# Monthly 311 Communications/Dispatch Center

## SERVICE REQUEST & STATISTICS REPORT

**November 2024**

SAC COUNTY 311 CONNECT

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

SACRAMENTO COUNTY

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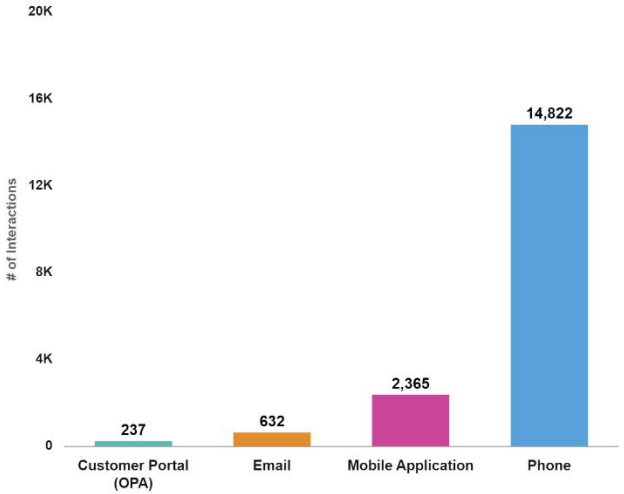
SACRAMENTO COUNTY

# Monthly Statistics

Monthly Interactions by Source

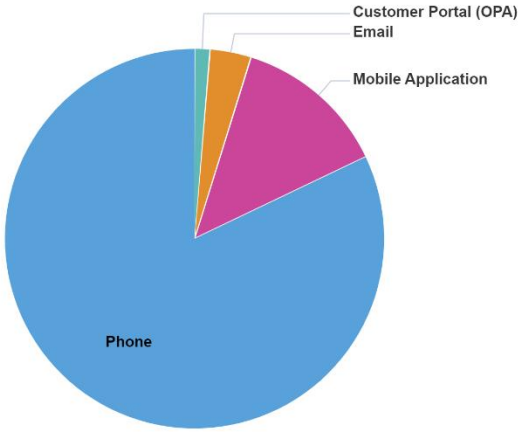



Monthly Customer Service Interactions

18,056

| Incident Source Name | Service Request Count |
|---|---|
| Customer Portal (OPA) | 237 |
| Email | 632 |
| Mobile Application | 2,365 |
| Phone | 14,822 |

Monthly Interactions by Source




**Service Request Interactions**

5,650

**Information Interactions**

4,815

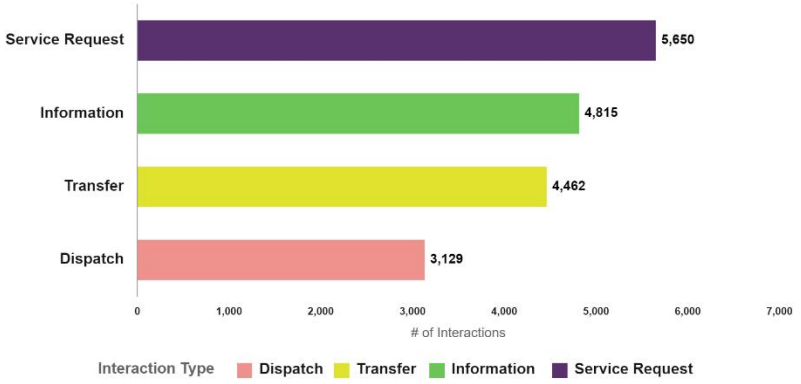
**Transfer Interactions**

4,462

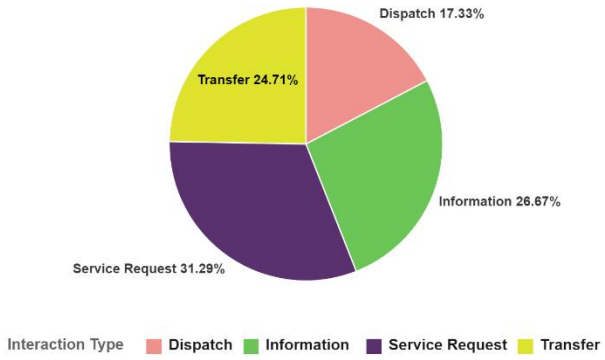
**Dispatch Interactions**

3,129

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 | 831 |
| Illegal Dumping, Illegal Dumping | 578 |
| Missed Service, Organics | 381 |
| Pavement/Pothole, Pothole/Chuckhole Repair | 328 |
| Missed Service, Recycling | 325 |
| Private Property Complaint, Junk/Rubbish | 175 |
| Stray, Roam | 161 |
| Private Property Vehicle, Parked on Lawn | 158 |
| Dead Animal, Roadside | 128 |
| Stray, Injured | 111 |
| Investigation, Barking (Dogs Only) | 103 |
| Investigation, Negligence | 77 |
| Owned, Aggressive | 77 |
| Missed Service, Bulky Waste Pickup | 72 |
| Notify Supervisor, Garbage | 67 |
| Shopping Cart by Vendor, Shopping Cart by Vendor | 65 |
| Street Lights, Light Out | 63 |
| Wild, Injured | 63 |

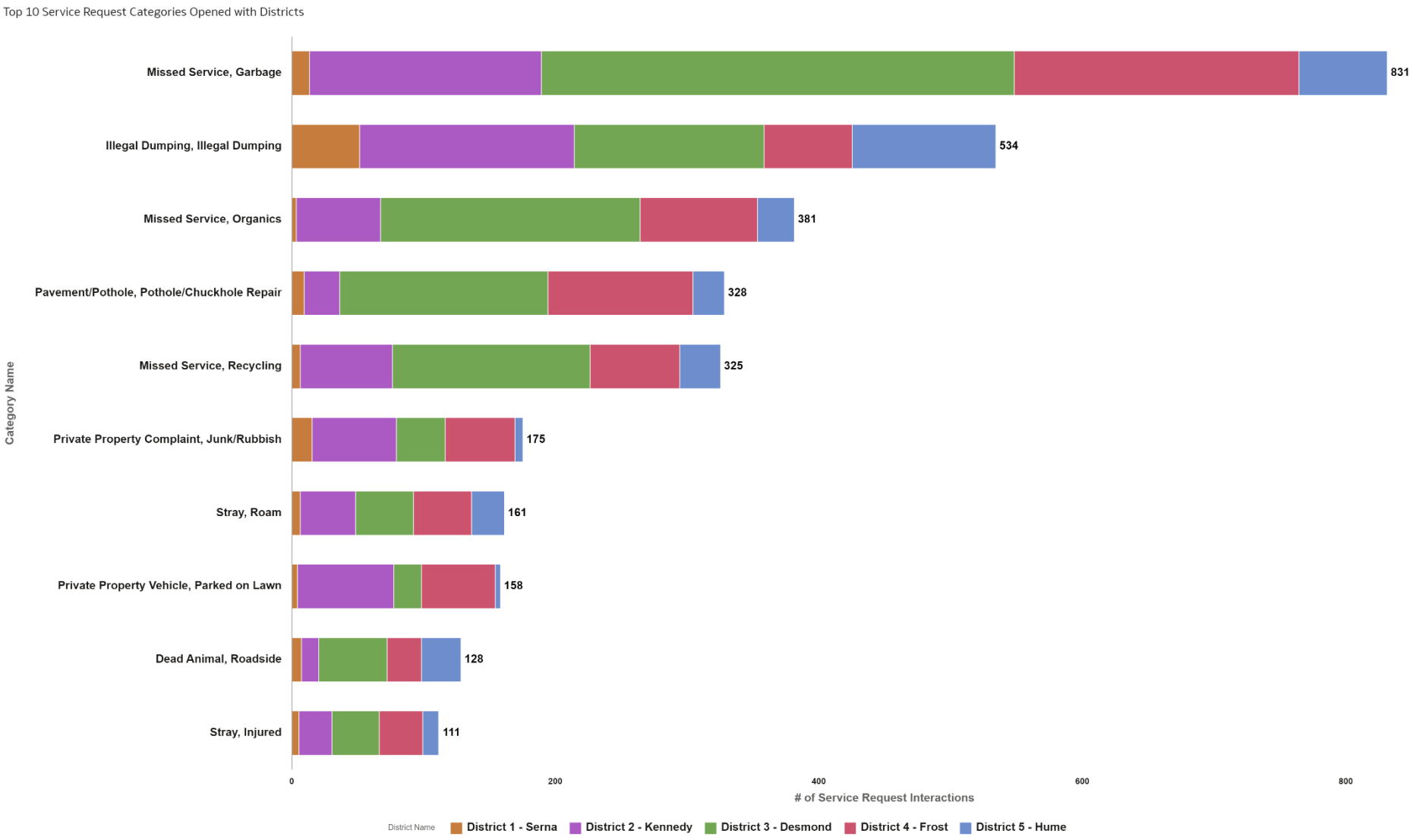
| Cat2, Cat3 | Customer Service Report Interactions |
|---|---|
| Graffiti, Public Right-of-Way | 62 |
| Owned, Nuisance (No Cats) | 60 |
| Stray, Traffic | 59 |
| Dead Animal, Domestic | 57 |
| Stray, Confined | 54 |
| Dead Animal, Wild | 54 |
| Building Permits & Inspections (BPI), Building Permits and Inspections Complaints | 50 |
| Stray, Sick | 48 |
| Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles) | 48 |
| Dead Animal, In Traffic | 46 |
| Private Property Vehicle, Non-Operable (Commercial Included) | 44 |
| Trash and Debris, Trash and Debris | 42 |
| Stray, Aggressive | 41 |
| Notify Supervisor, Recycling | 37 |
| Environmental Health (All Jurisidictions), Food Facility Complaint | 37 |
| Traffic Sign, Non-Emergency | 35 |
| Encroachment Violation, Basketball Hoop/Garbage Cans | 34 |

| Cat2, Cat3 | Customer Service Report Interactions |
|---|---|
| Illegal Camp, Occupied | 31 |
| Notify Supervisor, Organics | 31 |
| Zoning, Other | 29 |
| Traffic Signal, Cycling/Detection Problem | 28 |
| Pavement/Pothole, Paving Needs on Street | 26 |
| Abandoned Vehicles, Inoperable | 25 |
| Maintenance Request, Maintenance Request | 24 |
| Sweeper Request, Sweeper | 24 |
| Environmental Health (All Jurisidictions), Commercial Noise Complaint | 23 |
| Investigation, Abandoned Animal | 23 |
| Investigation, Bite - NOT Happening NOW | 22 |
| Traffic Signal, All Signals Dark | 21 |
| Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation) | 20 |
| Graffiti, Private Property | 20 |
| Investigation, Cruelty | 19 |
| Traffic Sign, New Sign Request | 19 |

| Cat2, Cat3 | Customer Service Report Interactions |
|---|---|
| Missed Service, Non-Regular Service | 18 |
| Investigation, Tethered | 18 |
| Assist (On-Scene Only), Police/Sheriff | 18 |
| Traffic Signal, Flashing Red | 17 |
| Stray, Vet/Business Confined | 17 |
| Calendar Request, Calendar Request | 17 |
| Wild, Sick | 16 |
| Sidewalk, Curb, Gutter, and Sidewalk Repair | 16 |
| Ditches/Culverts, Ditch Cleaning | 16 |
| Street Lights, Lights Out (Group) | 15 |
| Sidewalk, Tree Trimming Needed | 15 |
| Abandoned Vehicles, Wrecked | 15 |
| Stray, Tied | 14 |
| Traffic Signal, Light Out | 13 |
| Traffic Investigations, Request | 12 |
| Tree Complaint, Tree Down | 11 |
| Traffic Signal, Long Red/Short Green | 11 |
| Traffic Investigations, Traffic Safety Related Issues | 11 |

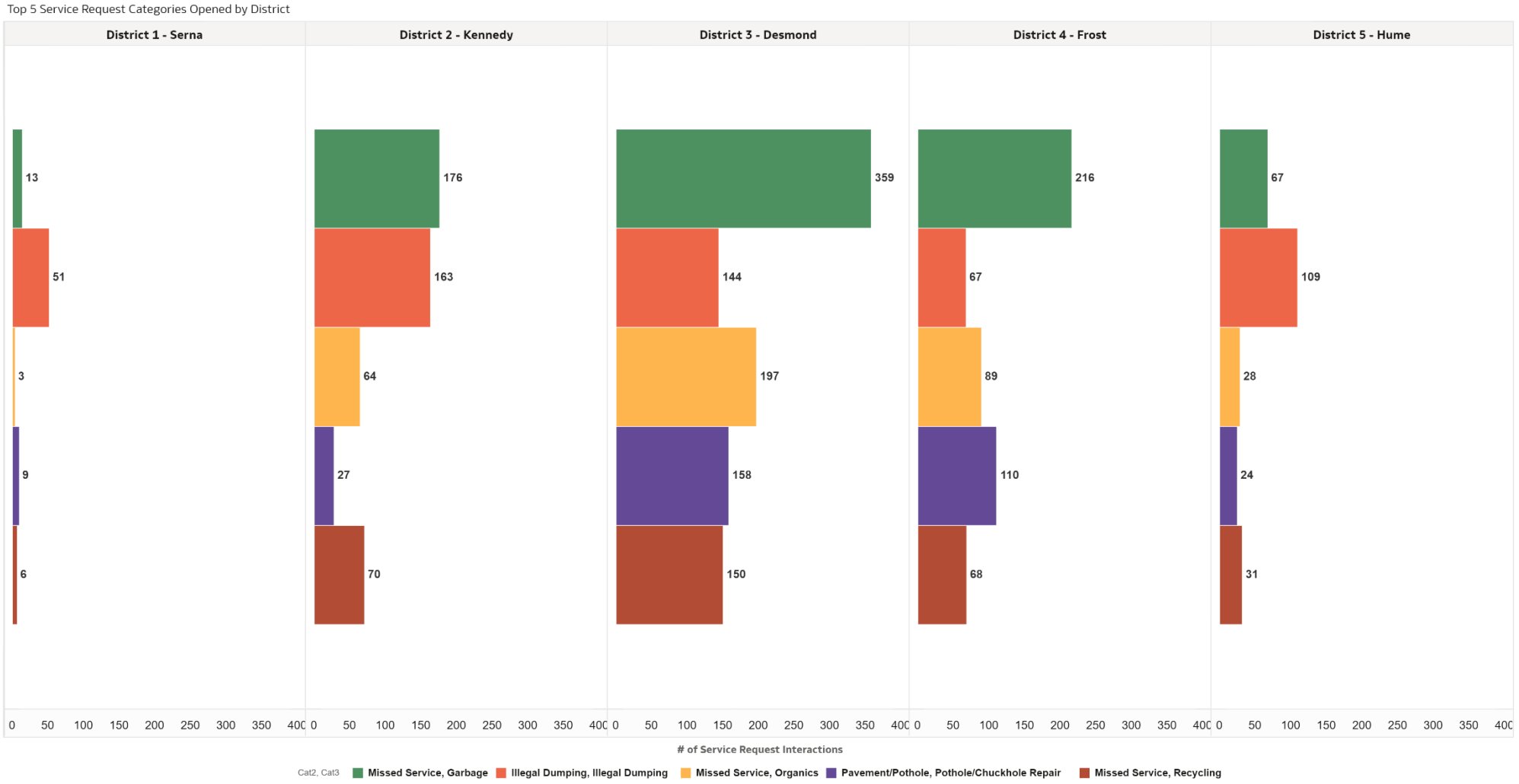
# Total Service Requests Opened

## Top 10 Service Requests Categories Opened | With Districts



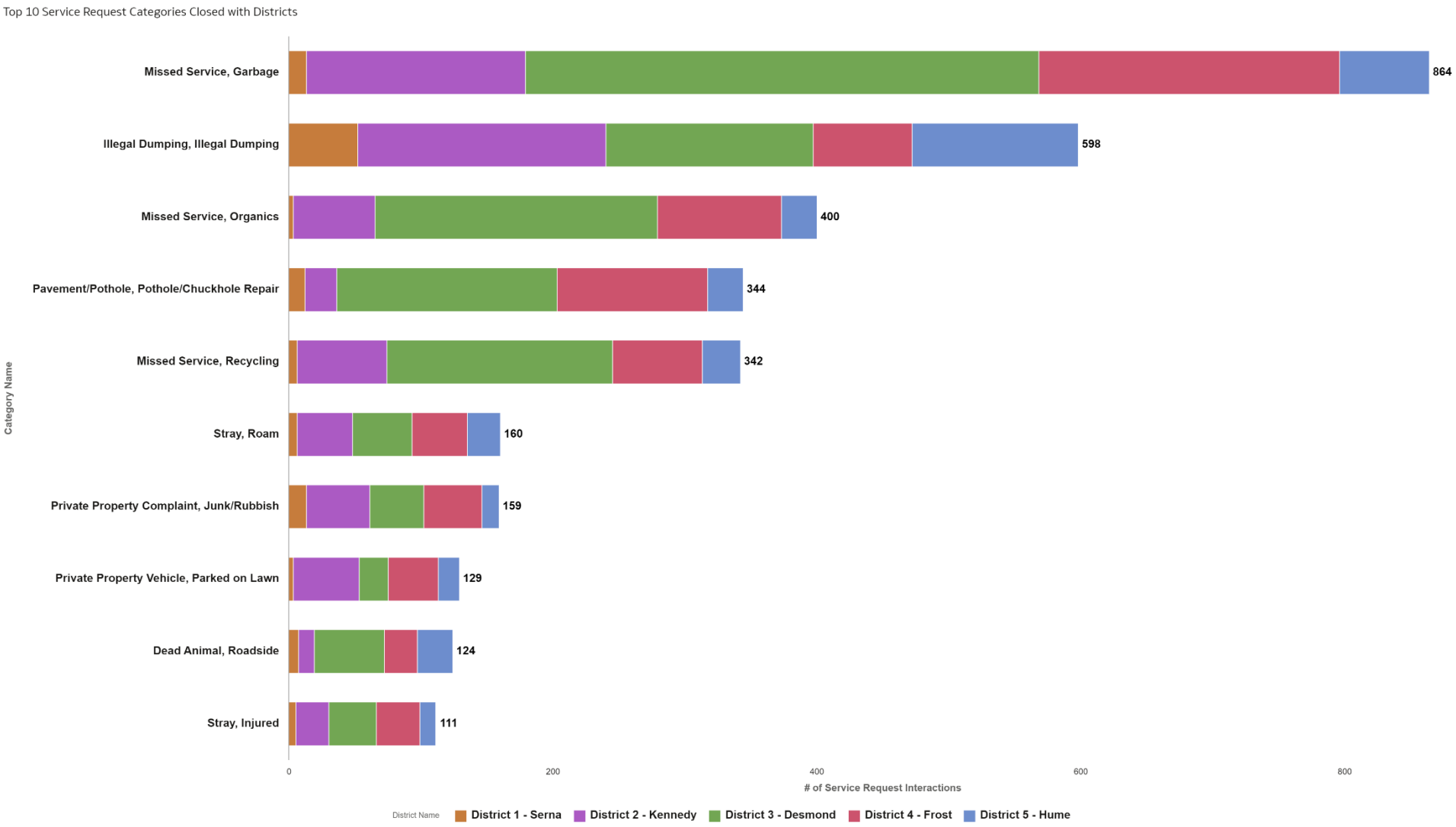
# Top Service Requests Opened

## Top 5 Service Requests Opened | by Districts



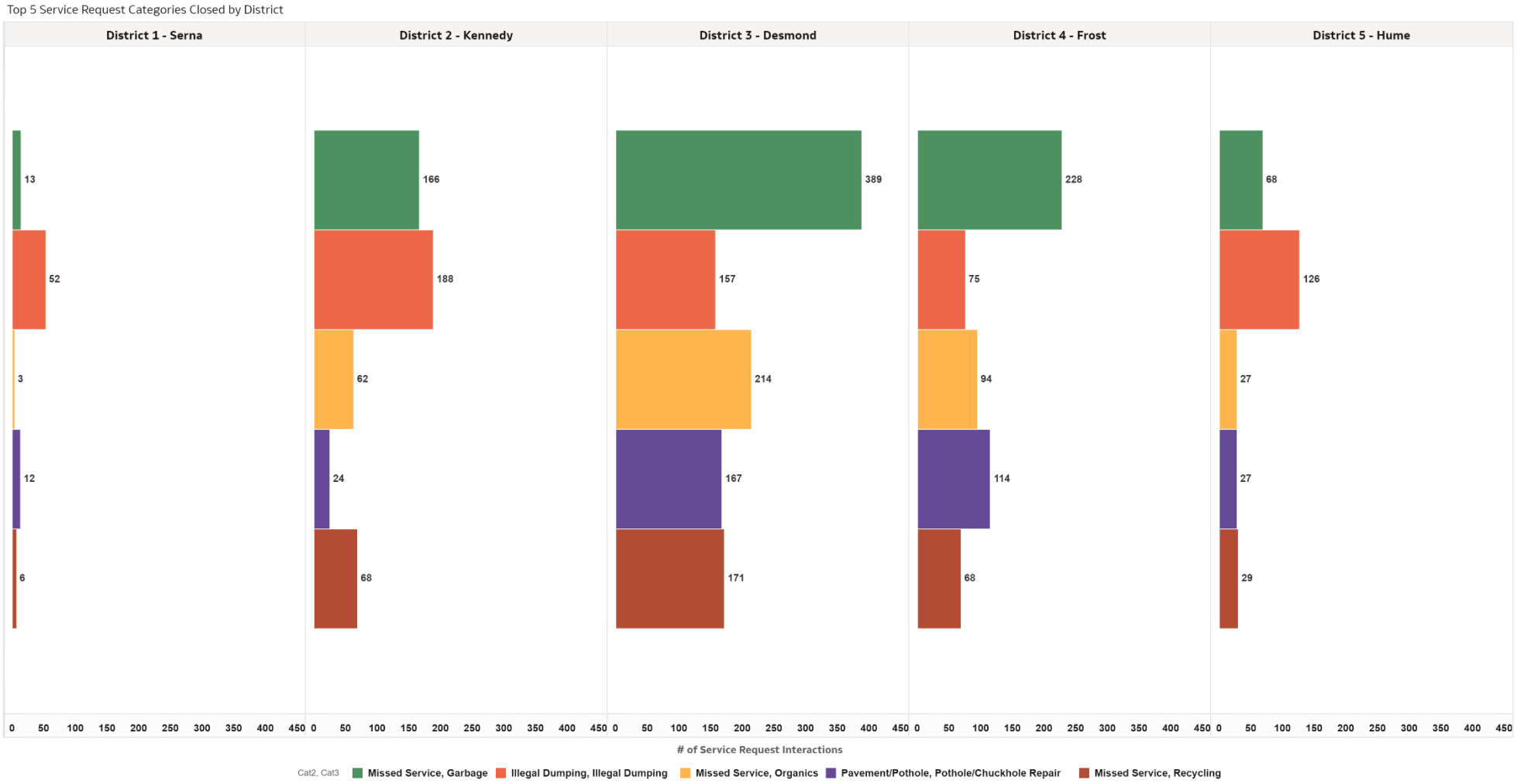
# Top Service Requests Closed

## Top 10 Service Requests Categories Closed | With Districts



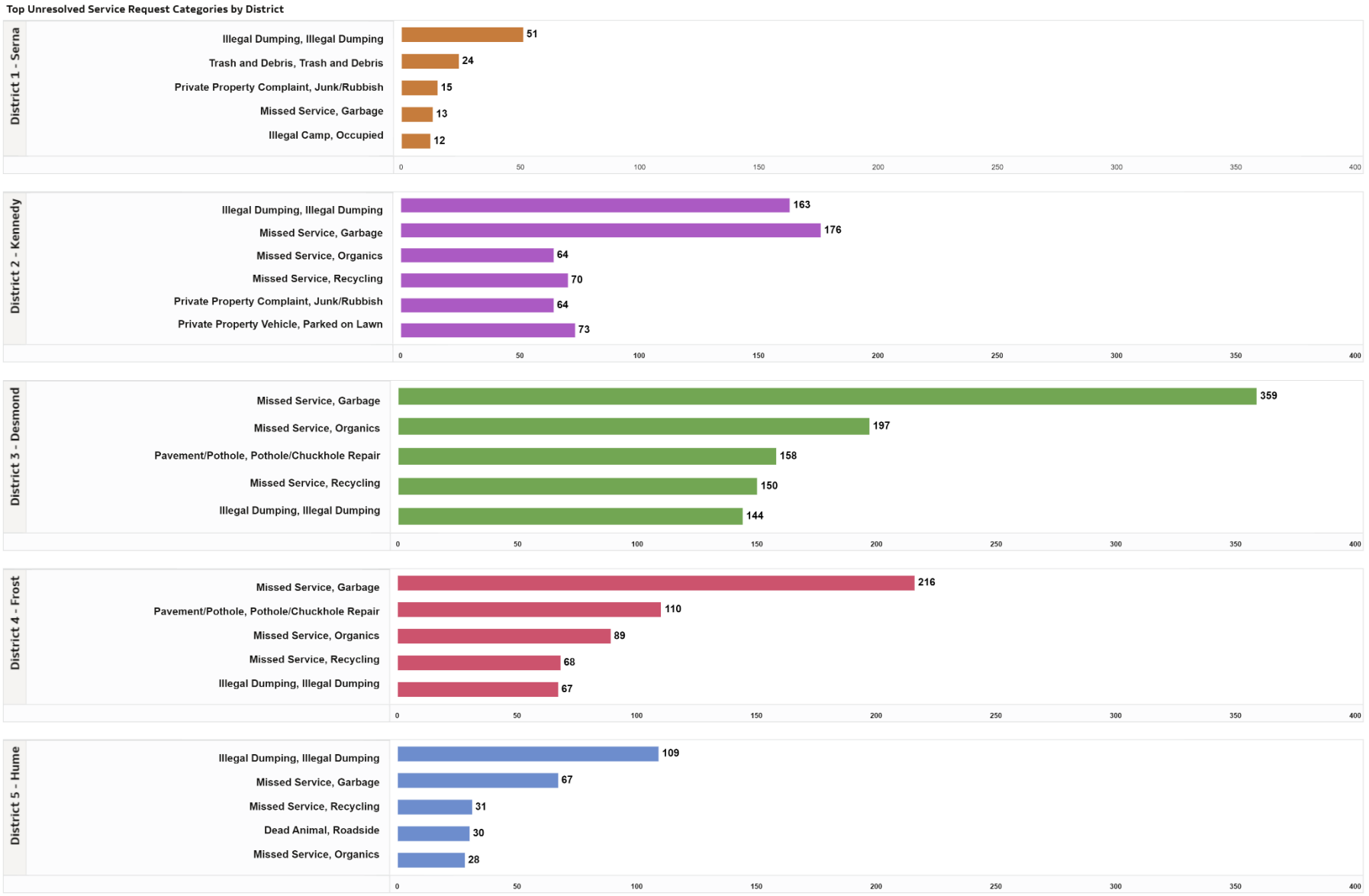
# Top Service Requests Closed

## Top 5 Service Requests Categories Closed | by Districts



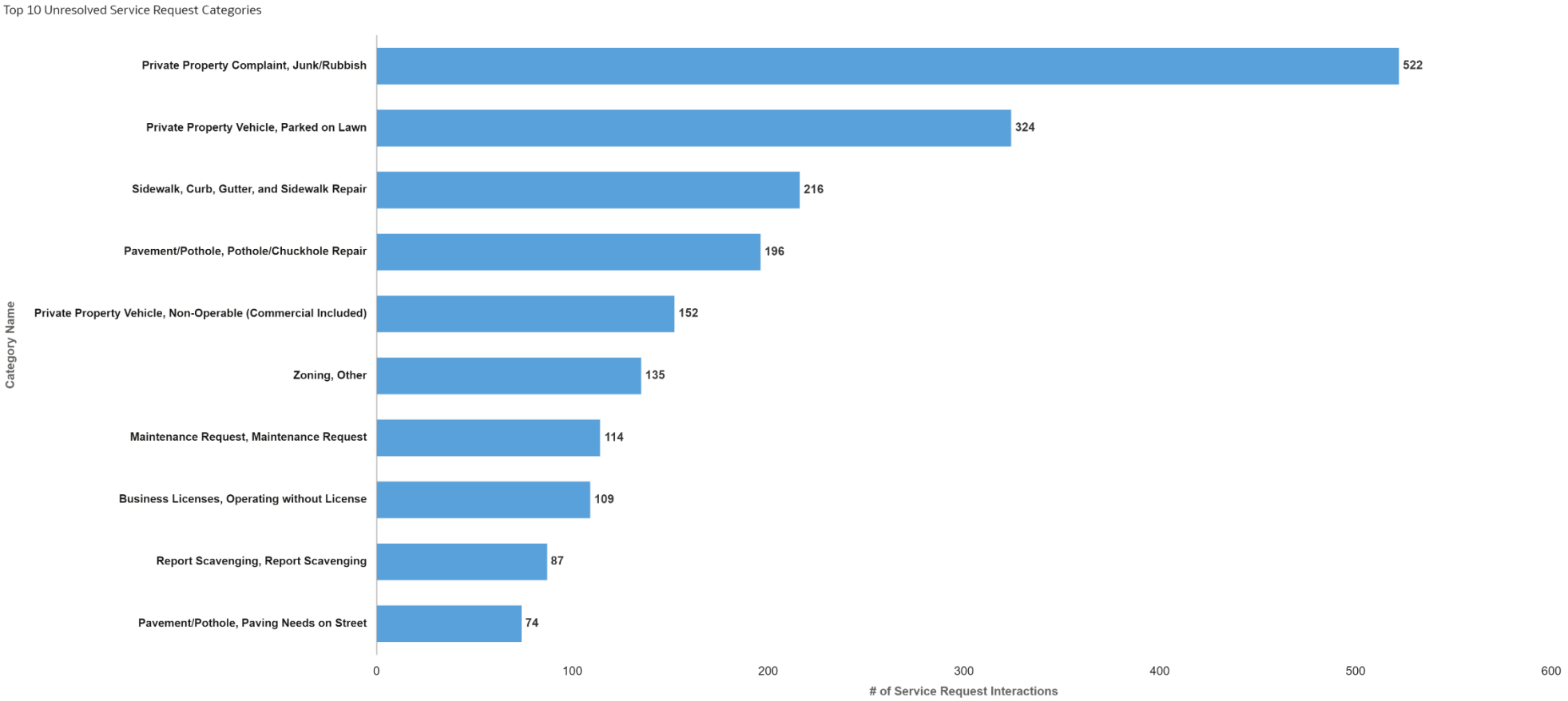
# Top Unresolved Service Request

## Top Unresolved Service Request Categories | by Districts



# Top Unresolved Service Request

## Top 10 Unresolved Service Request Categories




Unresolved Service Requests Through November 30th

3,352

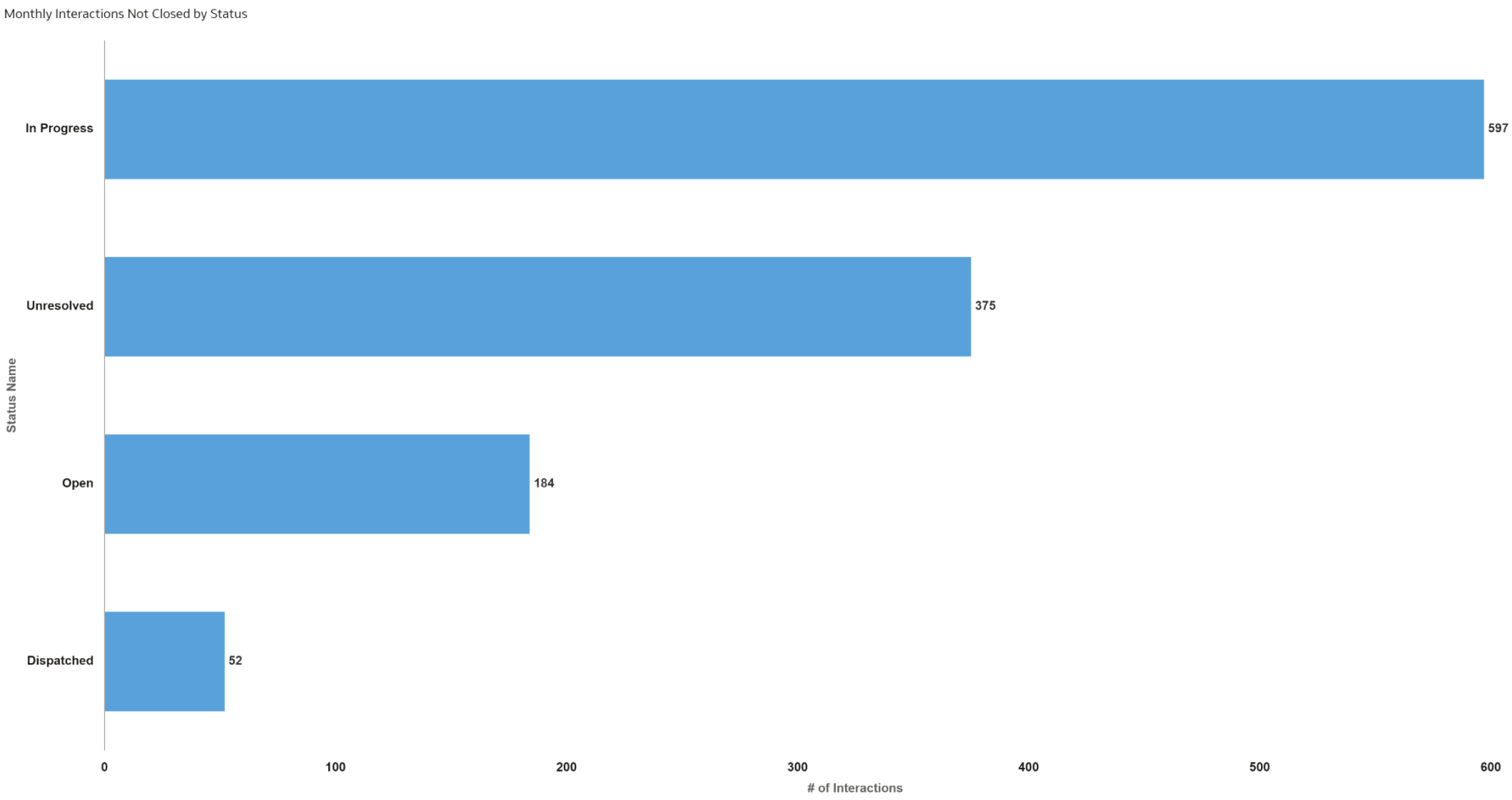
Interactions Closed this Month

18,044

Monthly Interactions Not Closed

1,208

# Monthly Interactions Not Closed by Status



# Board of Supervisor District Information

## Service Requests Opened by District

### November 2024

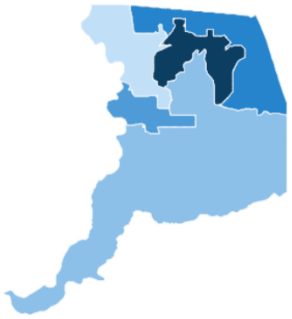
Monthly Service Request Interactions Opened

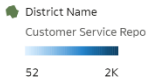
**5,598**

| District 1 Serna | District 2 Kennedy | District 3 Desmond | District 4 Frost | District 5 Hume |
|---|---|---|---|---|
| 259 | 1,121 | 2,199 | 1,359 | 660 |
| Service Request Interactions | Service Request Interactions | Service Request Interactions | Service Request Interactions | Service Request Interactions |

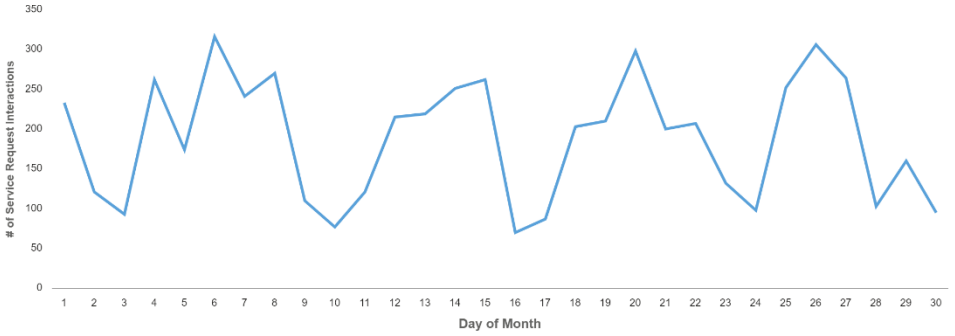
Service Request Interactions by District

Service Request Interactions by District Map






Service Request Interactions Created by Day of Month



# Board of Supervisor District Information

## Service Requests Closed by District

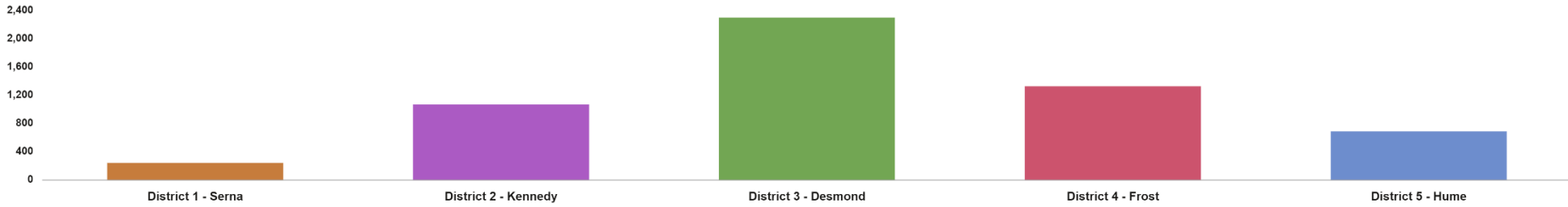
### November 2024

Monthly Service Request Interactions Closed

**5,634**

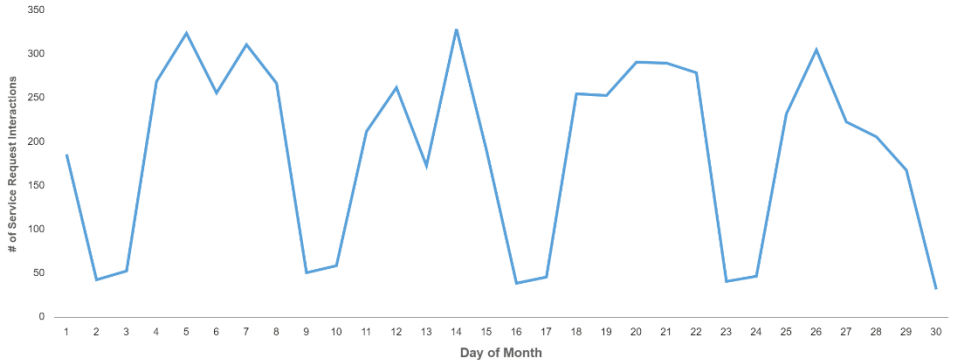
| District 1 Serna | District 2 Kennedy | District 3 Desmond | District 4 Frost | District 5 Hume |
|---|---|---|---|---|
| 242 | 1,071 | 2,303 | 1,329 | 689 |
| Service Request Interactions | Service Request Interactions | Service Request Interactions | Service Request Interactions | Service Request Interactions |

Service Request Interactions by District



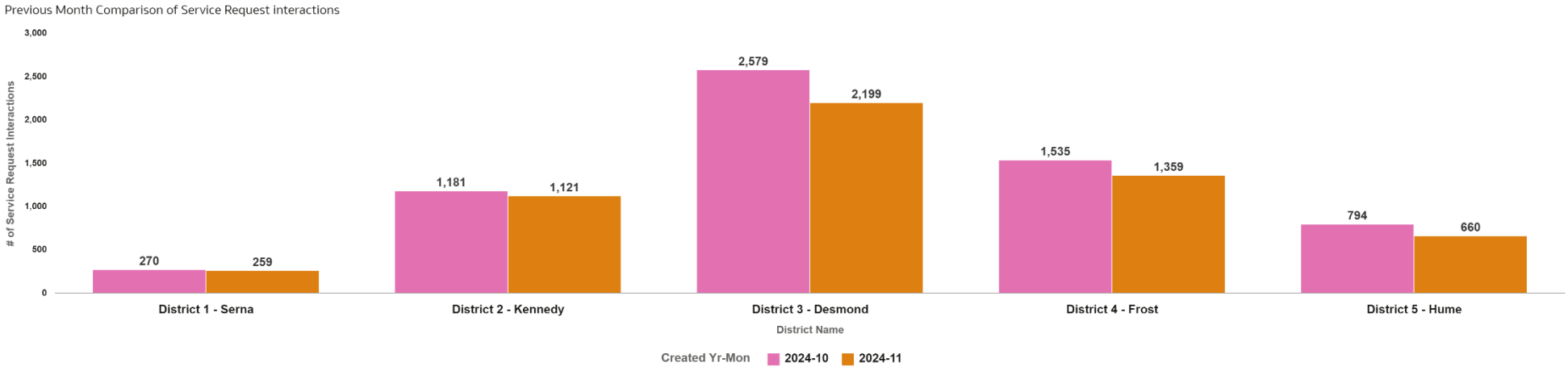

Service Request Interactions by District Map

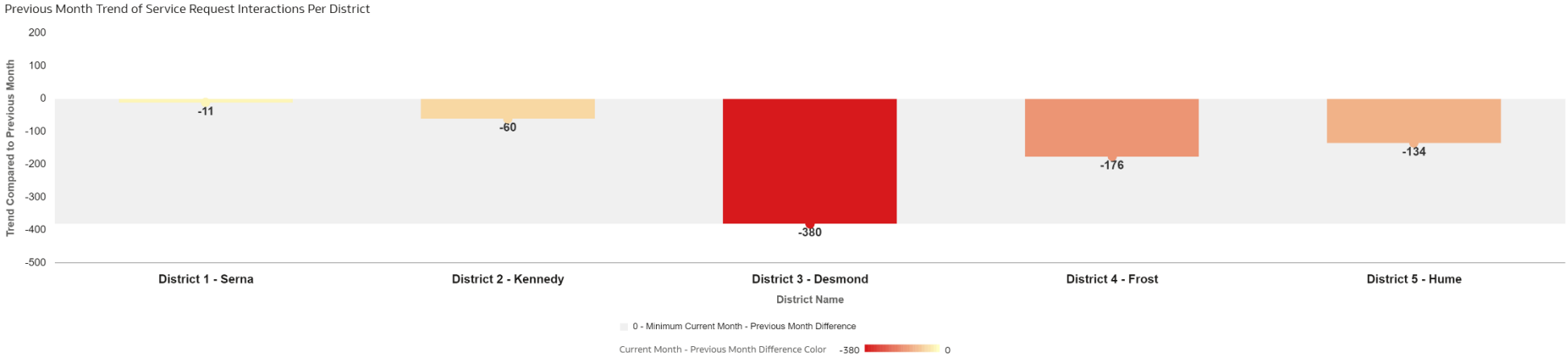
Service Request Interactions Closed by Day of Month



# Board of Supervisors District Information

## Previous Month Comparison of Service Request

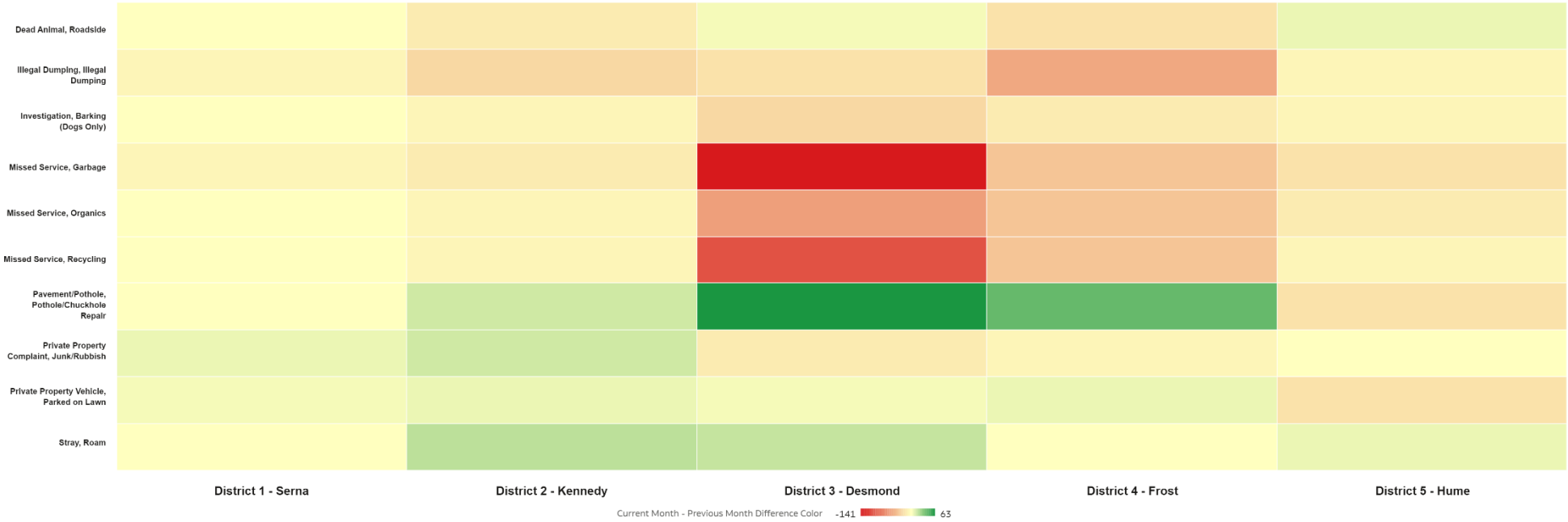


Monthly Comparison: Service Requests by District

| | 2024-10 | 2024-11 |
|---|---|---|
| District Name | Service Request Map Count | Service Request Map Count |
| District 1 - Serna | **270** | **259** |
| District 2 - Kennedy | **1,181** | **1,121** |
| District 3 - Desmond | **2,579** | **2,199** |
| District 4 - Frost | **1,535** | **1,359** |
| District 5 - Hume | **794** | **660** |

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<br>Current Month - Previous Month Difference Color | District 2 - Kennedy<br>Current Month - Previous Month Difference Color | District 3 - Desmond<br>Current Month - Previous Month Difference Color | District 4 - Frost<br>Current Month - Previous Month Difference Color | District 5 - Hume<br>Current Month - Previous Month Difference Color | Grand Total |
|---|---|---|---|---|---|---|
| Pavement/Pothole, Pothole/Chuckhole Repair | 0 | 14 | 63 | 42 | -19 | 100 |
| Stray, Roam | -1 | 18 | 17 | -1 | 5 | 38 |
| Private Property Vehicle, Parked on Lawn | 3 | 5 | 2 | 6 | -15 | 1 |
| Private Property Complaint, Junk/Rubbish | 6 | 13 | -14 | -6 | -1 | -2 |
| Dead Animal, Roadside | 0 | -12 | 3 | -17 | 4 | -22 |
| Investigation, Barking (Dogs Only) | 0 | -7 | -22 | -10 | -3 | -42 |
| Illegal Dumping, Illegal Dumping | -8 | -24 | -17 | -50 | -4 | -103 |
| Missed Service, Organics | 1 | -4 | -61 | -33 | -12 | -109 |
| Missed Service, Recycling | 0 | -6 | -108 | -37 | -8 | -159 |
| Missed Service, Garbage | -3 | -11 | -141 | -35 | -15 | -205 |
| **Grand Total** | **-2** | **-14** | **-278** | **-141** | **-68** | **-503** |

# Board of Supervisor District Analysis

## District 1

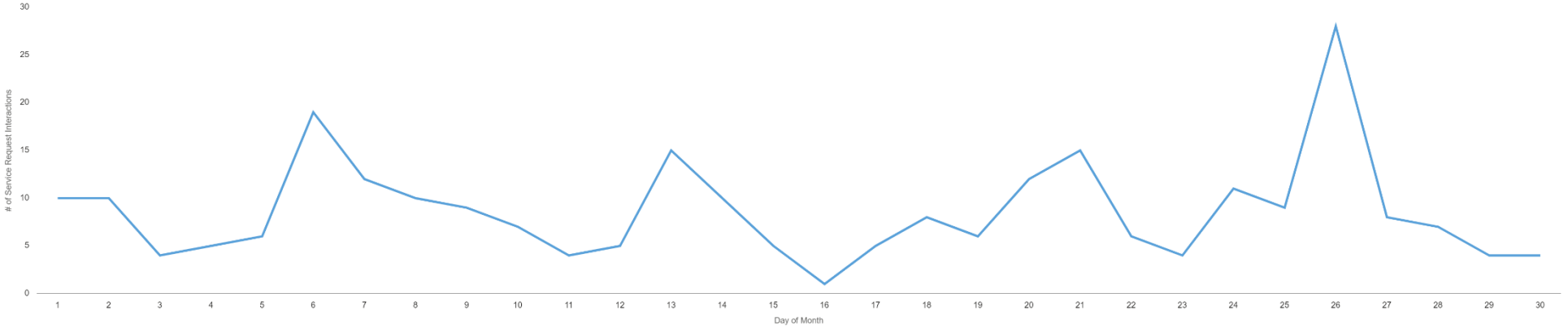
Service Requests Created

259

Service Requests Closed

194

Service Request Interactions Created by Day of Month

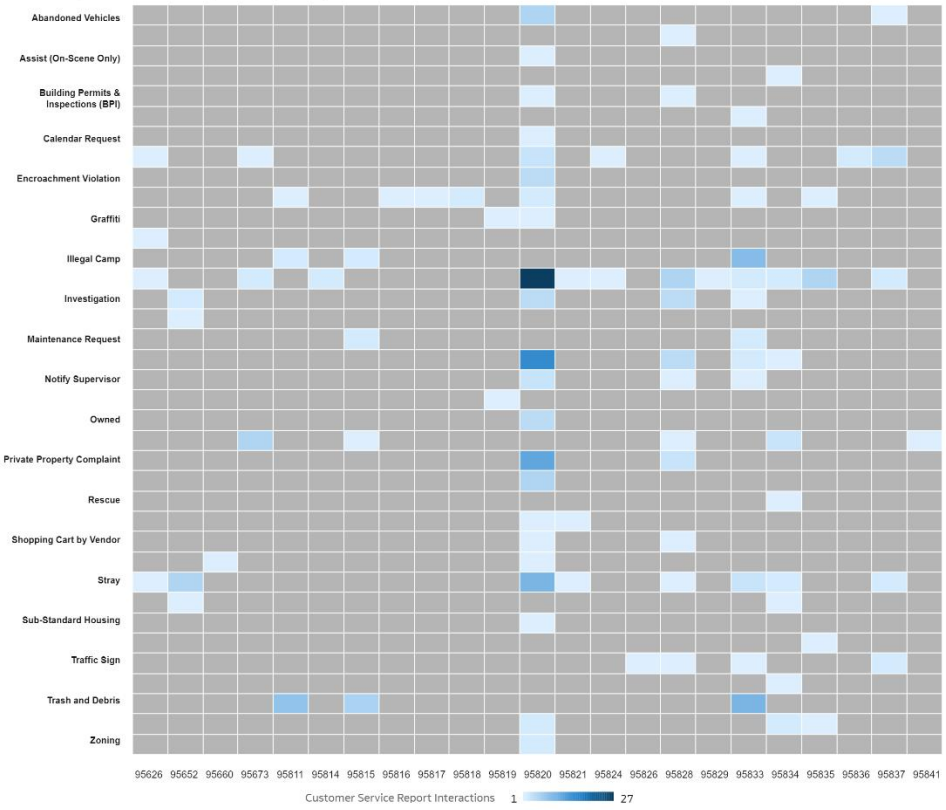



District Name, Customer Service Report Interactions

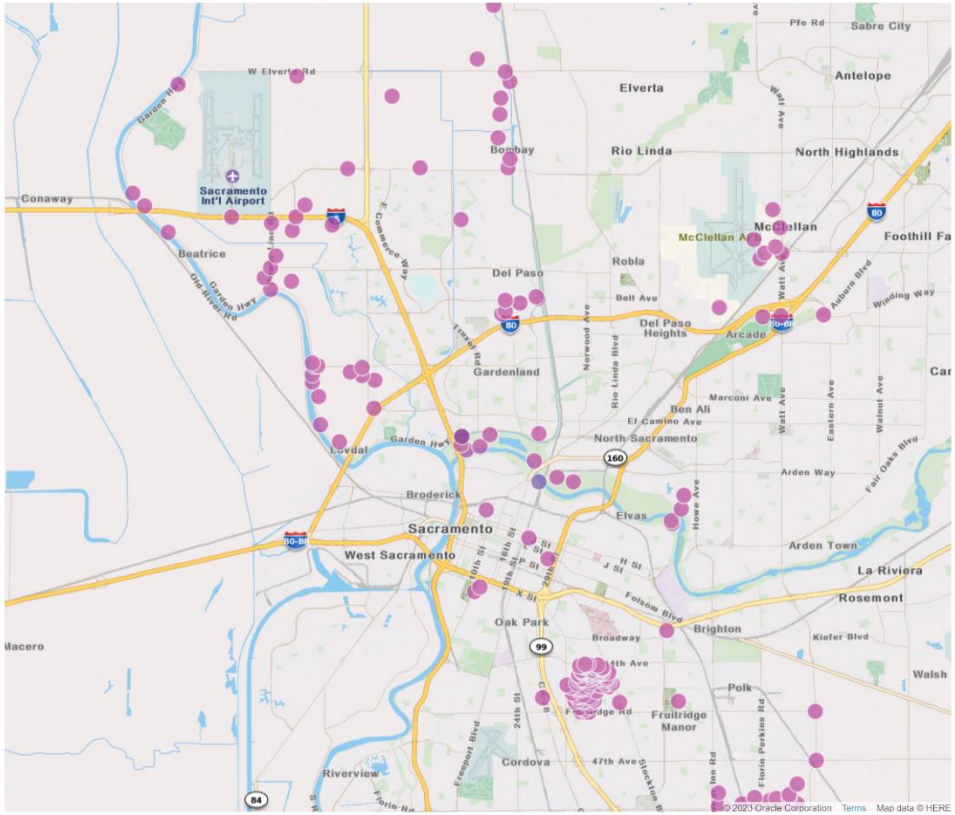
# Board of Supervisor District Analysis

## 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

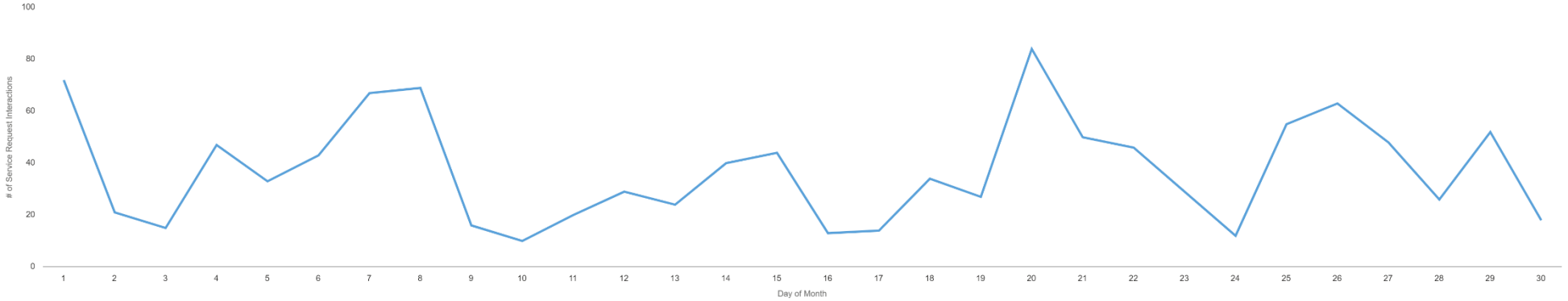
Service Requests Created

1,121

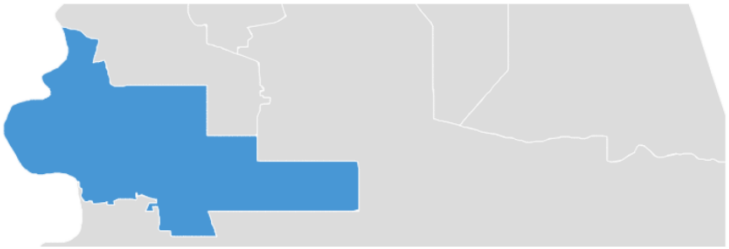
Service Requests Closed

818

Service Request Interactions Created by Day of Month



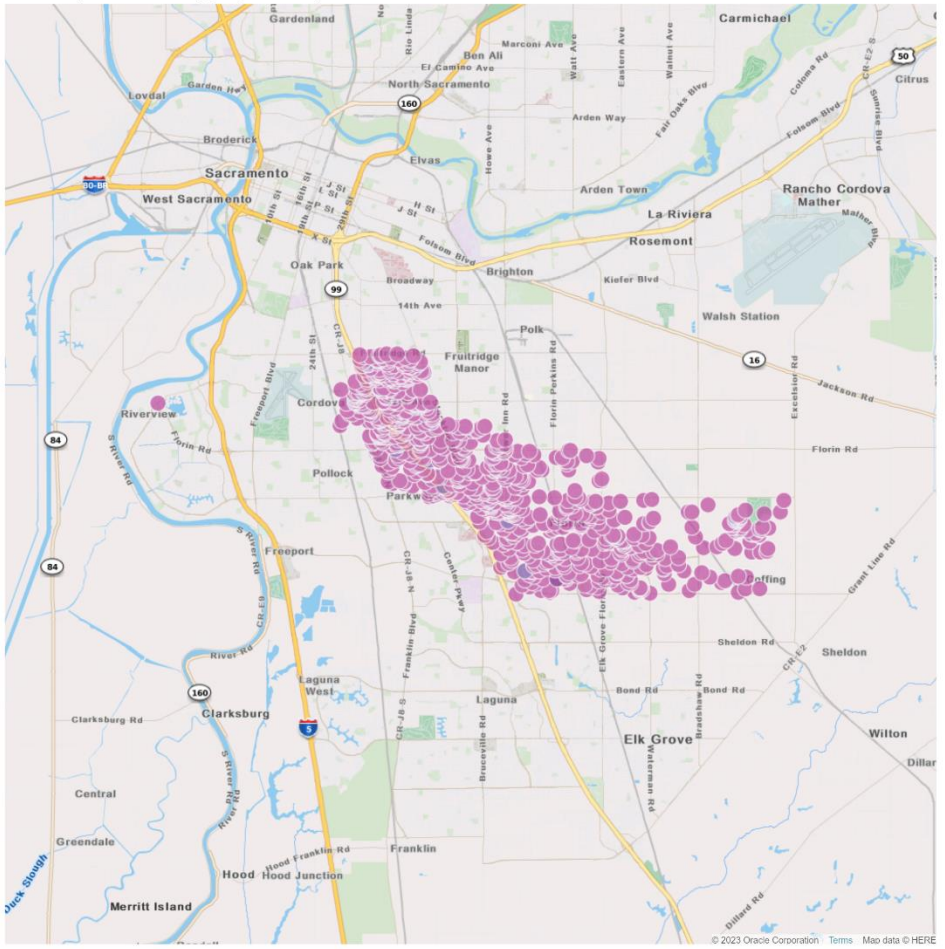

District Name, Customer Service Report Interactions



## District 2 (continued)

Service Request Interactions by Category Per Zip Code

Service Request Interactions Mapped by Selected Zip Code



# Board of Supervisor District Analysis

## District 3

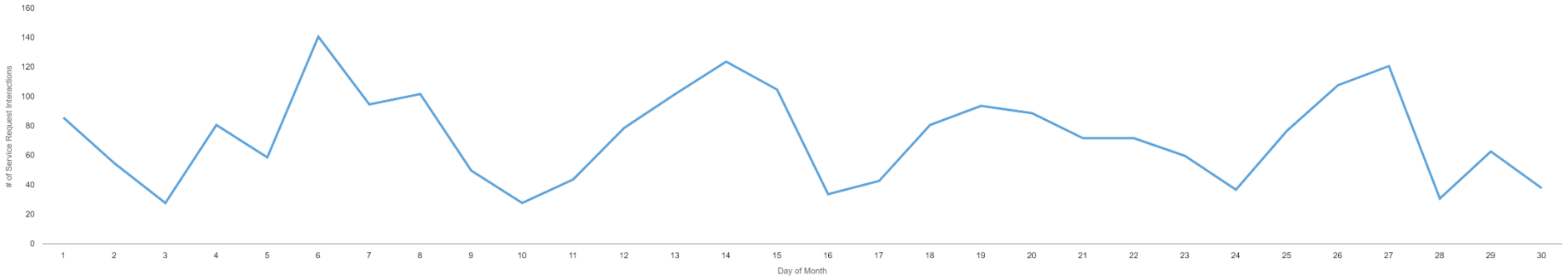
Service Requests Created

2,199

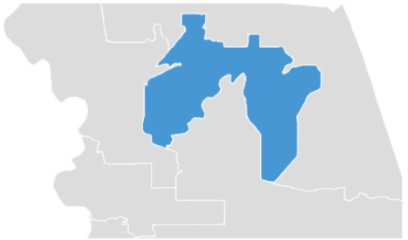
Service Requests Closed

1,776

Service Request Interactions Created by Day of Month




District Name, Customer Service Report Interactions

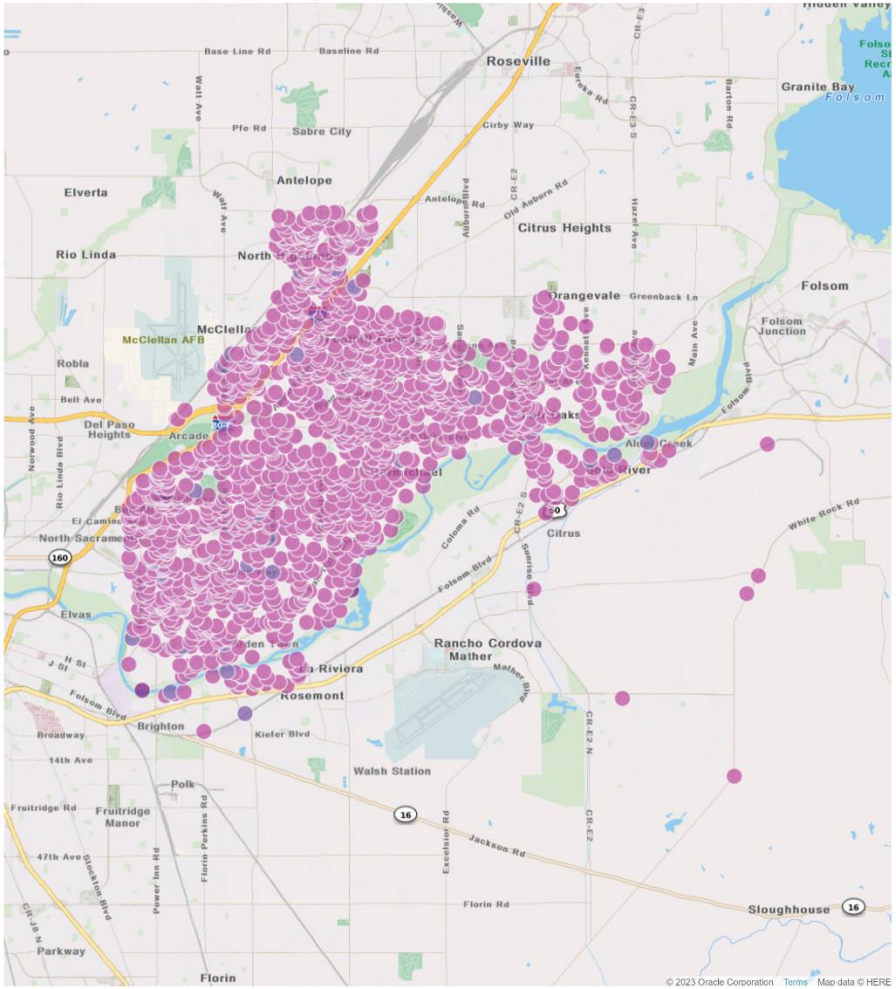


# Board of Supervisor District Analysis

## 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

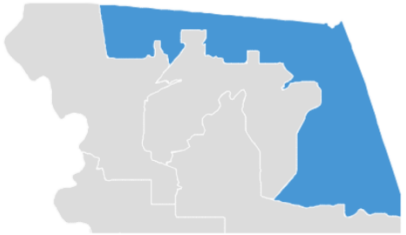
1,359

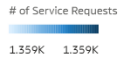
Service Requests Closed

1,008

Service Request Interactions Created by Day of Month

District Name, Customer Service Report Interactions



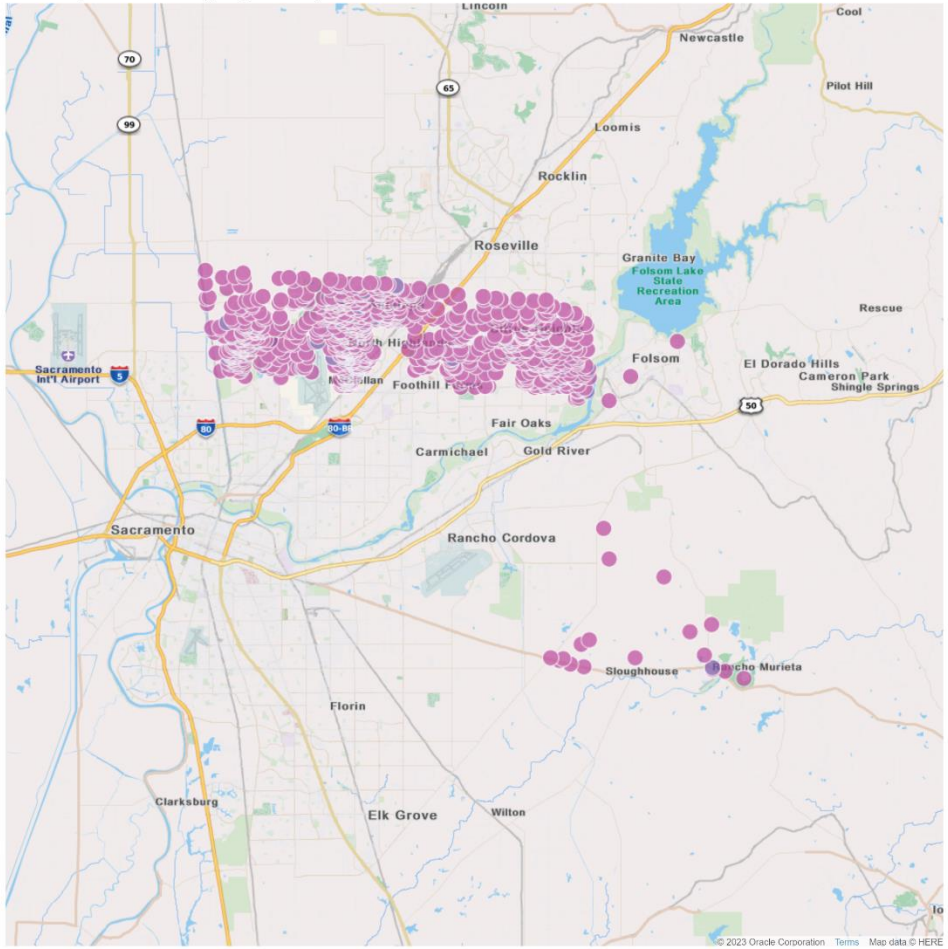


# Board of Supervisor District Analysis

## 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

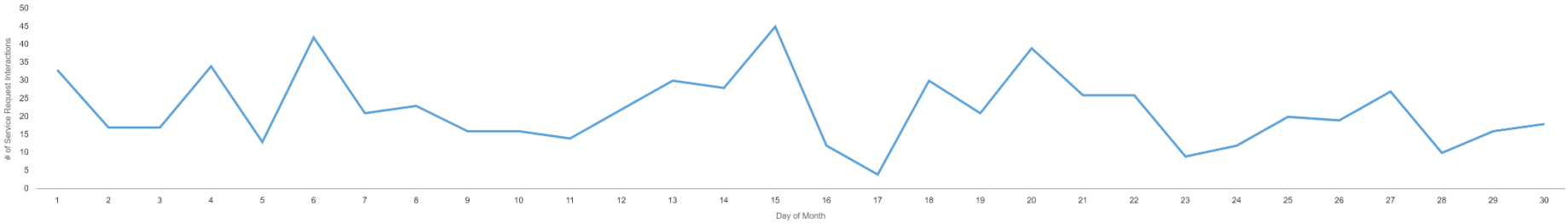
Service Requests Created

660

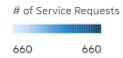
Service Requests Closed

571

Service Request Interactions Created by Day of Month

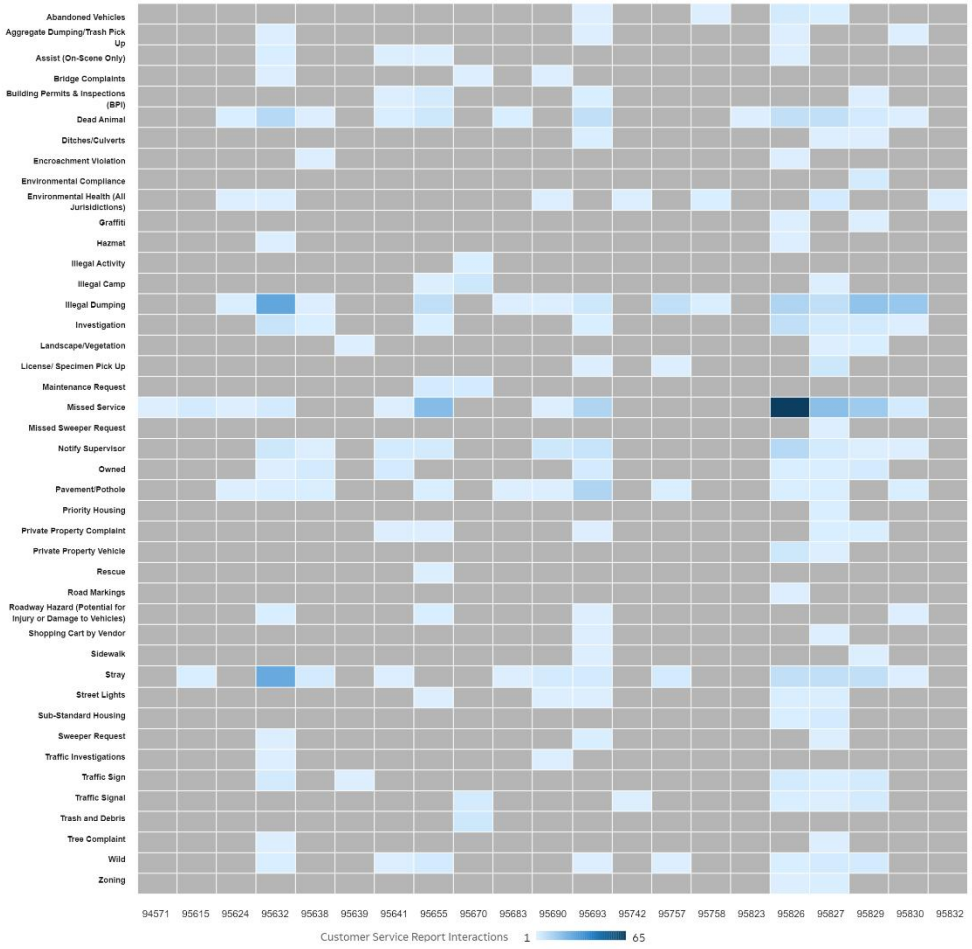



District Name, Customer Service Report Interactions

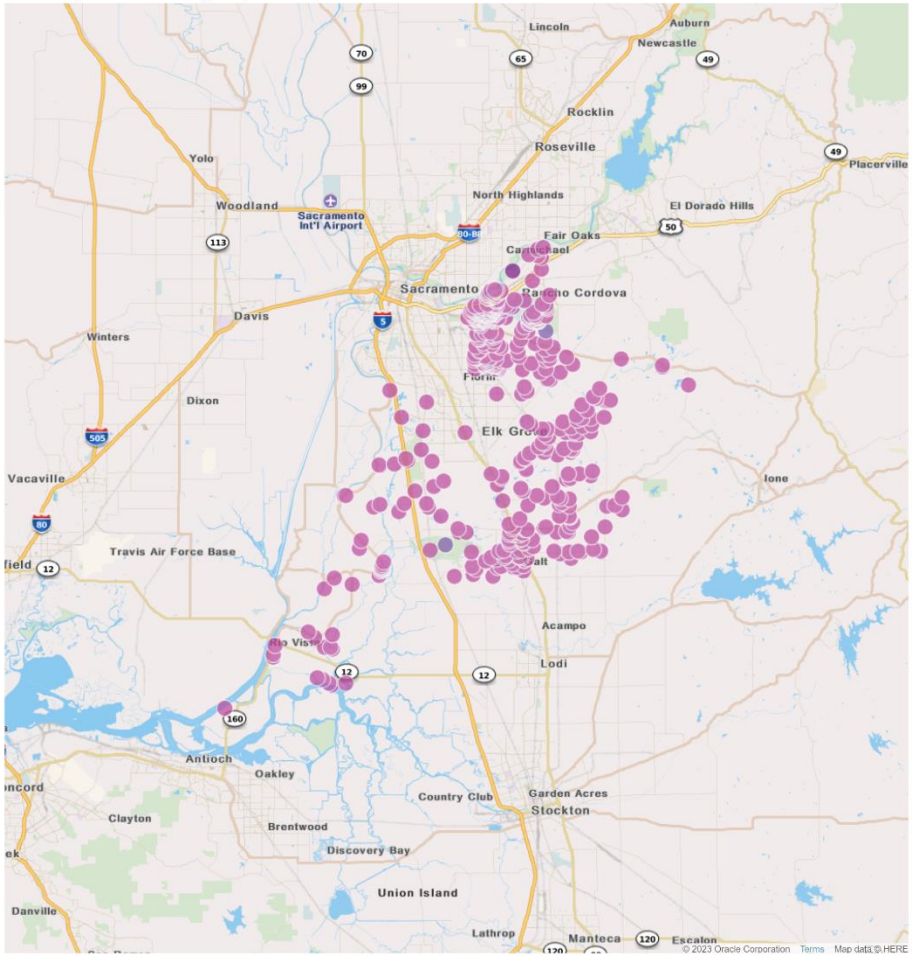


## District 5 (continued)

Service Request Interactions by Category Per Zip Code

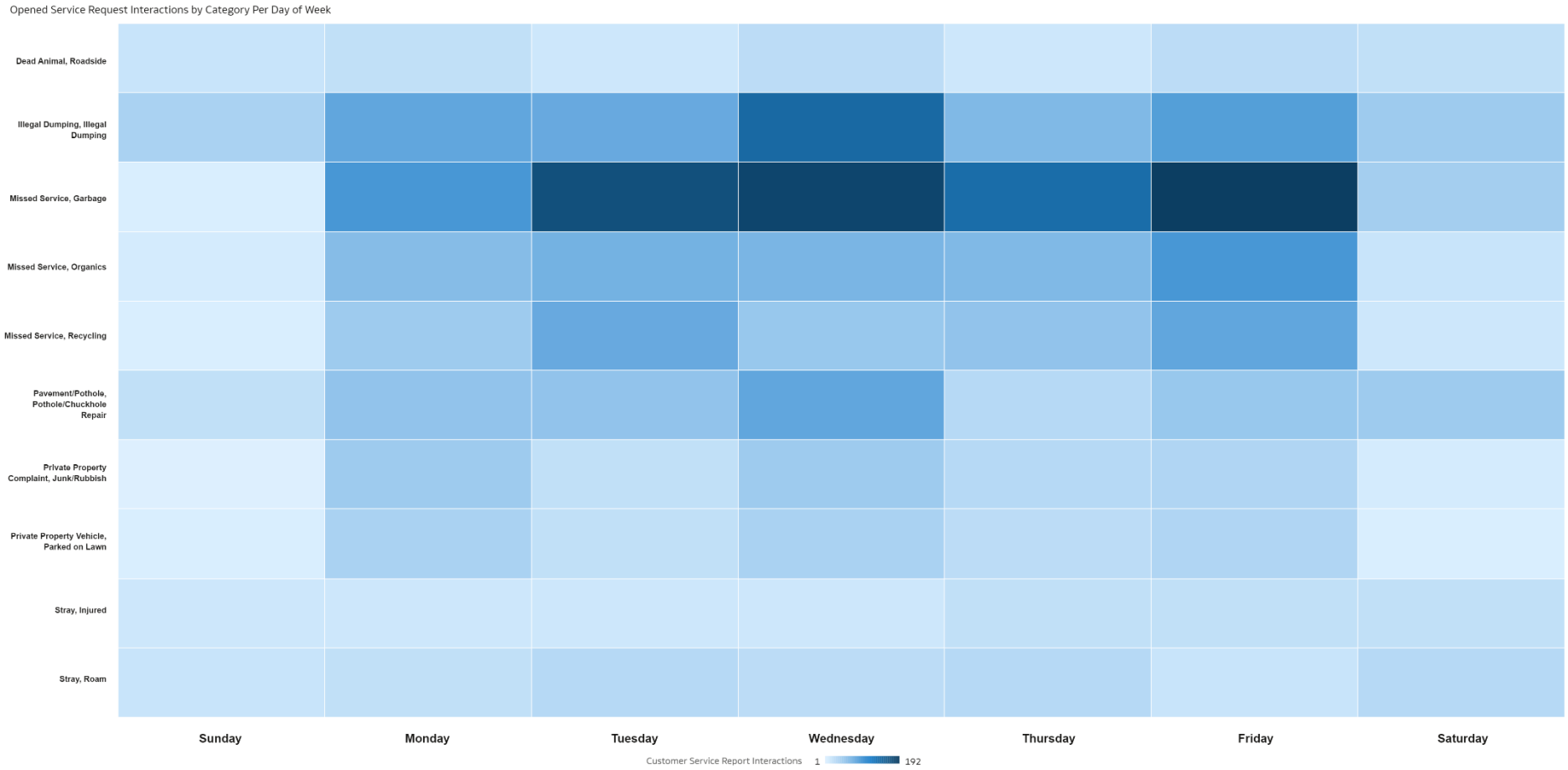



Service Request Interactions Mapped by Selected Zip Code



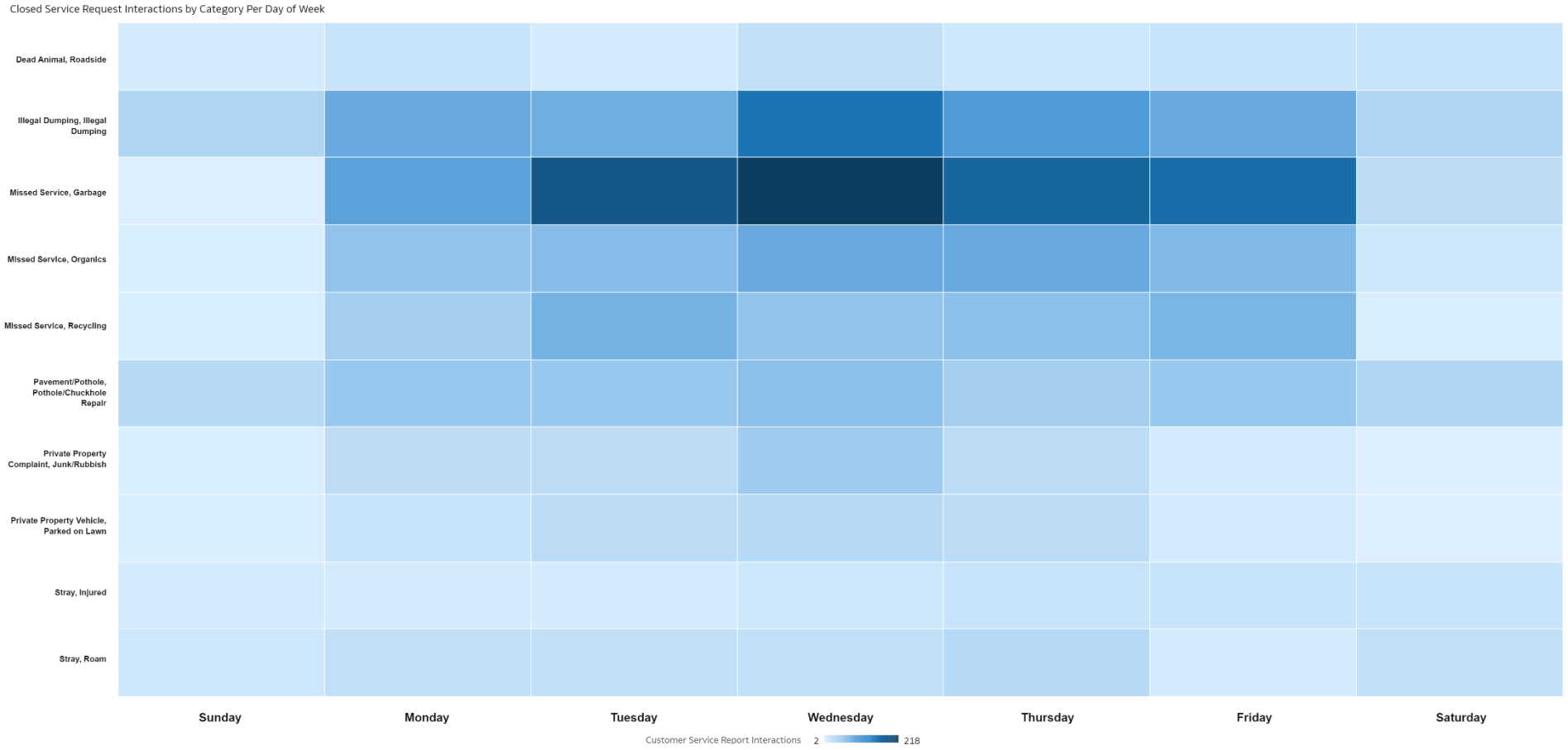
# Aging of Open Requests

## Top Service Requests Open by Day



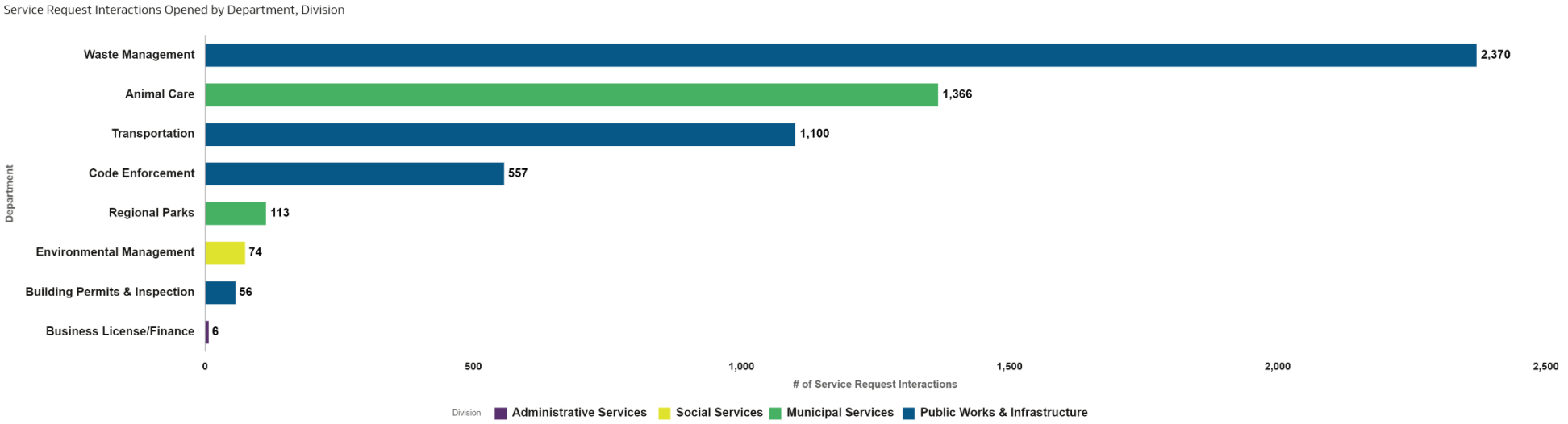
# Aging of Open Requests

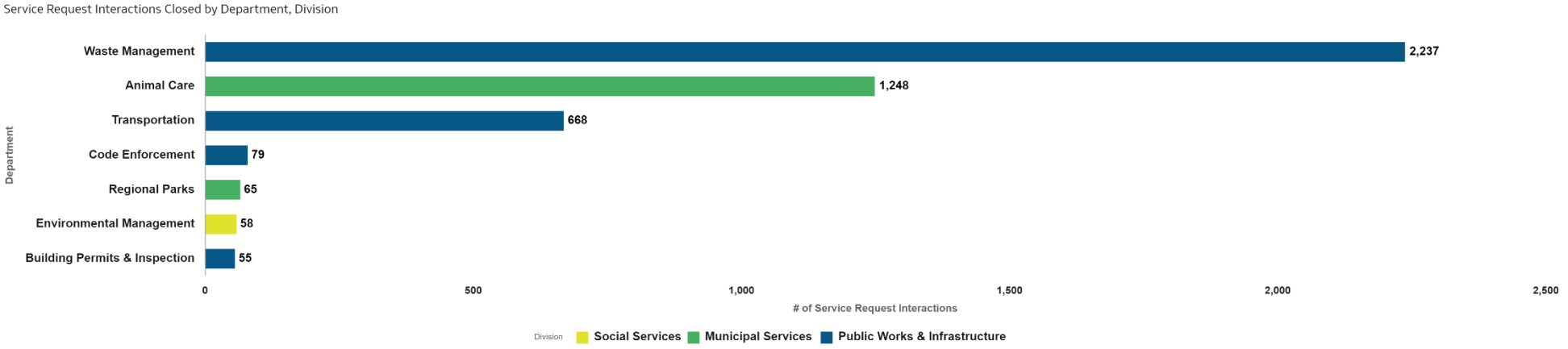
## Top Service Requests Closed by Day



# Aging of Open Requests

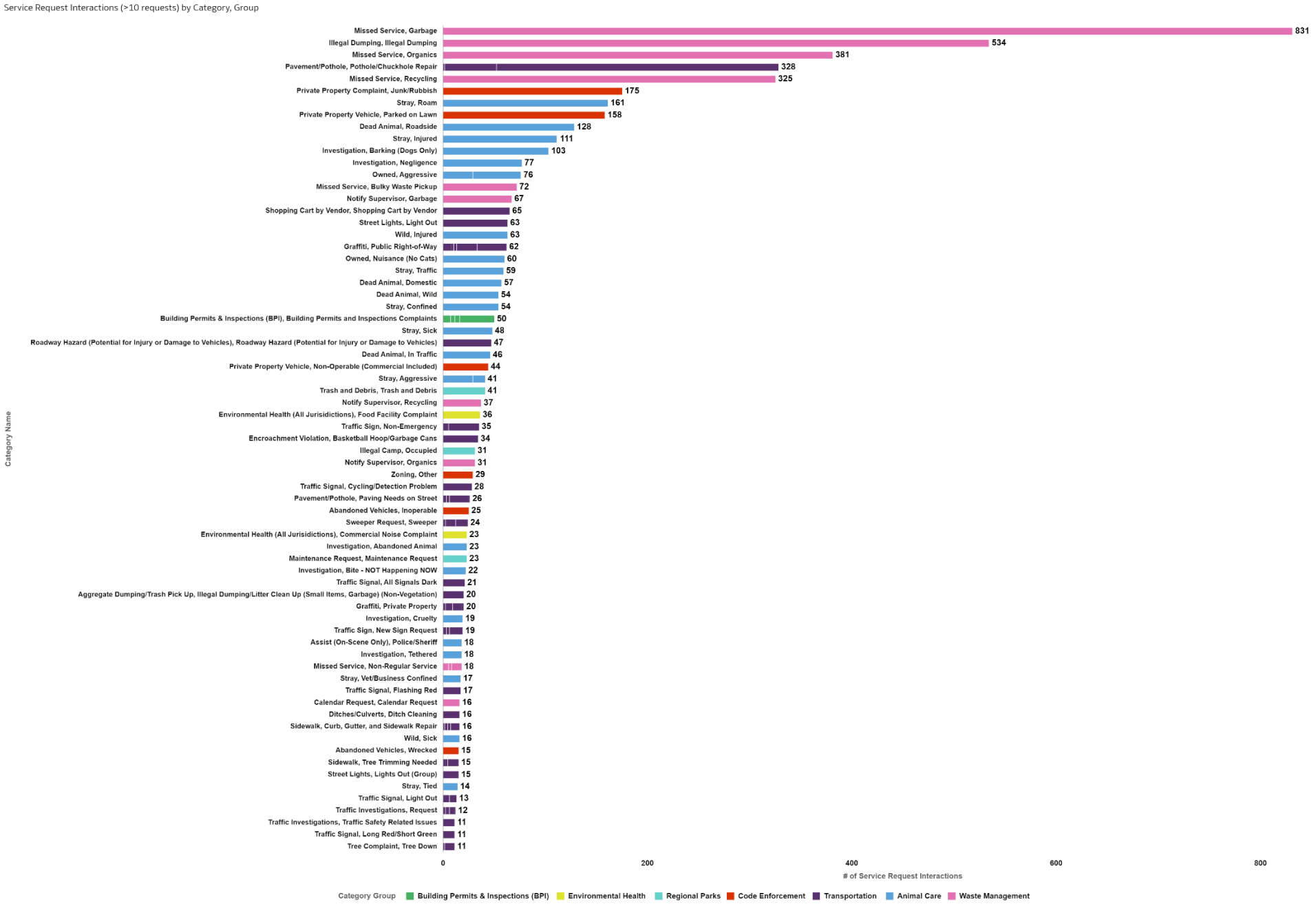
## Opened/Closed by Department/Division



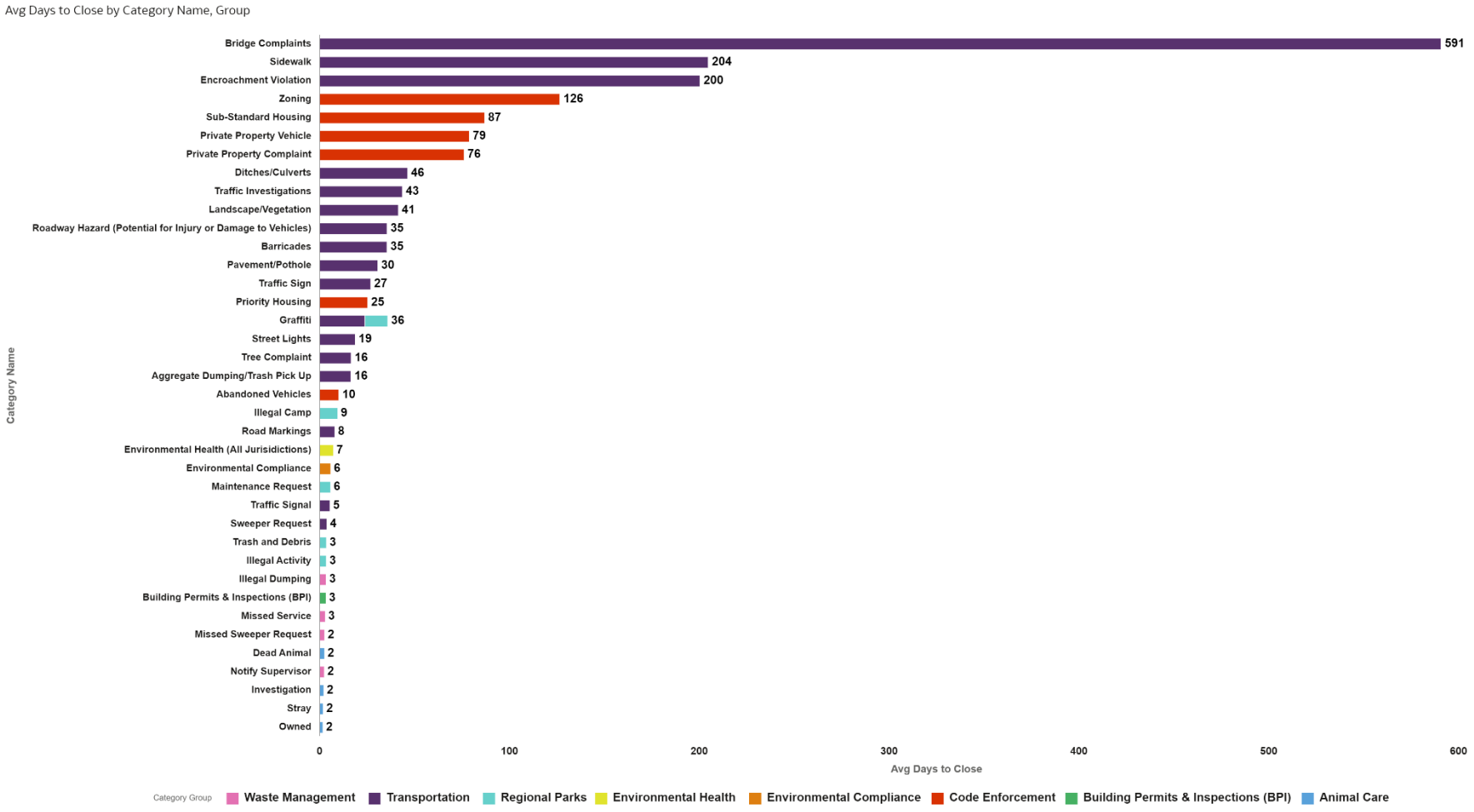
# Aging of Open Requests

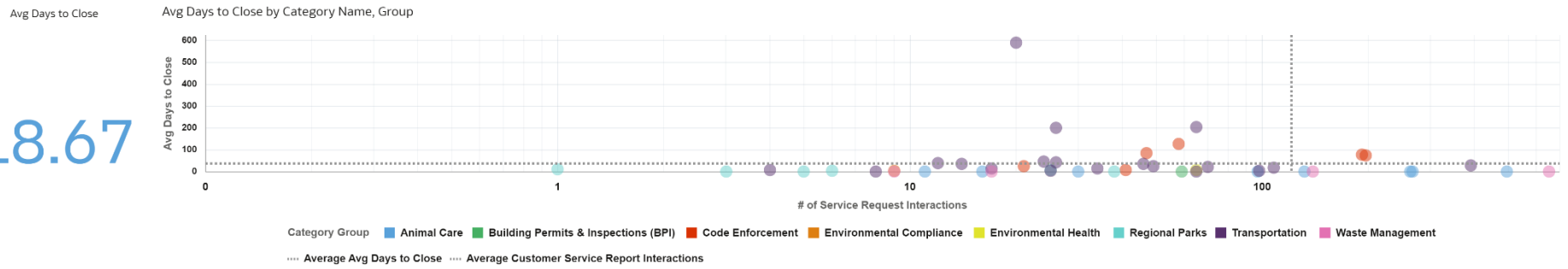
## Greater Than 10 Service Requests



# Aging of Open Requests

## Average Days to Close Service Requests



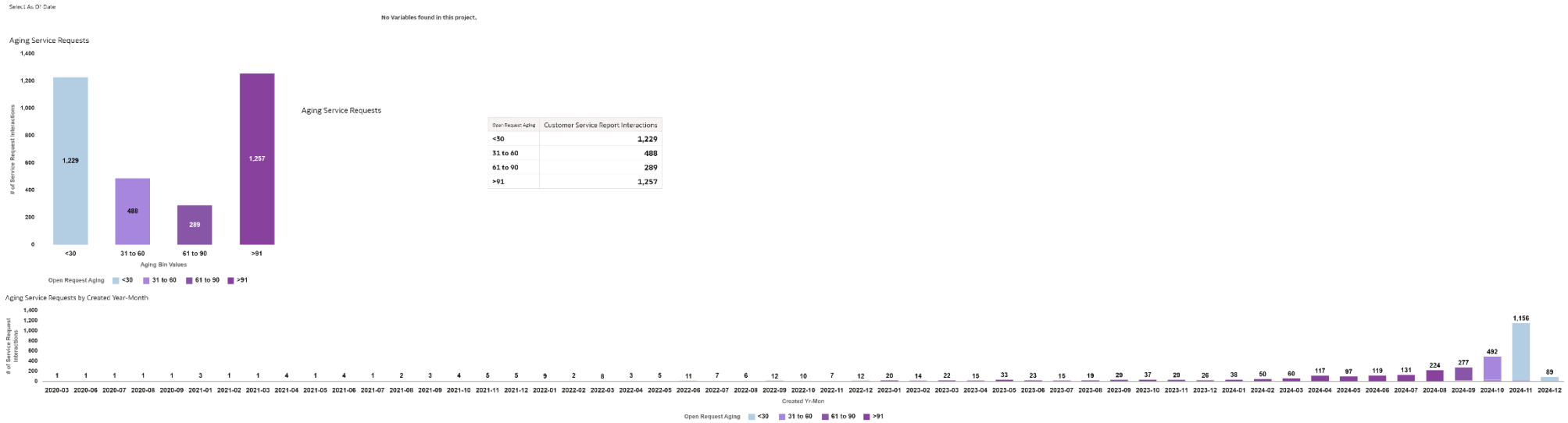
# Aging of Open Requests

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

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

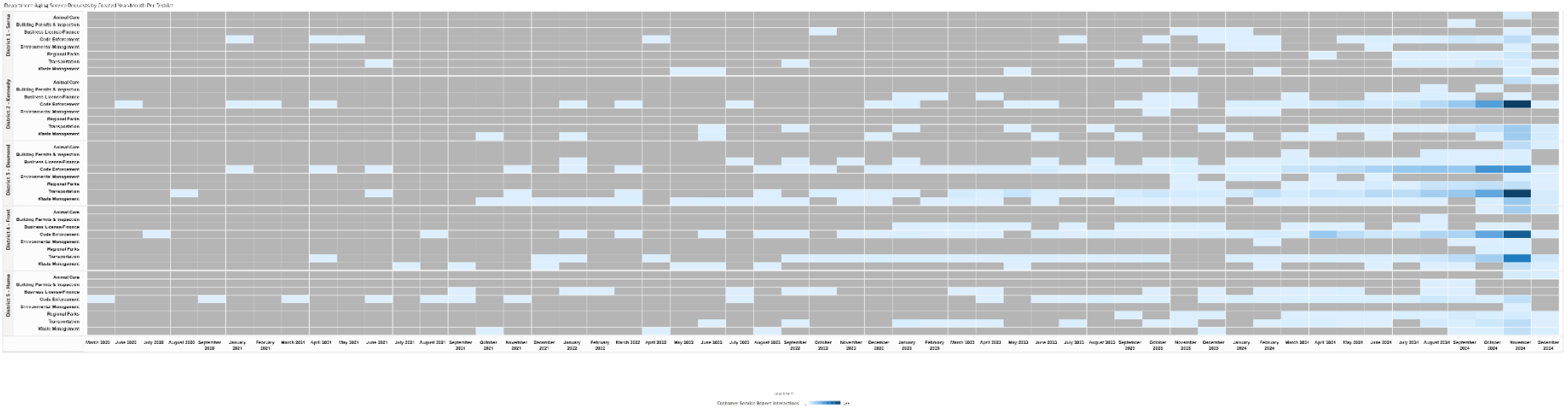
| Category Group | Category Level 2 Name | Customer Service Report Interactions | Avg Days to Close |
|---|---|---|---|
| Waste Management | Calendar Request | 17 | 0.00 |
| Animal Care | Assist (On-Scene Only) | 30 | 0.08 |
| Transportation | Shopping Cart by Vendor | 65 | 0.11 |
| Animal Care | Wild | 97 | 0.16 |
| Animal Care | Rescue | 16 | 0.22 |
| Regional Parks | Other | 3 | 0.52 |
| Transportation | Hazmat | 8 | 0.69 |
| Animal Care | License/ Specimen Pick Up | 11 | 0.72 |
| Animal Care | Owned | 132 | 1.51 |
| Animal Care | Stray | 495 | 1.69 |
| Animal Care | Investigation | 263 | 1.96 |
| Waste Management | Notify Supervisor | 139 | 2.23 |
| Animal Care | Dead Animal | 267 | 2.35 |
| Waste Management | Missed Sweeper Request | 9 | 2.42 |
| Waste Management | Missed Service | 1,698 | 2.72 |
| Building Permits & Inspections (BPI) | Building Permits & Inspections (BPI) | 59 | 3.12 |
| Waste Management | Illegal Dumping | 650 | 3.21 |
| Regional Parks | Illegal Activity | 5 | 3.35 |
| Regional Parks | Trash and Debris | 38 | 3.37 |
| Transportation | Sweeper Request | 25 | 3.64 |
| Transportation | Traffic Signal | 98 | 5.28 |
| Regional Parks | Maintenance Request | 6 | 5.54 |
| Environmental Compliance | Environmental Compliance | 9 | 5.66 |
| Environmental Health | Environmental Health (All Jurisidictions) | 65 | 7.11 |
| Regional Parks | Illegal Camp | 25 | 9.34 |
| Code Enforcement | Abandoned Vehicles | 41 | 9.87 |
| Regional Parks | Graffiti | 1 | 11.98 |
| Transportation | Aggregate Dumping/Trash Pick Up | 17 | 16.29 |
| Transportation | Tree Complaint | 34 | 16.38 |
| Transportation | Street Lights | 108 | 18.53 |
| Transportation | Graffiti | 70 | 23.65 |
| Code Enforcement | Priority Housing | 21 | 25.14 |
| Transportation | Traffic Sign | 49 | 26.71 |
| Transportation | Pavement/Pothole | 391 | 30.44 |
| Transportation | Barricades | 14 | 35.25 |
| Transportation | Roadway Hazard (Potential for Injury or Damage to Vehicles) | 46 | 35.27 |
| Transportation | Landscape/Vegetation | 12 | 41.27 |
| Transportation | Traffic Investigations | 26 | 43.37 |
| Transportation | Ditches/Culverts | 24 | 46.11 |
| Code Enforcement | Private Property Complaint | 197 | 75.91 |
| Code Enforcement | Private Property Vehicle | 192 | 78.68 |
| Code Enforcement | Sub-Standard Housing | 47 | 86.74 |
| Code Enforcement | Zoning | 58 | 126.27 |
| Transportation | Encroachment Violation | 26 | 200.11 |
| Transportation | Sidewalk | 65 | 204.46 |
| Transportation | Bridge Complaints | 20 | 590.52 |

# Aging of Open Requests



# Aging of Open Requests

## Department Aging Requests by Month Created Per District



## Dispatch Service Definition

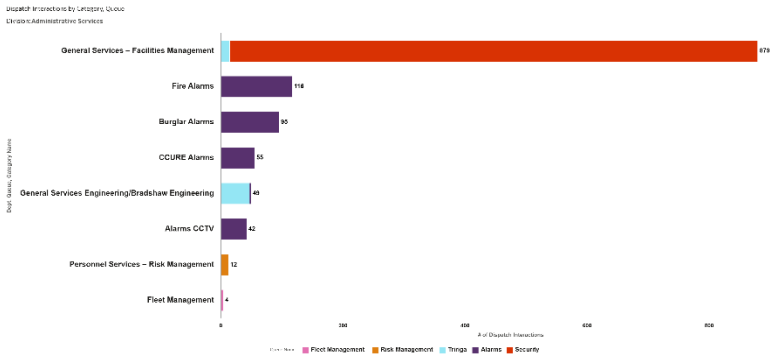
The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides immediate notification to departmental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

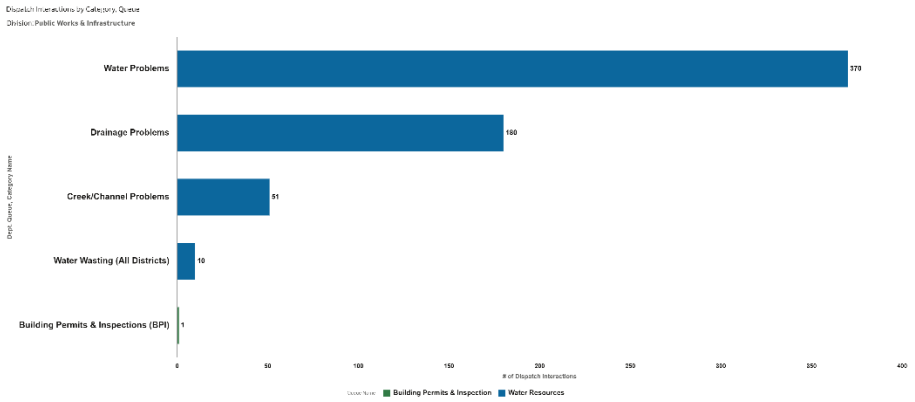
## Administrative Services




| 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

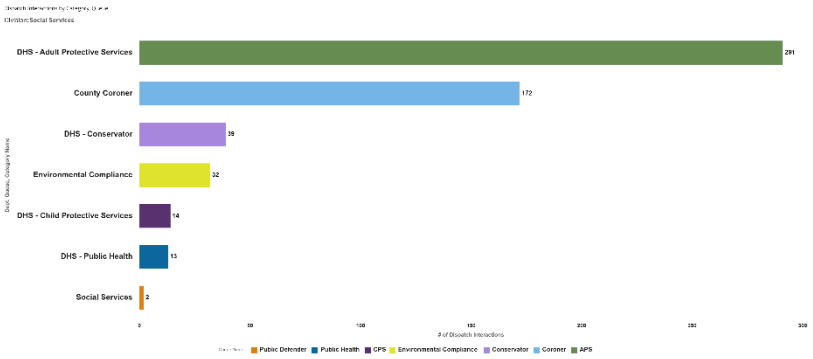
## Community Service




| 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

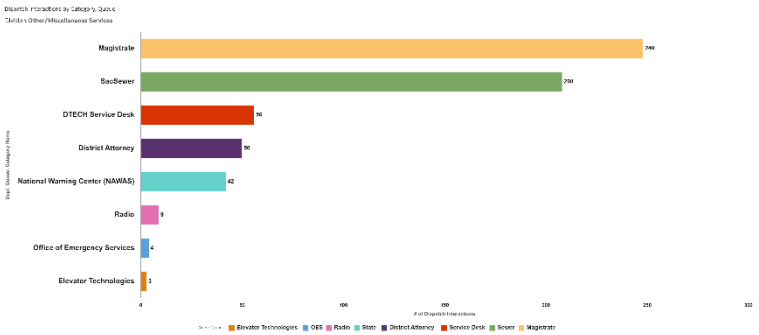
## Social Services




| 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)<br>Child Protective Services | Dispatch Services for 24/7 social worker intake line for any child protective services request |
| Department of Health Services<br>Public Defender | Dispatch Services for any reported public defender after-hours dispatch requests by law enforcement agencies |
| Department of Health Services<br>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,<br>Tac Channel,<br>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. |