

# Monthly 311 Communications/Dispatch Center

## SERVICE REQUEST & STATISTICS REPORT

February 2024



SAC COUNTY  
**311**  
CONNECT

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

SACRAMENTO  
COUNTY

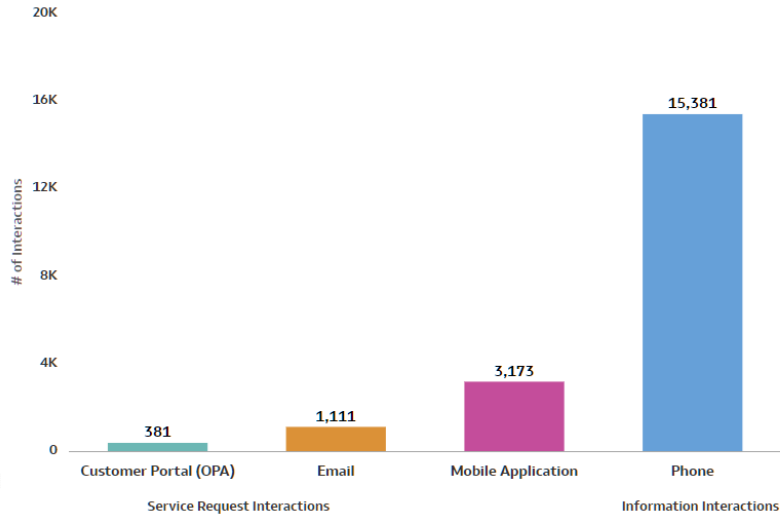
# Table of Contents

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



# Monthly Statistics

Monthly Interactions by Source

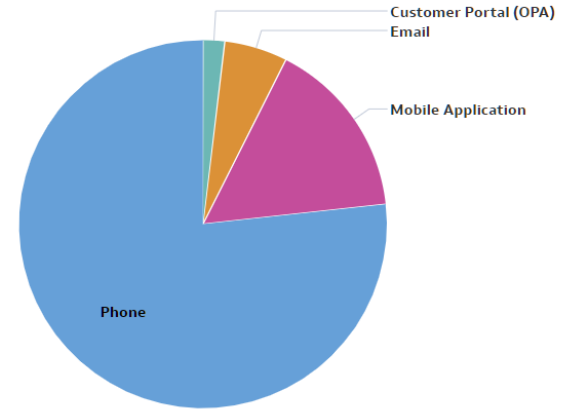


Monthly Customer Service Interactions

# 20,046

Incident Source Name	Service Request Map Count
Customer Portal (OPA)	381
Email	1,111
Mobile Application	3,173
Phone	15,381

Monthly Interactions by Source



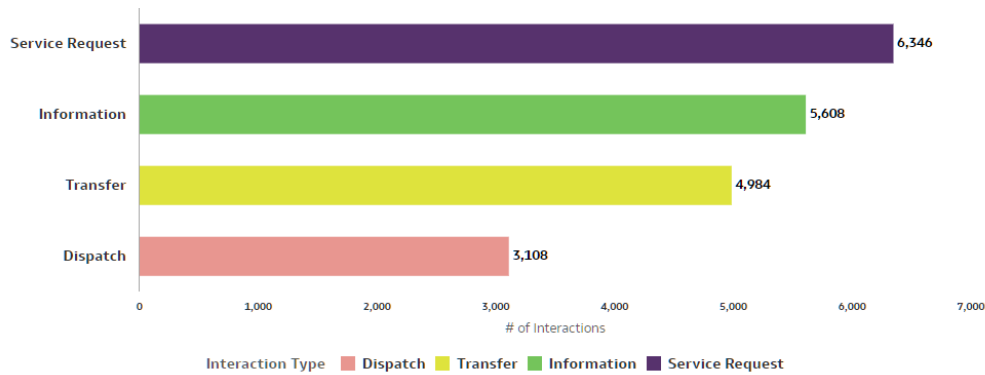
6,346

5,608

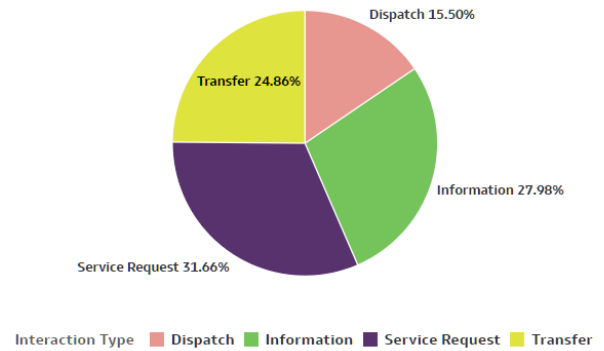
4,984

3,108

Customer Service Report Interactions by Interaction Type



Monthly Interactions by Interaction Type



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

## Service Request Interaction Totals

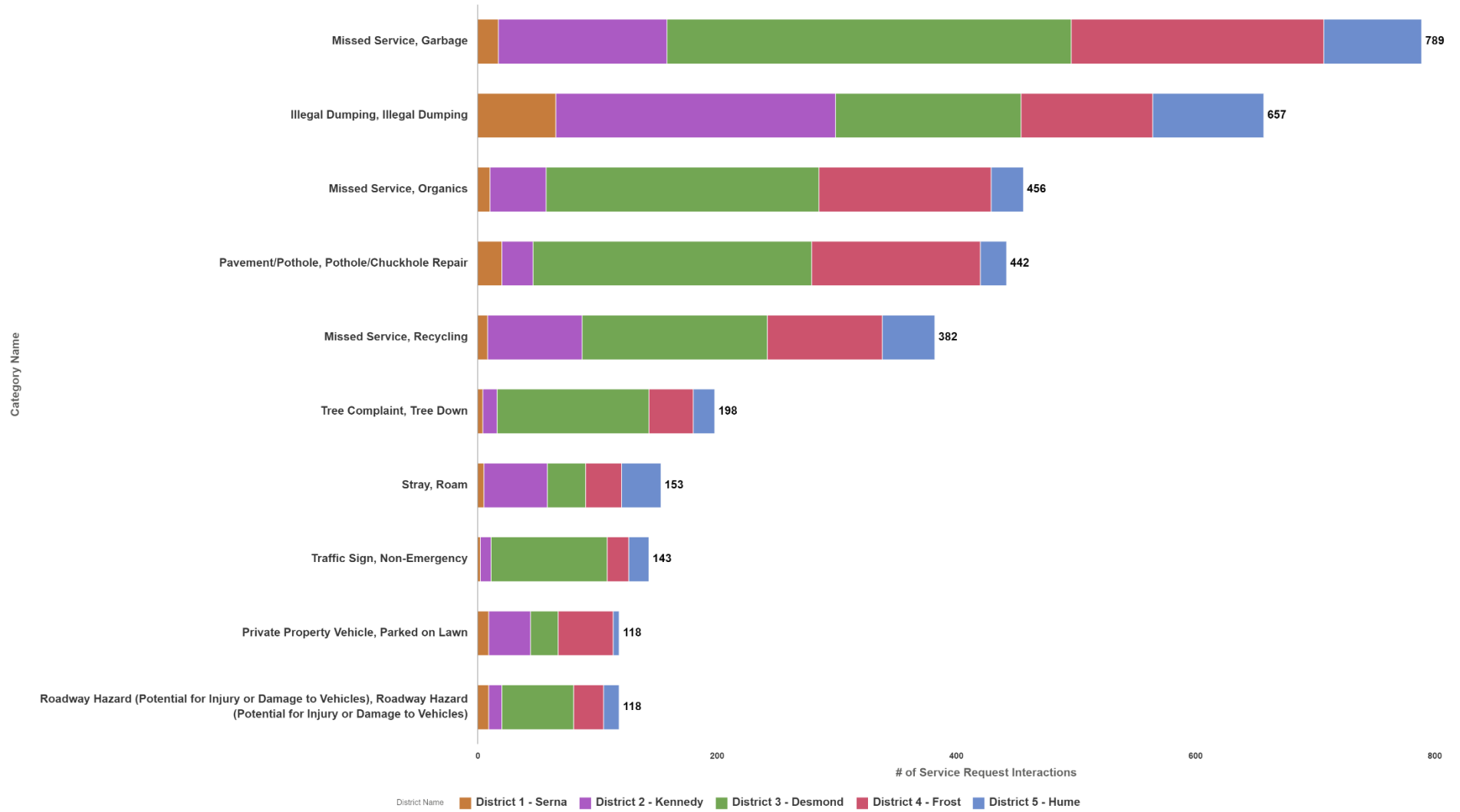
Service Request Interaction Totals (>10 requests) by Category

Cat2, Cat3	Customer Service Report Interactions	Cat2, Cat3	Customer Service Report Interactions	Cat2, Cat3	Customer Service Report Interactions	Cat2, Cat3	Customer Service Report Interactions
Missed Service, Garbage	789	Dead Animal, Domestic	62	Assist (On-Scene Only), Police/Sheriff	29	Traffic Signal, Turned Signal Head	16
Illegal Dumping, Illegal Dumping	685	Private Property Vehicle, Non-Operable (Commercial Included)	59	Ditches/Culverts, Culvert/Pipe Repair or Cleaning	29	Traffic Signal, Light Out	16
Missed Service, Organics	456	Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	51	Stray, Traffic	29	Sidewalk, Tree Limb Down Obstructing Bike Lane or Sidewalk	16
Pavement/Pothole, Pothole/Chuckhole Repair	442	Street Lights, Light Out	49	Trash and Debris, Trash and Debris	29	Traffic Investigations, Request	15
Missed Service, Recycling	382	Pavement/Pothole, Paving Needs on Street	48	Calendar Request, Calendar Request	28	Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	15
Tree Complaint, Tree Down	199	Environmental Health (All Jurisdictions), Food Facility Complaint	48	Traffic Signal, Flashing Red	28	Investigation, Tethered	15
Stray, Roam	153	Owned, Nuisance (No Cats)	43	Dead Animal, Wild	26	Sidewalk, Tree Trimming Needed	14
Traffic Sign, Non-Emergency	144	Notify Supervisor, Garbage	43	Wild, Injured	26	Ditches/Culverts, Drainage Problem (Not Ditches or Culverts)	14
Private Property Vehicle, Parked on Lawn	118	Missed Service, Bulky Waste Pickup	43	Zoning, Other	26	Stray, Vet/Business Confined	13
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	118	Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	43	Abandoned Vehicles, Wrecked	24	Environmental Health (All Jurisdictions), Commercial Noise Complaint	13
Private Property Complaint, Junk/Rubbish	104	Illegal Camp, Occupied	41	Notify Supervisor, Organics	24	Zoning, Fence Residential	12
Dead Animal, Roadside	102	Graffiti, Public Right-of-Way	40	Investigation, Abandoned Animal	23	Sweeper Request, Median Clean Up and Debris Removal	12
Stray, Injured	87	Dead Animal, In Traffic	40	Abandoned Vehicles, Dismantled	22	Street Lights, Light or Pole Damaged	12
Shopping Cart by Vendor, Shopping Cart by Vendor	84	Stray, Aggressive	39	Notify Supervisor, Recycling	22	Graffiti, Private Property	12
Investigation, Negligence	81	Sidewalk, Curb, Gutter, and Sidewalk Repair	39	Investigation, Bite - NOT Happening NOW	21	Zoning, Occupied Mobile Home/Motorhome/RV Zoning Complaint	11
Owned, Aggressive	81	Traffic Signal, Cycling/Detection Problem	37	Sweeper Request, Sweeper	21	Traffic Signal, Damaged	11
Investigation, Barking (Dogs Only)	80	Maintenance Request, Maintenance Request	37	Sub-Standard Housing, Other	20	Traffic Investigations, Traffic Safety Related Issues	11
Traffic Signal, All Signals Dark	69	Tree Complaint, Request	34	Barricades, Road Flooding/Barricades	17	Pavement/Pothole, Pavement-Other Unknown Maintenance Needs	11
Tree Complaint, Broken/Hanging Tree Limb	66	Stray, Confined	34	Ditches/Culverts, Ditch Cleaning	17	Missed Sweeper Request, Missed Sweeper Request	11
Encroachment Violation, Basketball Hoop/Garbage Cans	63	Stray, Sick	32	Investigation, Cruelty	17	Encroachment Violation, Other Encroachment Types	11
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	63	Abandoned Vehicles, Inoperable	32	Private Property Complaint, Unmaintained Property (Landscaping)	17	Business Licenses, Operating without License	11
				Traffic Signal, Long Red/Short Green	17		

# Total Service Requests Opened

## Top 10 Service Requests Categories Opened | With Districts

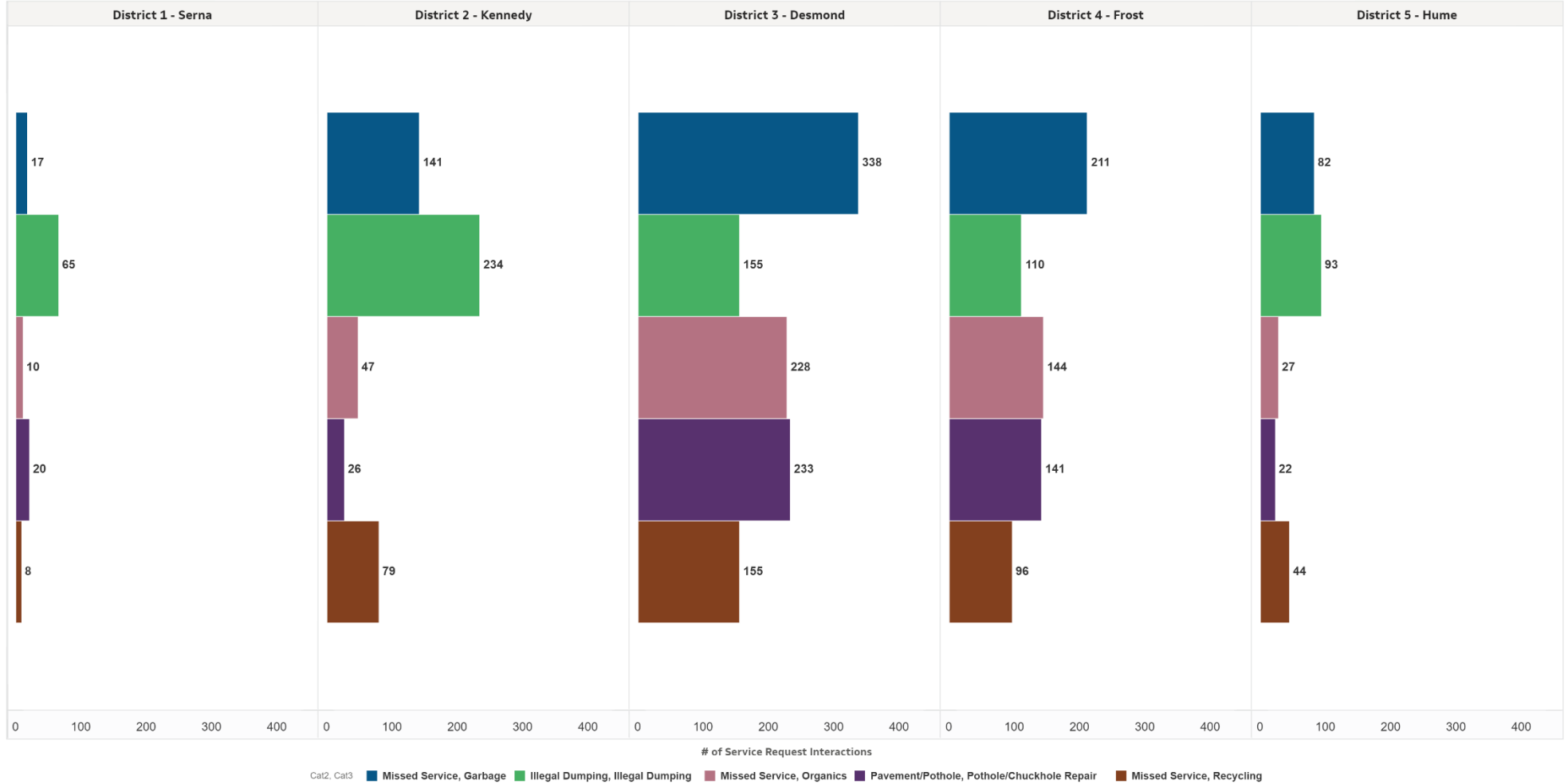
Top 10 Service Request Categories Opened with Districts



# Top Service Requests Opened

## Top 5 Service Requests Opened | by Districts

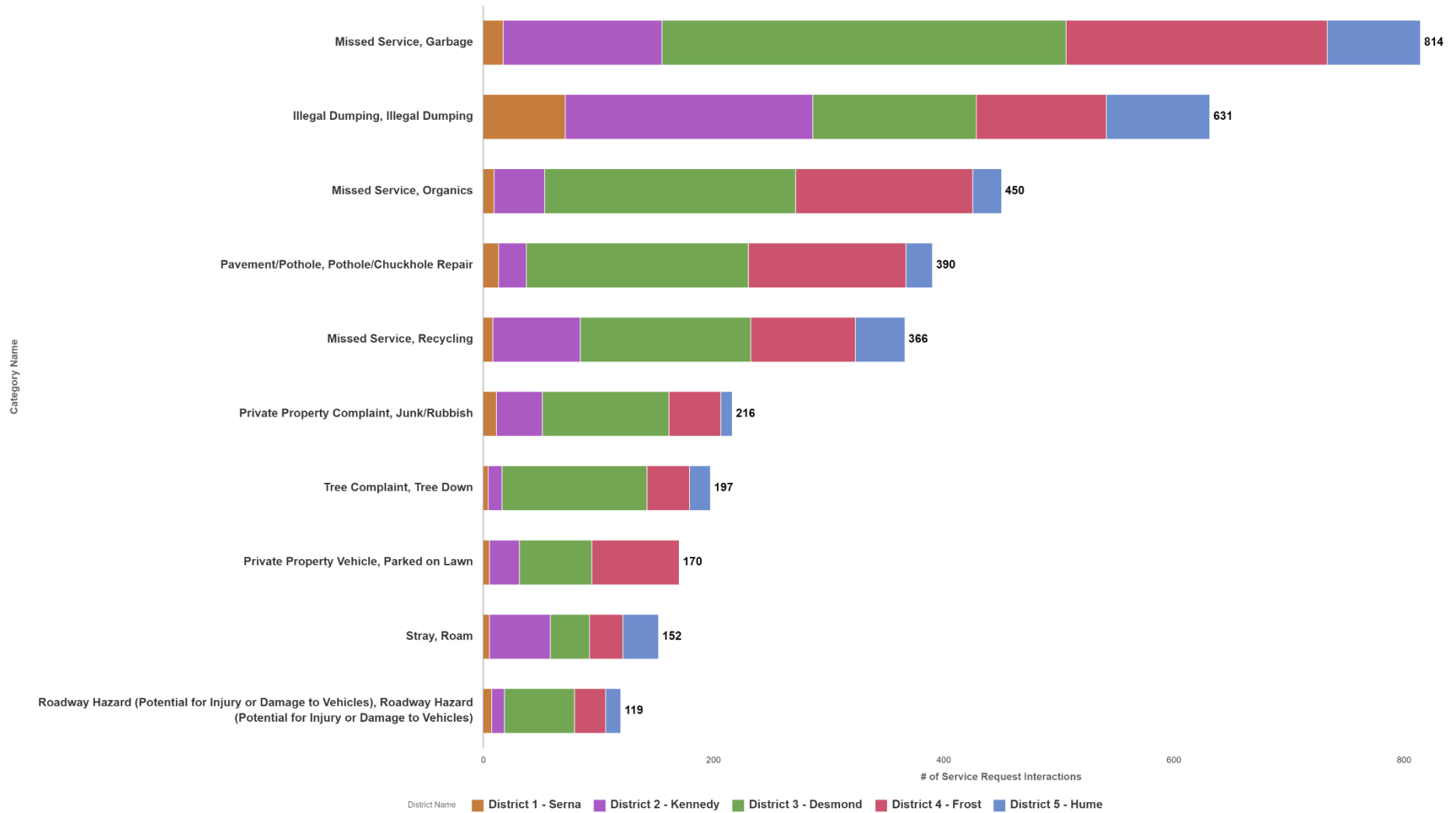
Top 5 Service Request Categories Opened by District



# Top Service Requests Closed

## Top 10 Service Requests Categories Closed | With Districts

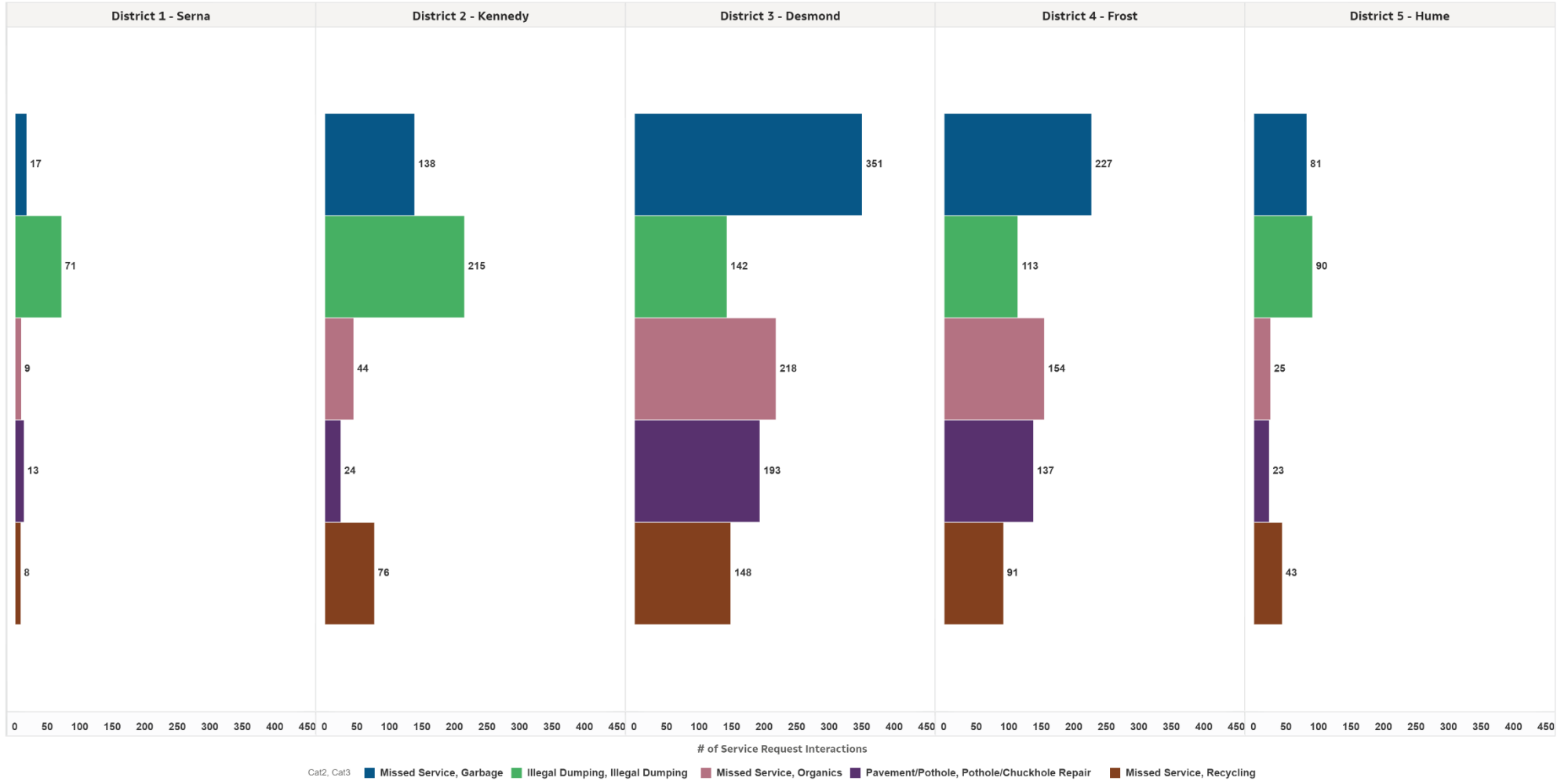
Top 10 Service Request Categories Closed with Districts



# 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

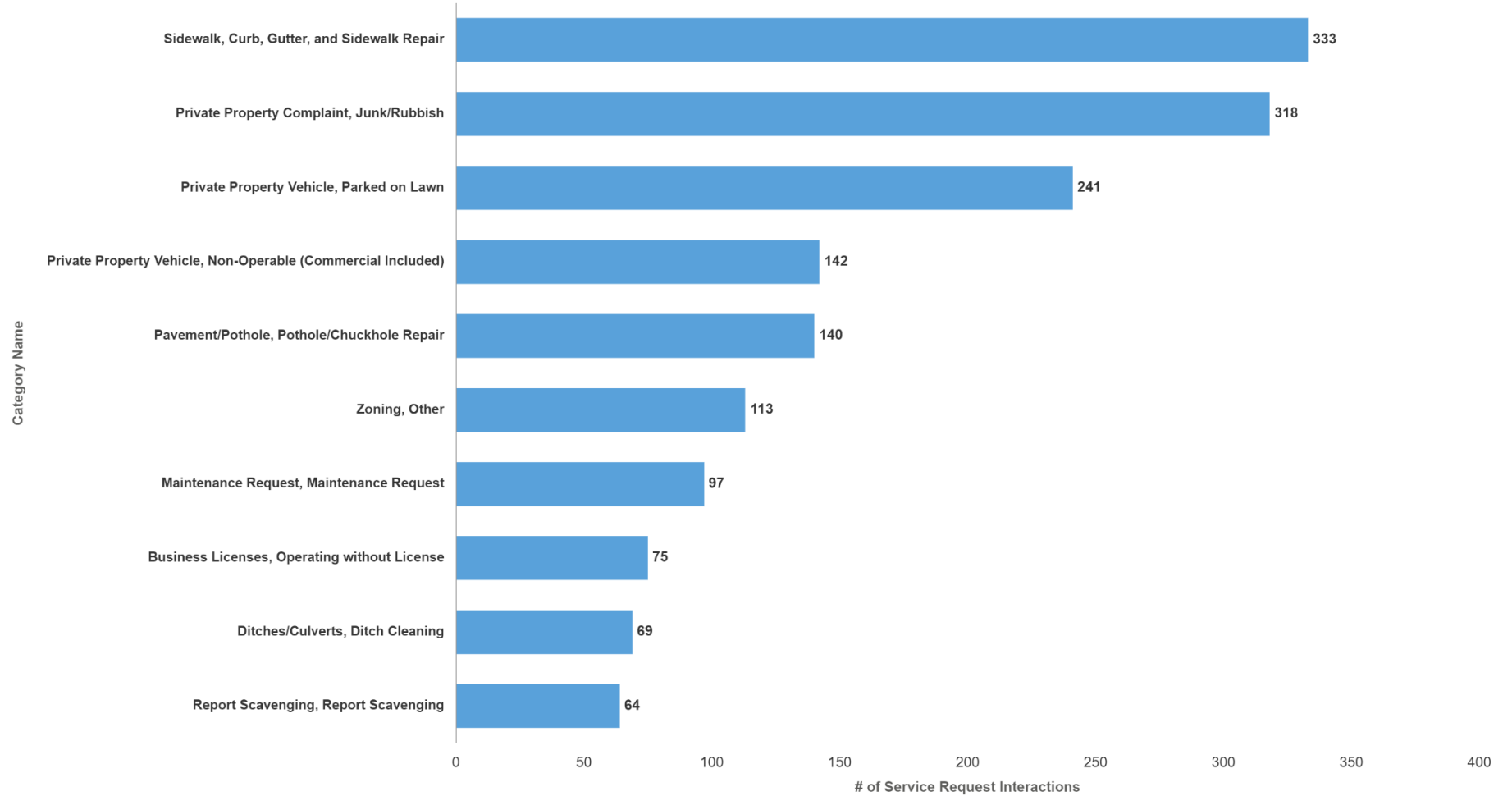
Top Unresolved Service Request Categories by District



# Top Unresolved Service Request

## Top 10 Unresolved Service Request Categories

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through February 29th

2,629

Interactions Closed this Month

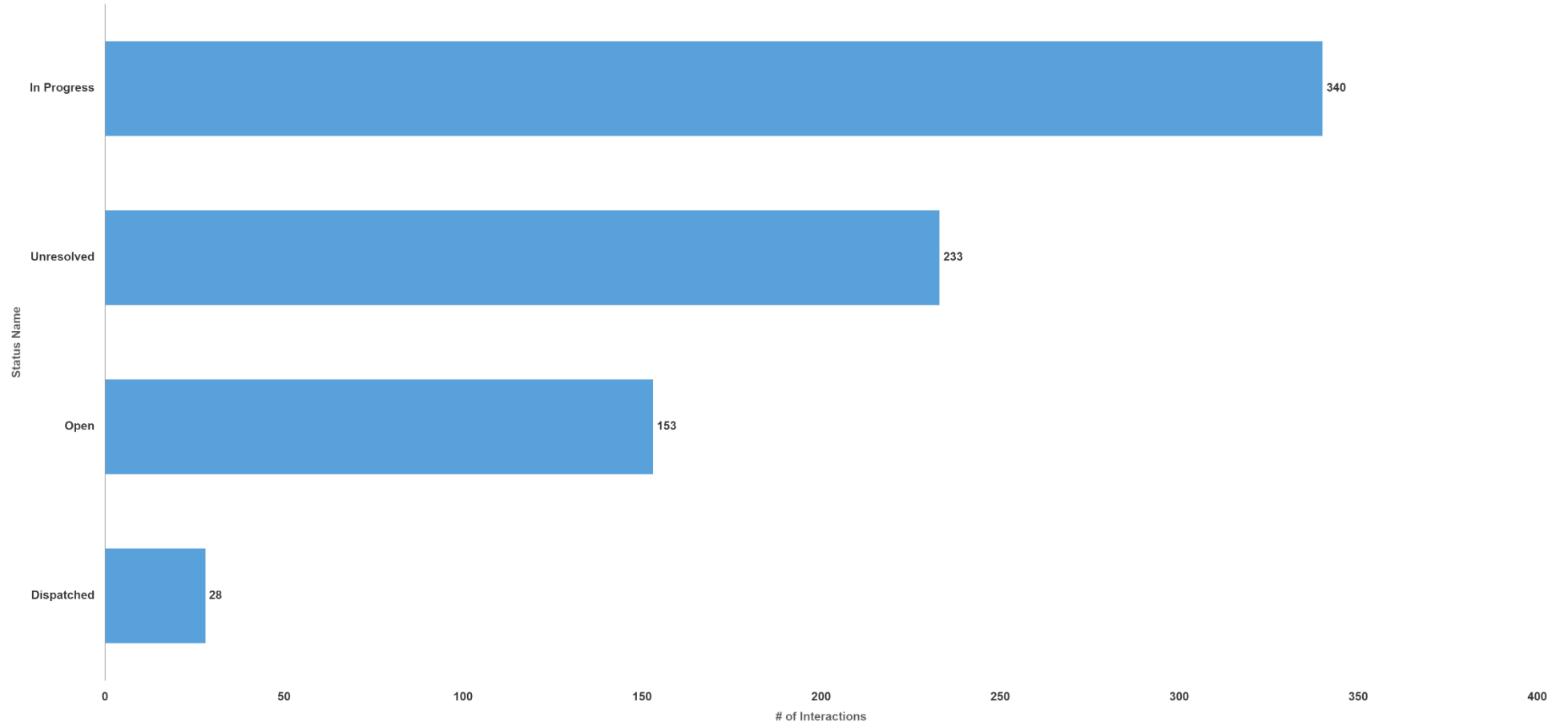
20,027

Monthly Interactions Not Closed

706

# Monthly Interactions Not Closed by Status

Monthly Interactions Not Closed by Status



# Board of Supervisor District Information

## Service Requests Opened by District

February 2024 February 2024

Monthly Service Request Interactions Opened

# 6,311

District 1 Serna

## 270

Service Request Interactions

District 2 Kennedy

## 1,119

Service Request Interactions

District 3 Desmond

## 2,713

Service Request Interactions

District 4 Frost

## 1,459

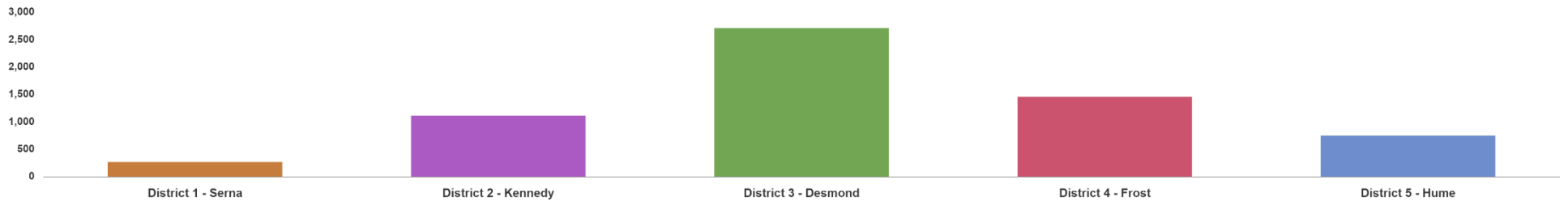
Service Request Interactions

District 5 Hume

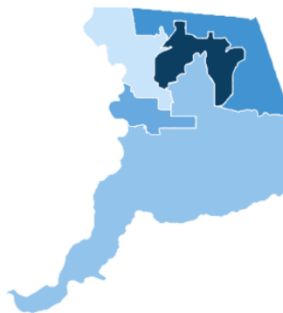
## 750

Service Request Interactions

Service Request Interactions by District

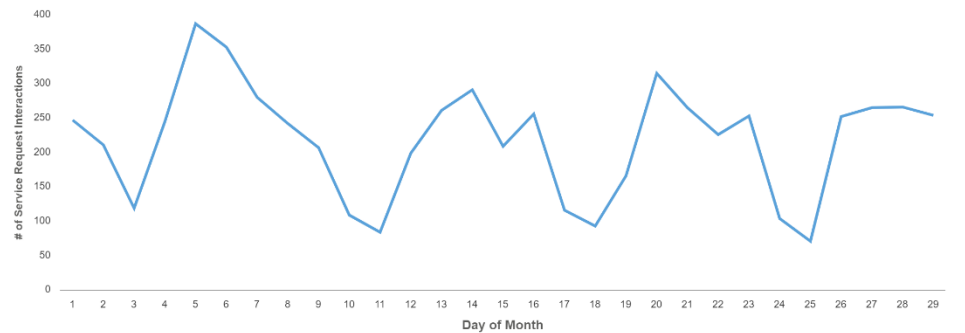


Service Request Interactions by District Map



District Name  
Customer Service Repo  
35 3K

Service Request Interactions Created by Day of Month



# Board of Supervisor District Information

## Service Requests Closed by District

February 2024      February 2024

Monthly Service Request Interactions Closed

**6,289**

District 1 Serna  
**268**  
Service Request Interactions

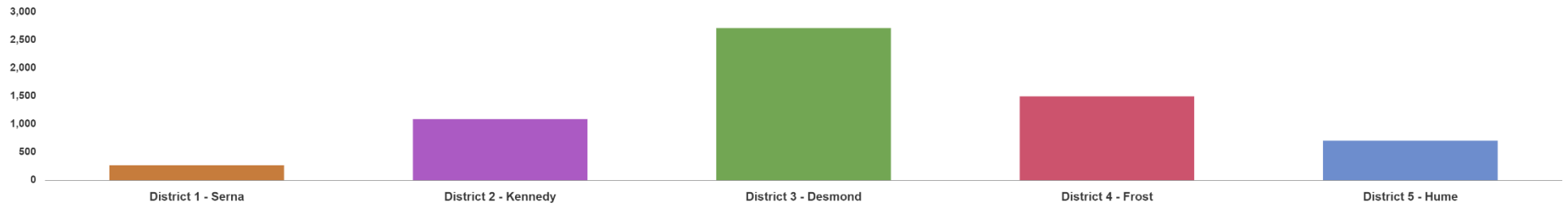
District 2 Kennedy  
**1,095**  
Service Request Interactions

District 3 Desmond  
**2,719**  
Service Request Interactions

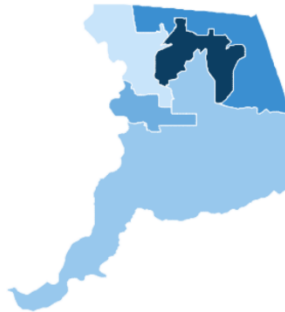
District 4 Frost  
**1,500**  
Service Request Interactions

District 5 Hume  
**707**  
Service Request Interactions

Service Request Interactions by District

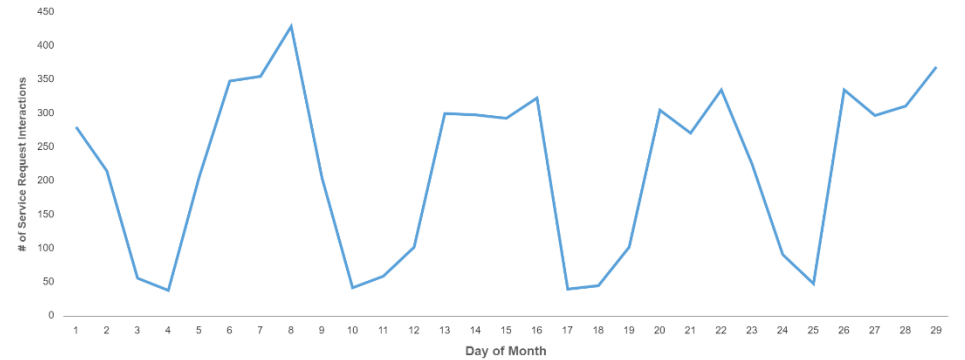


Service Request Interactions by District Map



■ District Name  
■ Customer Service Repo  
 35      3K

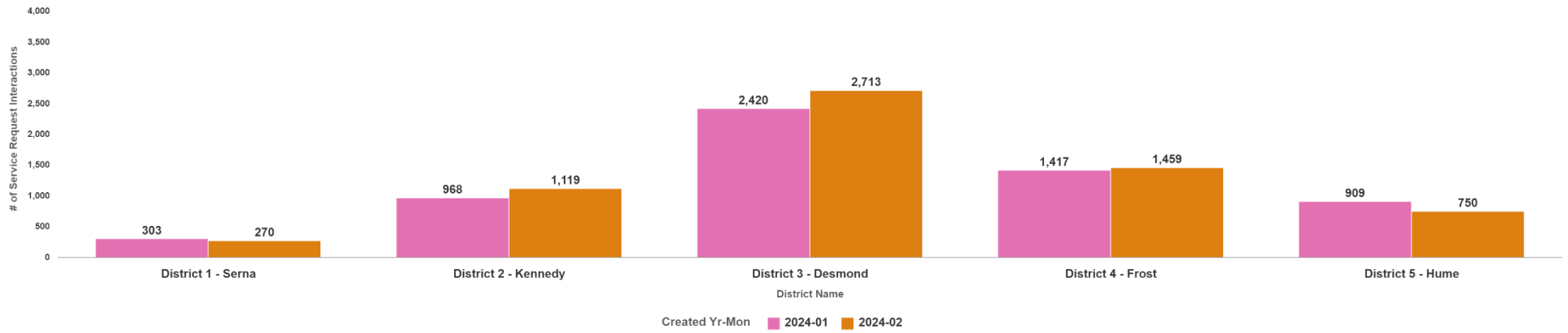
Service Request Interactions Closed by Day of Month



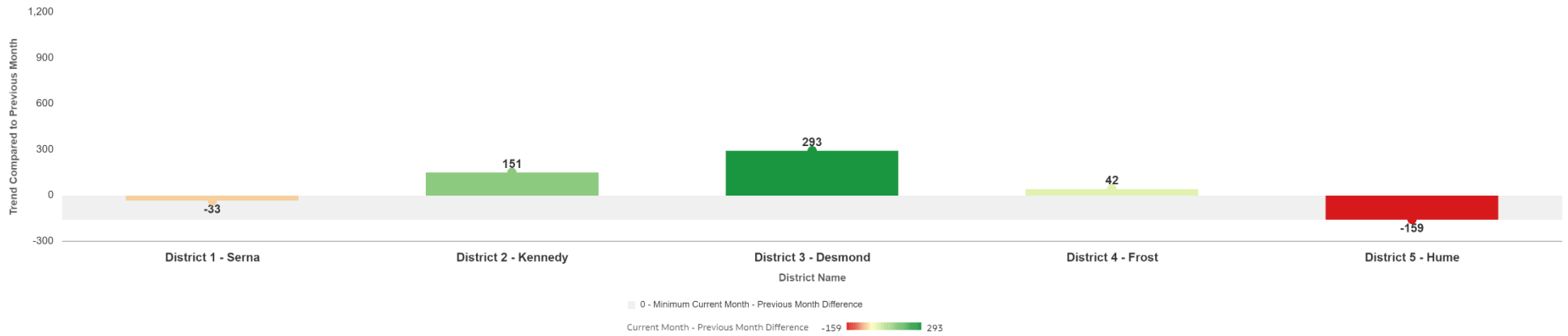
# Board of Supervisors District Information

## Previous Month Comparison of Service Request

Previous Month Comparison of Service Request interactions



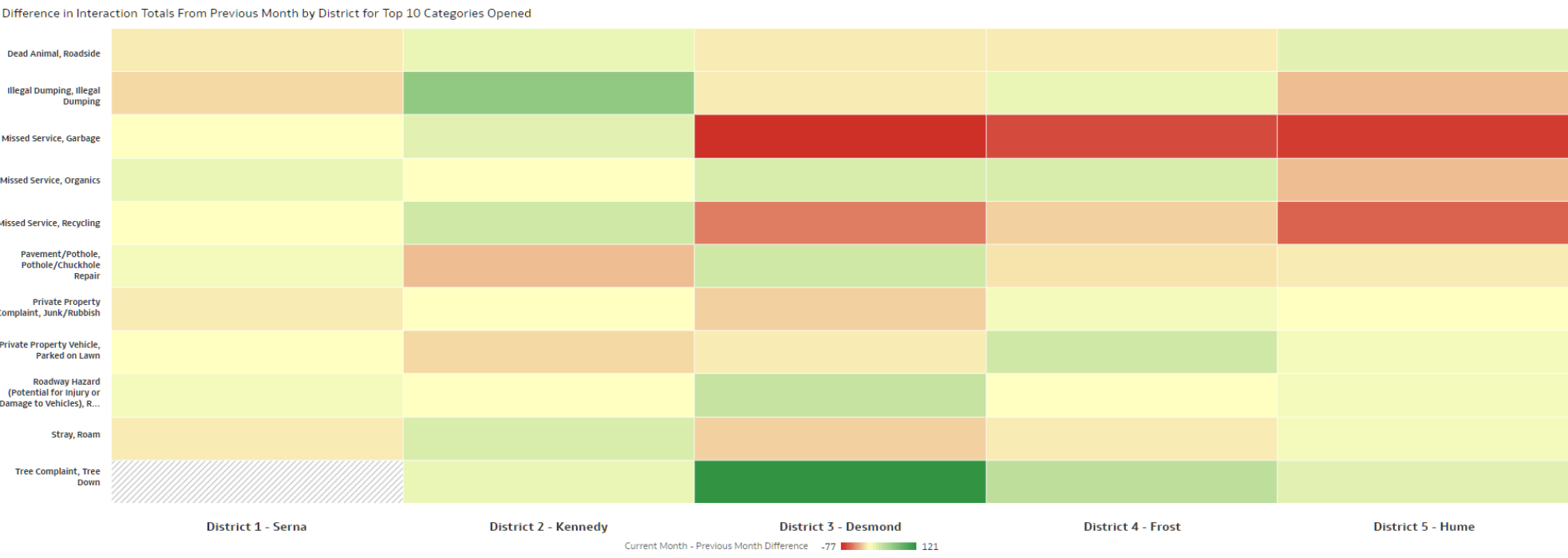
Previous Month Trend of Service Request Interactions Per District



# Previous Month Comparison (continued)

Monthly Comparison: Service Requests by District

District Name	2024-01	2024-02
	Service Request Map Count	Service Request Map Count
District 1 - Serna	303	270
District 2 - Kennedy	968	1,119
District 3 - Desmond	2,420	2,713
District 4 - Frost	1,417	1,459
District 5 - Hume	909	750



# 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 Na...

	District 1 - Serna	District 2 - Kennedy	District 3 - Desmond	District 4 - Frost	District 5 - Hume	Grand Total <sup>▼</sup>
	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	
<b>Cat2, Cat3</b>						
Tree Complaint, Tree Down		11	121	35	13	184
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	3	0	31	1	4	39
Missed Service, Organics	9	1	22	22	-22	32
Illegal Dumping, Illegal Dumping	-12	60	-8	8	-24	24
Private Property Vehicle, Parked on Lawn	2	-13	-5	23	3	10
Dead Animal, Roadside	-5	9	-5	-7	15	7
Stray, Roam	-7	22	-17	-7	3	-6
Pavement/Pothole, Pothole/Chuckhole Repair	7	-23	25	-9	-7	-7
Private Property Complaint, Junk/Rubbish	-7	2	-17	6	-1	-17
Missed Service, Recycling	1	24	-44	-16	-56	-91
Missed Service, Garbage	-1	14	-77	-63	-69	-196
<b>Grand Total</b>	<b>-6</b>	<b>107</b>	<b>26</b>	<b>-7</b>	<b>-141</b>	<b>-21</b>



# Board of Supervisor District Analysis

## District 1

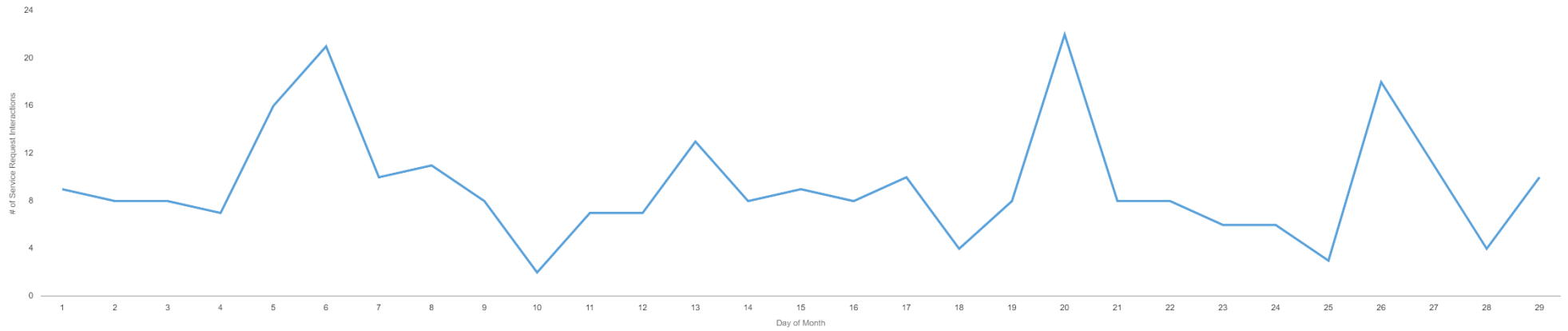
Service Requests Created

270

Service Requests Closed

215

Service Request Interactions Created by Day of Month



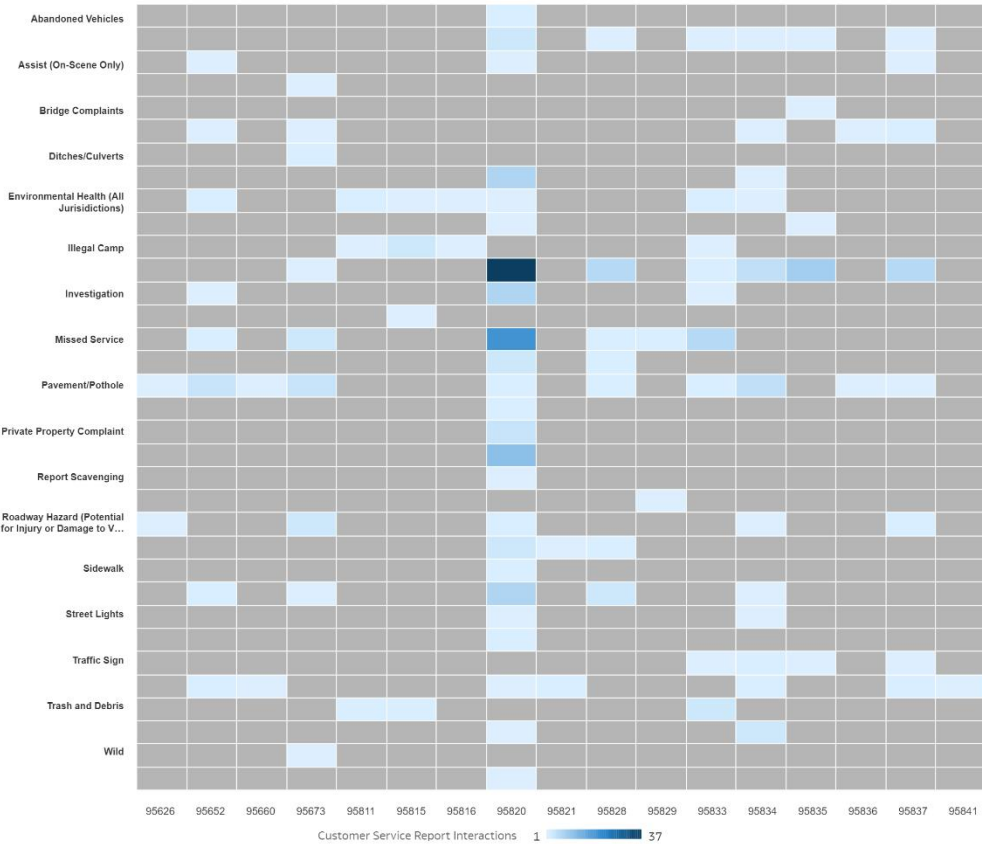
District Name, Customer Service Report Interactions



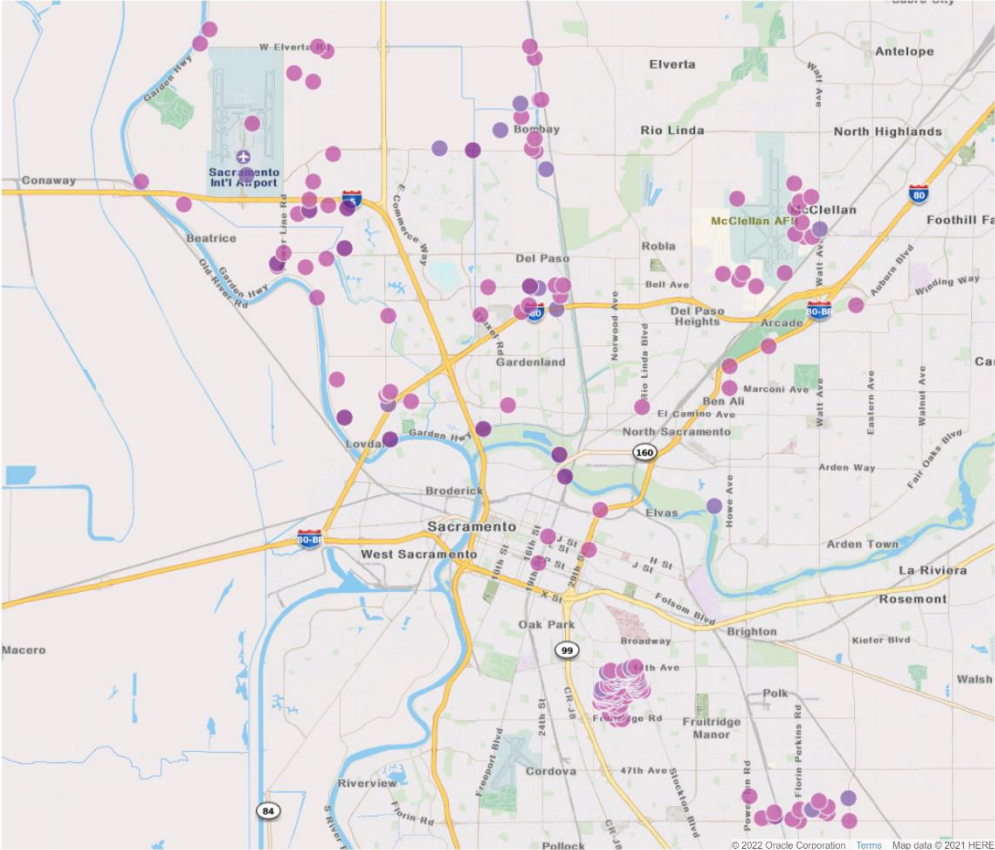
# Board of Supervisor District Analysis

## 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

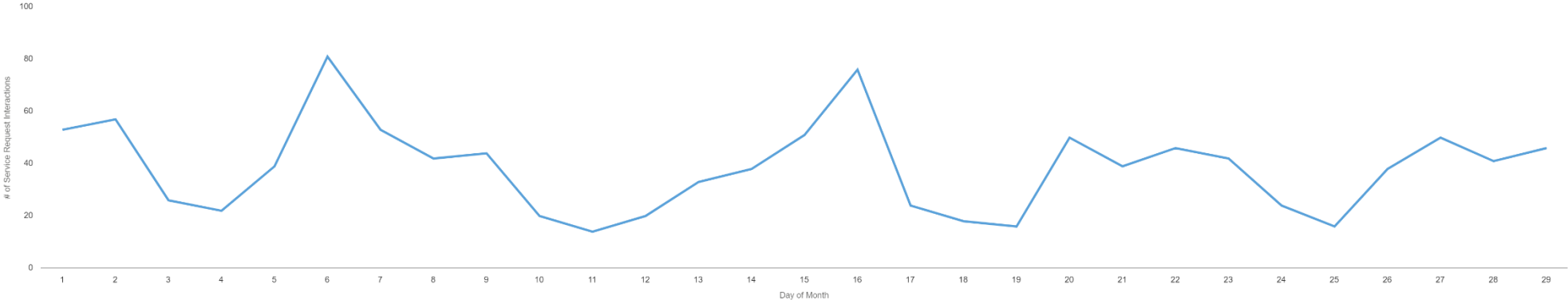
Service Requests Created

1,119

Service Requests Closed

938

Service Request Interactions Created by Day of Month



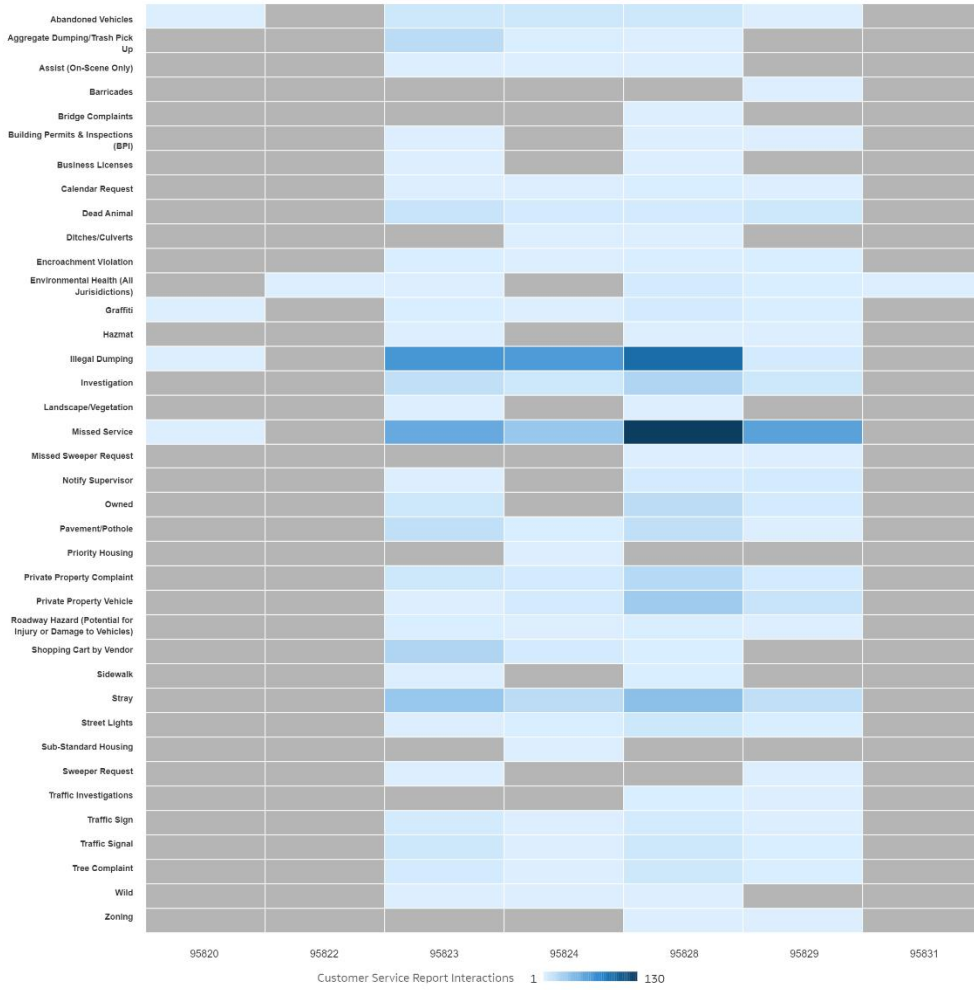
District Name, Customer Service Report Interactions



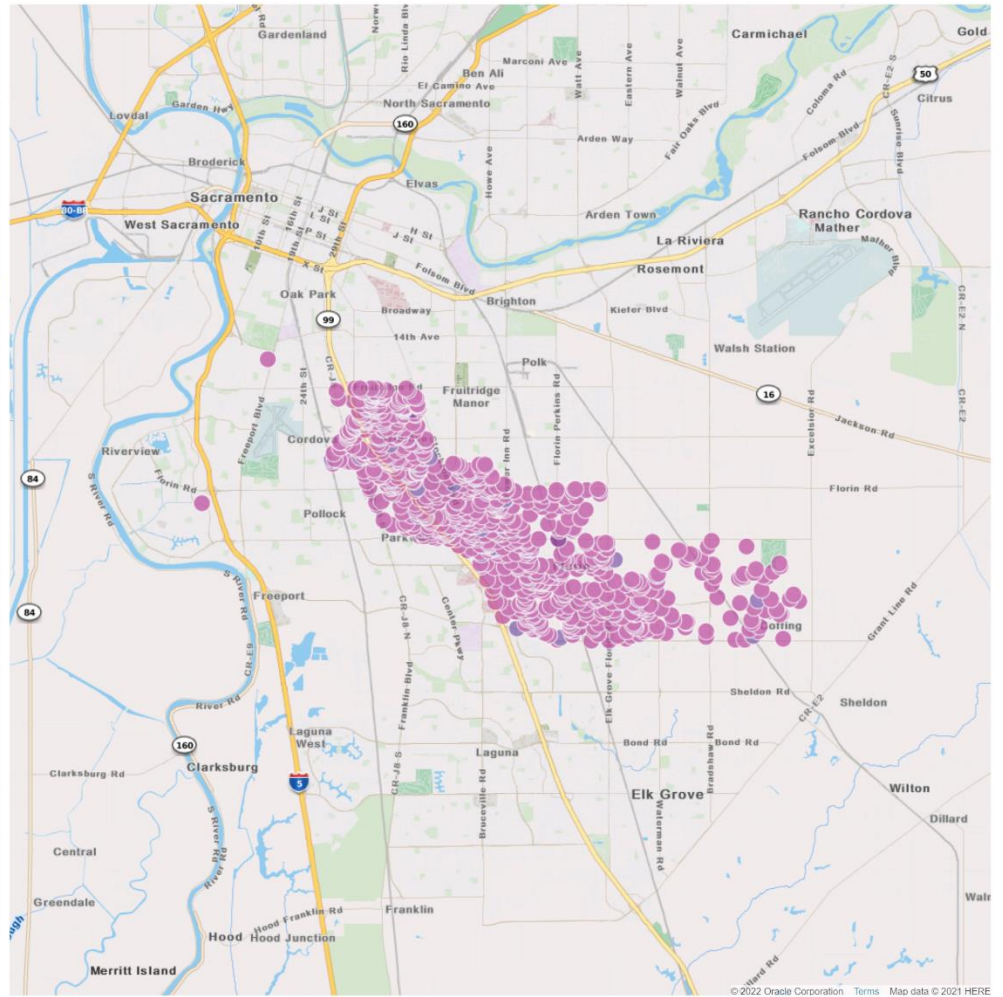
# Board of Supervisor District Analysis

## 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

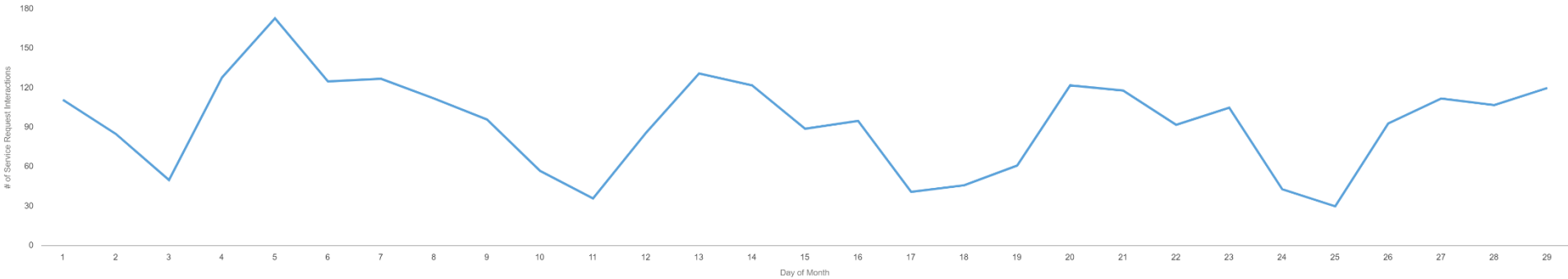
Service Requests Created

2,713

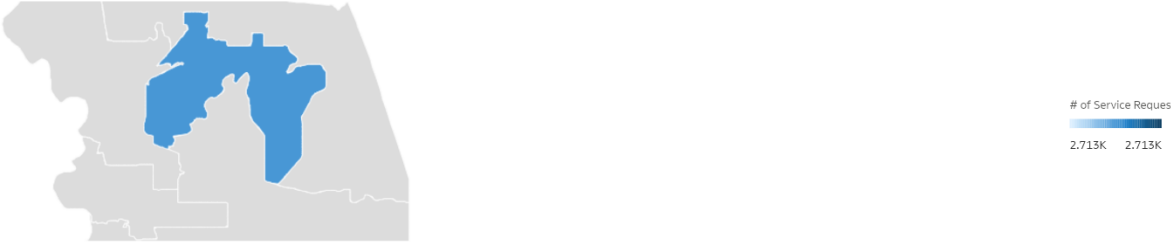
Service Requests Closed

2,115

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions



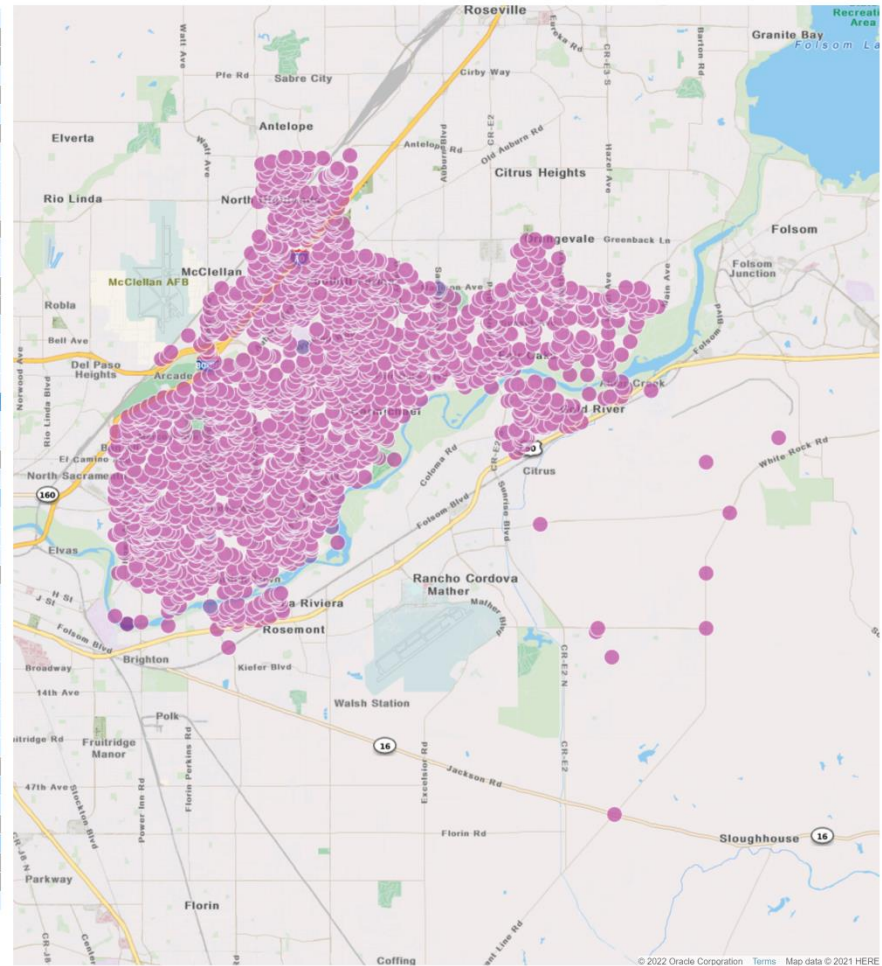
# Board of Supervisor District Analysis

## 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

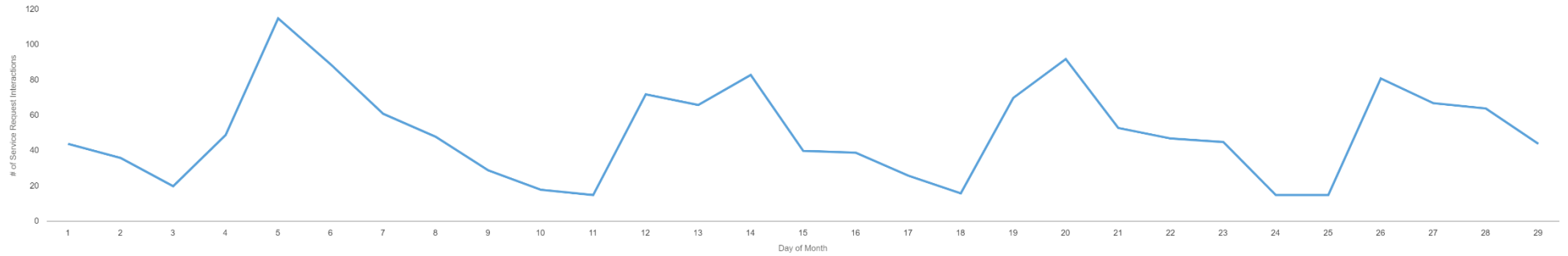
Service Requests Created

1,459

Service Requests Closed

1,170

Service Request Interactions Created by Day of Month



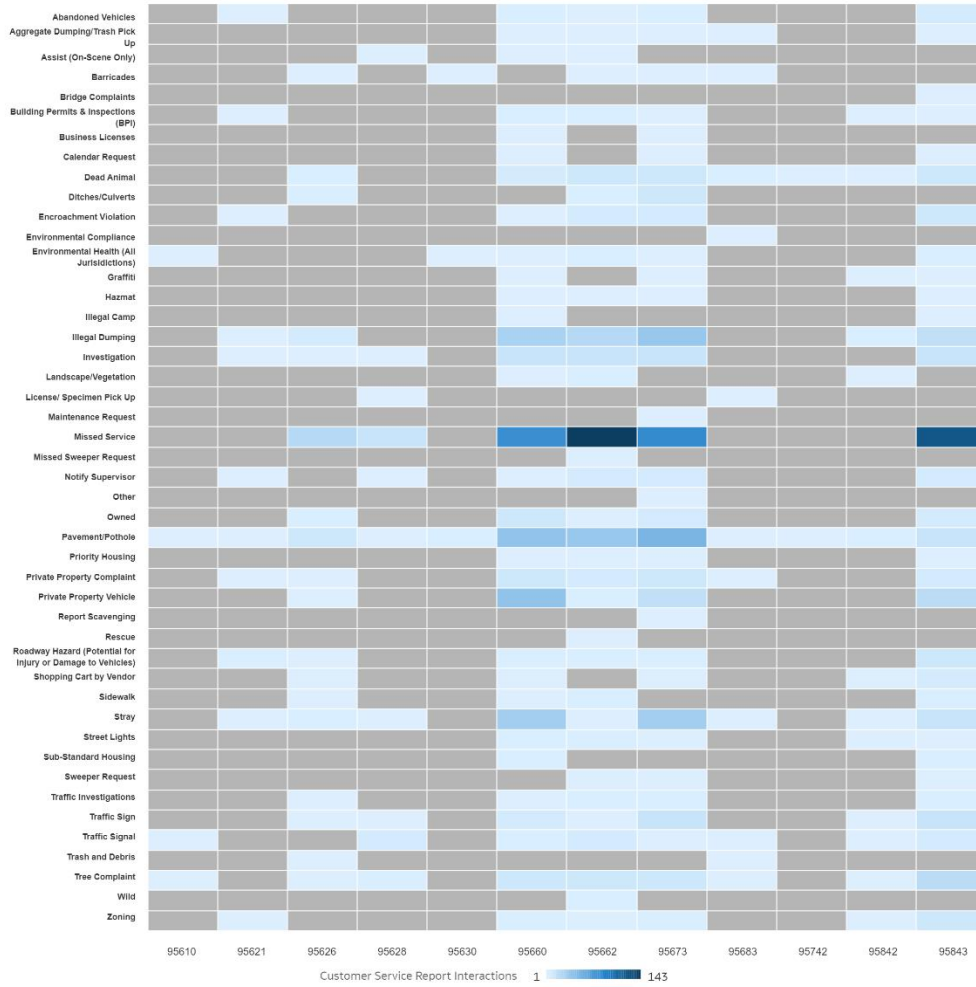
District Name, Customer Service Report Interactions



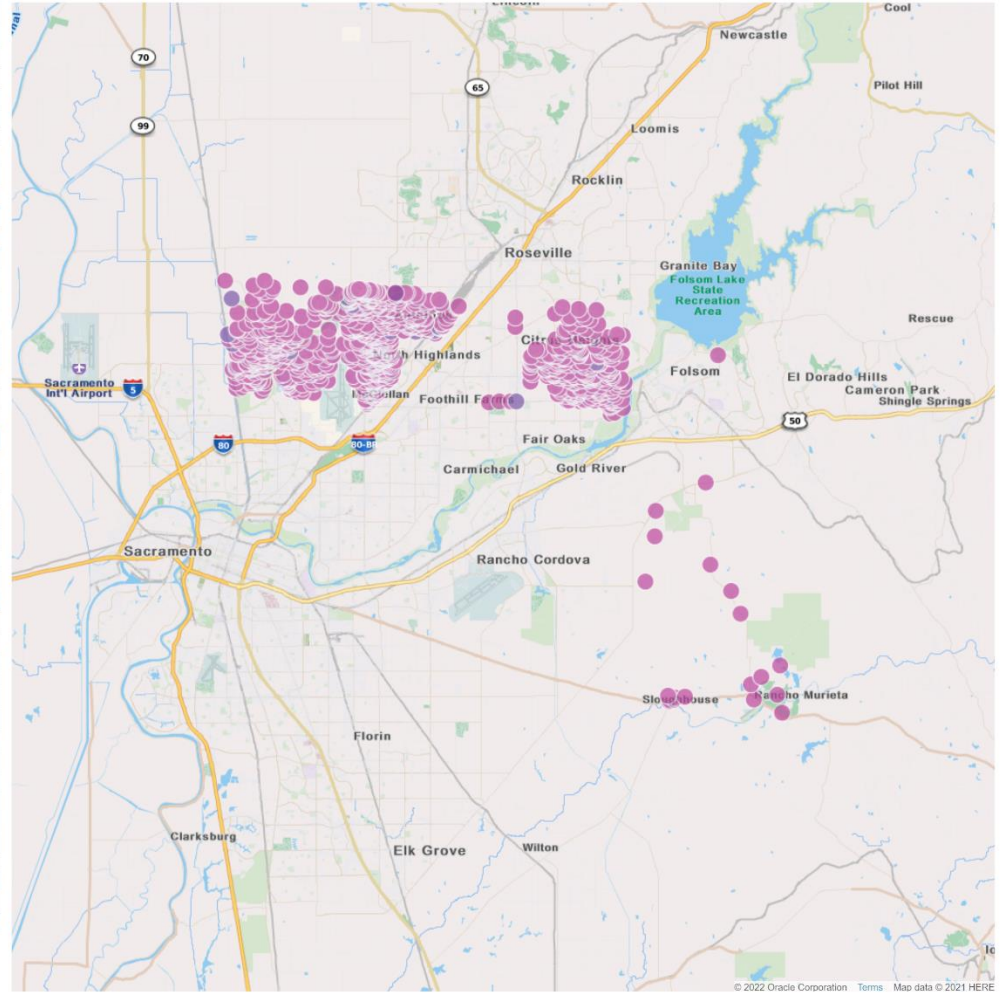
# Board of Supervisor District Analysis

## 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

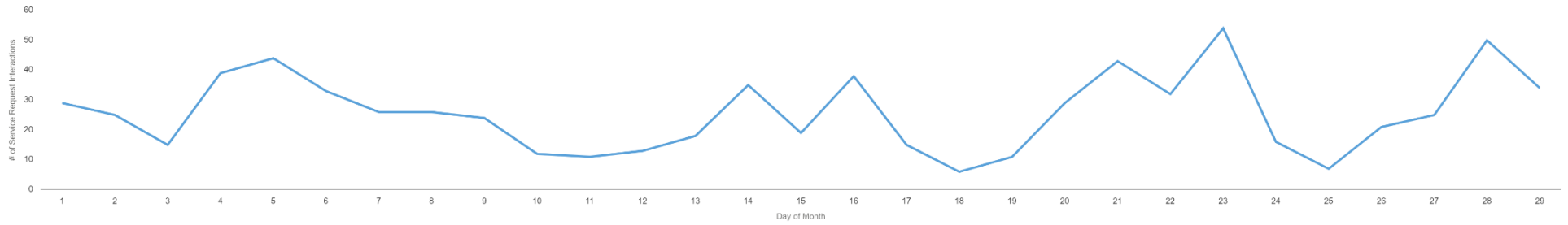
Service Requests Created

# 750

Service Requests Closed

# 625

Service Request Interactions Created by Day of Month



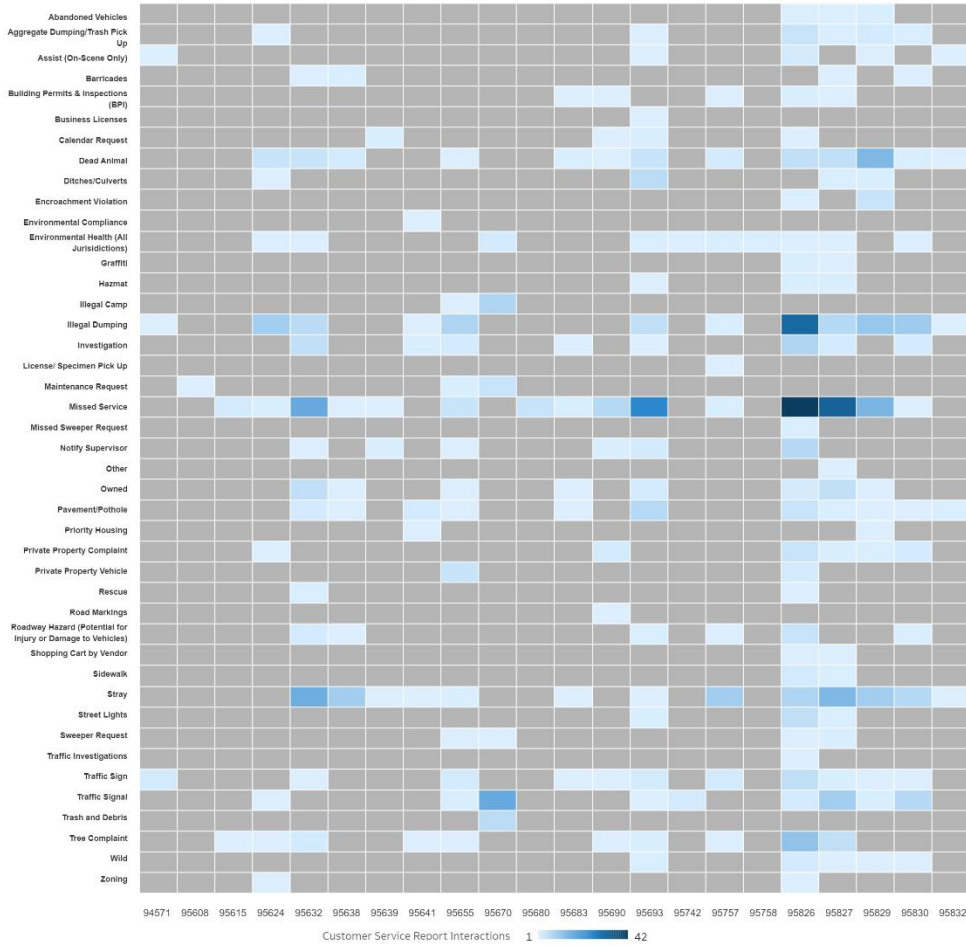
District Name, Customer Service Report Interactions



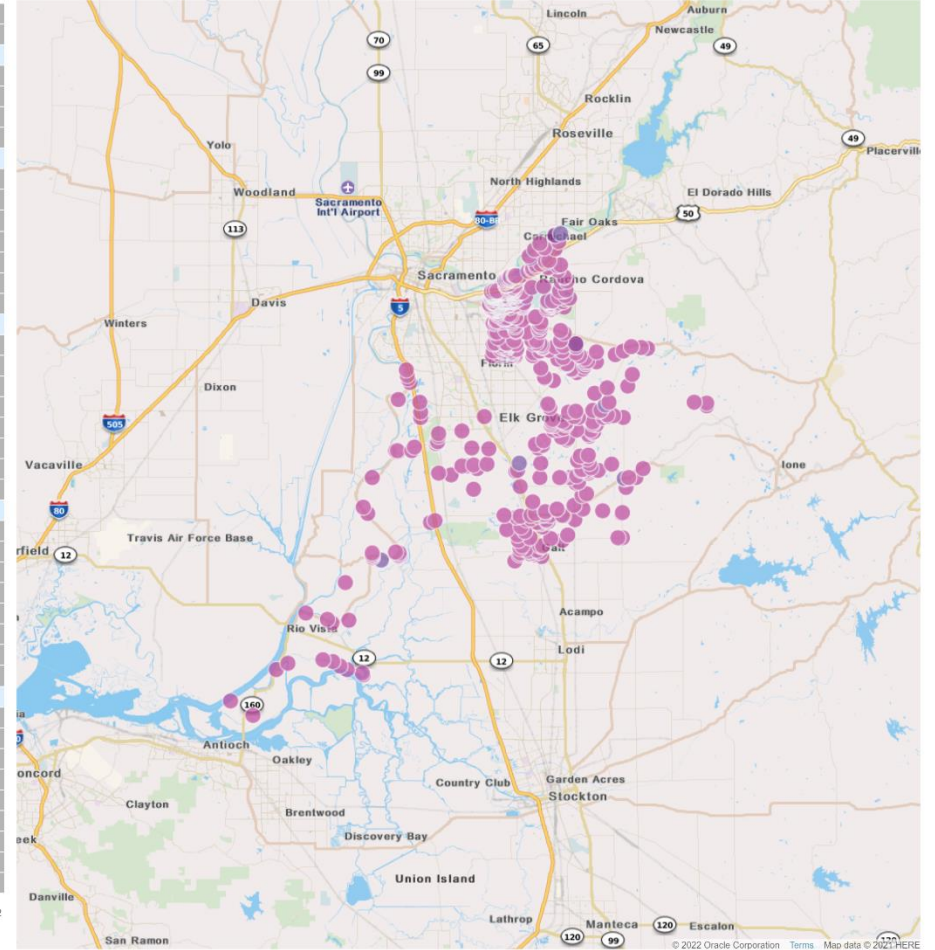
# Board of Supervisor District Analysis

## District 5 (continued)

Service Request Interactions by Category Per Zip Code



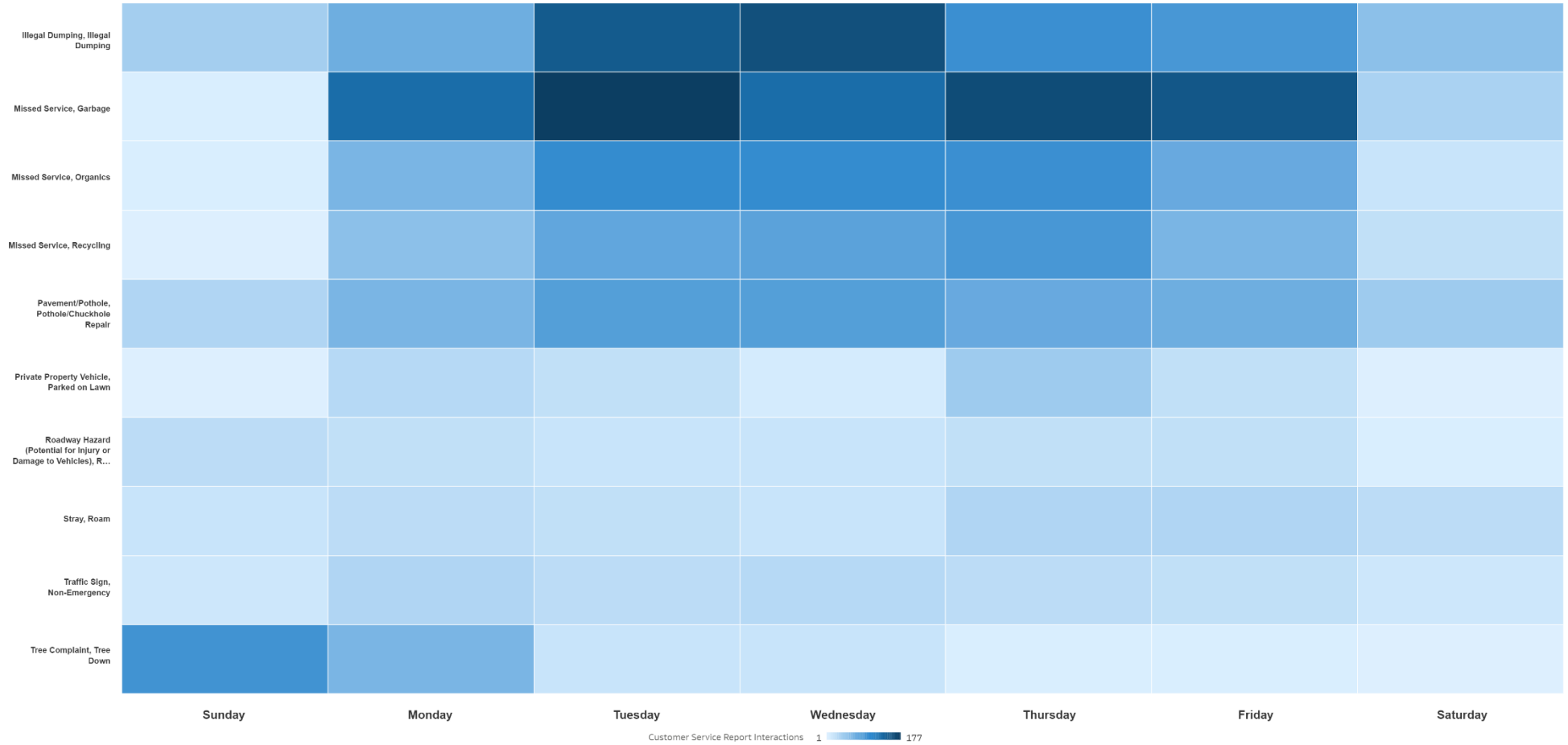
Service Request Interactions Mapped by Selected Zip Code



# Aging of Open Requests

## Top Service Requests Open by Day

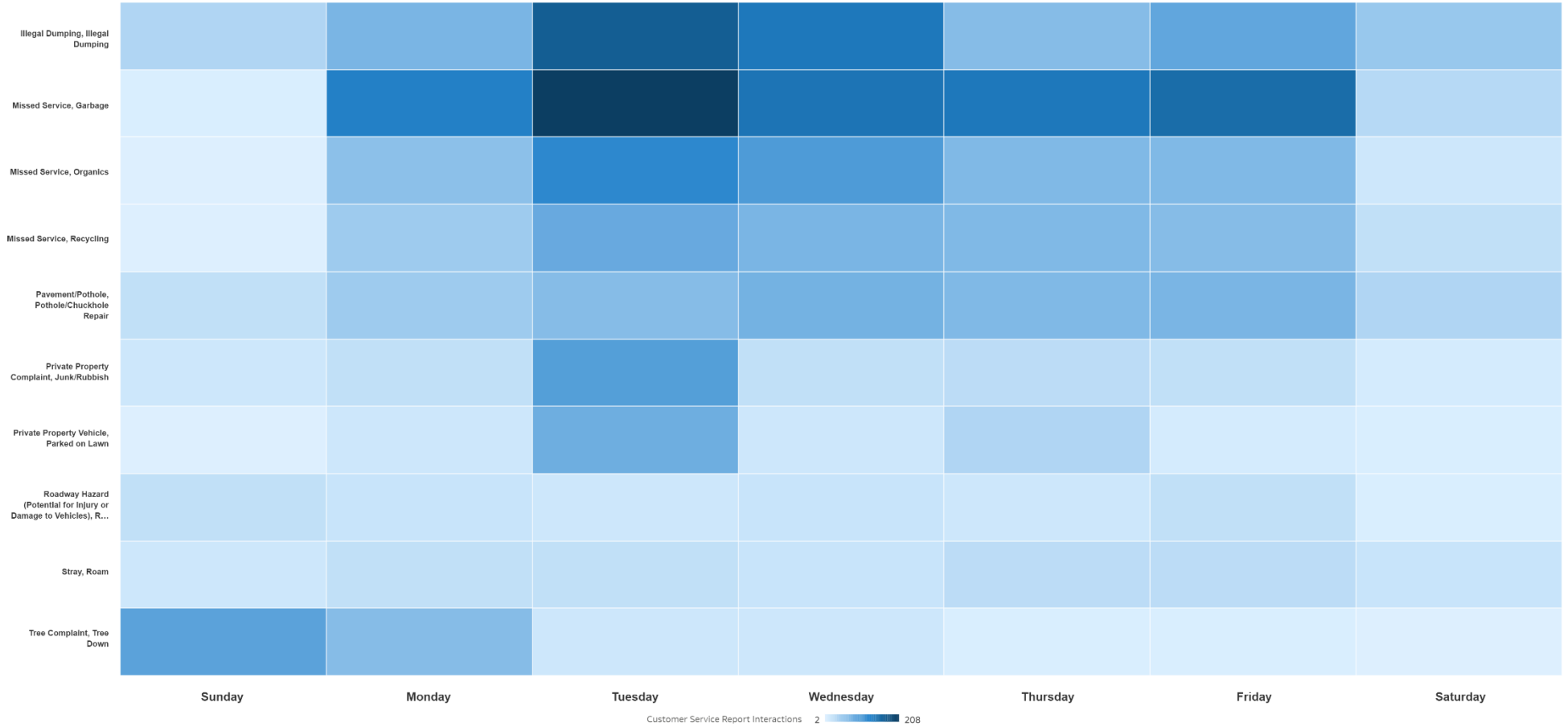
Opened Service Request Interactions by Category Per Day of Week



# Aging of Open Requests

## Top Service Requests Closed by Day

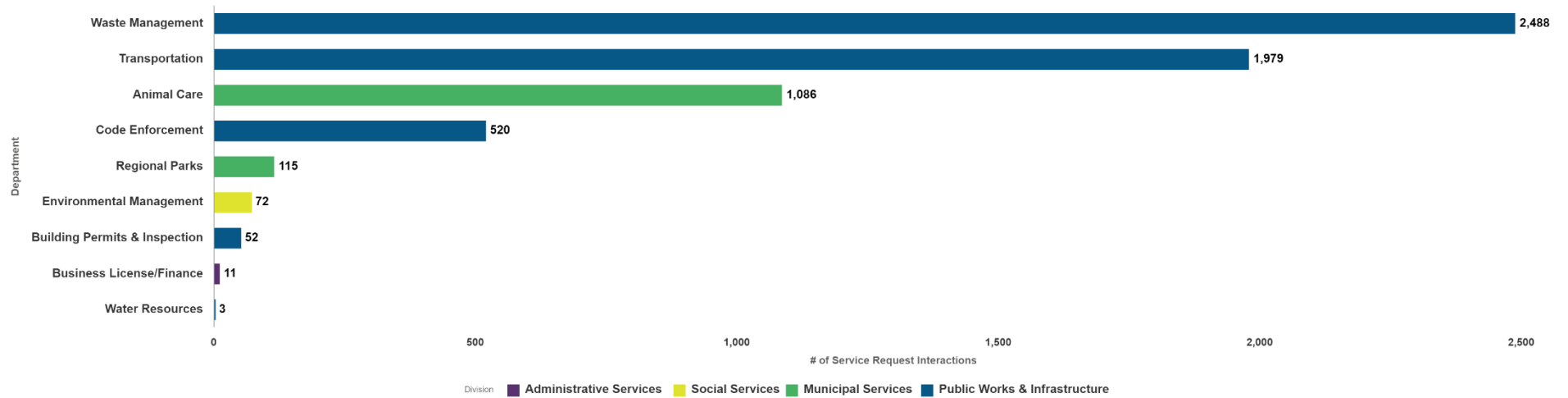
Closed Service Request Interactions by Category Per Day of Week



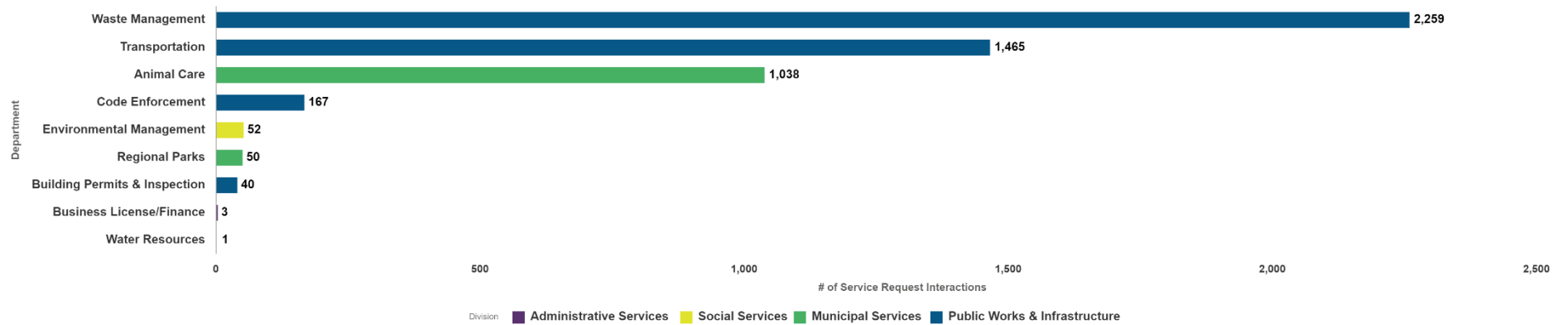
# Aging of Open Requests

## Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



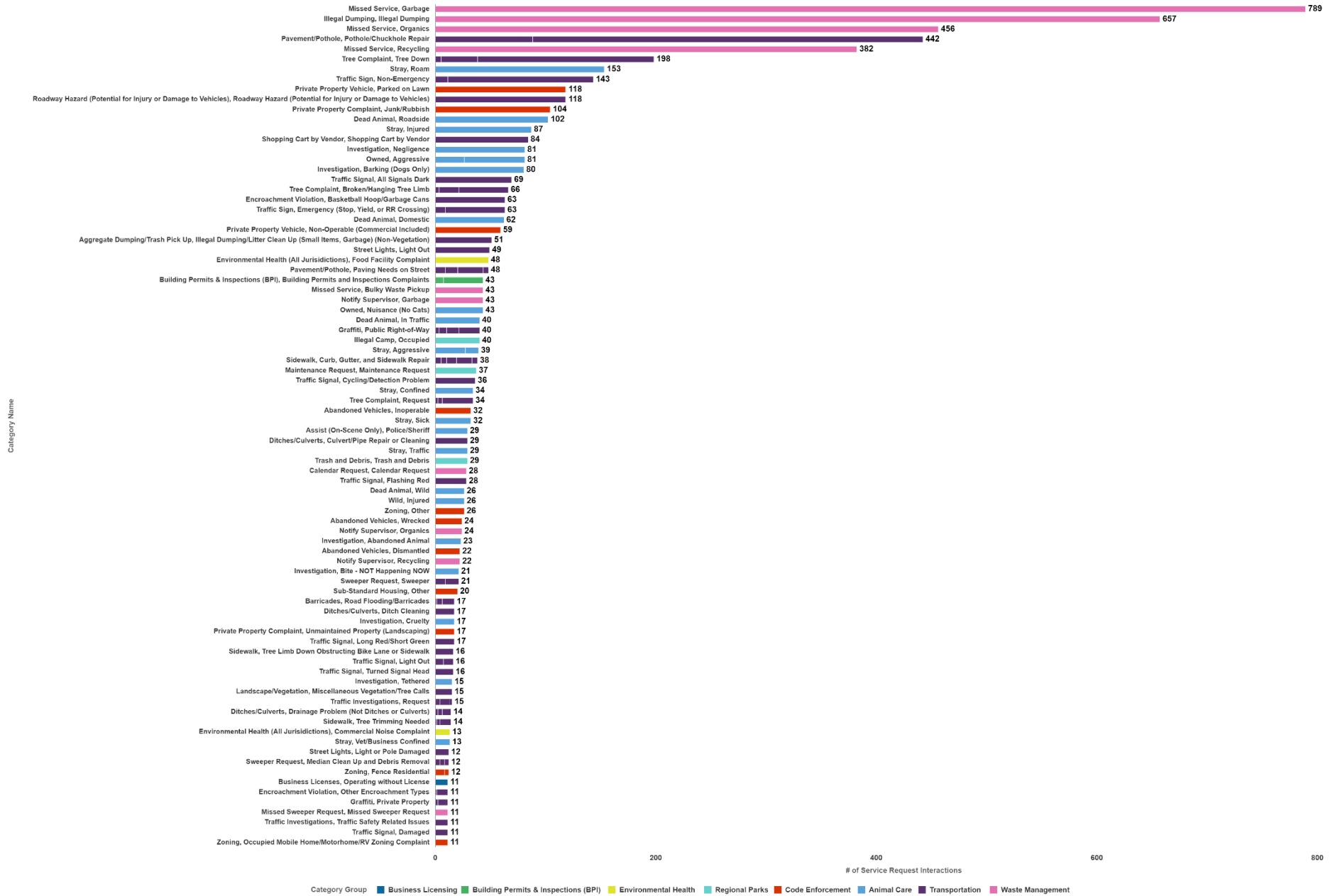
Service Request Interactions Closed by Department, Division



# Aging of Open Requests

## Greater Than 10 Service Requests

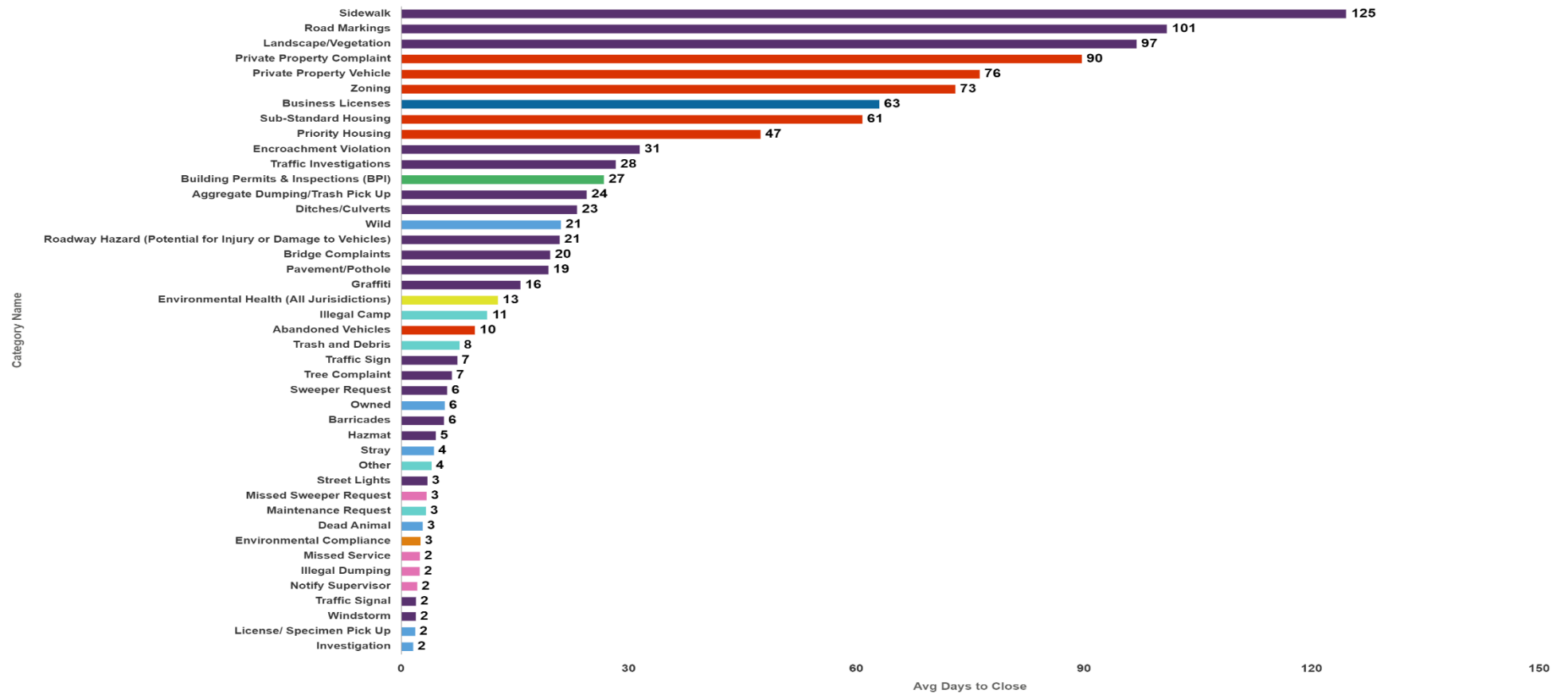
Service Request Interactions (>10 requests) by Category, Group



# Aging of Open Requests

## Average Days to Close Service Requests

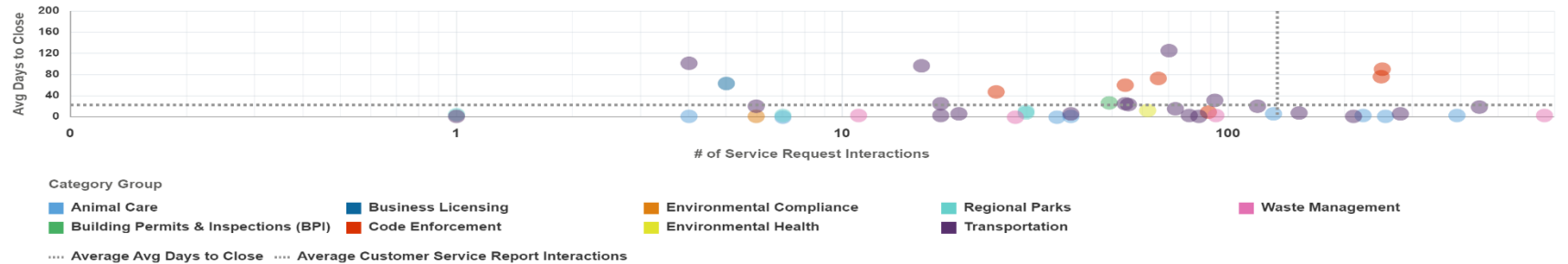
Avg Days to Close by Category Name, Group



Avg Days to Close

Avg Days to Close by Category Name, Group

15.24



# Aging of Open Requests

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

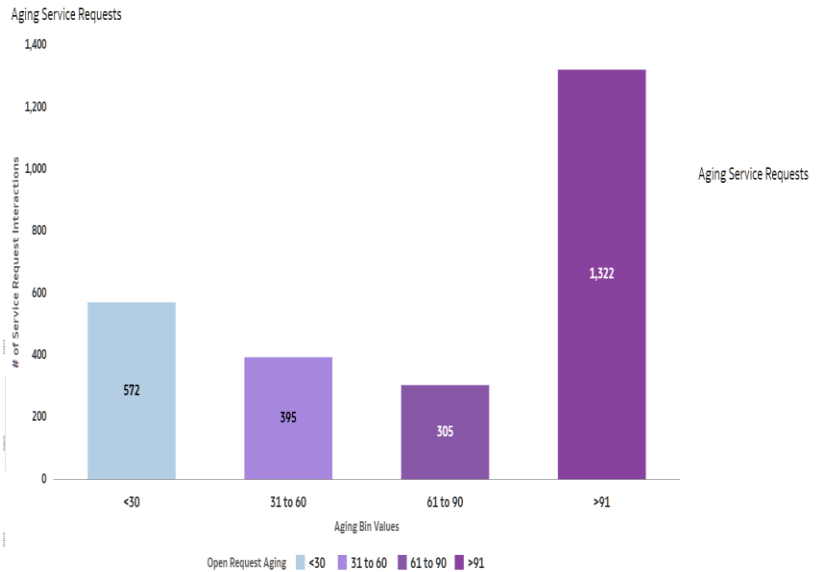
# of Service Request Interactions Per Category with Avg Days to Close

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close ▲
Waste Management	Calendar Request	28	0.00
Animal Care	Assist (On-Scene Only)	36	0.07
Animal Care	Rescue	7	0.18
Transportation	Shopping Cart by Vendor	84	0.38
Animal Care	Wild	39	0.64
Animal Care	Investigation	255	1.45
Environmental Compliance	Environmental Compliance	6	1.62
Transportation	Traffic Signal	211	1.70
Animal Care	License/ Specimen Pick Up	4	1.84
Transportation	Windstorm	1	1.93
Waste Management	Notify Supervisor	93	2.11
Animal Care	Stray	392	2.16
Transportation	Hazmat	18	2.20
Waste Management	Illegal Dumping	658	2.43
Waste Management	Missed Service	1,684	2.47
Animal Care	Dead Animal	223	2.83
Regional Parks	Maintenance Request	7	3.25
Waste Management	Missed Sweeper Request	11	3.33
Transportation	Street Lights	79	3.40
Regional Parks	Other	1	4.00
Transportation	Barricades	20	5.63
Animal Care	Owned	131	5.72
Transportation	Sweeper Request	39	6.05
Transportation	Tree Complaint	279	6.67

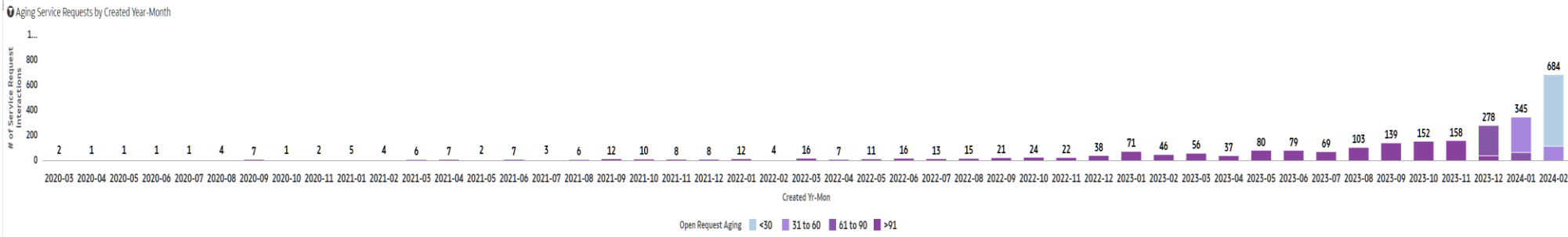
Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close ▼
Transportation	Sidewalk	70	124.53
Transportation	Road Markings	4	100.88
Transportation	Landscape/Vegetation	16	96.91
Code Enforcement	Private Property Complaint	251	89.69
Code Enforcement	Private Property Vehicle	249	76.24
Code Enforcement	Zoning	66	73.01
Business Licensing	Business Licenses	5	63.00
Code Enforcement	Sub-Standard Housing	54	60.76
Code Enforcement	Priority Housing	25	47.36
Transportation	Encroachment Violation	92	31.41
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	49	26.71
Transportation	Traffic Investigations	18	25.15
Transportation	Aggregate Dumping/Trash Pick Up	54	24.43
Transportation	Ditches/Culverts	55	23.16
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	119	20.87
Transportation	Bridge Complaints	6	19.62
Transportation	Pavement/Pothole	446	19.38
Transportation	Graffiti	73	15.69
Environmental Health	Environmental Health (All Jurisdictions)	62	12.73
Regional Parks	Illegal Camp	30	11.31
Code Enforcement	Abandoned Vehicles	89	9.70
Regional Parks	Trash and Debris	30	7.68
Transportation	Traffic Sign	153	7.39



# Aging of Open Requests



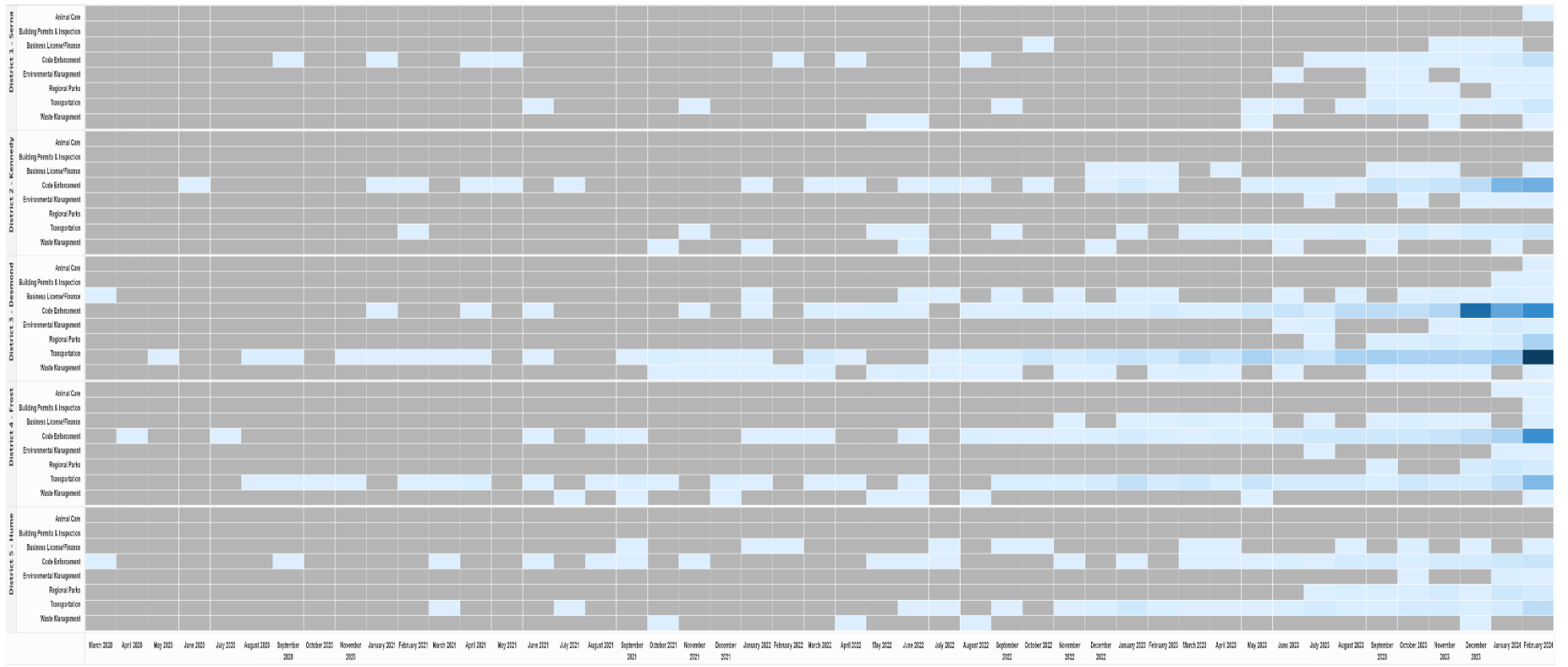
Open Request Aging	Customer Service Report Interactions
<30	572
31 to 60	395
61 to 90	305
>91	1,322



# Aging of Open Requests

## Department Aging Requests by Month Created Per District

Department Aging Service Requests by Created Year-Month Per District



Department  
Customer Service Report Interactions: 1 35

## Dispatch Service Definition

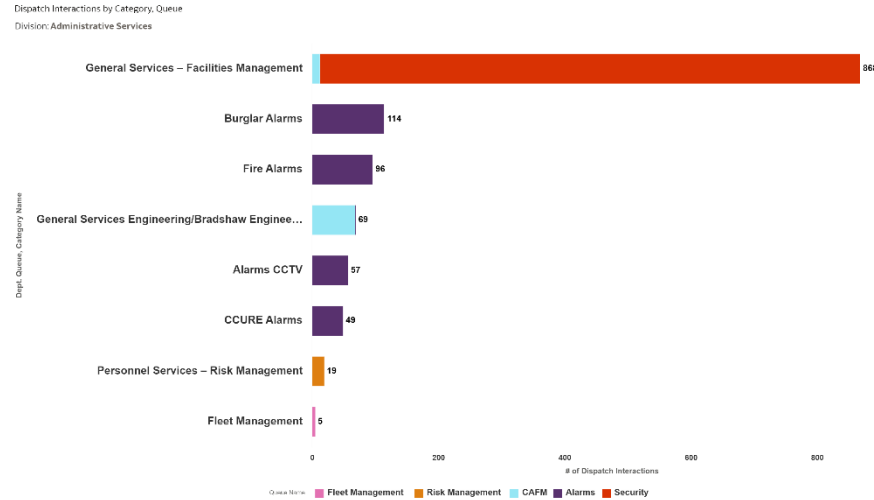
The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides immediate notification to departmental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



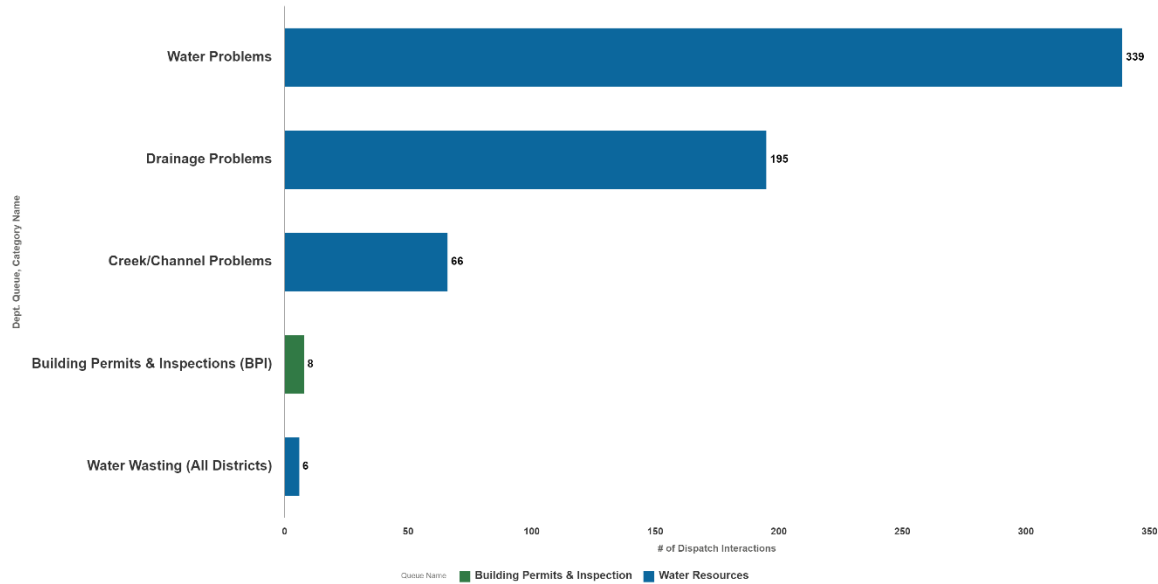
### Service Definitions

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

Dispatch Interactions by Category, Queue  
Division: Public Works & Infrastructure

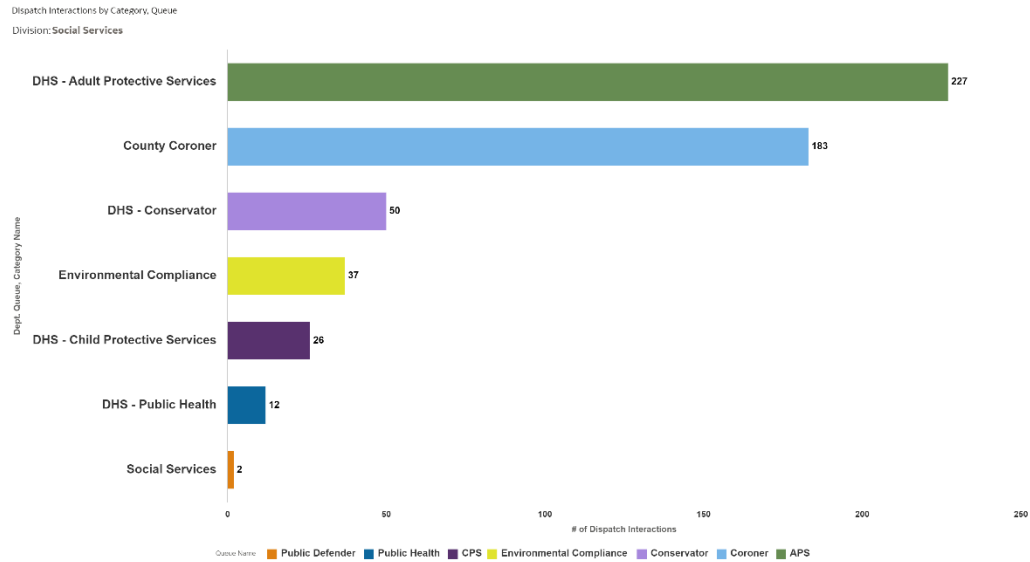


### Service Definitions

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

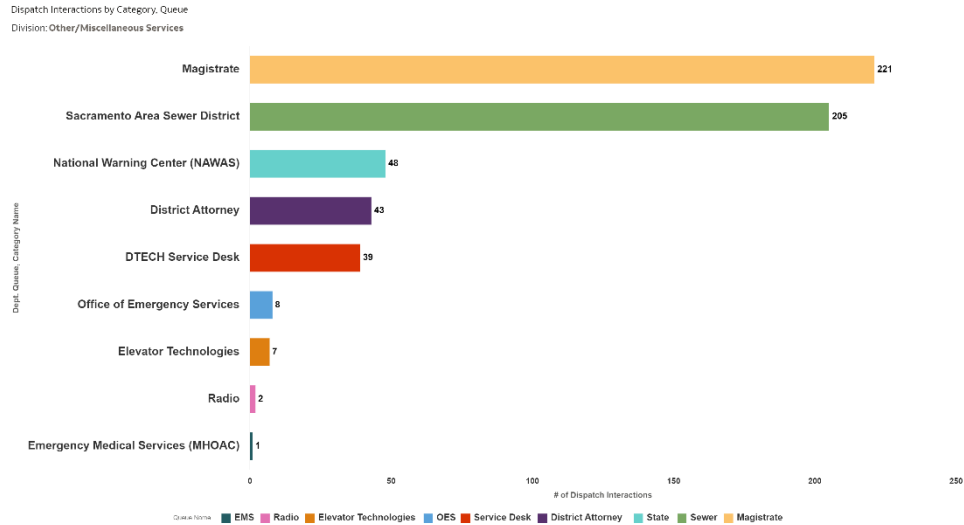


### Service Definitions

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.