

Monthly 311 Communications/Dispatch Center

SERVICE REQUEST & STATISTICS REPORT

October 2024



SAC COUNTY
311
CONNECT

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

SACRAMENTO
COUNTY

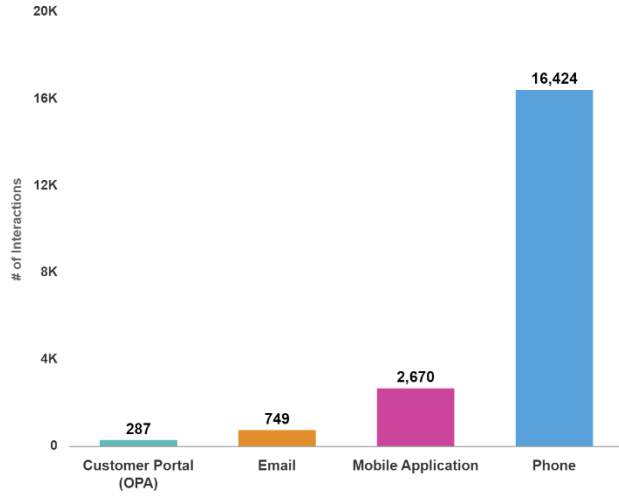
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Monthly Statistics

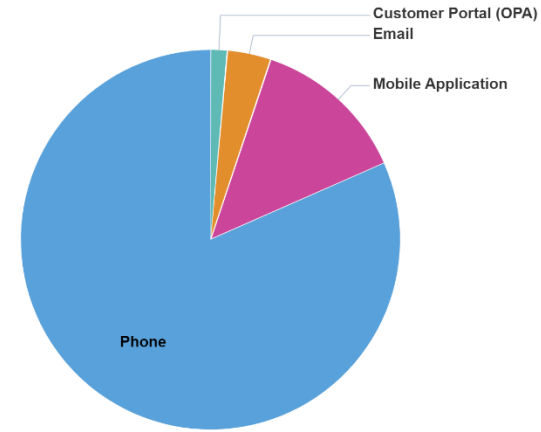
Monthly Interactions by Source



Monthly Customer Service Interactions
20,130

Incident Source Name	Service Request Count
Customer Portal (OPA)	287
Email	749
Mobile Application	2,670
Phone	16,424

Monthly Interactions by Source



Service Request Interactions

6,446

Information Interactions

5,731

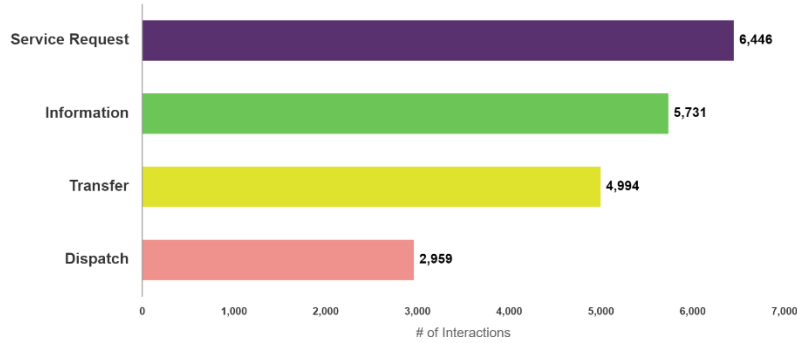
Transfer Interactions

4,994

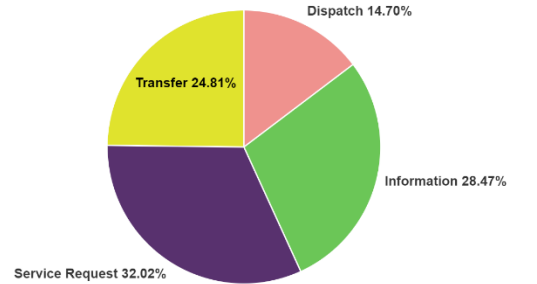
Dispatch Interactions

2,959

Customer Service Report Interactions by Interaction Type



Monthly Interactions by Interaction Type



Service Request Interaction Totals (>10 Requests) by Category

Service Request Interaction Totals

Service Request Interaction Totals (>10 requests) by Category

Cat2, Cat3	Customer Service Report Interactions
Missed Service, Garbage	1,035
Illegal Dumping, Illegal Dumping	698
Missed Service, Organics	489
Missed Service, Recycling	484
Pavement/Pothole, Pothole/Chuckhole Repair	232
Private Property Complaint, Junk/Rubbish	176
Private Property Vehicle, Parked on Lawn	157
Dead Animal, Roadside	150
Investigation, Barking (Dogs Only)	145
Stray, Roam	124
Stray, Injured	103
Shopping Cart by Vendor, Shopping Cart by Vendor	96
Notify Supervisor, Garbage	87
Stray, Sick	81
Environmental Health (All Jurisdictions), Food Facility Complaint	79
Investigation, Negligence	78
Street Lights, Light Out	75
Dead Animal, Domestic	72
Missed Service, Bulky Waste Pickup	72
Owned, Aggressive	65

Cat2, Cat3	Customer Service Report Interactions
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	63
Private Property Vehicle, Non-Operable (Commercial Included)	60
Pavement/Pothole, Paving Needs on Street	54
Wild, Injured	52
Stray, Aggressive	47
Dead Animal, Wild	47
Notify Supervisor, Recycling	46
Dead Animal, In Traffic	45
Illegal Camp, Occupied	43
Sidewalk, Curb, Gutter, and Sidewalk Repair	41
Owned, Nuisance (No Cats)	41
Investigation, Bite - NOT Happening NOW	41
Stray, Confined	38
Stray, Traffic	36
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	35
Traffic Investigations, Request	34
Traffic Sign, Non-Emergency	33
Traffic Signal, Cycling/Detection Problem	32
Notify Supervisor, Organics	31

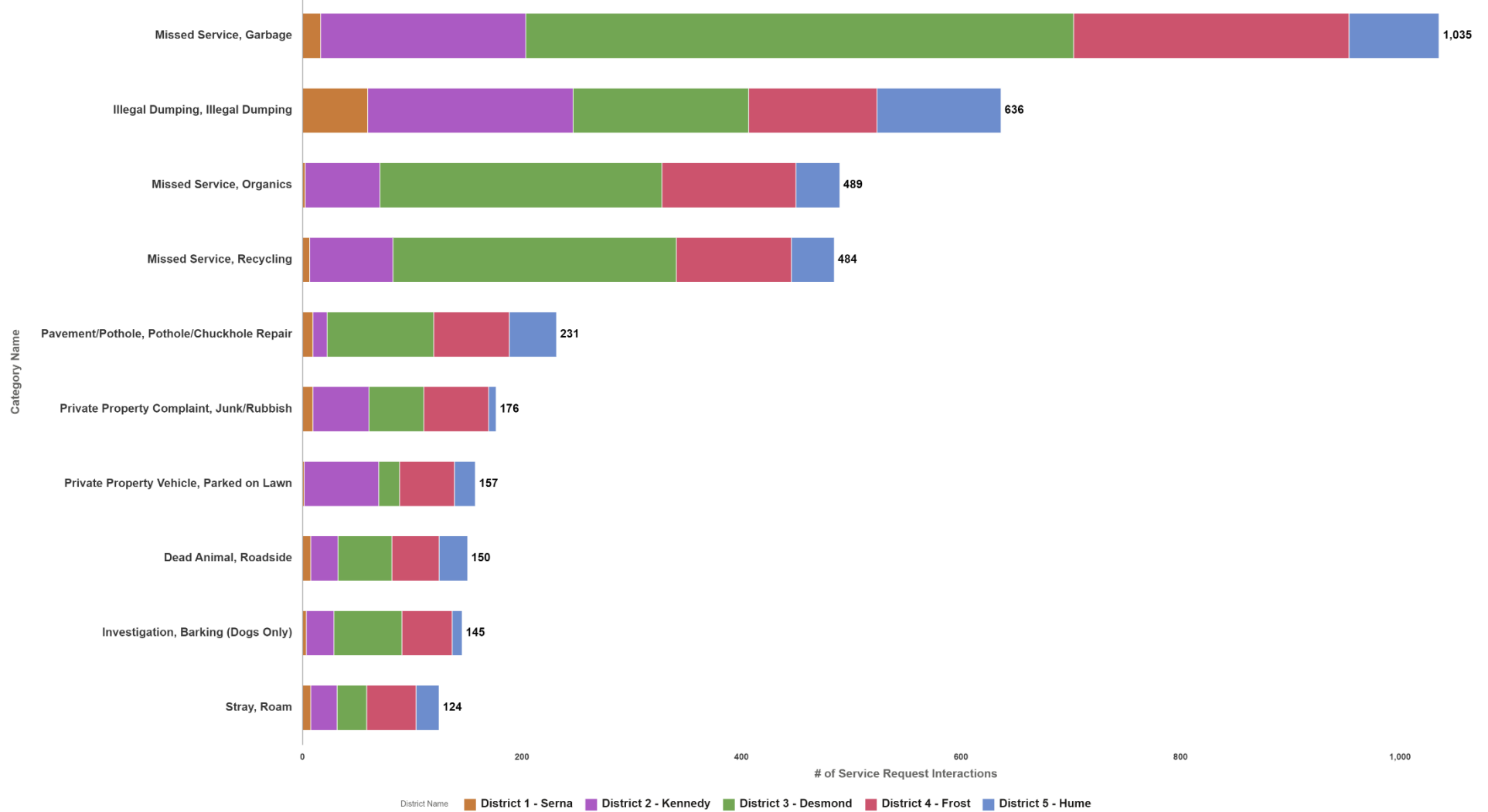
Cat2, Cat3	Customer Service Report Interactions
Maintenance Request, Maintenance Request	30
Trash and Debris, Trash and Debris	30
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	29
Encroachment Violation, Basketball Hoop/Garbage Cans	29
Zoning, Other	29
Assist (On-Scene Only), Police/Sheriff	26
Investigation, Cruelty	26
Traffic Signal, Light Out	26
Sweeper Request, Sweeper	25
Traffic Signal, Flashing Red	25
Stray, Tied	24
Abandoned Vehicles, Inoperable	23
Traffic Sign, New Sign Request	22
Investigation, Abandoned Animal	21
Graffiti, Private Property	20
Graffiti, Public Right-of-Way	20
Landscape/Vegetation, Request	20
Traffic Signal, Long Red/Short Green	20
Wild, Sick	20

Cat2, Cat3	Customer Service Report Interactions
Investigation, Tethered	17
Traffic Signal, All Signals Dark	16
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	16
Stray, Vet/Business Confined	16
Sub-Standard Housing, Other	15
Sidewalk, Tree Trimming Needed	15
Owned, Animal Feces Complaint	15
Encroachment Violation, Signs that Block View or Path	15
Private Property Complaint, Unmaintained Property (Landscaping)	14
Abandoned Vehicles, Dismantled	14
Zoning, Occupied Mobile Home/Motorhome/RV Zoning Complaint	13
Tree Complaint, Request	13
Environmental Health (All Jurisdictions), Commercial Noise Complaint	13
Zoning, Fence Residential	12
Other, Other	11
Calendar Request, Calendar Request	11

Total Service Requests Opened

Top 10 Service Requests Categories Opened | With Districts

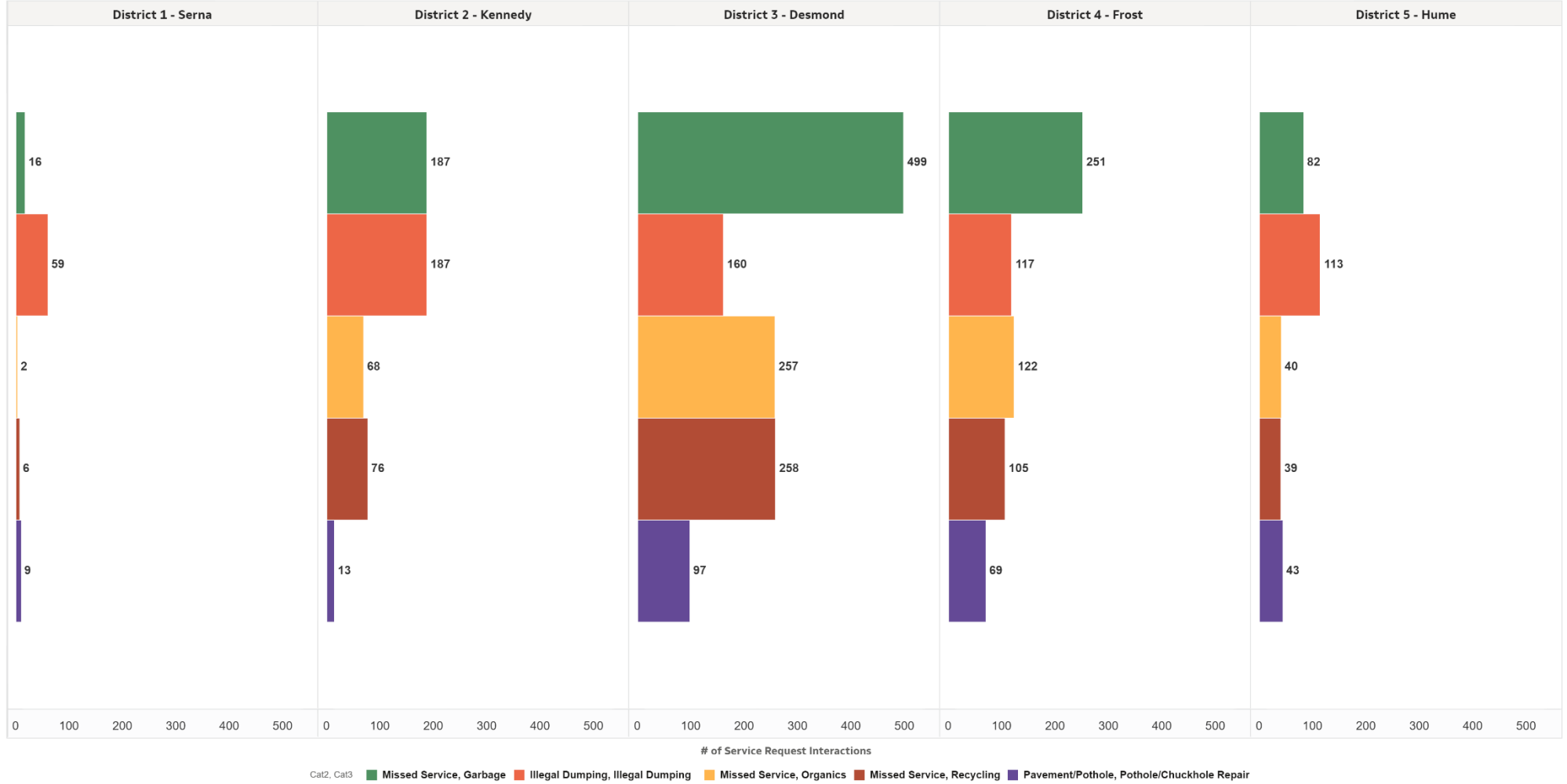
Top 10 Service Request Categories Opened with Districts



Top Service Requests Opened

Top 5 Service Requests Opened | by Districts

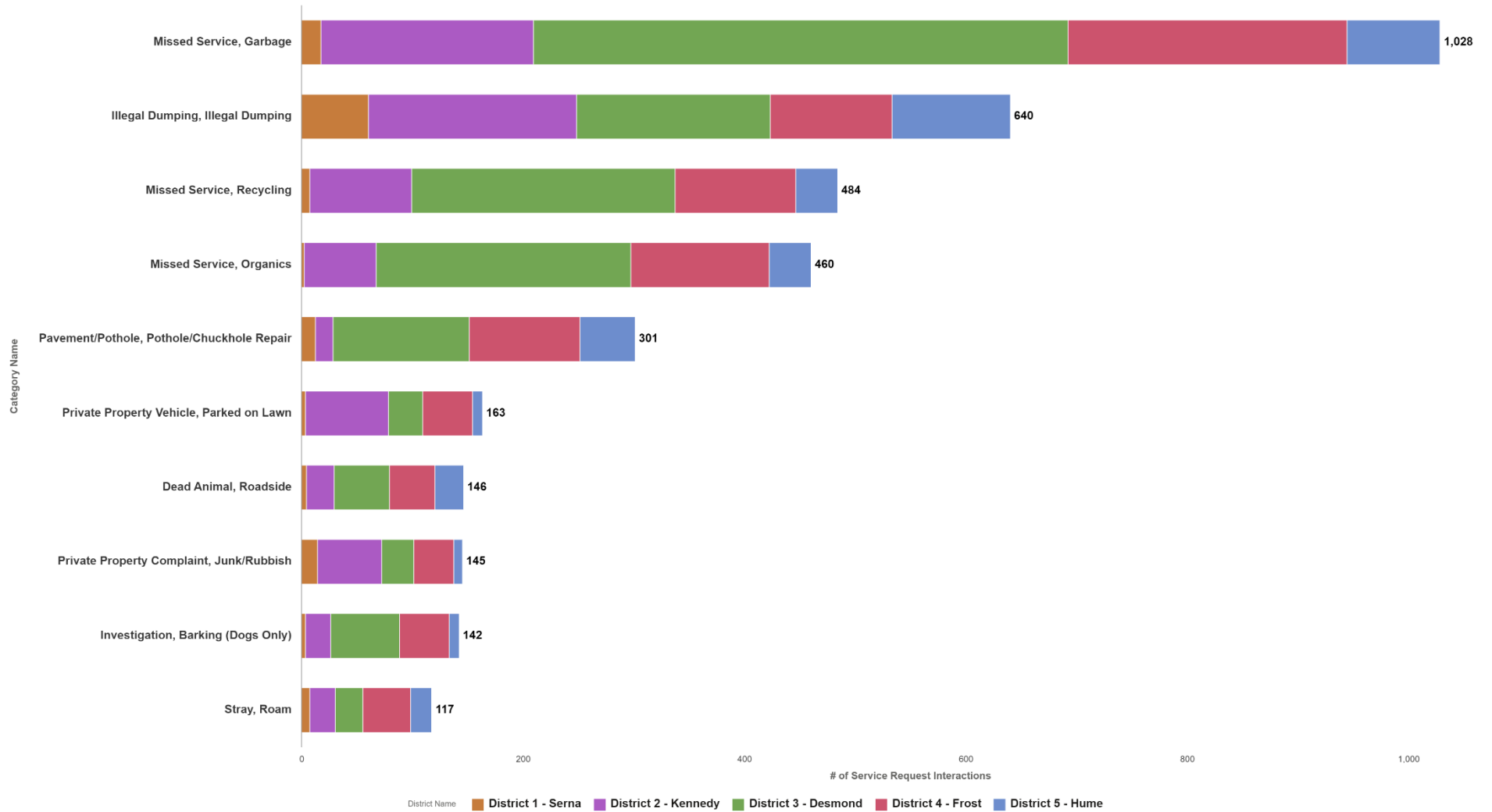
Top 5 Service Request Categories Opened by District



Top Service Requests Closed

Top 10 Service Requests Categories Closed | With Districts

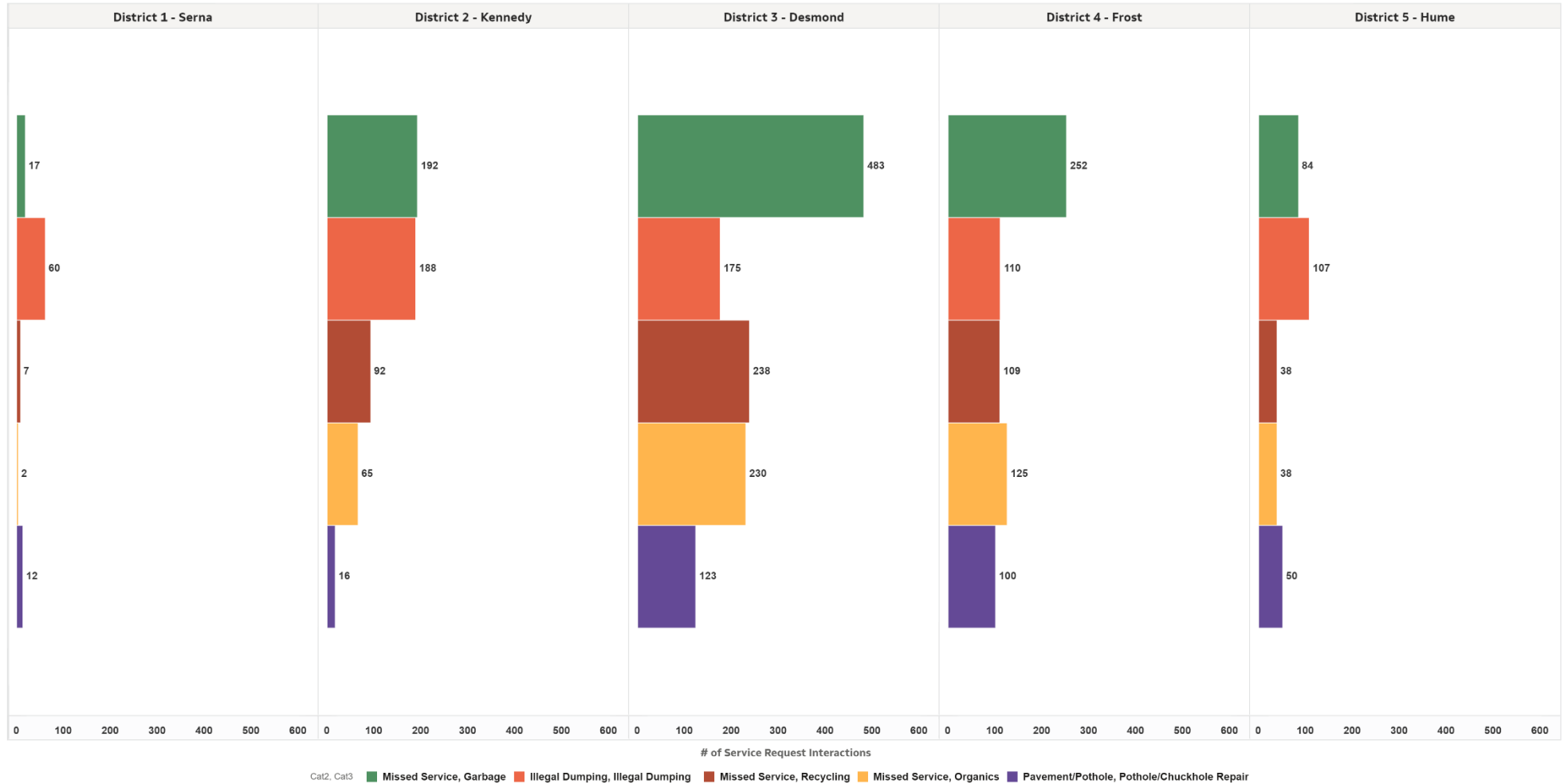
Top 10 Service Request Categories Closed with Districts



Top Service Requests Closed

Top 5 Service Requests Categories Closed | by Districts

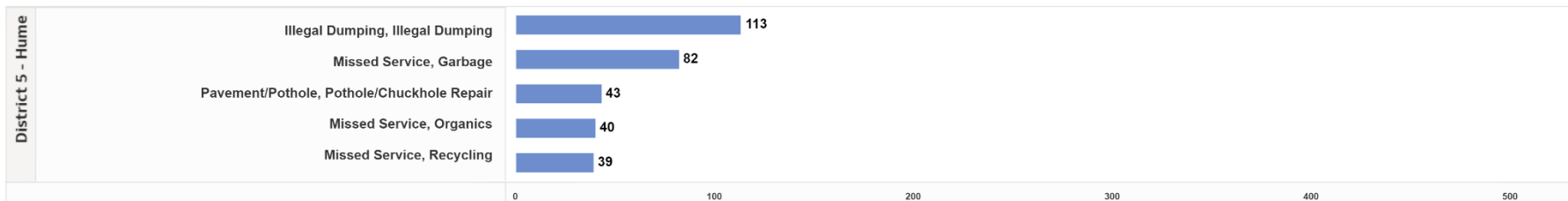
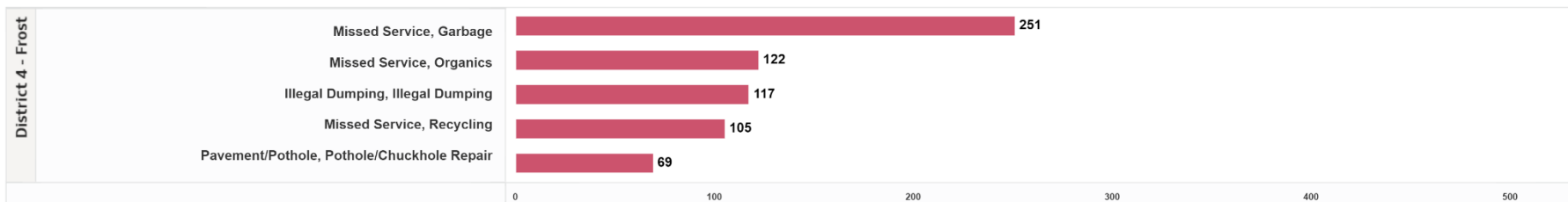
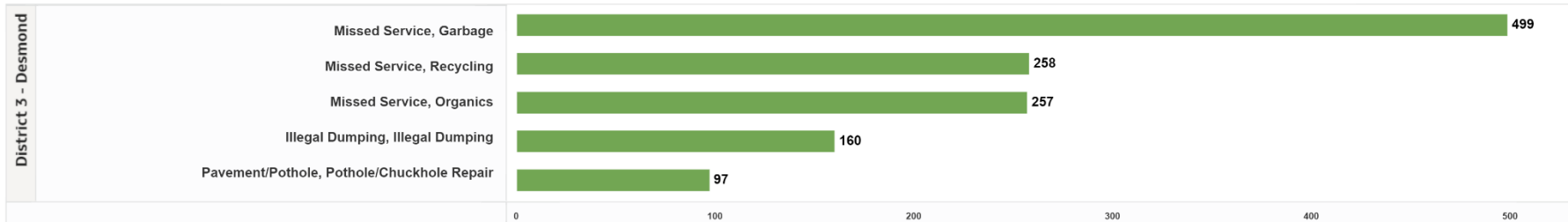
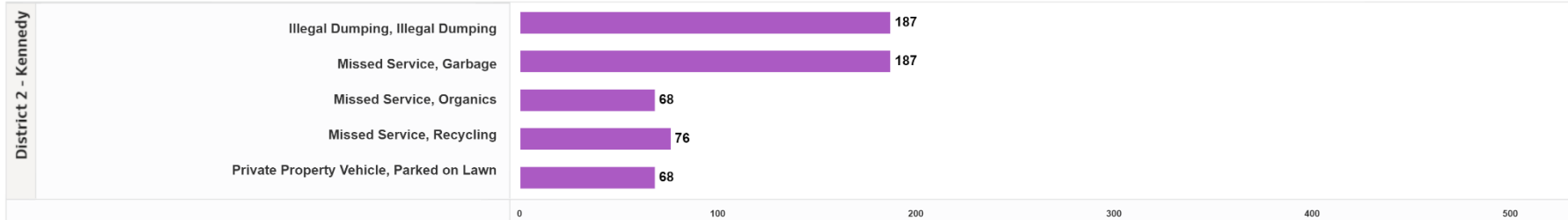
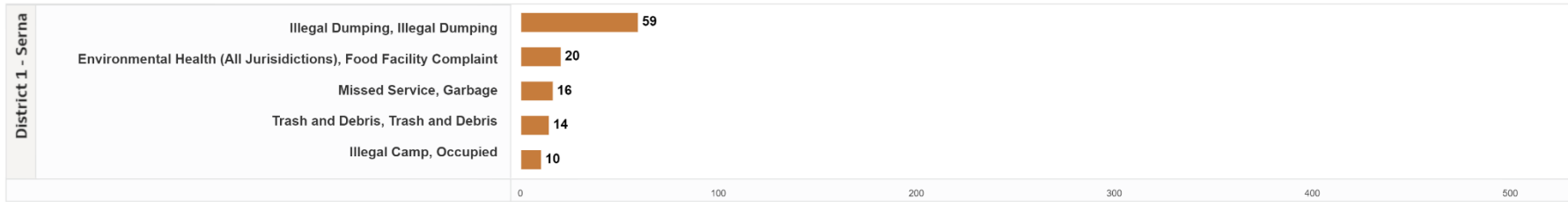
Top 5 Service Request Categories Closed by District



Top Unresolved Service Request

Top Unresolved Service Request Categories | by Districts

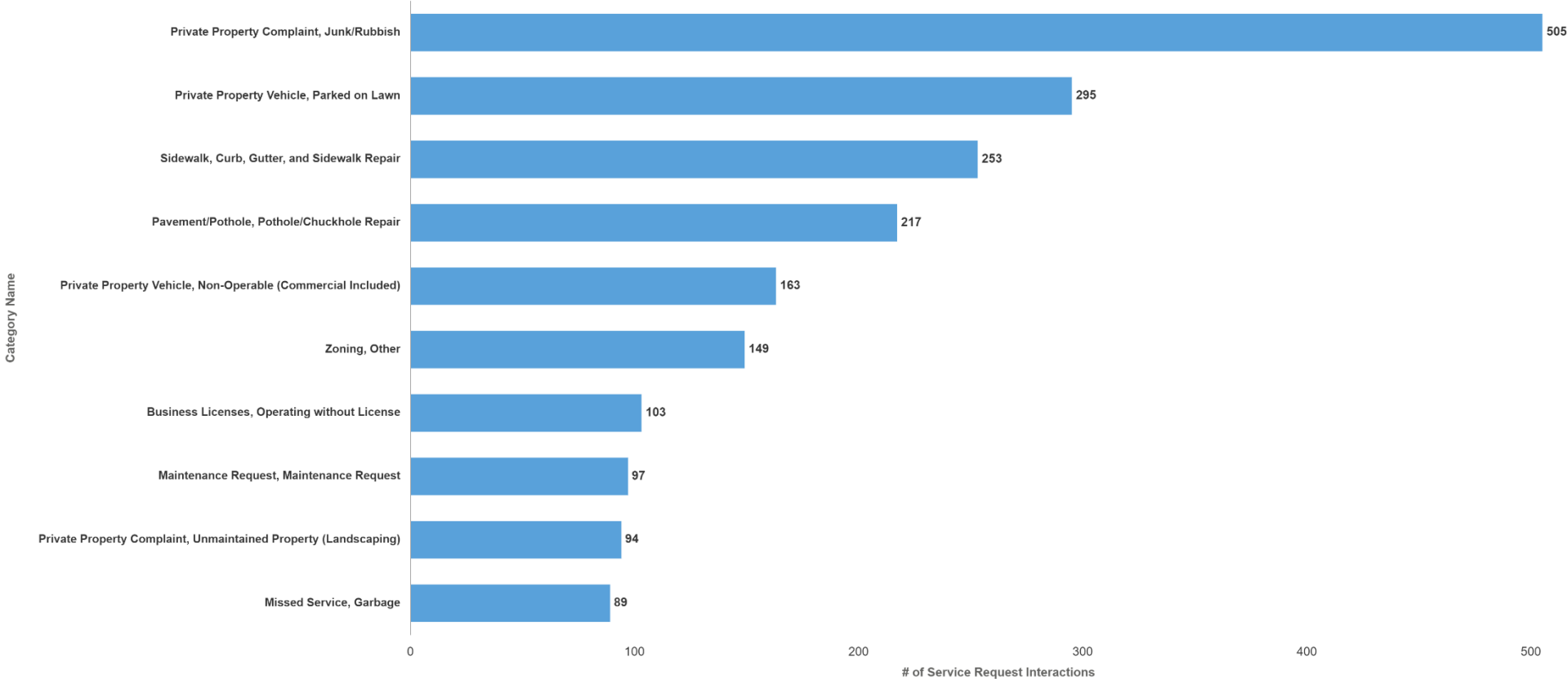
Top Unresolved Service Request Categories by District



Top Unresolved Service Request

Top 10 Unresolved Service Request Categories

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through October 31st

3,375

Interactions Closed this Month

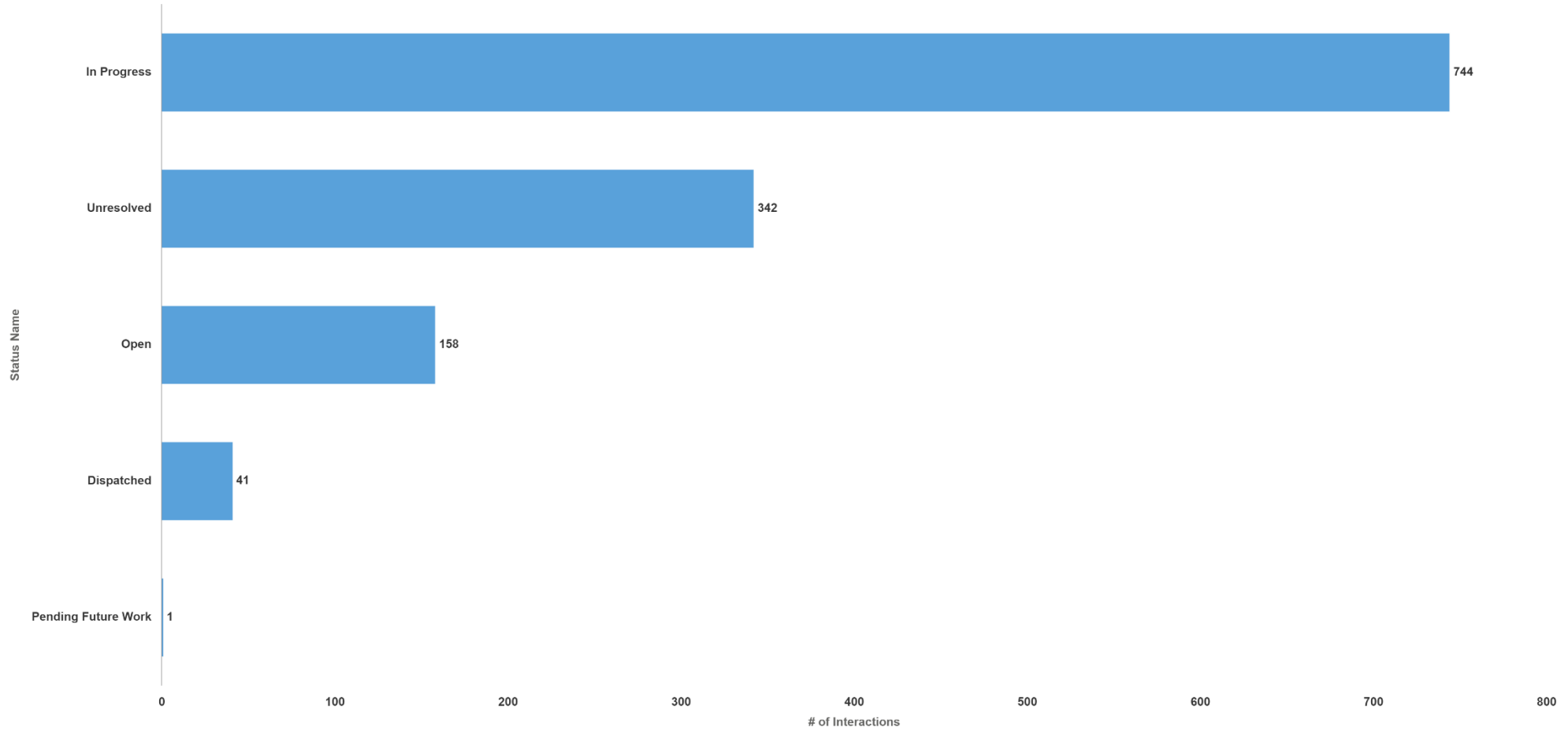
20,033

Monthly Interactions Not Closed

1,286

Monthly Interactions Not Closed by Status

Monthly Interactions Not Closed by Status



Board of Supervisor District Information

Service Requests Opened by District

October 2024

Monthly Service Request Interactions Opened

6,373

District 1 Serna
268
Service Request Interactions

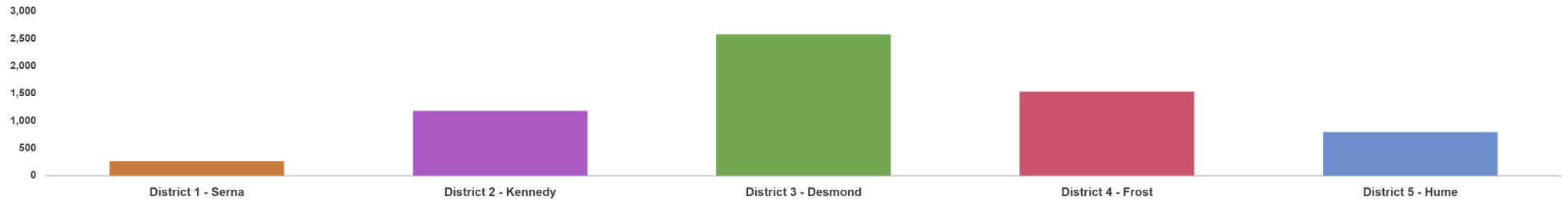
District 2 Kennedy
1,186
Service Request Interactions

District 3 Desmond
2,584
Service Request Interactions

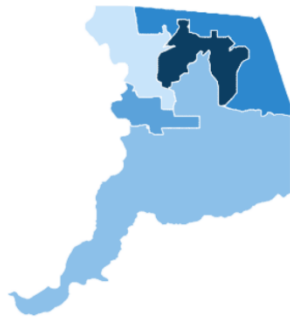
District 4 Frost
1,537
Service Request Interactions

District 5 Hume
798
Service Request Interactions

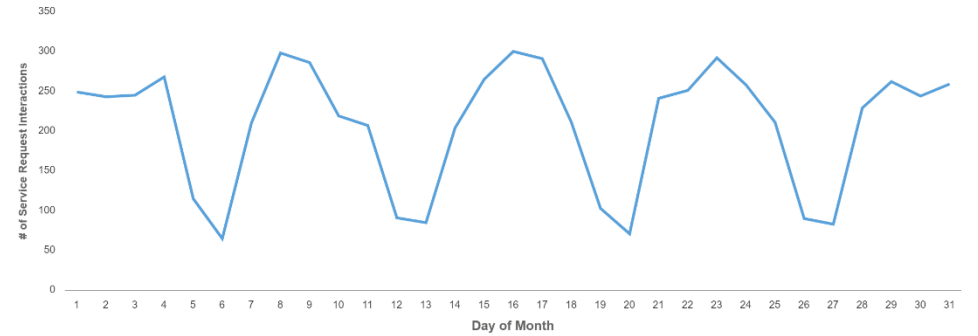
Service Request Interactions by District



Service Request Interactions by District Map



Service Request Interactions Created by Day of Month



Board of Supervisor District Information

Service Requests Closed by District

October 2024

Monthly Service Request Interactions Closed

6,405

District 1 Serna

287

Service Request Interactions

District 2 Kennedy

1,212

Service Request Interactions

District 3 Desmond

2,567

Service Request Interactions

District 4 Frost

1,545

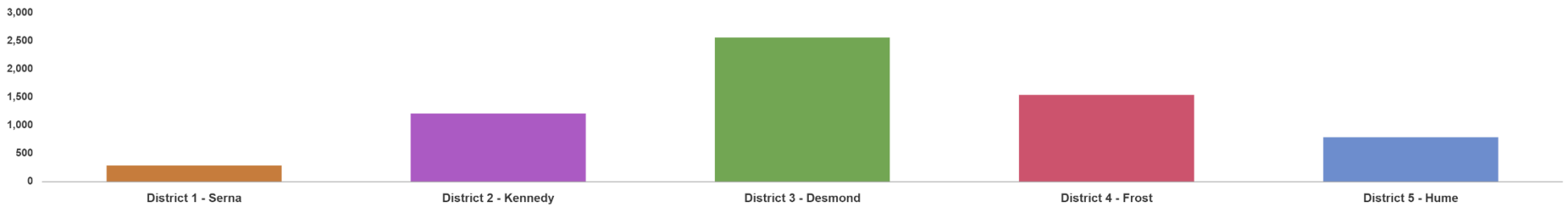
Service Request Interactions

District 5 Hume

794

Service Request Interactions

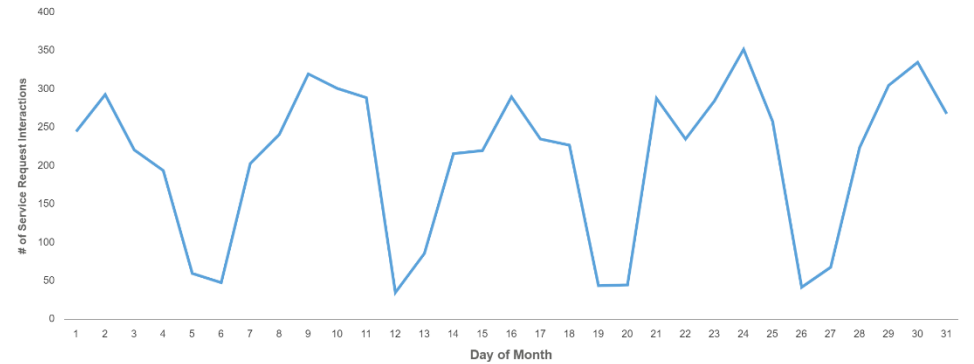
Service Request Interactions by District



Service Request Interactions by District Map



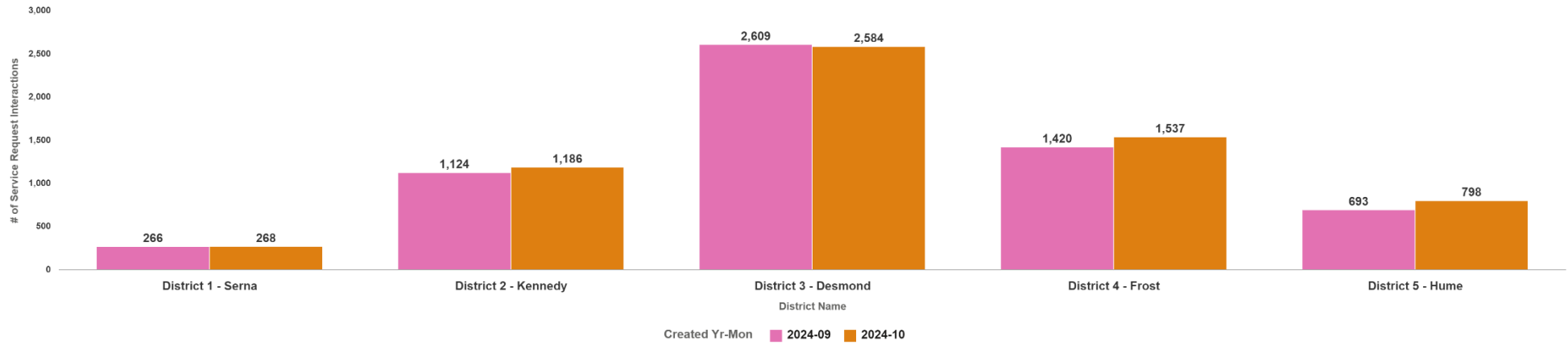
Service Request Interactions Closed by Day of Month



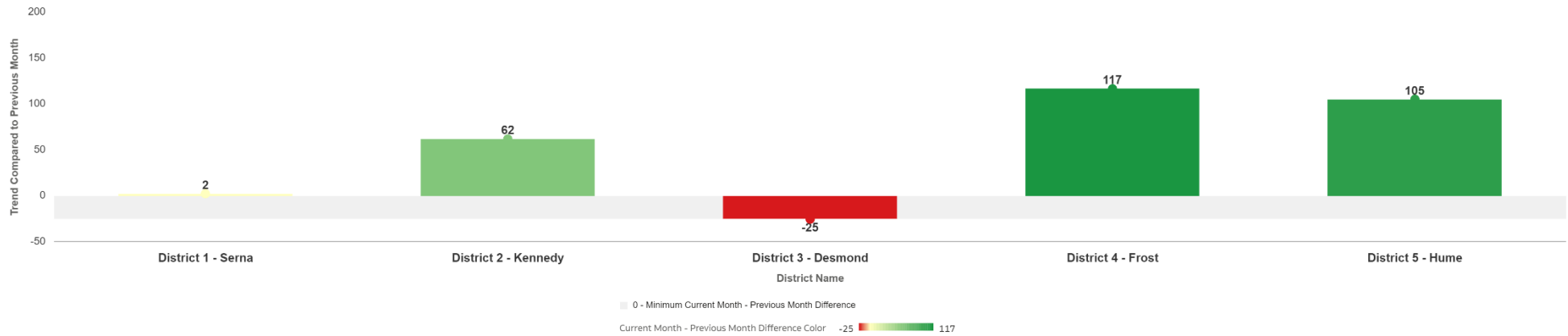
Board of Supervisors District Information

Previous Month Comparison of Service Request

Previous Month Comparison of Service Request Interactions



Previous Month Trend of Service Request Interactions Per District

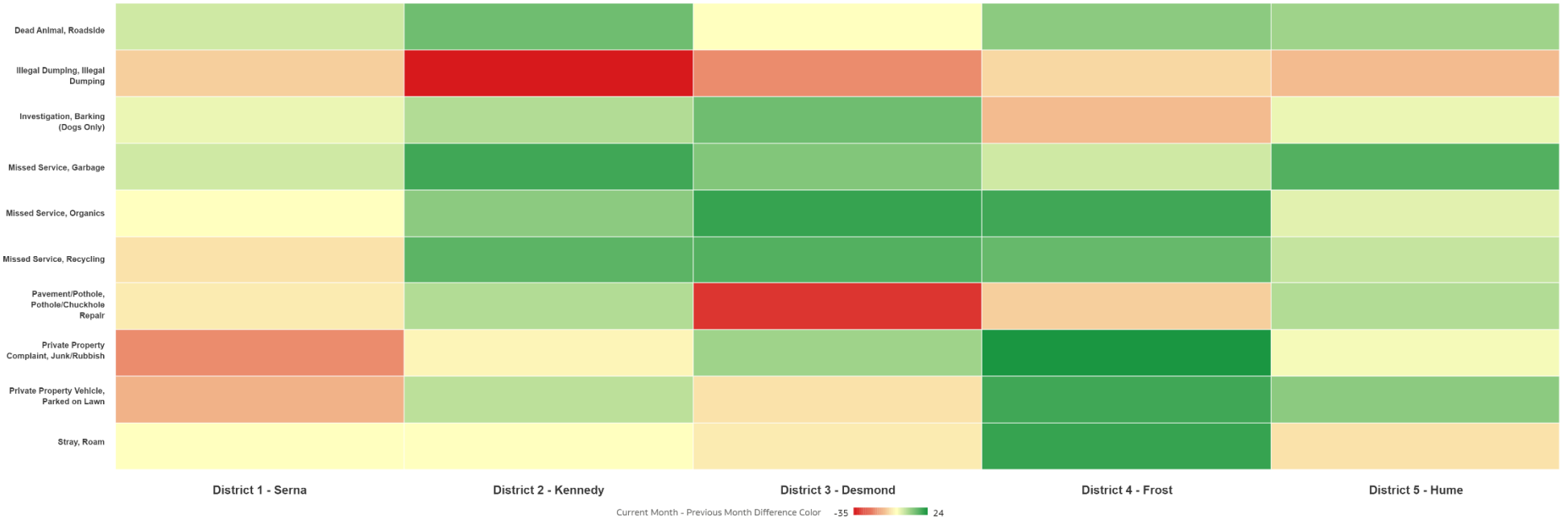


Previous Month Comparison (continued)

Monthly Comparison: Service Requests by District

District Name	2024-09	2024-10
	Service Request Map Count	Service Request Map Count
District 1 - Serna	266	268
District 2 - Kennedy	1,124	1,186
District 3 - Desmond	2,609	2,584
District 4 - Frost	1,420	1,537
District 5 - Hume	693	798

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	
Missed Service, Garbage	5	20	13	5	18	61
Missed Service, Organics	0	12	21	20	3	56
Missed Service, Recycling	-4	17	18	16	6	53
Dead Animal, Roadside	5	15	0	12	10	42
Private Property Vehicle, Parked on Lawn	-11	7	-4	20	12	24
Investigation, Barking (Dogs Only)	2	8	15	-10	2	17
Private Property Complaint, Junk/Rubbish	-18	-1	10	24	1	16
Stray, Roam	0	0	-5	21	-5	13
Pavement/Pothole, Pothole/Chuckhole Repair	-3	8	-31	-7	8	-25
Illegal Dumping, Illegal Dumping	-8	-35	-18	-6	-10	-77
Grand Total	-32	51	21	95	45	180

Board of Supervisor District Analysis

District 1

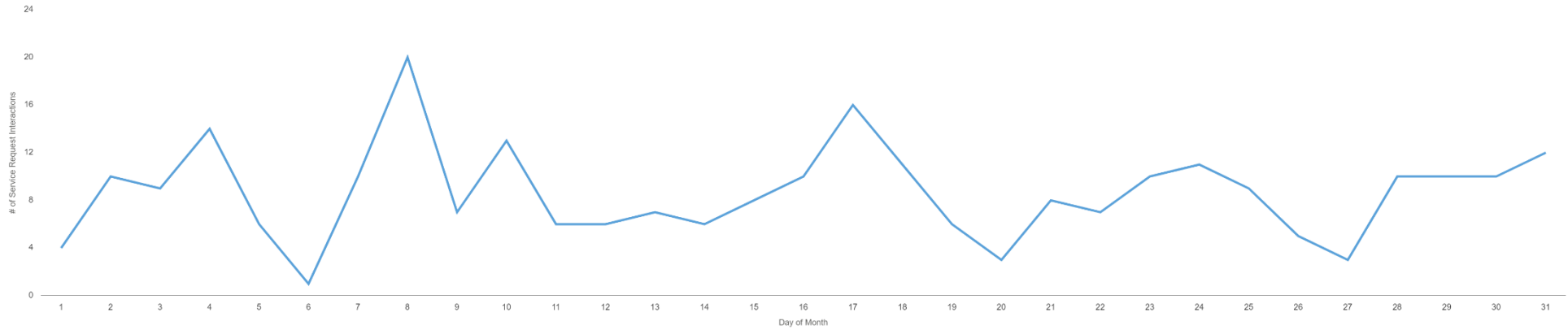
Service Requests Created

268

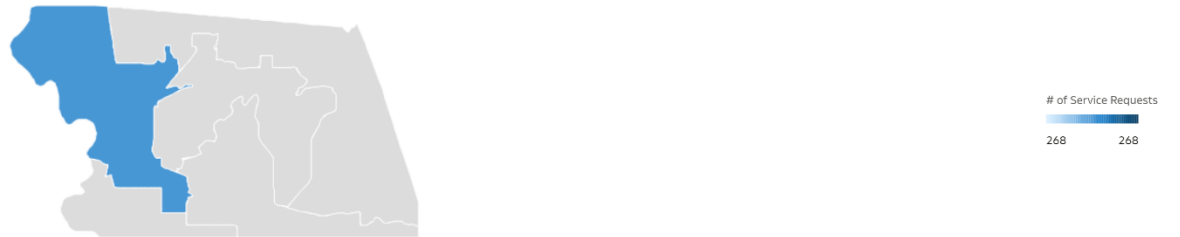
Service Requests Closed

213

Service Request Interactions Created by Day of Month



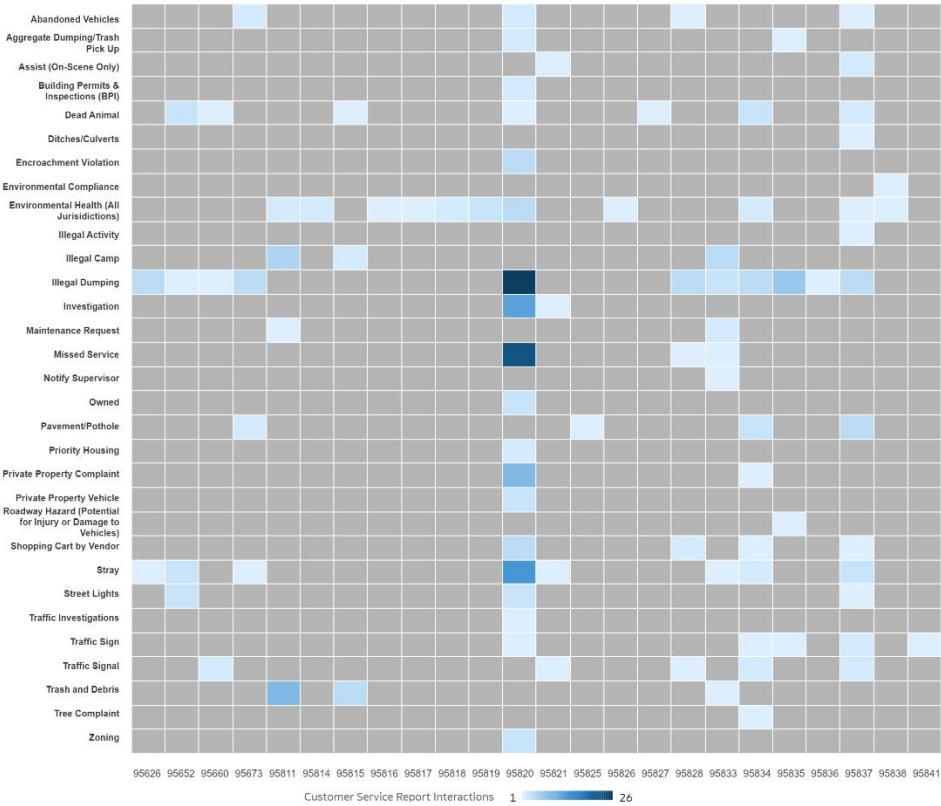
District Name, Customer Service Report Interactions



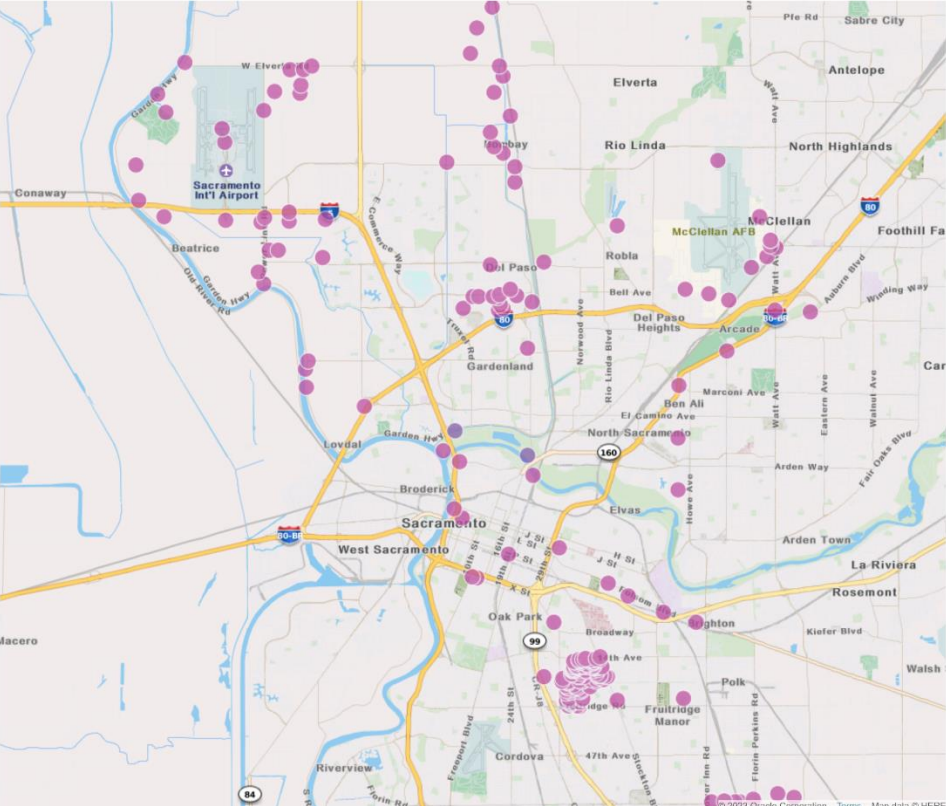
Board of Supervisor District Analysis

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

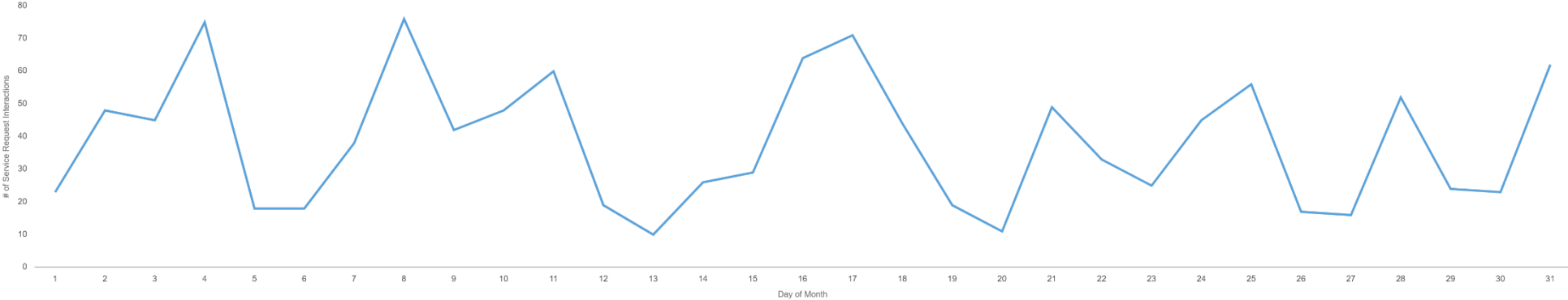
Service Requests Created

1,186

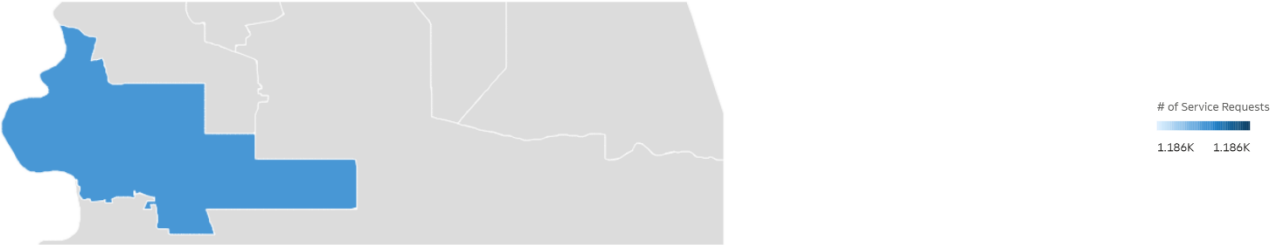
Service Requests Closed

909

Service Request Interactions Created by Day of Month



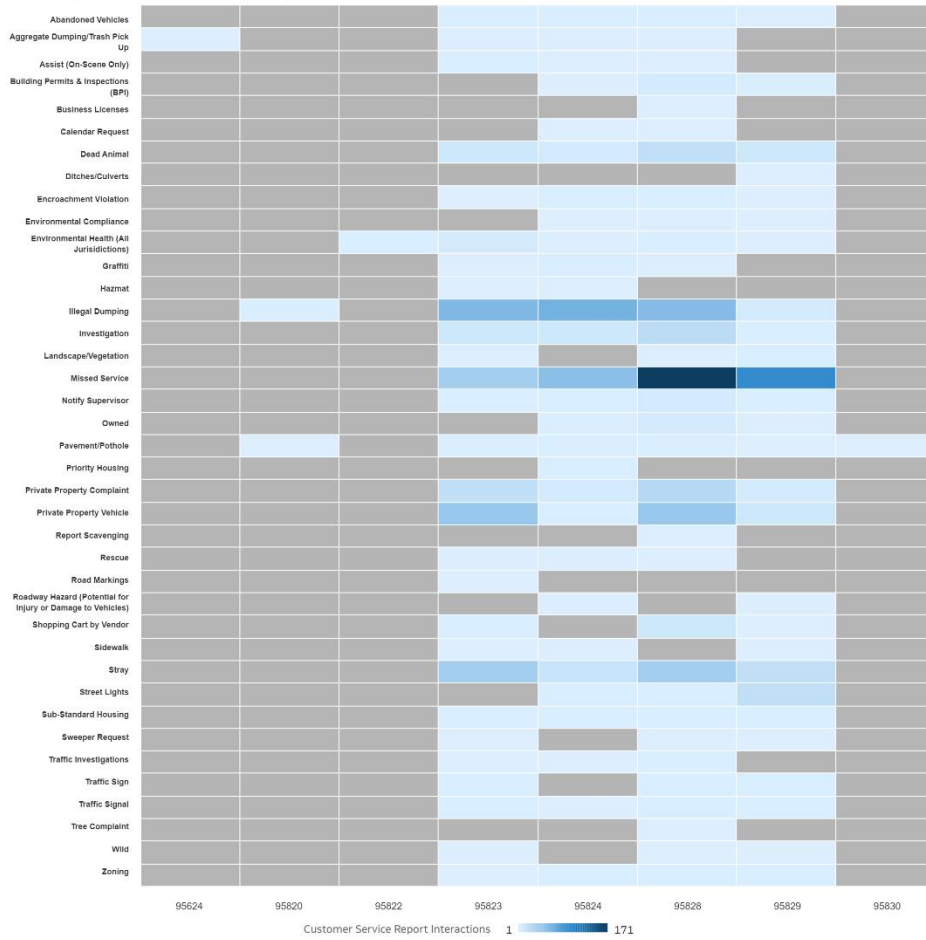
District Name, Customer Service Report Interactions



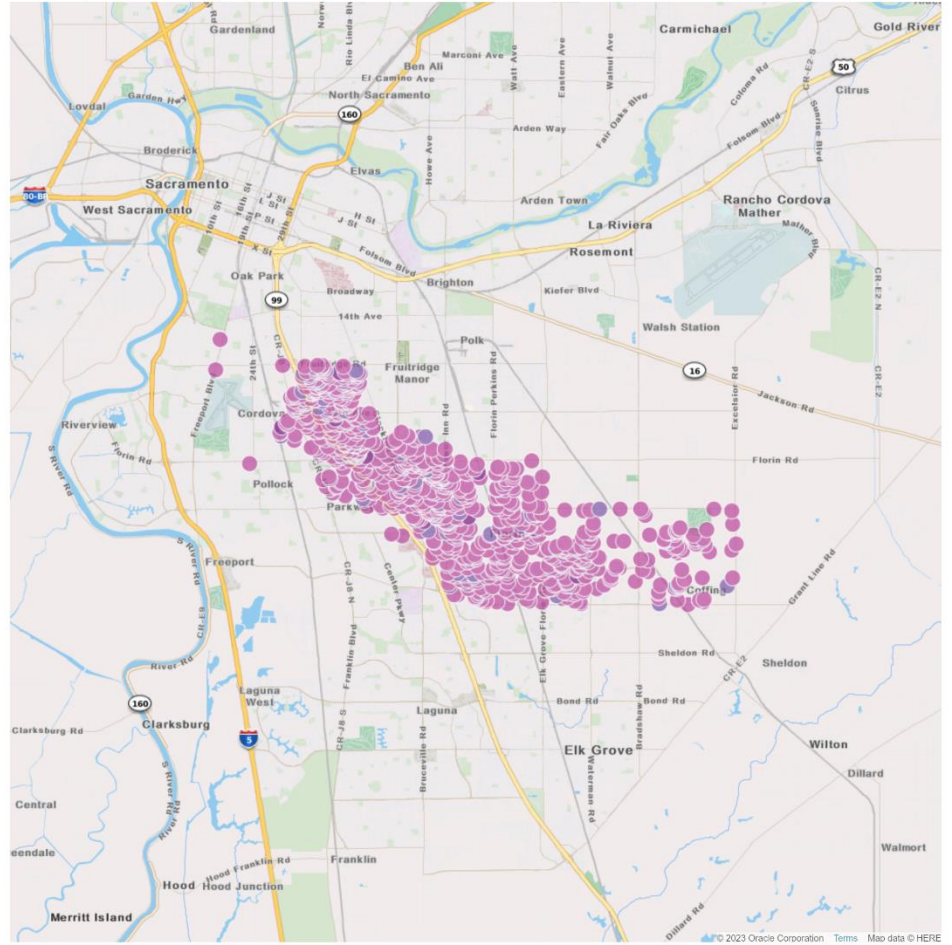
Board of Supervisor District Analysis

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

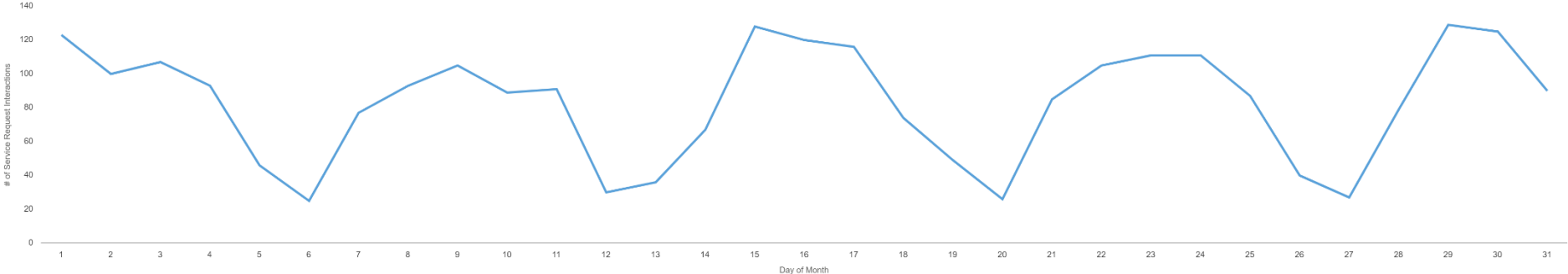
Service Requests Created

2,584

Service Requests Closed

2,059

Service Request Interactions Created by Day of Month



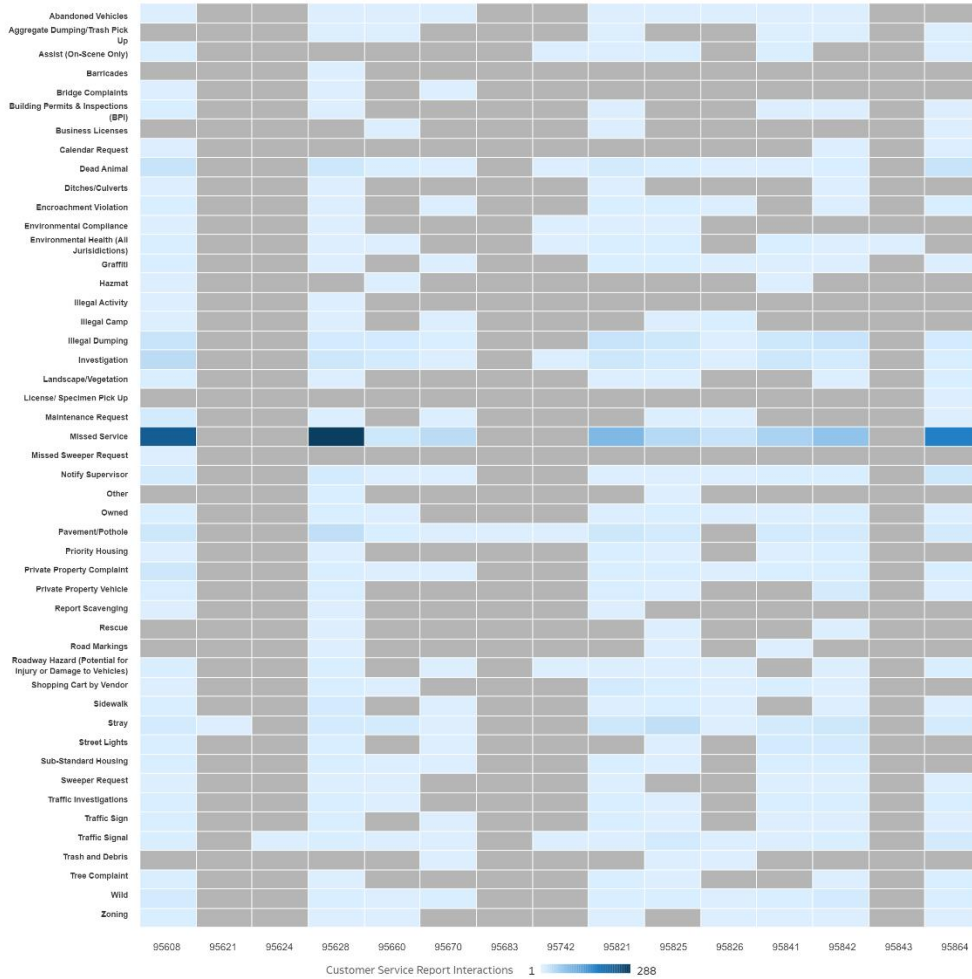
District Name, Customer Service Report Interactions



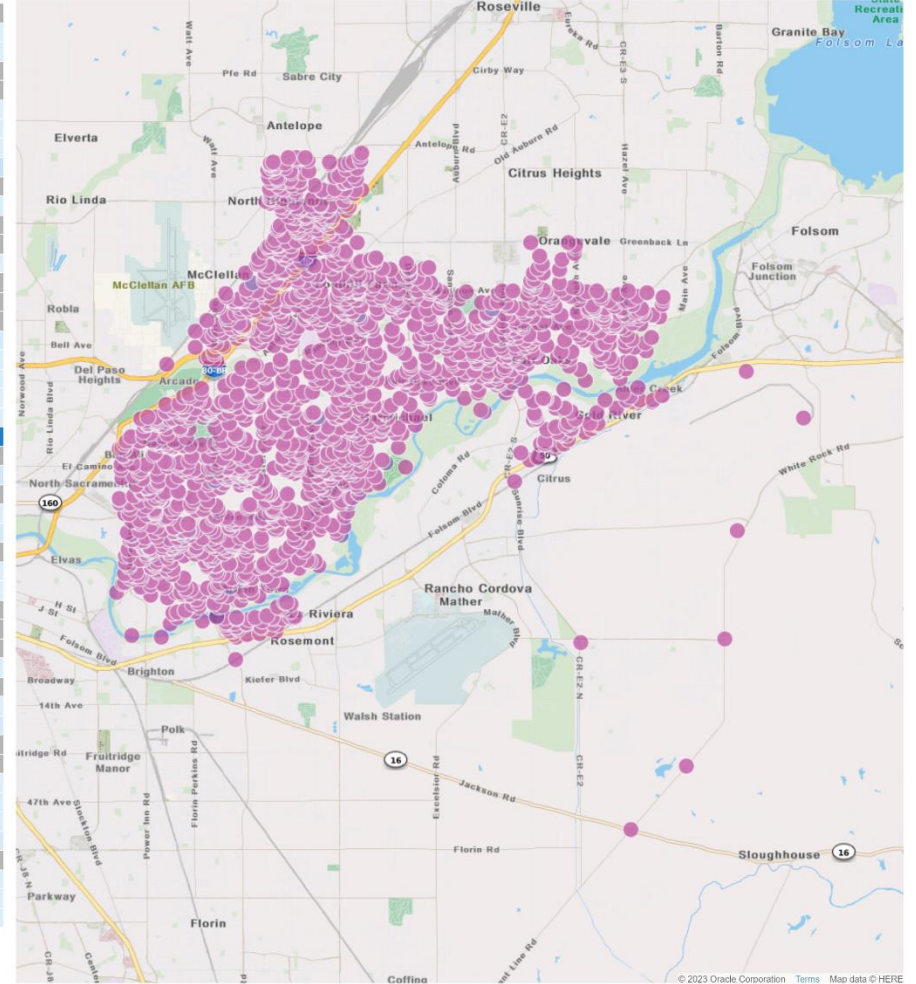
Board of Supervisor District Analysis

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

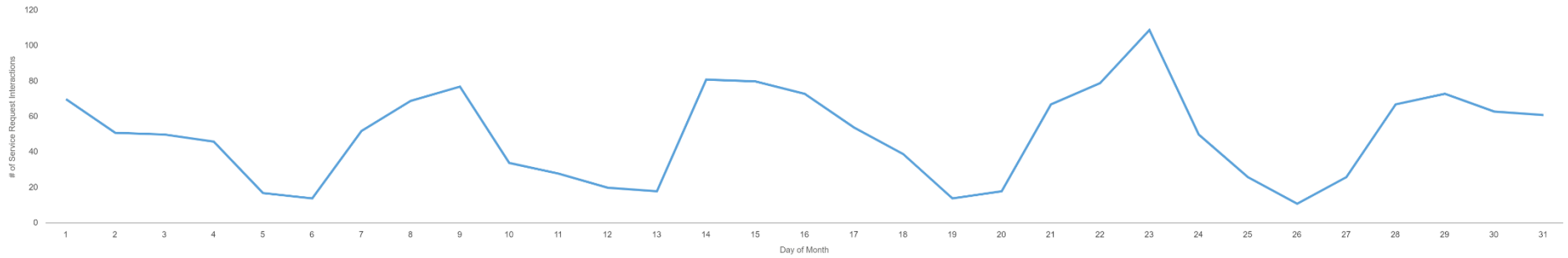
Service Requests Created

1,537

Service Requests Closed

1,211

Service Request Interactions Created by Day of Month



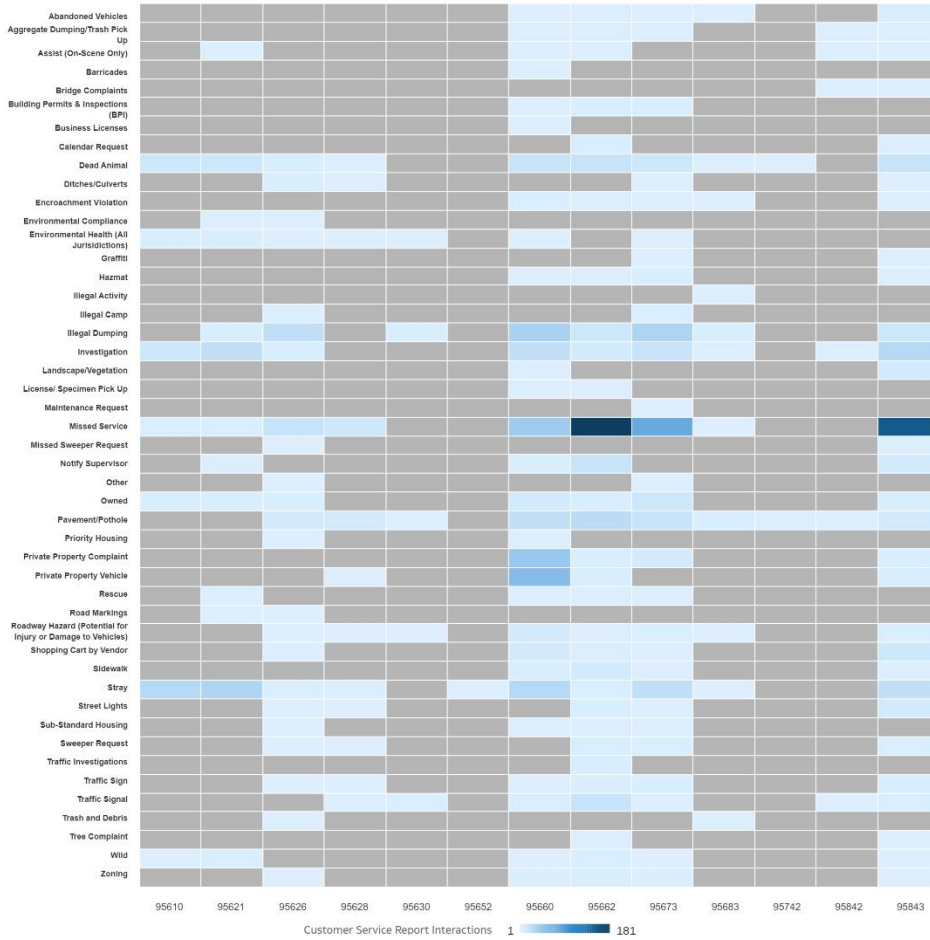
District Name, Customer Service Report Interactions



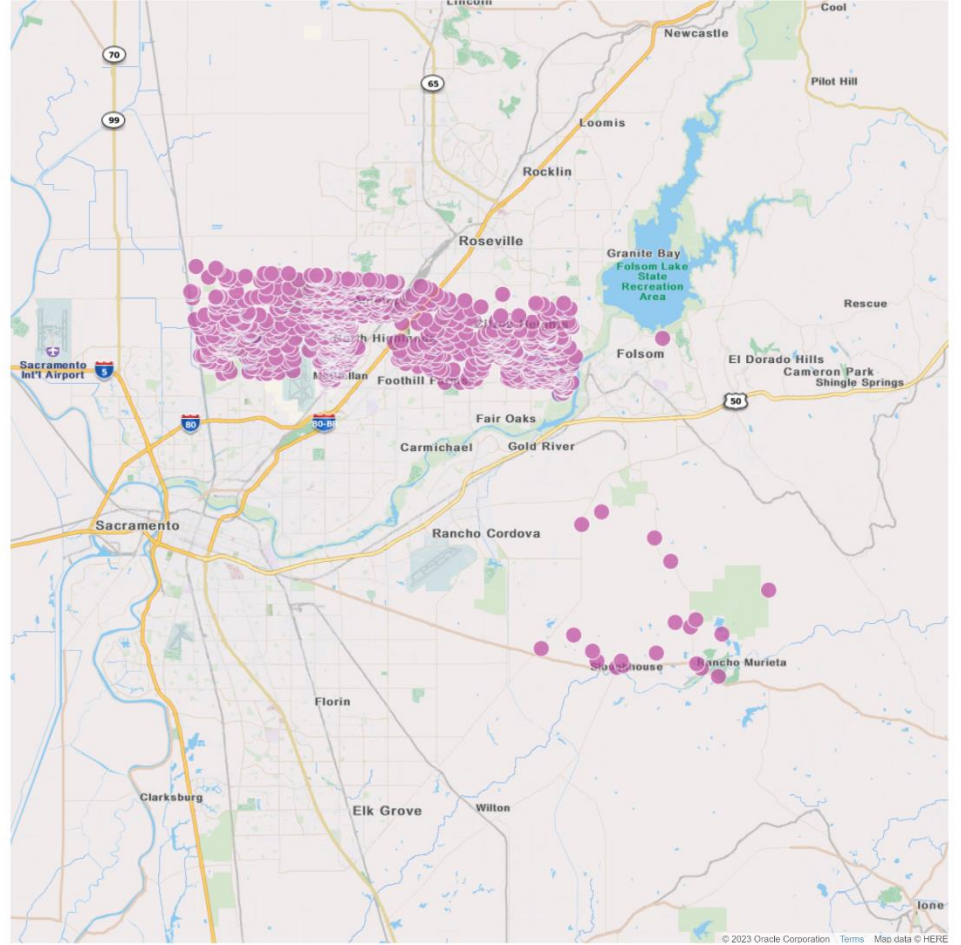
Board of Supervisor District Analysis

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

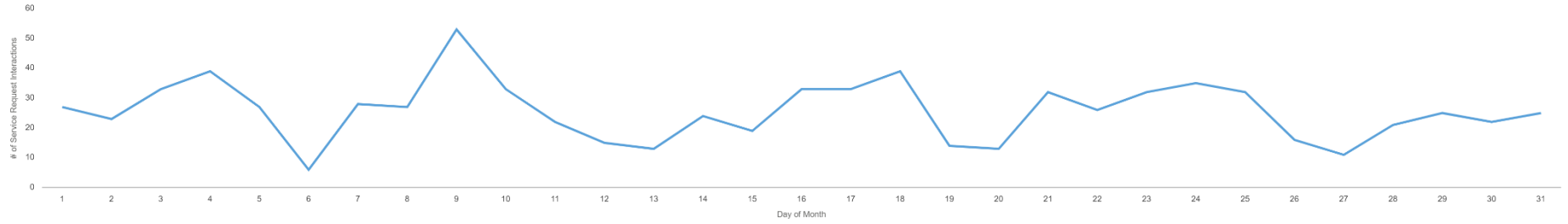
Service Requests Created

798

Service Requests Closed

682

Service Request Interactions Created by Day of Month



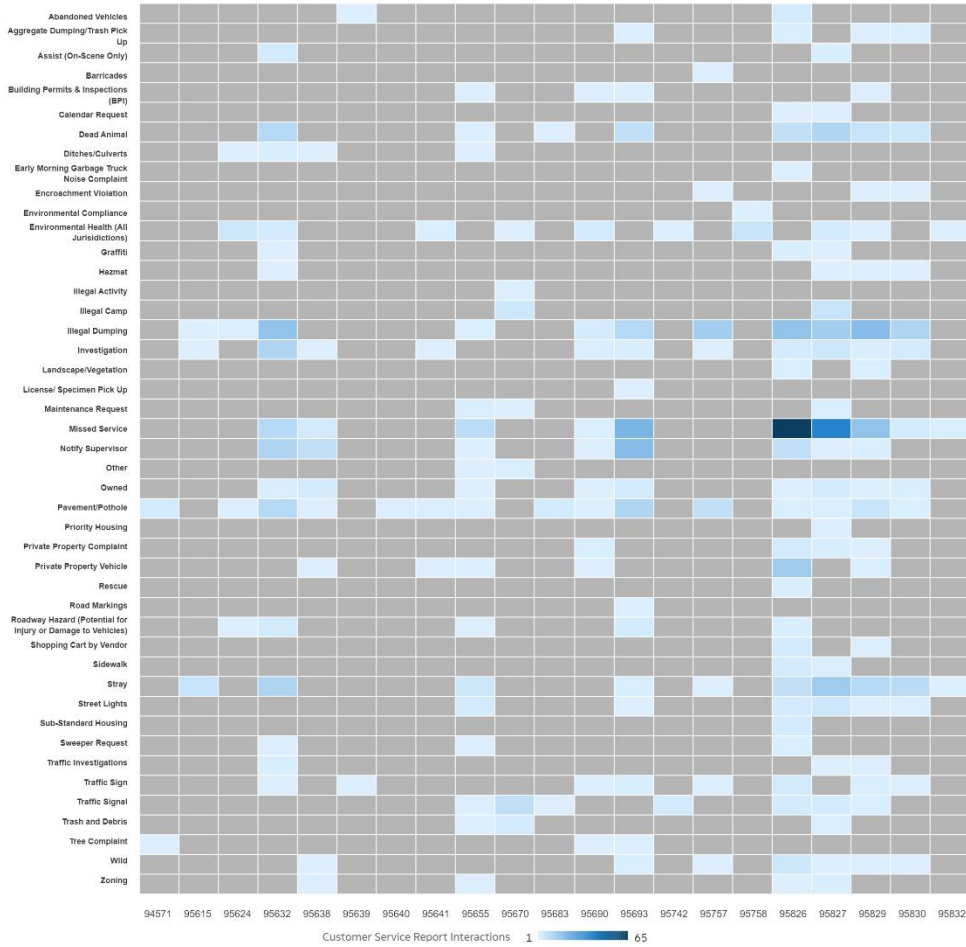
District Name, Customer Service Report Interactions



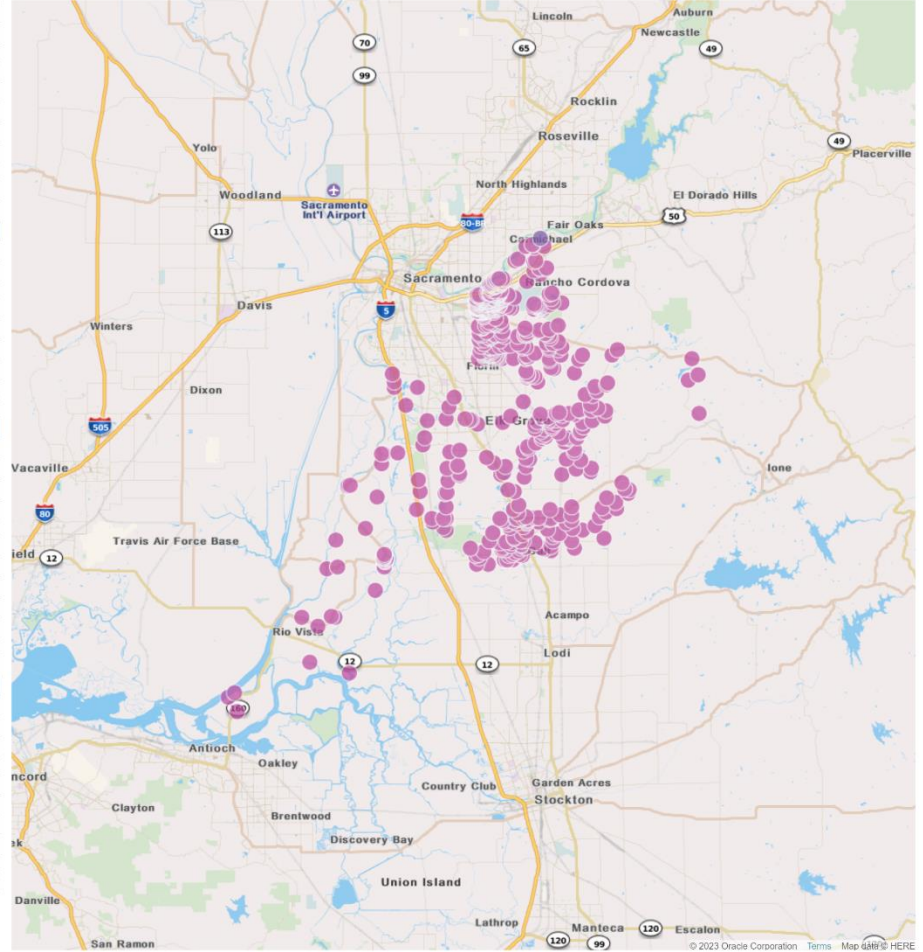
Board of Supervisor District Analysis

District 5 (continued)

Service Request Interactions by Category Per Zip Code



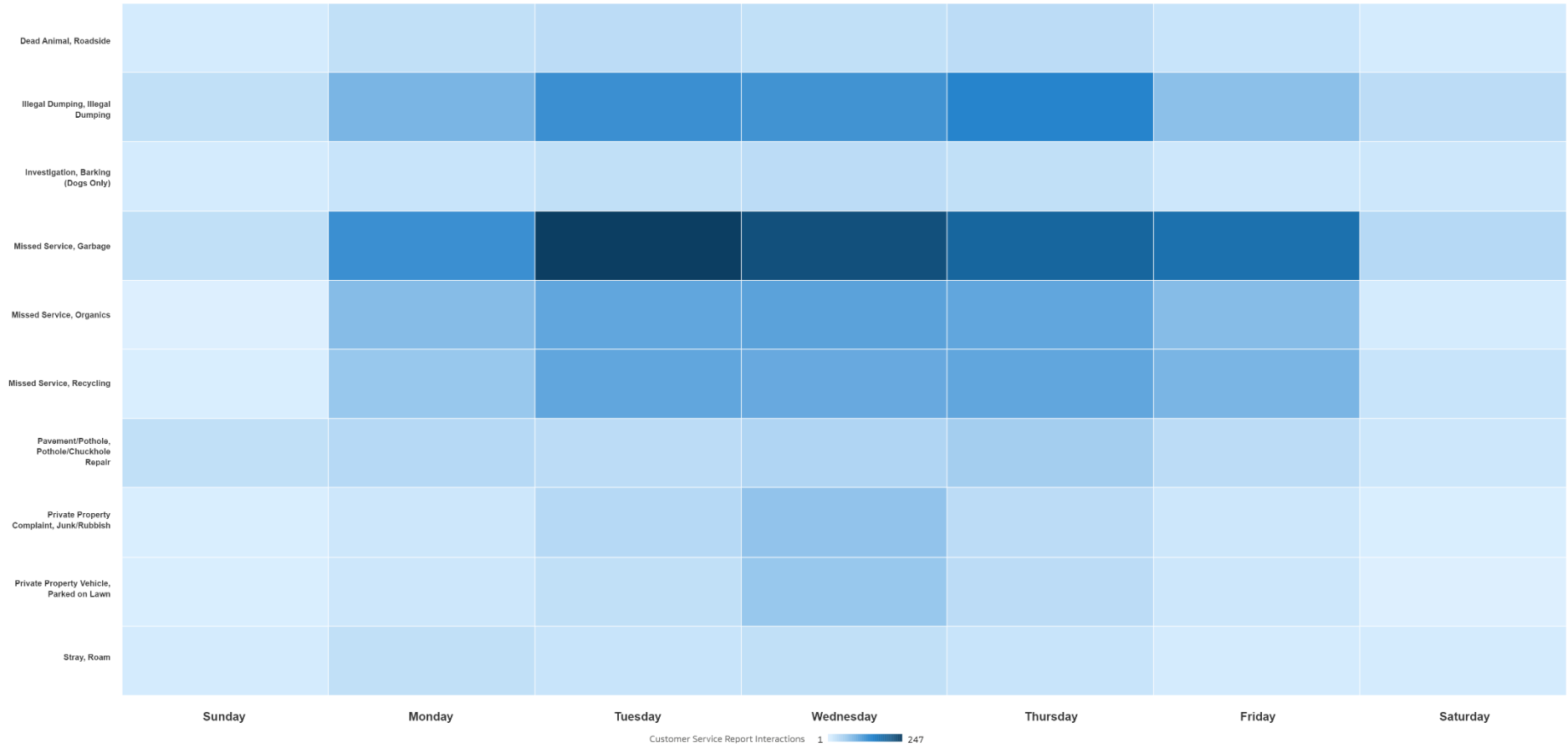
Service Request Interactions Mapped by Selected Zip Code



Aging of Open Requests

Top Service Requests Open by Day

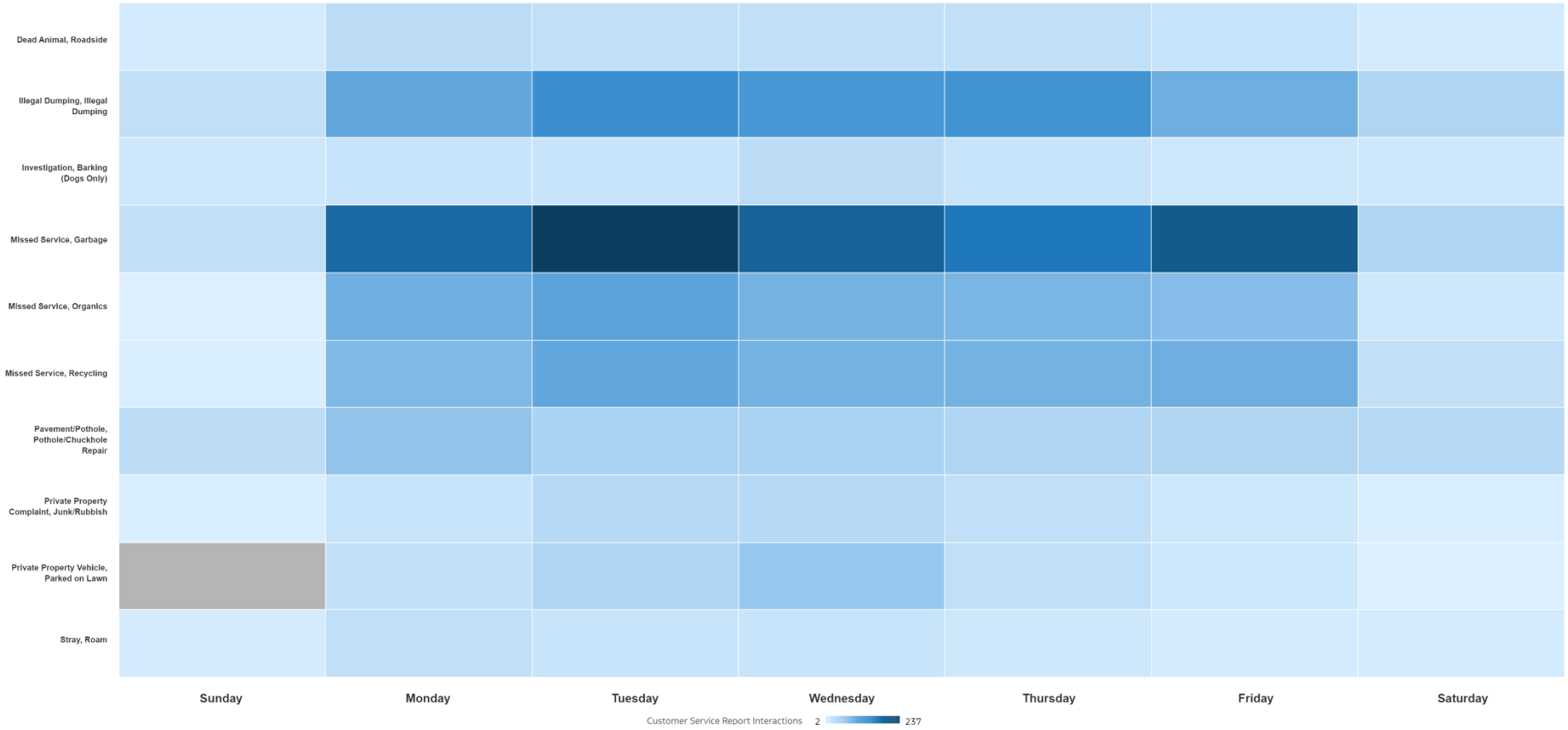
Opened Service Request Interactions by Category Per Day of Week



Aging of Open Requests

Top Service Requests Closed by Day

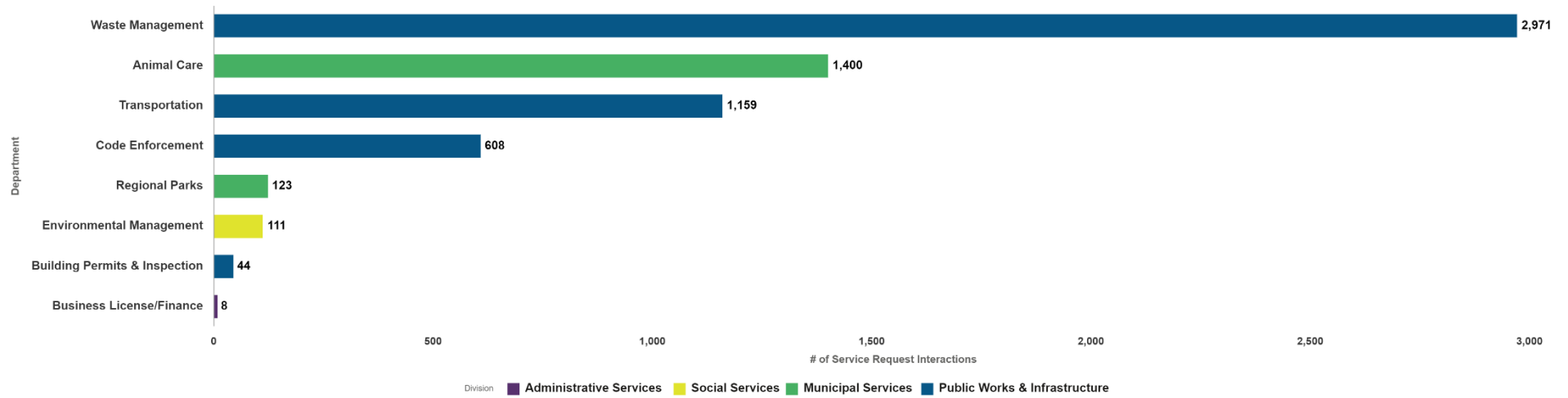
Closed Service Request Interactions by Category Per Day of Week



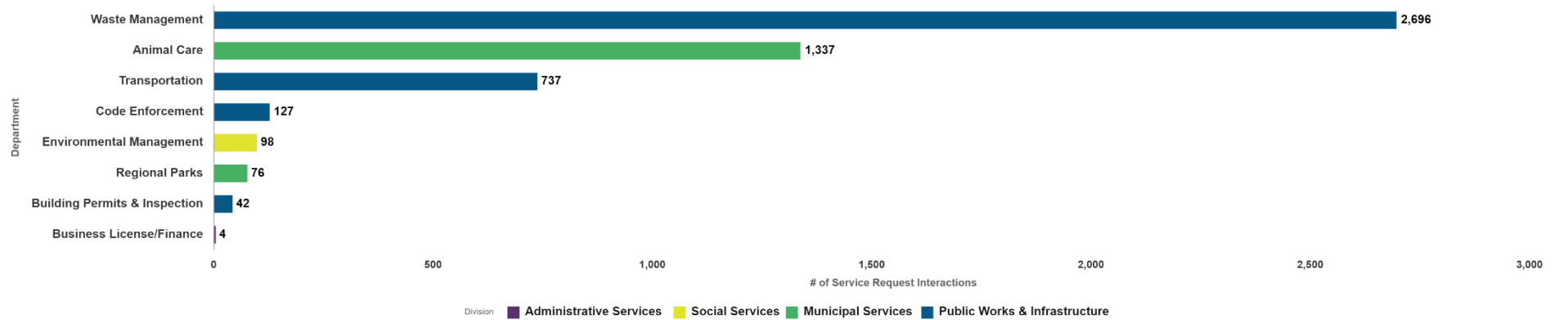
Aging of Open Requests

Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



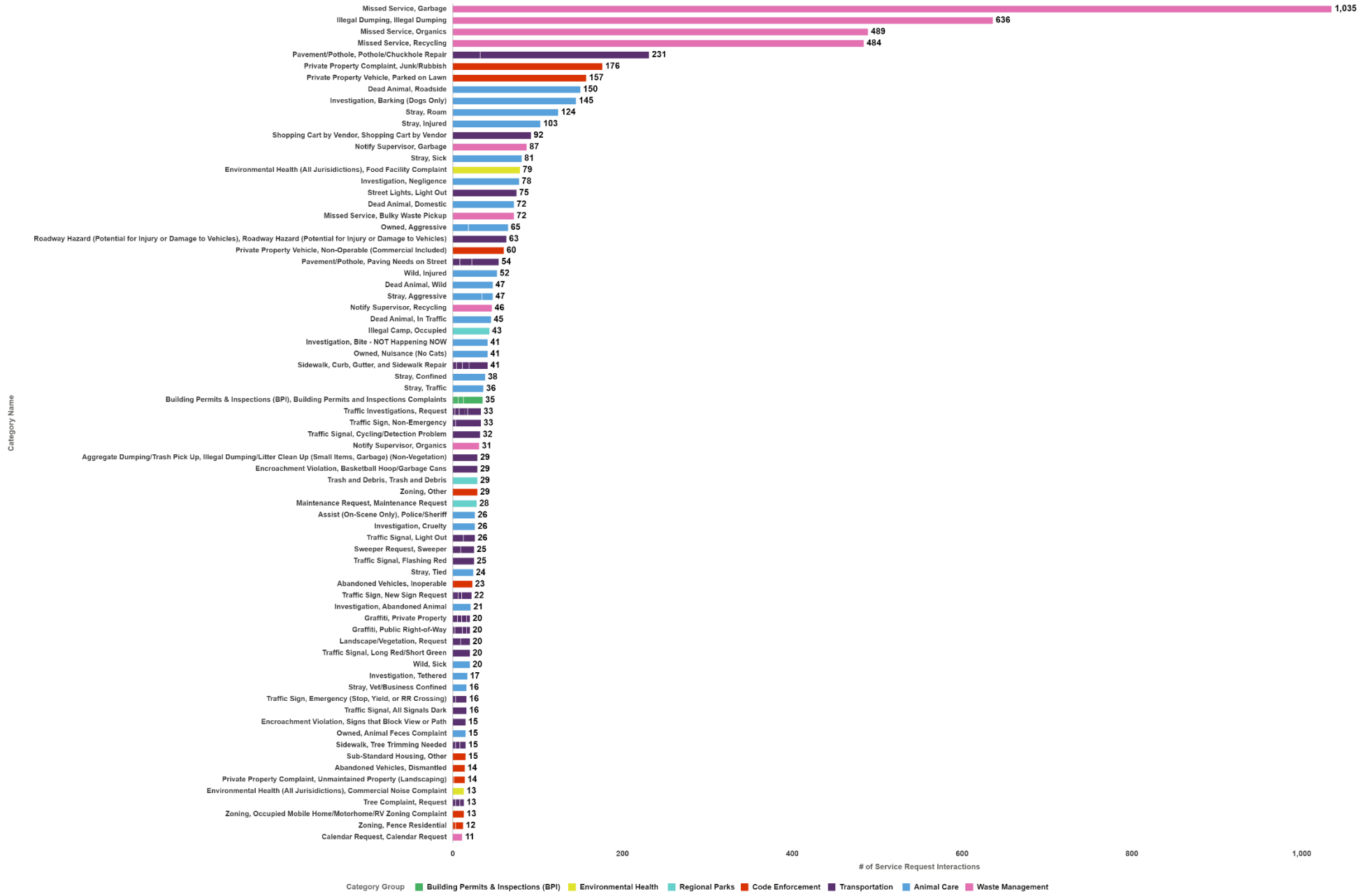
Service Request Interactions Closed by Department, Division



Aging of Open Requests

Greater Than 10 Service Requests

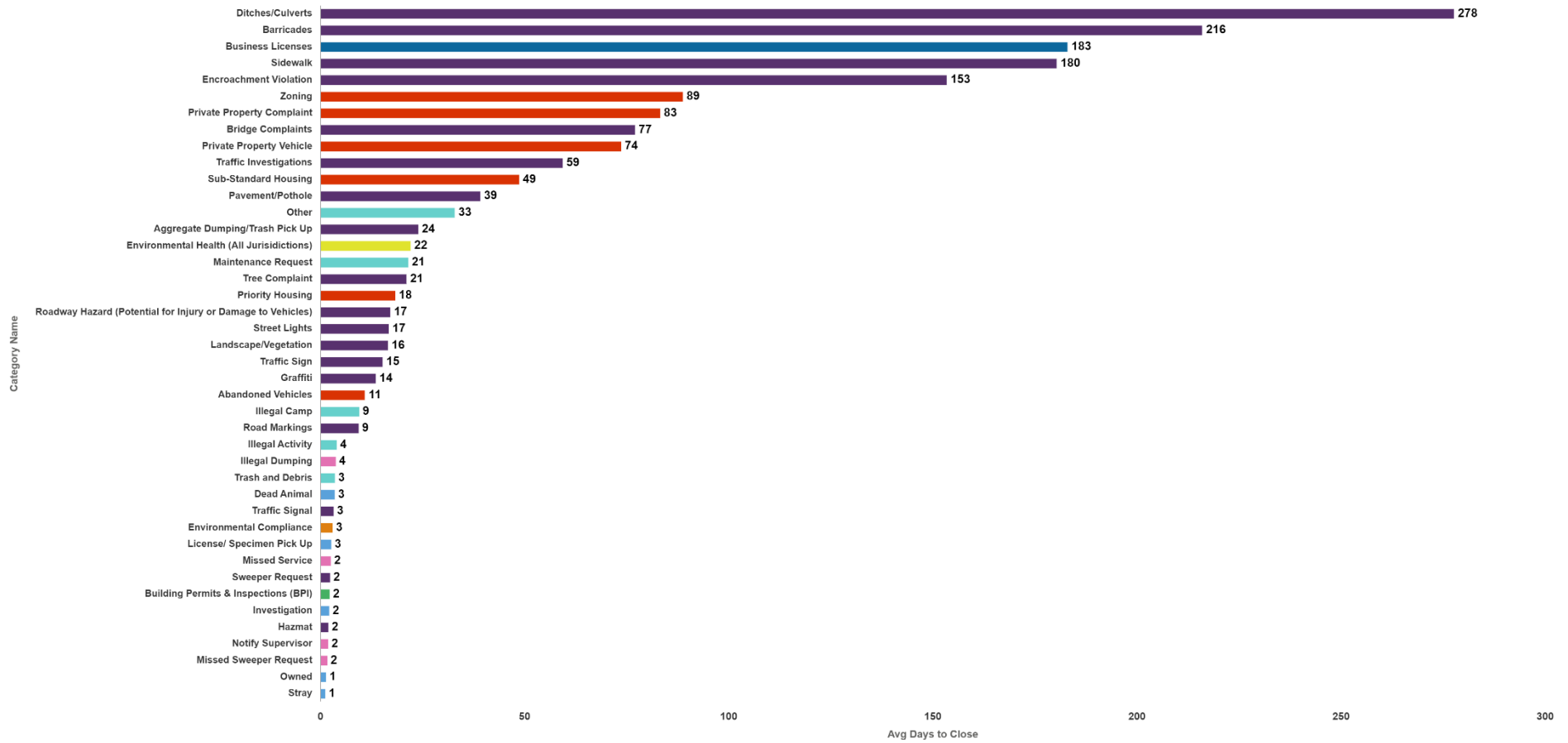
Service Request Interactions (>10 requests) by Category, Group



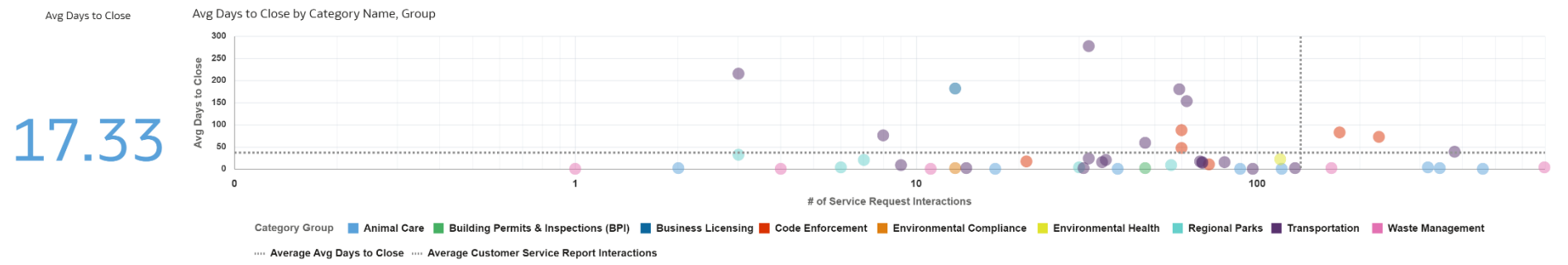
Aging of Open Requests

Average Days to Close Service Requests

Avg Days to Close by Category Name, Group



Category Group: Waste Management, Transportation, Regional Parks, Environmental Health, Environmental Compliance, Code Enforcement, Business Licensing, Building Permits & Inspections (BPI), Animal Care



Aging of Open Requests

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

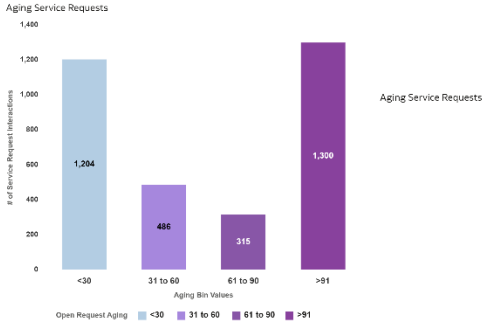
of Service Request Interactions Per Category with Avg Days to Close

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Waste Management	Calendar Request	11	0.00
Waste Management	Early Morning Garbage Truck Noise Complaint	1	0.01
Animal Care	Assist (On-Scene Only)	39	0.09
Transportation	Shopping Cart by Vendor	97	0.14
Animal Care	Wild	89	0.22
Animal Care	Rescue	17	0.29
Animal Care	Stray	458	1.15
Animal Care	Owned	118	1.35
Waste Management	Missed Sweeper Request	4	1.61
Waste Management	Notify Supervisor	165	1.84
Transportation	Hazmat	14	1.92
Animal Care	Investigation	343	2.11
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	47	2.21
Transportation	Sweeper Request	31	2.31
Waste Management	Missed Service	2,048	2.49
Animal Care	License/ Specimen Pick Up	2	2.61
Environmental Compliance	Environmental Compliance	13	2.93
Transportation	Traffic Signal	129	3.19
Animal Care	Dead Animal	317	3.46
Regional Parks	Trash and Debris	30	3.48
Waste Management	Illegal Dumping	696	3.70
Regional Parks	Illegal Activity	6	3.94
Transportation	Road Markings	9	9.33
Regional Parks	Illegal Camp	56	9.47

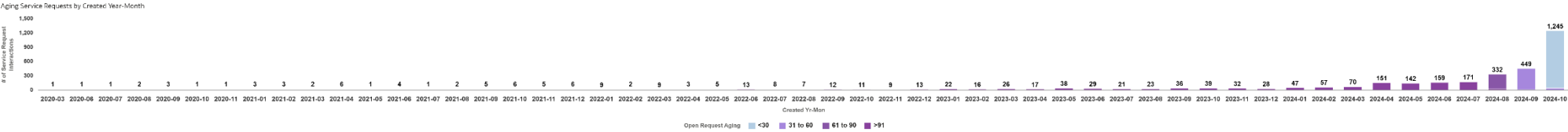
Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Code Enforcement	Abandoned Vehicles	72	10.78
Transportation	Graffiti	69	13.50
Transportation	Traffic Sign	80	15.18
Transportation	Landscape/Vegetation	35	16.48
Transportation	Street Lights	69	16.69
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	68	17.07
Code Enforcement	Priority Housing	21	18.25
Transportation	Tree Complaint	36	21.01
Regional Parks	Maintenance Request	7	21.43
Environmental Health	Environmental Health (All Jurisdictions)	117	22.03
Transportation	Aggregate Dumping/Trash Pick Up	32	23.89
Regional Parks	Other	3	32.83
Transportation	Pavement/Pothole	379	39.10
Code Enforcement	Sub-Standard Housing	60	48.63
Transportation	Traffic Investigations	47	59.30
Code Enforcement	Private Property Vehicle	227	73.61
Transportation	Bridge Complaints	8	77.01
Code Enforcement	Private Property Complaint	174	83.16
Code Enforcement	Zoning	60	88.73
Transportation	Encroachment Violation	62	153.34
Transportation	Sidewalk	59	180.29
Business Licensing	Business Licenses	13	182.95
Transportation	Barricades	3	215.91
Transportation	Ditches/Culverts	32	277.59

Aging of Open Requests

Select As Of Date: No Variables found in this project.

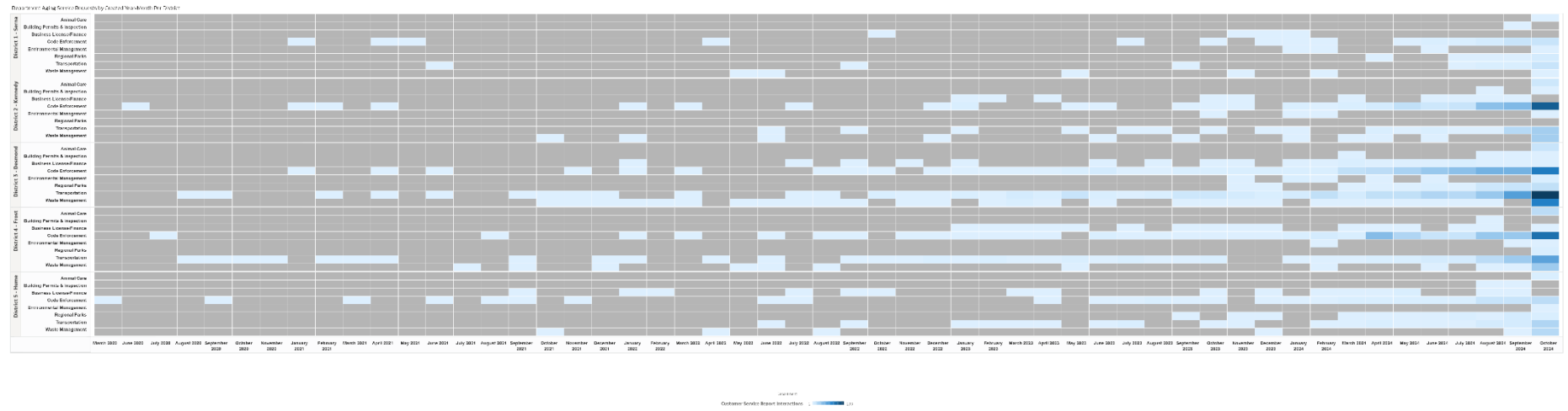


Open Request Aging	Customer Service Report Interactions
<30	1,204
31 to 60	486
61 to 90	315
>91	1,300



Aging of Open Requests

Department Aging Requests by Month Created Per District



Dispatch Service Definition

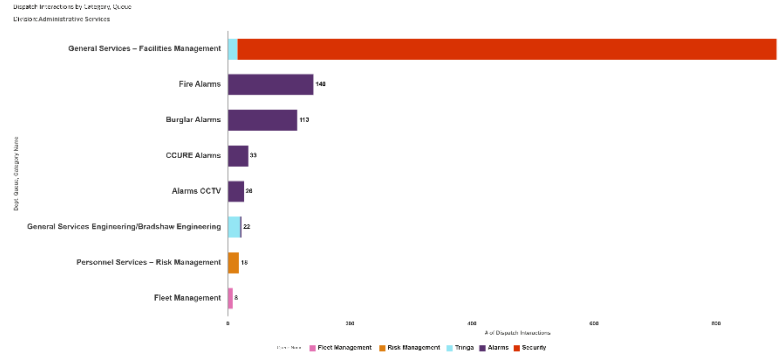
The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides immediate notification to departmental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

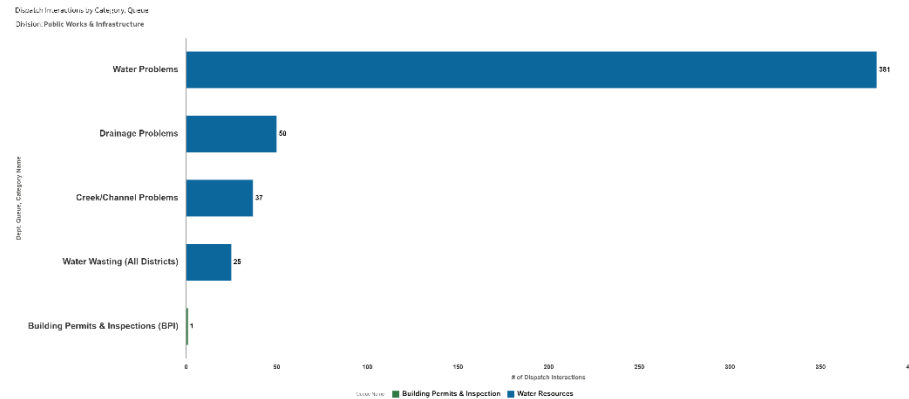


Service Definitions

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

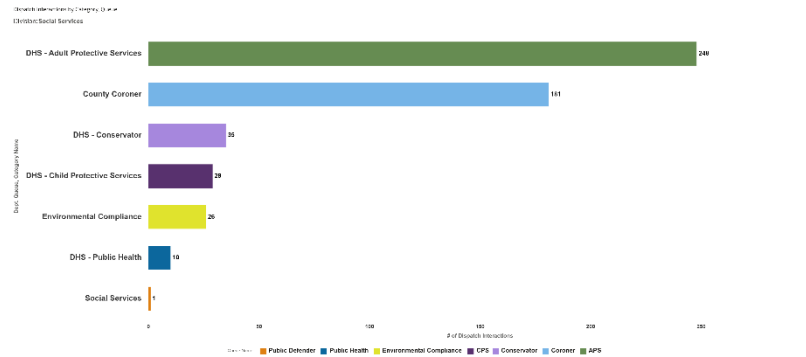


Service Definitions

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

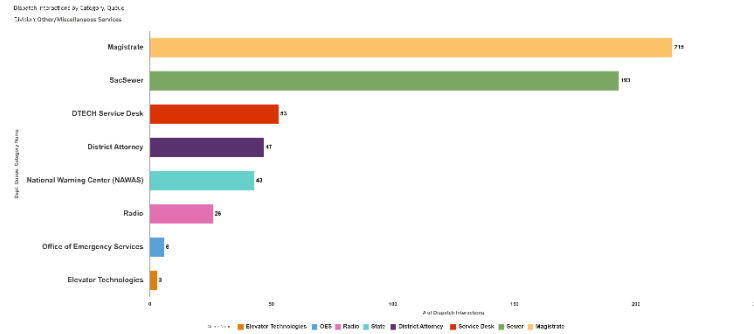


Service Definitions

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.