

# Monthly 311 Communications/Dispatch Center

## SERVICE REQUEST & STATISTICS REPORT

April 2024



SAC COUNTY  
**311**  
CONNECT

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

SACRAMENTO  
COUNTY

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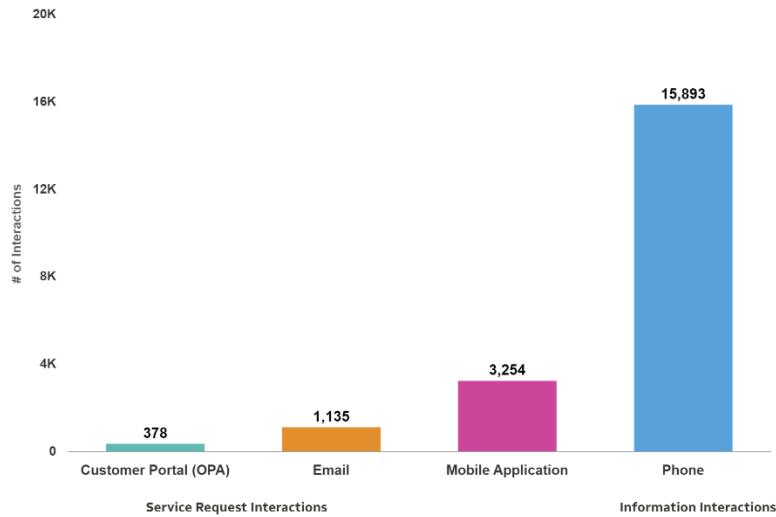
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# Monthly Statistics

Monthly Interactions by Source

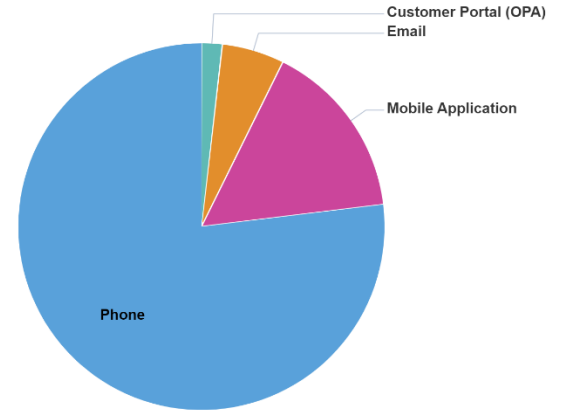


Monthly Customer Service Interactions

# 20,660

Incident Source Name	Service Request Count
Customer Portal (OPA)	378
Email	1,135
Mobile Application	3,254
Phone	15,893

Monthly Interactions by Source



6,551

5,827

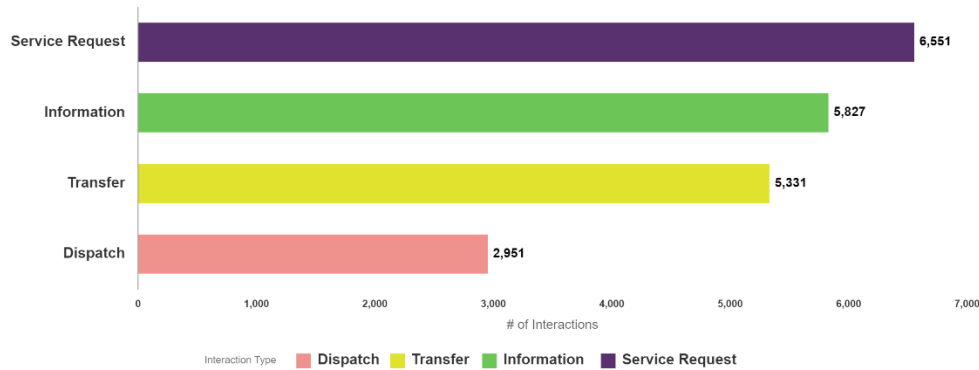
Transfer Interactions

5,331

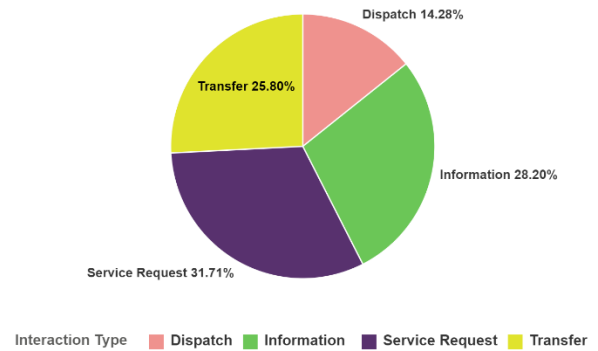
Dispatch Interactions

2,951

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	855
Illegal Dumping, Illegal Dumping	666
Missed Service, Organics	536
Pavement/Pothole, Pothole/Chuckhole Repair	429
Missed Service, Recycling	385
Private Property Vehicle, Parked on Lawn	269
Private Property Complaint, Junk/Rubbish	233
Investigation, Barking (Dogs Only)	139
Stray, Roam	138
Dead Animal, Roadside	118
Private Property Vehicle, Non-Operable (Commercial Included)	107
Stray, Injured	93
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	91
Private Property Complaint, Unmaintained Property (Landscaping)	81
Shopping Cart by Vendor, Shopping Cart by Vendor	79
Investigation, Negligence	71
Owned, Aggressive	65
Environmental Health (All Jurisdictions), Food Facility Complaint	60
Stray, Sick	59

Cat2, Cat3	Customer Service Report Interactions
Dead Animal, Domestic	57
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	56
Zoning, Other	55
Dead Animal, Wild	54
Owned, Nuisance (No Cats)	53
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	48
Sidewalk, Curb, Gutter, and Sidewalk Repair	46
Graffiti, Public Right-of-Way	46
Wild, Injured	45
Maintenance Request, Maintenance Request	45
Pavement/Pothole, Paving Needs on Street	44
Abandoned Vehicles, Inoperable	43
Notify Supervisor, Garbage	42
Encroachment Violation, Basketball Hoop/Garbage Cans	41
Traffic Sign, Non-Emergency	38
Stray, Traffic	38
Missed Service, Bulky Waste Pickup	38
Stray, Aggressive	37
Traffic Signal, Cycling/Detection Problem	35
Notify Supervisor, Organics	34
Graffiti, Private Property	34
Dead Animal, In Traffic	34

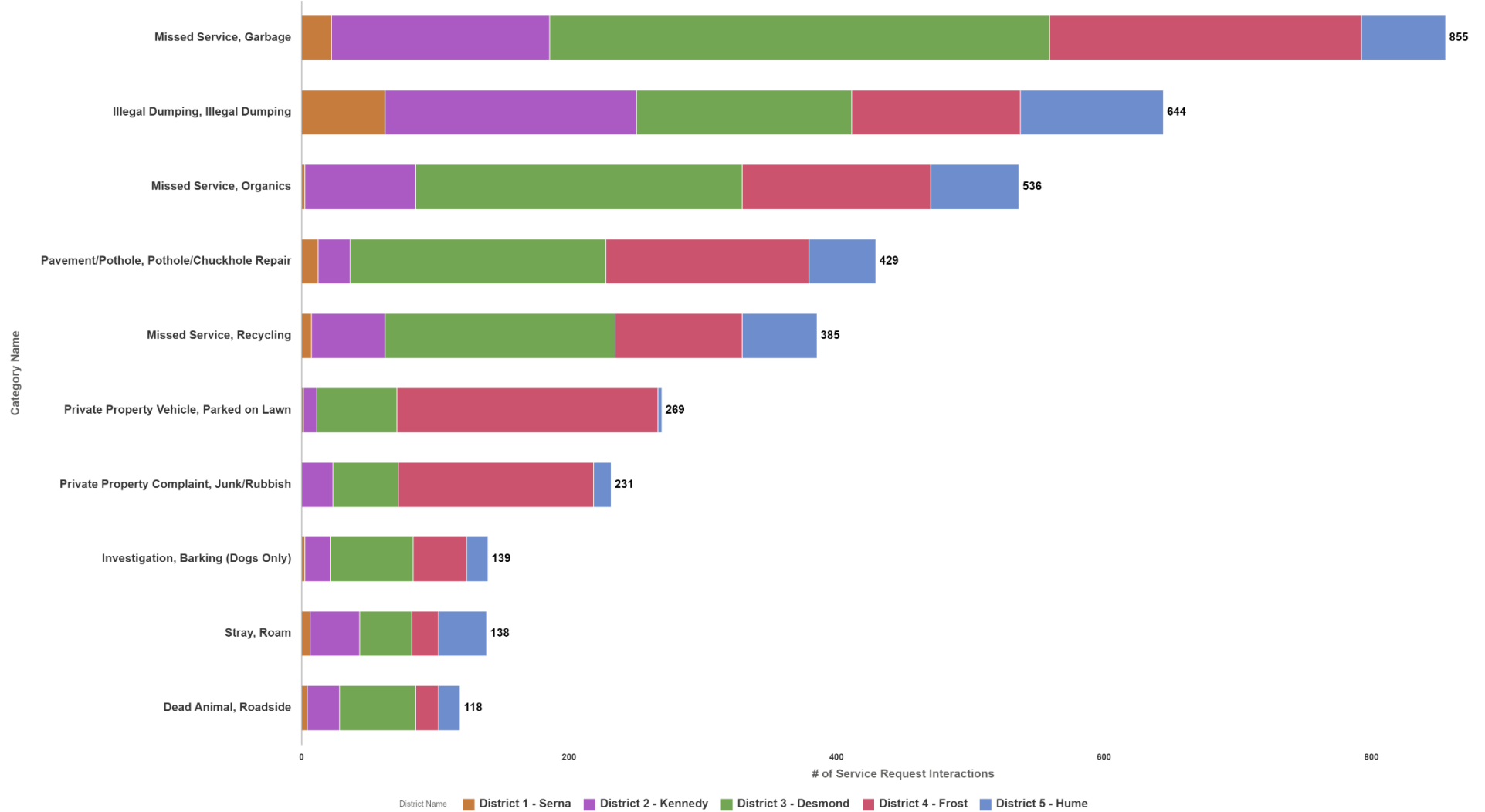
Cat2, Cat3	Customer Service Report Interactions
Notify Supervisor, Recycling	32
Illegal Camp, Occupied	31
Traffic Signal, Long Red/Short Green	29
Street Lights, Light Out	26
Traffic Investigations, Request	26
Investigation, Abandoned Animal	24
Landscape/Vegetation, Request	24
Sub-Standard Housing, Other	24
Trash and Debris, Trash and Debris	24
Environmental Health (All Jurisdictions), Commercial Noise Complaint	22
Investigation, Bite - NOT Happening NOW	21
Wild, Sick	21
Calendar Request, Calendar Request	20
Investigation, Cruelty	19
Sidewalk, Tree Trimming Needed	19
Stray, Confined	19
Sweeper Request, Sweeper	19
Traffic Investigations, Traffic Safety Related Issues	19
Abandoned Vehicles, Wrecked	18
Assist (On-Scene Only), Police/Sheriff	18

Cat2, Cat3	Customer Service Report Interactions
Assist (On-Scene Only), Police/Sheriff	18
Abandoned Vehicles, Wrecked	18
Traffic Signal, Pedestrian Signal Inoperative	17
Abandoned Vehicles, Dismantled	17
Traffic Signal, Light Out	16
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	16
Stray, Vet/Business Confined	16
Traffic Sign, New Sign Request	15
Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	15
Private Property Vehicle, Commercial Vehicle on Property	14
Investigation, Tethered	14
Traffic Signal, All Signals Dark	13
Pavement/Pothole, Pavement-Other Unknown Maintenance Needs	13
Traffic Signal, Flashing Red	12
Pavement/Pothole, Sink Hole in Roadway	12
Ditches/Culverts, Ditch Cleaning	12
Zoning, Occupied Mobile Home/Motorhome/RV Zoning Complaint	11
Zoning, Fence Residential	11
Business Licenses, Operating without License	11

# Total Service Requests Opened

## Top 10 Service Requests Categories Opened | With Districts

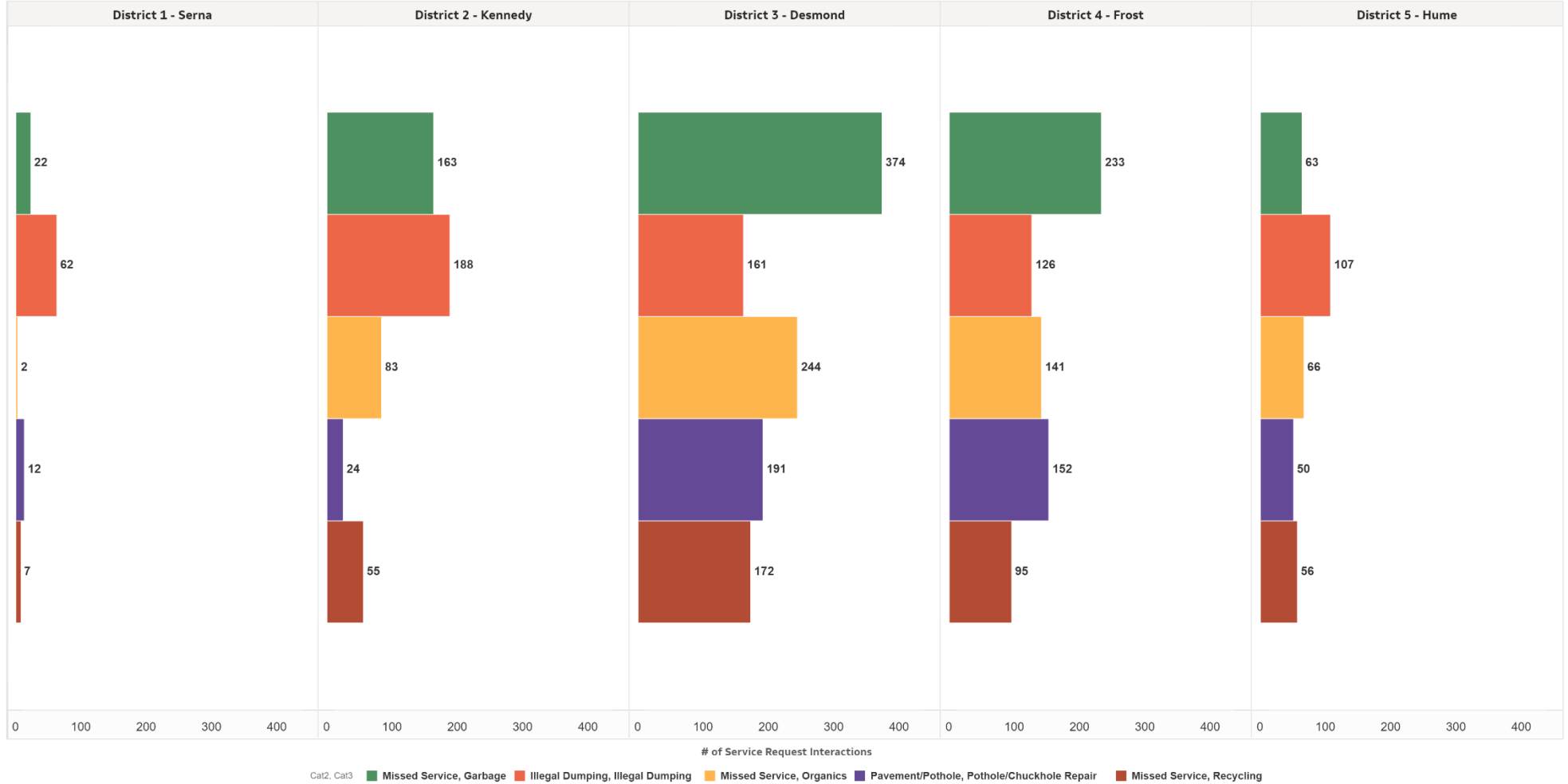
Top 10 Service Request Categories Opened with Districts



# Top Service Requests Opened

## Top 5 Service Requests Opened | by Districts

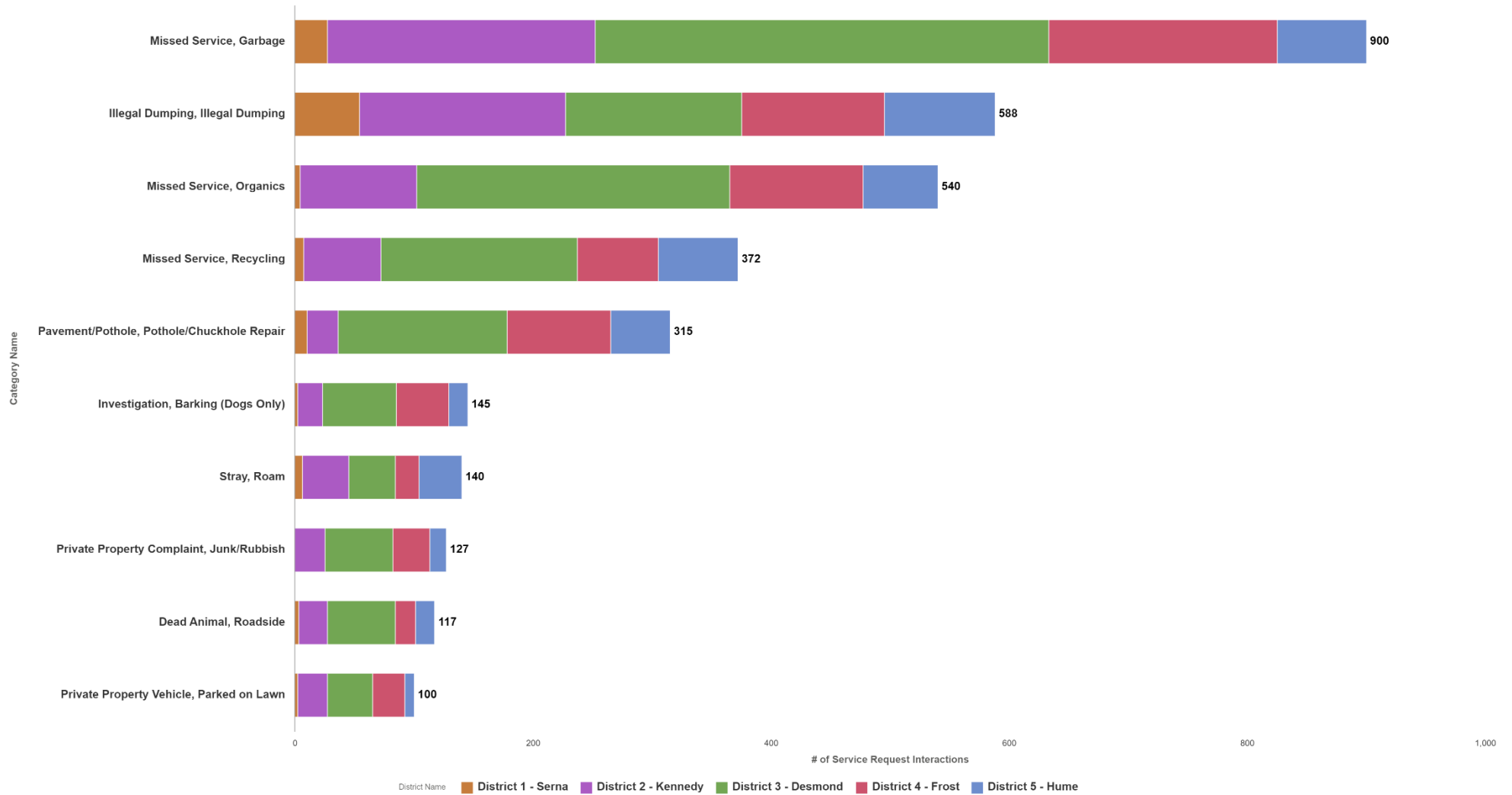
Top 5 Service Request Categories Opened by District



# Top Service Requests Closed

## Top 10 Service Requests Categories Closed | With Districts

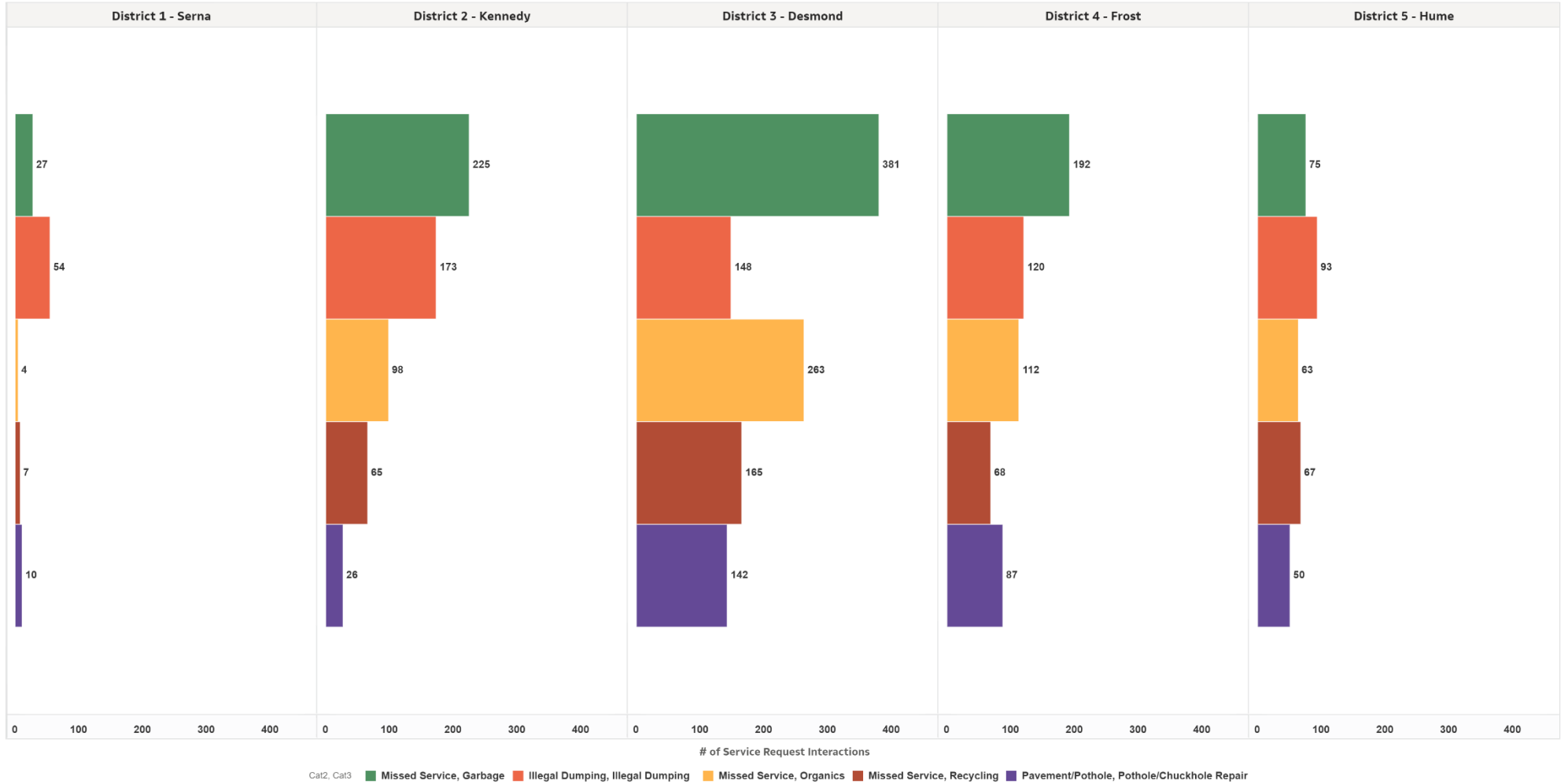
Top 10 Service Request Categories Closed with Districts



# Top Service Requests Closed

## Top 5 Service Requests Categories Closed | by Districts

Top 5 Service Request Categories Closed by District

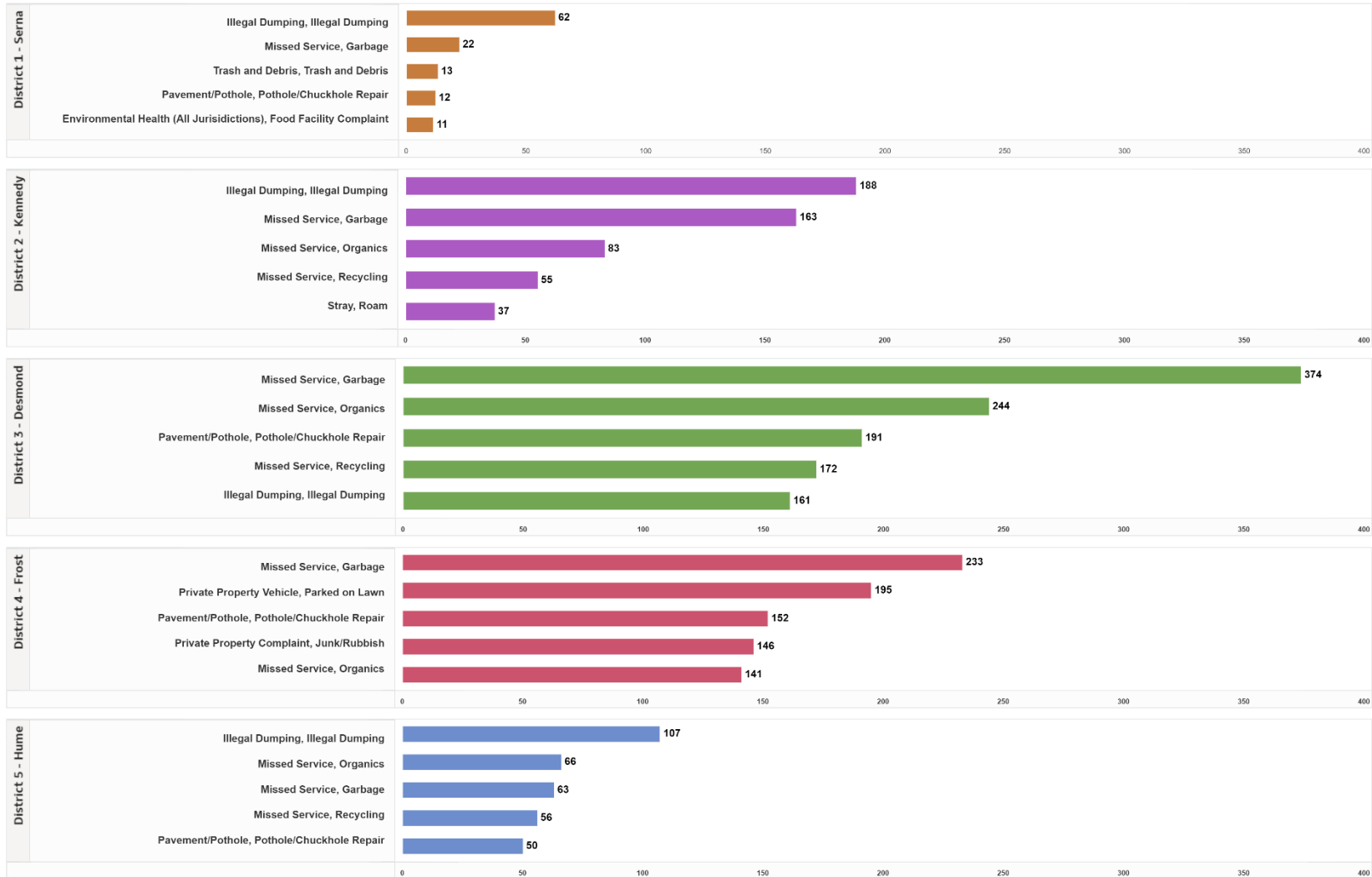




# Top Unresolved Service Request

## Top Unresolved Service Request Categories | by Districts

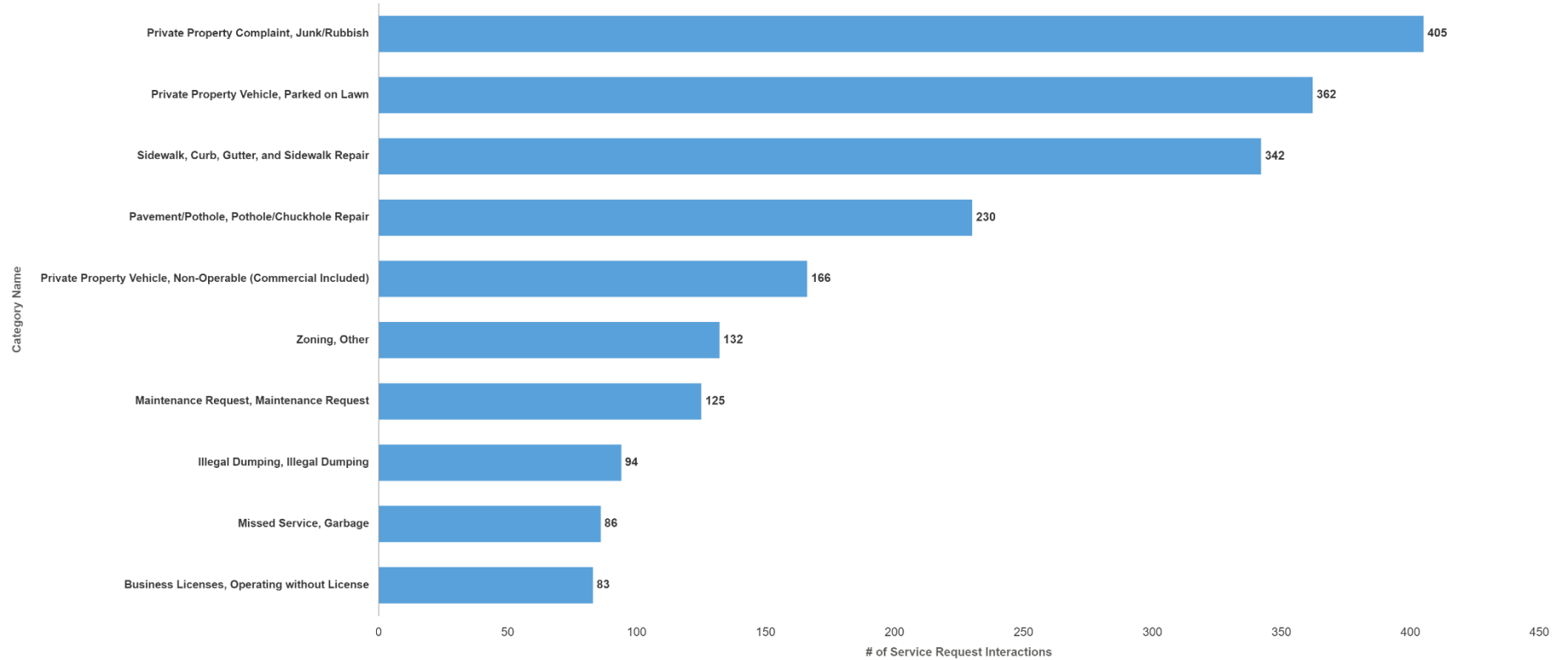
Top Unresolved Service Request Categories by District



# Top Unresolved Service Request

## Top 10 Unresolved Service Request Categories

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through April 30th

3,493

Interactions Closed this Month

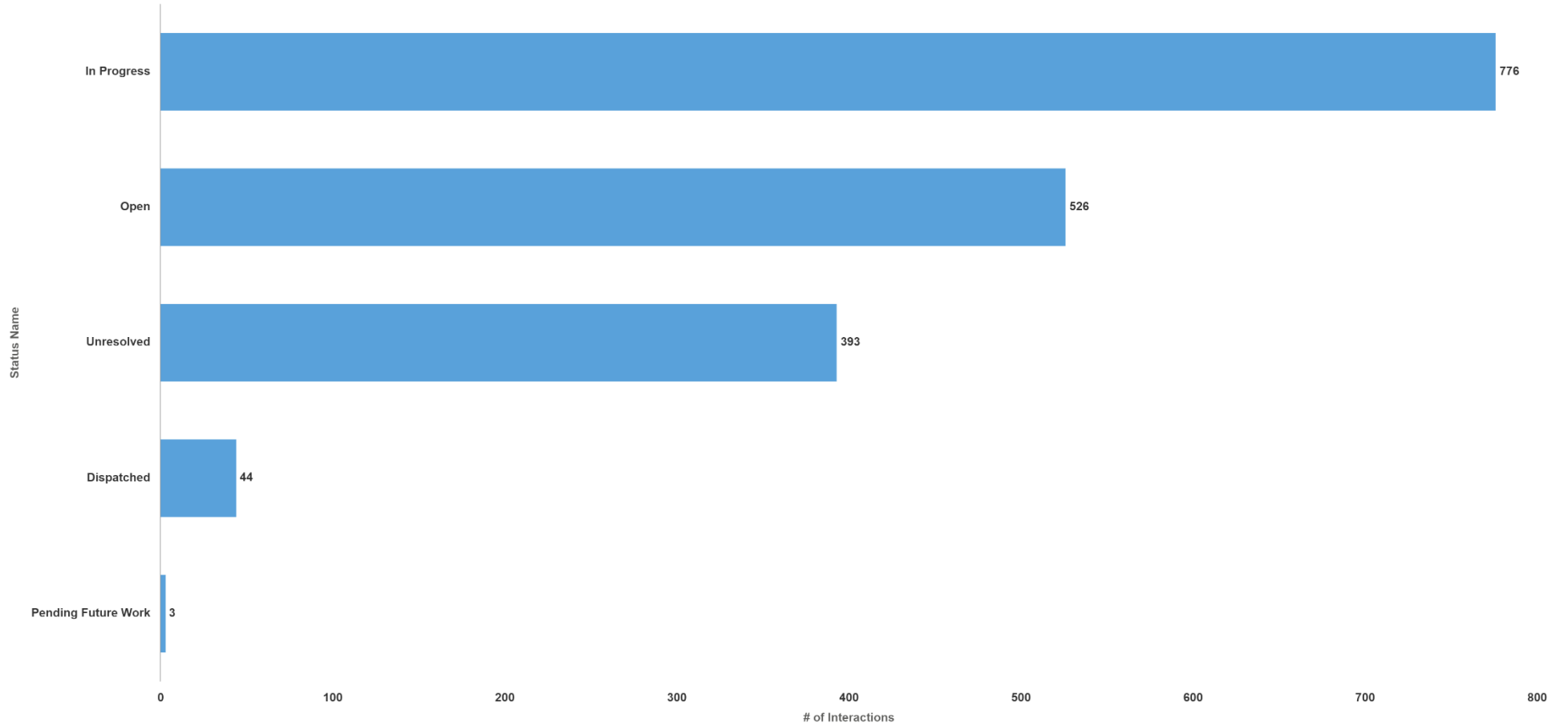
19,978

Monthly Interactions Not Closed

1,742

# Monthly Interactions Not Closed by Status

Monthly Interactions Not Closed by Status



# Board of Supervisor District Information

## Service Requests Opened by District

### April 2024

Monthly Service Request Interactions Opened

# 6,515

District 1 Serna

## 233

Service Request Interactions

District 2 Kennedy

## 1,023

Service Request Interactions

District 3 Desmond

## 2,596

Service Request Interactions

District 4 Frost

## 1,834

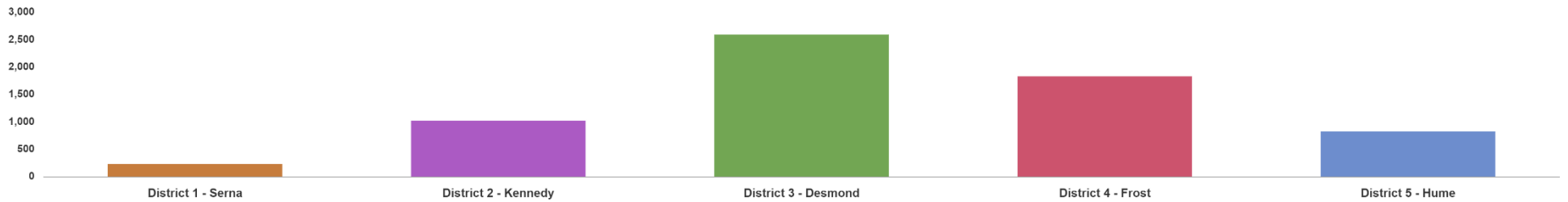
Service Request Interactions

District 5 Hume

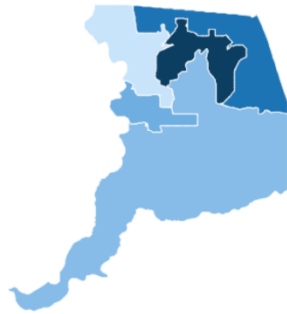
## 829

Service Request Interactions

Service Request Interactions by District

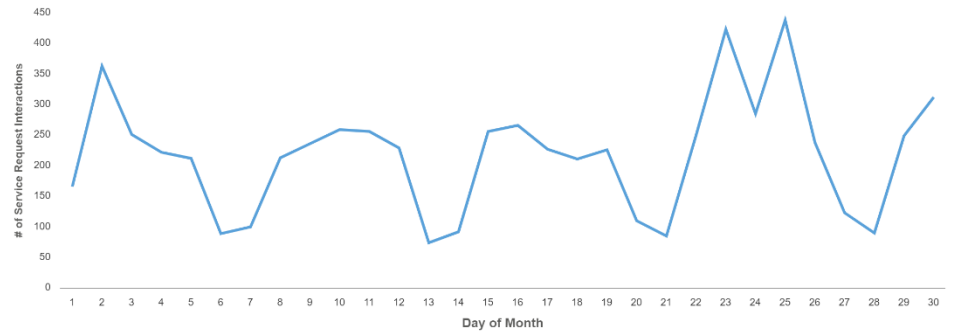


Service Request Interactions by District Map



District Name  
Customer Service Repo  
36 3K

Service Request Interactions Created by Day of Month



# Board of Supervisor District Information

## Service Requests Closed by District

April 2024

Monthly Service Request Interactions Closed

5,866

District 1 Serna

243

Service Request Interactions

District 2 Kennedy

1,101

Service Request Interactions

District 3 Desmond

2,487

Service Request Interactions

District 4 Frost

1,209

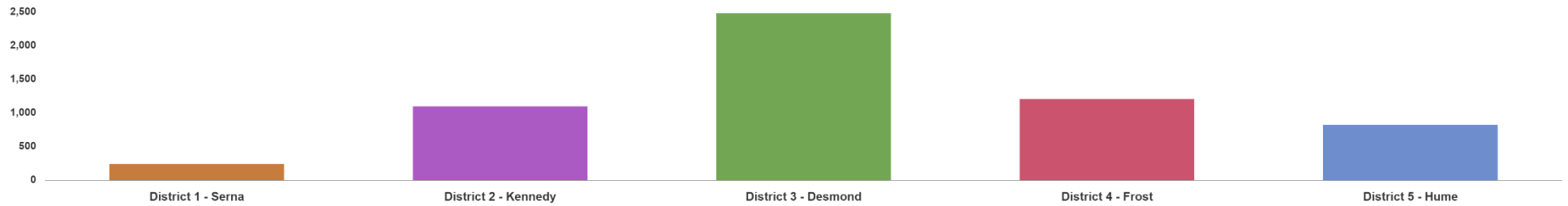
Service Request Interactions

District 5 Hume

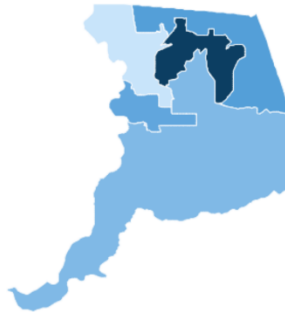
826

Service Request Interactions

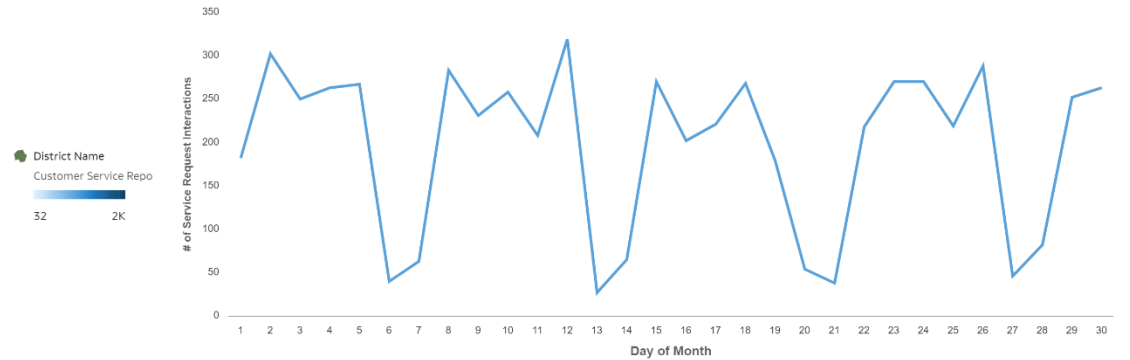
Service Request Interactions by District



Service Request Interactions by District Map



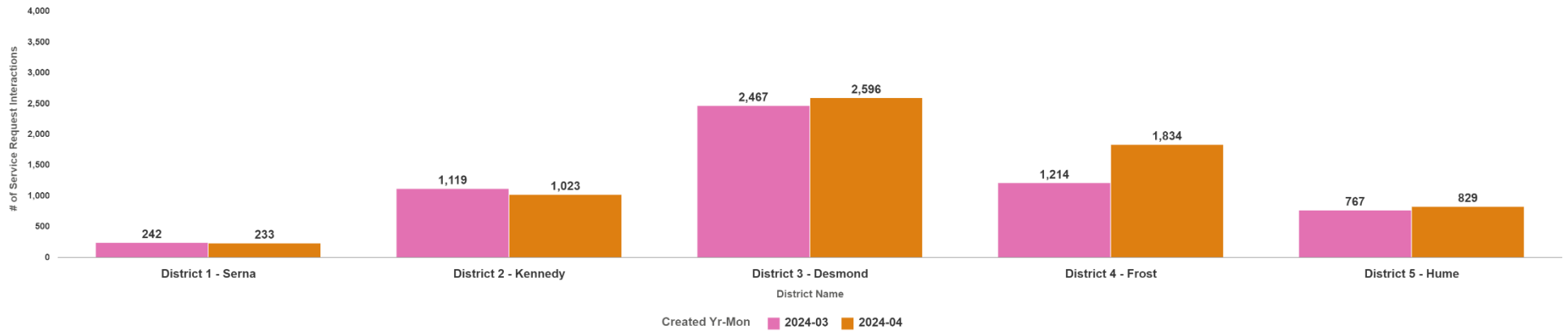
Service Request Interactions Closed by Day of Month



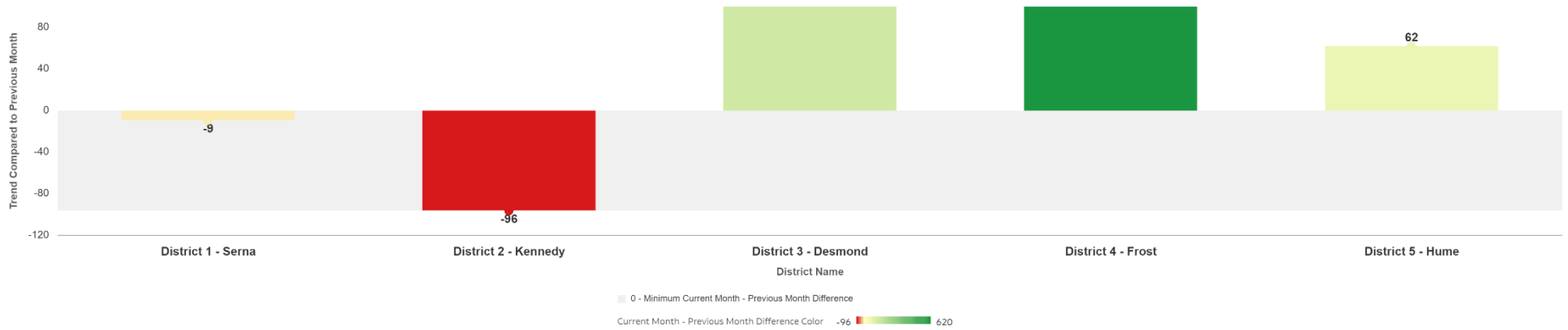
# Board of Supervisors District Information

## Previous Month Comparison of Service Request

Previous Month Comparison of Service Request interactions



Previous Month Trend of Service Request Interactions Per District



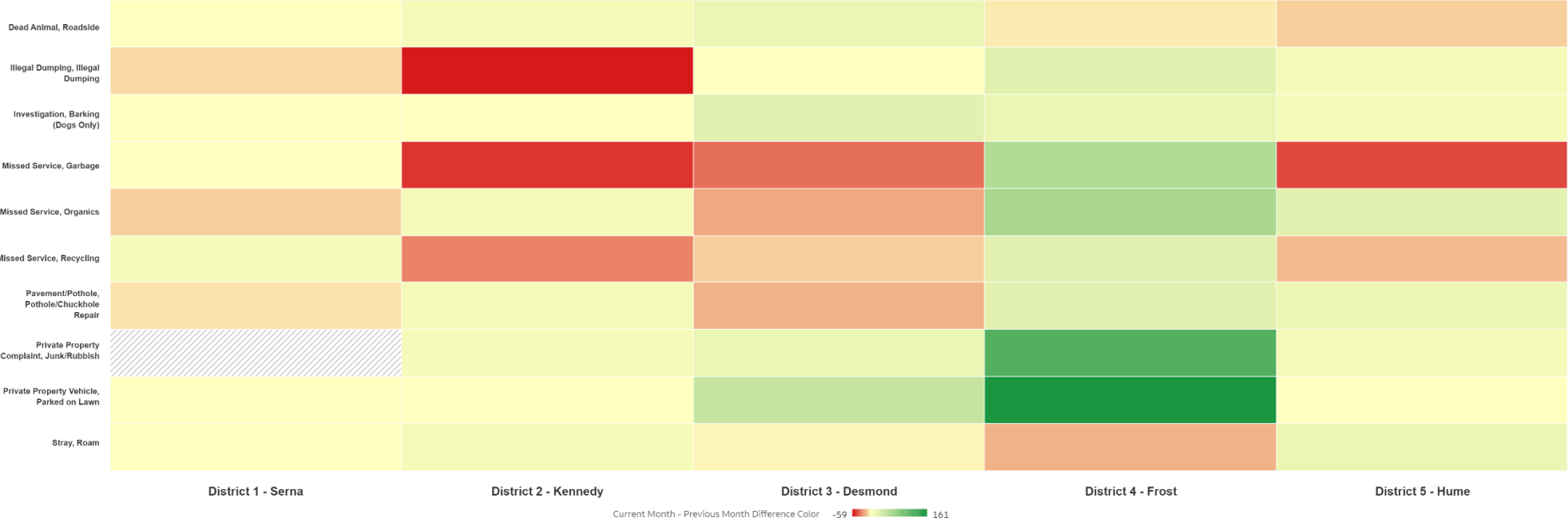


# Previous Month Comparison (continued)

Monthly Comparison: Service Requests by District

District Name	2024-03	2024-04
	Service Request Map Count	Service Request Map Count
District 1 - Serna	242	233
District 2 - Kennedy	1,119	1,023
District 3 - Desmond	2,467	2,596
District 4 - Frost	1,214	1,834
District 5 - Hume	767	829

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,

	District 1 - Serna	District 2 - Kennedy	District 3 - Desmond	District 4 - Frost	District 5 - Hume	Grand Total
Cat2, Cat3	Current Month - Previous Month Difference Color	Current Month - Previous Month Difference Color	Current Month - Previous Month Difference Color	Current Month - Previous Month Difference Color	Current Month - Previous Month Difference Color	
Private Property Vehicle, Parked on Lawn	0	-1	37	161	0	<b>197</b>
Private Property Complaint, Junk/Rubbish		5	12	122	6	<b>140</b>
Missed Service, Organics	-12	6	-22	62	23	<b>57</b>
Investigation, Barking (Dogs Only)	1	-1	21	16	6	<b>43</b>
Pavement/Pothole, Pothole/Chuckhole Repair	-7	8	-20	17	15	<b>13</b>
Dead Animal, Roadside	3	8	13	-5	-13	<b>6</b>
Stray, Roam	0	8	-3	-19	12	<b>-2</b>
Missed Service, Recycling	4	-31	-13	17	-16	<b>-39</b>
Illegal Dumping, Illegal Dumping	-9	-59	2	21	4	<b>-41</b>
Missed Service, Garbage	3	-51	-37	53	-46	<b>-78</b>
<b>Grand Total</b>	<b>-22</b>	<b>-108</b>	<b>-10</b>	<b>445</b>	<b>-9</b>	<b>296</b>

# Board of Supervisor District Analysis

## District 1

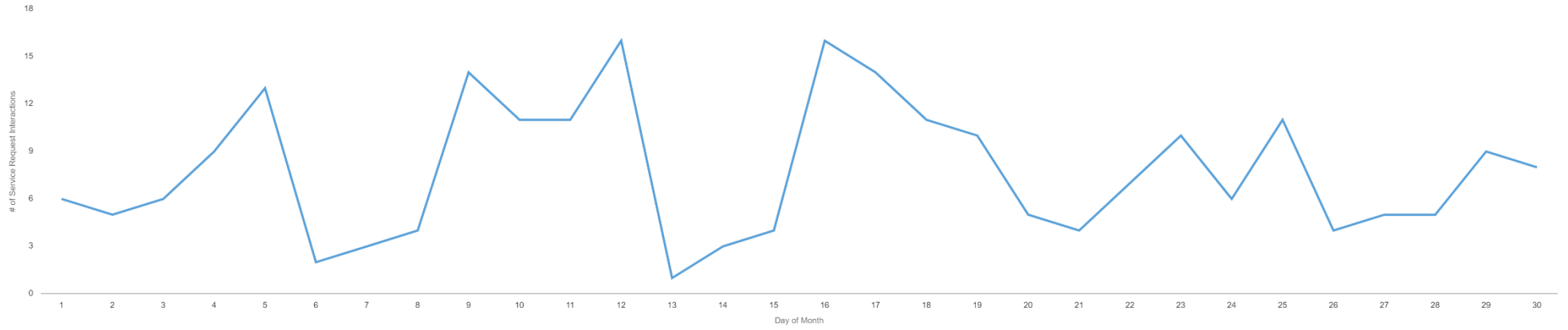
Service Requests Created

233

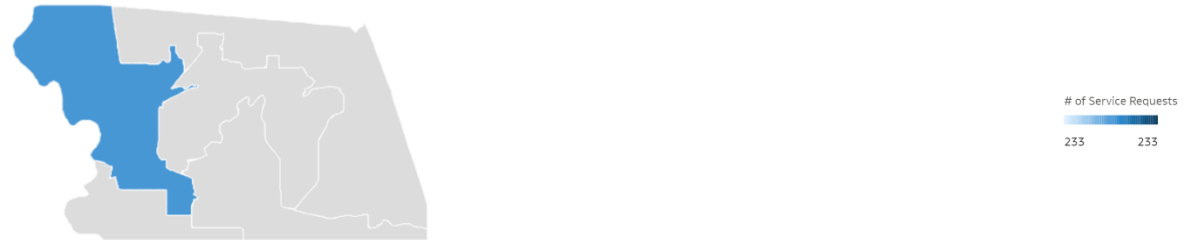
Service Requests Closed

191

Service Request Interactions Created by Day of Month



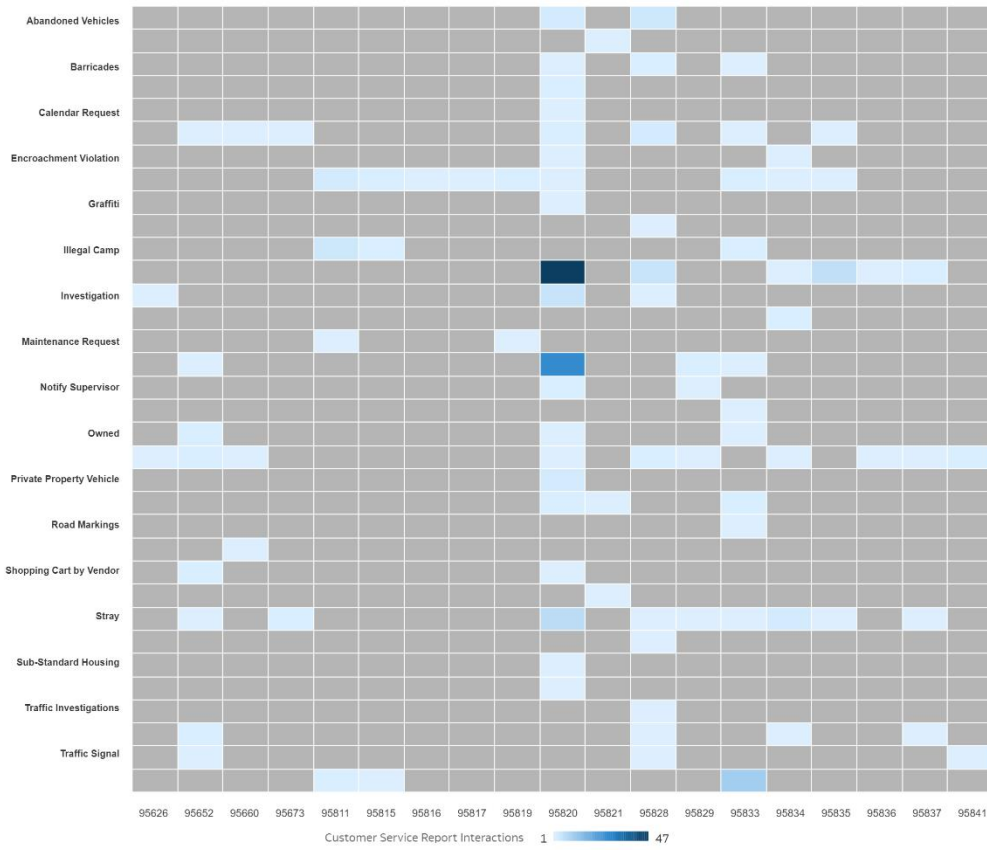
District Name, Customer Service Report Interactions



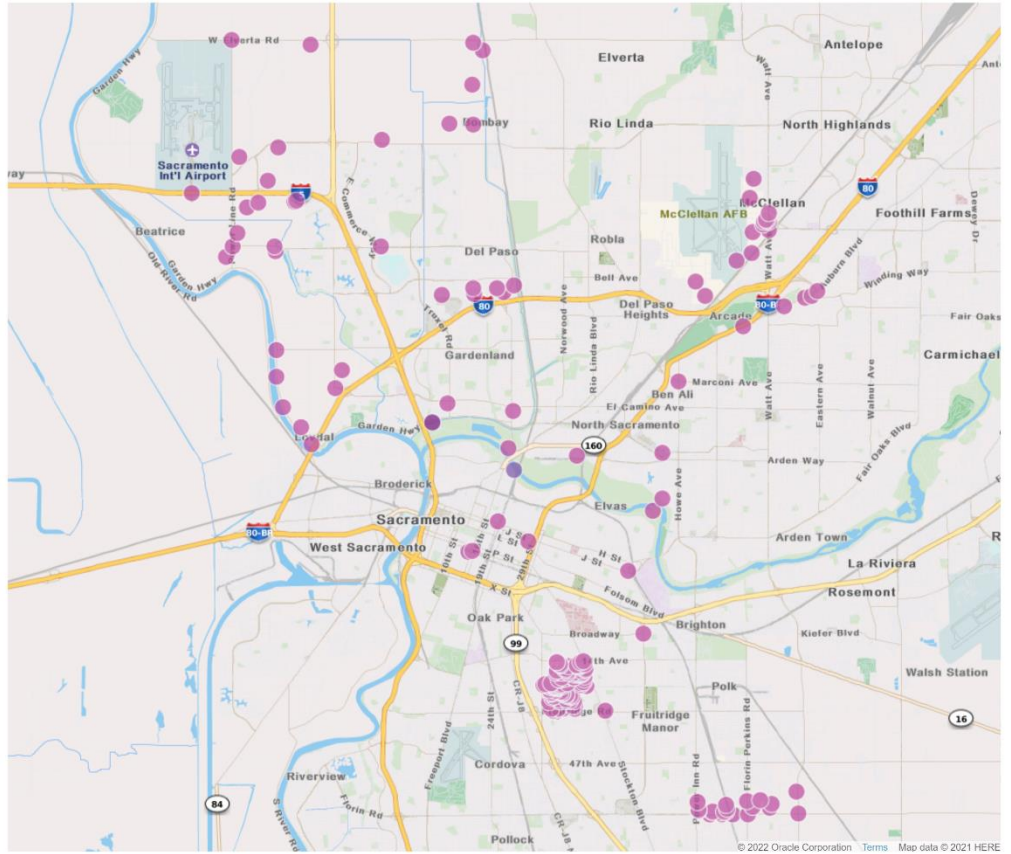
# Board of Supervisor District Analysis

## 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

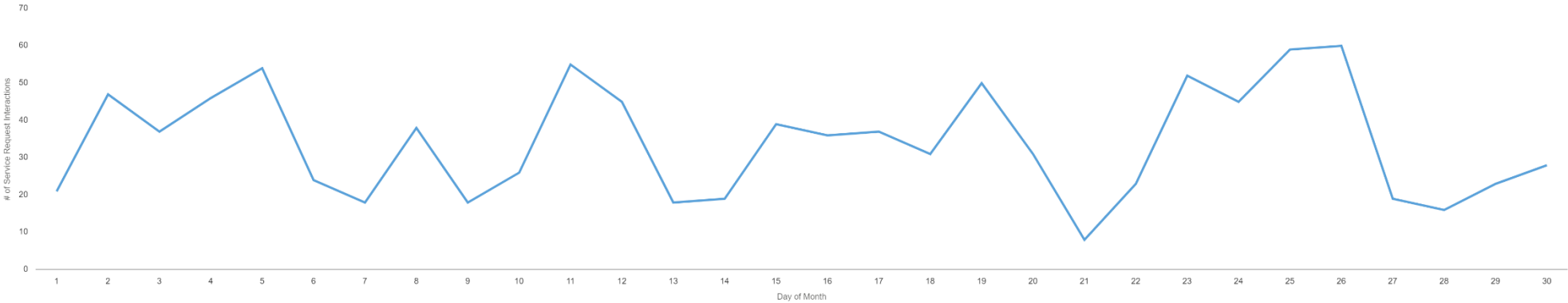
Service Requests Created

# 1,023

Service Requests Closed

# 877

Service Request Interactions Created by Day of Month



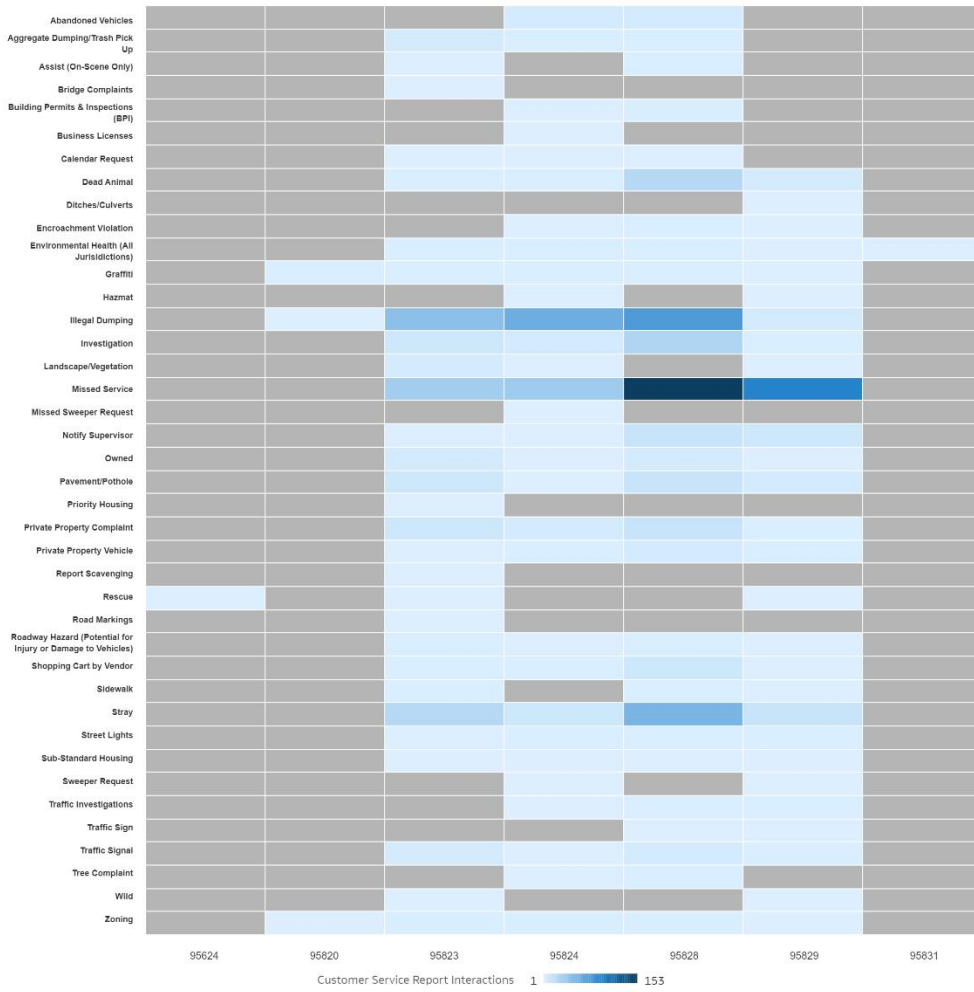
District Name, Customer Service Report Interactions



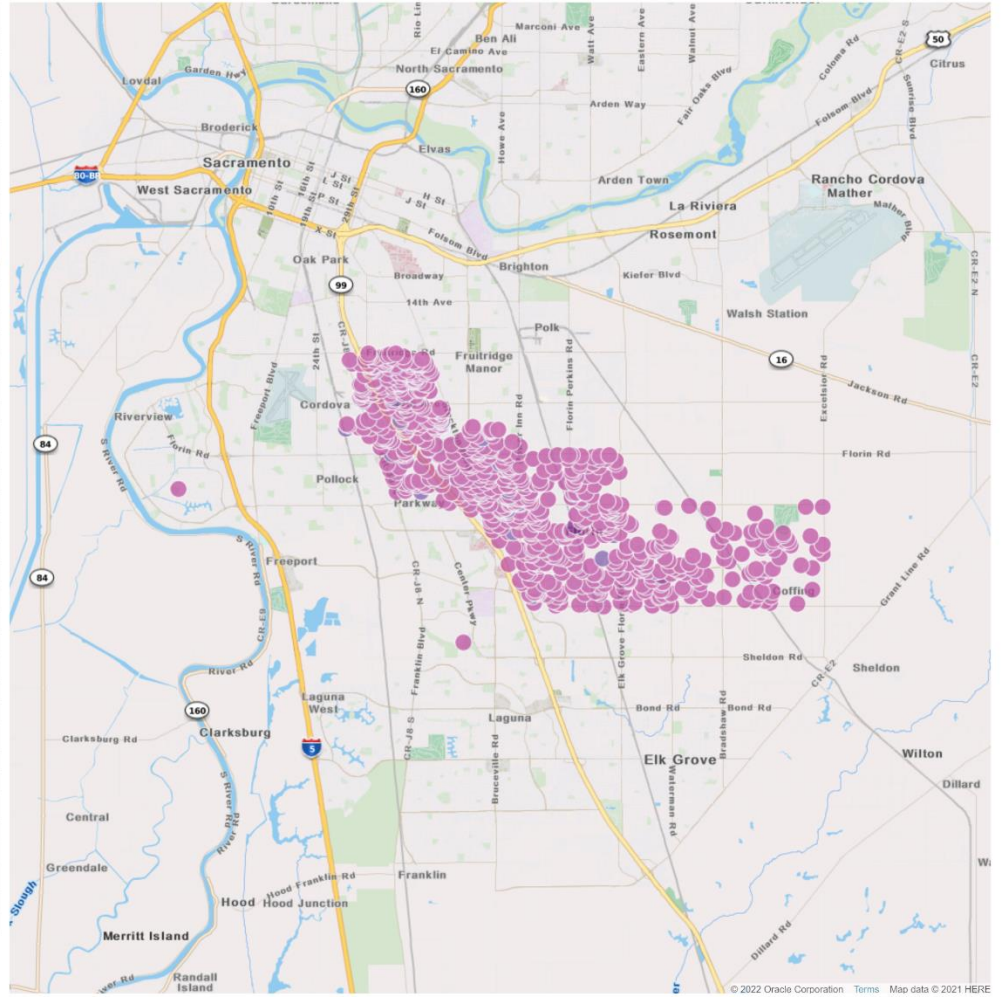
# Board of Supervisor District Analysis

## 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

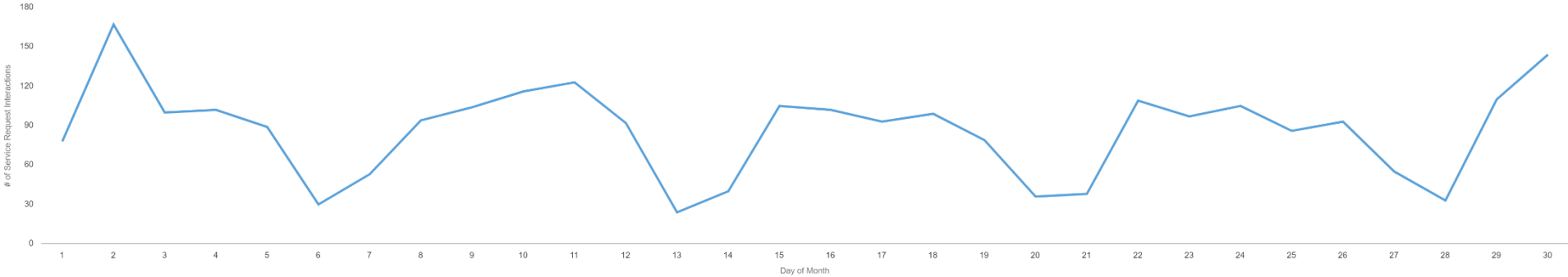
Service Requests Created

2,596

Service Requests Closed

1,984

Service Request Interactions Created by Day of Month



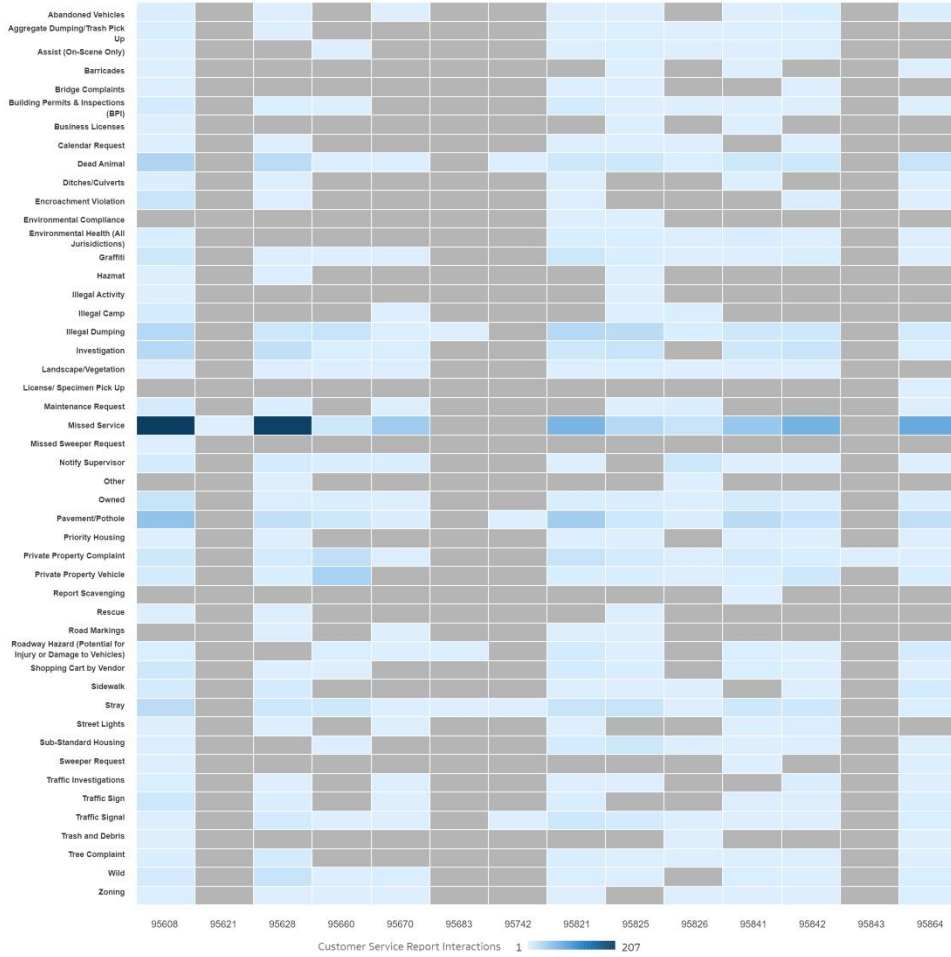
District Name, Customer Service Report Interactions



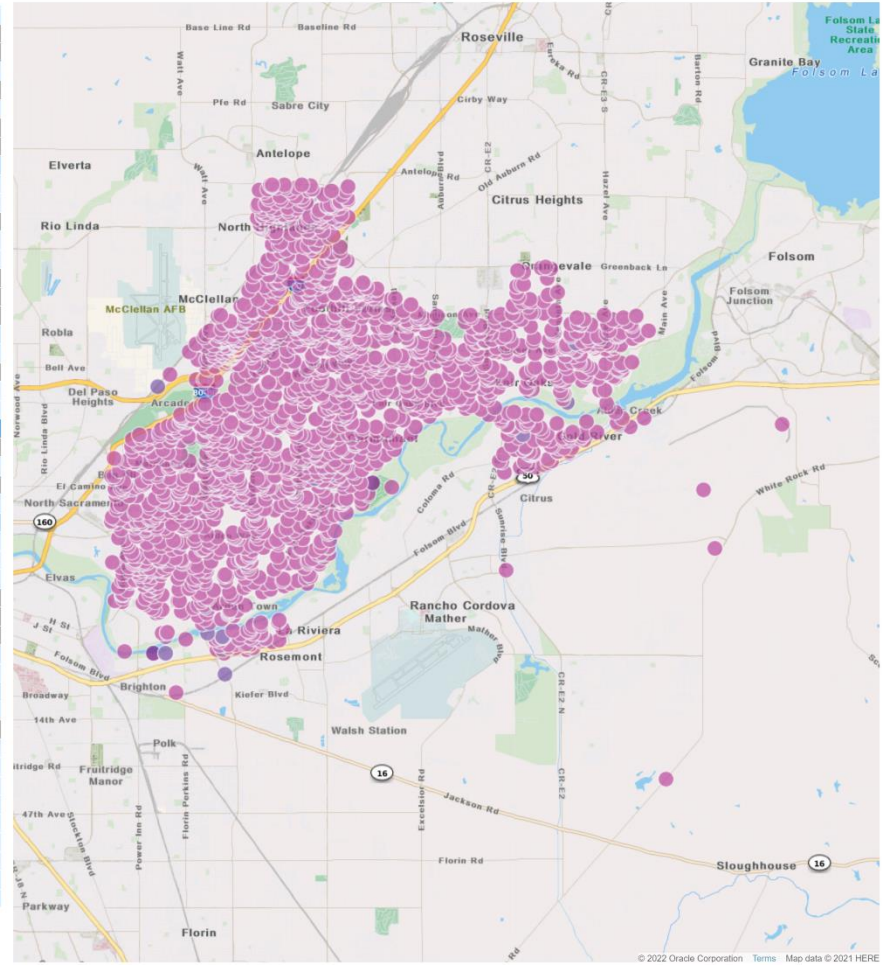
# Board of Supervisor District Analysis

## 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

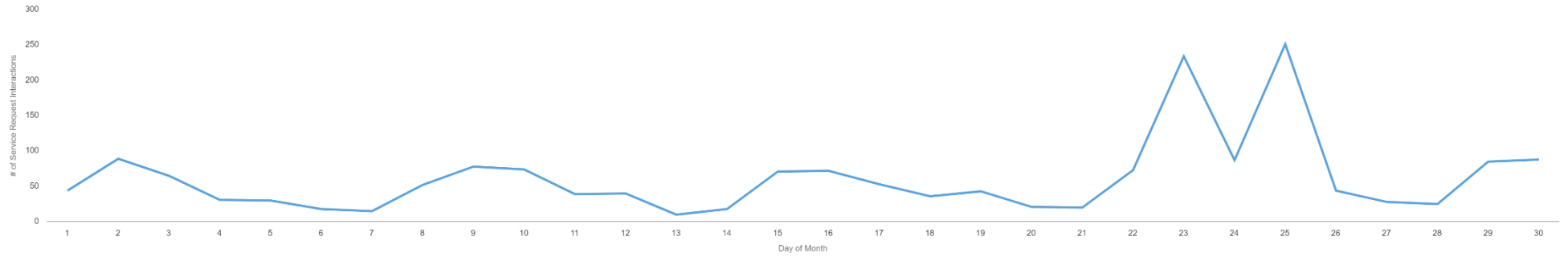
Service Requests Created

1,834

Service Requests Closed

1,014

Service Request Interactions Created by Day of Month



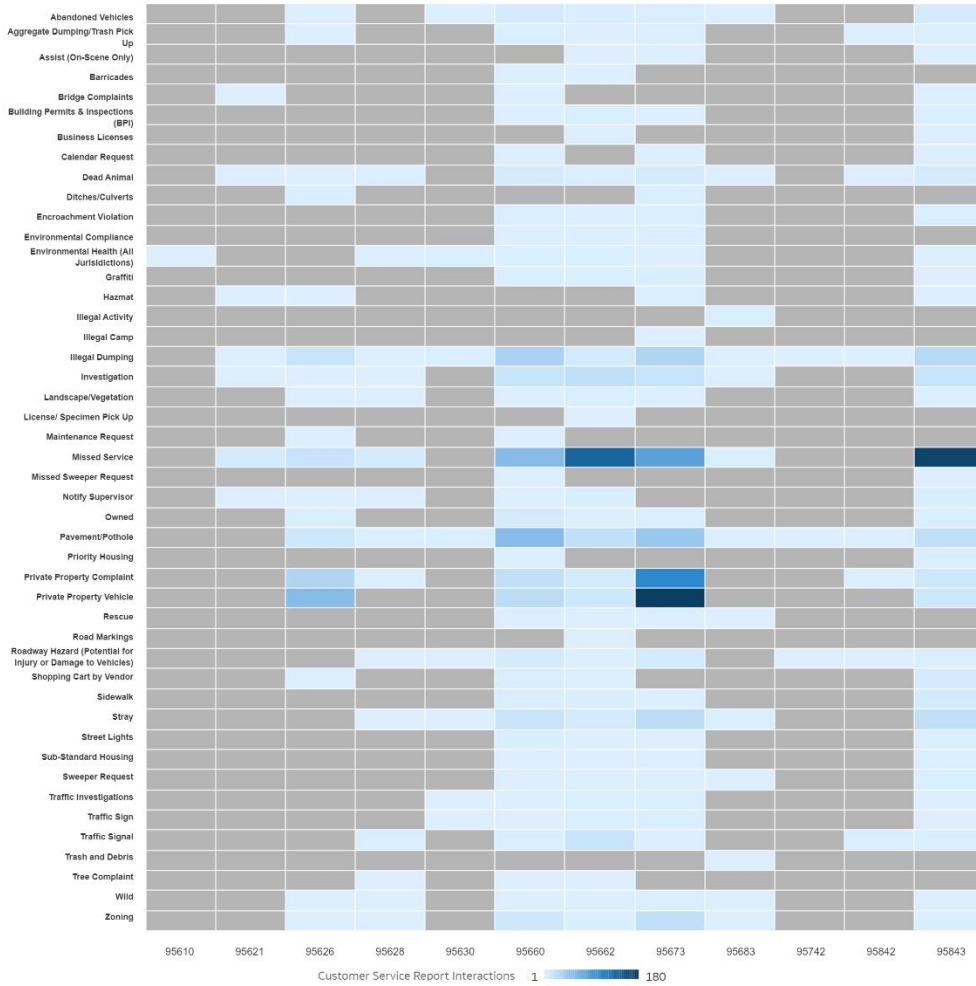
District Name, Customer Service Report Interactions



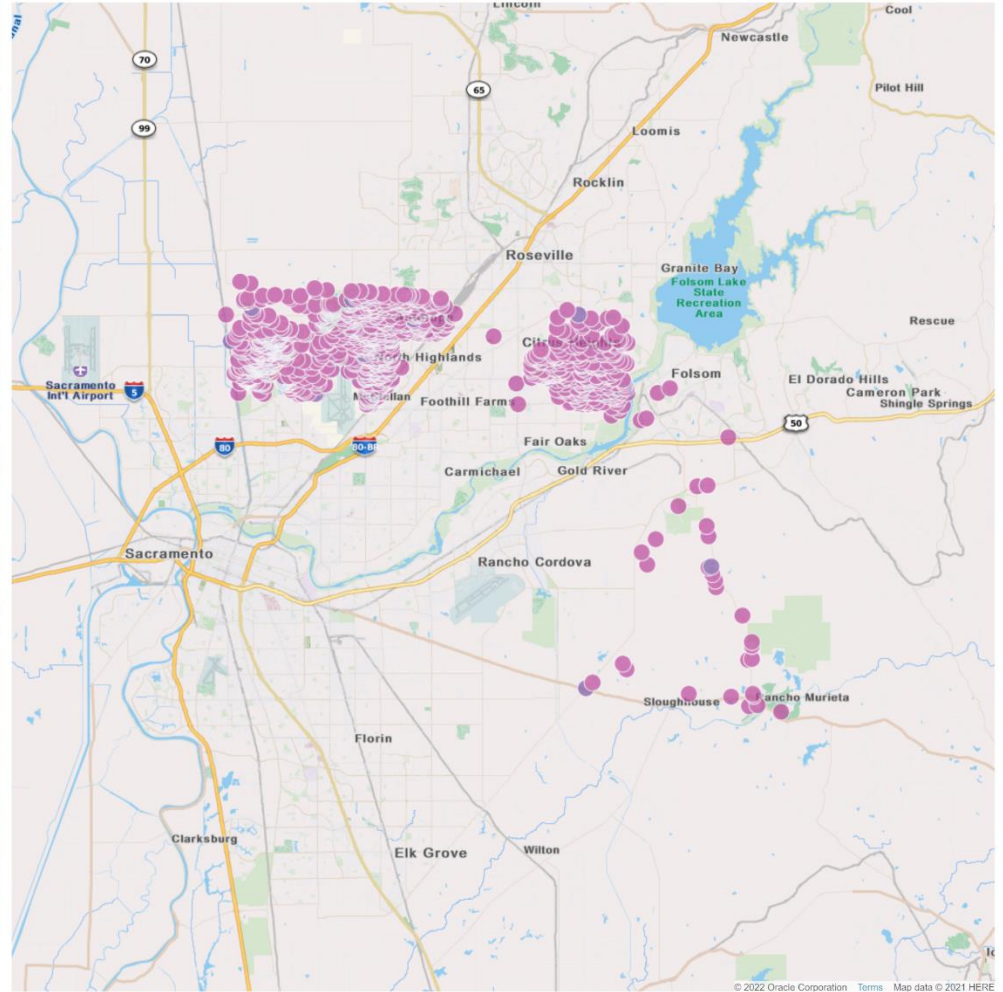
# Board of Supervisor District Analysis

## 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

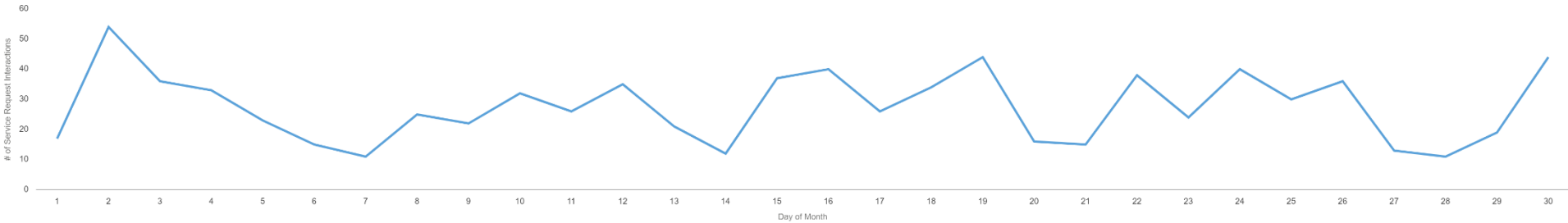
Service Requests Created

829

Service Requests Closed

706

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions

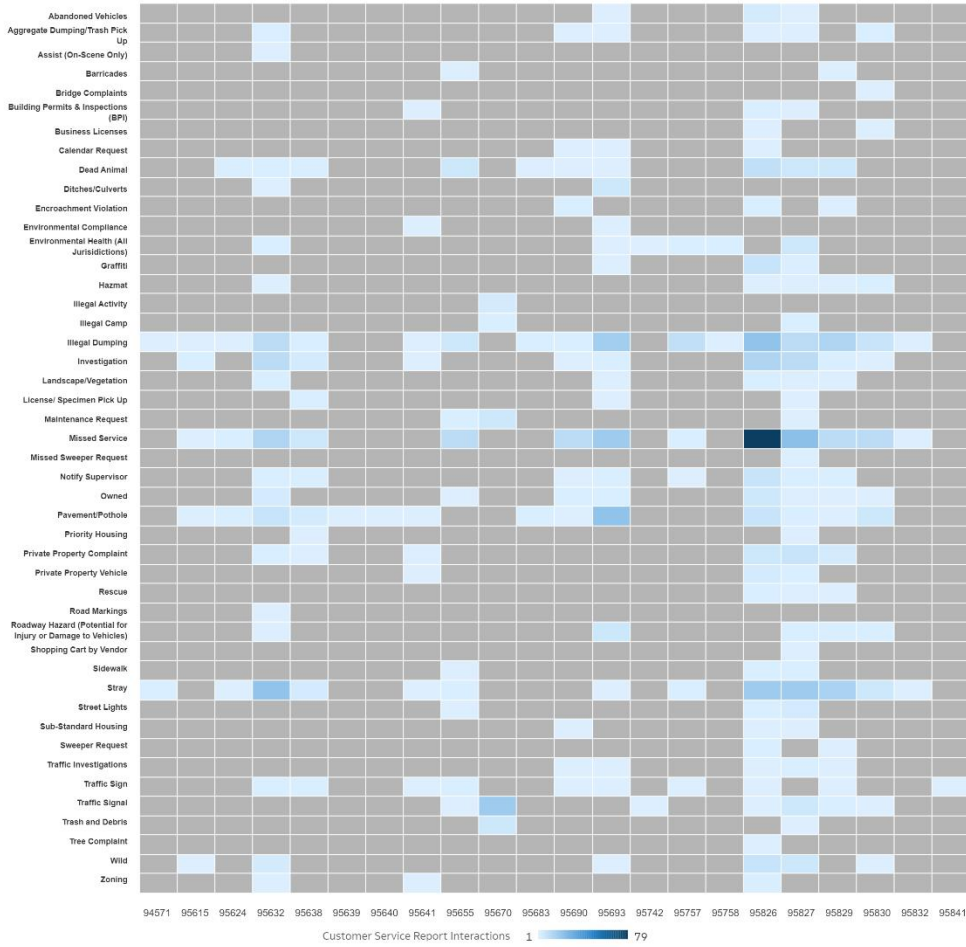




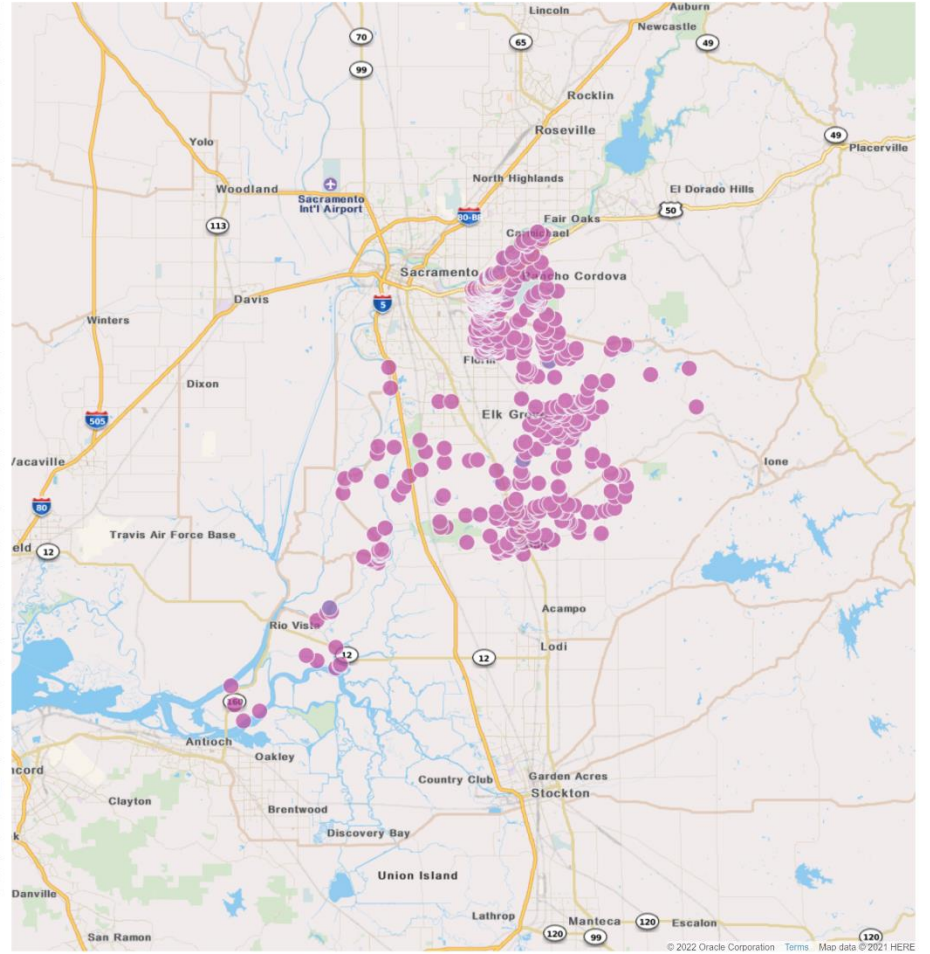
# Board of Supervisor District Analysis

## District 5 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code

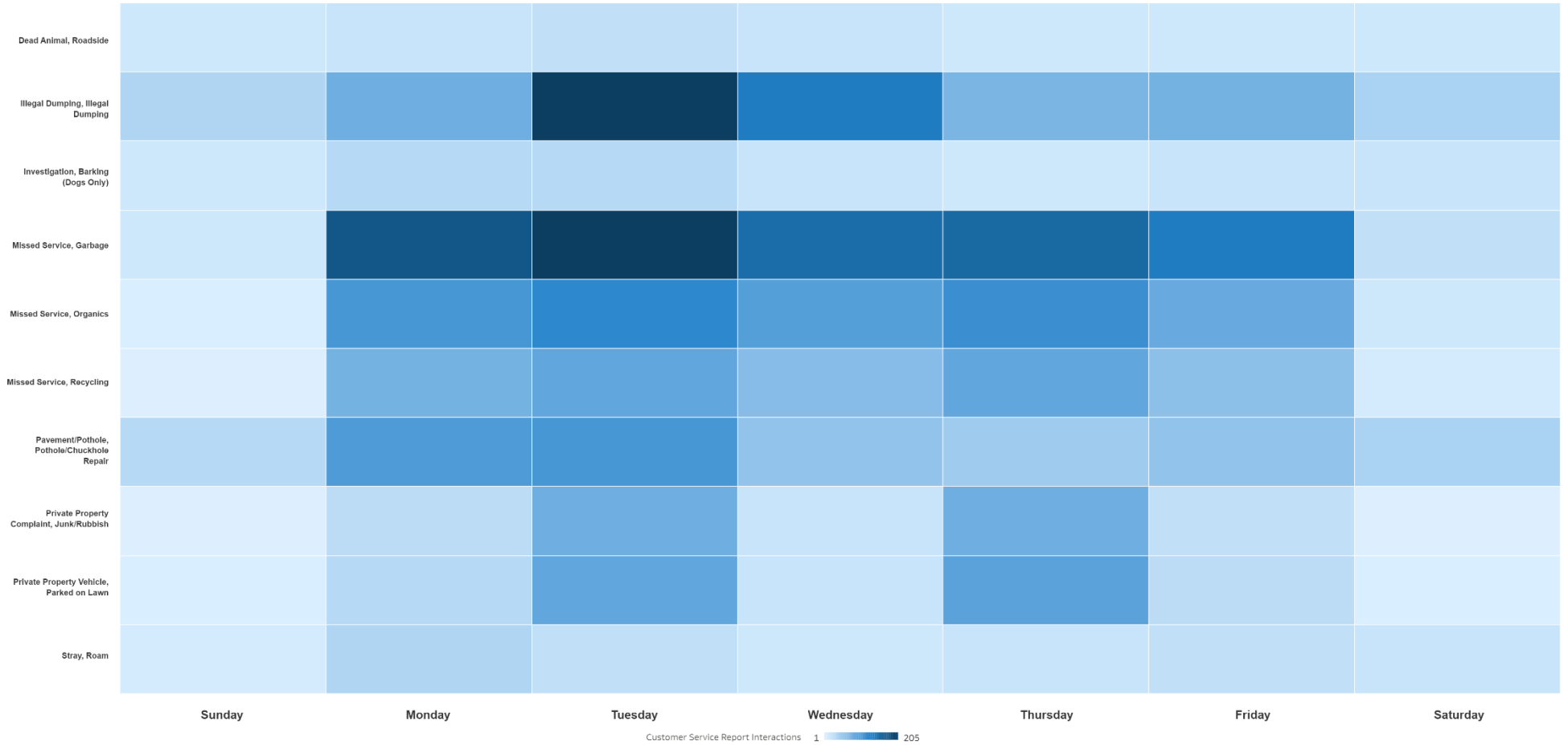




# Aging of Open Requests

## Top Service Requests Open by Day

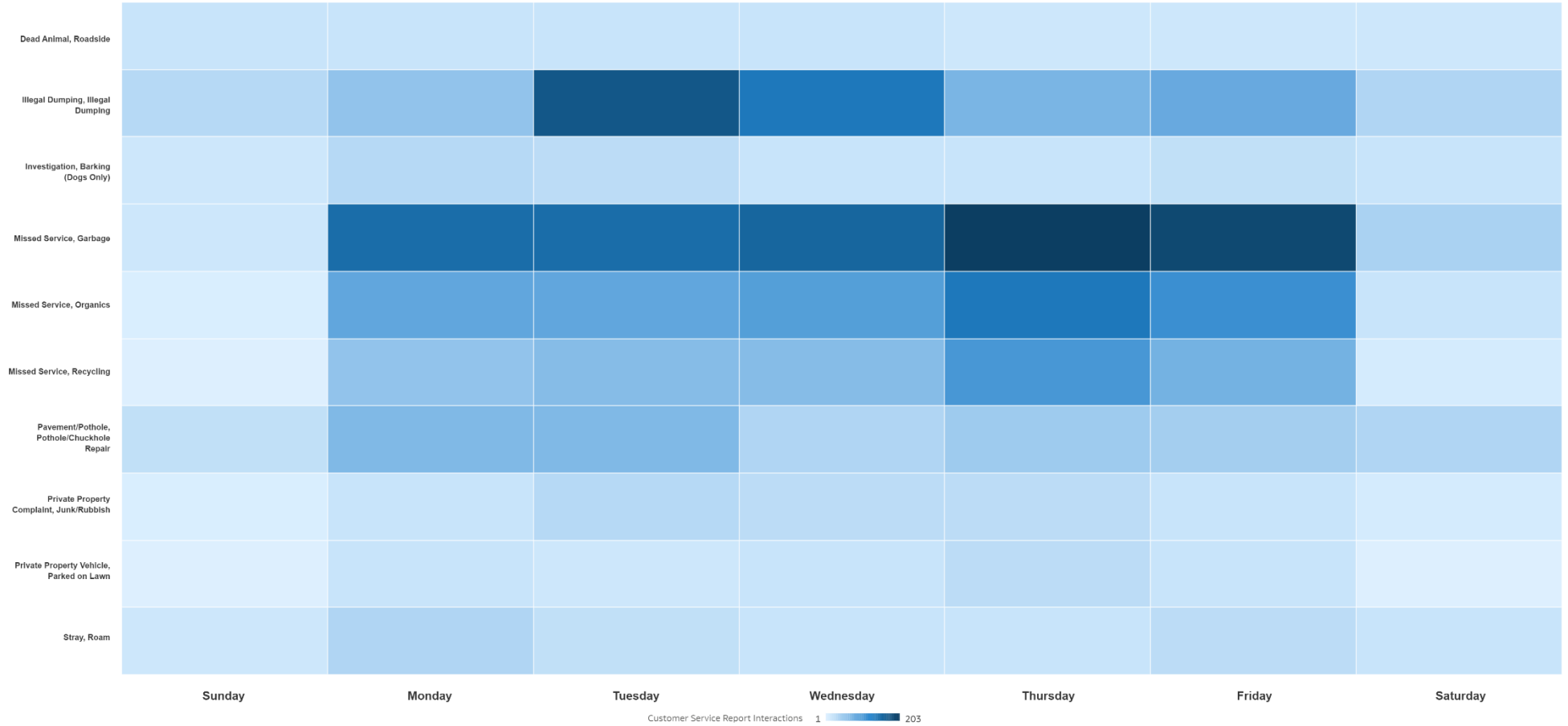
Opened Service Request Interactions by Category Per Day of Week



# Aging of Open Requests

## Top Service Requests Closed by Day

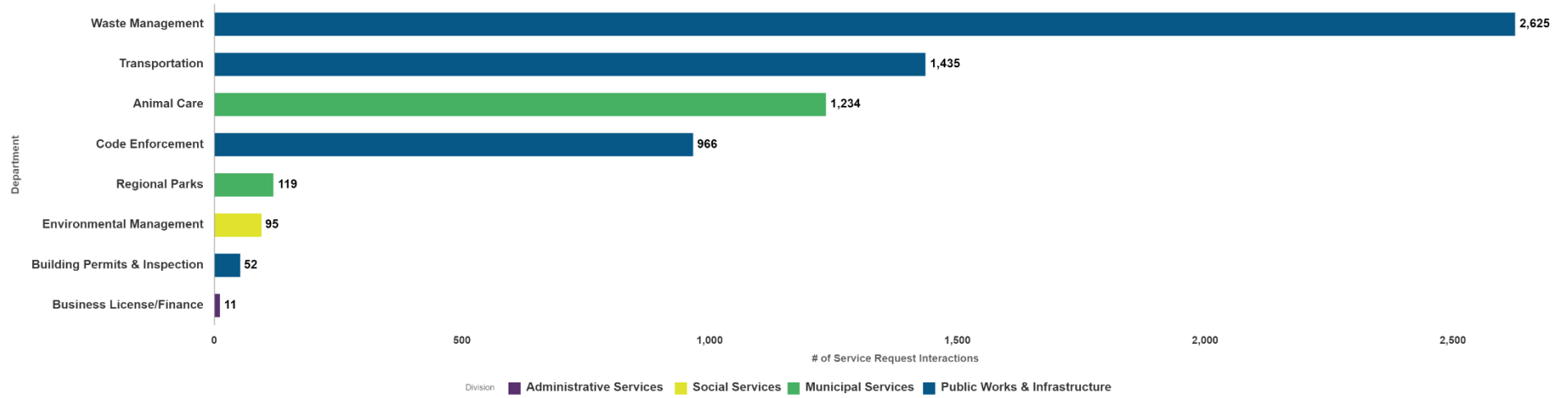
Closed Service Request Interactions by Category Per Day of Week



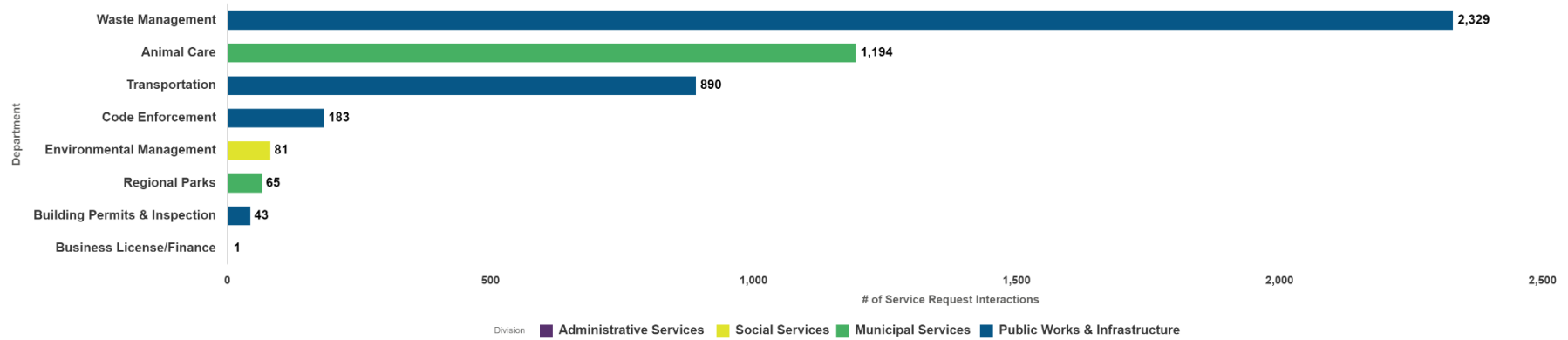
# Aging of Open Requests

## Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



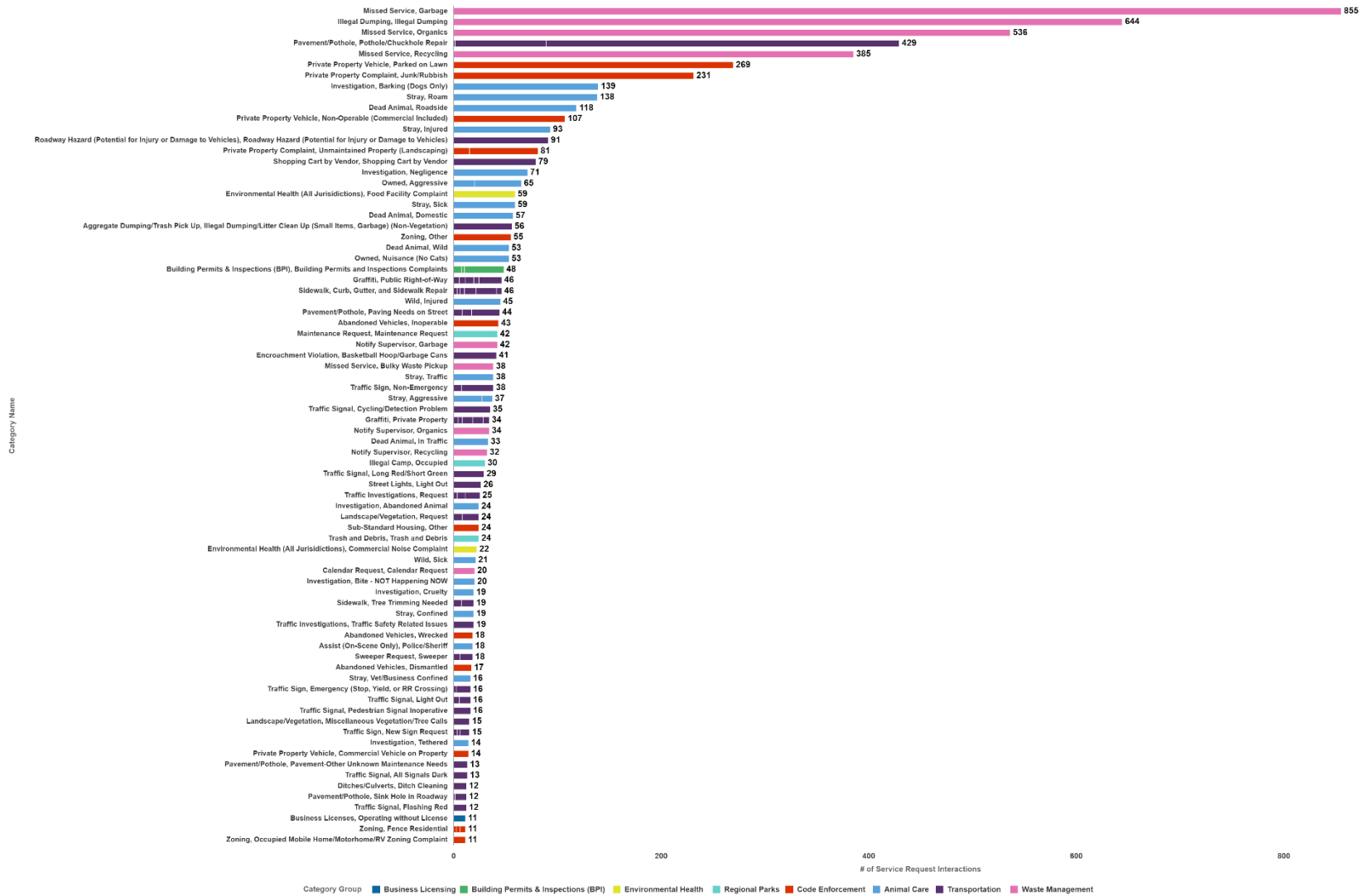
Service Request Interactions Closed by Department, Division



# Aging of Open Requests

## Greater Than 10 Service Requests

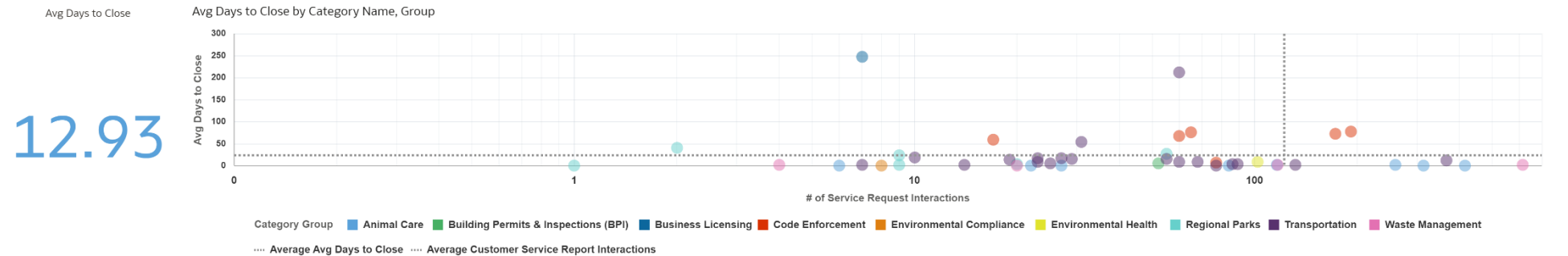
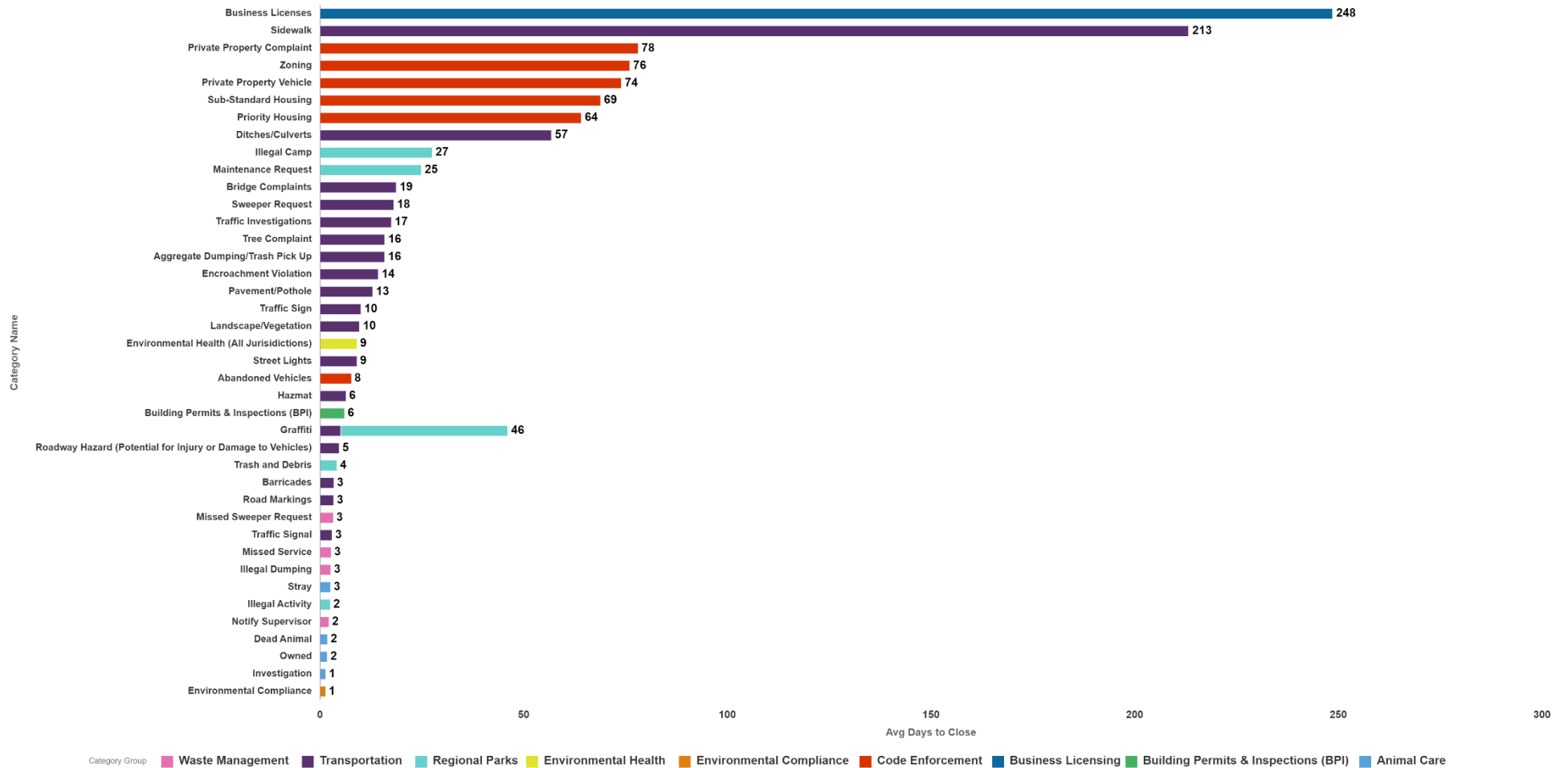
Service Request Interactions (>10 requests) by Category, Group



# Aging of Open Requests

## Average Days to Close Service Requests

Avg Days to Close by Category Name, Group



# 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

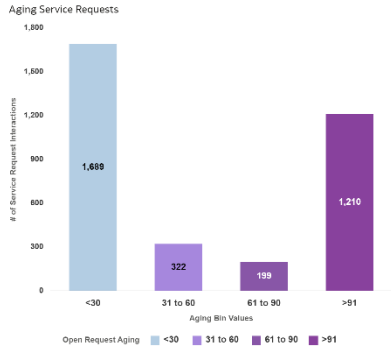
Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Waste Management	Calendar Request	20	0.00
Animal Care	Rescue	22	0.08
Animal Care	Wild	84	0.11
Transportation	Shopping Cart by Vendor	77	0.29
Animal Care	Assist (On-Scene Only)	27	0.37
Animal Care	License/ Specimen Pick Up	6	0.66
Regional Parks	Other	1	0.87
Animal Care	Stray	414	1.16
Environmental Compliance	Environmental Compliance	8	1.17
Animal Care	Investigation	313	1.22
Animal Care	Owned	116	1.69
Animal Care	Dead Animal	259	1.75
Waste Management	Notify Supervisor	117	2.10
Regional Parks	Illegal Activity	9	2.44
Transportation	Traffic Signal	132	2.47
Waste Management	Illegal Dumping	612	2.56
Waste Management	Missed Service	1,854	2.63
Waste Management	Missed Sweeper Request	4	3.16
Transportation	Road Markings	7	3.28
Transportation	Barricades	14	3.31
Regional Parks	Trash and Debris	20	4.05
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	86	4.64
Transportation	Graffiti	89	5.00
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	52	5.93

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Transportation	Hazmat	25	6.30
Code Enforcement	Abandoned Vehicles	77	7.62
Transportation	Street Lights	60	8.70
Environmental Health	Environmental Health (All Jurisdictions)	102	9.00
Transportation	Landscape/Vegetation	23	9.19
Transportation	Traffic Sign	68	9.95
Transportation	Pavement/Pothole	366	12.82
Transportation	Encroachment Violation	19	14.21
Transportation	Aggregate Dumping/Trash Pick Up	55	15.79
Transportation	Tree Complaint	29	15.79
Transportation	Sweeper Request	23	17.24
Transportation	Traffic Investigations	27	17.41
Transportation	Bridge Complaints	10	18.62
Regional Parks	Maintenance Request	9	24.79
Regional Parks	Illegal Camp	55	27.44
Regional Parks	Graffiti	2	40.99
Transportation	Ditches/Culverts	31	54.91
Code Enforcement	Priority Housing	17	60.34
Code Enforcement	Sub-Standard Housing	60	68.76
Code Enforcement	Private Property Vehicle	173	73.89
Code Enforcement	Zoning	65	75.96
Code Enforcement	Private Property Complaint	192	78.03
Transportation	Sidewalk	60	213.11
Business Licensing	Business Licenses	7	248.46

# Aging of Open Requests

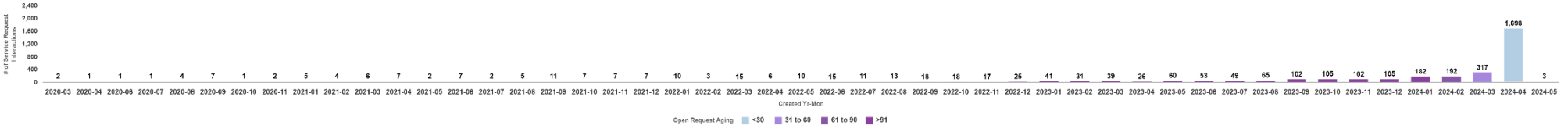
Select As Of Date

No Variables found in this project.



Open Request Aging	Customer Service Report Interactions
<30	1,689
31 to 60	322
61 to 90	199
>91	1,210

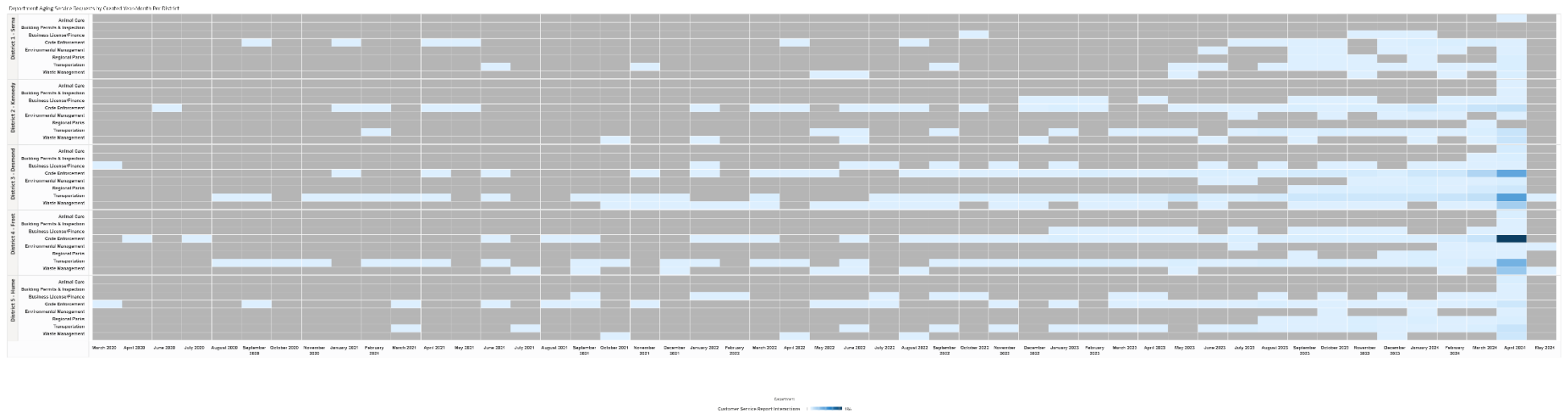
Aging Service Requests by Created Year Month





# Aging of Open Requests

## Department Aging Requests by Month Created Per District



## Dispatch Service Definition

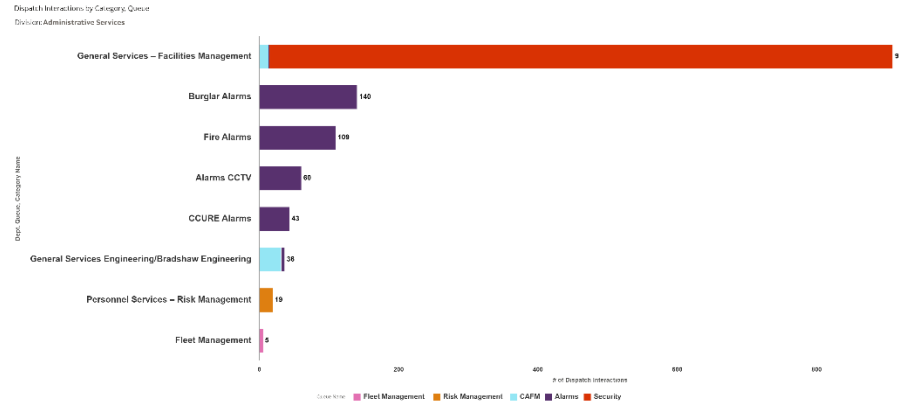
The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides immediate notification to departmental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

## Acronym Glossary

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

# Dispatch Service Request

## Administrative Services

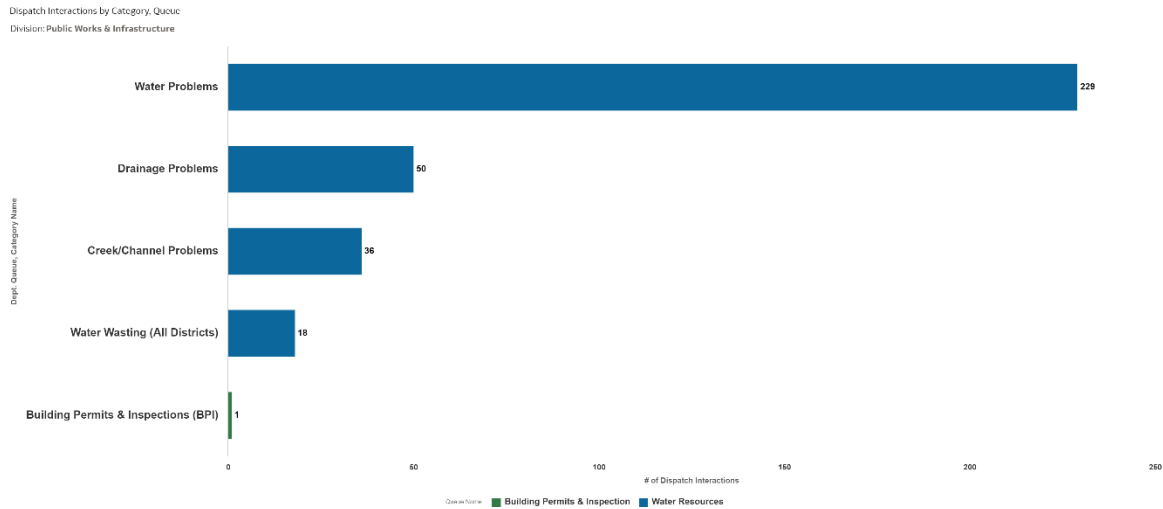


### Service Definitions

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

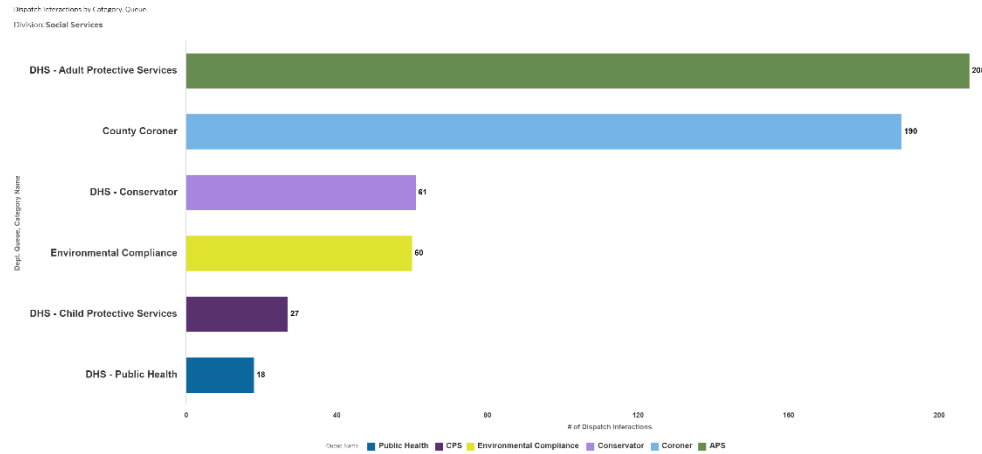


### Service Definitions

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

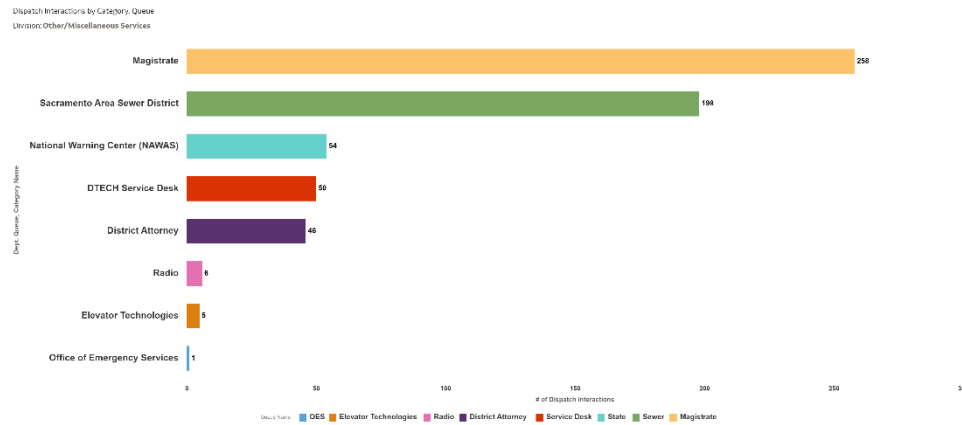


### Service Definitions

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.