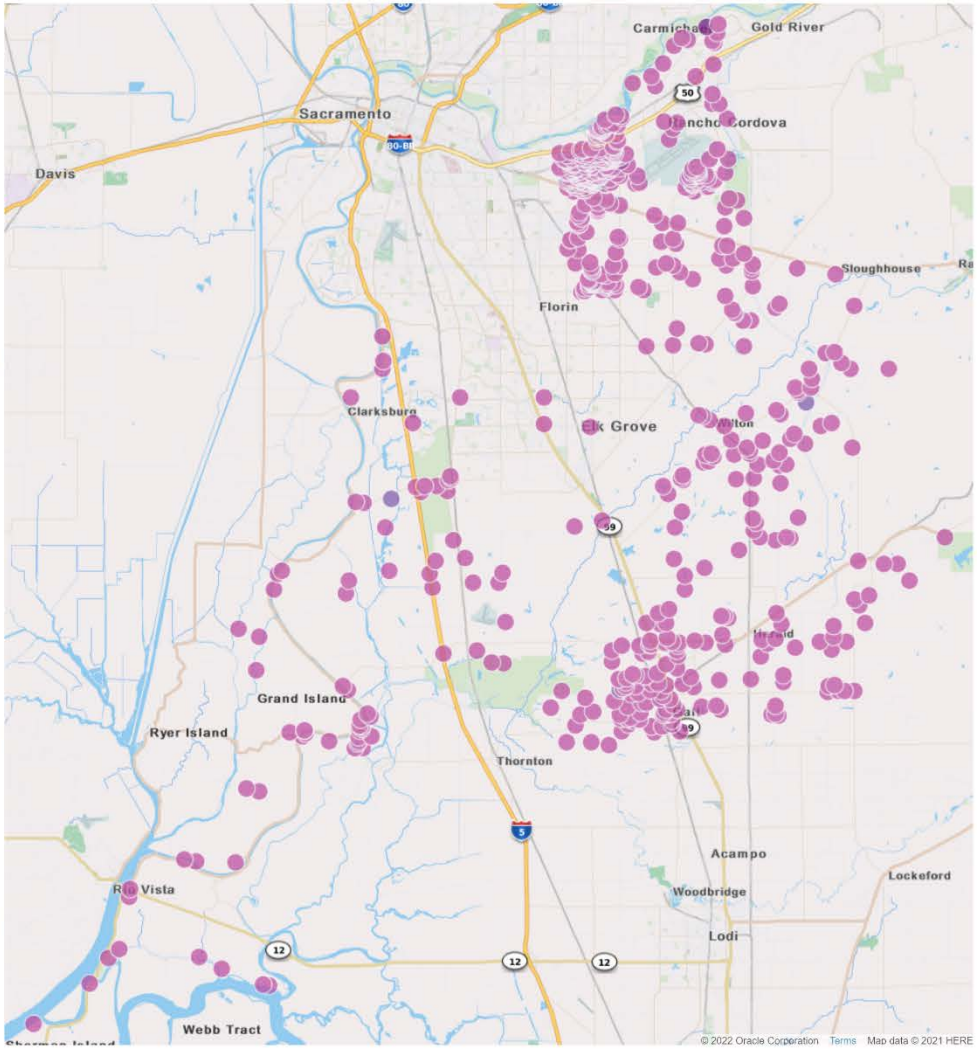
District Name, Customer Service Report Interactions



District 5 (continued)

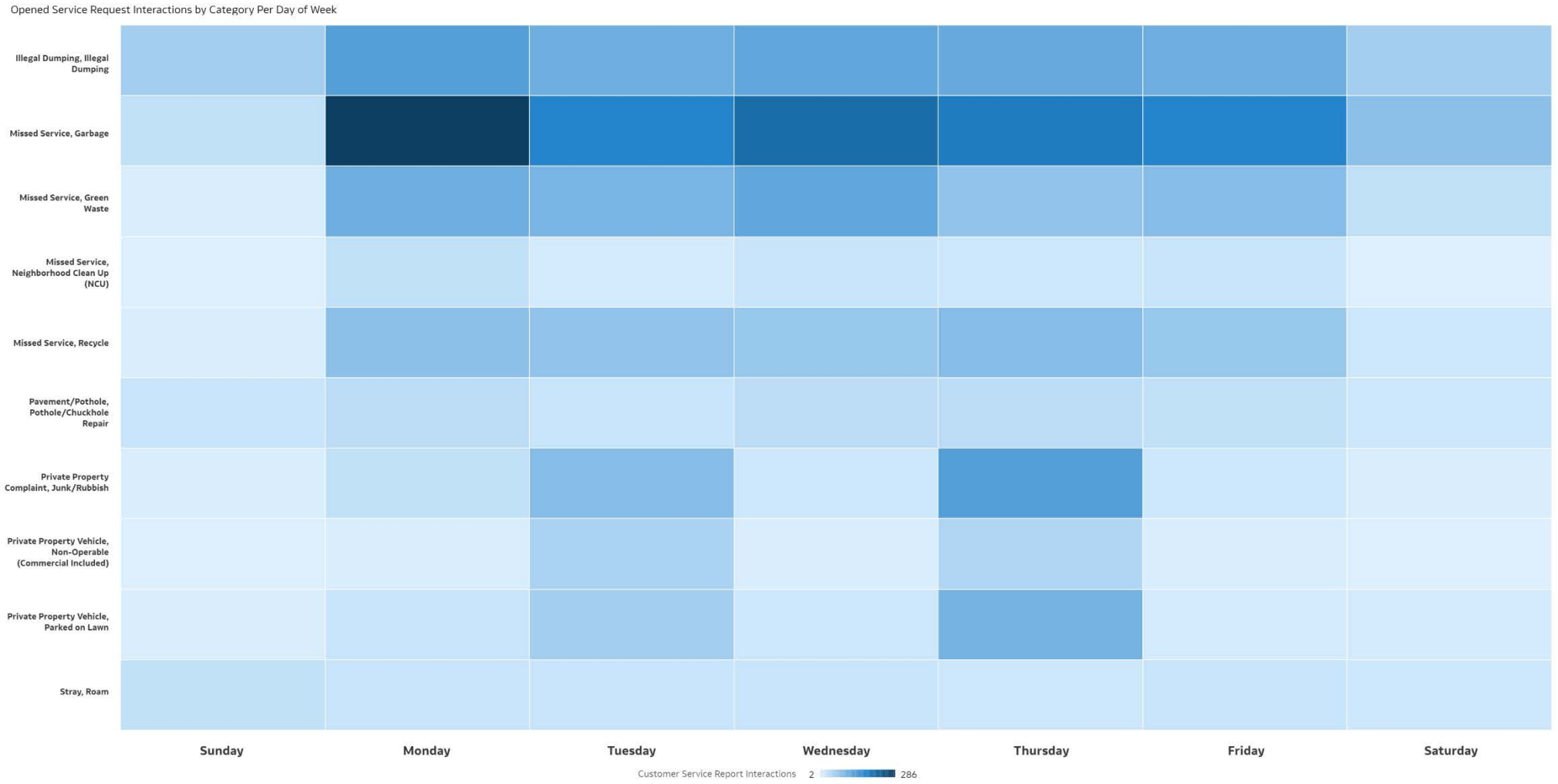
Service Request Interactions by Category Per Zip Code

Service Request Interactions Mapped by Selected Zip Code



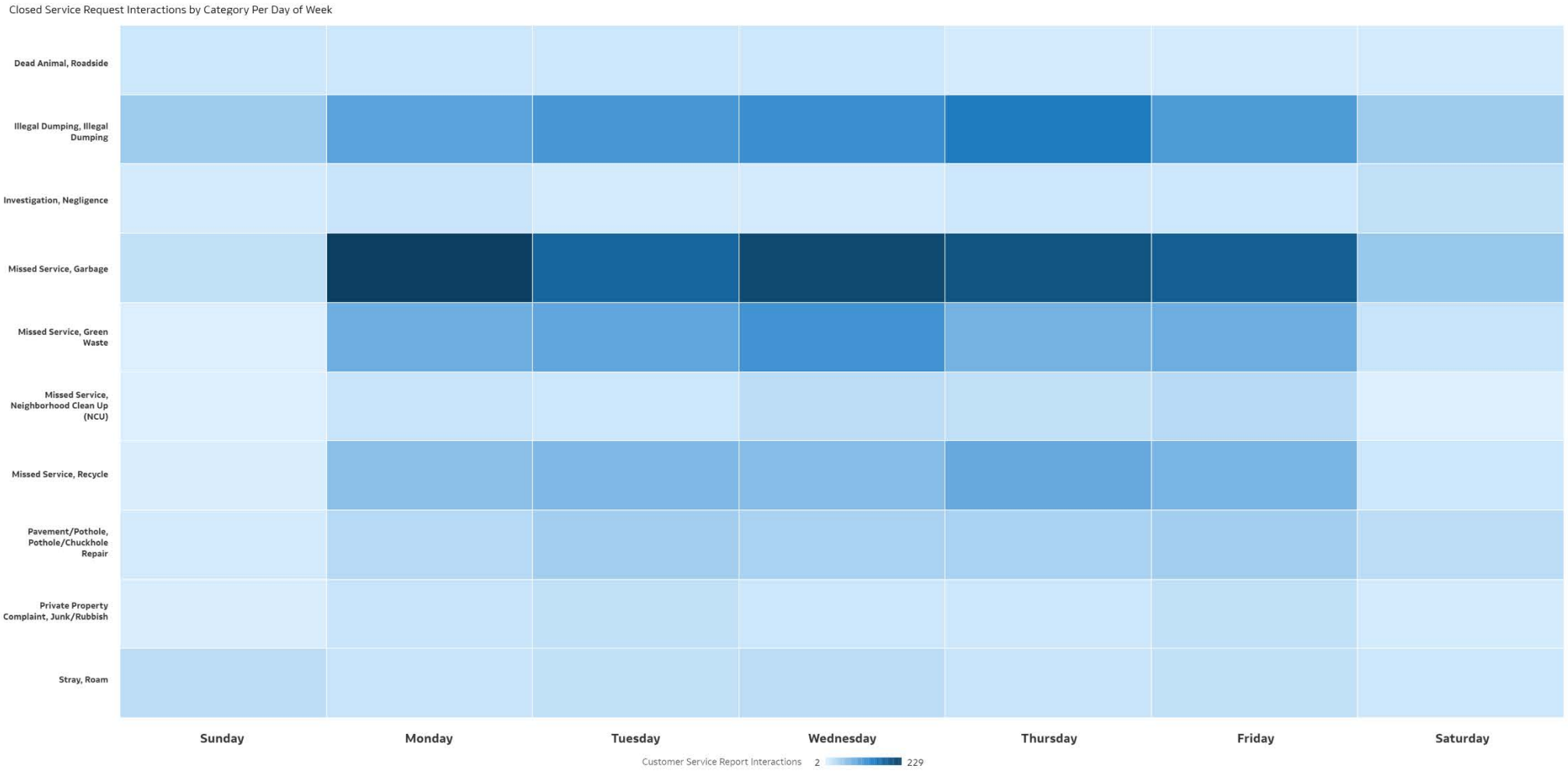
Aging of Open Requests

Top Service Requests Open by Day



Aging of Open Requests

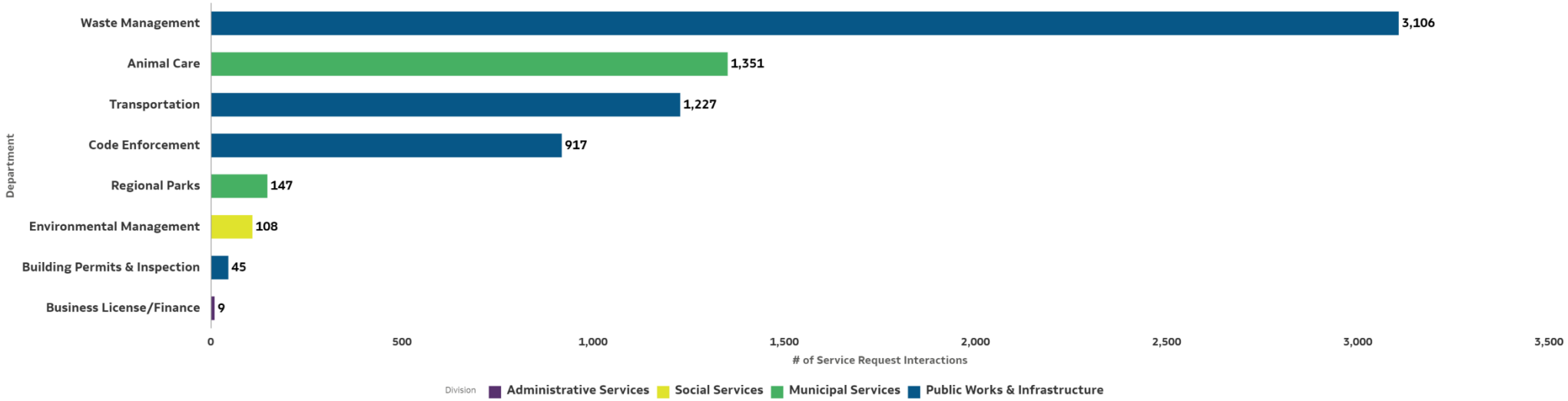
Top Service Requests Closed by Day



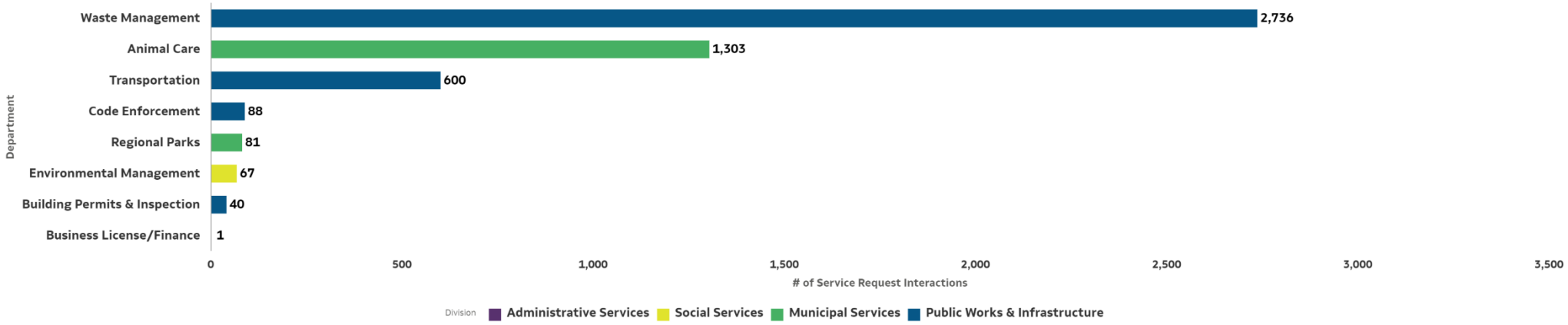
Aging of Open Requests

Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division

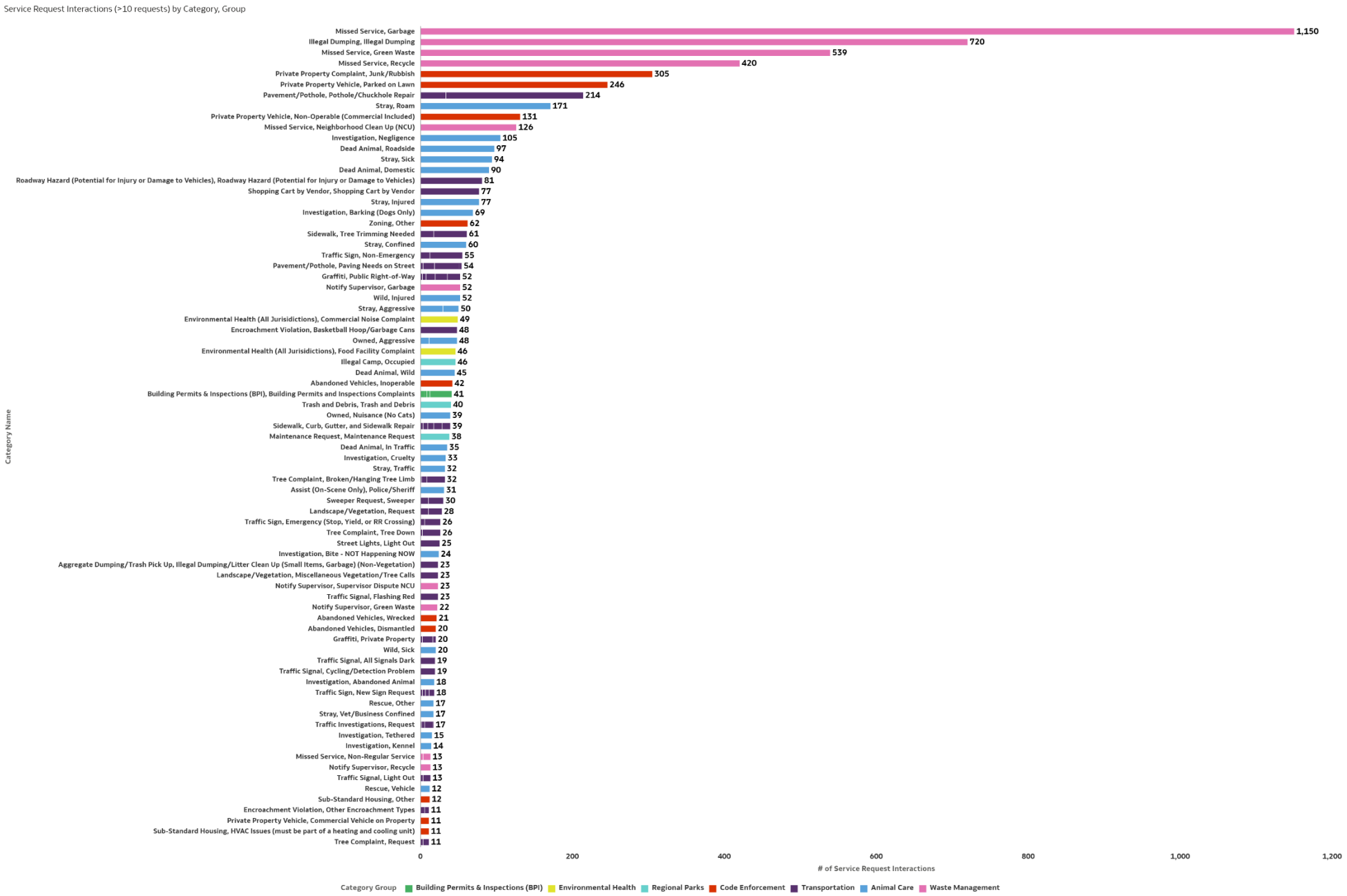


Service Request Interactions Closed by Department, Division



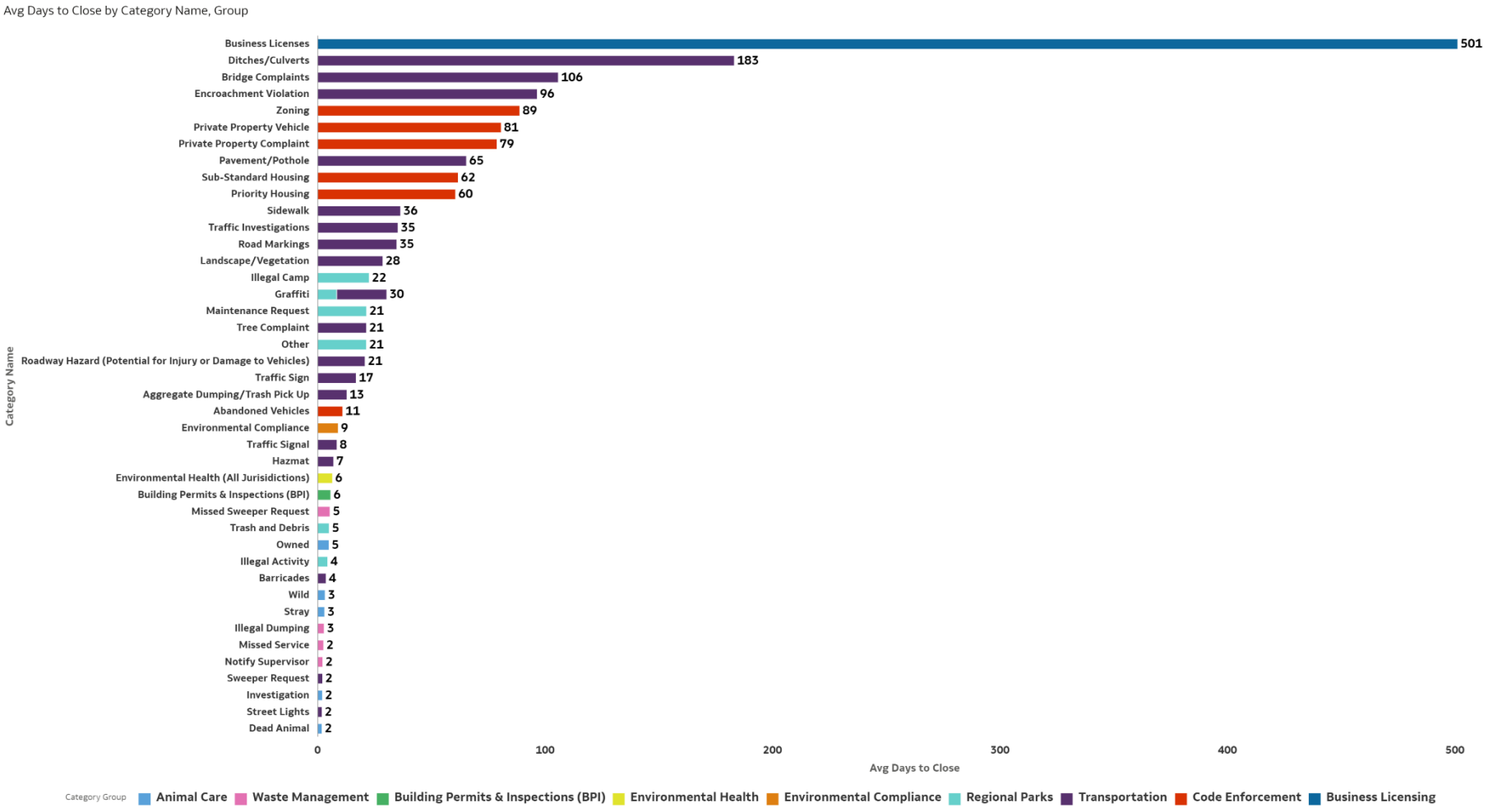
Aging of Open Requests

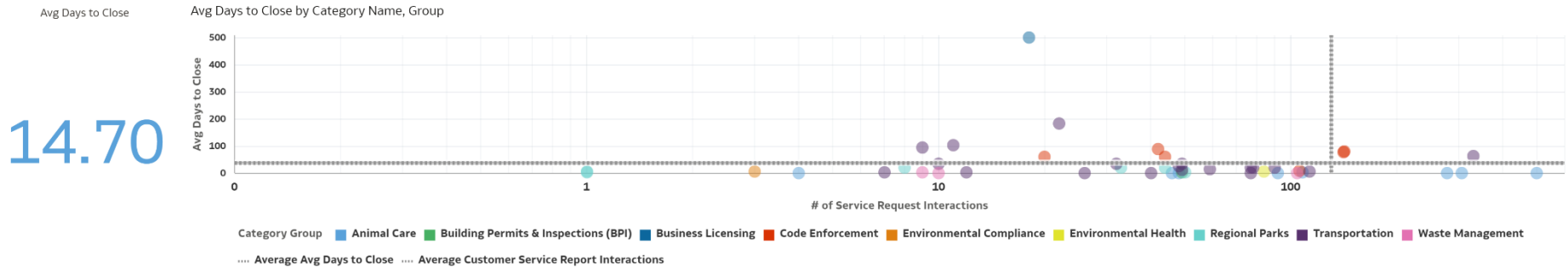
Greater Than 10 Service Requests



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

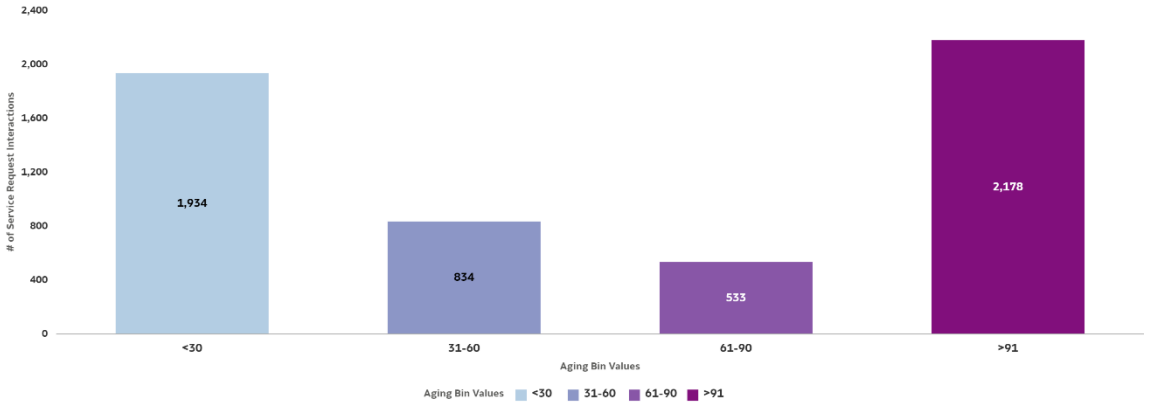
Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Waste Management	Calendar Request	10	0.00
Animal Care	Rescue	46	0.08
Animal Care	Assist (On-Scene Only)	48	0.11
Animal Care	Wild	92	0.15
Transportation	Shopping Cart by Vendor	77	0.26
Animal Care	License/ Specimen Pick Up	4	0.38
Animal Care	Stray	500	1.48
Transportation	Street Lights	40	1.55
Animal Care	Investigation	306	1.61
Animal Care	Dead Animal	278	1.62
Transportation	Sweeper Request	26	1.83
Waste Management	Notify Supervisor	104	2.03
Waste Management	Missed Service	2,160	2.44
Waste Management	Illegal Dumping	726	2.65
Animal Care	Owned	108	2.90
Transportation	Hazmat	12	3.26
Transportation	Barricades	7	3.53
Regional Parks	Illegal Activity	1	4.22
Regional Parks	Trash and Debris	50	4.90
Waste Management	Missed Sweeper Request	9	5.25
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	49	5.57
Environmental Compliance	Environmental Compliance	3	5.91
Environmental Health	Environmental Health (All Jurisidictions)	84	6.33
Regional Parks	Graffiti	1	8.13
Transportation	Traffic Signal	113	8.30
Code Enforcement	Abandoned Vehicles	106	10.83
Transportation	Aggregate Dumping/Trash Pick Up	49	12.63
Transportation	Traffic Sign	59	16.71
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	77	20.68
Regional Parks	Other	8	21.25
Transportation	Tree Complaint	78	21.26
Regional Parks	Maintenance Request	33	21.34
Transportation	Graffiti	90	21.60
Regional Parks	Illegal Camp	44	22.47
Transportation	Landscape/Vegetation	48	28.46
Transportation	Road Markings	10	34.61
Transportation	Traffic Investigations	32	35.12
Transportation	Sidewalk	49	36.25
Code Enforcement	Priority Housing	20	60.43
Code Enforcement	Sub-Standard Housing	44	61.57
Transportation	Pavement/Pothole	330	65.24
Code Enforcement	Private Property Complaint	141	78.64
Code Enforcement	Private Property Vehicle	142	80.54
Code Enforcement	Zoning	42	88.66
Transportation	Encroachment Violation	9	96.34
Transportation	Bridge Complaints	11	105.61
Transportation	Ditches/Culverts	22	182.98
Business Licensing	Business Licenses	18	501.03

Aging of Open Requests

Select As Of Date

2021.0228

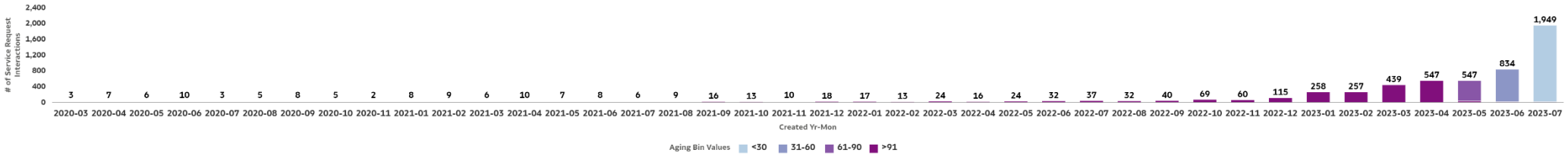
Aging Service Requests



Aging Service Requests

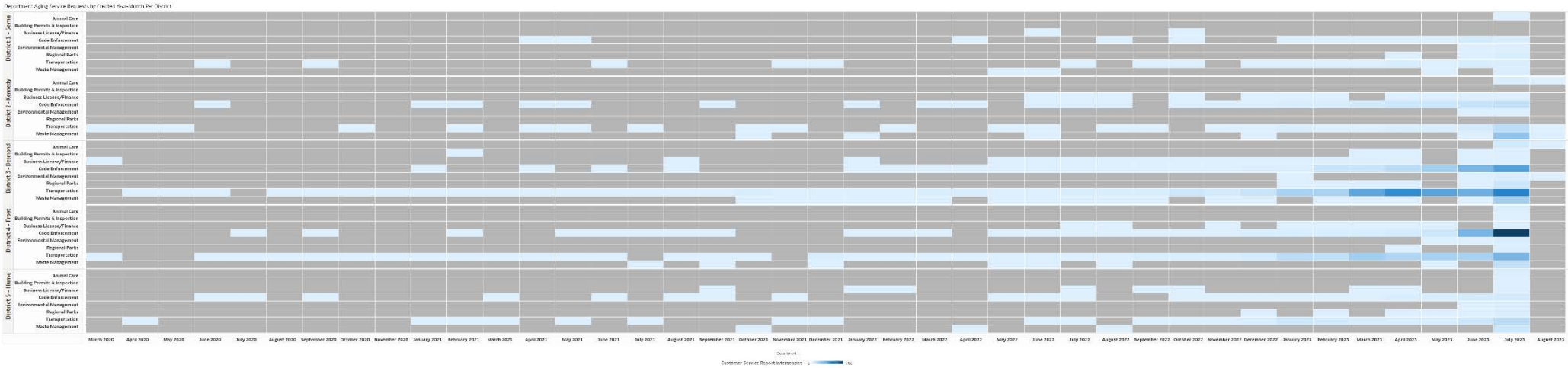
Aging Bin Values	Customer Service Report Interactions
<30	1,934
31-60	834
61-90	533
>91	2,178

Aging Service Requests by Created Year-Month



Aging of Open Requests

Department Aging Requests by Month Created Per District



Dispatch Service Definition

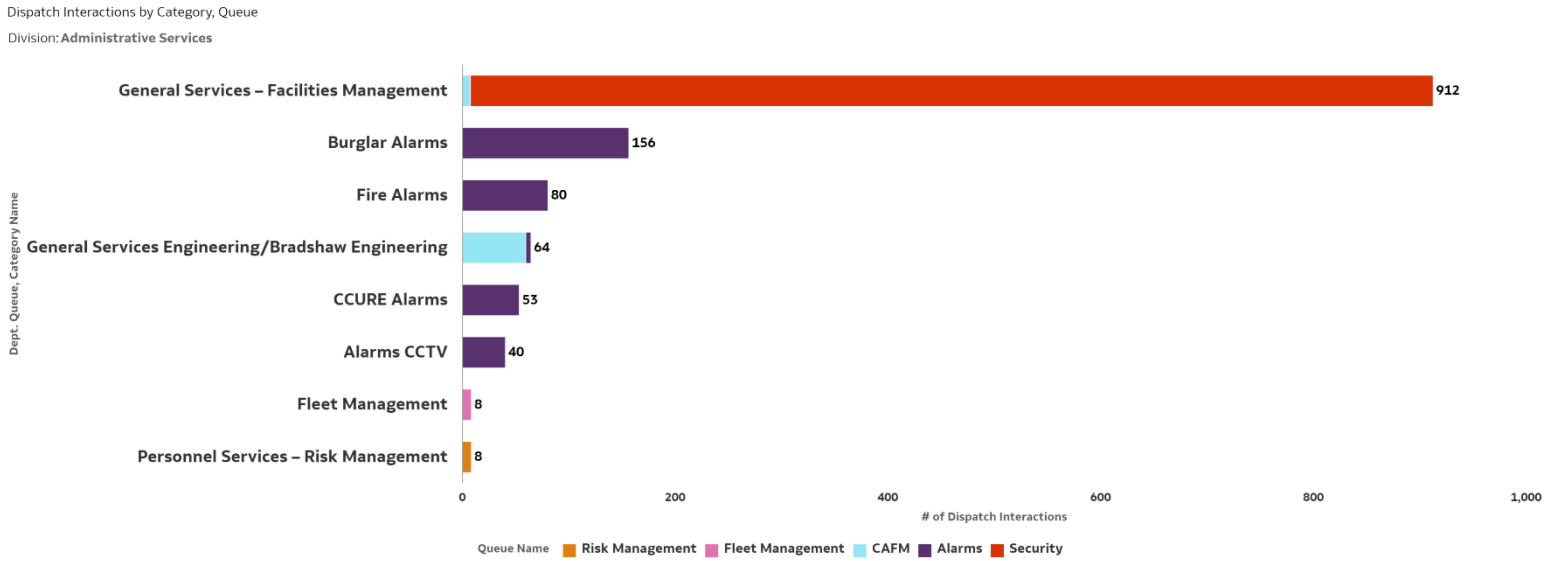
The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides immediate notification to departmental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

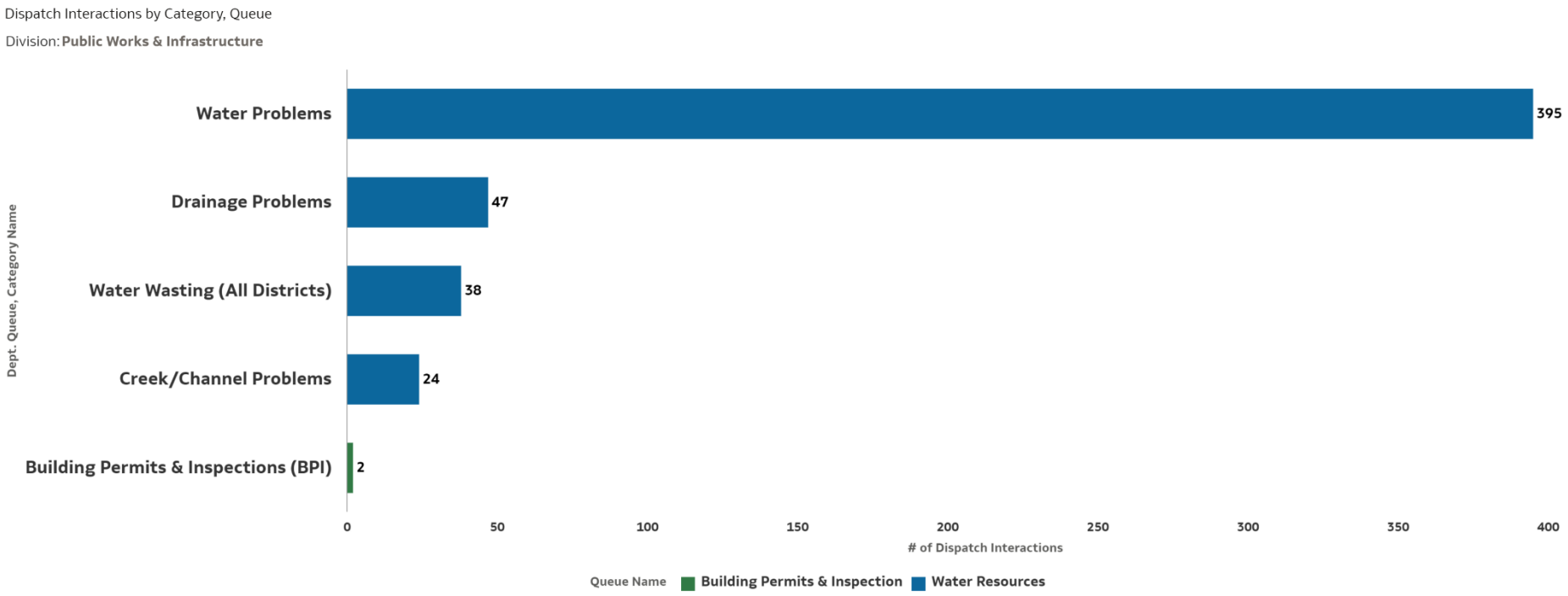
Administrative Services



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

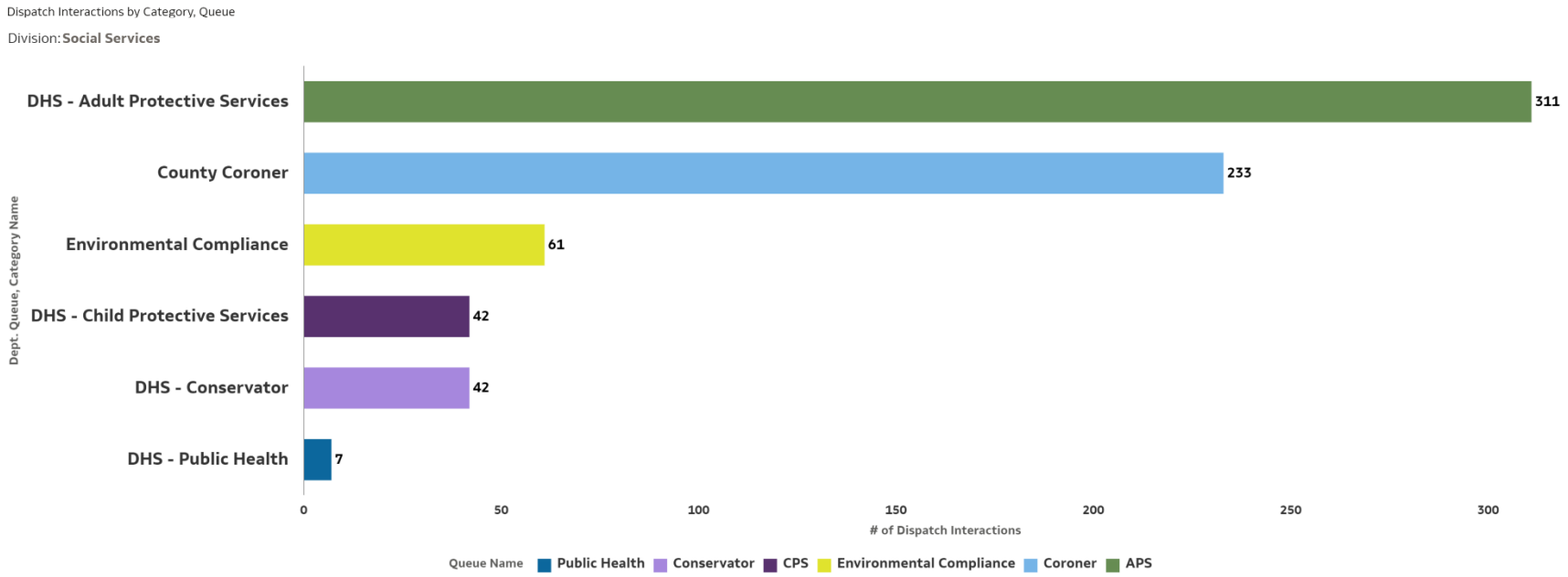
Community Service



Service Definitions	
Building Permits and Inspections	On-Call Emergency Building Inspections for either Residential or Commercial properties in 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

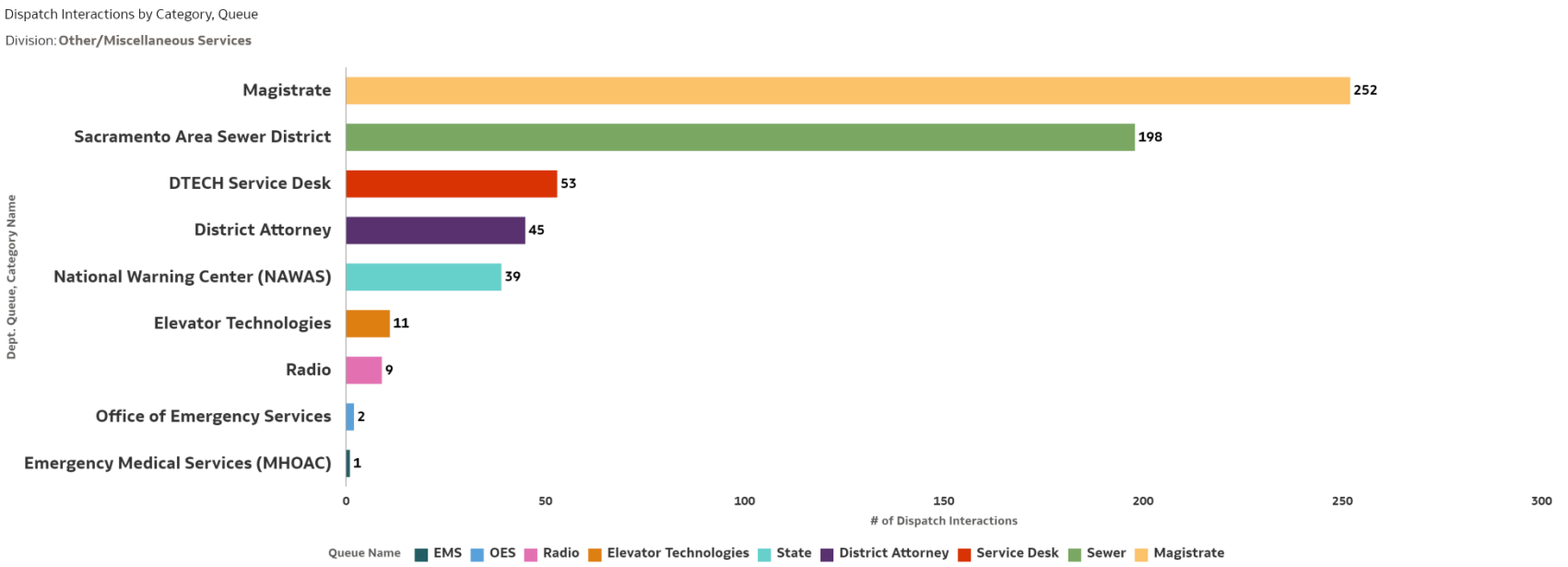
Social Services



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.