Monthly 311 Communications/Dispatch Center

SERVICE REQUEST & STATISTICS REPORT

September 2024

SAC COUNTY 311 CONNECT

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

SACRAMENTO COUNTY

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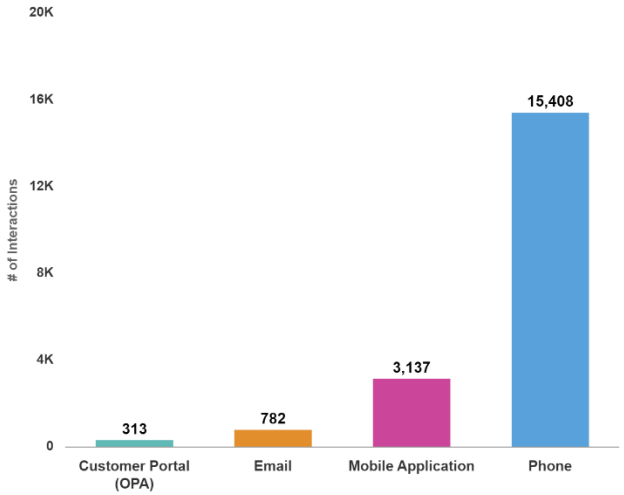
Dispatch Service Request 34

SACRAMENTO COUNTY

Monthly Statistics

Monthly Interactions by Source

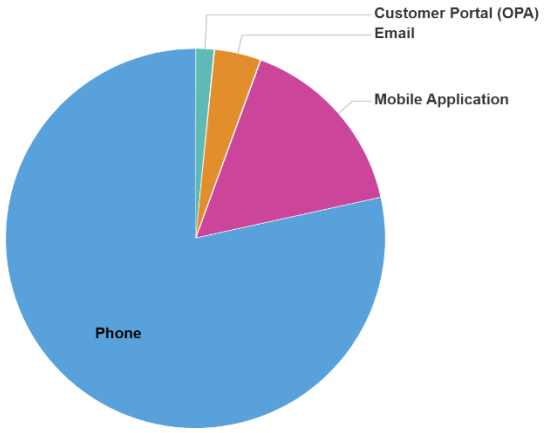


Monthly Customer Service Interactions

19,640

Incident Source Name	Service Request Count
Customer Portal (OPA)	313
Email	782
Mobile Application	3,137
Phone	15,408

Monthly Interactions by Source



Service Request Interactions

6,262

Information Interactions

5,923

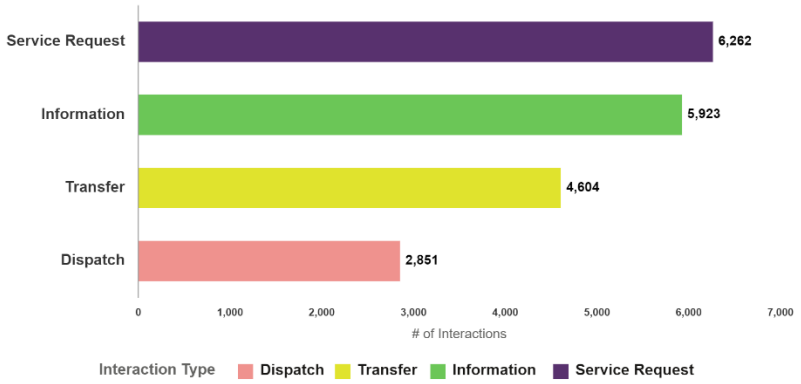
Transfer Interactions

4,604

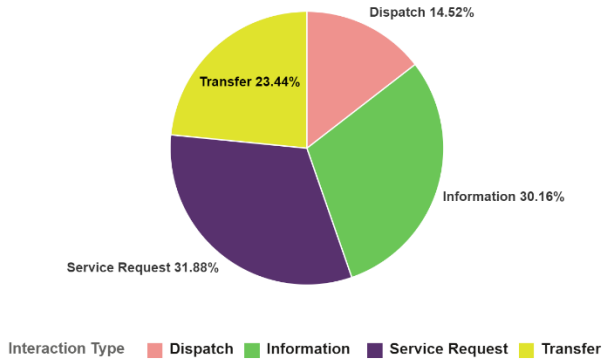
Dispatch Interactions

2,851

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	974
Illegal Dumping, Illegal Dumping	792
Missed Service, Organics	434
Missed Service, Recycling	431
Pavement/Pothole, Pothole/Chuckhole Repair	269
Private Property Complaint, Junk/Rubbish	163
Private Property Vehicle, Parked on Lawn	133
Investigation, Barking (Dogs Only)	129
Stray, Roam	113
Dead Animal, Roadside	108
Shopping Cart by Vendor, Shopping Cart by Vendor	105
Stray, Injured	91
Environmental Health (All Jurisidictions), Food Facility Complaint	80
Dead Animal, Domestic	76
Notify Supervisor, Garbage	75
Stray, Sick	70
Investigation, Negligence	66
Graffiti, Public Right-of-Way	65
Owned, Aggressive	65
Owned, Nuisance (No Cats)	62
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	59

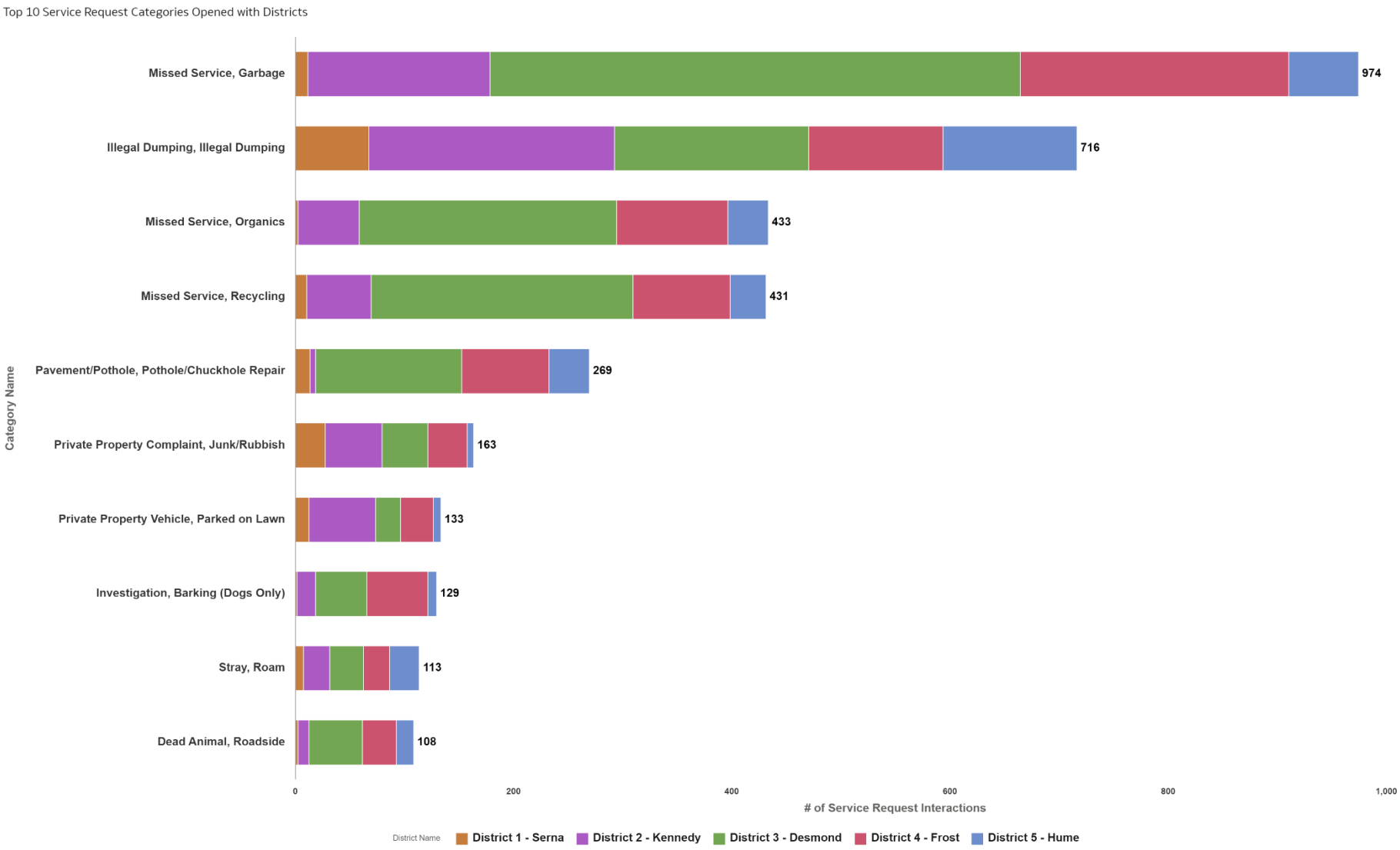
Cat2, Cat3	Customer Service Report Interactions
Stray, Confined	54
Dead Animal, Wild	54
Wild, Injured	51
Traffic Sign, Non-Emergency	47
Street Lights, Light Out	46
Private Property Vehicle, Non-Operable (Commercial Included)	46
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	44
Maintenance Request, Maintenance Request	41
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	41
Pavement/Pothole, Paving Needs on Street	39
Abandoned Vehicles, Inoperable	39
Zoning, Other	38
Traffic Signal, Cycling/Detection Problem	38
Traffic Investigations, Request	38
Sidewalk, Tree Trimming Needed	36
Sidewalk, Curb, Gutter, and Sidewalk Repair	36
Stray, Traffic	35
Missed Service, Bulky Waste Pickup	30
Investigation, Cruelty	30
Illegal Camp, Occupied	30

Cat2, Cat3	Customer Service Report Interactions
Encroachment Violation, Basketball Hoop/Garbage Cans	29
Investigation, Bite - NOT Happening NOW	29
Notify Supervisor, Recycling	29
Stray, Aggressive	28
Dead Animal, In Traffic	27
Environmental Health (All Jurisidictions), Commercial Noise Complaint	27
Trash and Debris, Trash and Debris	26
Traffic Signal, Light Out	25
Traffic Signal, Long Red/Short Green	24
Graffiti, Private Property	22
Notify Supervisor, Organics	22
Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	21
Abandoned Vehicles, Wrecked	19
Private Property Complaint, Unmaintained Property (Landscaping)	19
Sweeper Request, Sweeper	19
Traffic Sign, New Sign Request	19
Tree Complaint, Broken/Hanging Tree Limb	19
Wild, Sick	19

Cat2, Cat3	Customer Service Report Interactions
Encroachment Violation, Signs that Block View or Path	18
Abandoned Vehicles, Dismantled	18
Traffic Investigations, Traffic Safety Related Issues	17
Encroachment Violation, Other Encroachment Types	17
Tree Complaint, Tree Obstructing	16
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	16
Stray, Tied	16
Investigation, Abandoned Animal	15
Assist (On-Scene Only), Police/Sheriff	15
Tree Complaint, Tree Down	14
Owned, Animal Feces Complaint	14
Private Property Complaint, Rooster (in Residential Zone)	13
Investigation, Tethered	13
Traffic Signal, Pedestrian Signal Inoperative	12
Traffic Signal, Flashing Red	12
Sub-Standard Housing, Other	12
Zoning, Occupied Mobile Home/Motorhome/RV Zoning Complaint	11

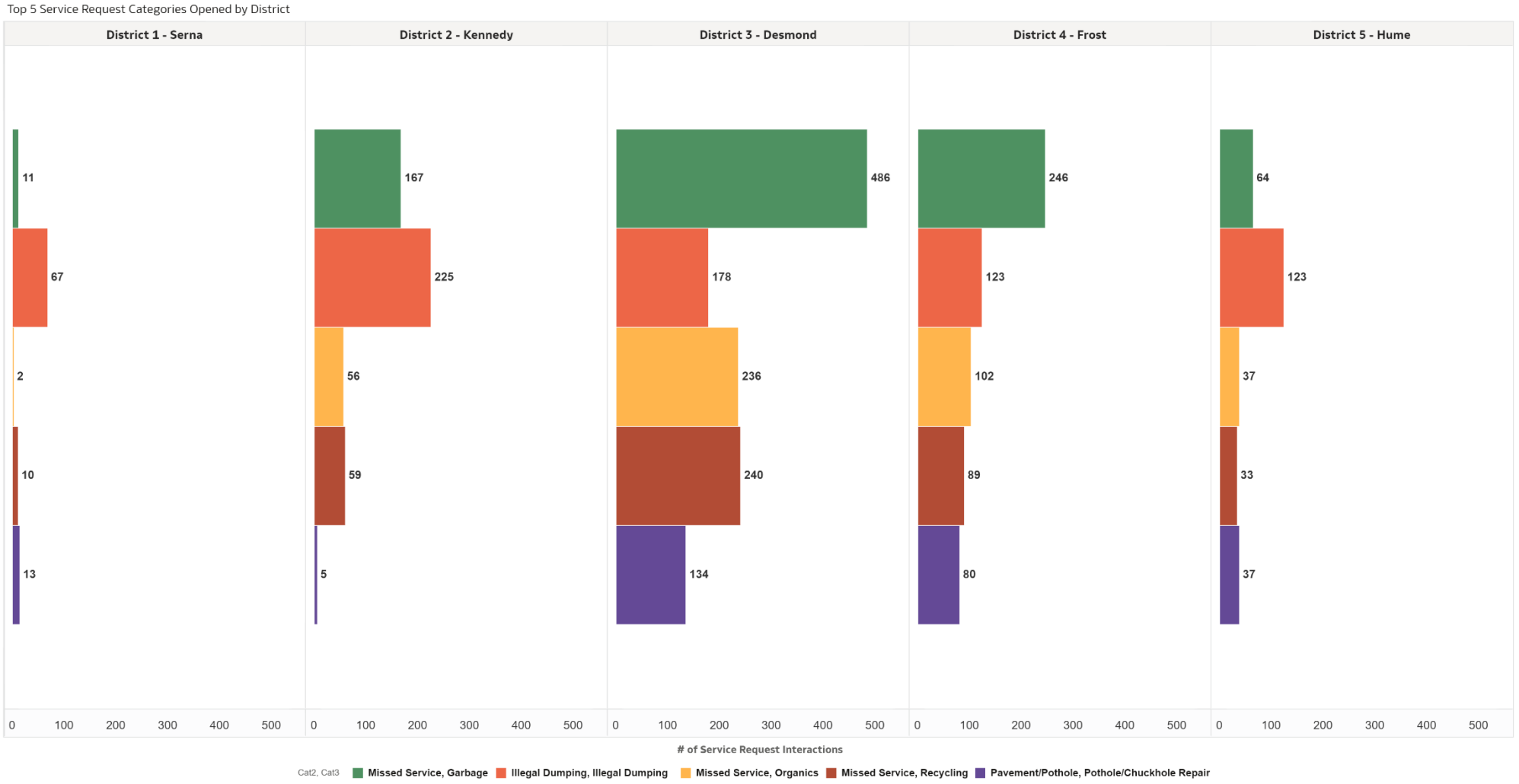
Total Service Requests Opened

Top 10 Service Requests Categories Opened | With Districts



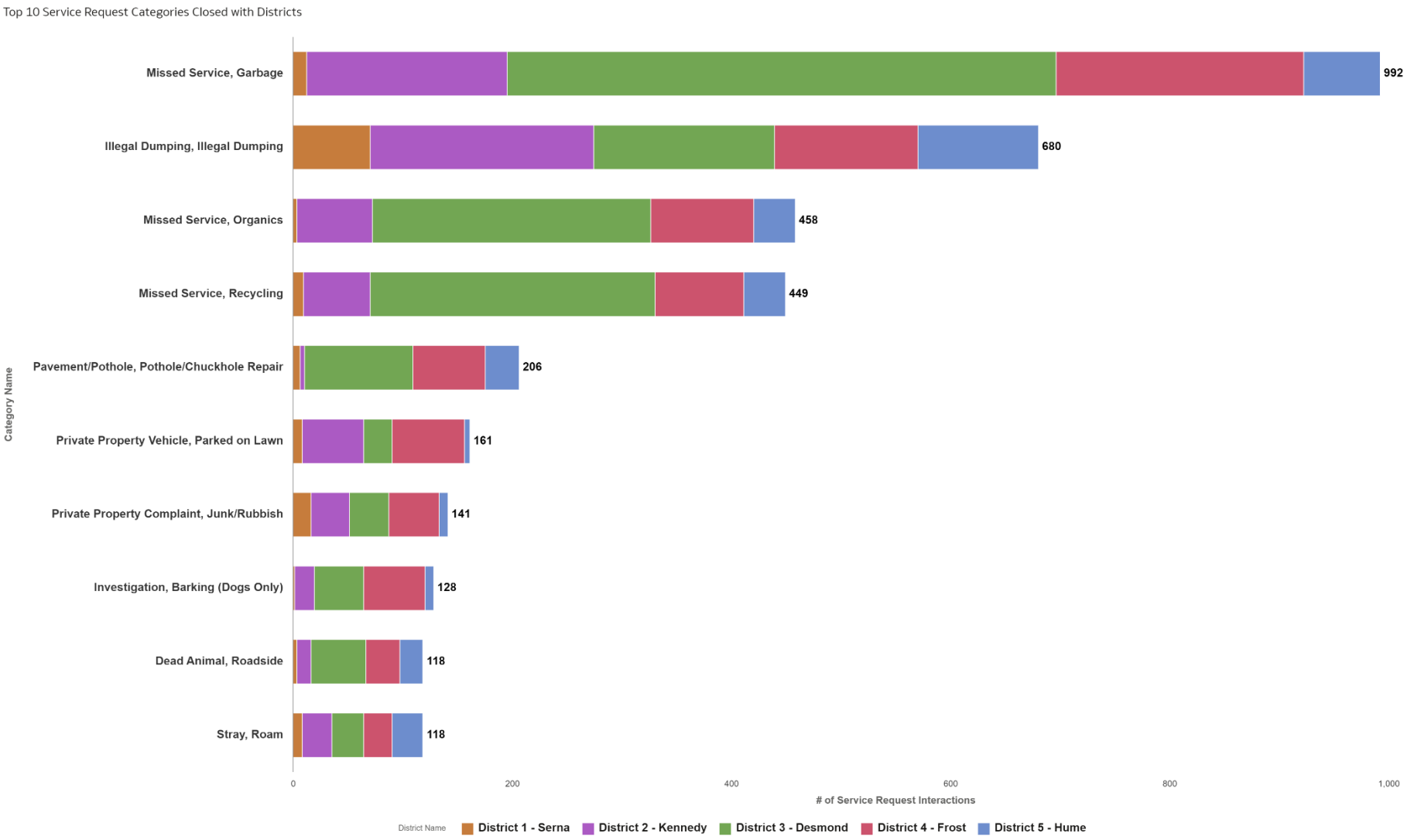
Top Service Requests Opened

Top 5 Service Requests Opened | by Districts



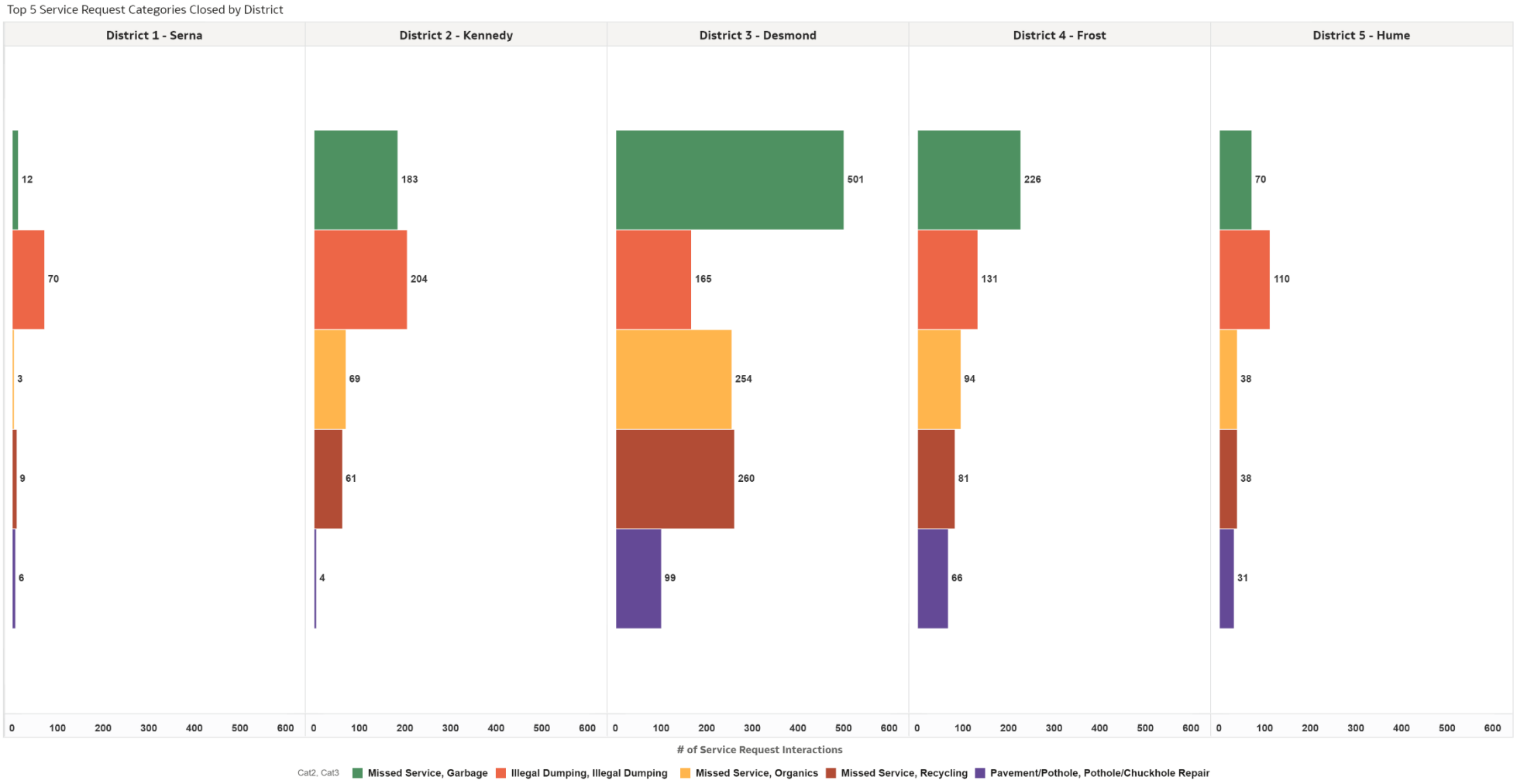
Top Service Requests Closed

Top 10 Service Requests Categories Closed | With Districts



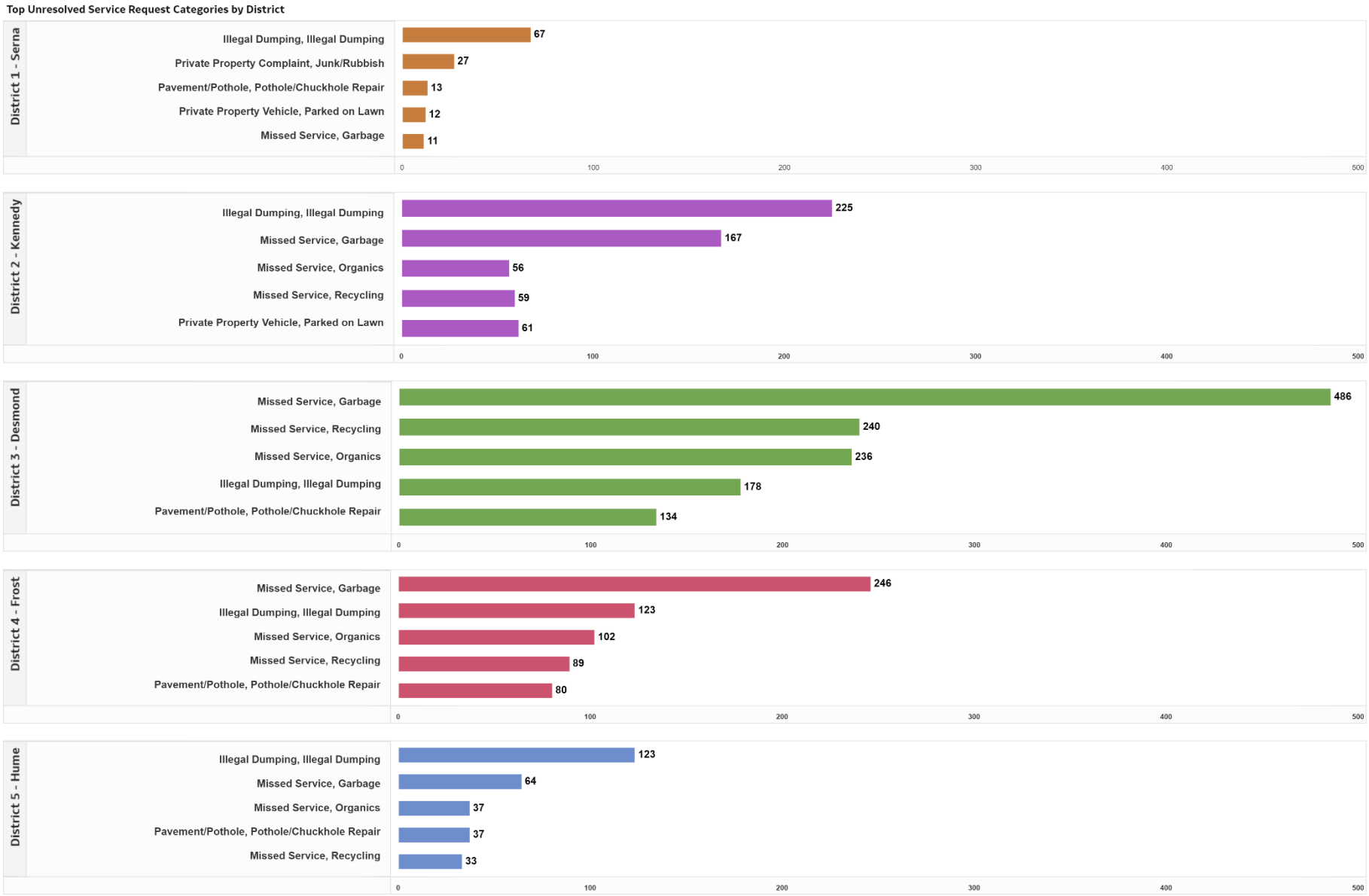
Top Service Requests Closed

Top 5 Service Requests Categories Closed | by Districts



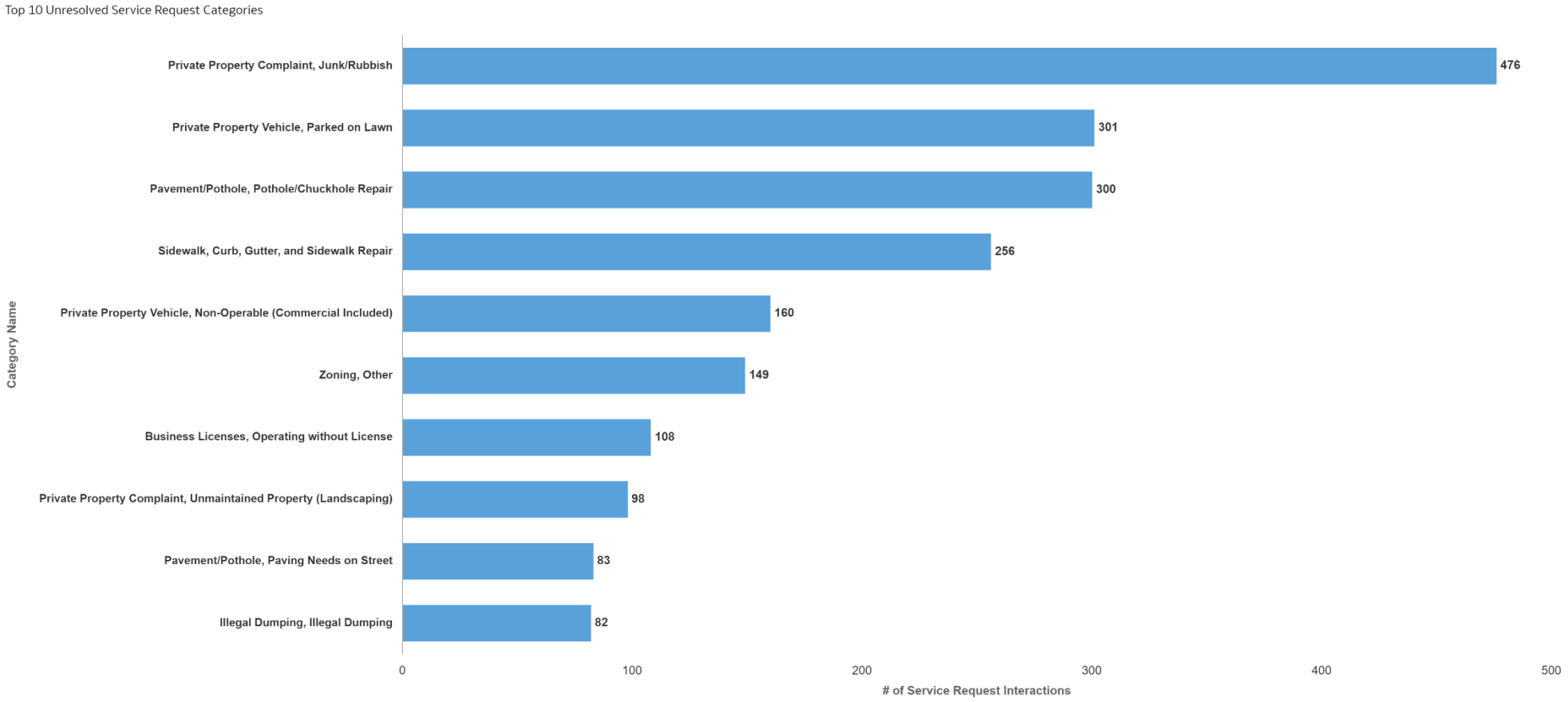
Top Unresolved Service Request

Top Unresolved Service Request Categories | by Districts



Top Unresolved Service Request

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through September 30th

3,494

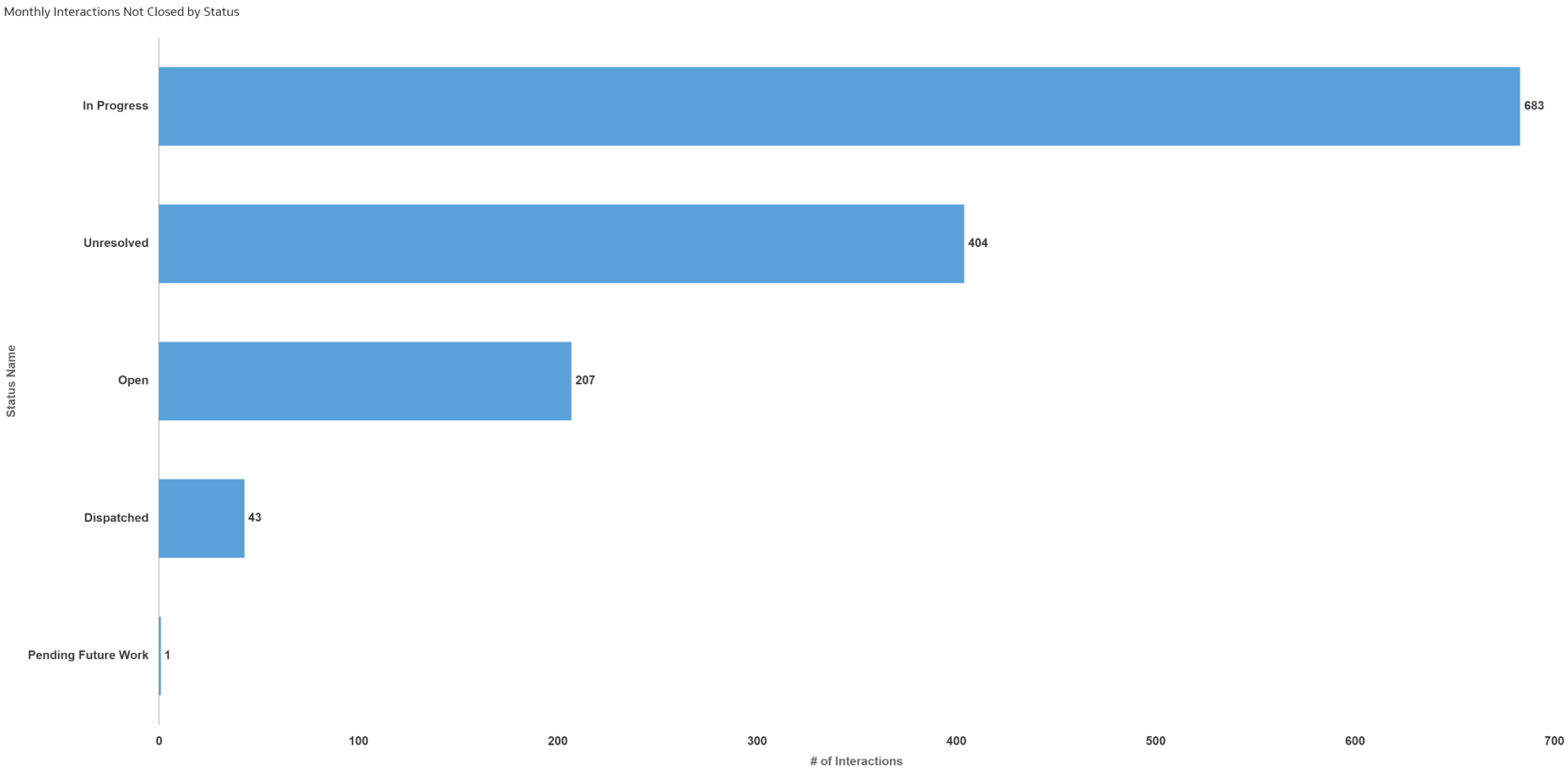
Interactions Closed this Month

19,859

Monthly Interactions Not Closed

1,338

Monthly Interactions Not Closed by Status



Board of Supervisor District Information

Service Requests Opened by District

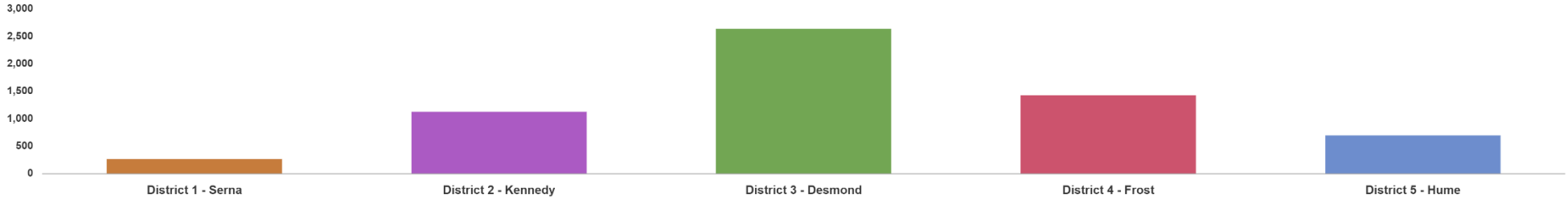
September 2024

Monthly Service Request Interactions Opened

6,170

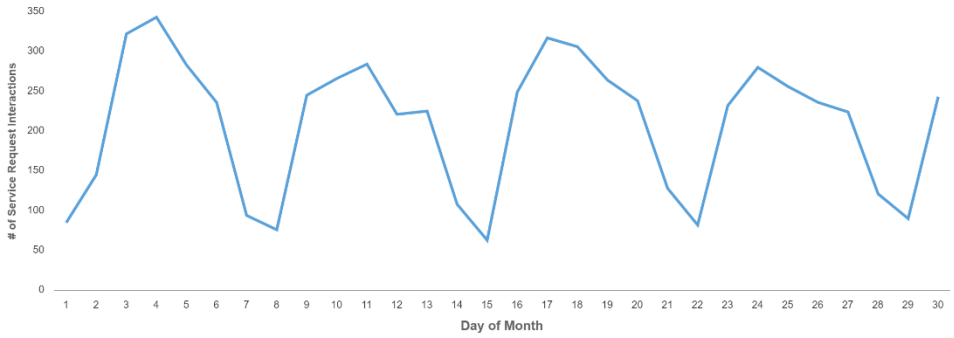
District 1 Serna	District 2 Kennedy	District 3 Desmond	District 4 Frost	District 5 Hume
267	1,129	2,642	1,432	700
Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions

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

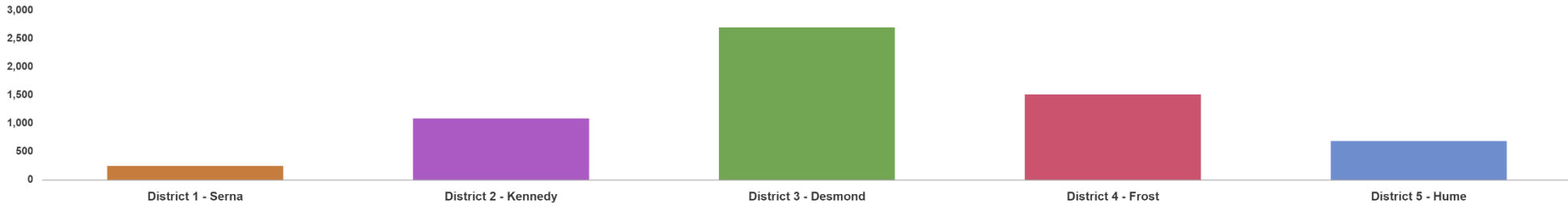
September 2024

Monthly Service Request Interactions Closed

6,258

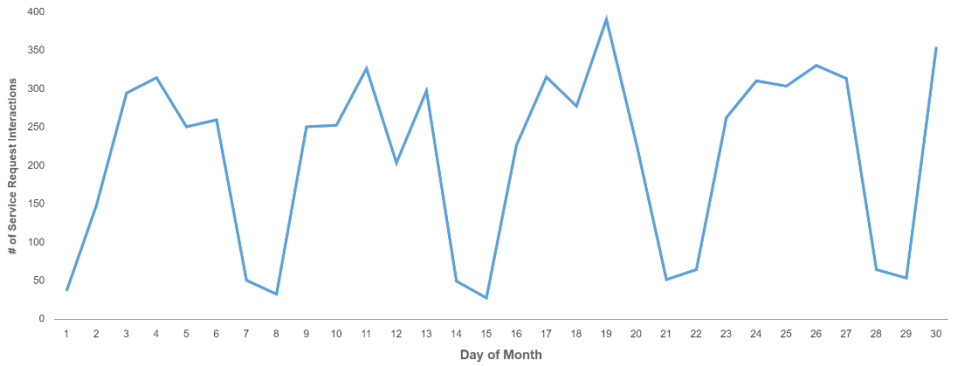
District 1 Serna	District 2 Kennedy	District 3 Desmond	District 4 Frost	District 5 Hume
249	1,094	2,707	1,516	692
Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions

Service Request Interactions by District



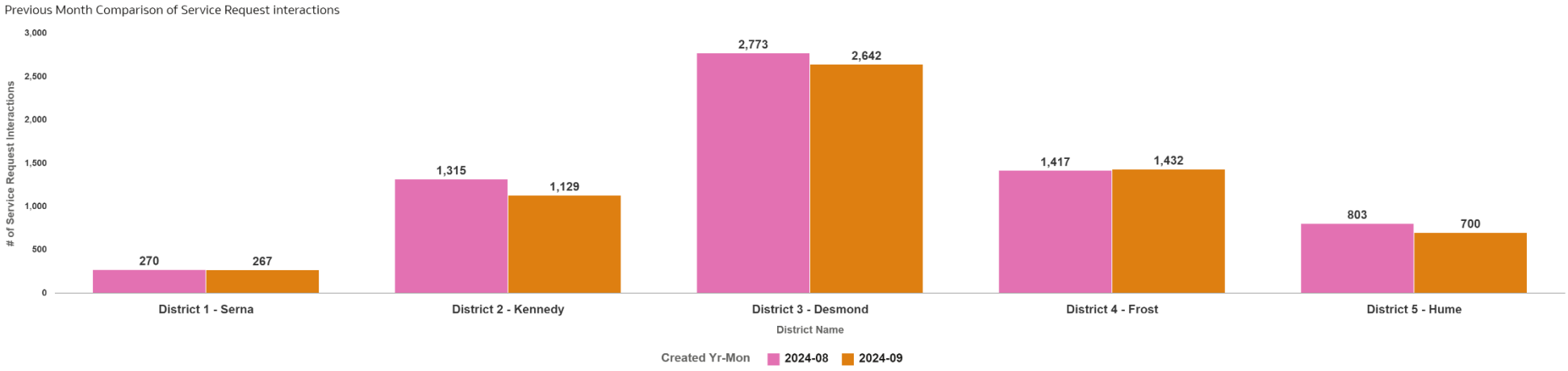
Service Request Interactions by District Map

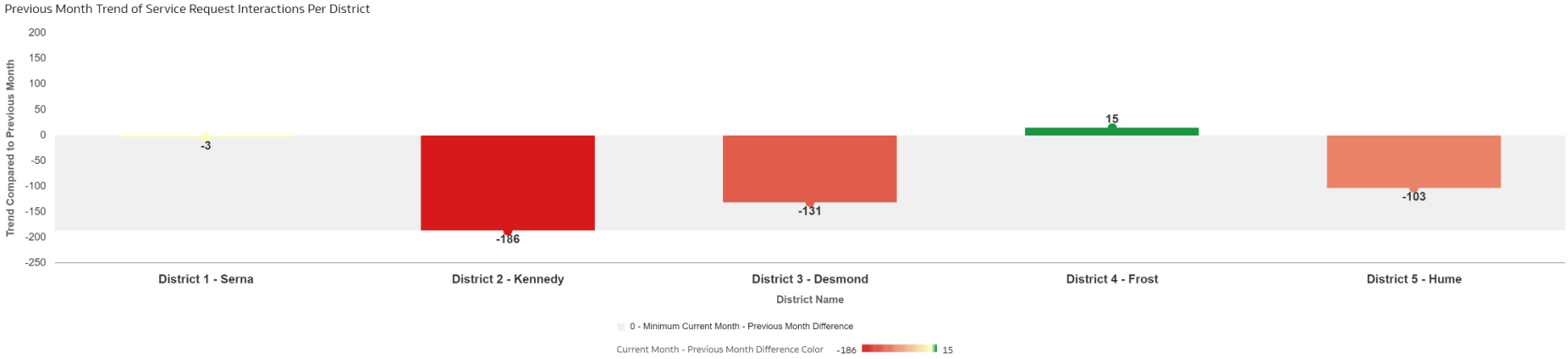
Service Request Interactions Closed by Day of Month



Board of Supervisors District Information

Previous Month Comparison of Service Request

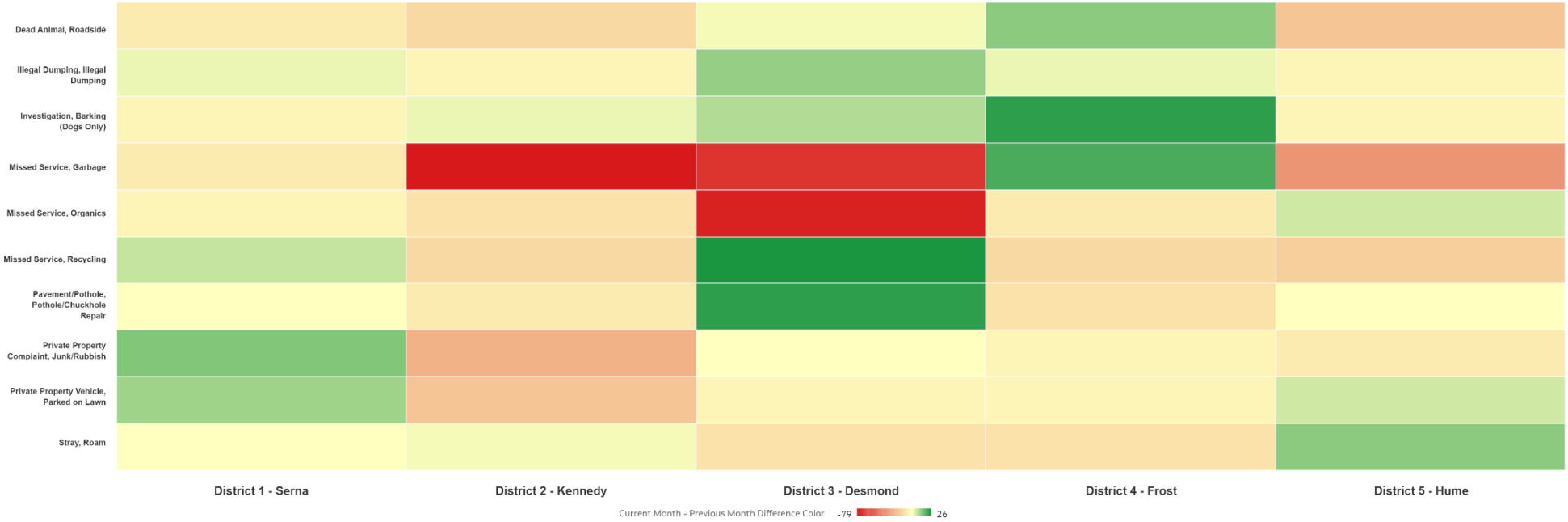




Monthly Comparison: Service Requests by District

	2024-08	2024-09
District Name	Service Request Map Count	Service Request Map Count
District 1 - Serna	270	267
District 2 - Kennedy	1,315	1,129
District 3 - Desmond	2,773	2,642
District 4 - Frost	1,417	1,432
District 5 - Hume	803	700

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	
Investigation, Barking (Dogs Only)	-2	2	9	24	-2	31
Illegal Dumping, Illegal Dumping	2	-2	12	2	-4	10
Pavement/Pothole, Pothole/Chuckhole Repair	-1	-8	24	-11	-1	3
Stray, Roam	-1	1	-11	-10	13	-8
Missed Service, Recycling	6	-13	26	-14	-16	-11
Private Property Vehicle, Parked on Lawn	11	-19	-4	-4	5	-11
Private Property Complaint, Junk/Rubbish	14	-25	-1	-3	-8	-23
Dead Animal, Roadside	-6	-14	1	13	-19	-25
Missed Service, Organics	-4	-11	-77	-7	5	-94
Missed Service, Garbage	-5	-79	-70	21	-37	-170
Grand Total	**14**	**-168**	**-91**	**11**	**-64**	**-298**

Board of Supervisor District Analysis

District 1

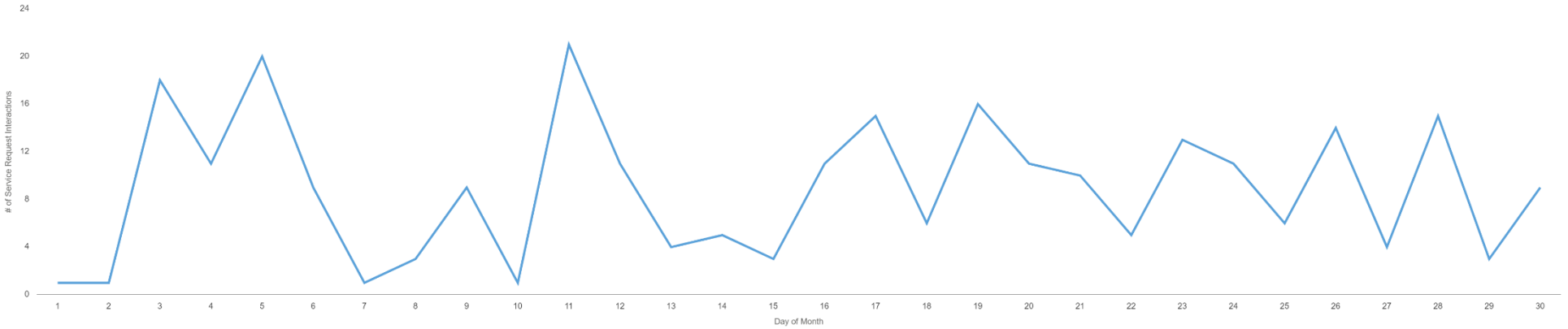
Service Requests Created

267

Service Requests Closed

187

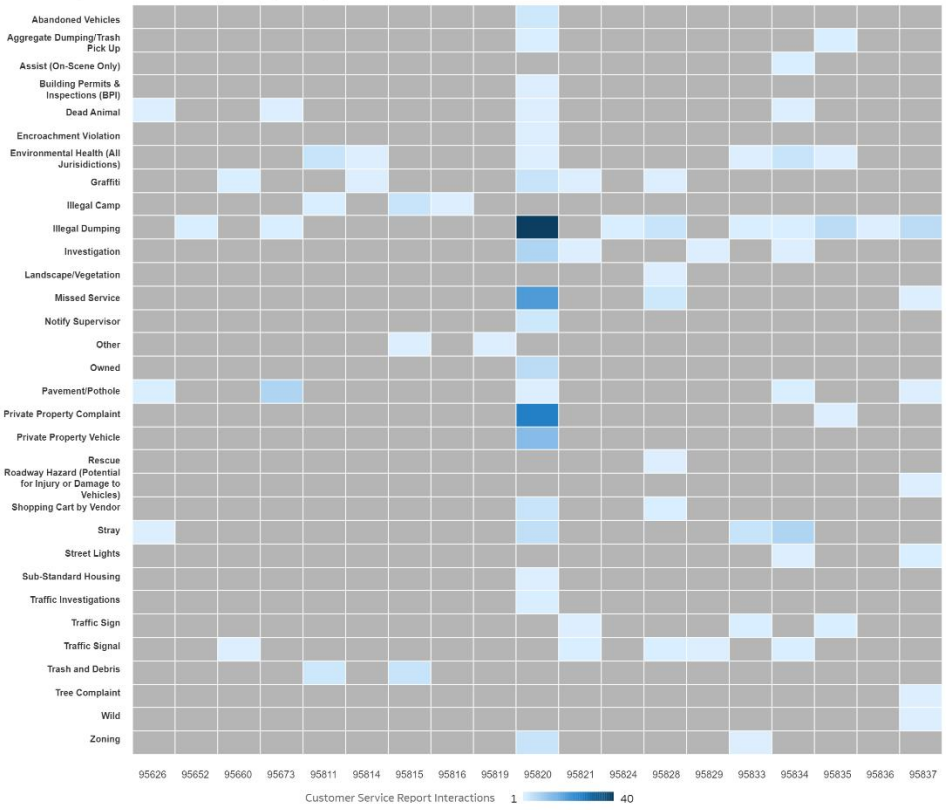
Service Request Interactions Created by Day of Month



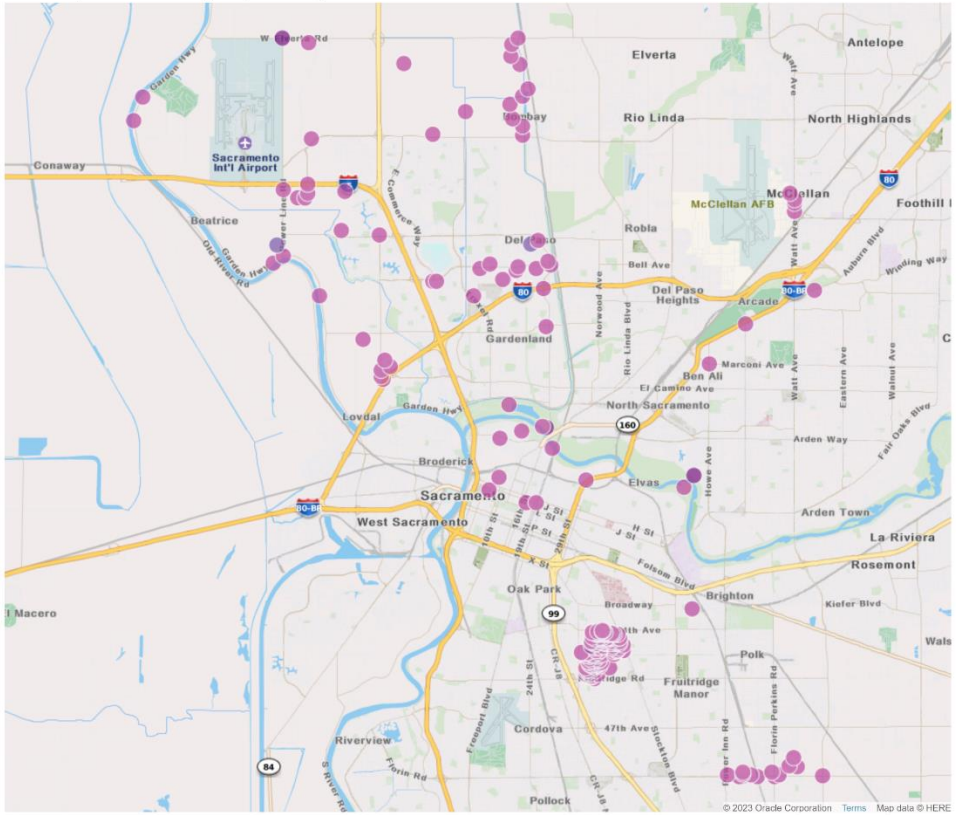
District Name, Customer Service Report Interactions

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

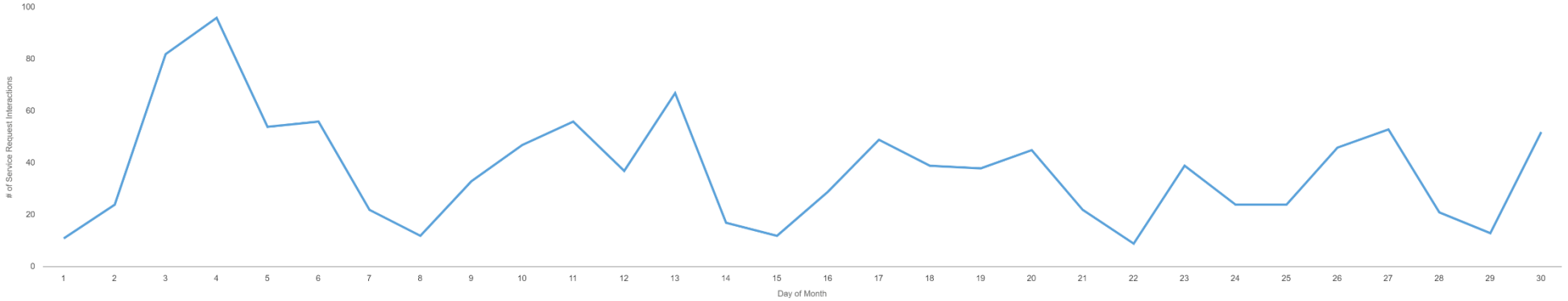
Service Requests Created

1,129

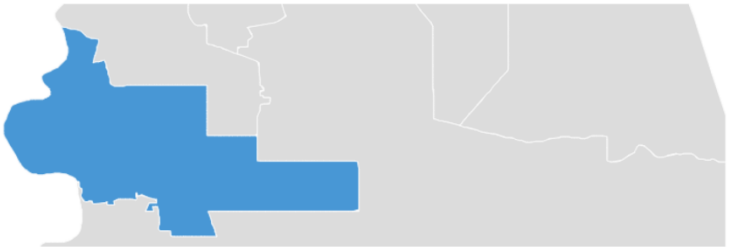
Service Requests Closed

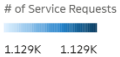
825

Service Request Interactions Created by Day of Month



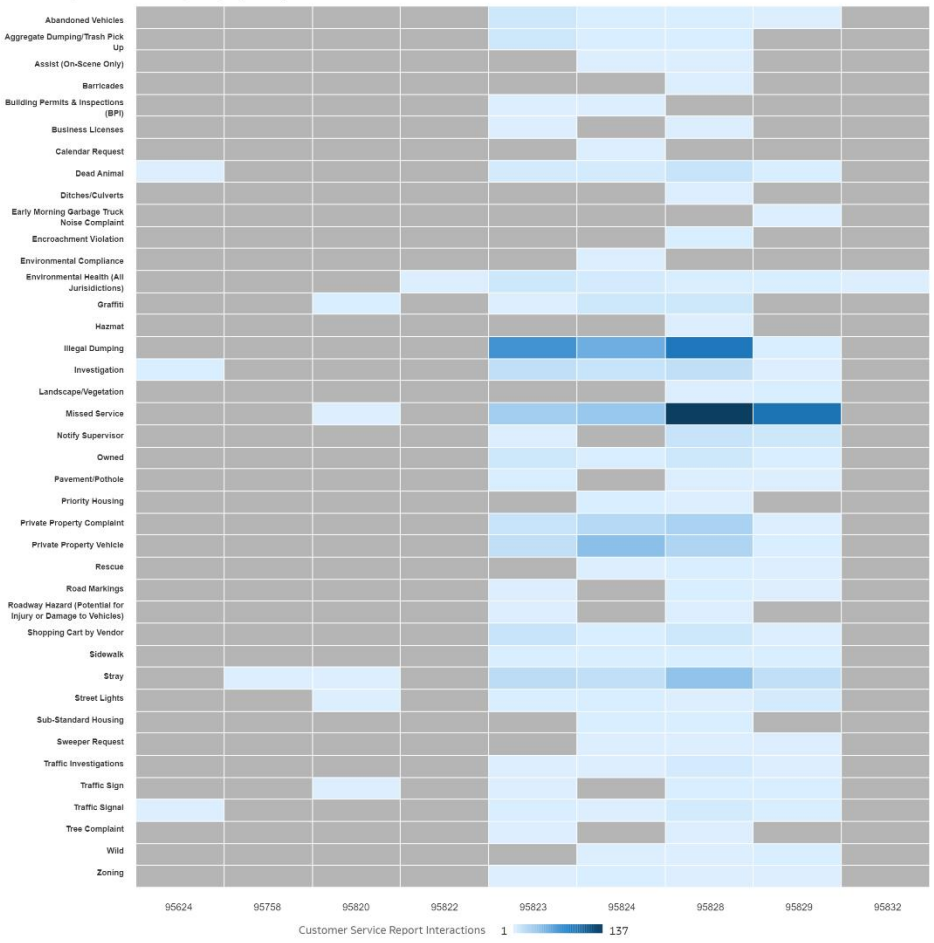
District Name, Customer Service Report Interactions



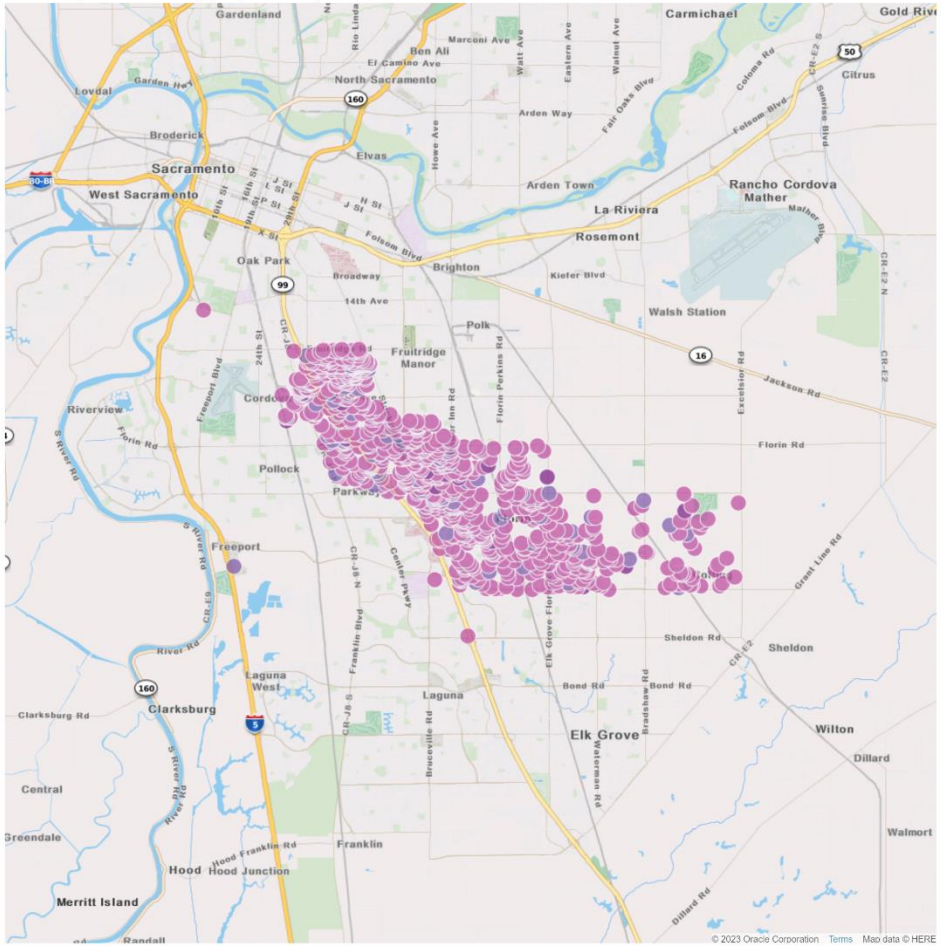


District 2 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



Board of Supervisor District Analysis

District 3

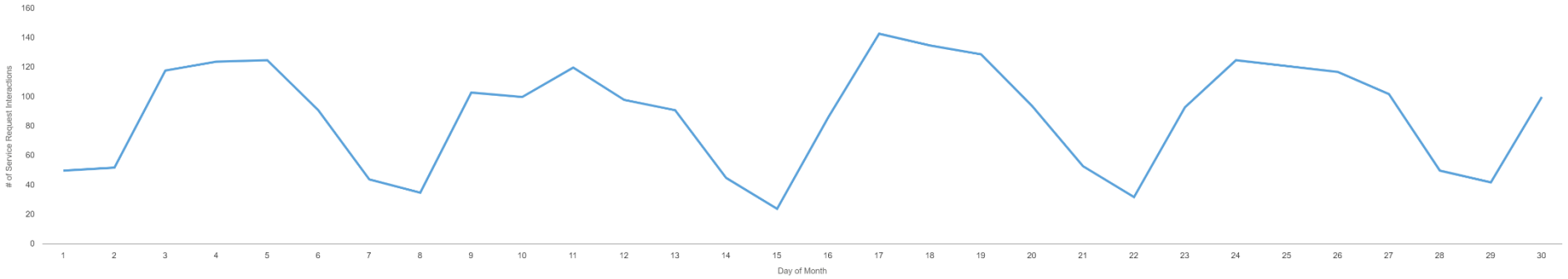
Service Requests Created

2,642

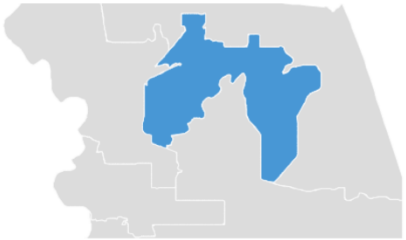
Service Requests Closed

2,088

Service Request Interactions Created by Day of Month

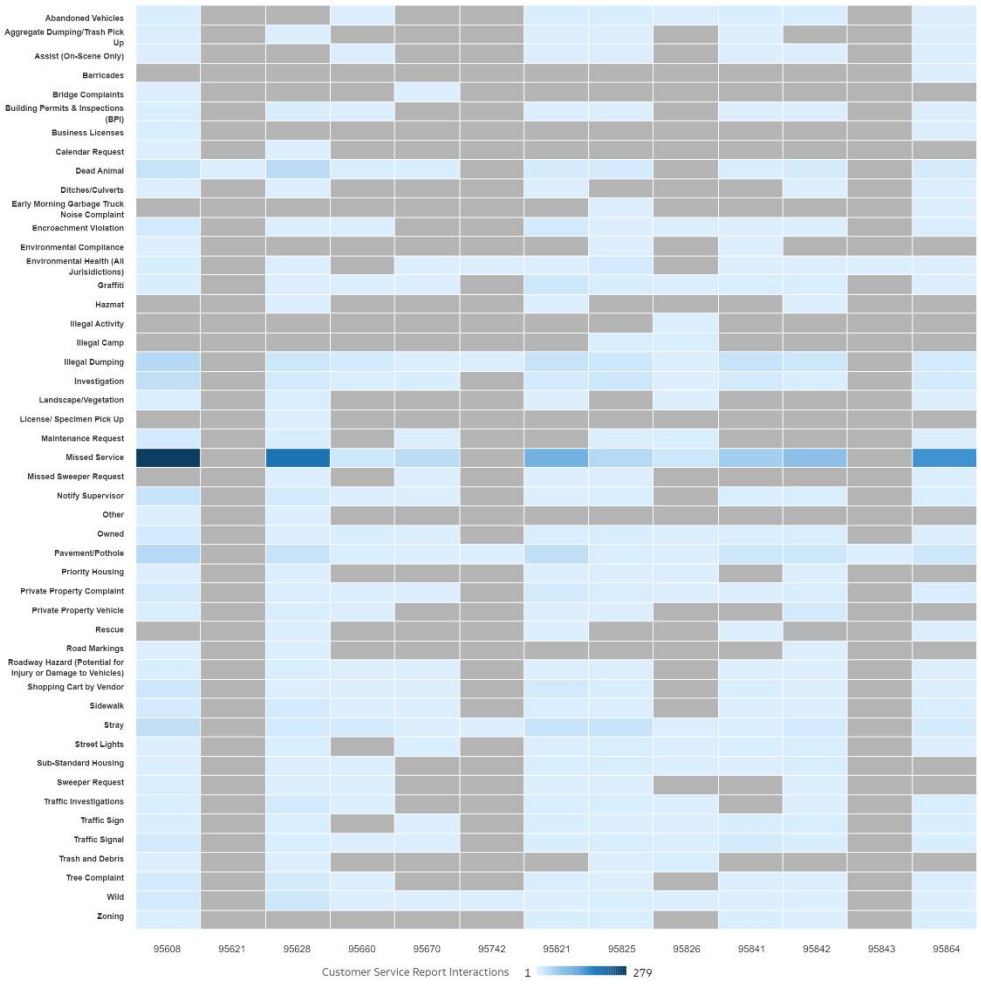


District Name, Customer Service Report Interactions

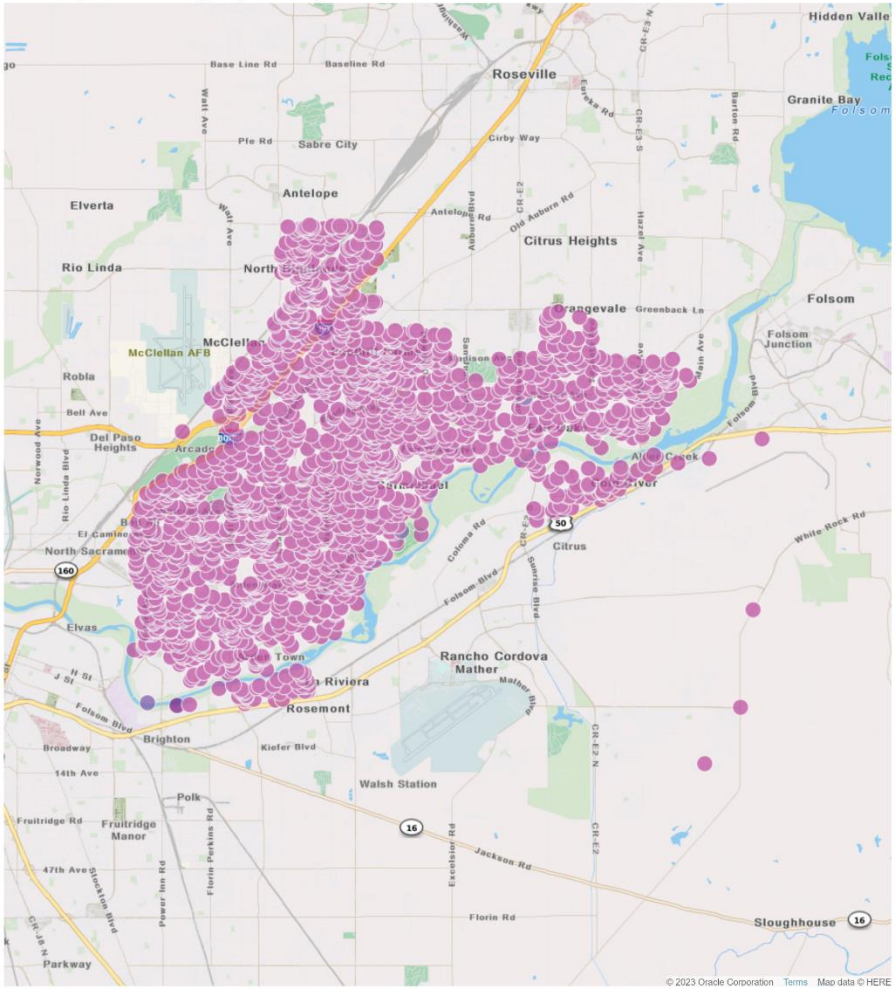


District 3 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



Board of Supervisor District Analysis

District 4

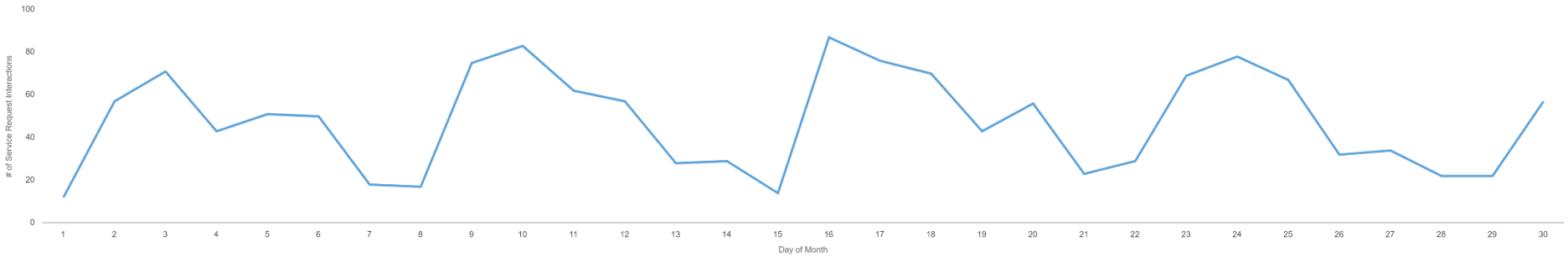
Service Requests Created

1,432

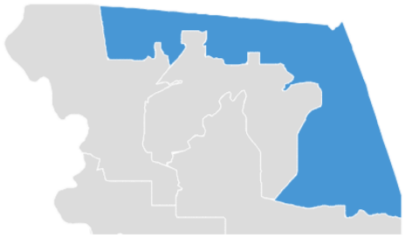
Service Requests Closed

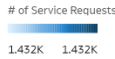
1,128

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions



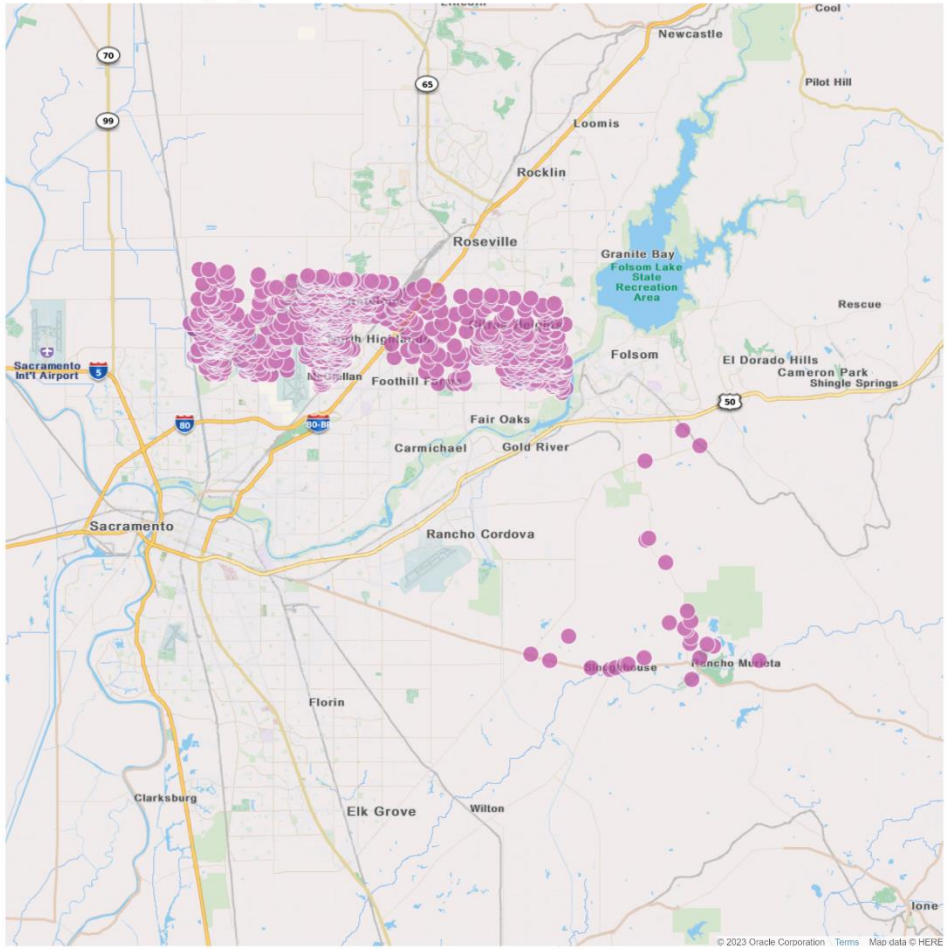


Board of Supervisor District Analysis

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

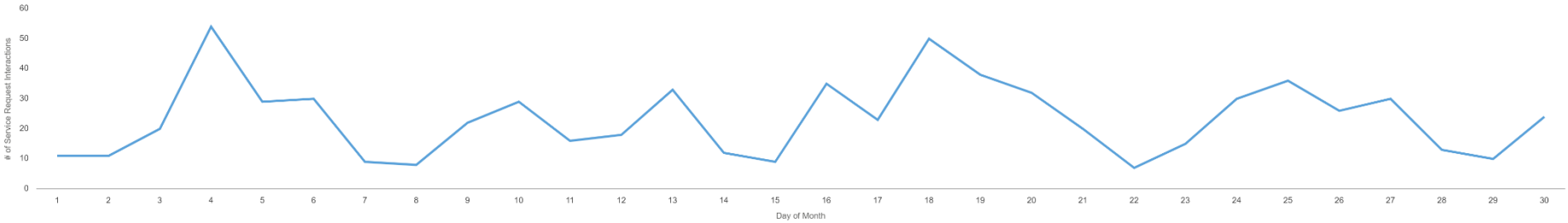
Service Requests Created

700

Service Requests Closed

567

Service Request Interactions Created by Day of Month

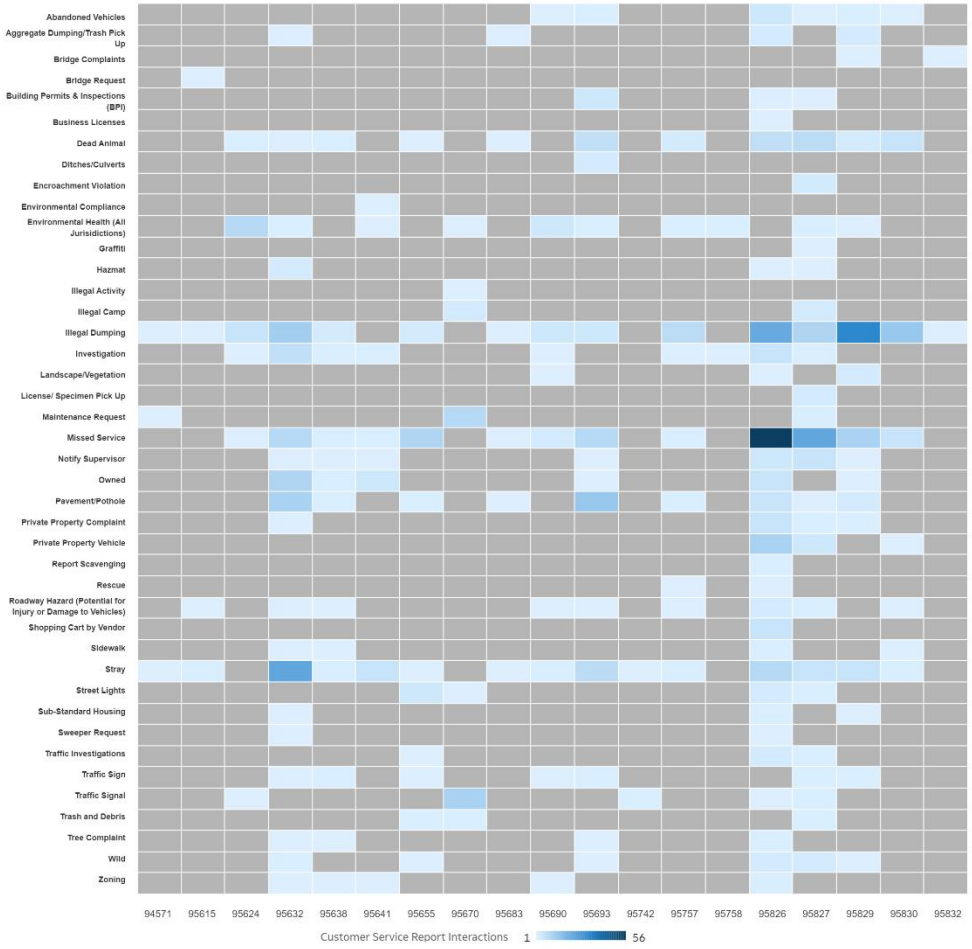


District Name, Customer Service Report Interactions

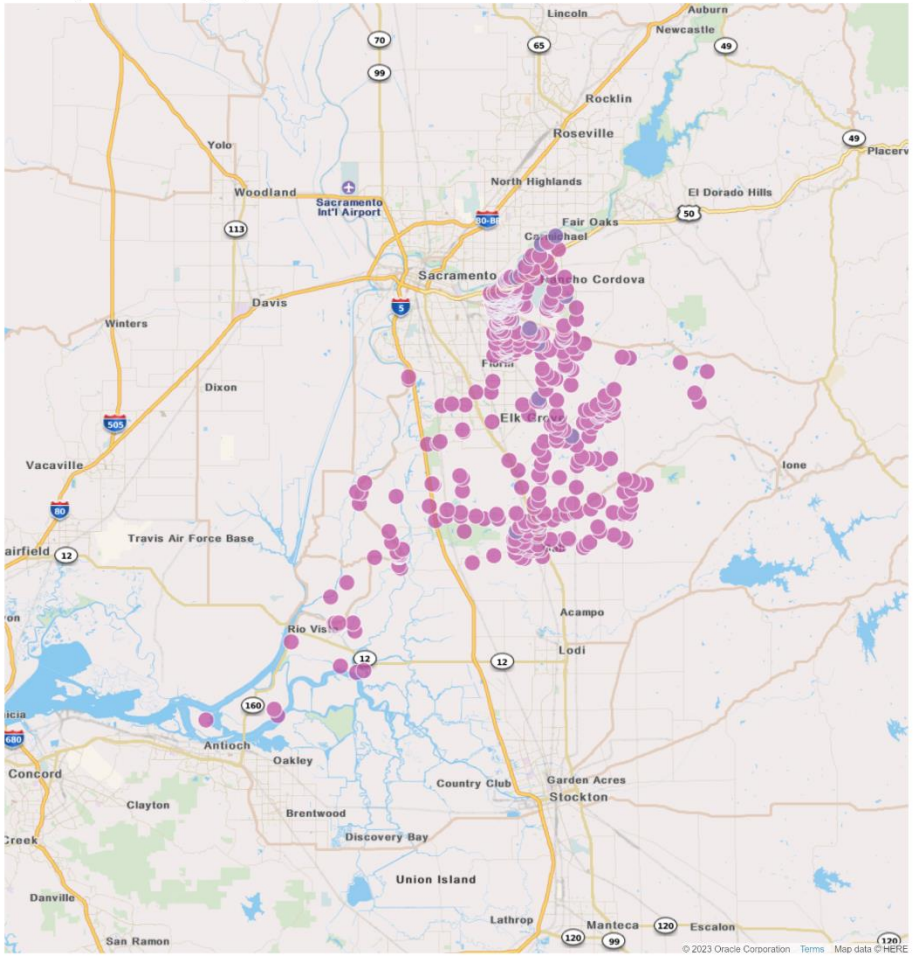
Board of Supervisor District Analysis

District 5 (continued)

Service Request Interactions by Category Per Zip Code

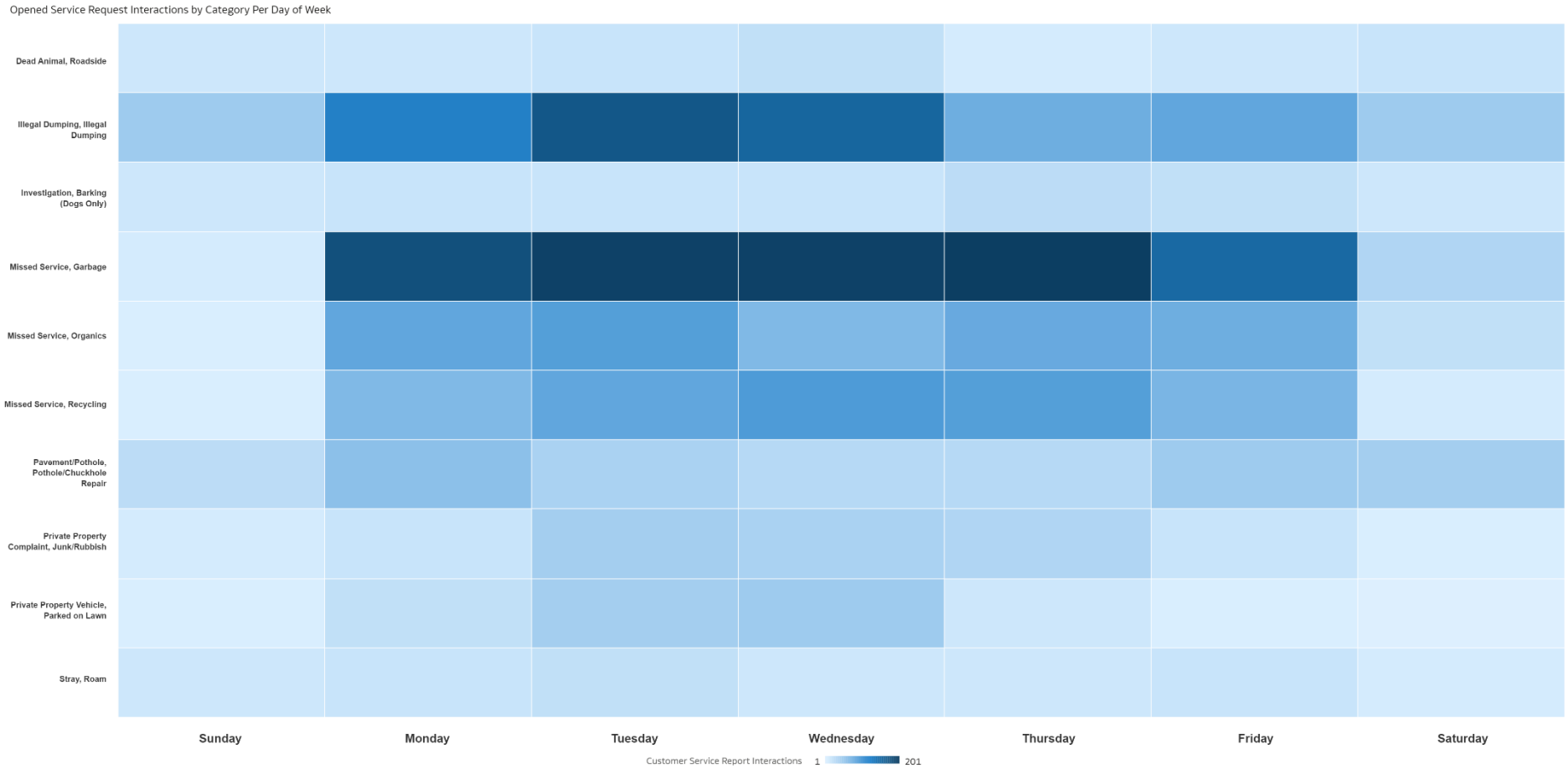


Service Request Interactions Mapped by Selected Zip Code



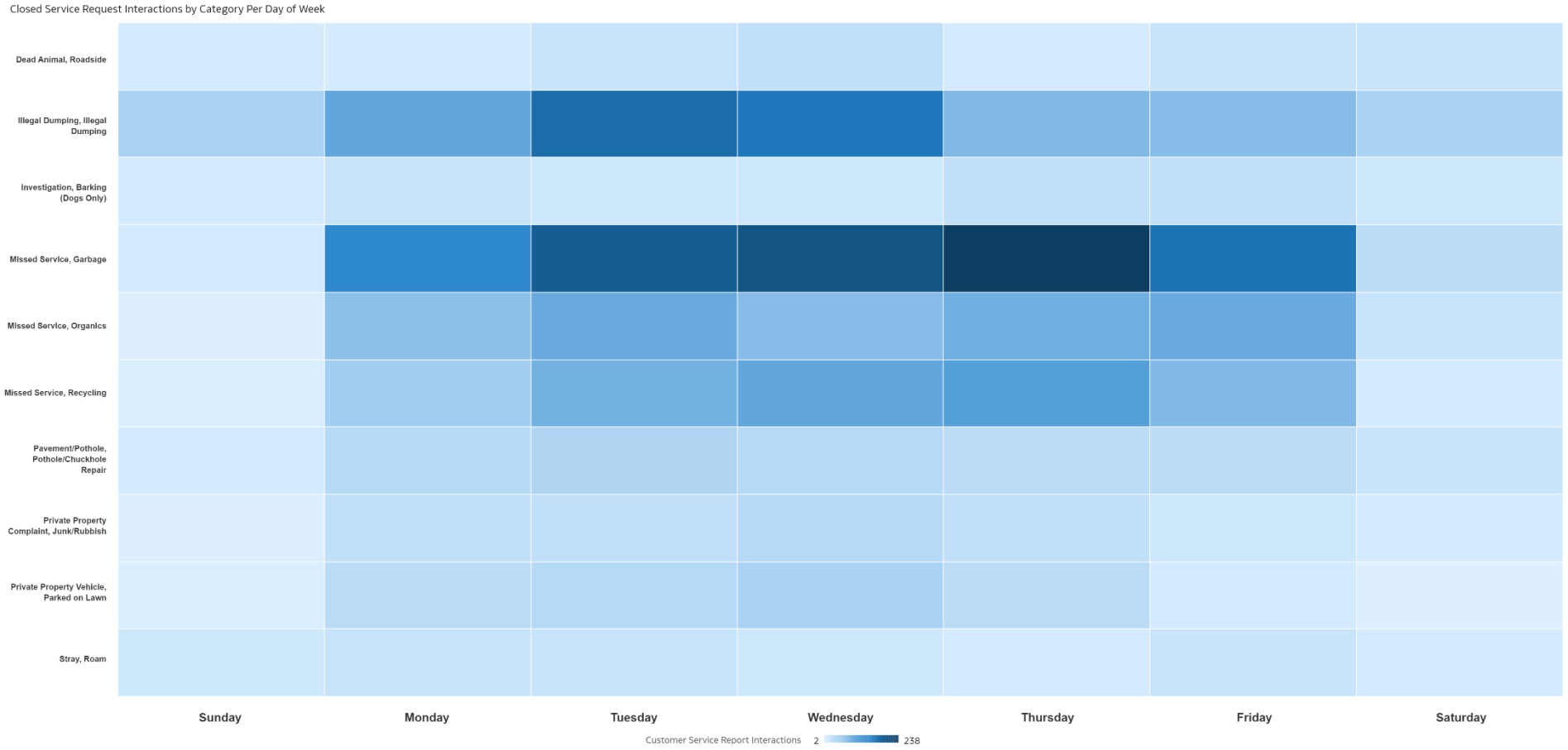
Aging of Open Requests

Top Service Requests Open by Day



Aging of Open Requests

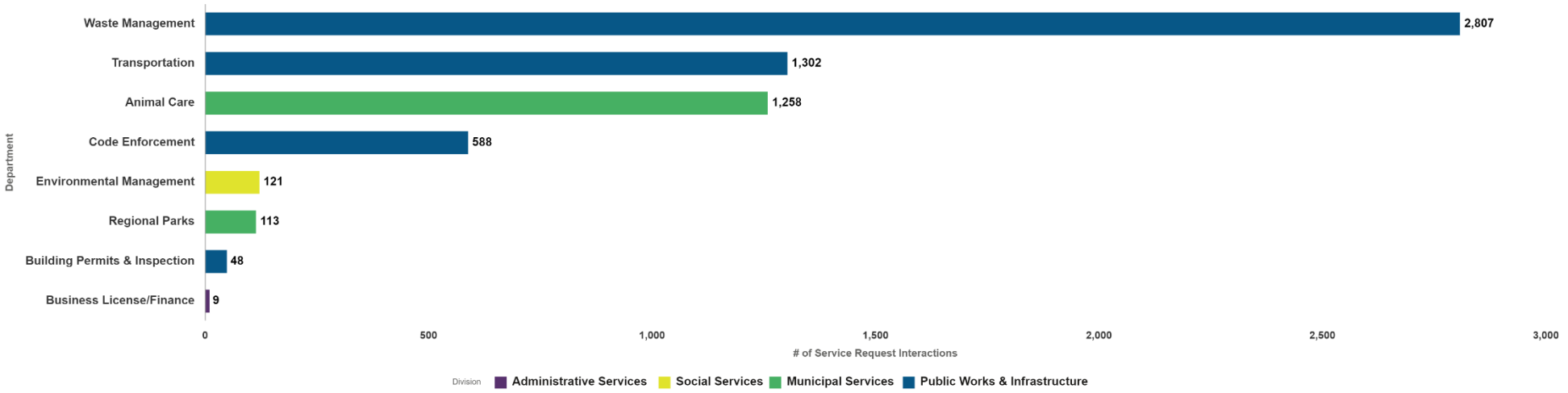
Top Service Requests Closed by Day



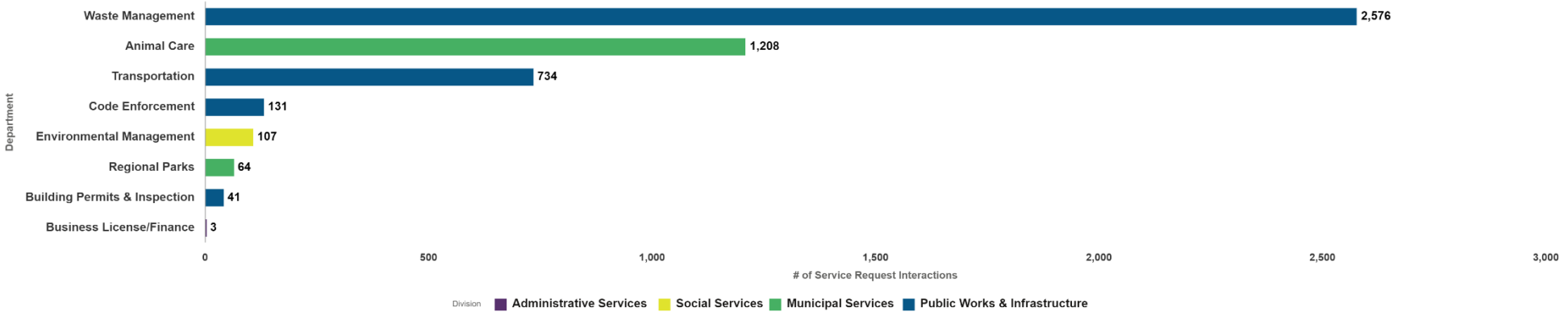
Aging of Open Requests

Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division

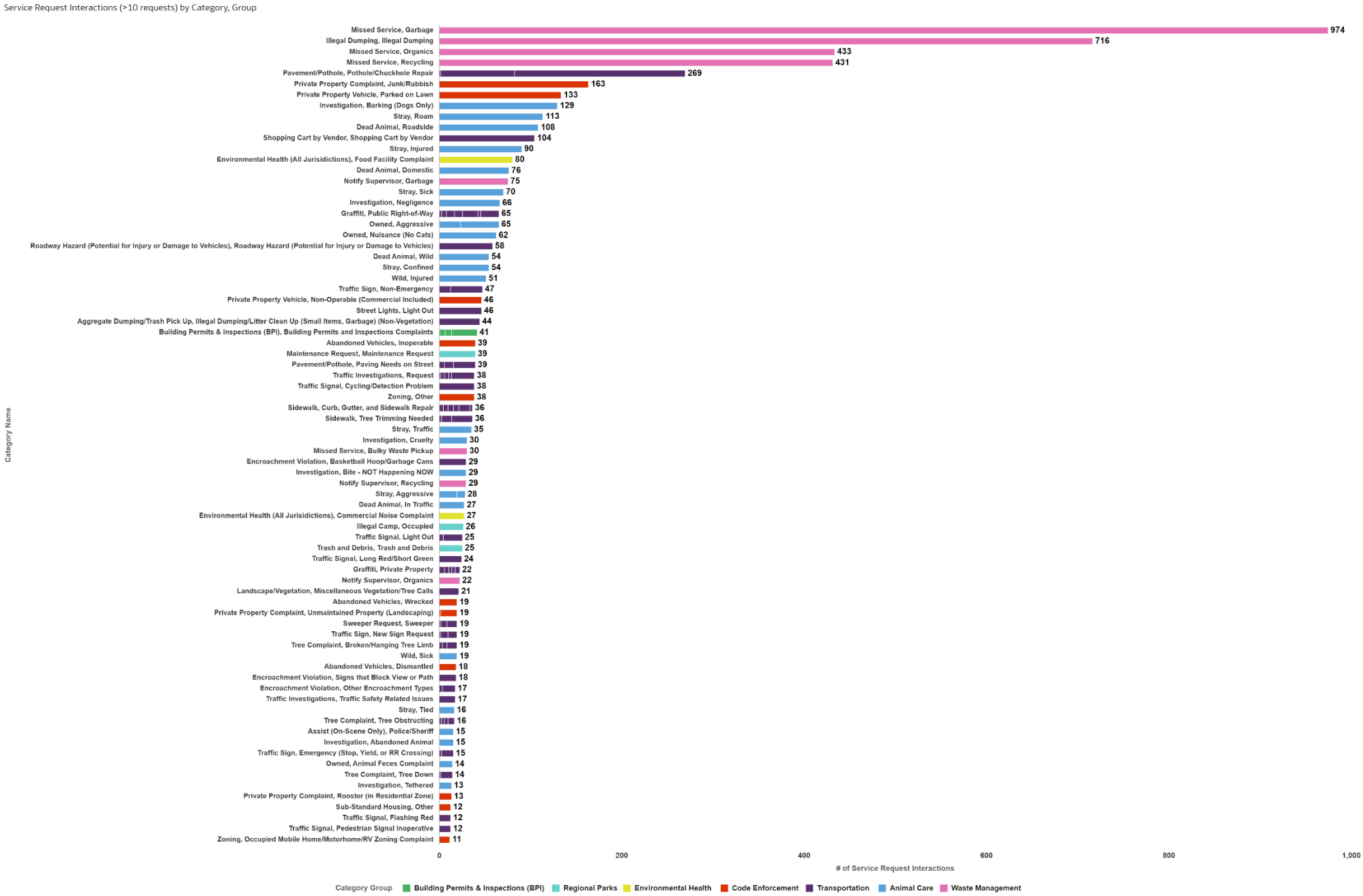


Service Request Interactions Closed by Department, Division



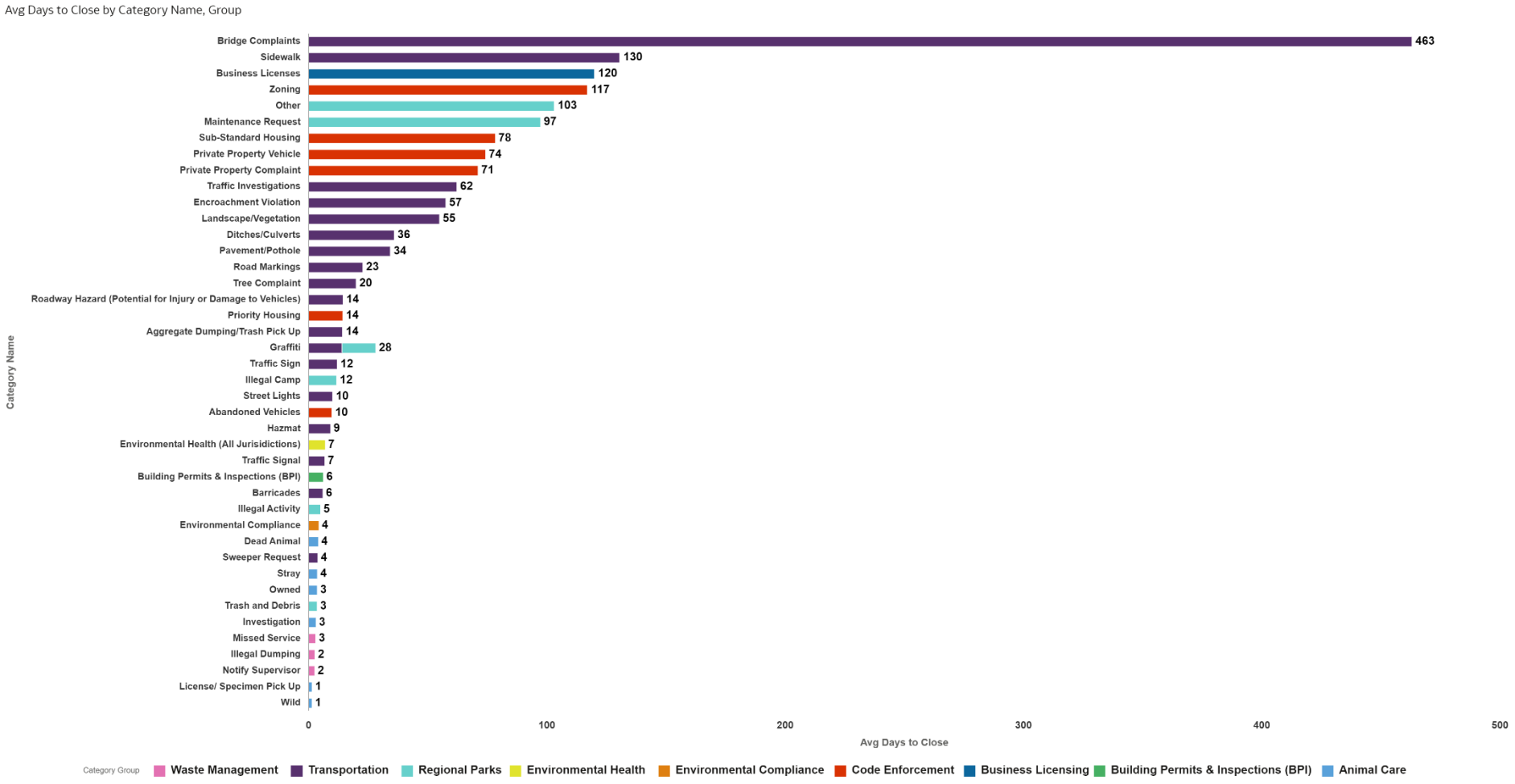
Aging of Open Requests

Greater Than 10 Service Requests



Aging of Open Requests

Average Days to Close Service Requests



Avg Days to Close

17.52

Aging of Open Requests

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

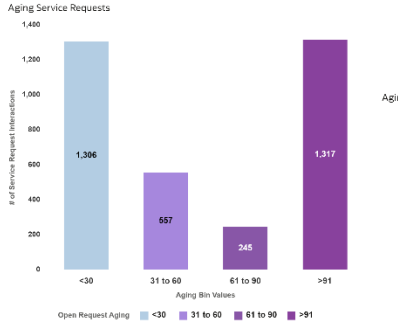
of Service Request Interactions Per Category with Avg Days to Close

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Waste Management	Calendar Request	5	0.00
Waste Management	Early Morning Garbage Truck Noise Complaint	3	0.00
Animal Care	Assist (On-Scene Only)	28	0.10
Animal Care	Rescue	15	0.21
Transportation	Shopping Cart by Vendor	105	0.24
Waste Management	Missed Sweeper Request	5	0.94
Animal Care	Wild	86	1.27
Animal Care	License/ Specimen Pick Up	4	1.29
Waste Management	Notify Supervisor	133	2.35
Waste Management	Illegal Dumping	763	2.48
Waste Management	Missed Service	1,937	2.82
Animal Care	Investigation	316	2.93
Regional Parks	Trash and Debris	28	3.46
Animal Care	Owned	149	3.48
Animal Care	Stray	425	3.51
Transportation	Sweeper Request	21	3.70
Animal Care	Dead Animal	282	3.95
Environmental Compliance	Environmental Compliance	10	4.16
Regional Parks	Illegal Activity	8	4.82
Transportation	Barricades	5	5.83
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	55	6.03
Transportation	Traffic Signal	127	6.63
Environmental Health	Environmental Health (All Jurisidictions)	120	6.82
Transportation	Hazmat	16	9.08
Code Enforcement	Abandoned Vehicles	50	9.58
Transportation	Street Lights	51	9.87
Regional Parks	Illegal Camp	35	11.56
Transportation	Traffic Sign	45	11.83
Transportation	Graffiti	127	13.82
Transportation	Aggregate Dumping/Trash Pick Up	50	14.05
Regional Parks	Graffiti	1	14.14
Code Enforcement	Priority Housing	16	14.16
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	62	14.24
Transportation	Tree Complaint	66	19.75
Transportation	Road Markings	9	22.57
Transportation	Pavement/Pothole	243	34.11
Transportation	Ditches/Culverts	21	35.72
Transportation	Landscape/Vegetation	62	54.74
Transportation	Encroachment Violation	92	57.42
Transportation	Traffic Investigations	9	62.06
Code Enforcement	Private Property Complaint	191	70.92
Code Enforcement	Private Property Vehicle	238	74.08
Code Enforcement	Sub-Standard Housing	51	78.14
Regional Parks	Maintenance Request	66	97.16
Regional Parks	Other	12	102.89
Code Enforcement	Zoning	62	116.77
Business Licensing	Business Licenses	7	119.79
Transportation	Sidewalk	139	130.38
Transportation	Bridge Complaints	6	462.85

Aging of Open Requests

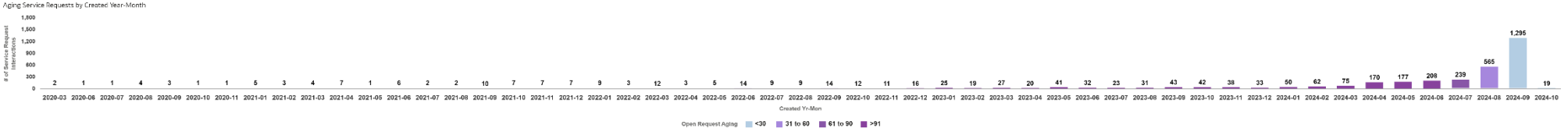
Select As Of Date

No Variables found in this project.



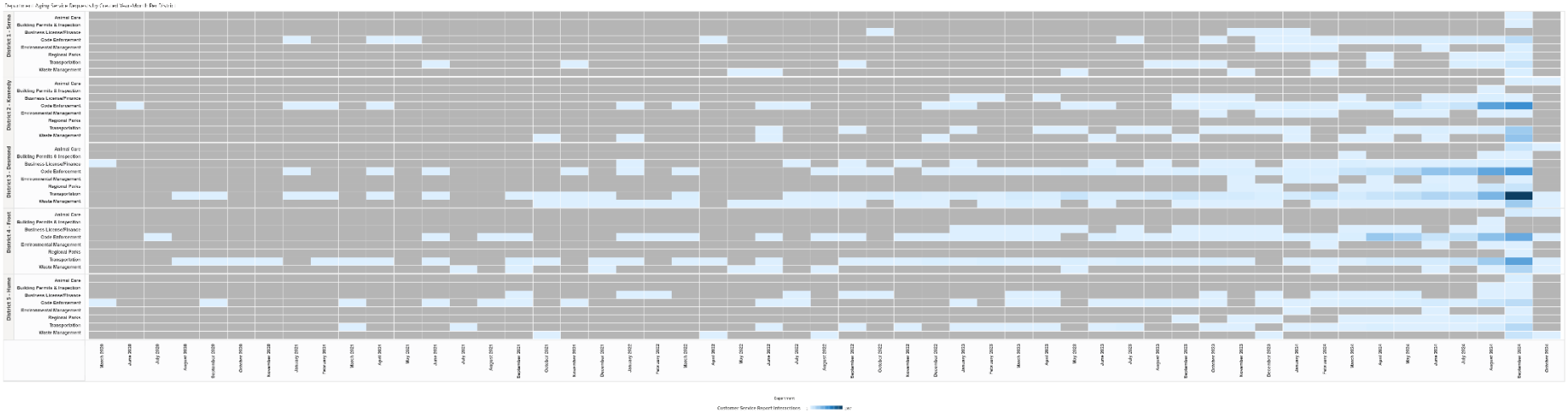
Aging Service Requests

Open Request Aging	Customer Service Report Interactions
<30	1,306
31 to 60	557
61 to 90	245
>91	1,317



Aging of Open Requests

Department Aging Requests by Month Created Per District



Dispatch Service Definition

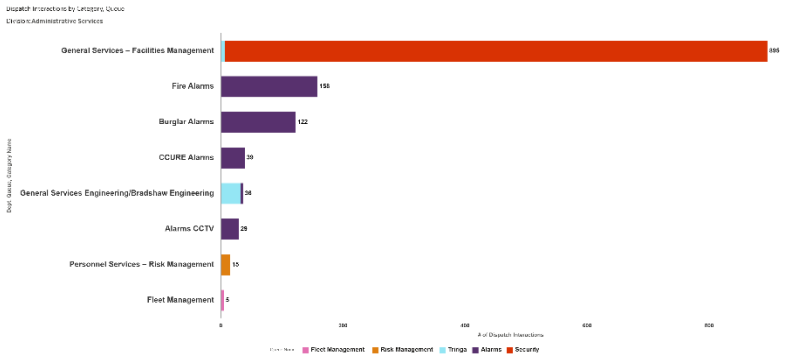
The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides immediate notification to departmental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

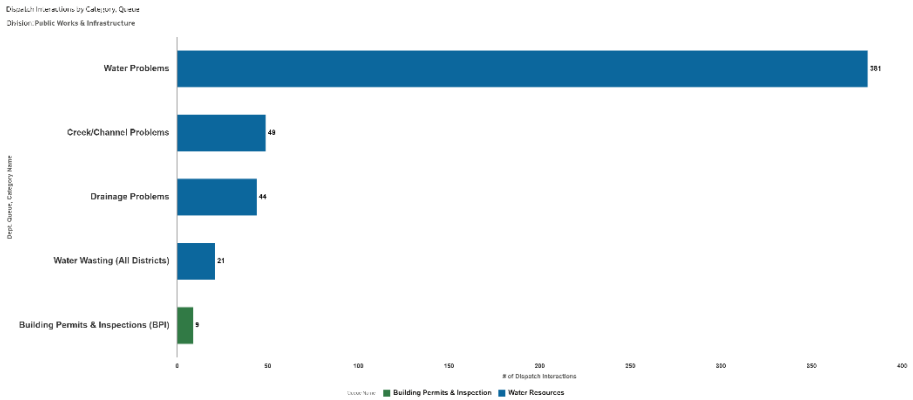
Administrative Services



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

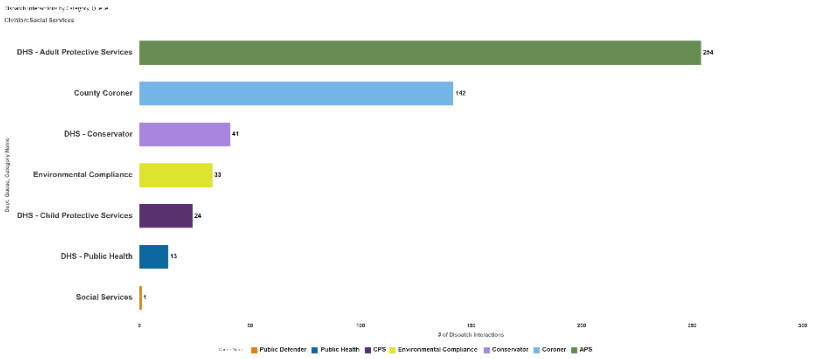
Community Service



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

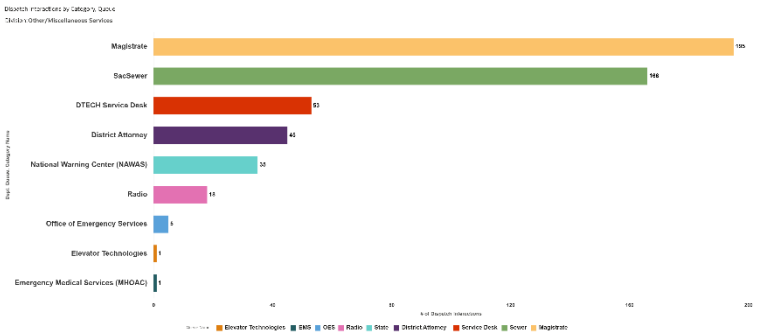
Social Services



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.