

Monthly 311 Communications/Dispatch Center

SERVICE REQUEST & STATISTICS REPORT

January 2024



SAC COUNTY
311
CONNECT

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

SACRAMENTO
COUNTY

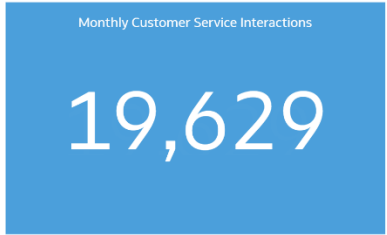
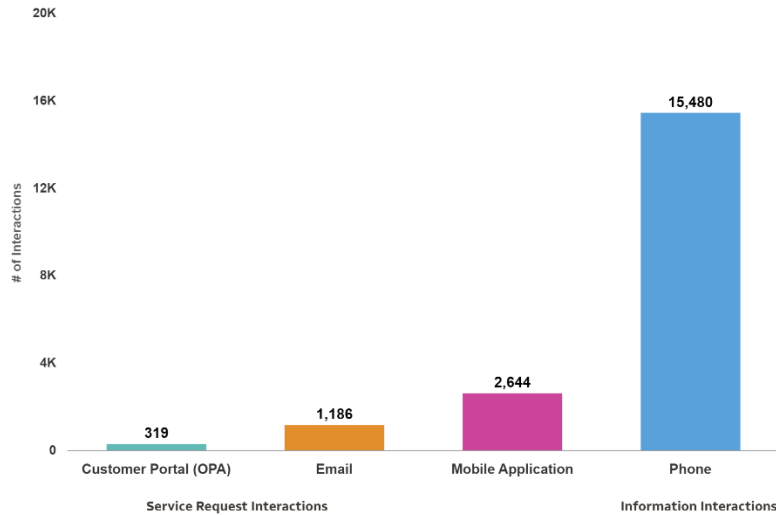
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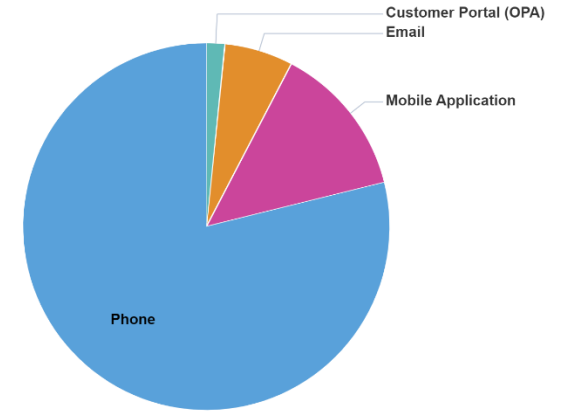
Monthly Statistics

Monthly Interactions by Source



Incident Source Name	Service Request Map Count
Customer Portal (OPA)	319
Email	1,186
Mobile Application	2,644
Phone	15,480

Monthly Interactions by Source



6,062

5,431

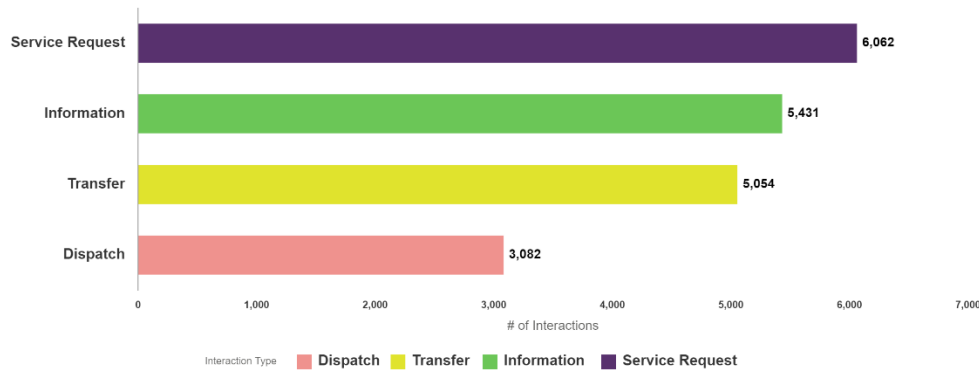
Transfer Interactions

5,054

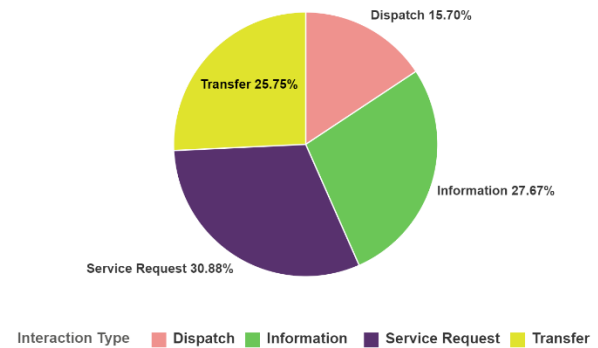
Dispatch Interactions

3,082

Customer Service Report Interactions by Interaction Type



Monthly Interactions by Interaction Type



Service Request Interaction Totals (>10 Requests) by Category

Service Request Interaction Totals

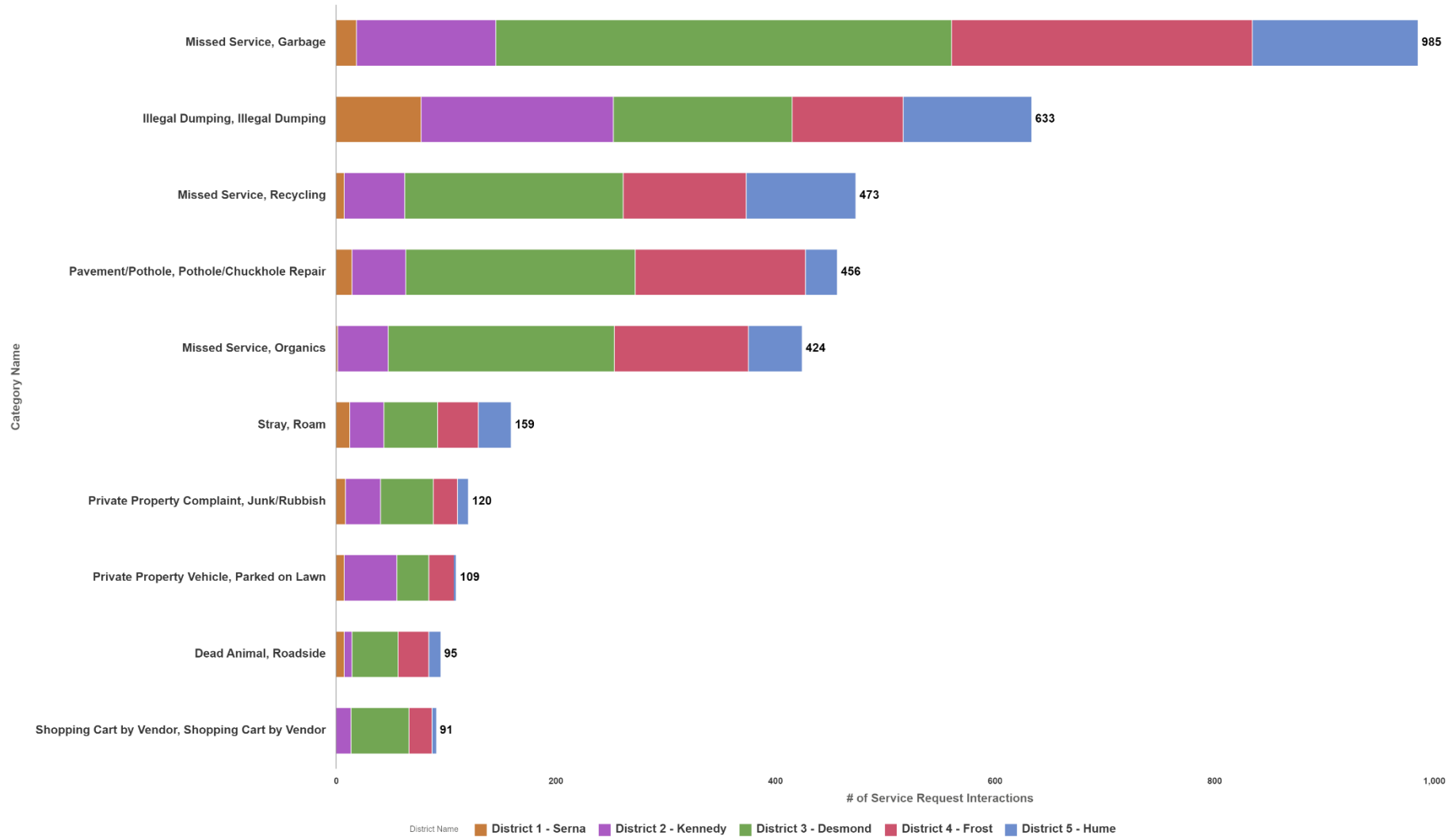
Service Request Interaction Totals (>10 requests) by Category

Cat2, Cat3	Customer Service Report Interactions	Cat2, Cat3	Customer Service Report Interactions	Cat2, Cat3	Customer Service Report Interactions	Cat2, Cat3	Customer Service Report Interactions
Missed Service, Garbage	985	Dead Animal, Domestic	62	Missed Service, Bulky Waste Pickup	39	Ditches/Culverts, Ditch Cleaning	20
Illegal Dumping, Illegal Dumping	658	Dead Animal, Wild	57	Sidewalk, Curb, Gutter, and Sidewalk Repair	37	Missed Service, Non-Regular Service	20
Missed Service, Recycling	473	Investigation, Negligence	55	Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	36	Notify Supervisor, Organics	20
Pavement/Pothole, Pothole/Chuckhole Repair	456	Abandoned Vehicles, Inoperable	55	Notify Supervisor, Recycling	36	Sub-Standard Housing, Other	20
Missed Service, Organics	424	Pavement/Pothole, Paving Needs on Street	54	Stray, Sick	35	Traffic Signal, Flashing Red	20
Stray, Roam	159	Stray, Aggressive	53	Graffiti, Public Right-of-Way	34	Abandoned Vehicles, Dismantled	19
Private Property Complaint, Junk/Rubbish	120	Street Lights, Light Out	51	Assist (On-Scene Only), Police/Sheriff	33	Maintenance Request, Maintenance Request	19
Private Property Vehicle, Parked on Lawn	109	Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	49	Calendar Request, Calendar Request	33	Traffic Investigations, Request	16
Dead Animal, Roadside	95	Environmental Health (All Jurisdictions), Food Facility Complaint	46	Sweeper Request, Sweeper	32	Stray, Vet/Business Confined	15
Shopping Cart by Vendor, Shopping Cart by Vendor	91	Trash and Debris, Trash and Debris	45	Environmental Health (All Jurisdictions), Commercial Noise Complaint	31	Traffic Signal, Pedestrian Signal Inoperative	15
Investigation, Barking (Dogs Only)	83	Dead Animal, In Traffic	45	Wild, Injured	31	Traffic Sign, New Sign Request	14
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	79	Traffic Sign, Non-Emergency	43	Encroachment Violation, Basketball Hoop/Garbage Cans	30	Tree Complaint, Tree Down	14
Stray, Injured	76	Stray, Confined	43	Traffic Signal, Cycling/Detection Problem	30	Wild, Sick	14
Notify Supervisor, Garbage	69	Private Property Vehicle, Non-Operable (Commercial Included)	42	Zoning, Other	29	Traffic Signal, Long Red/Short Green	13
Owned, Aggressive	64	Owned, Nuisance (No Cats)	42	Abandoned Vehicles, Wrecked	26	Encroachment Violation, Signs that Block View or Path	12
		Illegal Camp, Occupied	42	Graffiti, Private Property	25	Investigation, Animal Left in Vehicle	12
		Stray, Traffic	40	Investigation, Cruelty	25	Sub-Standard Housing, Roof Leak	12
				Investigation, Bite - NOT Happening NOW	23	Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	12
				Ditches/Culverts, Culvert/Pipe Repair or Cleaning	22	Traffic Signal, All Signals Dark	12
						Owned, Animal Feces Complaint	11
						Traffic Signal, Light Out	11

Total Service Requests Opened

Top 10 Service Requests Categories Opened | With Districts

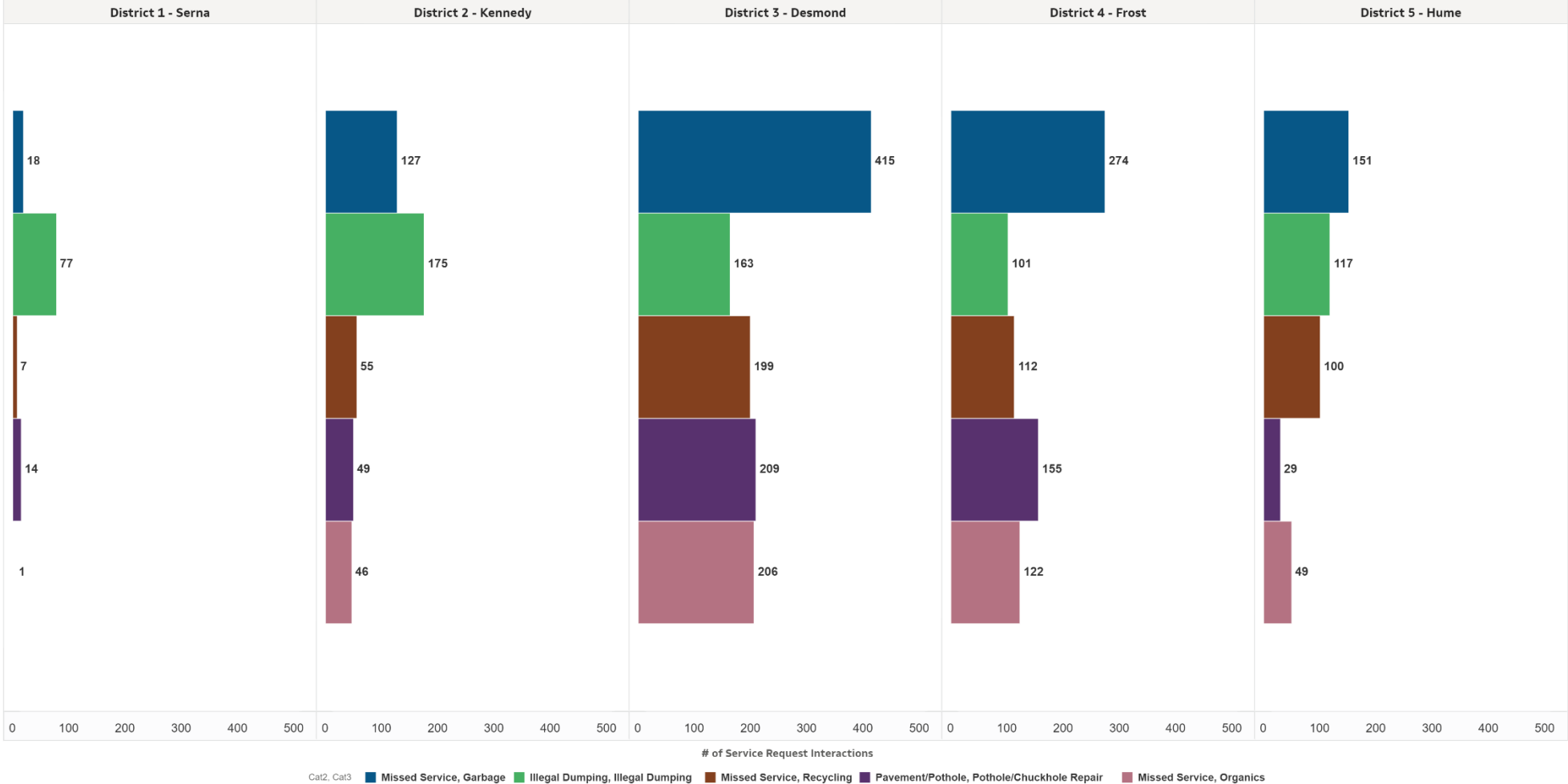
Top 10 Service Request Categories Opened with Districts



Top Service Requests Opened

Top 5 Service Requests Opened | by Districts

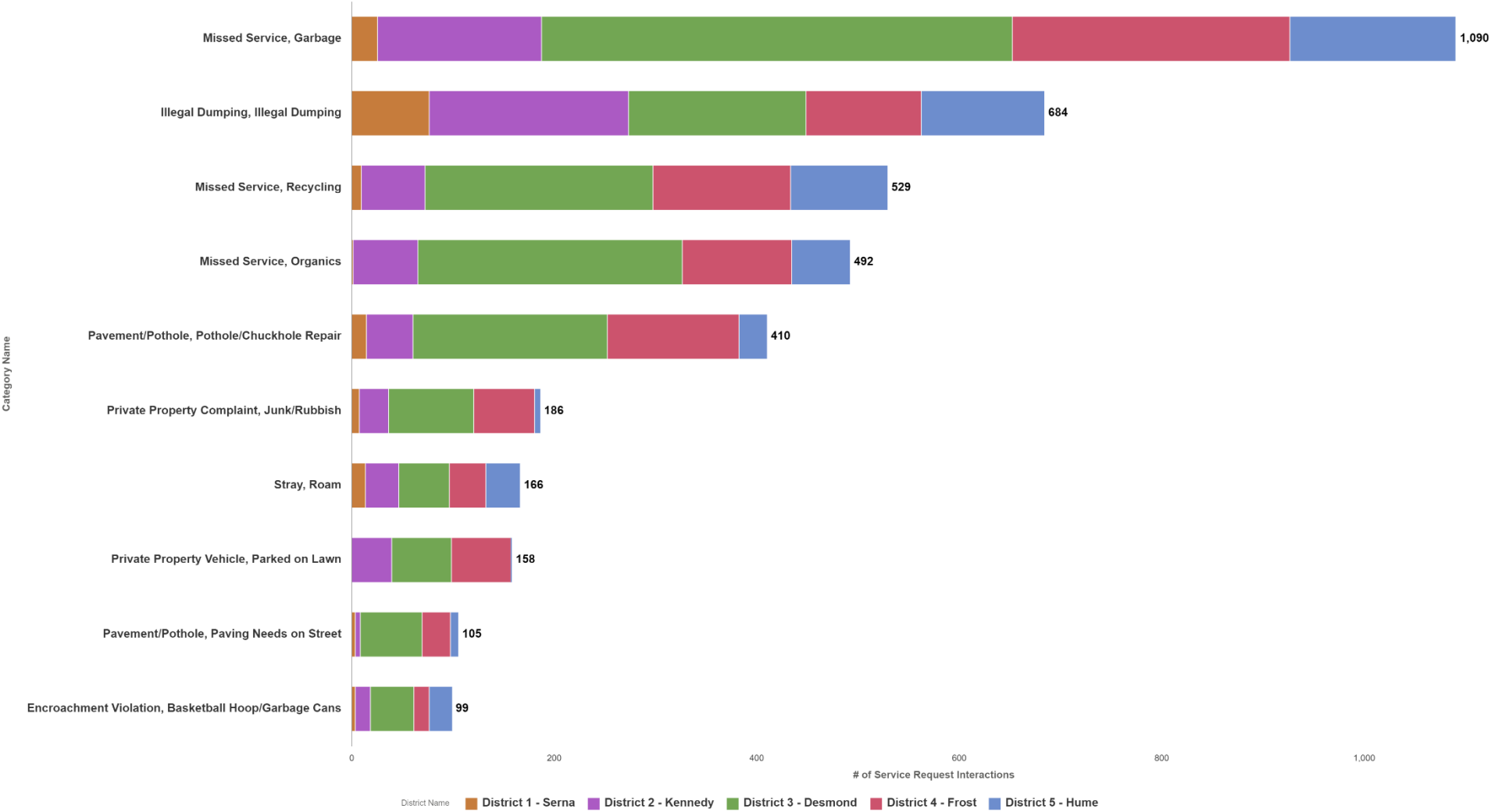
Top 5 Service Request Categories Opened by District



Top Service Requests Closed

Top 10 Service Requests Categories Closed | With Districts

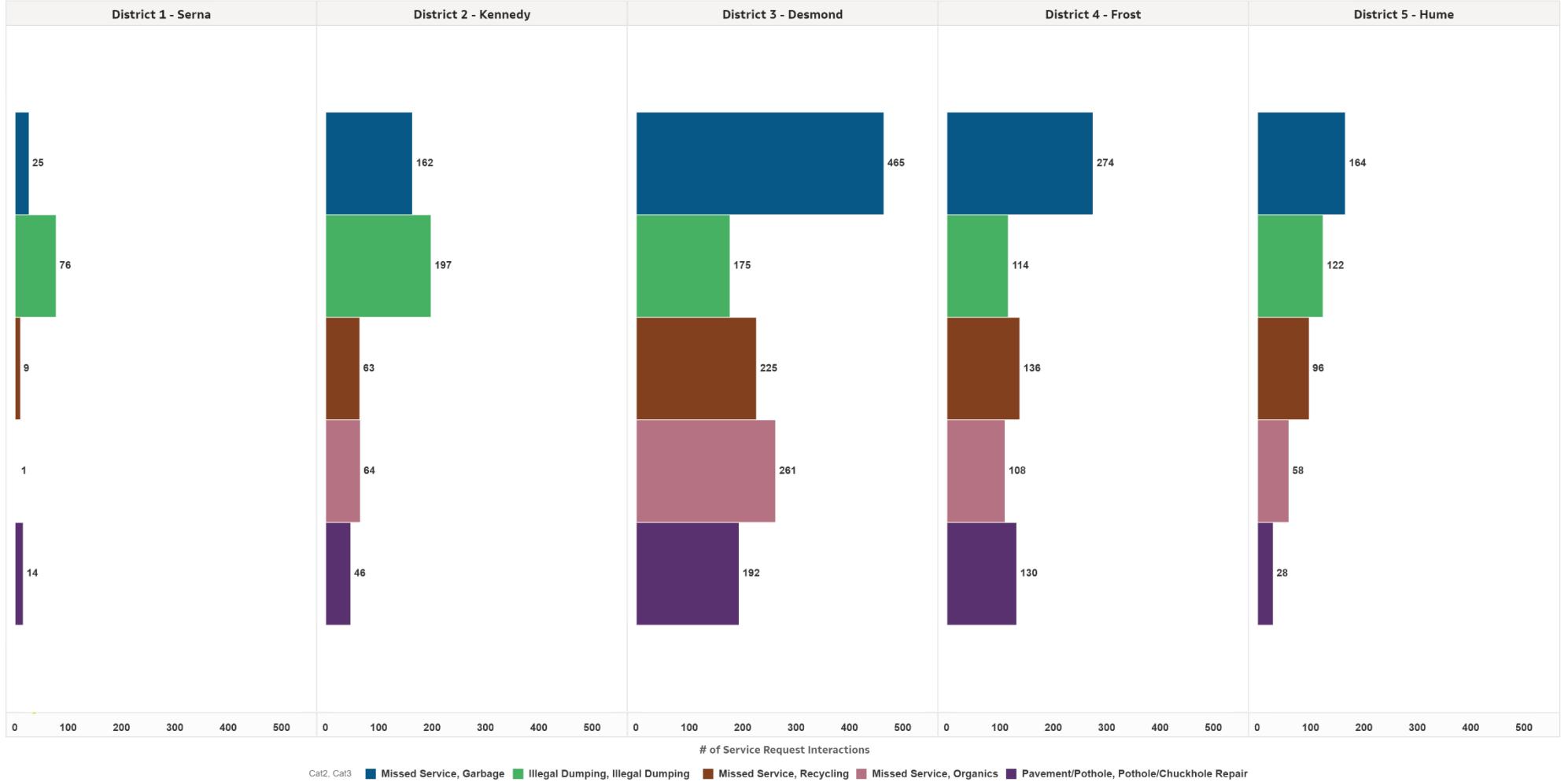
Top 10 Service Request Categories Closed with Districts



Top Service Requests Closed

Top 5 Service Requests Categories Closed | by Districts

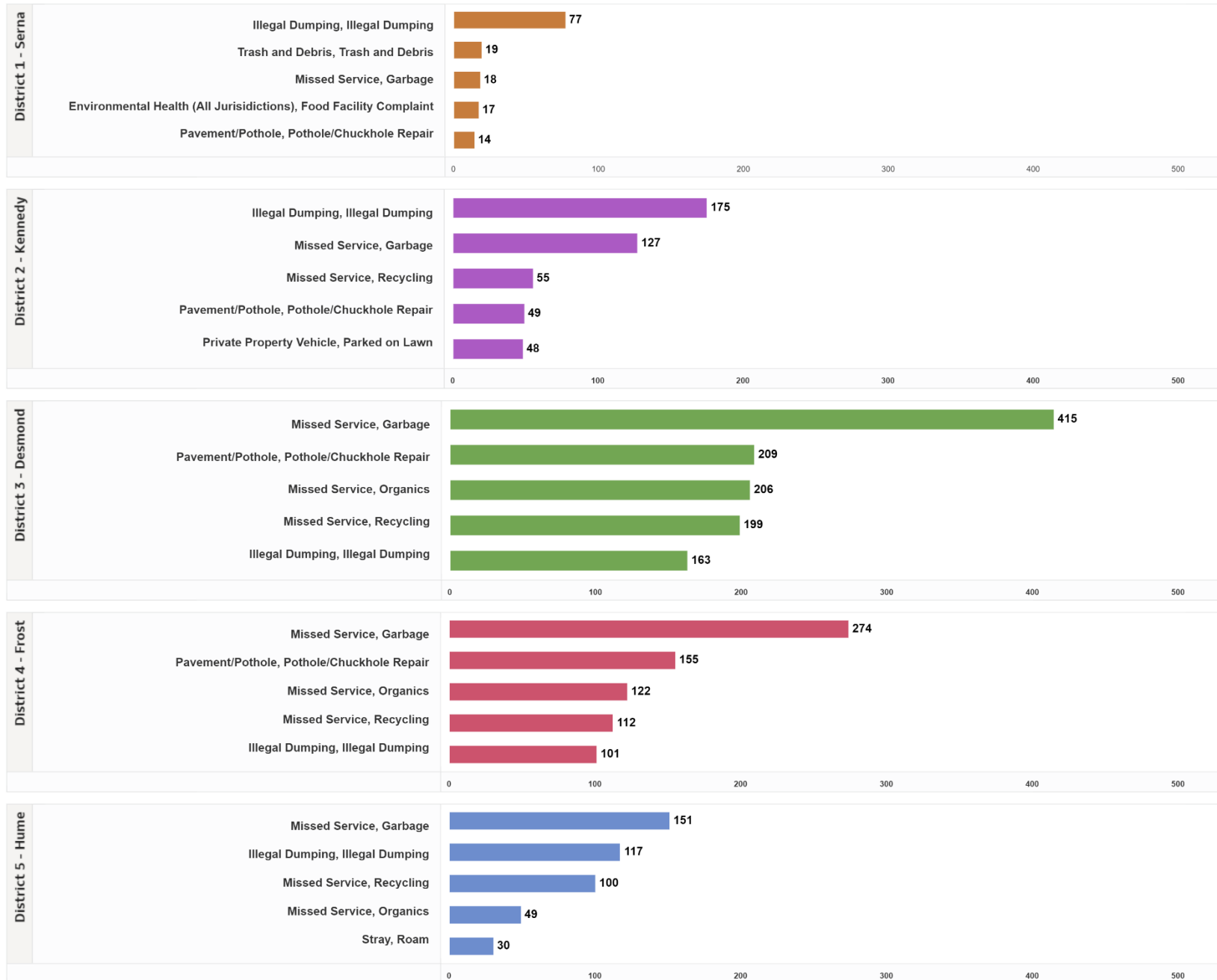
Top 5 Service Request Categories Closed by District



Top Unresolved Service Request

Top Unresolved Service Request Categories | by Districts

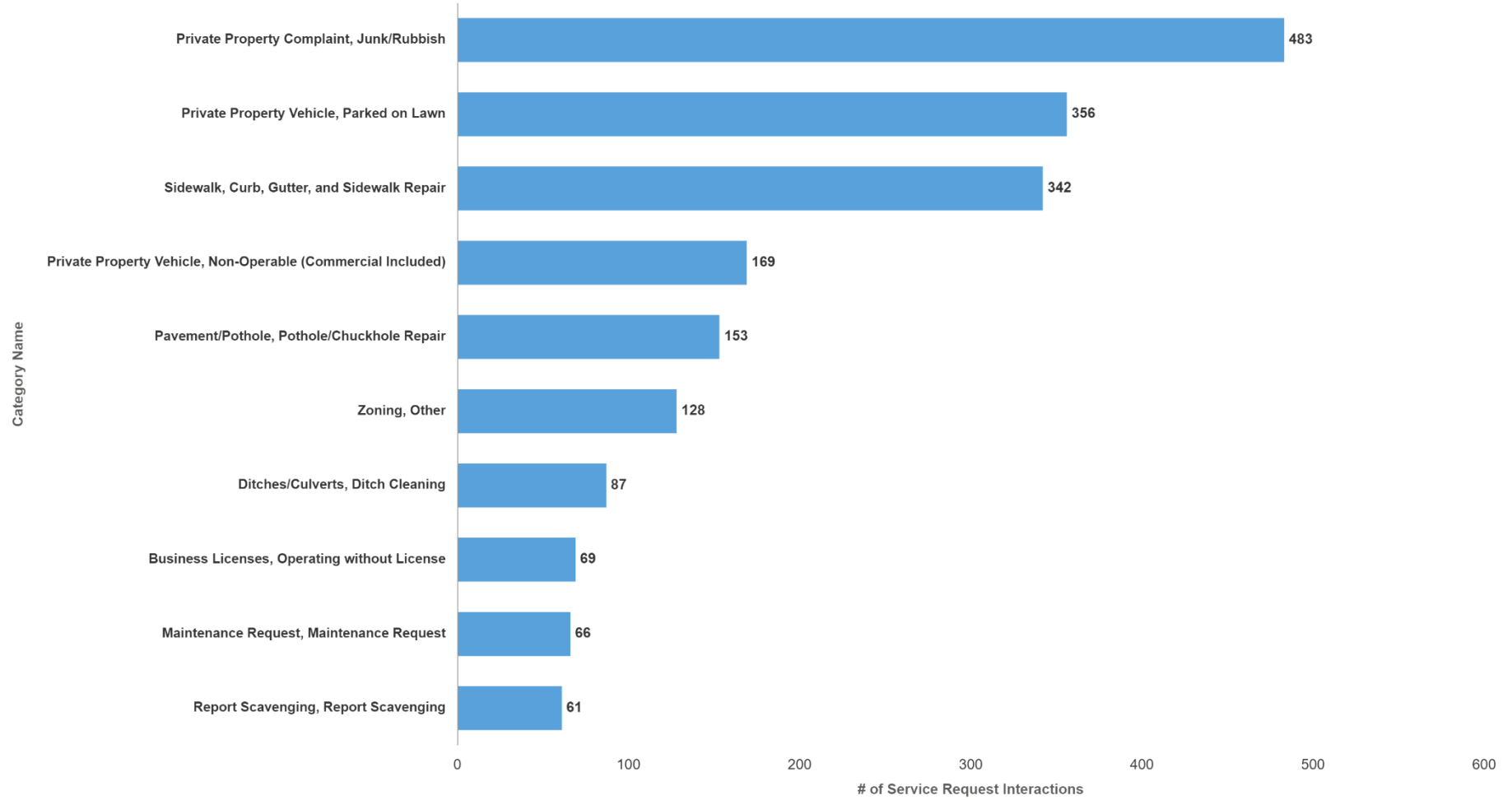
Top Unresolved Service Request Categories by District



Top Unresolved Service Request

Top 10 Unresolved Service Request Categories

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through January 31st

3,401

Interactions Closed this Month

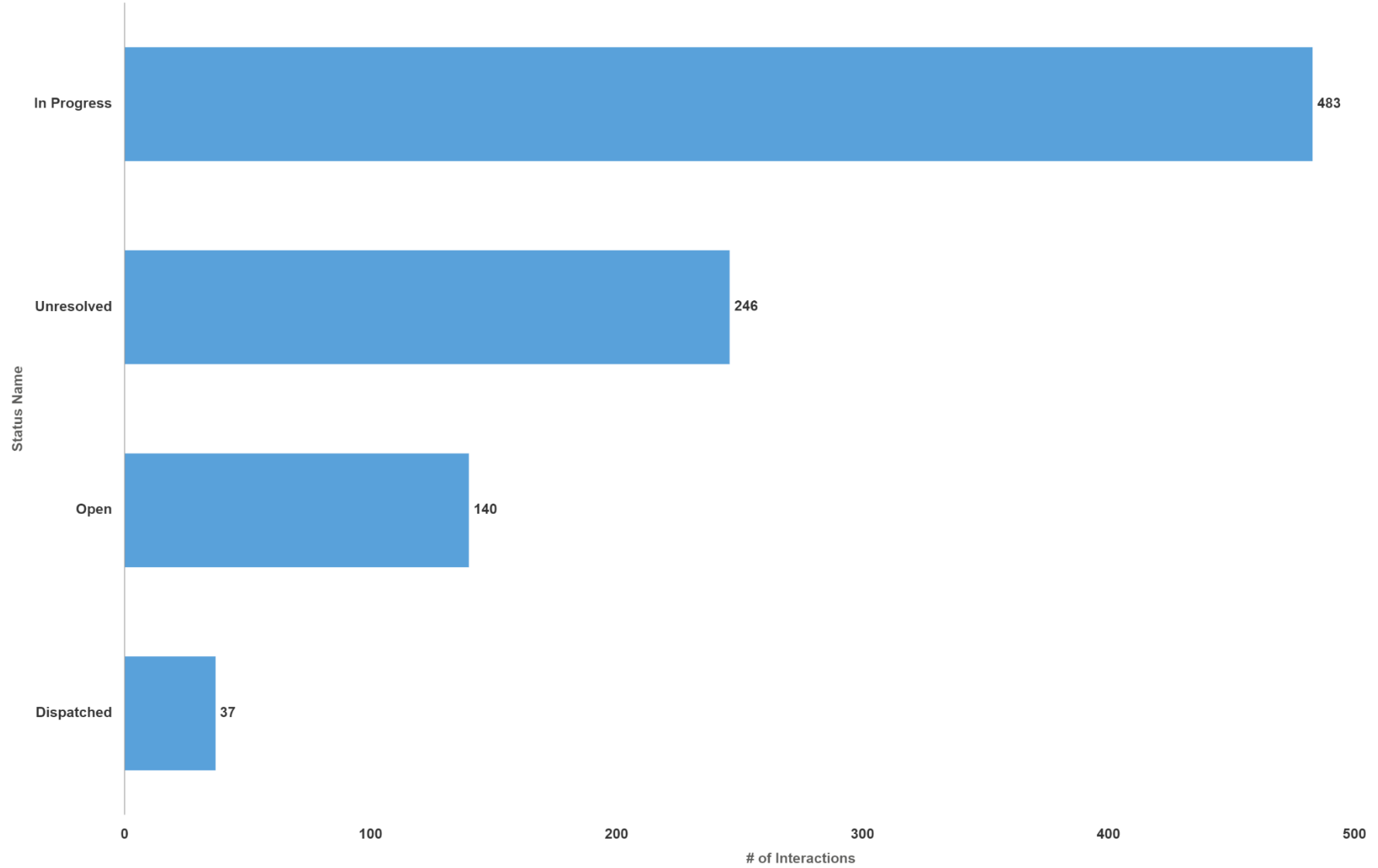
20,388

Monthly Interactions Not Closed

906

Monthly Interactions Not Closed by Status

Monthly Interactions Not Closed by Status



Board of Supervisor District Information

Service Requests Opened by District

January 2024

Monthly Service Request Interactions Opened

6,023

District 1 Serna

304

Service Request Interactions

District 2 Kennedy

972

Service Request Interactions

District 3 Desmond

2,424

Service Request Interactions

District 4 Frost

1,414

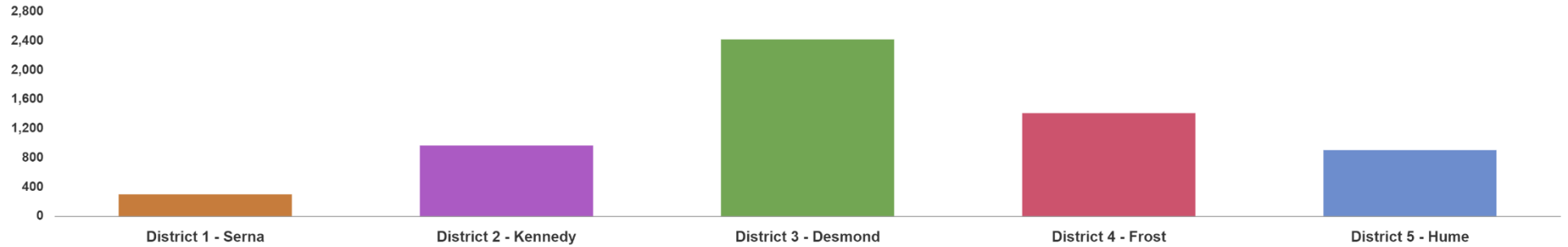
Service Request Interactions

District 5 Hume

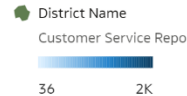
909

Service Request Interactions

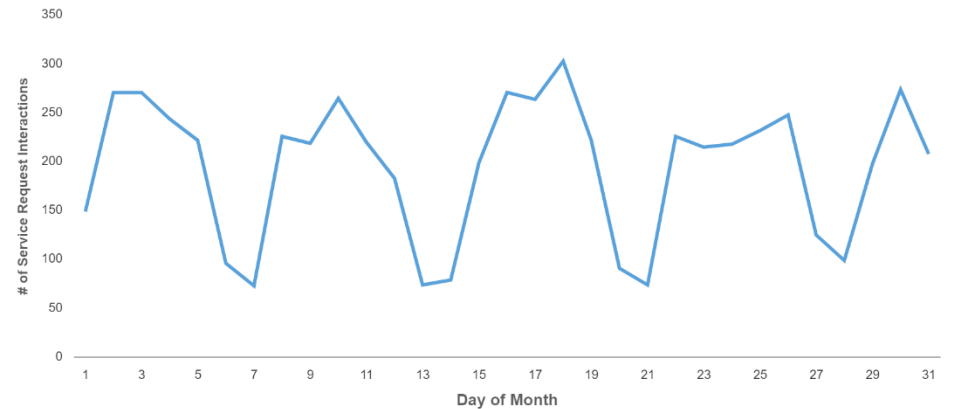
Service Request Interactions by District



Service Request Interactions by District Map



Service Request Interactions Created by Day of Month



Board of Supervisor District Information

Service Requests Closed by District

January 2024

Monthly Service Request Interactions Closed

6,684

District 1 Serna

299

Service Request Interactions

District 2 Kennedy

1,088

Service Request Interactions

District 3 Desmond

2,770

Service Request Interactions

District 4 Frost

1,542

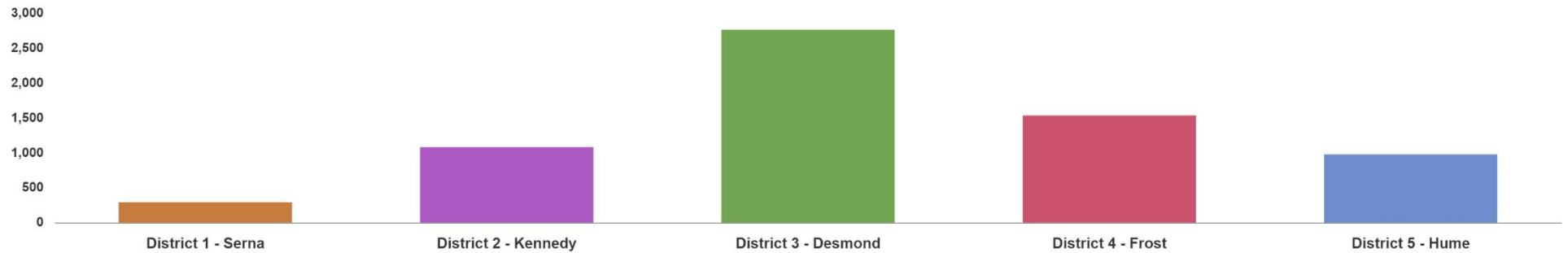
Service Request Interactions

District 5 Hume

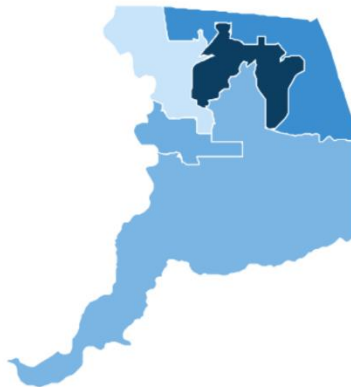
985

Service Request Interactions

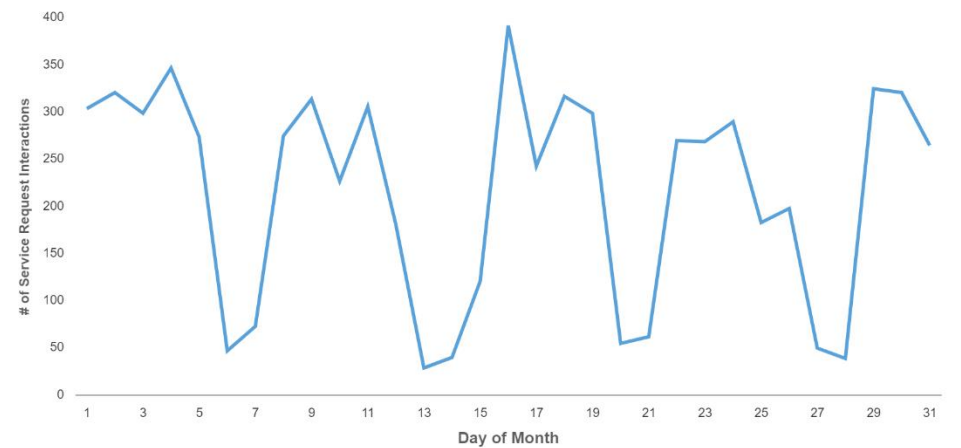
Service Request Interactions by District



Service Request Interactions by District Map



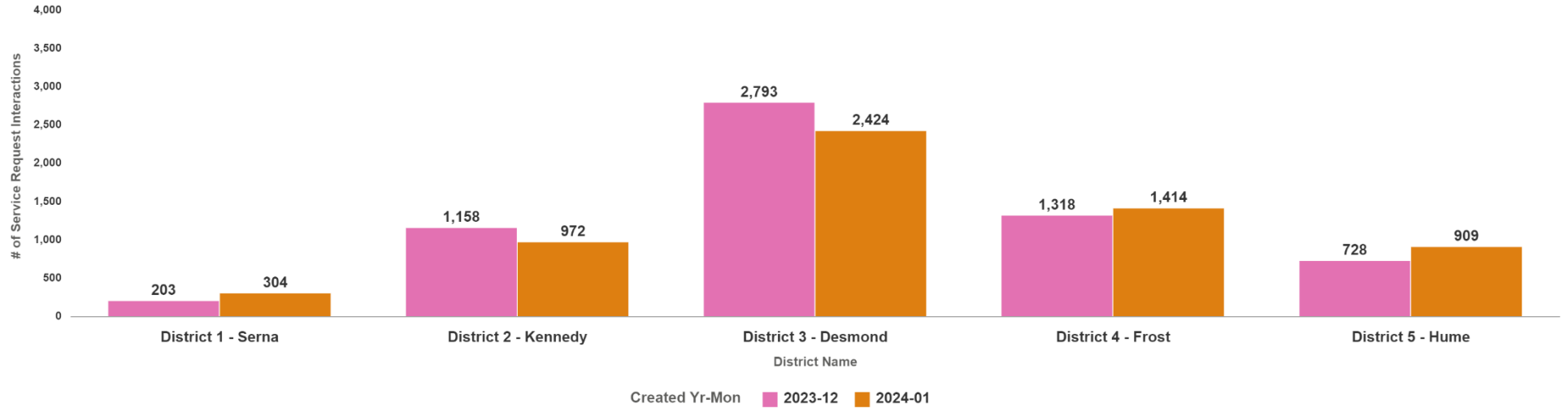
Service Request Interactions Closed by Day of Month



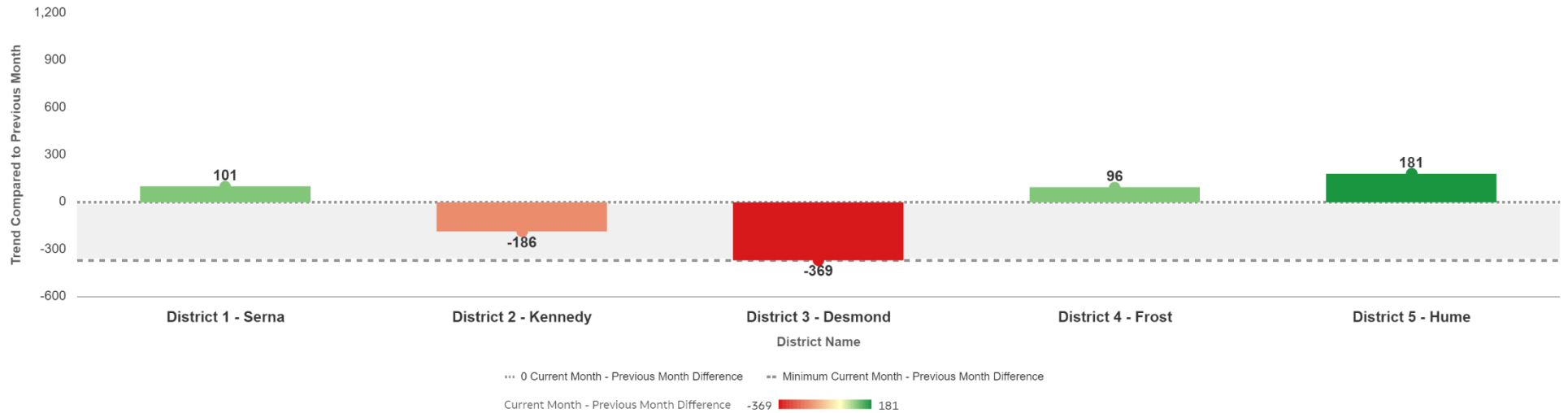
Board of Supervisors District Information

Previous Month Comparison of Service Request

Previous Month Comparison of Service Request interactions



Previous Month Trend of Service Request Interactions Per District

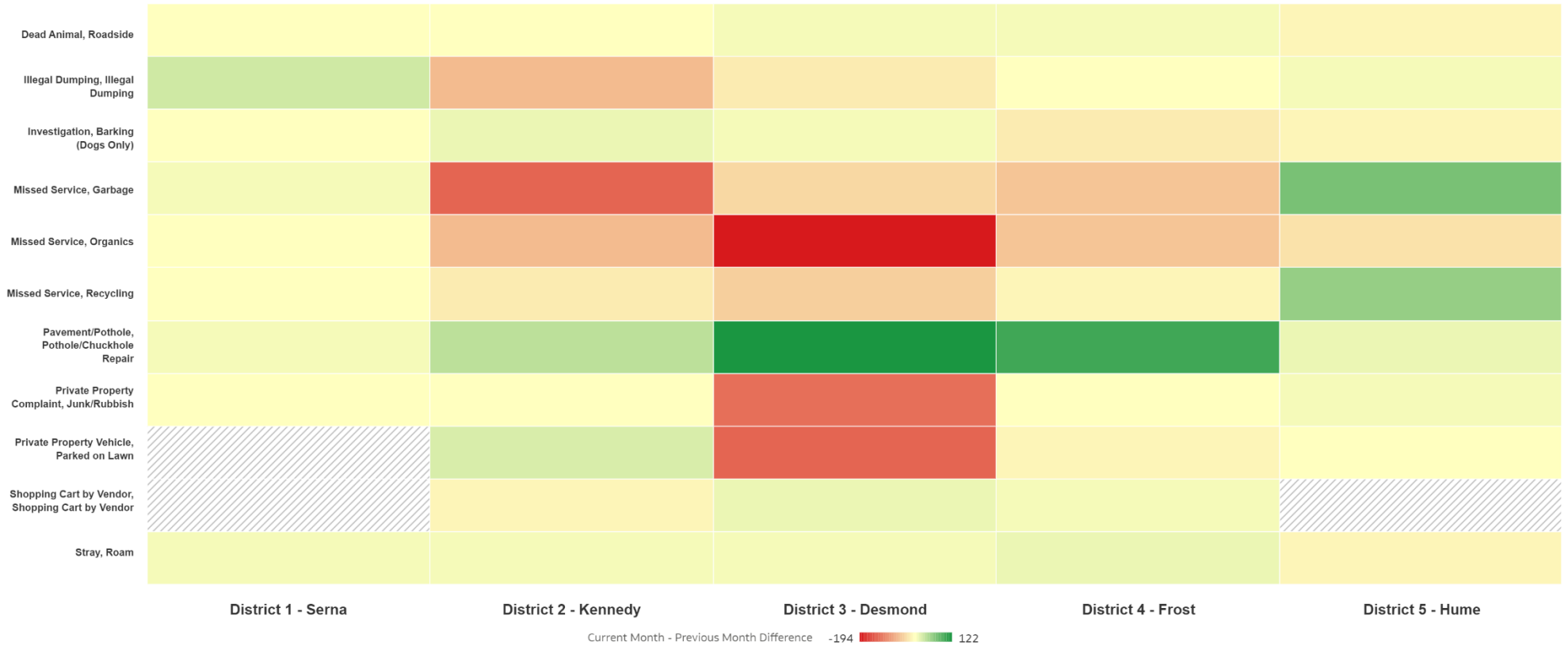


Previous Month Comparison (continued)

Monthly Comparison: Service Requests by District

District Name	2023-12	2024-01
	Service Request Map Count	Service Request Map Count
District 1 - Serna	203	304
District 2 - Kennedy	1,158	972
District 3 - Desmond	2,793	2,424
District 4 - Frost	1,318	1,414
District 5 - Hume	728	909

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,

	District 1 - Serna	District 2 - Kennedy	District 3 - Desmond	District 4 - Frost	District 5 - Hume	Grand Total
Cat2, Cat3	Current Month - Previous Month Difference	Current Month - Previous Month Difference	Current Month - Previous Month Difference	Current Month - Previous Month Difference	Current Month - Previous Month Difference	
Pavement/Pothole, Pothole/Chuckhole Repair	7	36	122	104	8	277
Stray, Roam	7	3	6	11	-10	17
Shopping Cart by Vendor, Shopping Cart by Vendor		-6	12	7		15
Dead Animal, Roadside	2	-4	5	6	-6	3
Investigation, Barking (Dogs Only)	1	9	7	-13	-7	-3
Missed Service, Recycling	2	-18	-38	-6	55	-5
Illegal Dumping, Illegal Dumping	23	-53	-20	-3	6	-47
Private Property Vehicle, Parked on Lawn		19	-128	-5	1	-106
Private Property Complaint, Junk/Rubbish	0	-2	-118	-2	5	-117
Missed Service, Garbage	4	-129	-32	-47	70	-134
Missed Service, Organics	-2	-54	-194	-45	-24	-319
Grand Total	49	-199	-378	7	102	-419

Board of Supervisor District Analysis

District 1

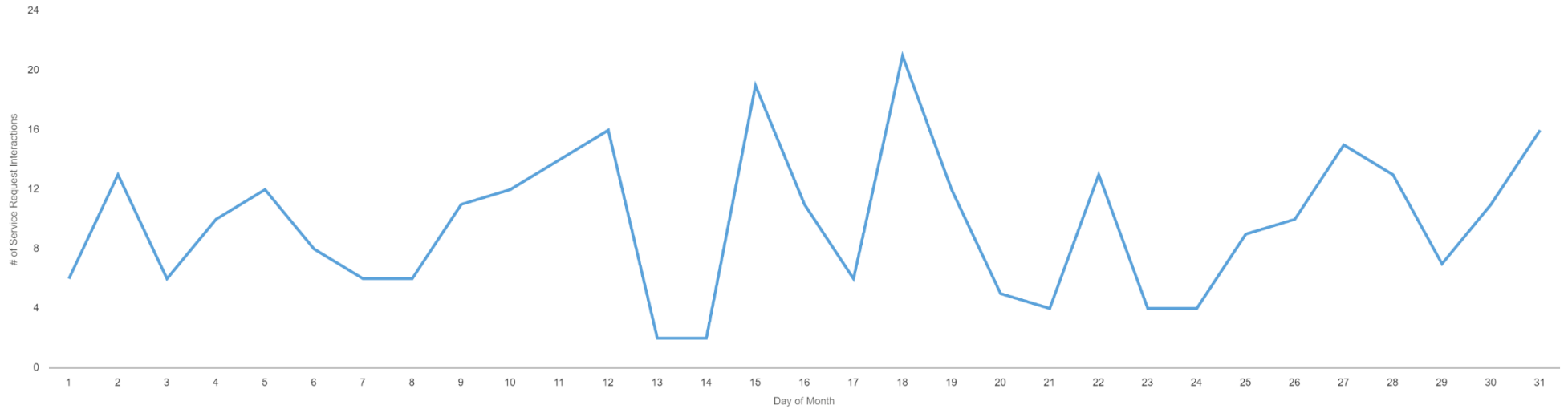
Service Requests Created

304

Service Requests Closed

240

Service Request Interactions Created by Day of Month



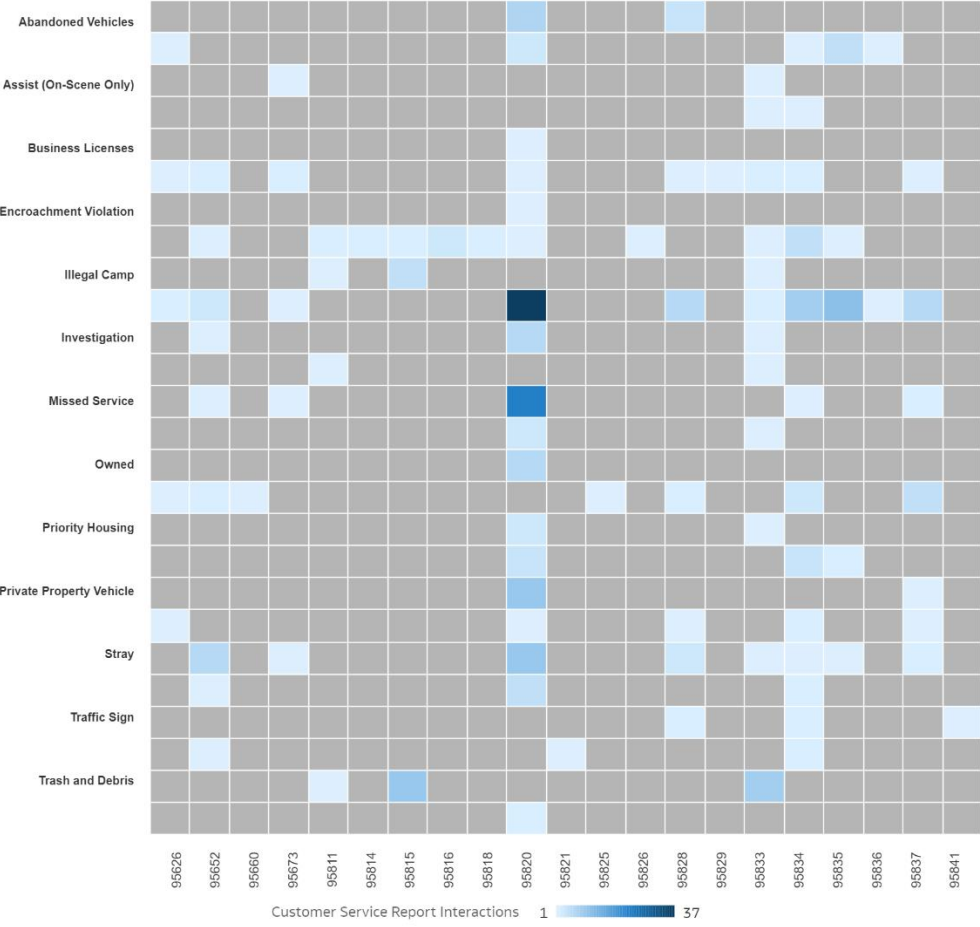
District Name, Customer Service Report Interactions



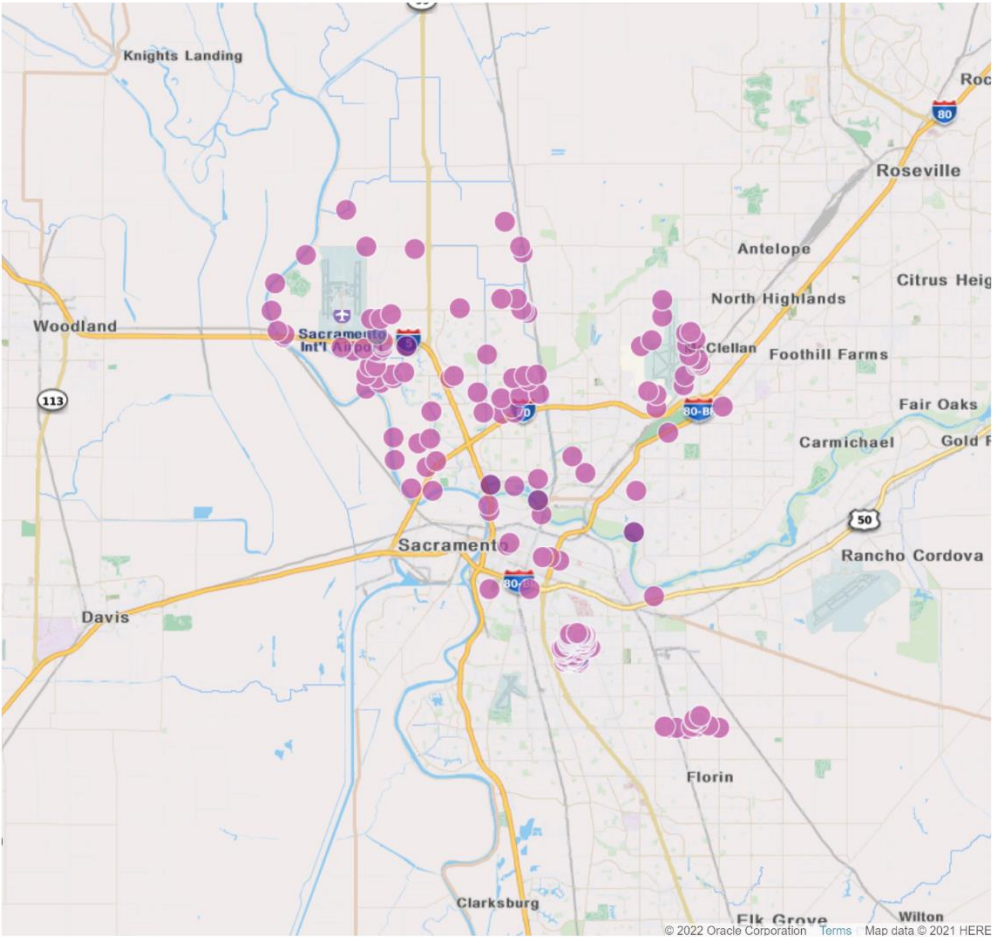
Board of Supervisor District Analysis

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

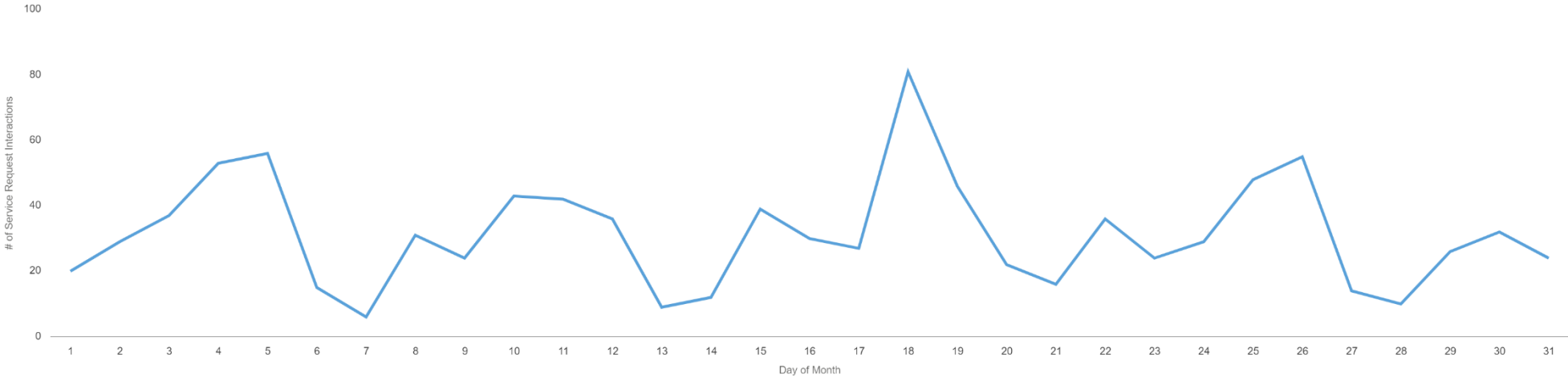
Service Requests Created

972

Service Requests Closed

788

Service Request Interactions Created by Day of Month



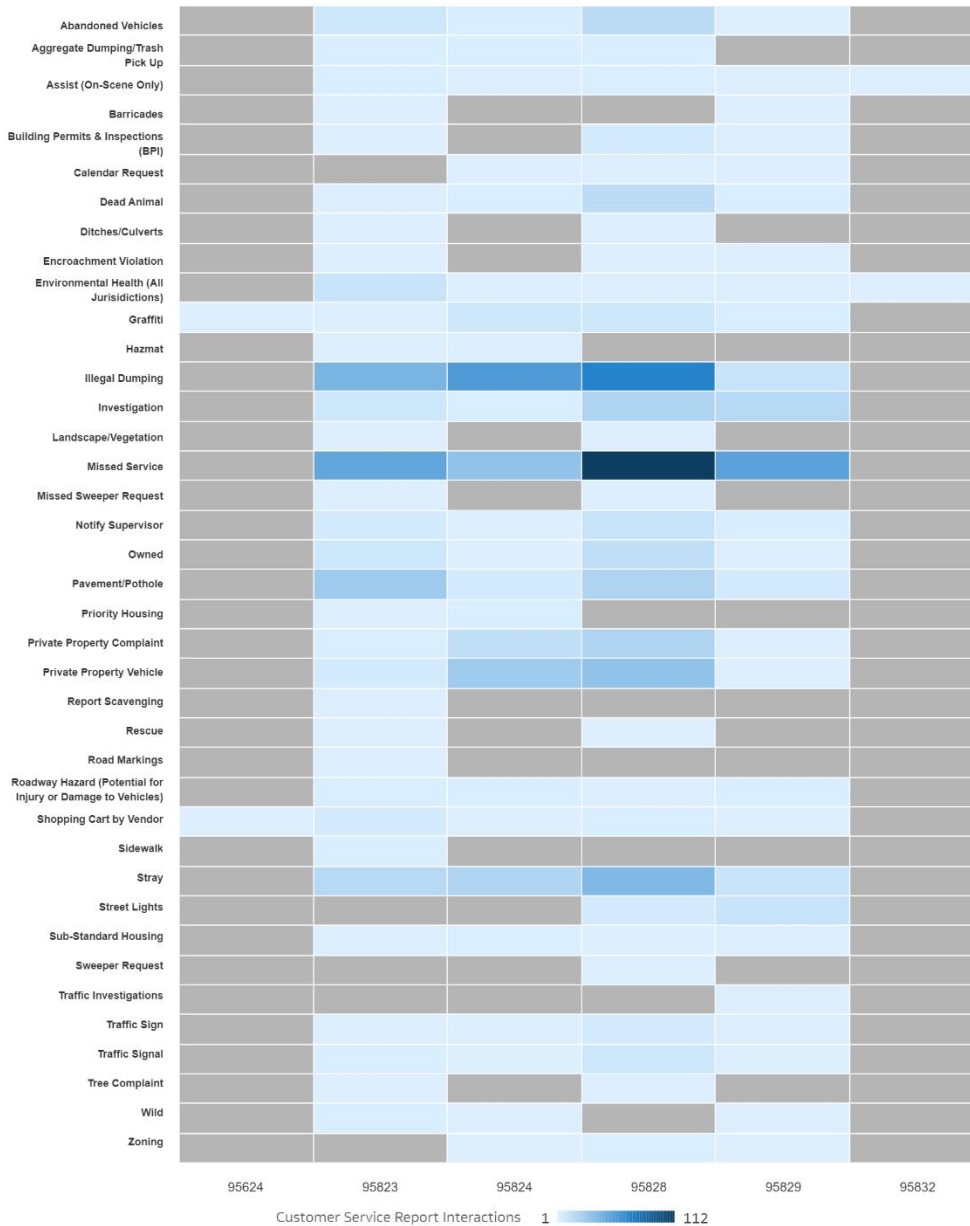
District Name, Customer Service Report Interactions



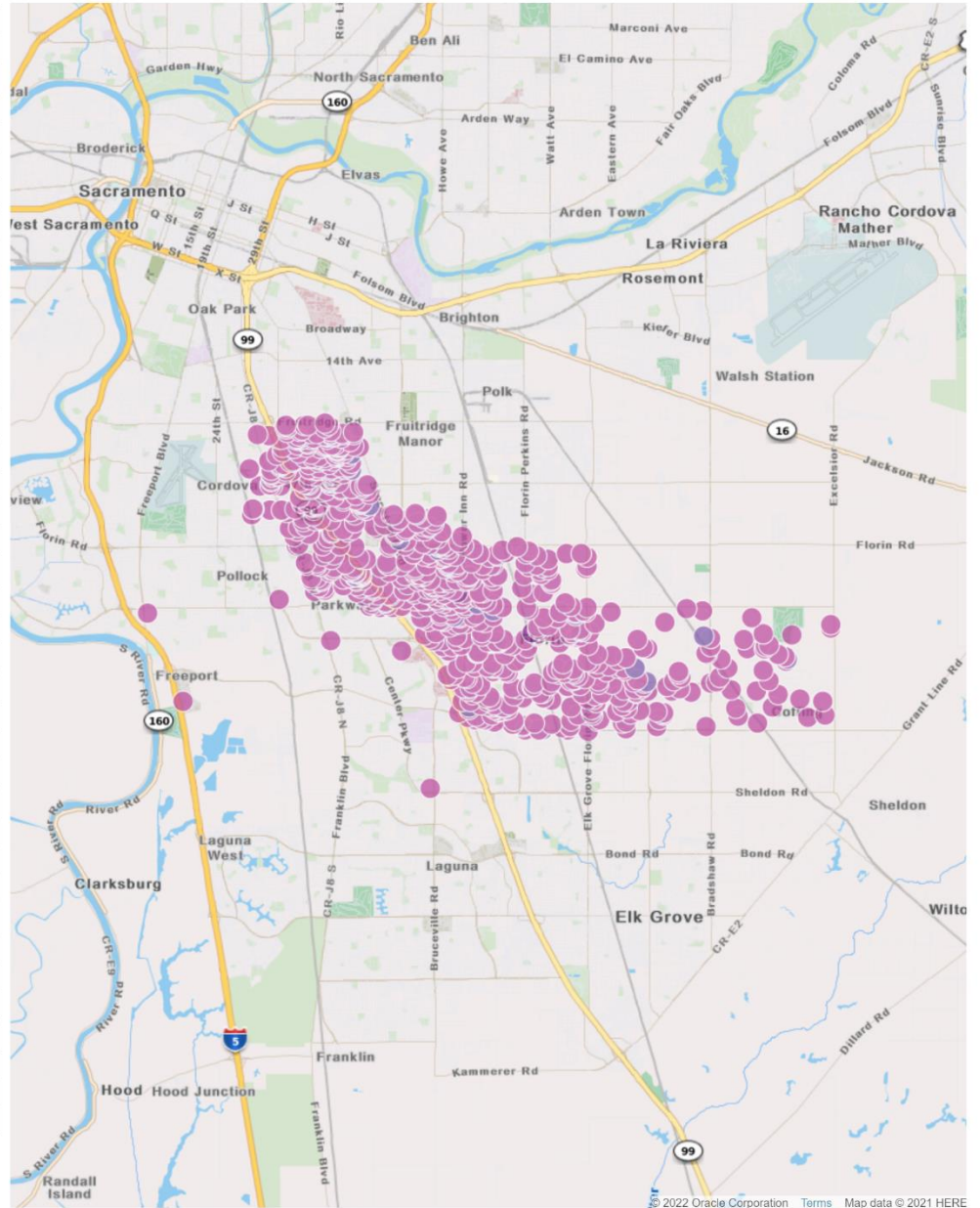
Board of Supervisor District Analysis

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

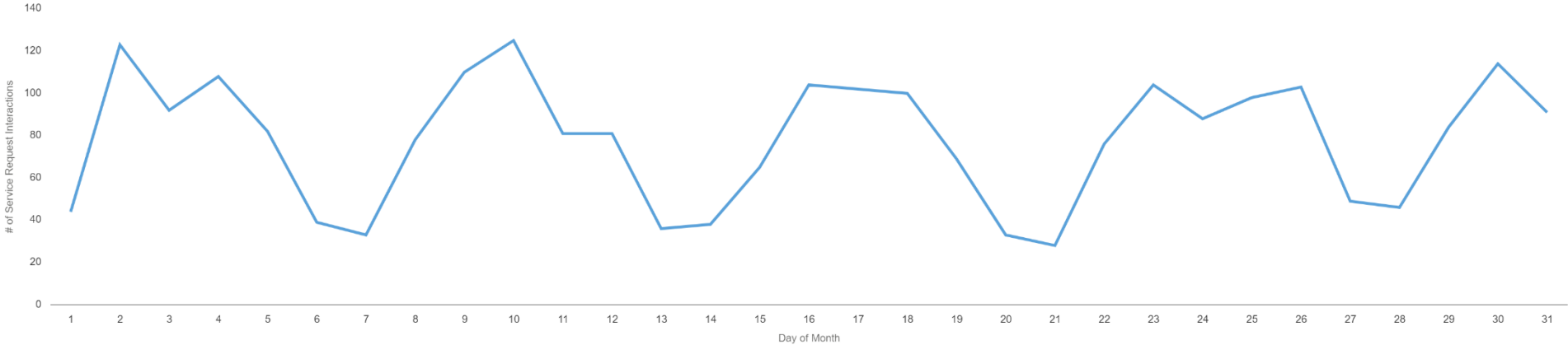
Service Requests Created

2,424

Service Requests Closed

1,930

Service Request Interactions Created by Day of Month



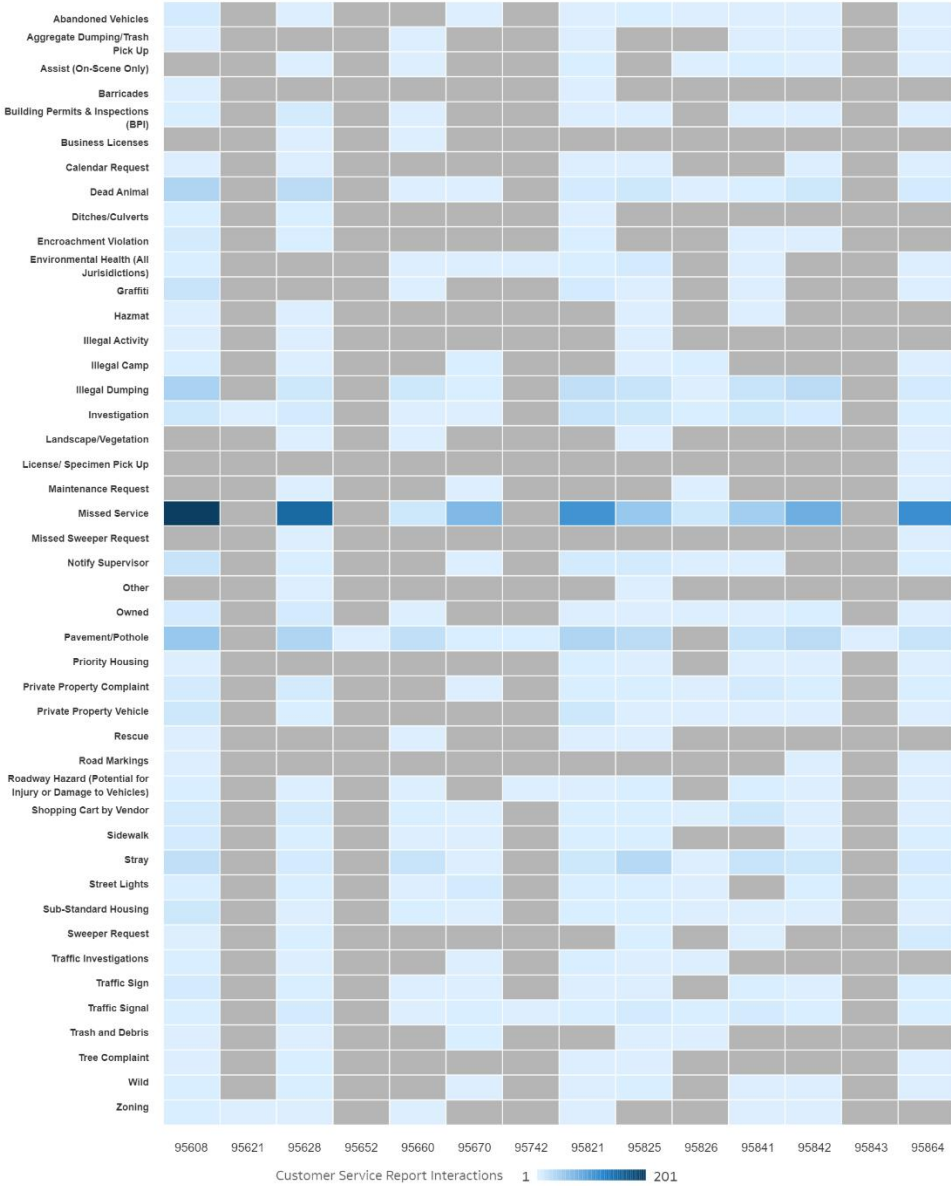
District Name, Customer Service Report Interactions



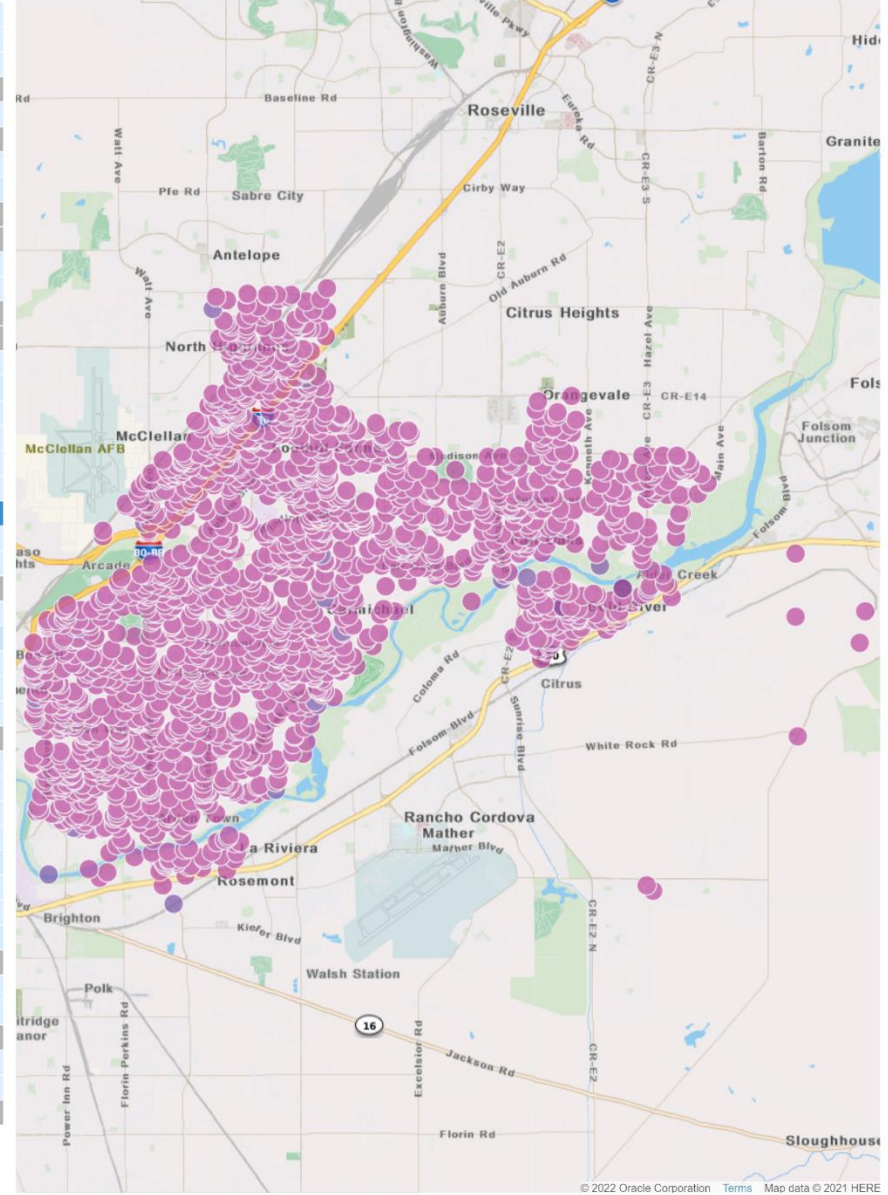
Board of Supervisor District Analysis

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

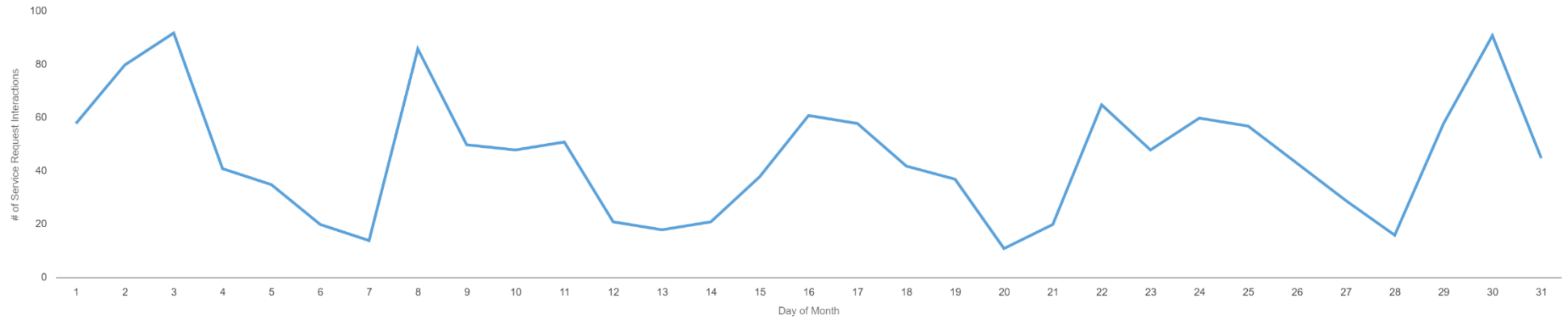
Service Requests Created

1,414

Service Requests Closed

1,130

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions



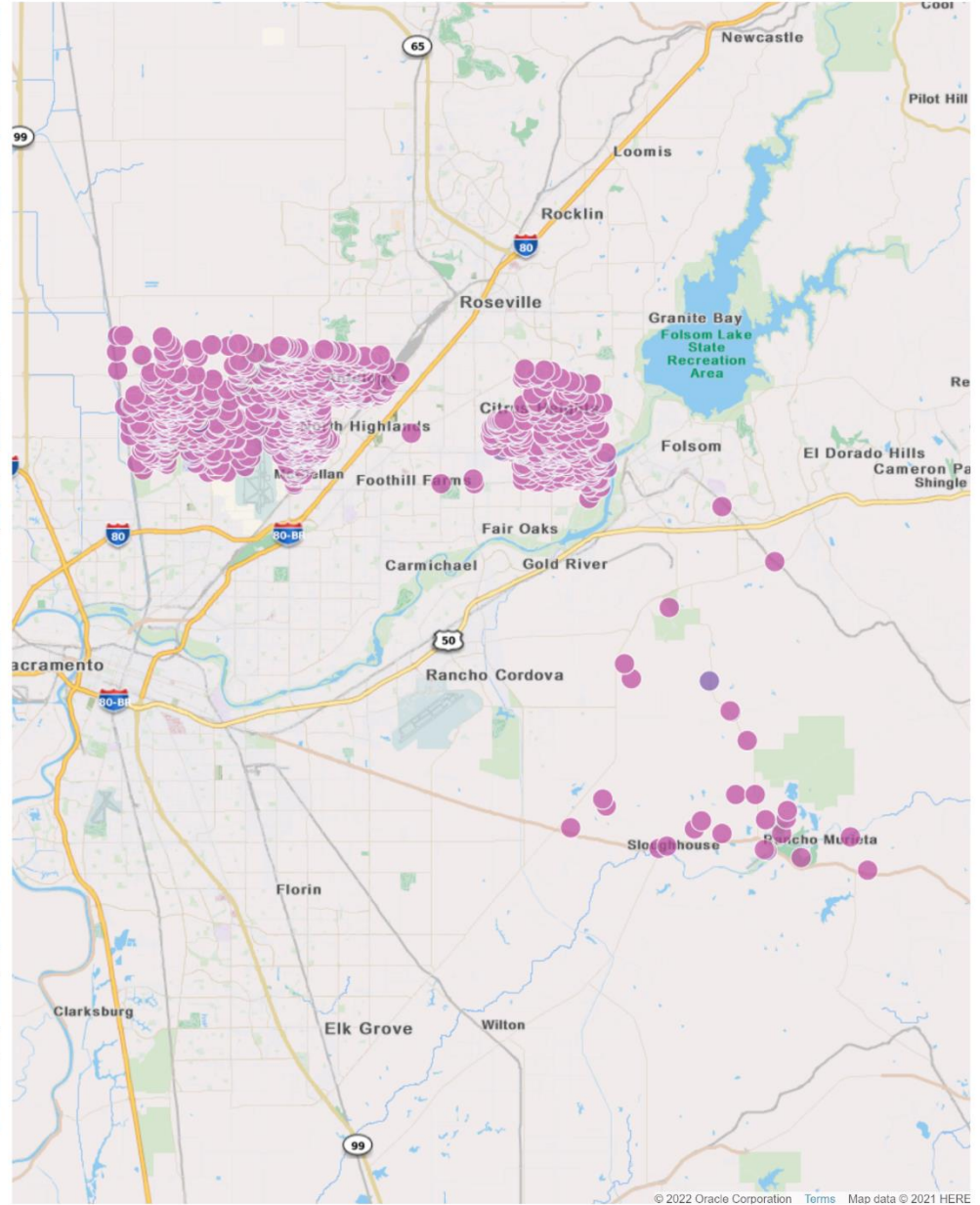
Board of Supervisor District Analysis

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

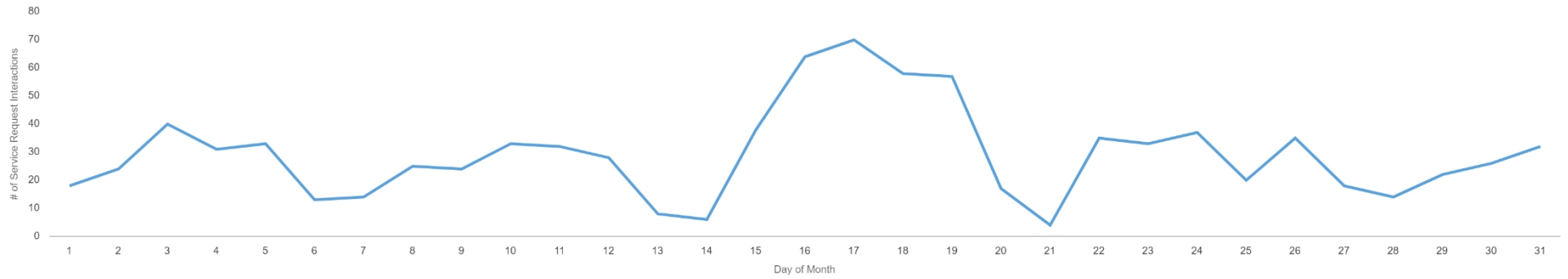
Service Requests Created

909

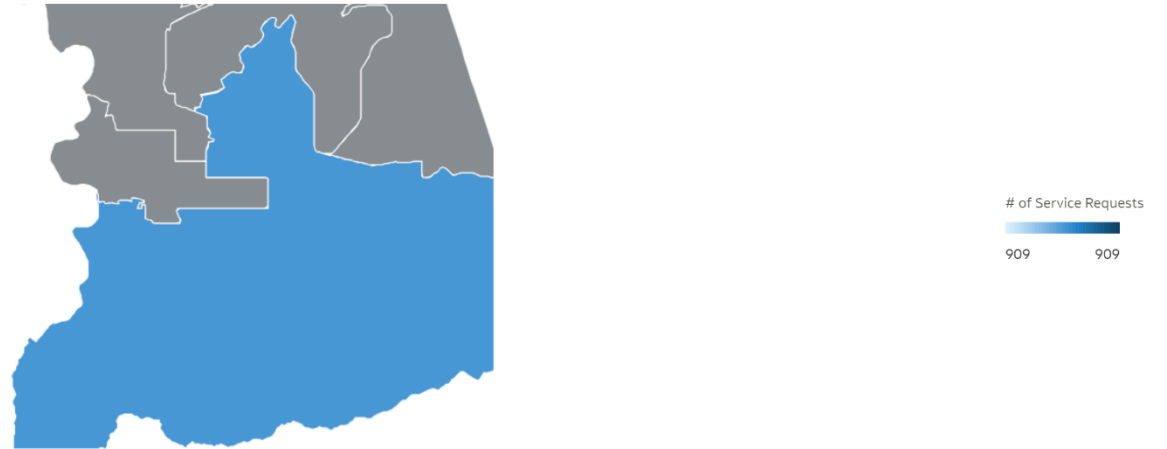
Service Requests Closed

806

Service Request Interactions Created by Day of Month



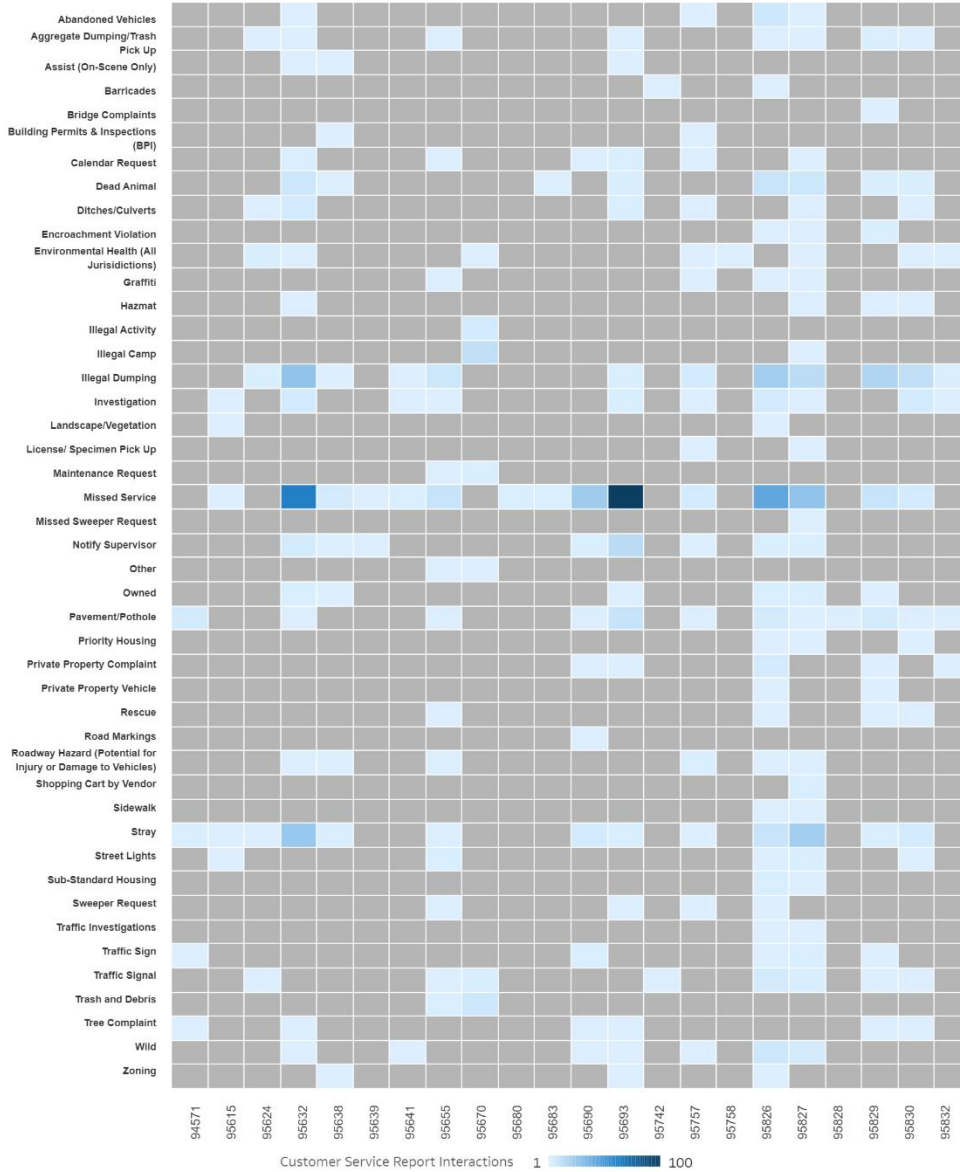
District Name, Customer Service Report Interactions



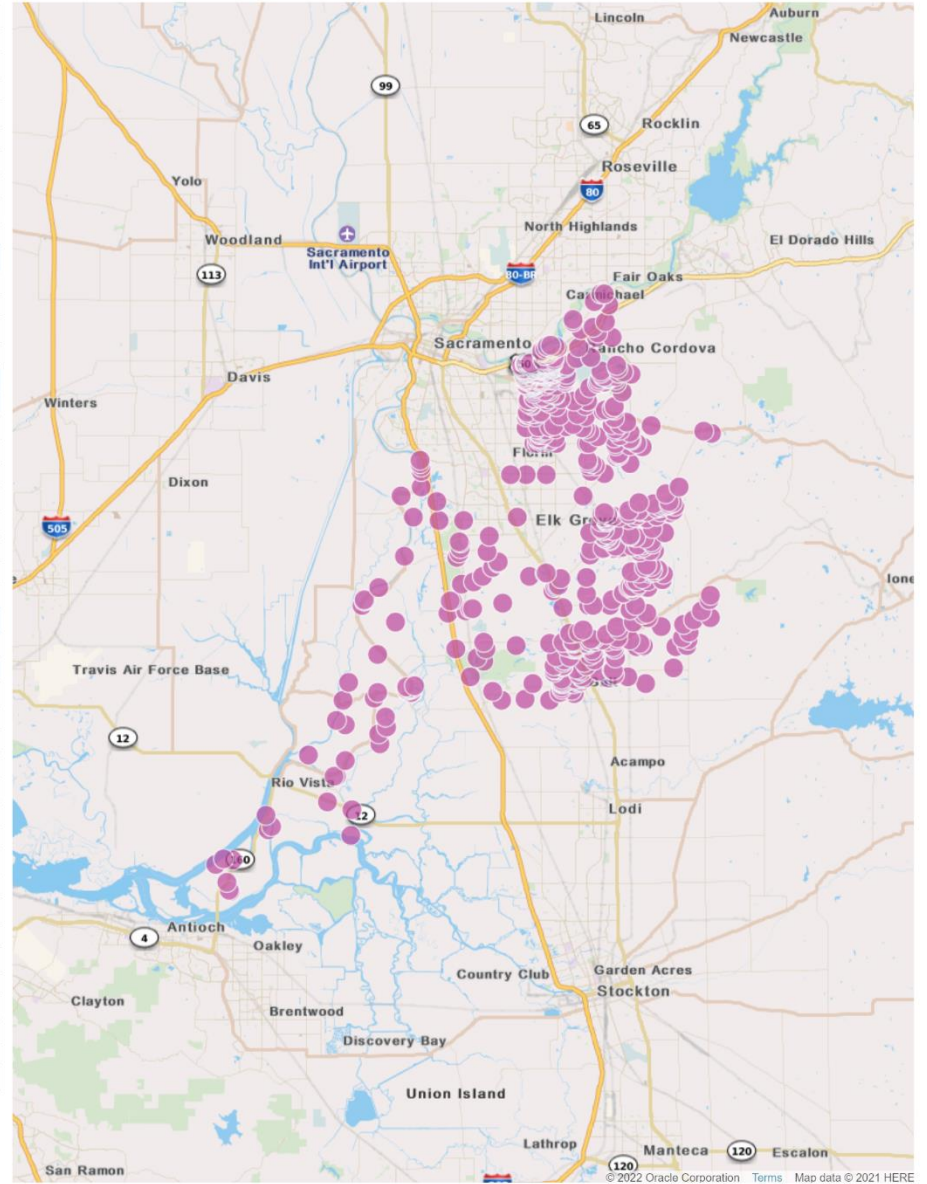
Board of Supervisor District Analysis

District 5 (continued)

Service Request Interactions by Category Per Zip Code



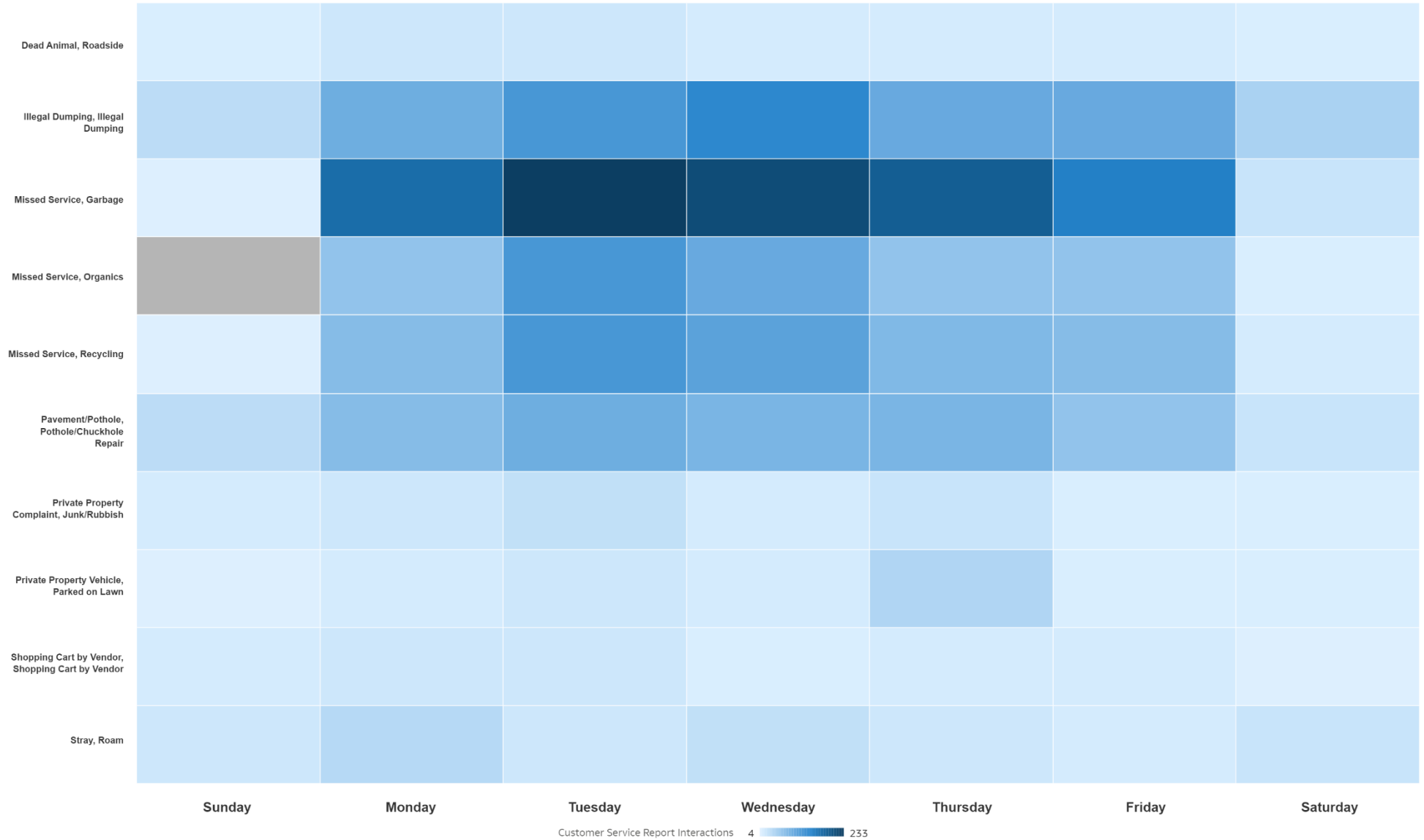
Service Request Interactions Mapped by Selected Zip Code



Aging of Open Requests

Top Service Requests Open by Day

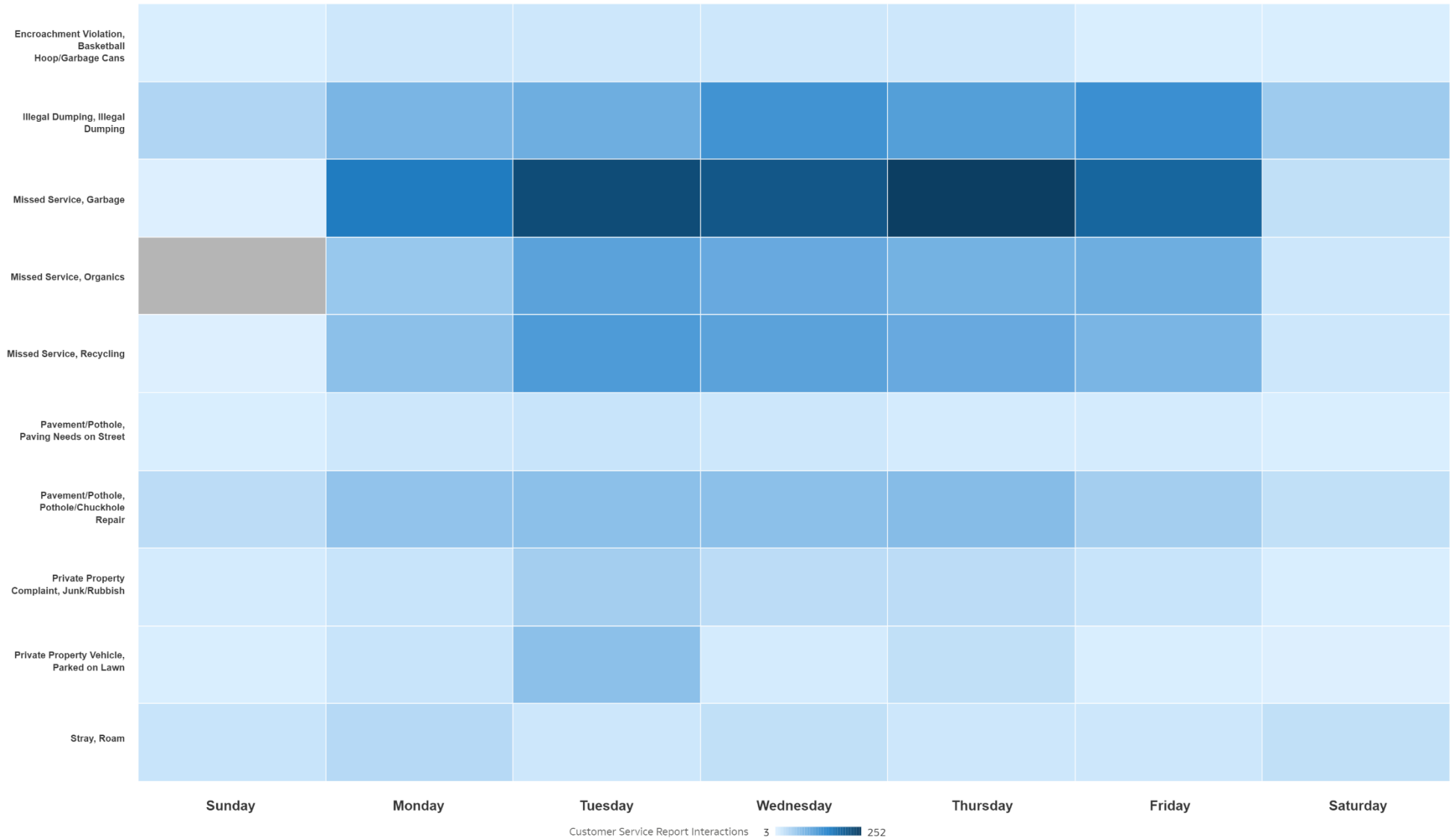
Opened Service Request Interactions by Category Per Day of Week



Aging of Open Requests

Top Service Requests Closed by Day

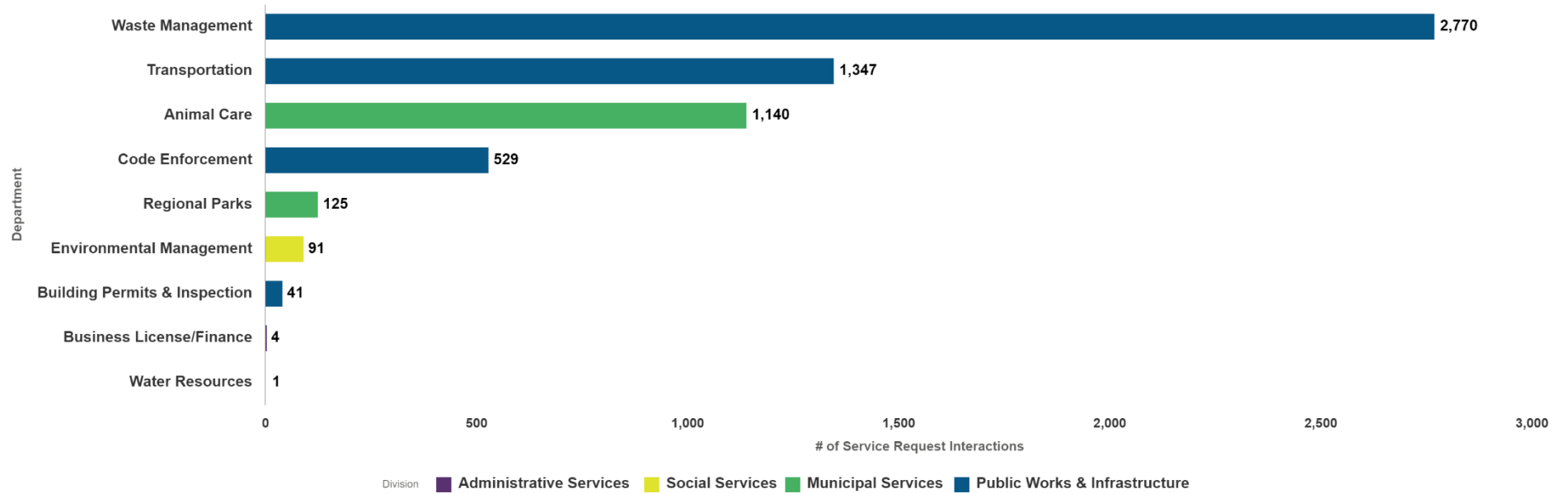
Closed Service Request Interactions by Category Per Day of Week



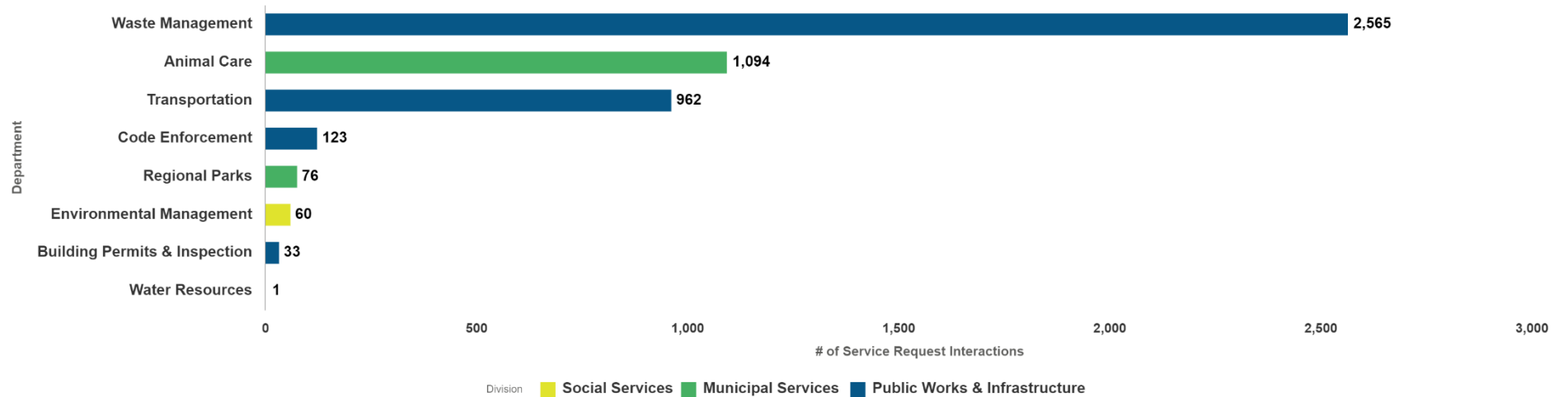
Aging of Open Requests

Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



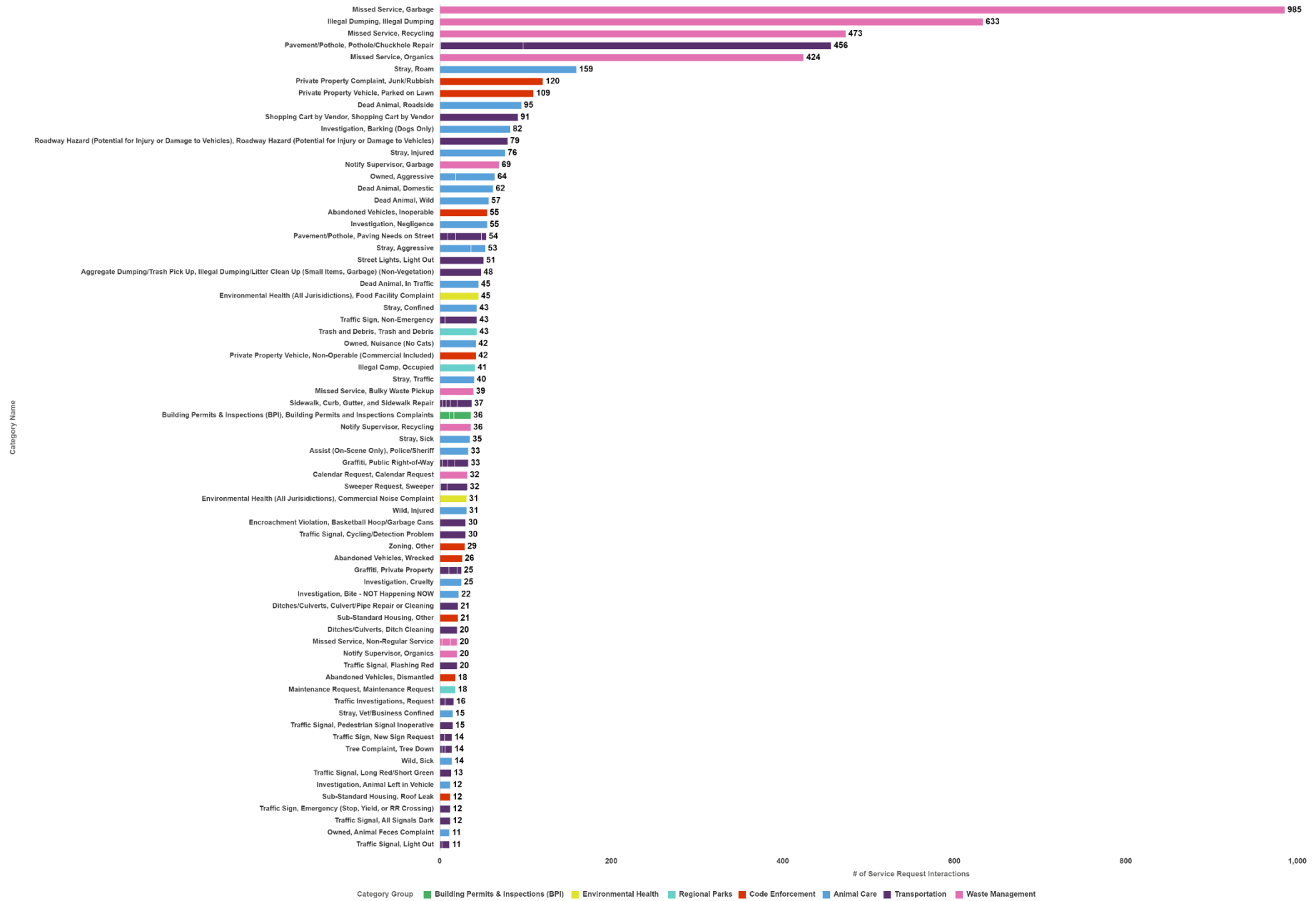
Service Request Interactions Closed by Department, Division



Aging of Open Requests

Greater Than 10 Service Requests

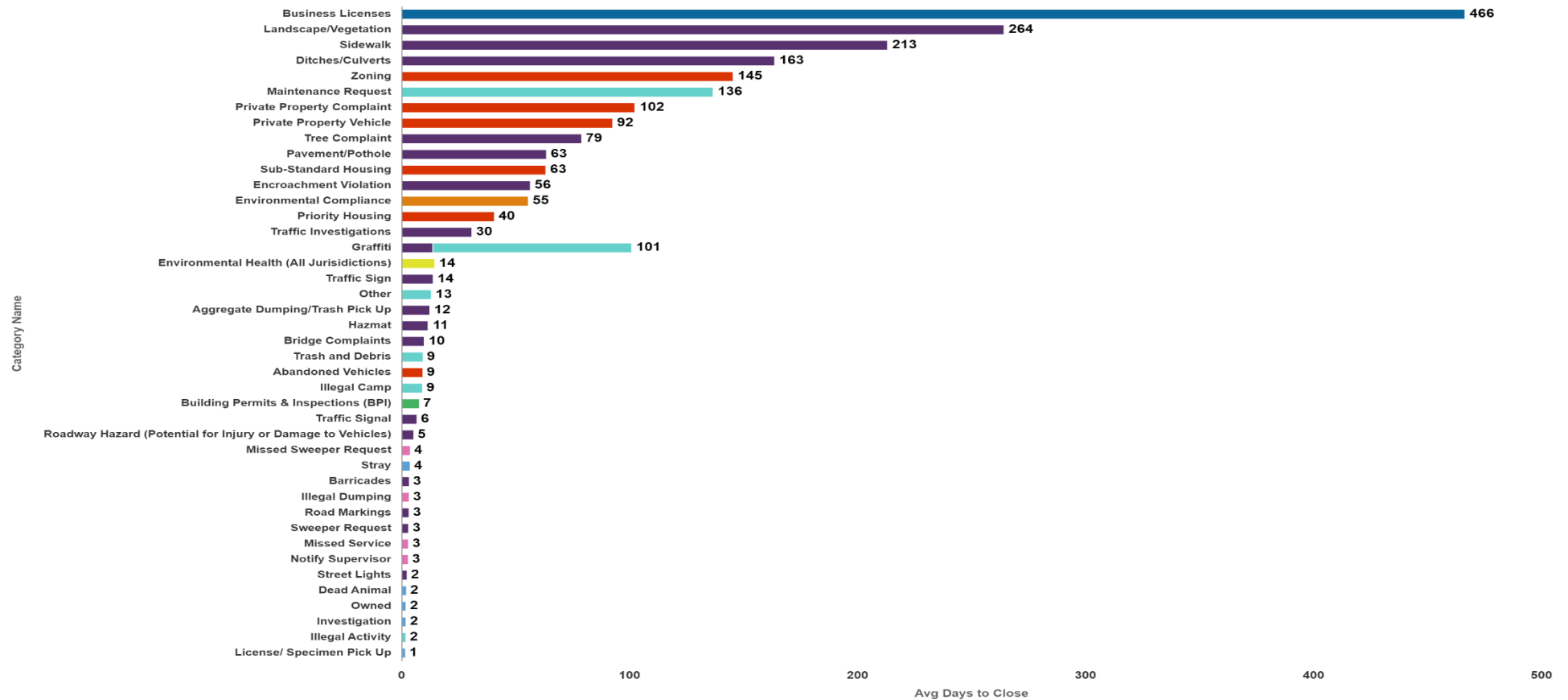
Service Request Interactions (>10 requests) by Category, Group



Aging of Open Requests

Average Days to Close Service Requests

Avg Days to Close by Category Name, Group



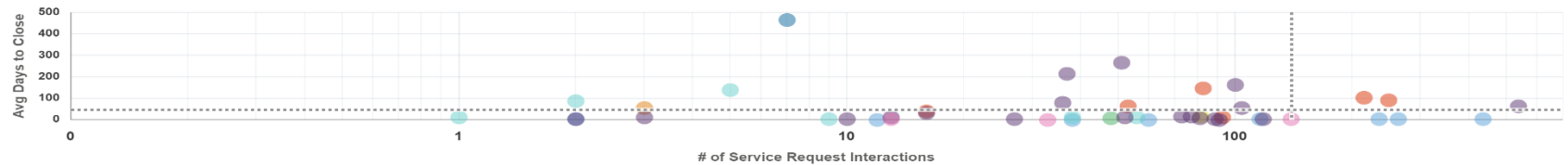
Category Group



Avg Days to Close

24.33

Avg Days to Close by Category Name, Group



Category Group



--- Average Avg Days to Close --- Average Customer Service Report Interactions

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	33	0.00
Animal Care	Wild	60	0.11
Animal Care	Assist (On-Scene Only)	38	0.16
Transportation	Shopping Cart by Vendor	91	0.17
Animal Care	Rescue	12	0.18
Regional Parks	Illegal Activity	9	1.07
Animal Care	License/ Specimen Pick Up	2	1.37
Animal Care	Investigation	235	1.41
Animal Care	Owned	116	1.66
Animal Care	Dead Animal	264	1.85
Animal Care	Stray	437	1.85
Transportation	Street Lights	89	2.09
Waste Management	Notify Supervisor	140	2.62
Waste Management	Missed Service	2,179	2.74
Transportation	Sweeper Request	27	2.80
Transportation	Road Markings	2	2.99
Waste Management	Illegal Dumping	728	3.01
Transportation	Barricades	10	3.05
Waste Management	Missed Sweeper Request	13	3.56
Transportation	Traffic Signal	118	4.58
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	81	5.01
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	48	6.78
Regional Parks	Illegal Camp	38	8.90
Code Enforcement	Abandoned Vehicles	93	9.05
Regional Parks	Trash and Debris	56	9.14
Transportation	Bridge Complaints	3	9.65

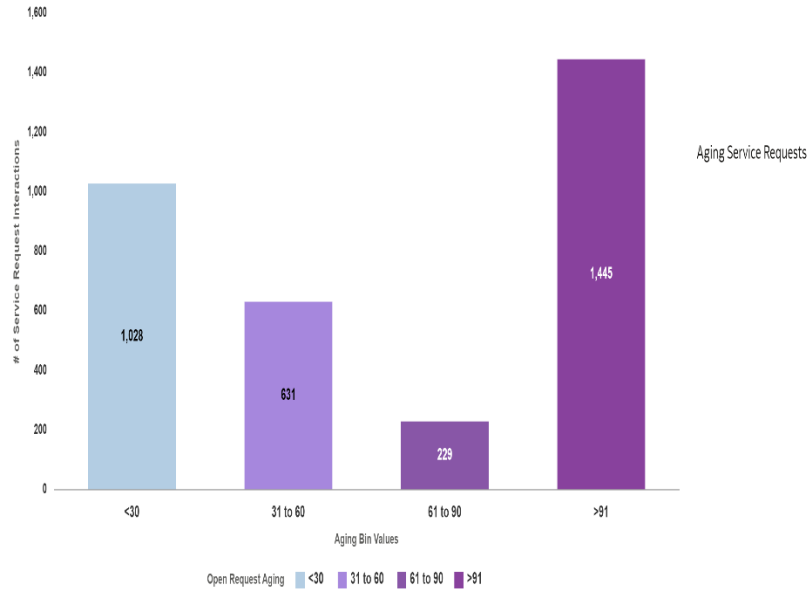
Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Code Enforcement	Abandoned Vehicles	93	9.05
Regional Parks	Trash and Debris	56	9.14
Transportation	Bridge Complaints	3	9.65
Transportation	Hazmat	13	11.32
Transportation	Aggregate Dumping/Trash Pick Up	52	12.07
Regional Parks	Other	1	12.73
Transportation	Graffiti	73	13.36
Transportation	Traffic Sign	77	13.53
Environmental Health	Environmental Health (All Jurisdictions)	82	14.24
Transportation	Traffic Investigations	16	30.48
Code Enforcement	Priority Housing	16	40.39
Environmental Compliance	Environmental Compliance	3	55.28
Transportation	Encroachment Violation	104	56.13
Code Enforcement	Sub-Standard Housing	53	62.99
Transportation	Pavement/Pothole	539	63.25
Transportation	Tree Complaint	36	78.67
Regional Parks	Graffiti	2	87.23
Code Enforcement	Private Property Vehicle	249	92.33
Code Enforcement	Private Property Complaint	215	102.05
Regional Parks	Maintenance Request	5	136.33
Code Enforcement	Zoning	83	145.09
Transportation	Ditches/Culverts	100	163.31
Transportation	Sidewalk	37	212.84
Transportation	Landscape/Vegetation	51	263.95
Business Licensing	Business Licenses	7	466.14

Aging of Open Requests

Select As Of Date

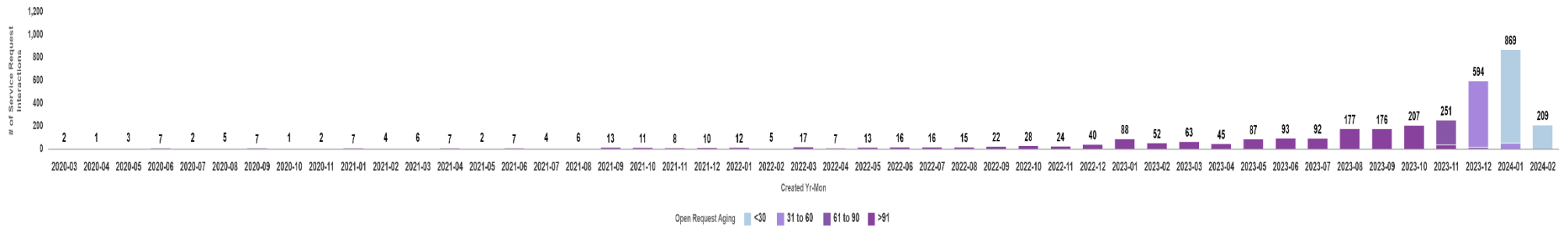
2024.02.28

Aging Service Requests



Open Request Aging	Customer Service Report Interactions
<30	1,028
31 to 60	631
61 to 90	229
>91	1,445

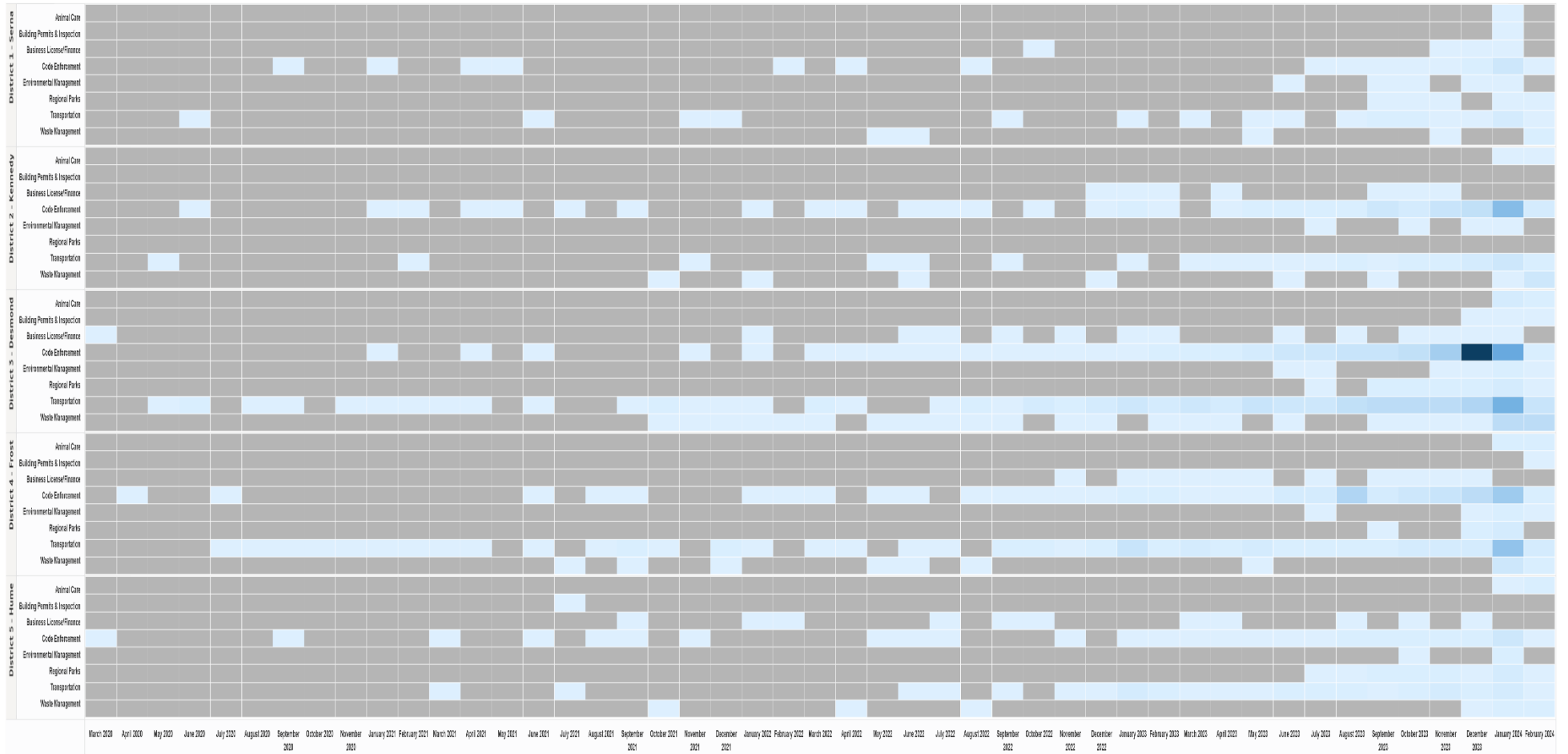
Aging Service Requests by Created Year-Month



Aging of Open Requests

Department Aging Requests by Month Created Per District

Department Aging Service Requests by Created Year-Month Per District



Department
Customer Service Report Interactions : 59

Dispatch Service Definition

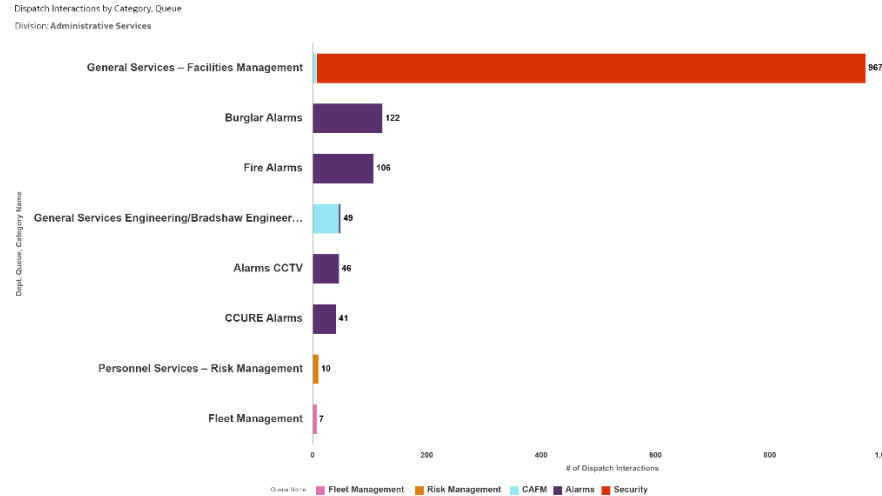
The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides immediate notification to departmental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

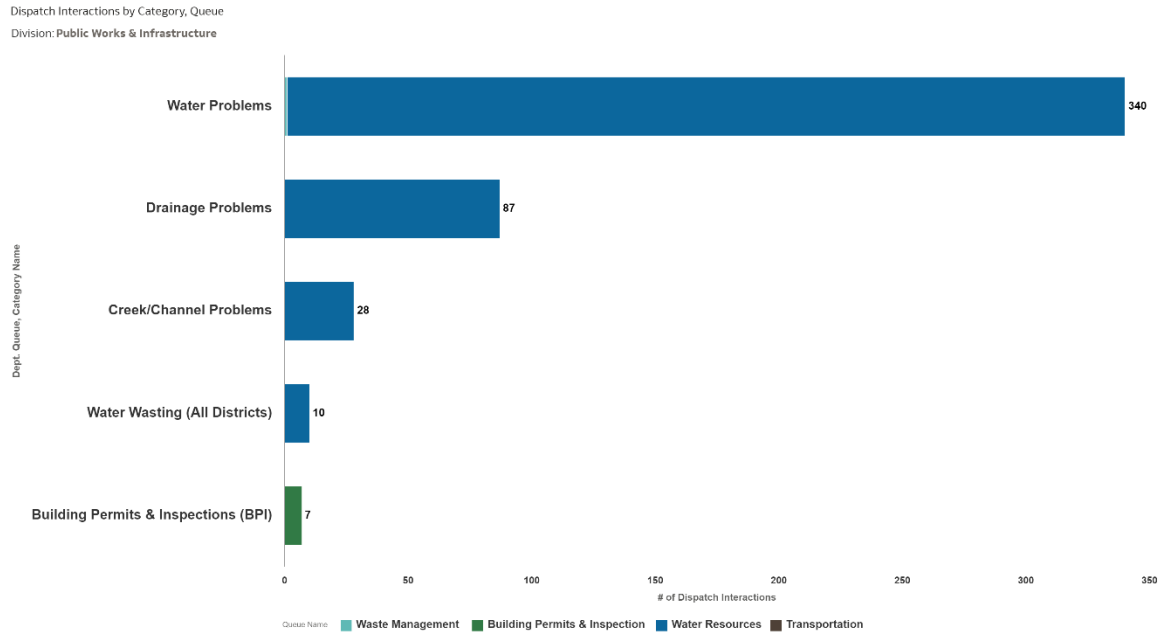


Service Definitions

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

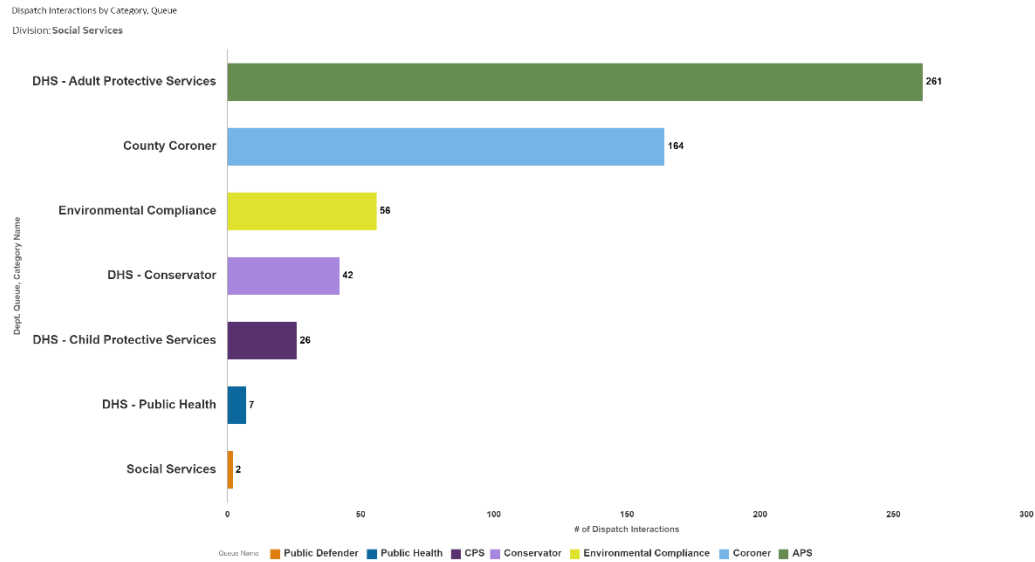


Service Definitions

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

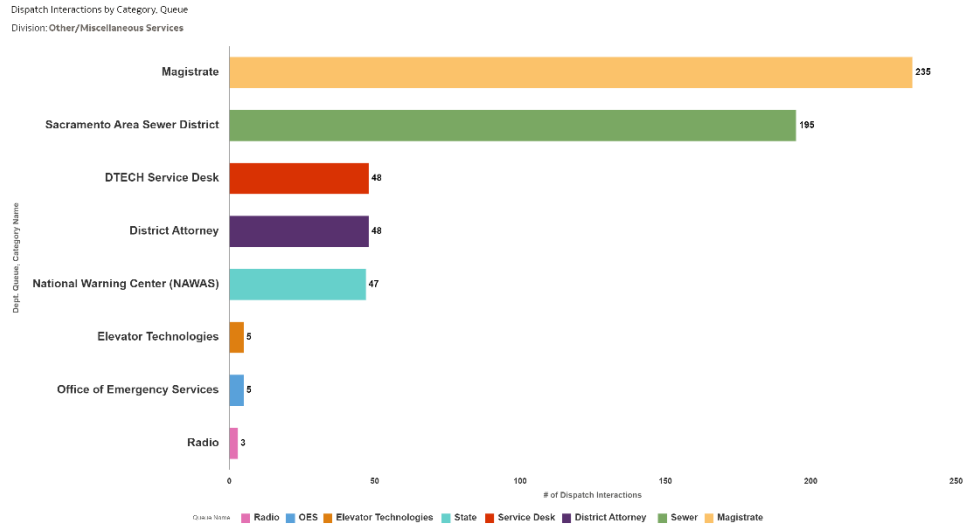


Service Definitions

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.