

Monthly 311 Communications/Dispatch Center

SERVICE REQUEST & STATISTICS REPORT

June 2024



SAC COUNTY
311
CONNECT

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

SACRAMENTO
COUNTY

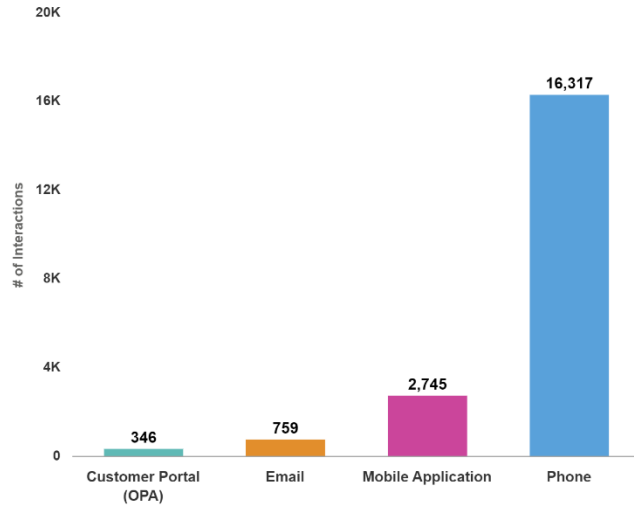
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Monthly Statistics

Monthly Interactions by Source

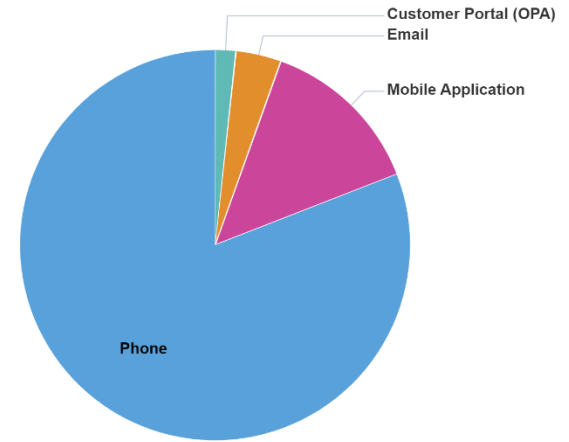


Monthly Customer Service Interactions

20,167

Incident Source Name	Service Request Count
Customer Portal (OPA)	346
Email	759
Mobile Application	2,745
Phone	16,317

Monthly Interactions by Source



Service Request Interactions

6,192

Information Interactions

5,510

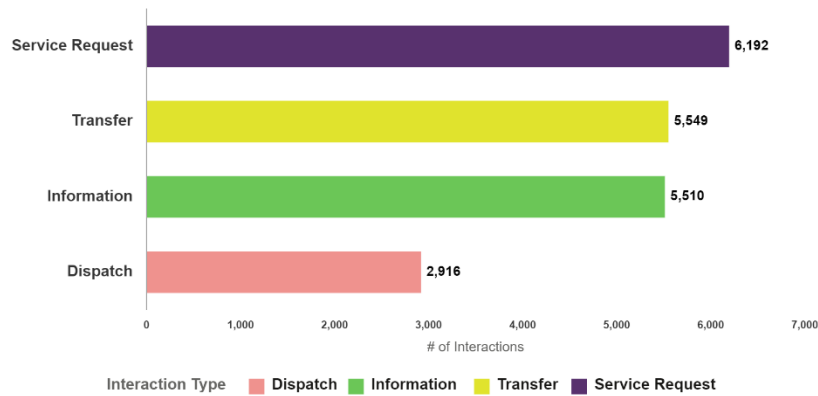
Transfer Interactions

5,549

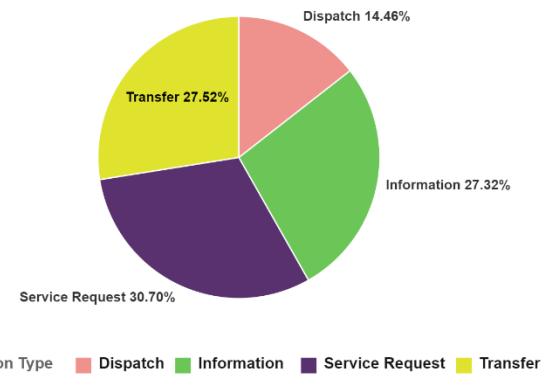
Dispatch Interactions

2,916

Customer Service Report Interactions by Interaction Type



Monthly Interactions by Interaction Type



Service Request Interaction Totals (>10 Requests) by Category

Service Request Interaction Totals

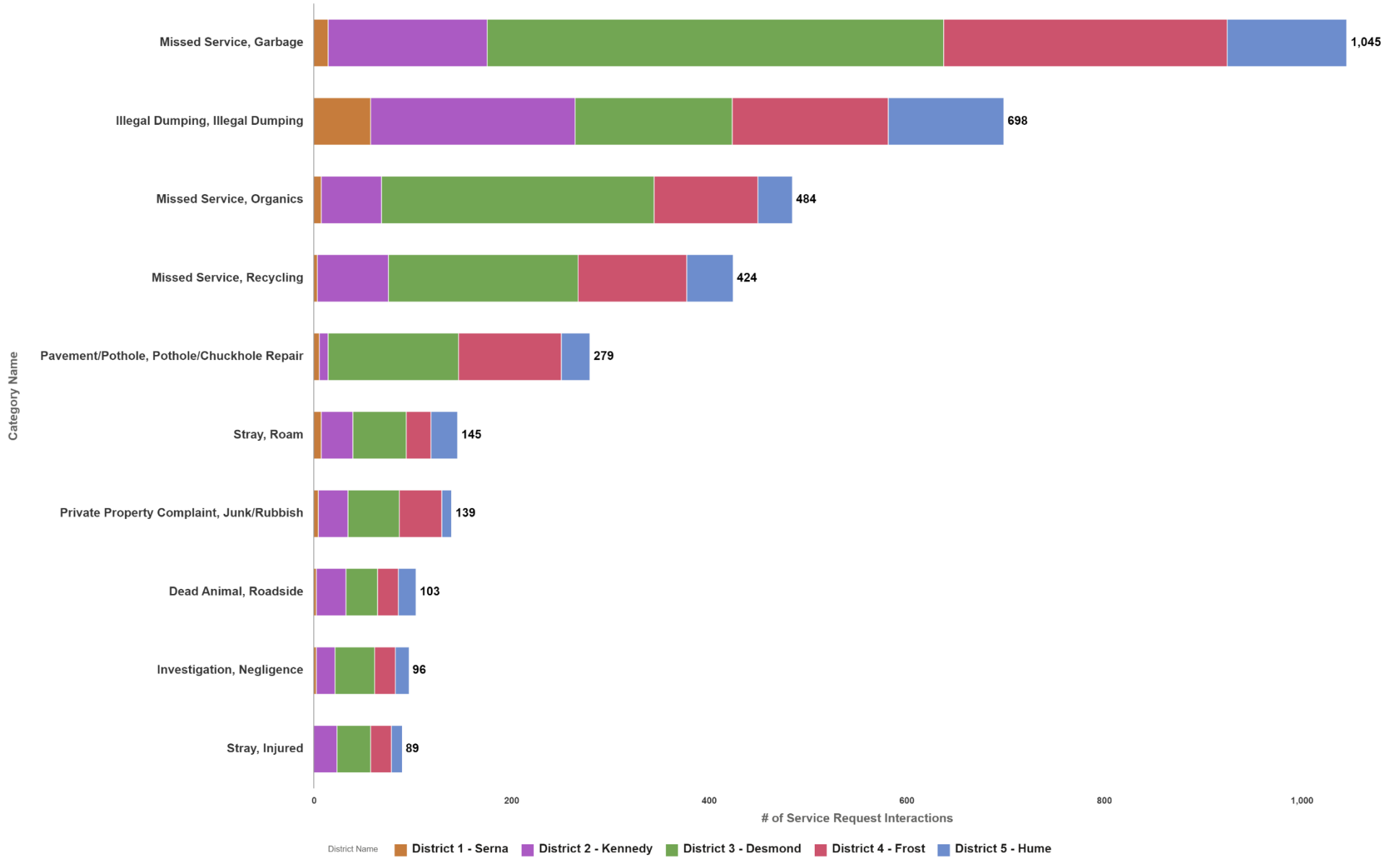
Service Request Interaction Totals (>10 requests) by Category

Cat2, Cat3	Customer Service Report Interactions	Cat2, Cat3	Customer Service Report Interactions	Cat2, Cat3	Customer Service Report Interactions	Cat2, Cat3	Customer Service Report Interactions
Missed Service, Garbage	1,045	Dead Animal, Wild	56	Environmental Health (All Jurisdictions), Commercial Noise Complaint	33	Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	21
Illegal Dumping, Illegal Dumping	759	Dead Animal, Domestic	56	Notify Supervisor, Recycling	33	Abandoned Vehicles, Dismantled	21
Missed Service, Organics	484	Traffic Sign, Non-Emergency	55	Sidewalk, Curb, Gutter, and Sidewalk Repair	32	Sub-Standard Housing, Other	20
Missed Service, Recycling	424	Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	53	Street Lights, Light Out	29	Investigation, Bite - NOT Happening NOW	20
Pavement/Pothole, Pothole/Chuckhole Repair	279	Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	50	Dead Animal, In Traffic	28	Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	19
Stray, Roam	145	Owned, Nuisance (No Cats)	48	Stray, Traffic	28	Notify Supervisor, Organics	16
Private Property Complaint, Junk/Rubbish	140	Abandoned Vehicles, Inoperable	48	Traffic Signal, Flashing Red	28	Investigation, Tethered	16
Dead Animal, Roadside	103	Pavement/Pothole, Paving Needs on Street	46	Abandoned Vehicles, Wrecked	27	Stray, Vet/Business Confined	15
Investigation, Negligence	96	Graffiti, Public Right-of-Way	44	Wild, Sick	25	Encroachment Violation, Other Encroachment Types	15
Stray, Injured	89	Owned, Aggressive	40	Illegal Camp, Occupied	24	Tree Complaint, Tree Down	14
Private Property Vehicle, Parked on Lawn	84	Sidewalk, Tree Trimming Needed	38	Landscape/Vegetation, Request	24	Traffic Signal, Light Out	14
Shopping Cart by Vendor, Shopping Cart by Vendor	79	Encroachment Violation, Basketball Hoop/Garbage Cans	38	Sweeper Request, Sweeper	24	Traffic Signal, New Sign Request	14
Investigation, Barking (Dogs Only)	77	Stray, Confined	37	Traffic Signal, Cycling/Detection Problem	24	Investigation, Animal Left in Vehicle	14
Stray, Sick	76	Stray, Aggressive	37	Assist (On-Scene Only), Police/Sheriff	23	Stray, Tied	13
Private Property Complaint, Unmaintained Property (Landscaping)	74	Trash and Debris, Trash and Debris	36	Graffiti, Private Property	23	Zoning, Occupied Mobile Home/Motorhome/RV Zoning Complaint	12
Notify Supervisor, Garbage	69	Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	36	Investigation, Cruelty	23	Tree Complaint, Broken/Hanging Tree Limb	12
Missed Service, Bulky Waste Pickup	59	Zoning, Other	34	Traffic Signal, All Signals Dark	22	Traffic Investigations, Request	12
Environmental Health (All Jurisdictions), Food Facility Complaint	58	Private Property Vehicle, Non-Operable (Commercial Included)	34	Investigation, Abandoned Animal	22	Ditches/Culverts, Ditch Cleaning	12
Wild, Injured	58	Maintenance Request, Maintenance Request	34	Tree Complaint, Tree Obstructing	22	Business Licenses, Operating without License	12
						Traffic Signal, Pedestrian Signal Inoperative	11

Total Service Requests Opened

Top 10 Service Requests Categories Opened | With Districts

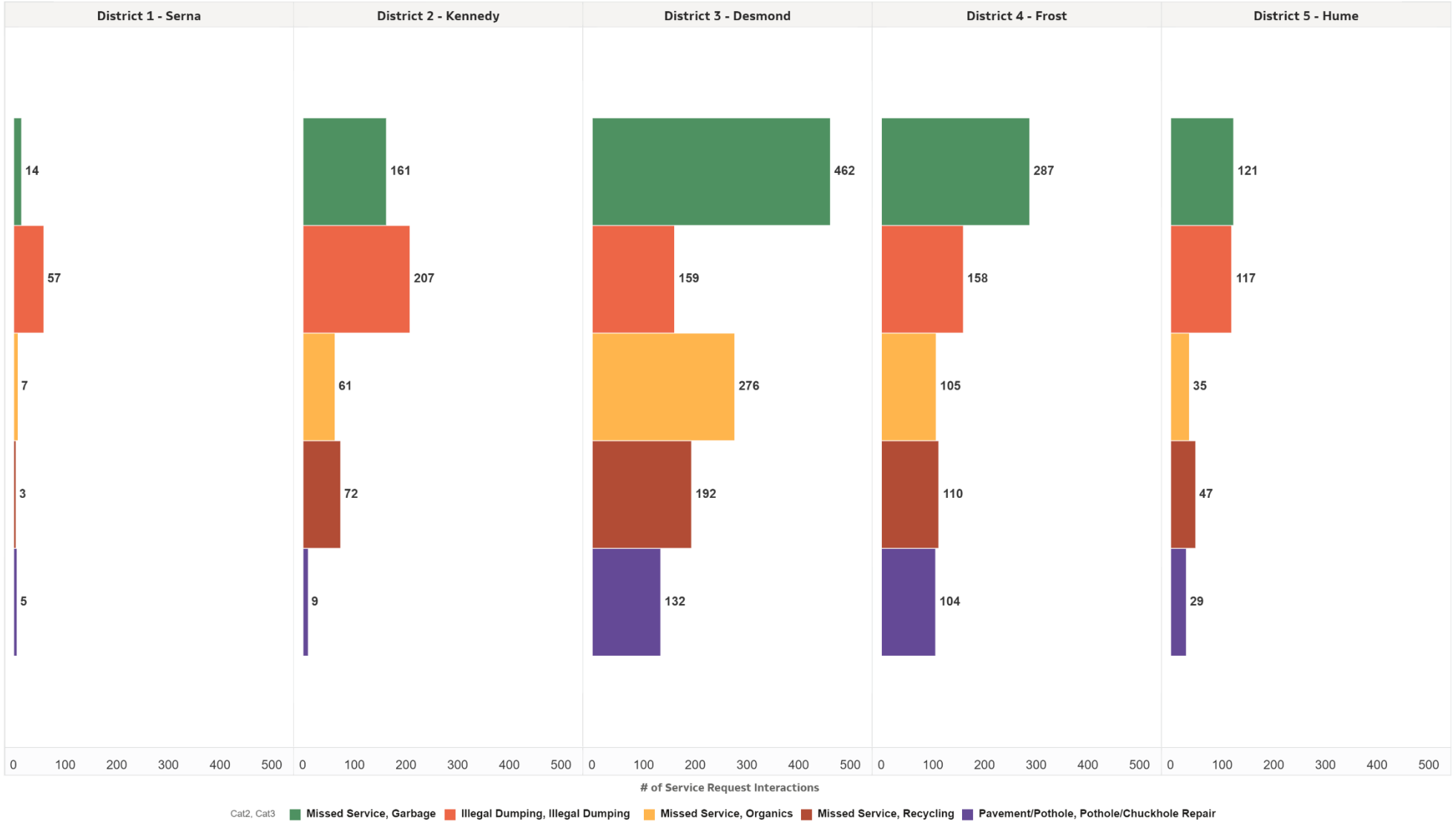
Top 10 Service Request Categories Opened with Districts



Top Service Requests Opened

Top 5 Service Requests Opened | by Districts

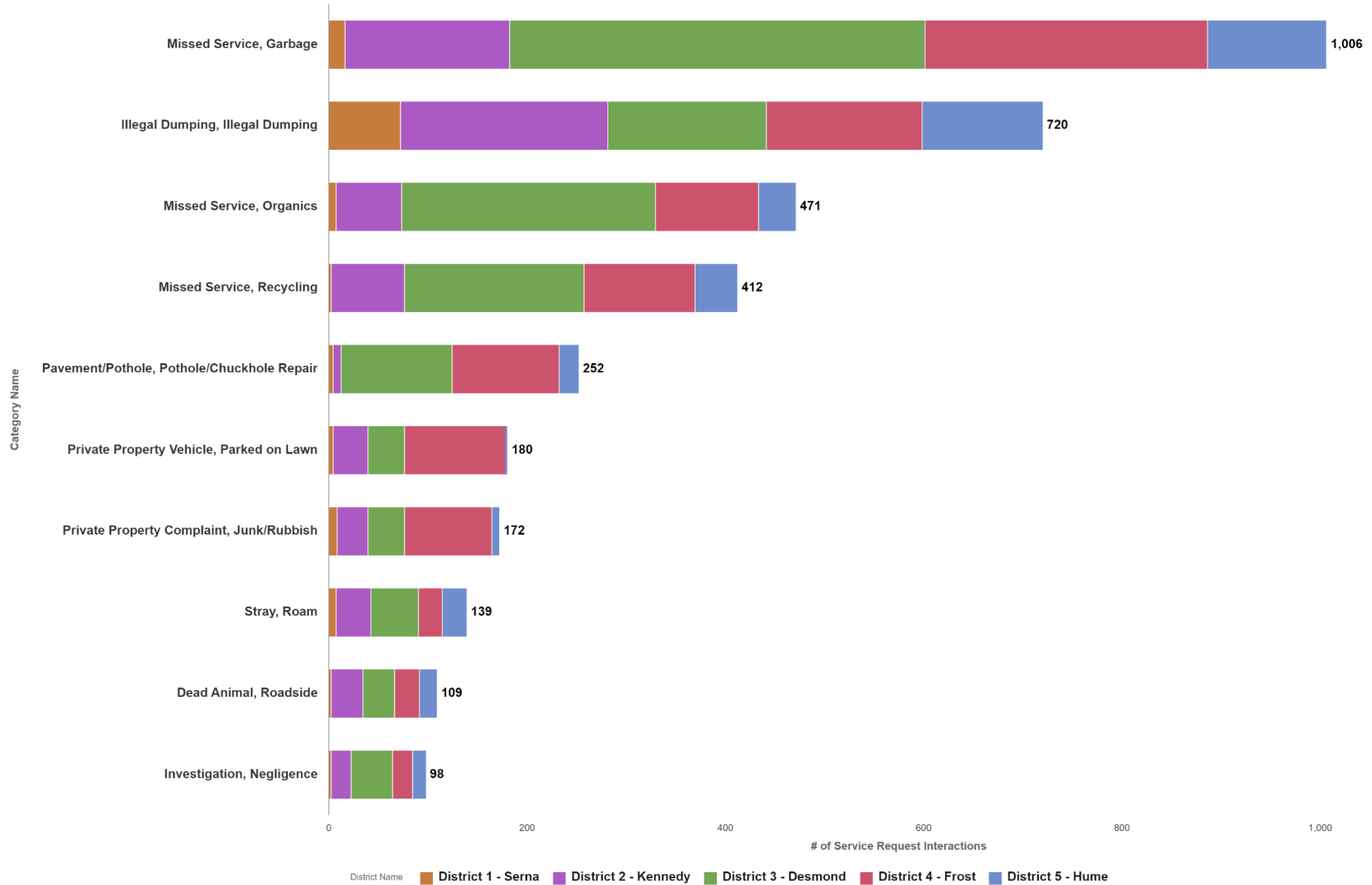
Top 5 Service Request Categories Opened by District



Top Service Requests Closed

Top 10 Service Requests Categories Closed | With Districts

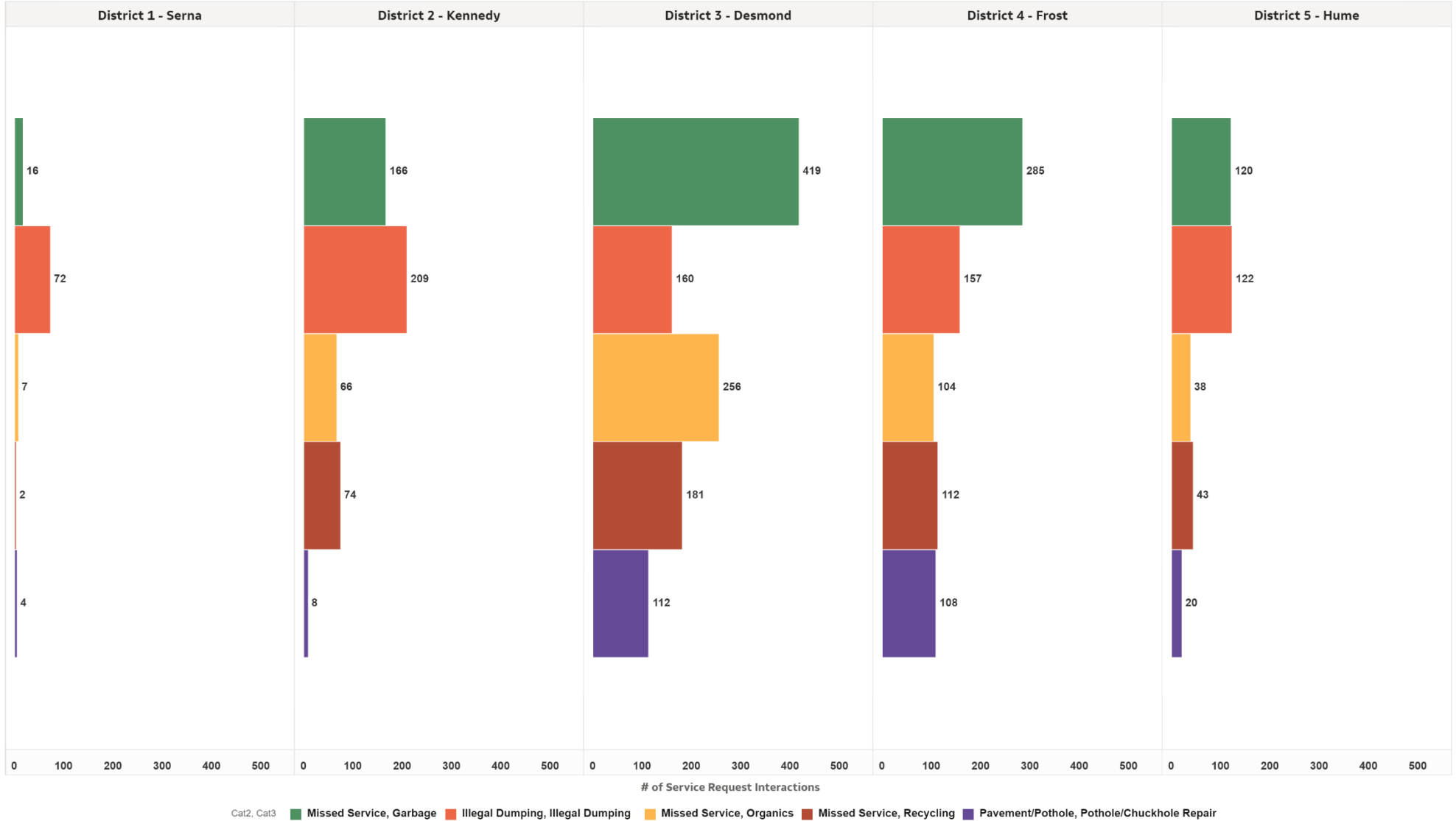
Top 10 Service Request Categories Closed with Districts



Top Service Requests Closed

Top 5 Service Requests Categories Closed | by Districts

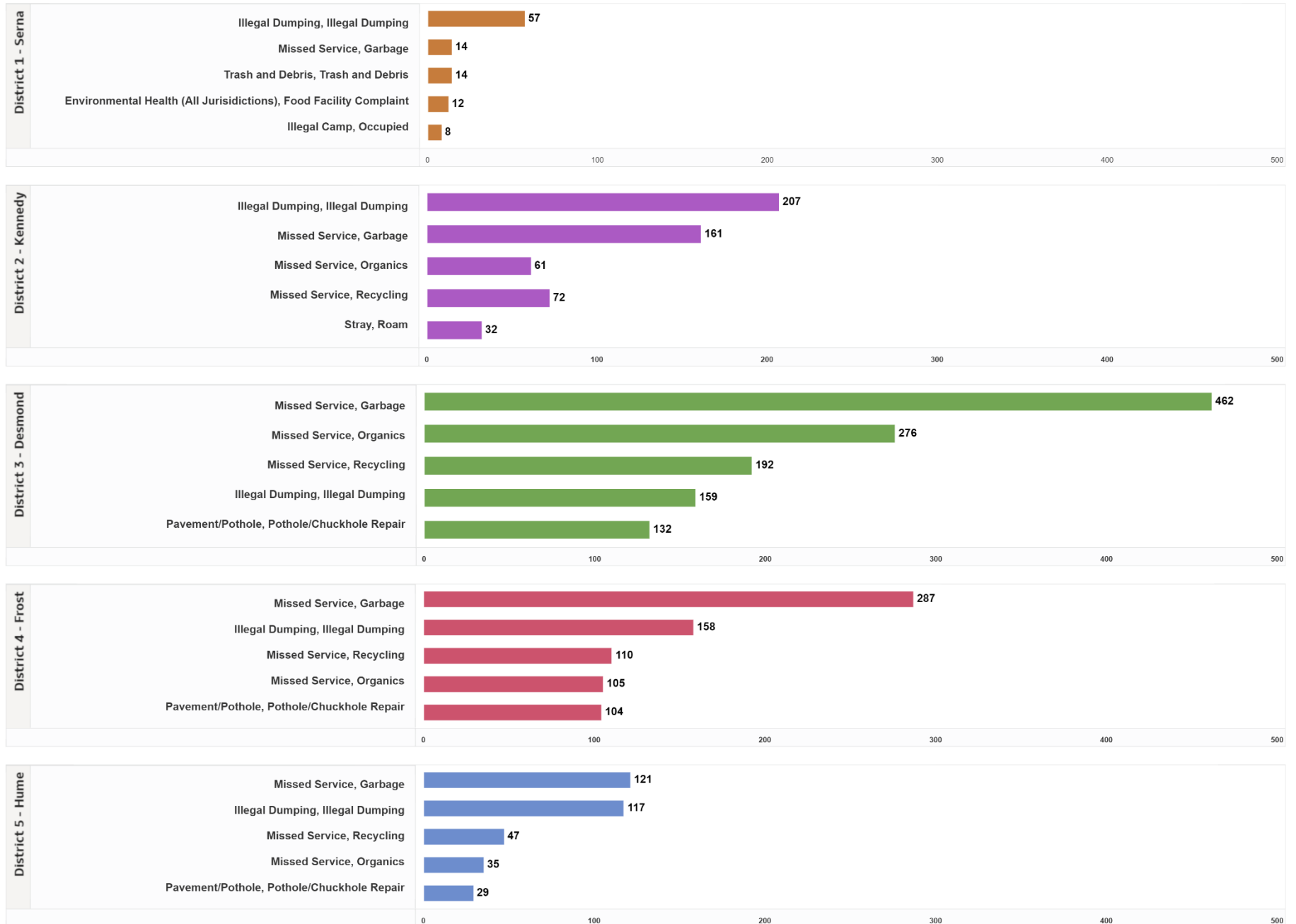
Top 5 Service Request Categories Closed by District



Top Unresolved Service Request

Top Unresolved Service Request Categories | by Districts

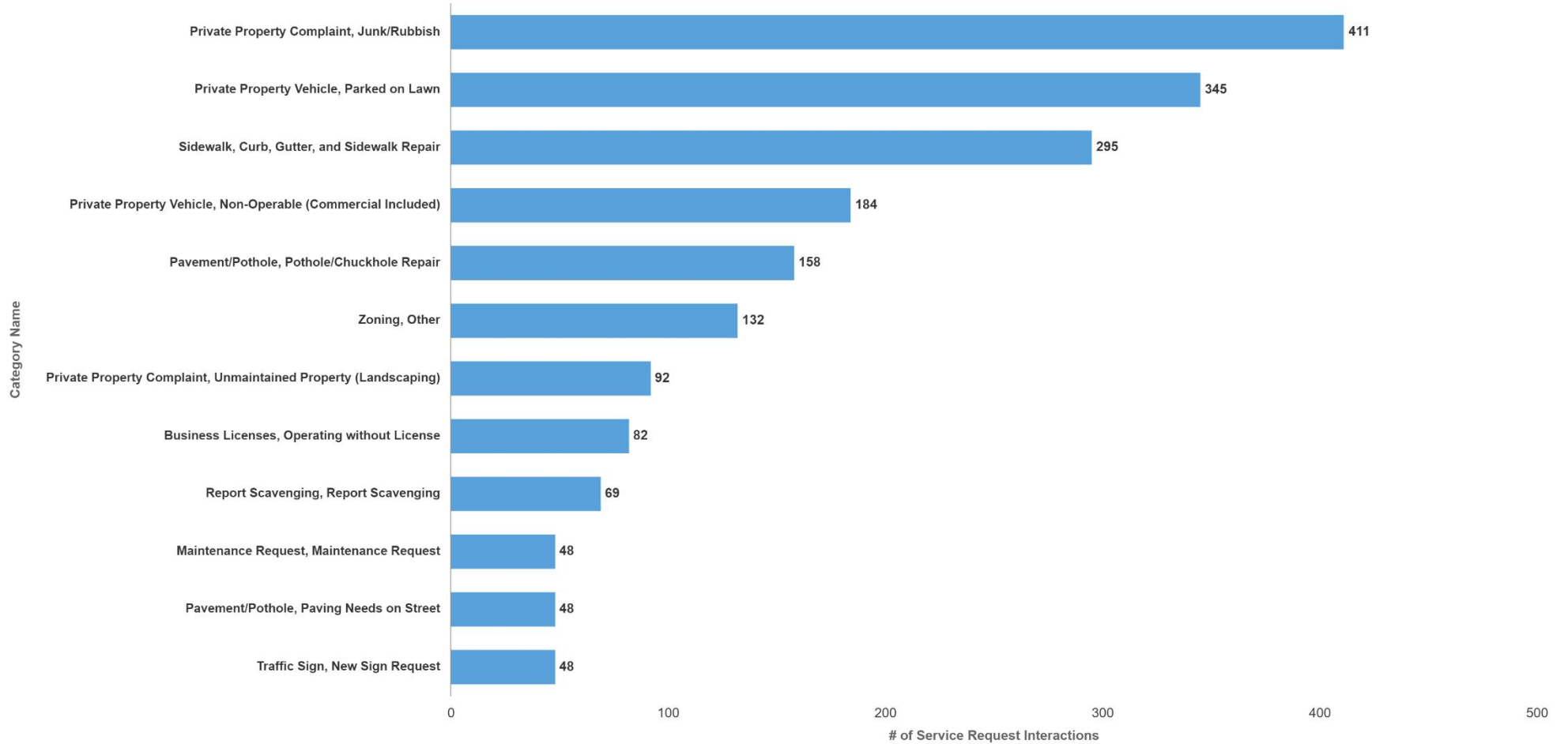
Top Unresolved Service Request Categories by District



Top Unresolved Service Request

Top 10 Unresolved Service Request Categories

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through June 30th

4,074

Interactions Closed this Month

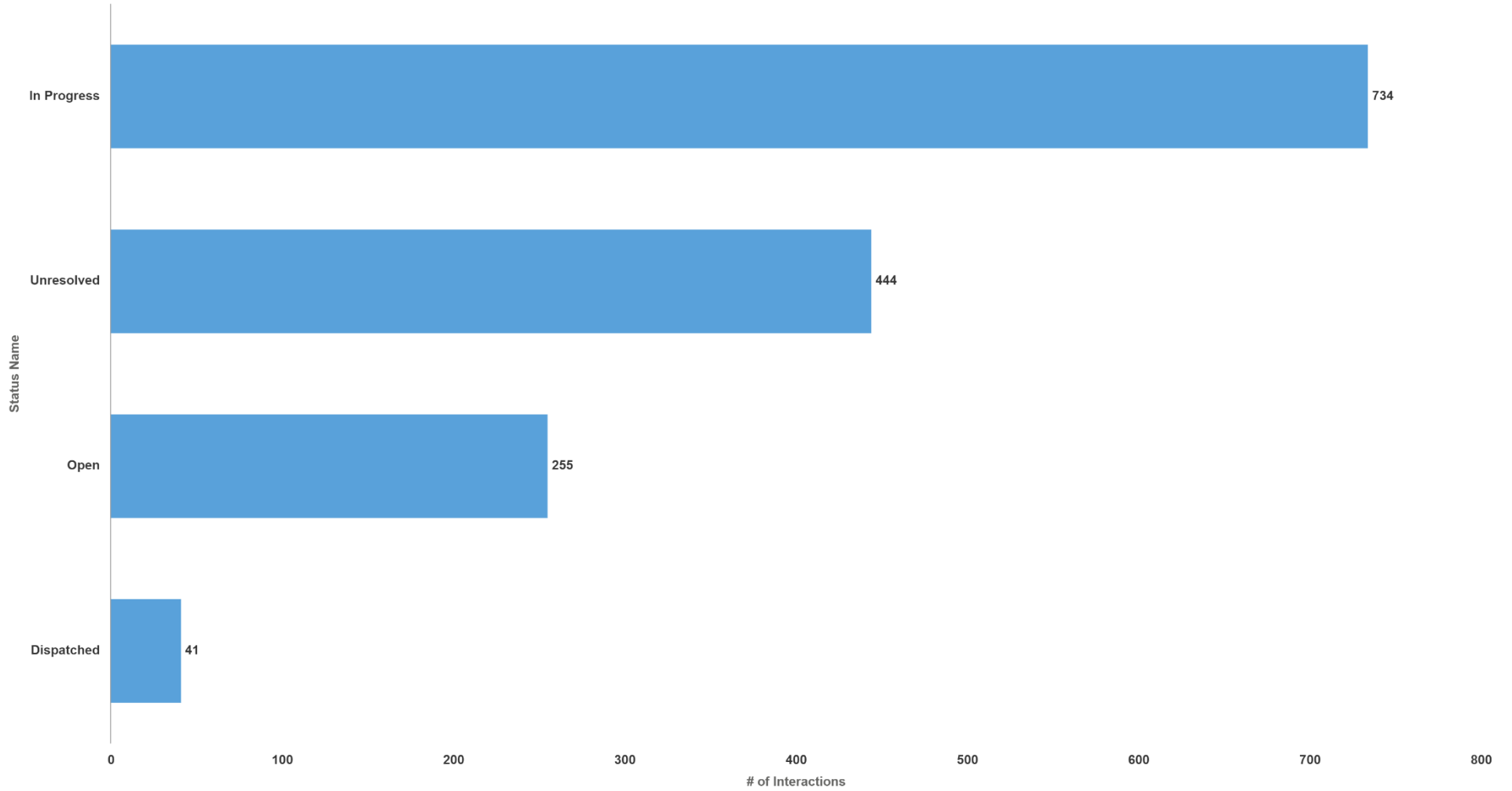
20,134

Monthly Interactions Not Closed

1,474

Monthly Interactions Not Closed by Status

Monthly Interactions Not Closed by Status



Board of Supervisor District Information

Service Requests Opened by District

June 2024

Monthly Service Request Interactions Opened

6,119

District 1 Serna
216
Service Request Interactions

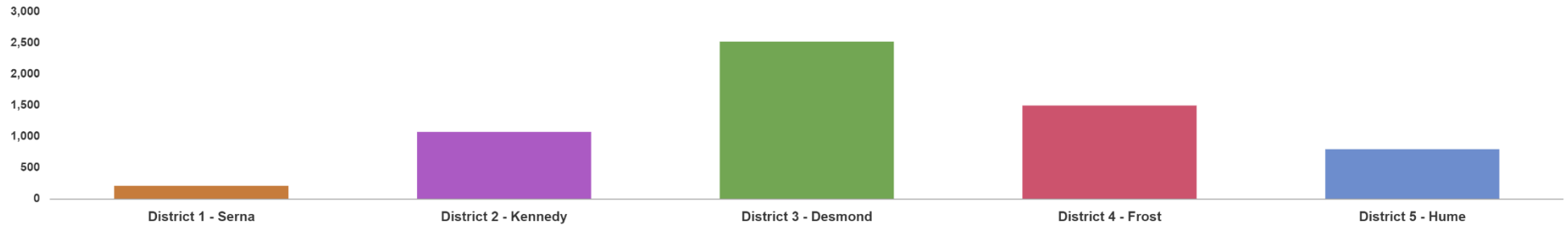
District 2 Kennedy
1,078
Service Request Interactions

District 3 Desmond
2,525
Service Request Interactions

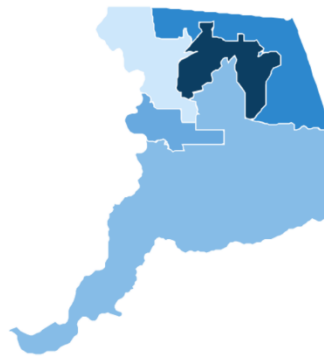
District 4 Frost
1,500
Service Request Interactions

District 5 Hume
800
Service Request Interactions

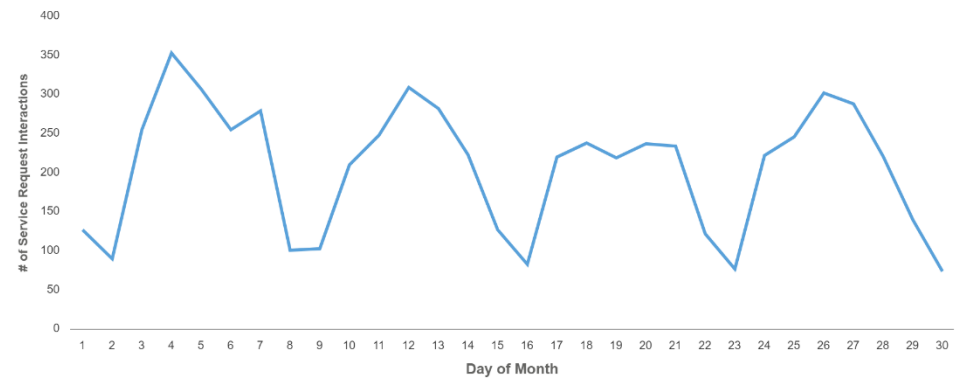
Service Request Interactions by District



Service Request Interactions by District Map



Service Request Interactions Created by Day of Month



Board of Supervisor District Information

Service Requests Closed by District

June 2024

Monthly Service Request Interactions Closed

6,174

District 1 Serna

249

Service Request Interactions

District 2 Kennedy

1,120

Service Request Interactions

District 3 Desmond

2,371

Service Request Interactions

District 4 Frost

1,647

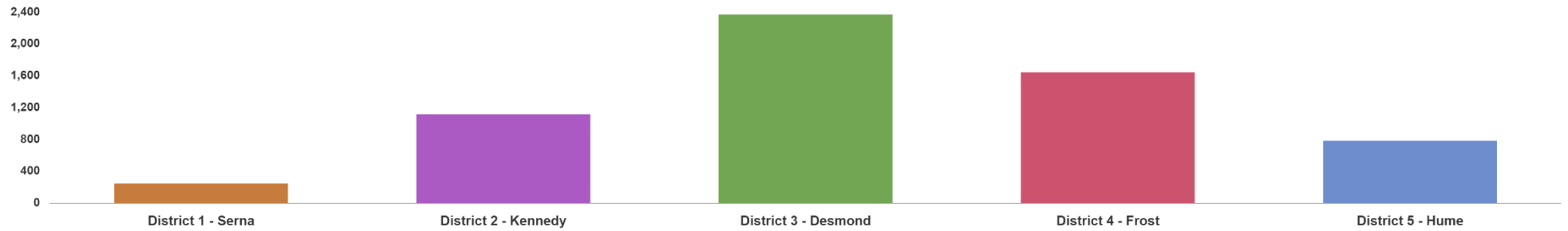
Service Request Interactions

District 5 Hume

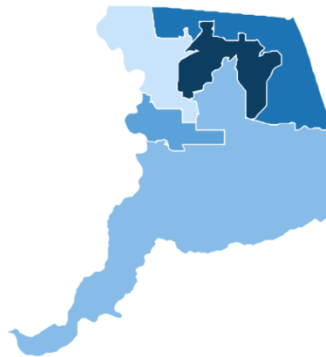
787

Service Request Interactions

Service Request Interactions by District

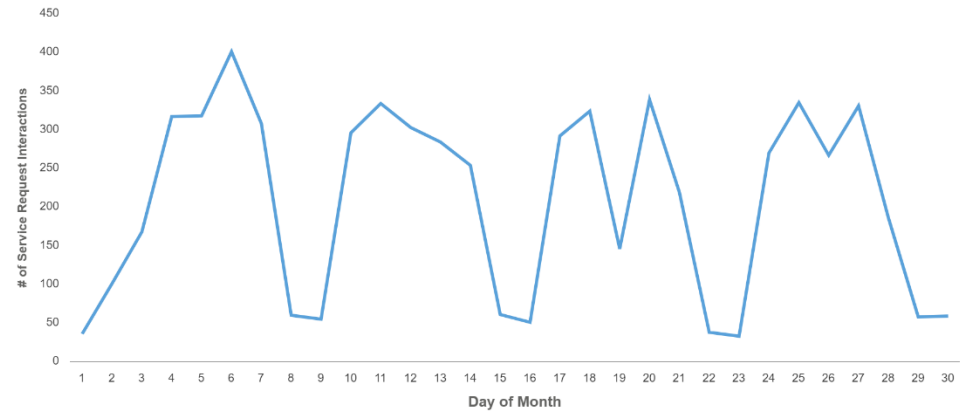


Service Request Interactions by District Map



District Name
Customer Service Repo
70 2K

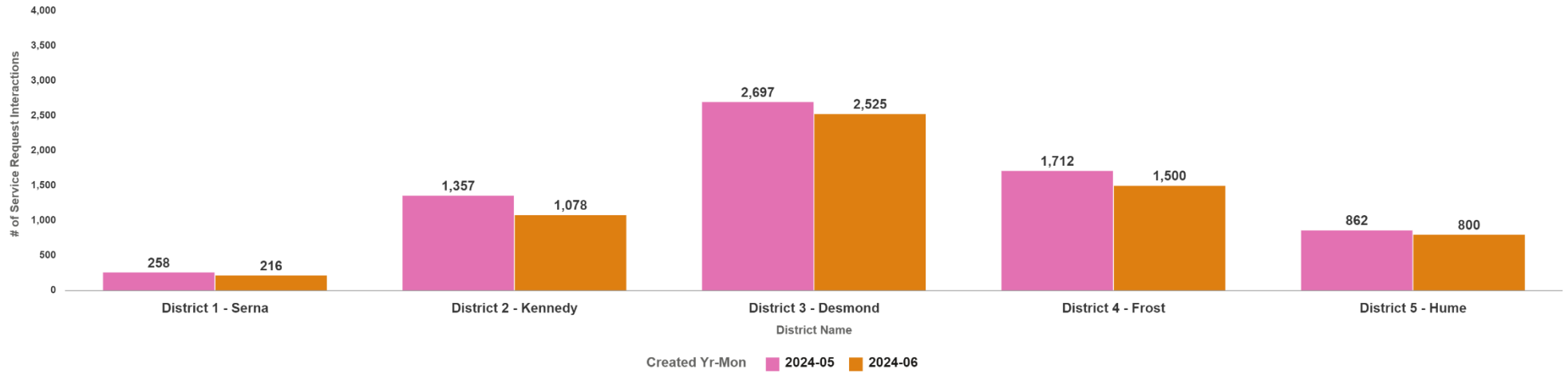
Service Request Interactions Closed by Day of Month



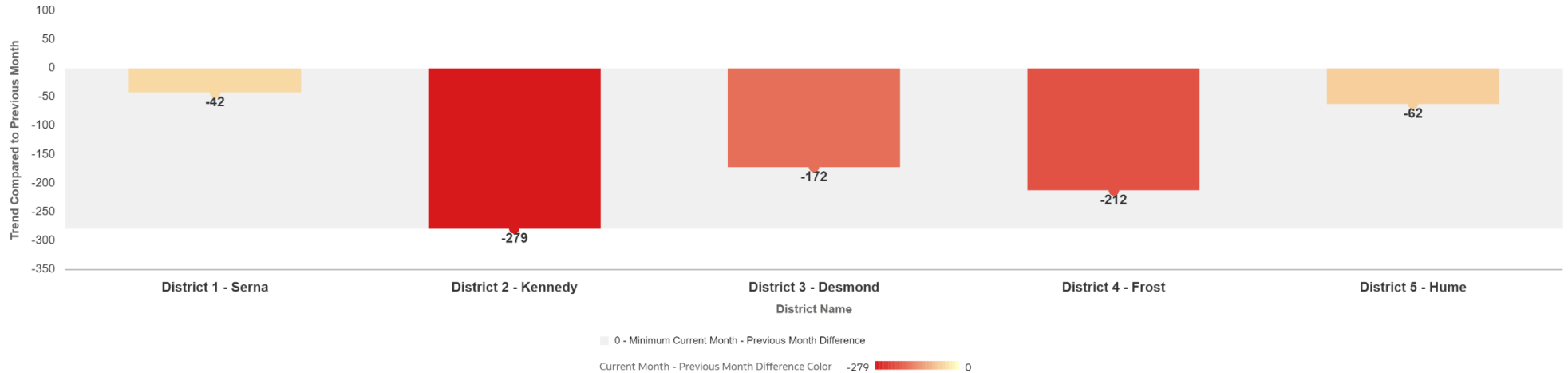
Board of Supervisors District Information

Previous Month Comparison of Service Request

Previous Month Comparison of Service Request interactions



Previous Month Trend of Service Request Interactions Per District

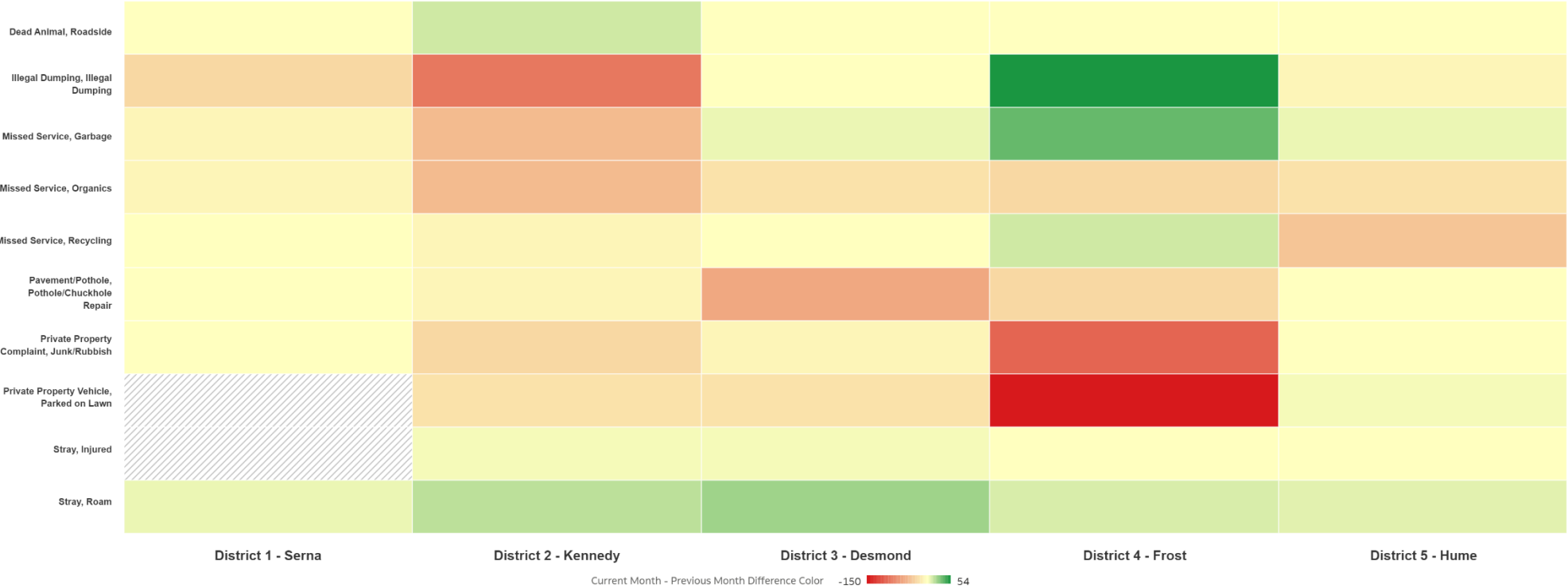


Previous Month Comparison (continued)

Monthly Comparison: Service Requests by District

District Name	2024-05	2024-06
	Service Request Map Count	Service Request Map Count
District 1 - Serna	258	216
District 2 - Kennedy	1,357	1,078
District 3 - Desmond	2,697	2,525
District 4 - Frost	1,712	1,500
District 5 - Hume	862	800

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



Previous Month Comparison (continued)

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

Top 10 Customer Service Report Interactions by Category Level 2 Name,

Cat2, Cat3	District 1 - Serna	District 2 - Kennedy	District 3 - Desmond	District 4 - Frost	District 5 - Hume	Grand Total
	Current Month - Previous Month Difference 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	
Stray, Roam	4	15	23	8	6	56
Dead Animal, Roadside	-1	12	-3	0	0	8
Missed Service, Garbage	-5	-42	5	37	5	0
Stray, Injured		2	3	1	-5	-2
Missed Service, Recycling	-1	-4	-1	12	-35	-29
Illegal Dumping, Illegal Dumping	-25	-90	0	54	-9	-70
Pavement/Pothole, Pothole/Chuckhole Repair	-3	-6	-55	-25	-1	-90
Missed Service, Organics	-5	-42	-19	-25	-19	-110
Private Property Complaint, Junk/Rubbish	1	-25	-4	-100	1	-127
Private Property Vehicle, Parked on Lawn		-19	-17	-150	2	-185
Grand Total	-41	-199	-68	-188	-53	-549

Board of Supervisor District Analysis

District 1

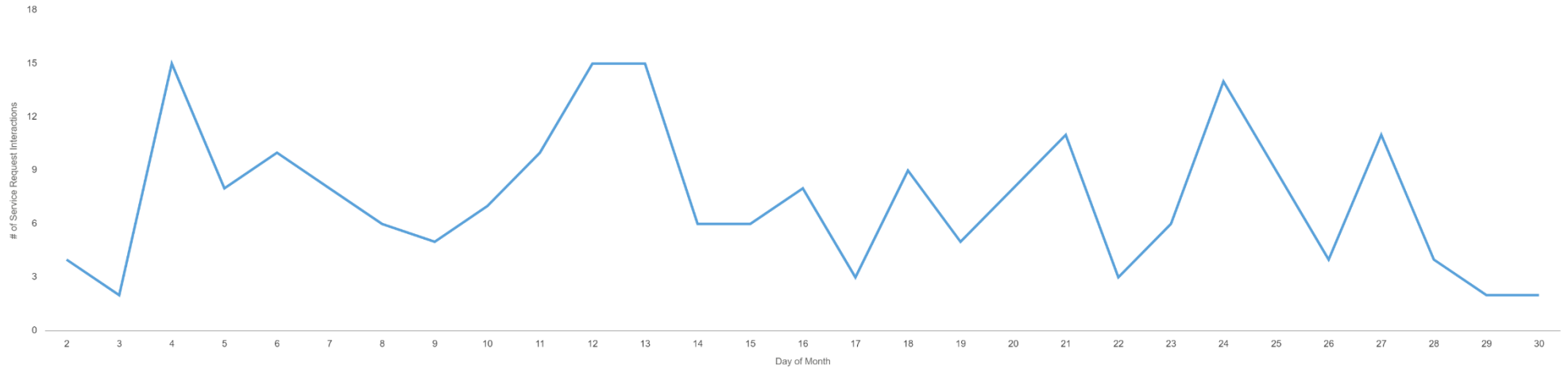
Service Requests Created

216

Service Requests Closed

180

Service Request Interactions Created by Day of Month



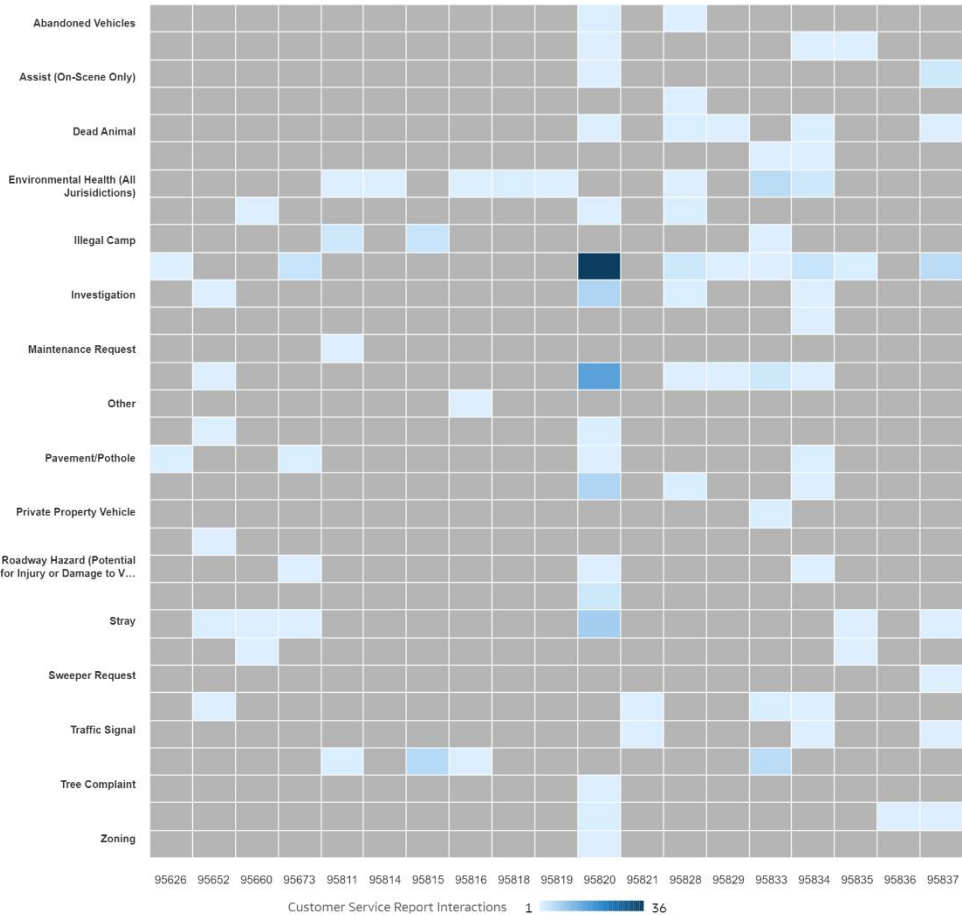
District Name, Customer Service Report Interactions



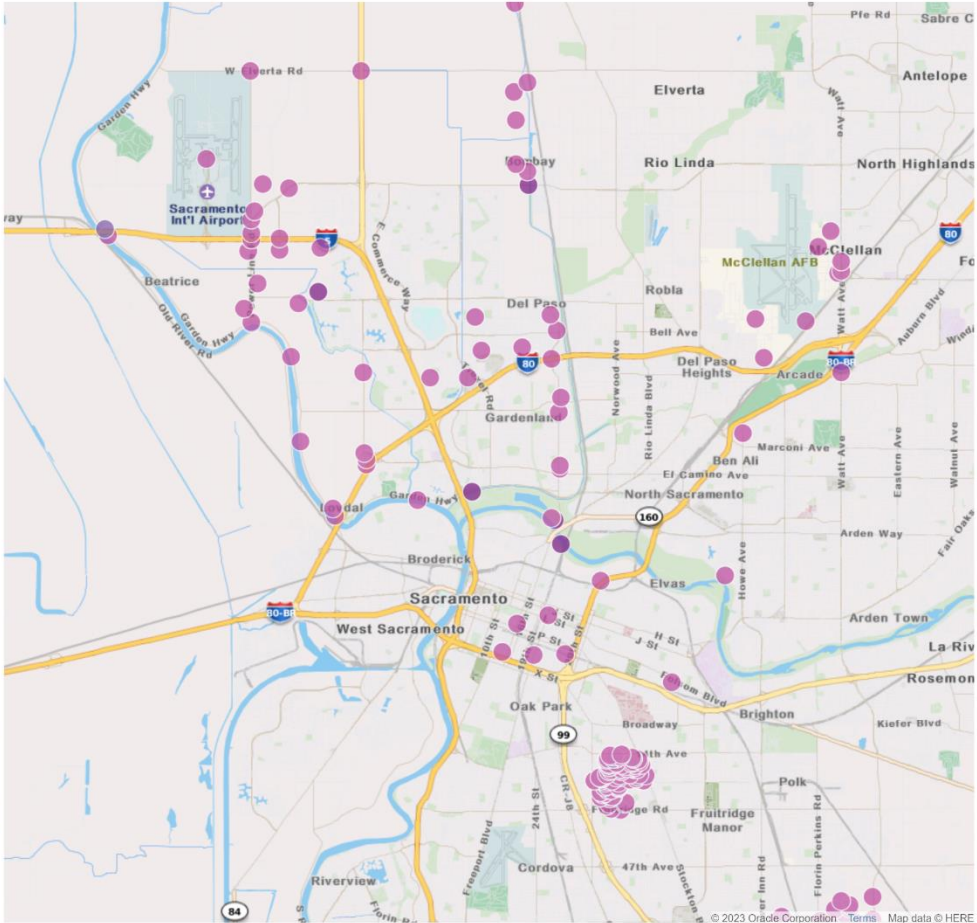
Board of Supervisor District Analysis

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

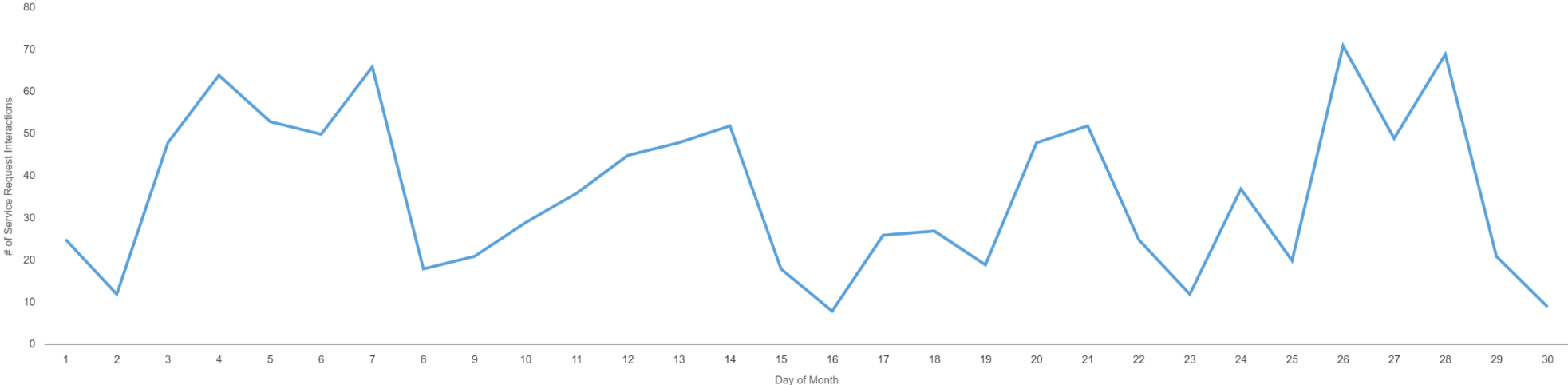
Service Requests Created

1,078

Service Requests Closed

831

Service Request Interactions Created by Day of Month



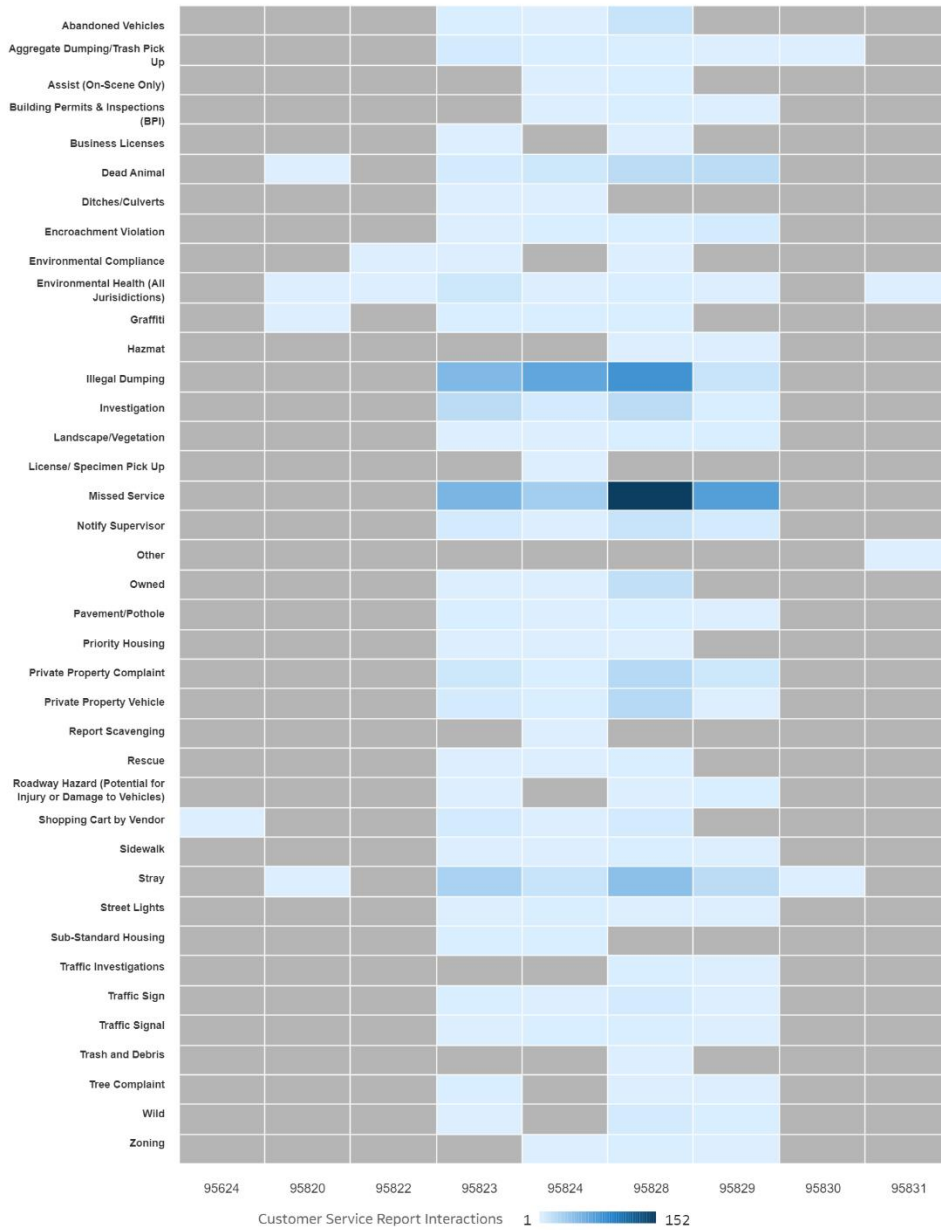
District Name, Customer Service Report Interactions



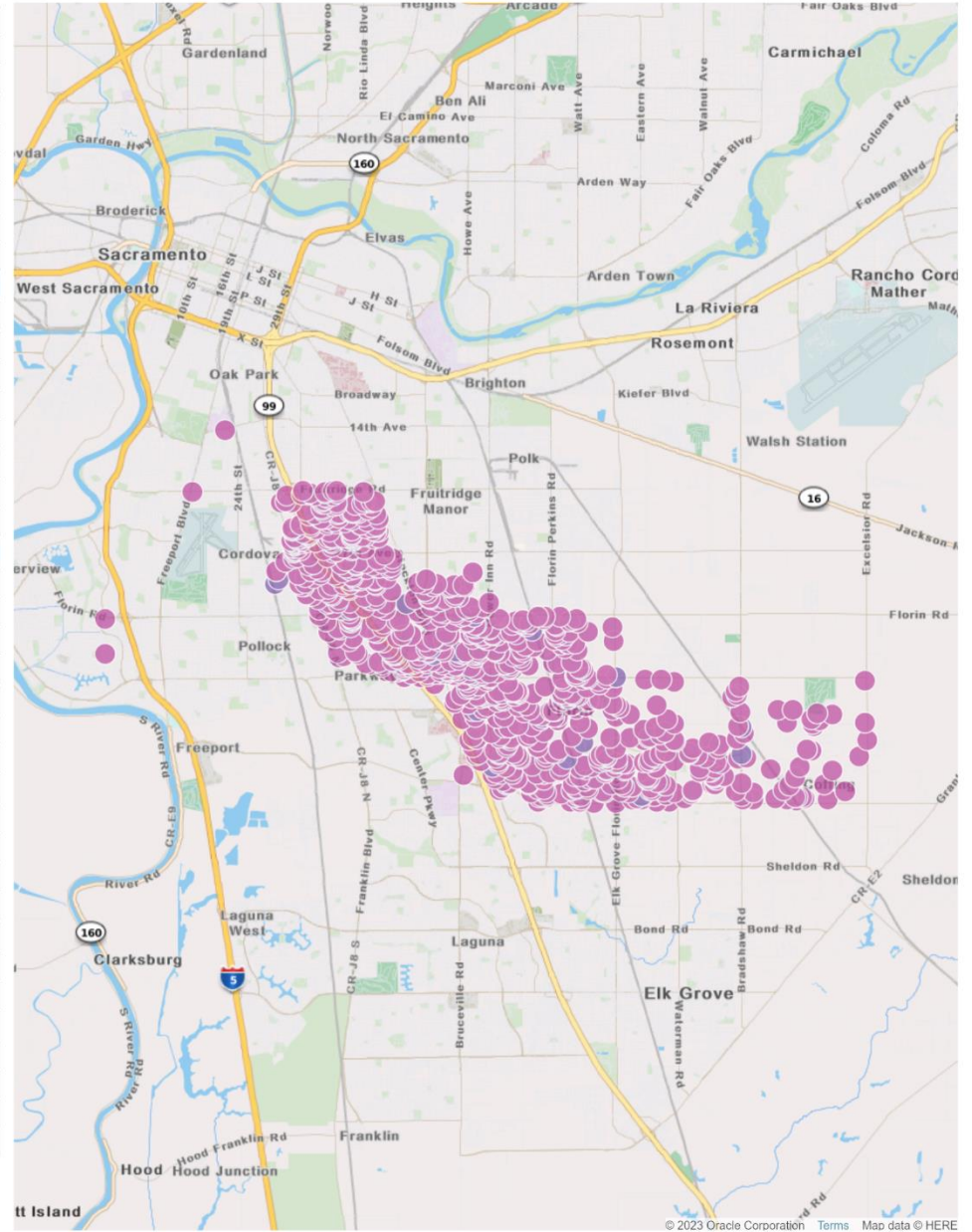
Board of Supervisor District Analysis

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

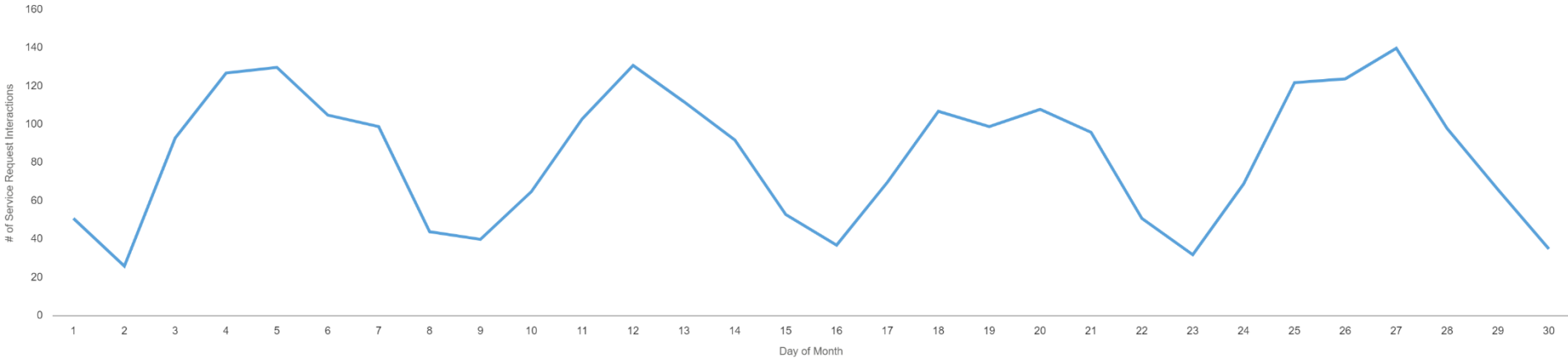
Service Requests Created

2,525

Service Requests Closed

1,808

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions



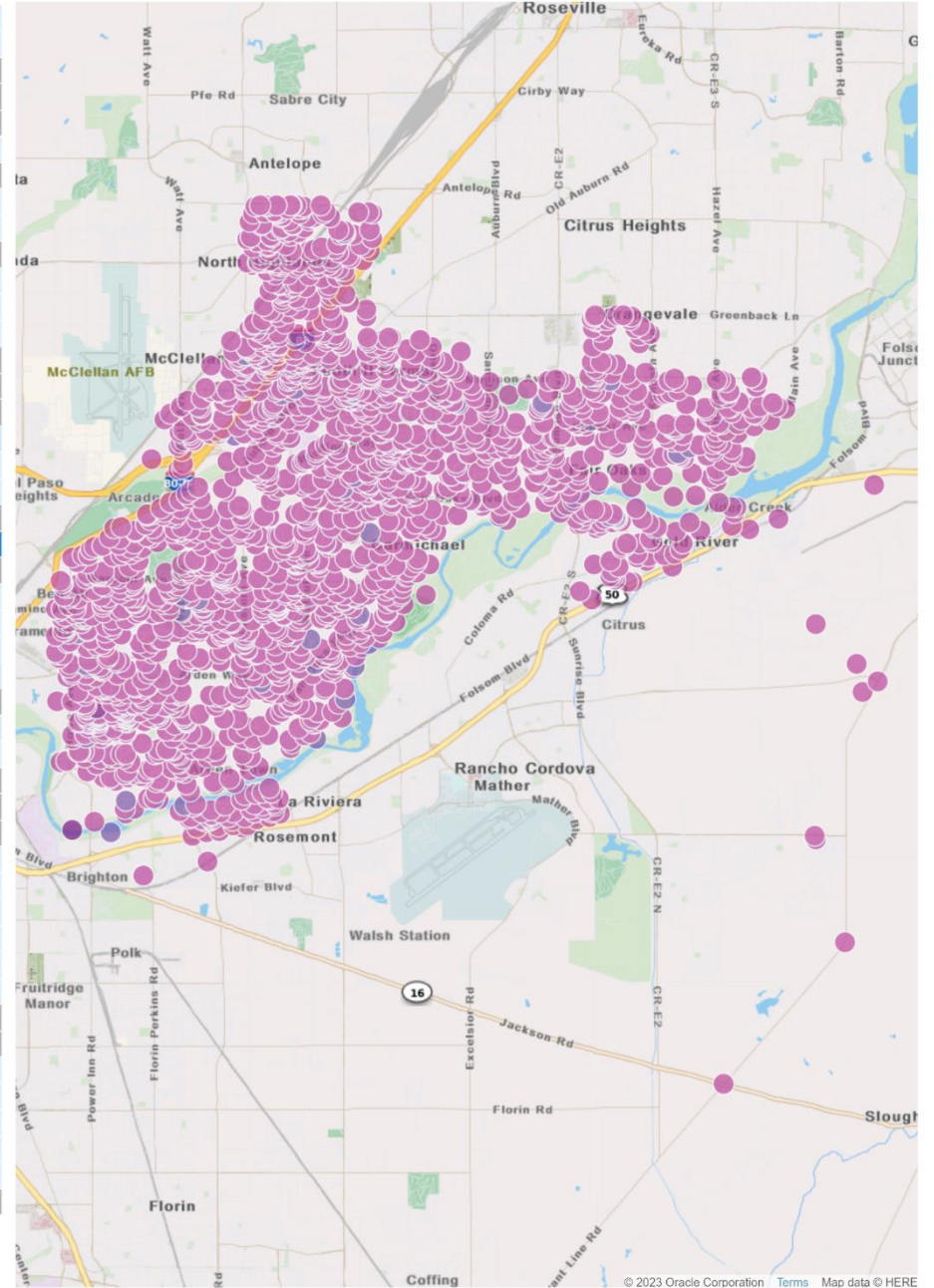
Board of Supervisor District Analysis

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

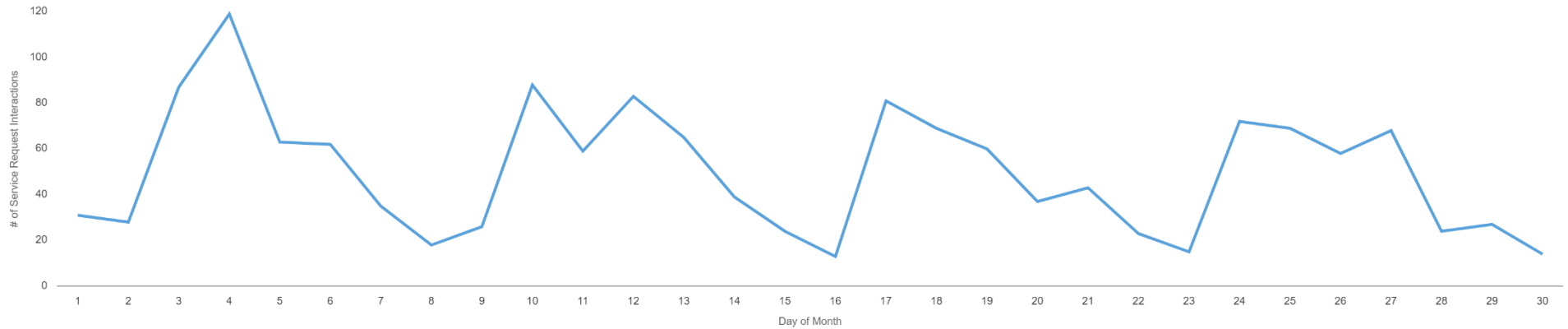
Service Requests Created

1,500

Service Requests Closed

1,178

Service Request Interactions Created by Day of Month



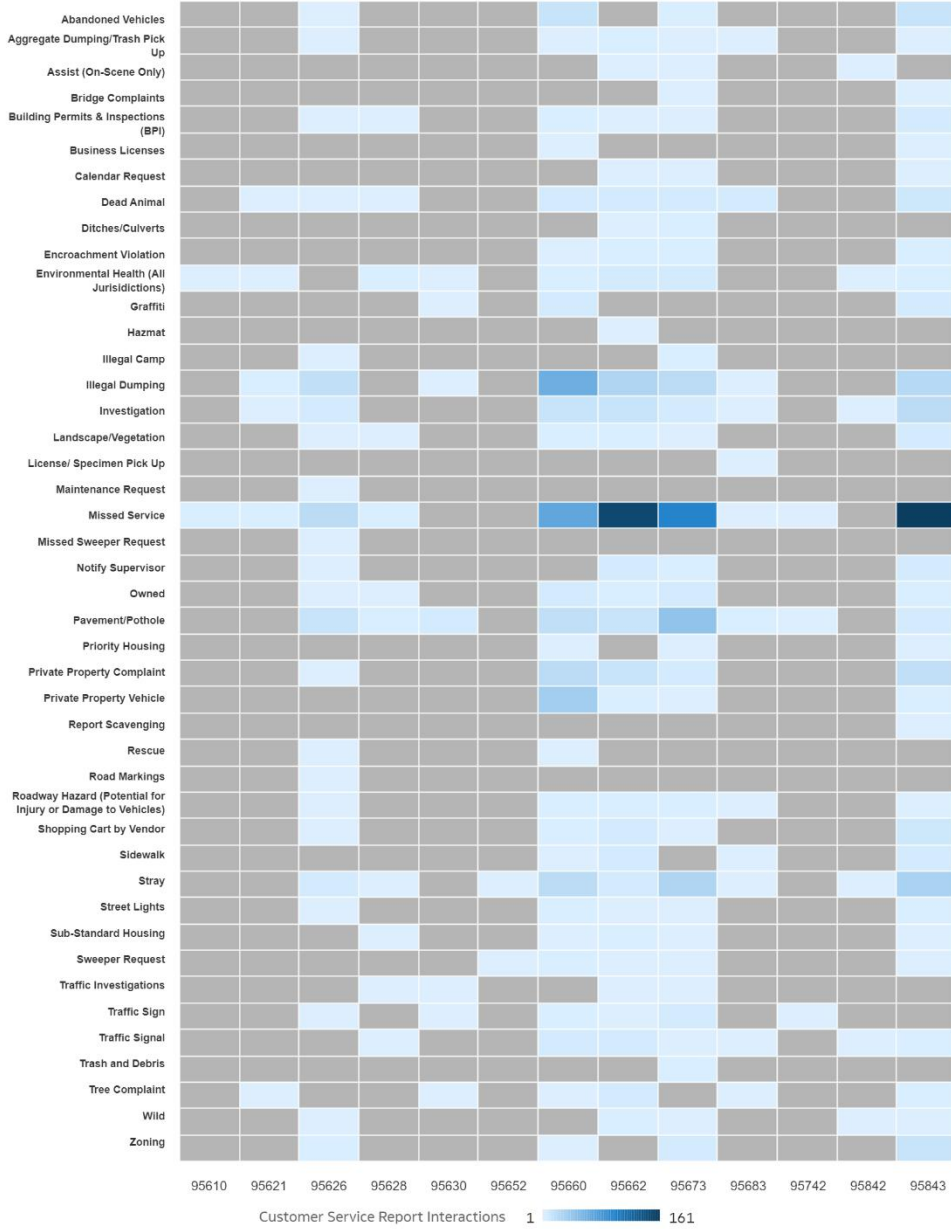
District Name, Customer Service Report Interactions



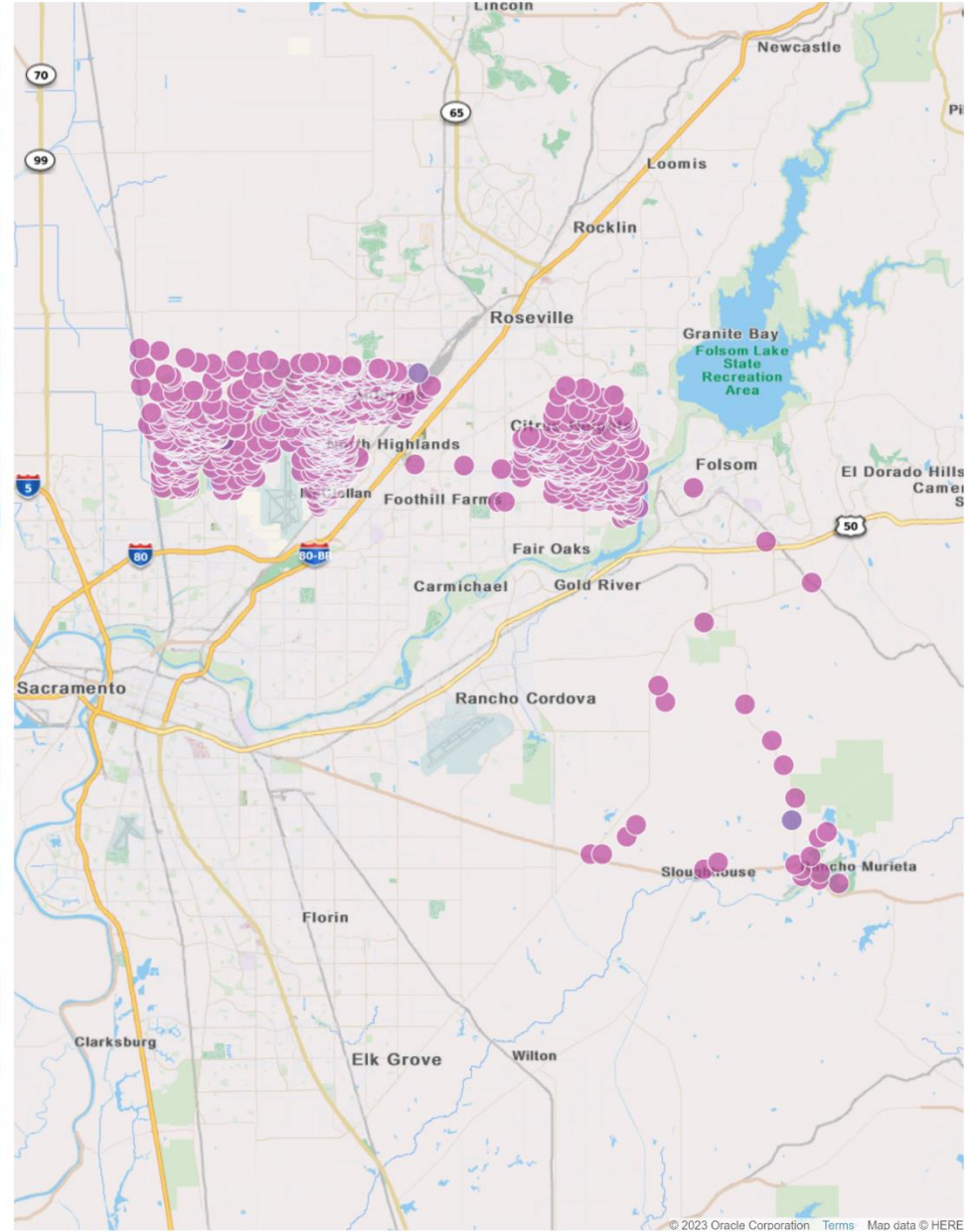
Board of Supervisor District Analysis

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

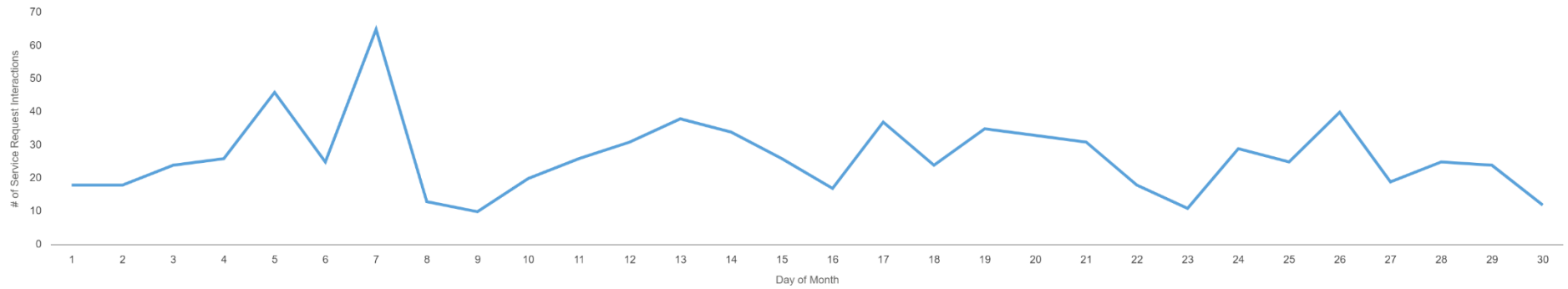
Service Requests Created

800

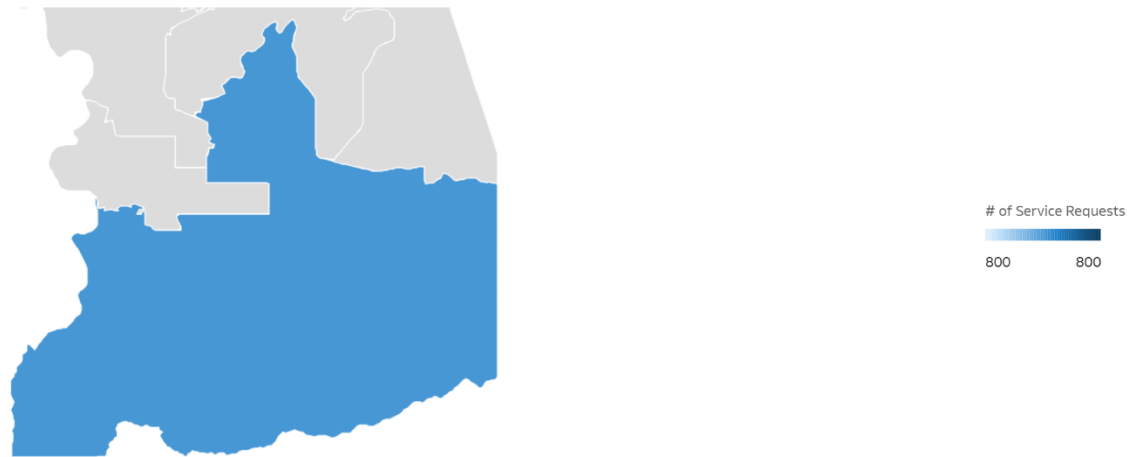
Service Requests Closed

643

Service Request Interactions Created by Day of Month



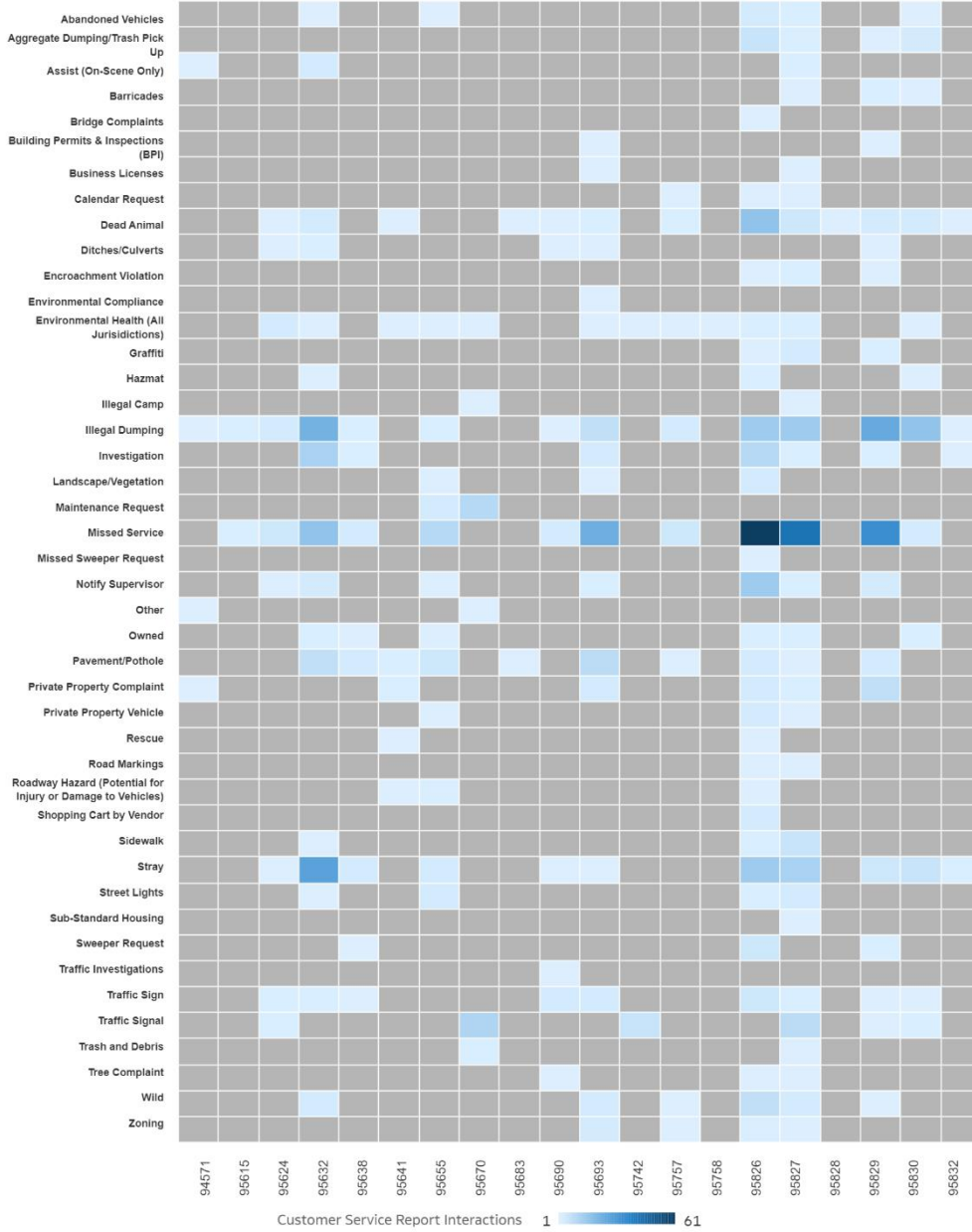
District Name, Customer Service Report Interactions



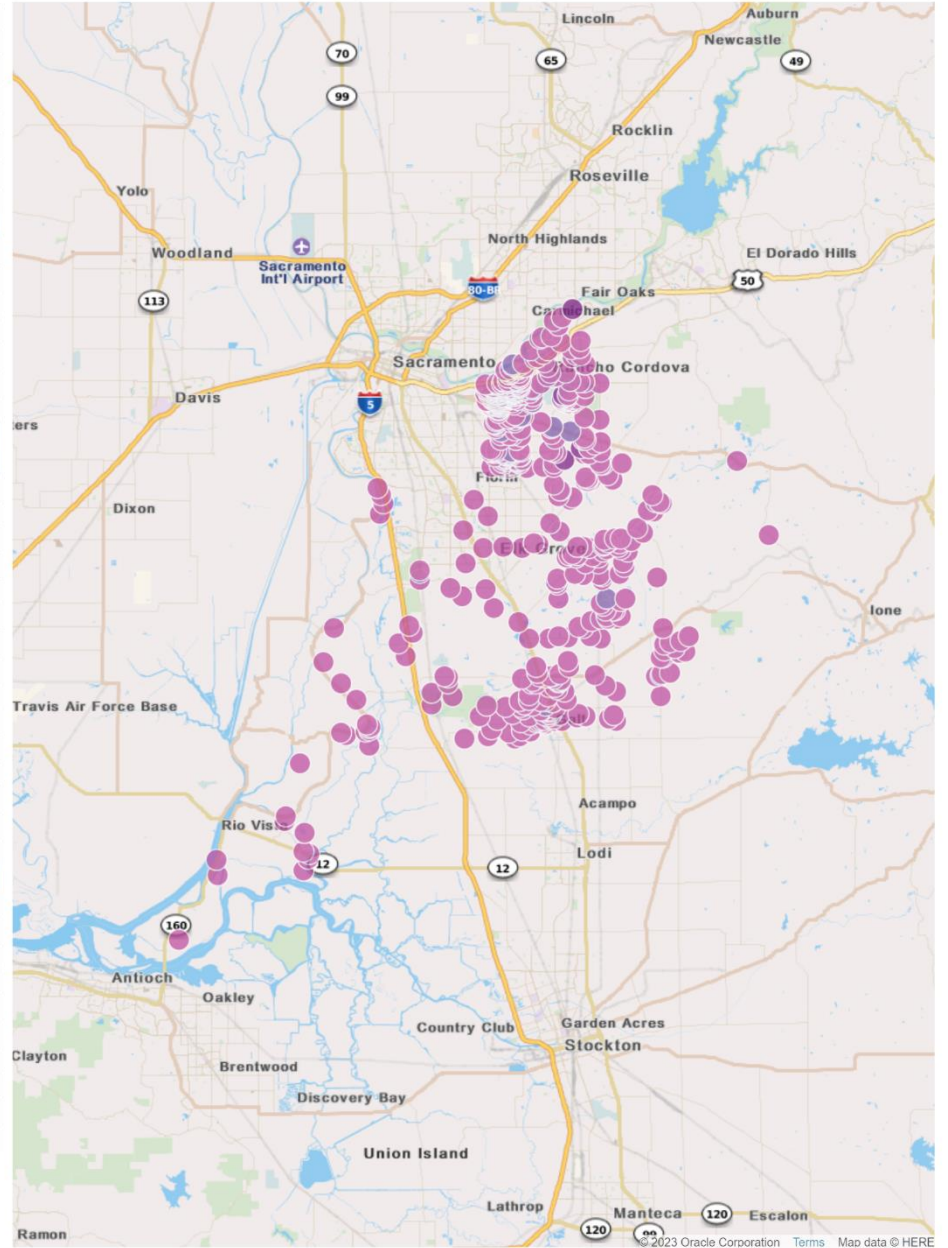
Board of Supervisor District Analysis

District 5 (continued)

Service Request Interactions by Category Per Zip Code



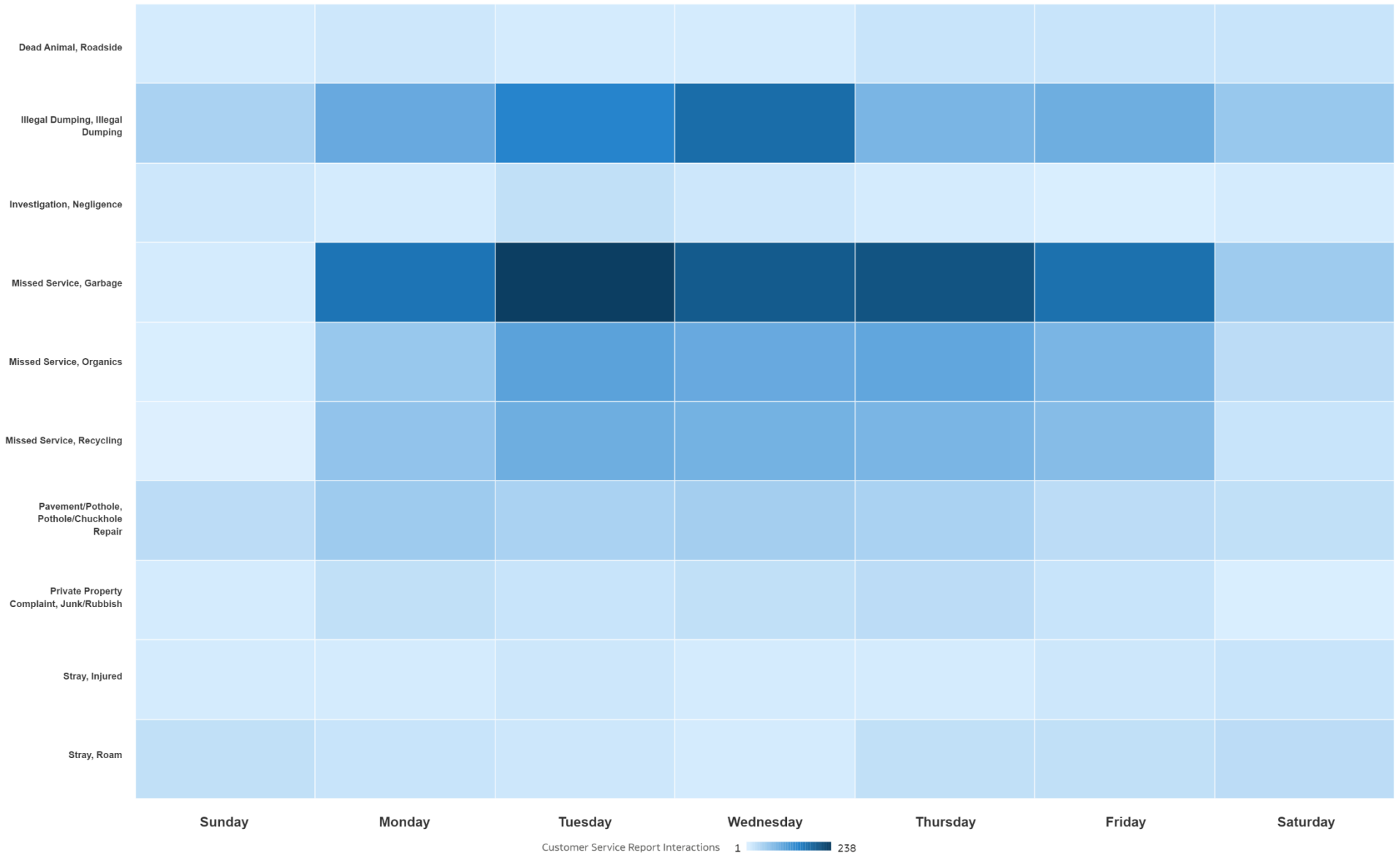
Service Request Interactions Mapped by Selected Zip Code



Aging of Open Requests

Top Service Requests Open by Day

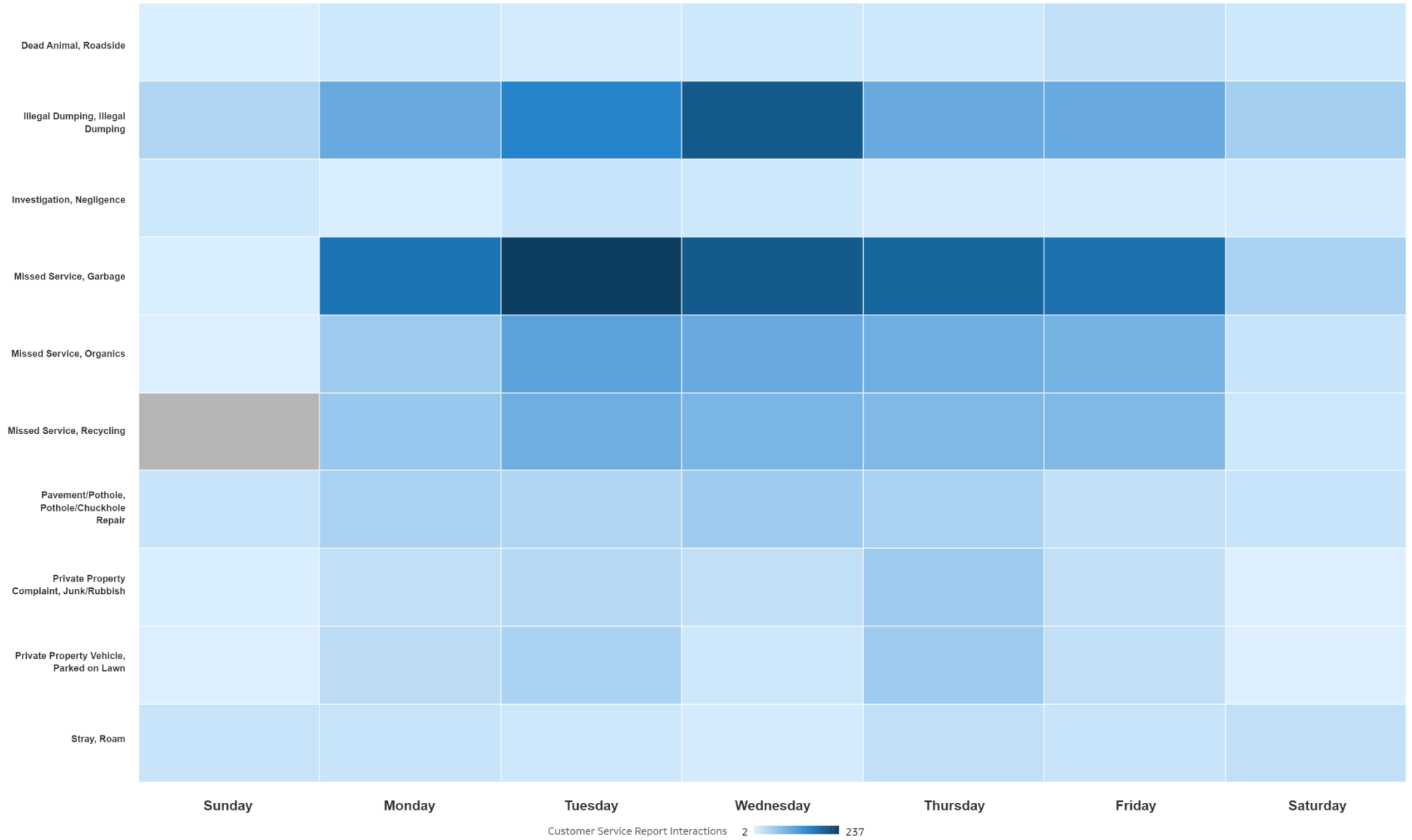
Opened Service Request Interactions by Category Per Day of Week



Aging of Open Requests

Top Service Requests Closed by Day

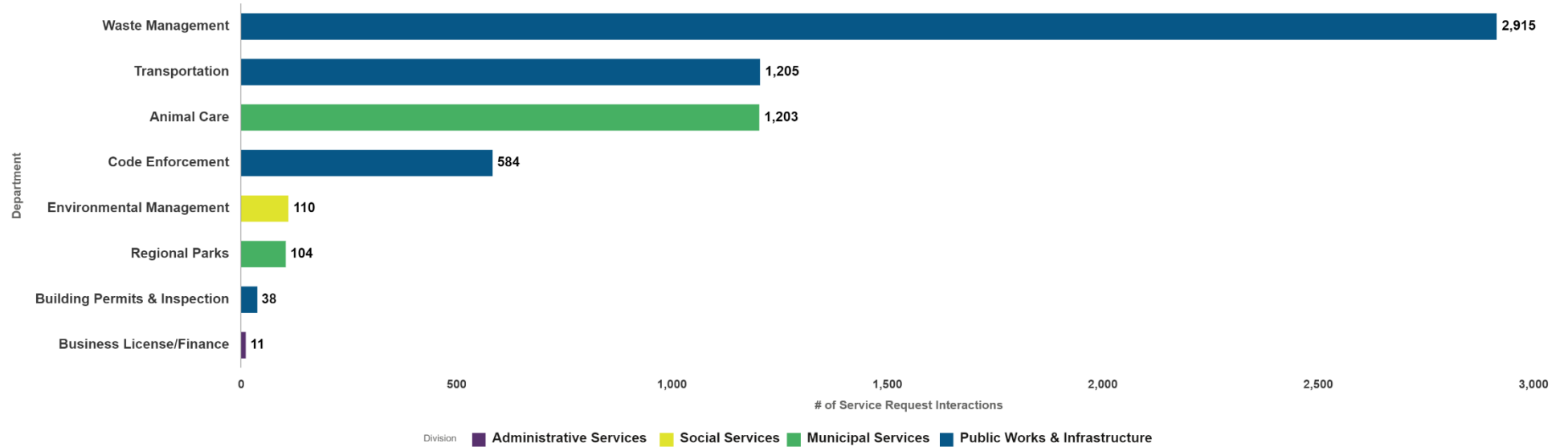
Closed Service Request Interactions by Category Per Day of Week



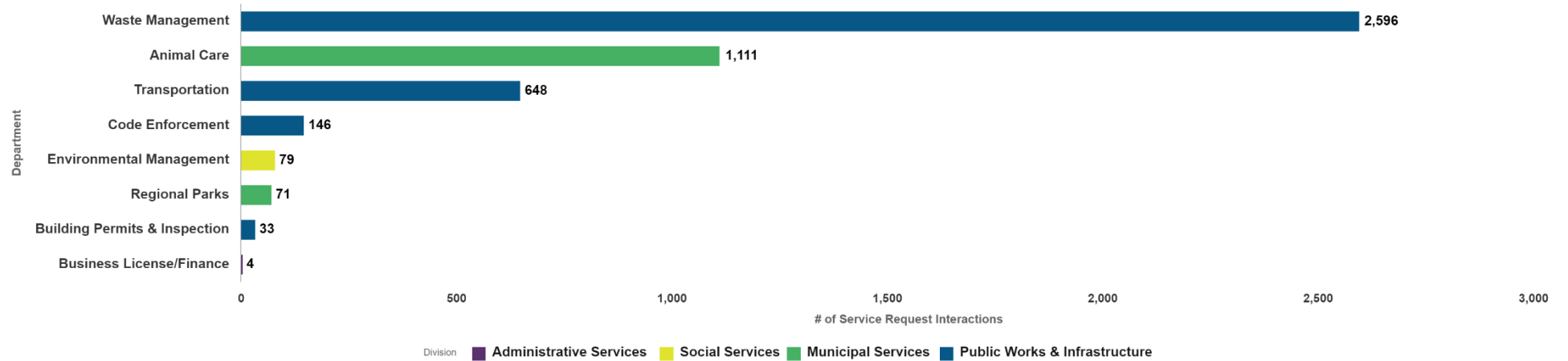
Aging of Open Requests

Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



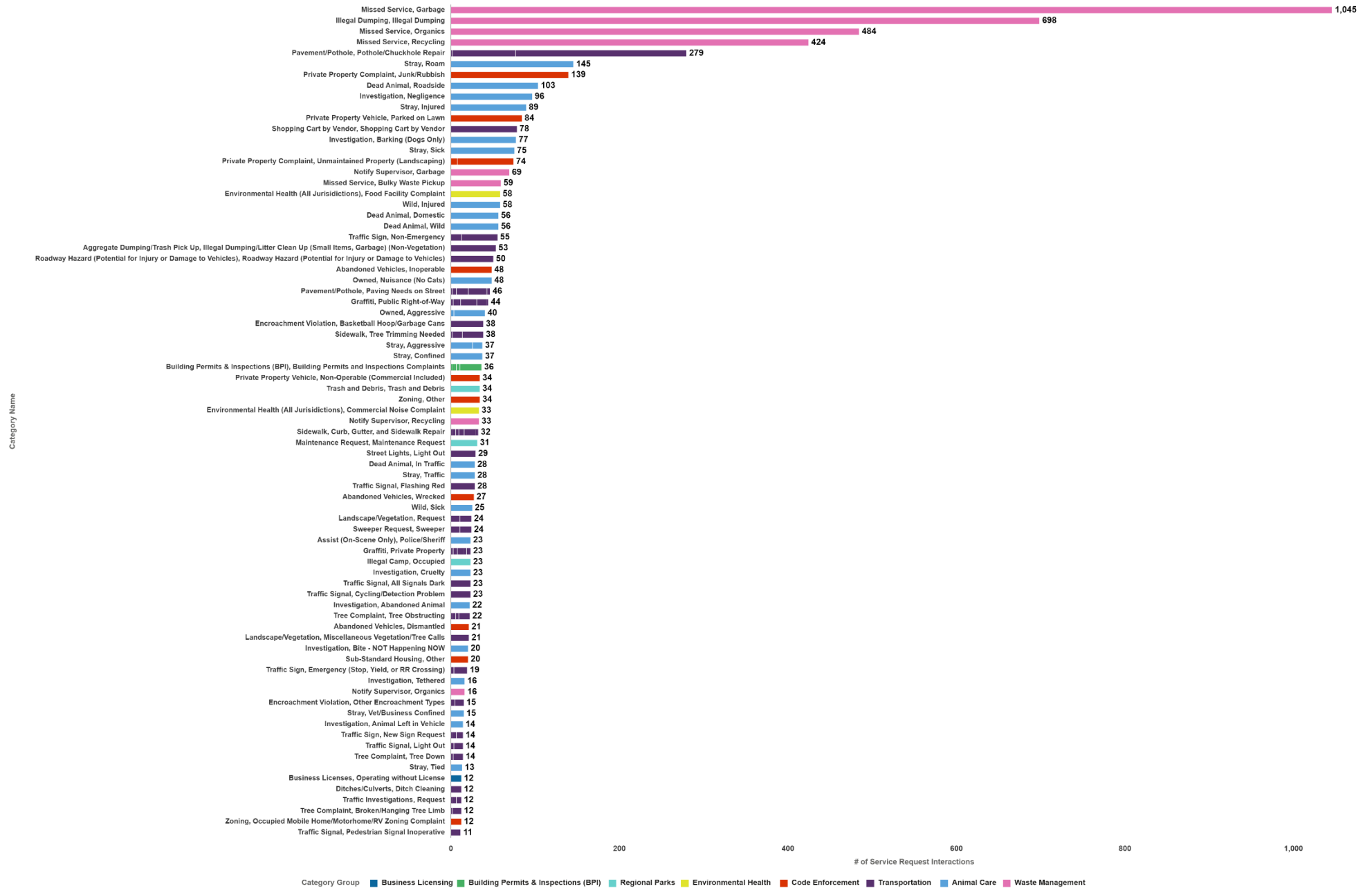
Service Request Interactions Closed by Department, Division



Aging of Open Requests

Greater Than 10 Service Requests

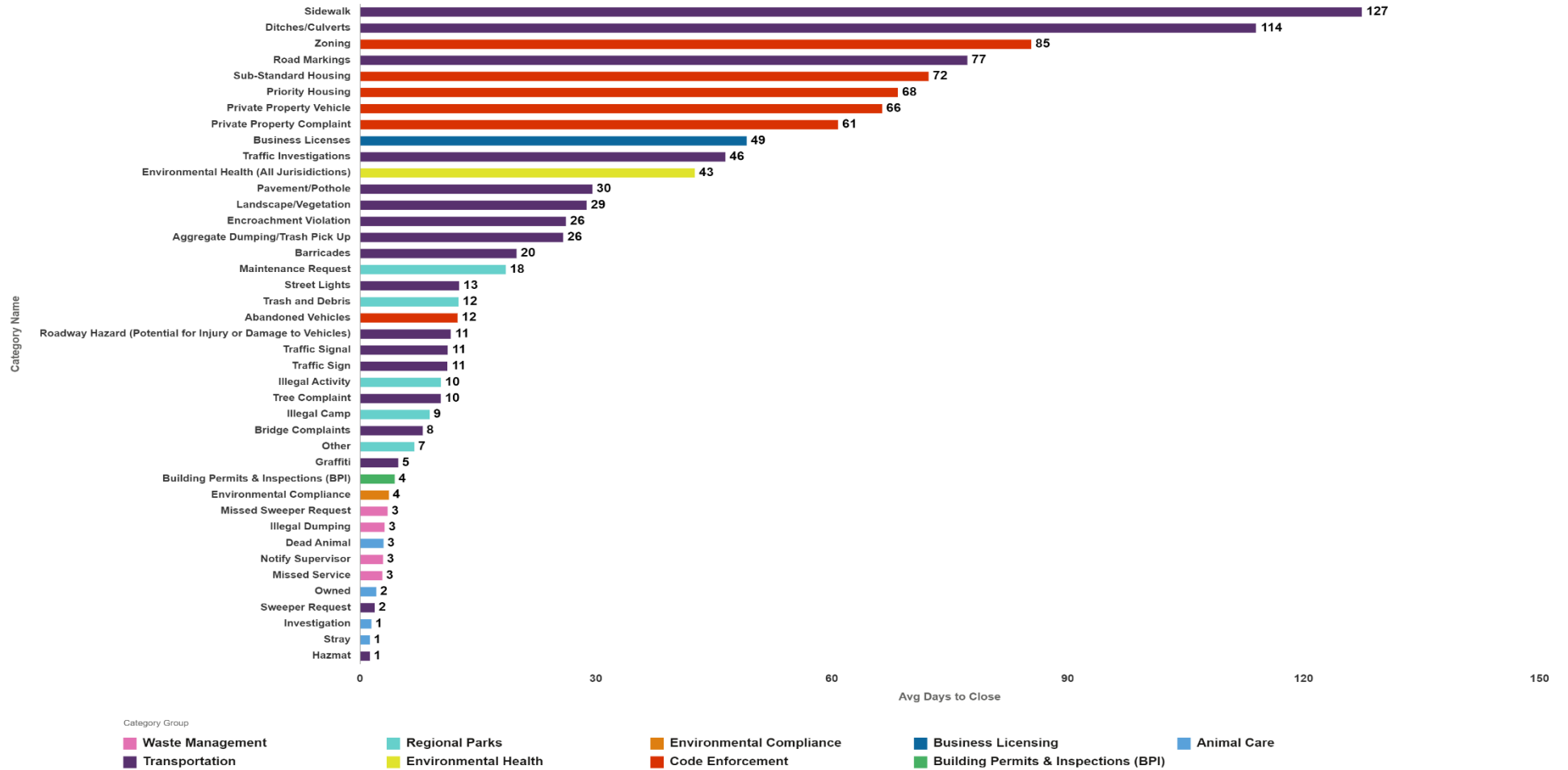
Service Request Interactions (>10 requests) by Category, Group



Aging of Open Requests

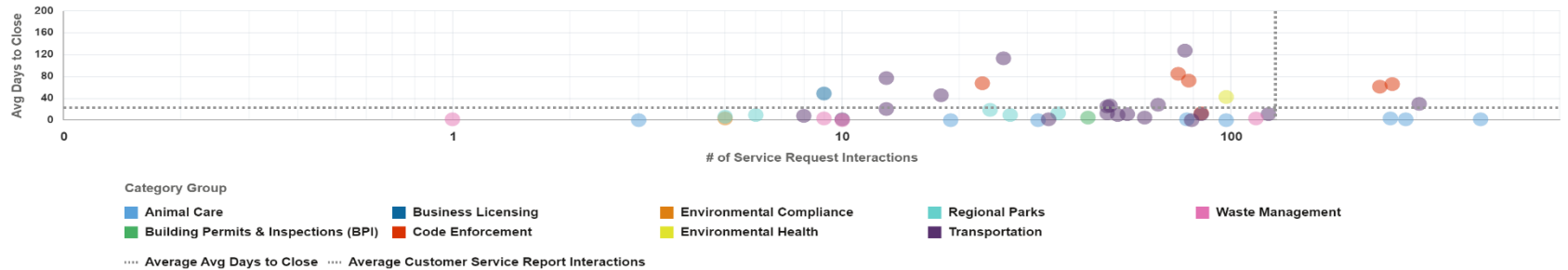
Average Days to Close Service Requests

Avg Days to Close by Category Name, Group



15.22

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

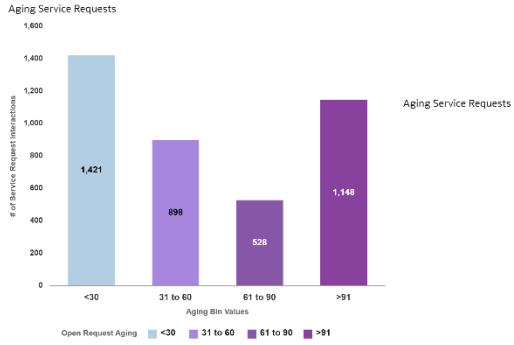
Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Waste Management	Calendar Request	10	0.00
Animal Care	Rescue	19	0.07
Animal Care	Wild	97	0.13
Animal Care	Assist (On-Scene Only)	32	0.18
Transportation	Shopping Cart by Vendor	79	0.26
Animal Care	License/ Specimen Pick Up	3	0.80
Waste Management	Report Scavenging	1	0.97
Transportation	Hazmat	10	1.22
Animal Care	Stray	438	1.22
Animal Care	Investigation	281	1.42
Transportation	Sweeper Request	34	1.84
Animal Care	Owned	77	2.04
Waste Management	Missed Service	1,949	2.79
Waste Management	Notify Supervisor	116	2.88
Animal Care	Dead Animal	257	2.96
Waste Management	Illegal Dumping	779	3.10
Waste Management	Missed Sweeper Request	9	3.47
Environmental Compliance	Environmental Compliance	5	3.65
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	43	4.38
Transportation	Graffiti	60	4.82
Regional Parks	Other	5	6.88
Transportation	Bridge Complaints	8	7.94
Regional Parks	Illegal Camp	27	8.84
Transportation	Tree Complaint	51	10.23

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Transportation	Traffic Sign	84	11.06
Transportation	Traffic Signal	125	11.10
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	54	11.49
Code Enforcement	Abandoned Vehicles	84	12.37
Regional Parks	Trash and Debris	36	12.48
Transportation	Street Lights	48	12.56
Regional Parks	Maintenance Request	24	18.48
Transportation	Barricades	13	19.88
Transportation	Aggregate Dumping/Trash Pick Up	48	25.80
Transportation	Encroachment Violation	49	26.14
Transportation	Landscape/Vegetation	65	28.78
Transportation	Pavement/Pothole	305	29.50
Environmental Health	Environmental Health (All Jurisdictions)	97	42.54
Transportation	Traffic Investigations	18	46.42
Business Licensing	Business Licenses	9	49.13
Code Enforcement	Private Property Complaint	241	60.76
Code Enforcement	Private Property Vehicle	259	66.35
Code Enforcement	Priority Housing	23	68.36
Code Enforcement	Sub-Standard Housing	78	72.27
Transportation	Road Markings	13	77.20
Code Enforcement	Zoning	73	85.31
Transportation	Ditches/Culverts	26	113.89
Transportation	Sidewalk	76	127.34

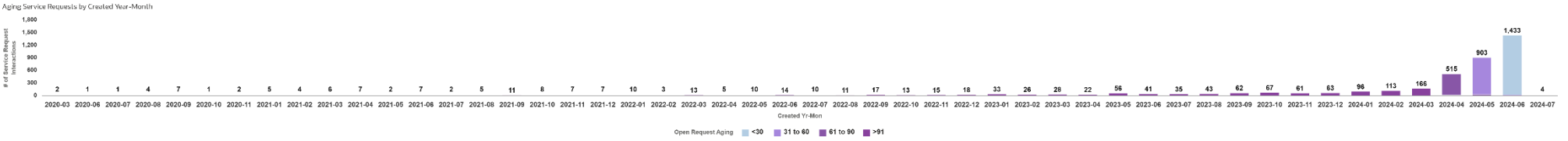
Aging of Open Requests

Select As Of Date

No Variables found in this project.

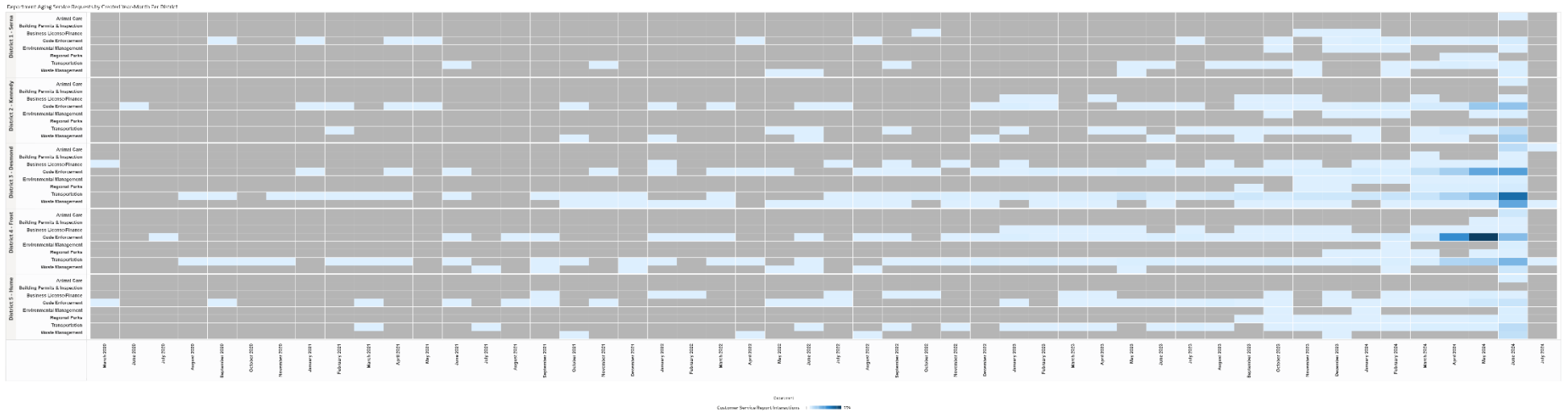


Open Request Aging	Customer Service Report Interactions
<30	1,421
31 to 60	898
61 to 90	528
>91	1,148



Aging of Open Requests

Department Aging Requests by Month Created Per District



Dispatch Service Definition

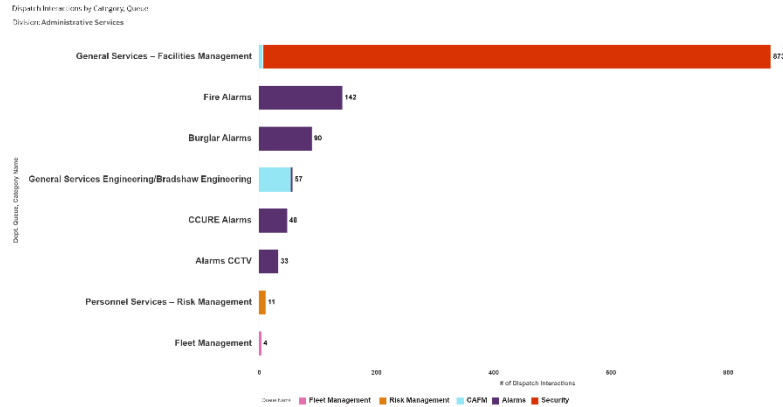
The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides immediate notification to departmental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

Acronym Glossary

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

Dispatch Service Request

Administrative Services

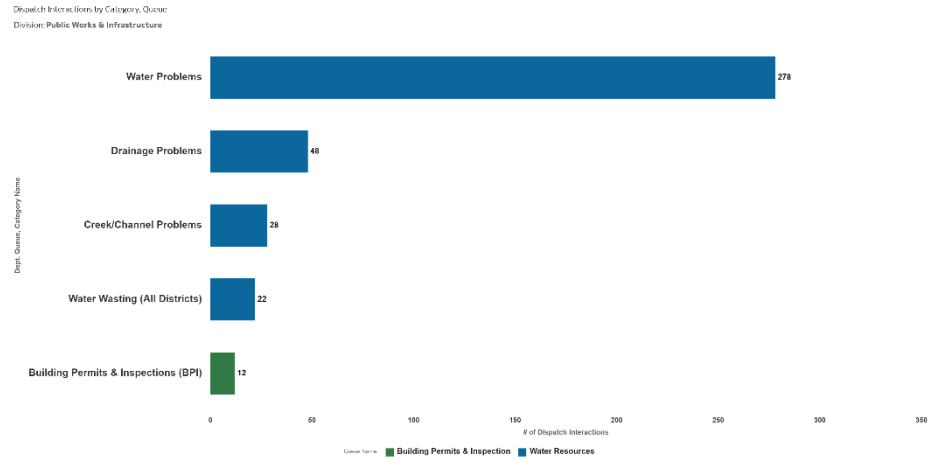


Service Definitions

General Services Engineering/Bradshaw Engineering	Dispatch Services for Downtown and Bradshaw Facility Engineers to respond for fire/environmental alarms, generator testing, electrical, plumbing issues in county maintained buildings, etc.
General Services Facilities Management	Dispatch Services for Facilities Management staff such as engineer (alarms, reported issues), janitorial, electrical, plumbing, CCURE card readers, etc.
Fleet Management	Dispatch Services for Fleet Management regarding County employees in County issued vehicles and Emergency/Non-Emergency Fuel Pump Stations
Fire Alarms	Dispatch Services for fire alarm/activation or system testing within county-owned/leased facilities for engineer/alarm technician response
CCURE Alarms	Dispatch Services for CCURE alarm/activation or badging issues within county-owned buildings, CCURE card reader, badge access, panic alarms, etc.
Burglar Alarms	Dispatch Services for burglary alarm/activation or system testing within county-owned leased facilities for security unit response
Alarms CCTV	Dispatch Services for Law Enforcement, Alarm Technicians, Property Responsible based on received audible alarms or visual video footage being monitored by the call center staff 24/7 for site intrusions or strange activity observed.
Personnel Services Risk Management	Dispatch Services for county vehicle accident/towing services, claims, etc.

Dispatch Services Request

Community Service

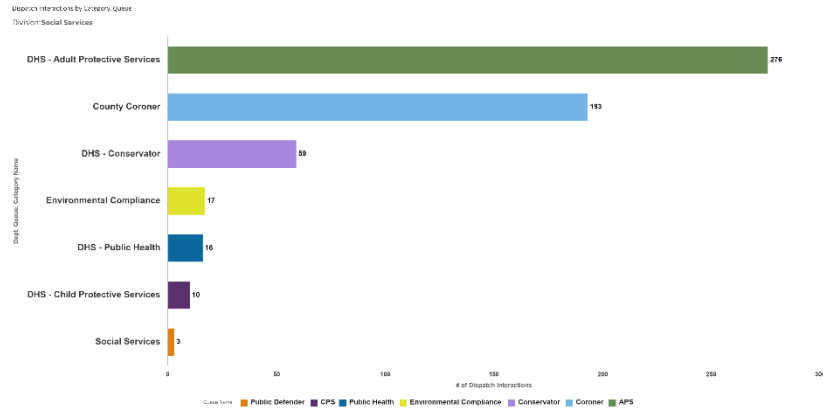


Service Definitions

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

Dispatch Services Request

Social Services

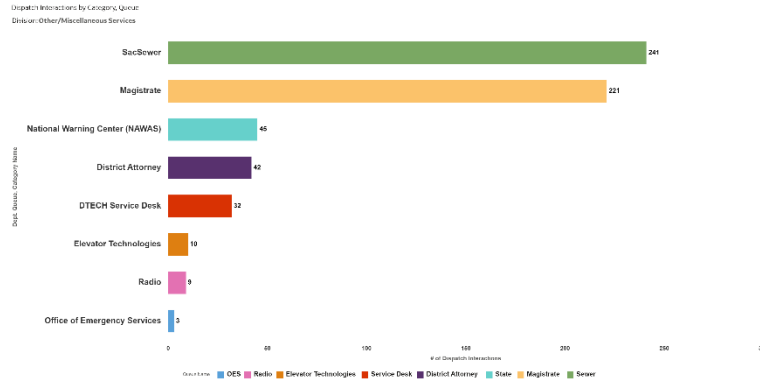


Service Definitions

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

Dispatch Services Request

Other/Miscellaneous Services



Service Definitions

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