

# MONTHLY CUSTOMER SERVICE REPORT

SACRAMENTO  
COUNTY

August 1, 2021 to August 31, 2021

SERVICE REQUEST & STATISTICS



OFFICE OF CUSTOMER SERVICE  
(916) 875-4311  
[WWW.311.SACCOUNTY.NET](http://WWW.311.SACCOUNTY.NET)

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## Department of the Month

**Department:** Budget and Debt Management

**Director:** Amanda Thomas

**Website:** [www.bdm.saccounty.net](http://www.bdm.saccounty.net)

**Mission:** The Office of Budget and Debt Management is responsible for monitoring and analyzing the County's fiscal condition, preparing and administering the County's Annual Budget and managing the General Fund's cash flow. This office is also responsible for the issuance and management of all County debt.

### Division

#### ■ Budget Management

The Budget Management unit is staffed by Management Analysts who play a key role in the development of the County's Recommended and Adopted Budgets. This unit also monitors the County's budget throughout the fiscal year, makes recommendations on midyear adjustments, and conducts multiyear budget outlook modeling. The unit handles revenue projections and analysis, as well as manages the County's General Fund cash flow. Management Analysts in this unit also routinely perform reviews of Board agenda items for assigned departments.

#### ■ Debt Management

The Debt Management unit includes the County's Debt Officer and Management Analysts that oversee issuance of County debt for financing of cash flow and capital facilities. This unit manages the County's Fixed Asset Acquisition Fund for internal financing of equipment lease purchases and certain capital facilities projects. They oversee the creation of benefit assessment districts and the issuance of related debt, as well as the compilation of the annual Capital Improvement Plan. The Debt Management unit is also responsible for maintaining post-issuance tax compliance records as well as tracking post-issuance continuing disclosure.

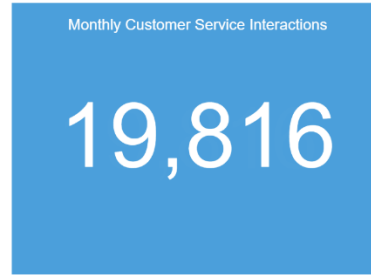
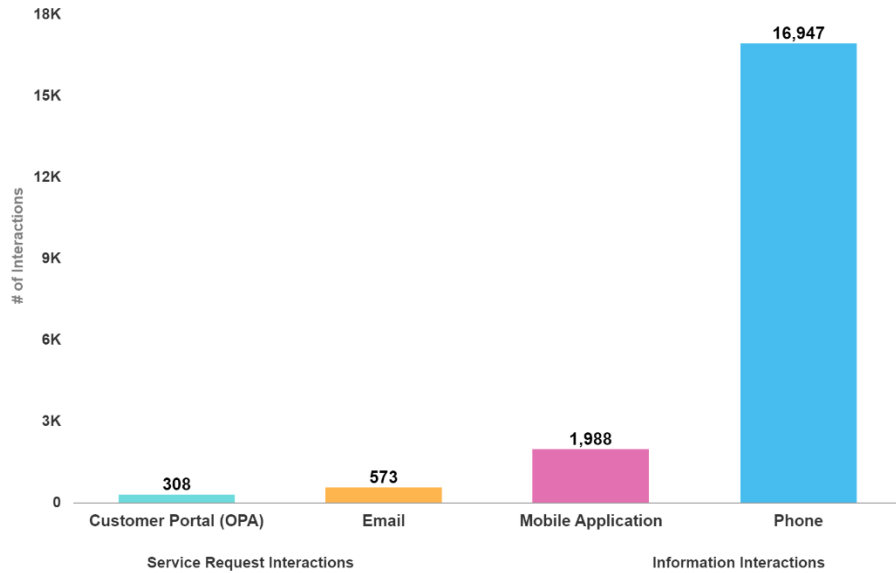
#### ■ Administration Services:

Administration services include administration of the Transient Occupancy Tax (TOT) grant program and other TOT funding allocations, as well as support services provided for all units in the Office of the County Executive and the Board of Supervisors' offices.

**FTE:** 18 FTE permanent staff budgeted positions for the Office of Budget and Debt Management.

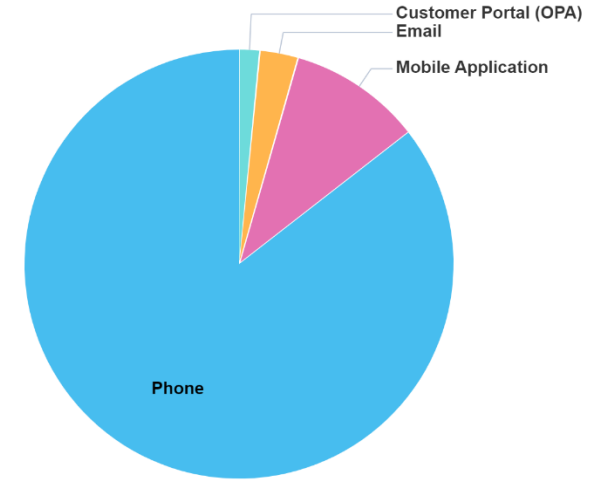
# Monthly Statistics

Monthly Interactions by Source



Incident Source Name	Service Request Map Count
Customer Portal (OPA)	308
Email	573
Mobile Application	1,988
Phone	16,947

Monthly Interactions by Source



5,687

4,343

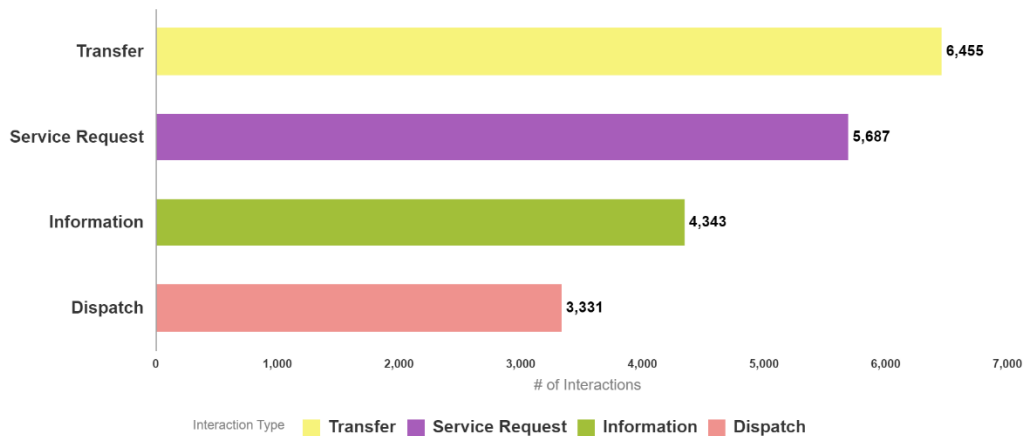
Transfer Interactions

6,455

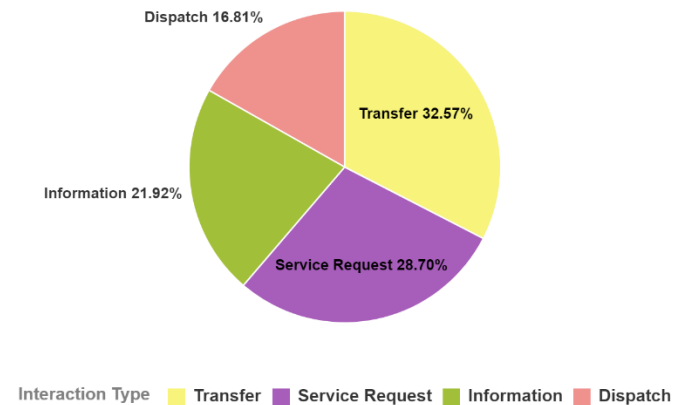
Dispatch Interactions

3,331

Customer Service Report Interactions by Interaction Type



Monthly Interactions by Interaction Type

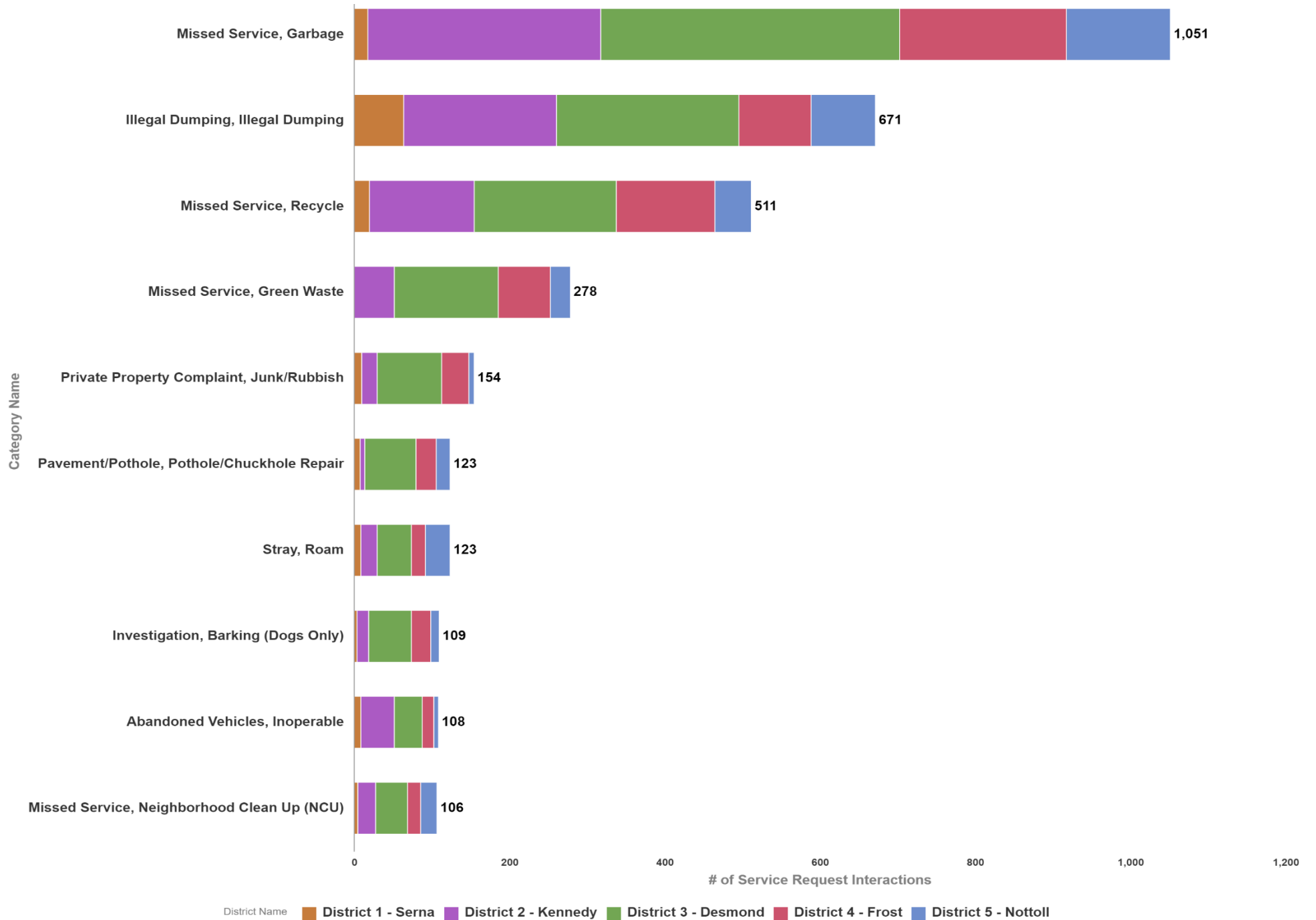


# Service Request Interaction Totals (>10 Requests) by Category

Cat2, Cat3	Customer Service Report Interactions	Cat2, Cat3	Customer Service Report Interactions	Cat2, Cat3	Customer Service Report Interactions	Cat2, Cat3	Customer Service Report Interactions
Missed Service, Garbage	1,051	Dead Animal, Wild	47	Notify Supervisor, Green Waste	25	Investigation, Abandoned Animal	14
Illegal Dumping, Illegal Dumping	672	Owned, Nuisance (No Cats)	46	Sweeper Request, Sweeper	25	Traffic Signal, Pedestrian Signal Inoperative	14
Missed Service, Recycle	511	Notify Supervisor, Recycle	44	Trash and Debris, Trash and Debris	25	Investigation, Tethered	13
Missed Service, Green Waste	278	Wild, Injured	44	Illegal Camp, Occupied	24	Pavement/Pothole, Pavement-Other Unknown Maintenance Needs	13
Private Property Complaint, Junk/Rubbish	154	Environmental Health (All Jurisdictions), Food Facility Complaint	43	Stray, Traffic	24	Traffic Sign, New Sign Request	13
Pavement/Pothole, Pothole/Chuckhole Repair	123	Abandoned Vehicles, Dismantled	41	Landscape/Vegetation, Request	22	Zoning, 10K SQ FT or Smaller-Small Farm Animals	13
Stray, Roam	123	Stray, Sick	40	Traffic Investigations, Request	22	Graffiti, Private Property	12
Investigation, Barking (Dogs Only)	109	Encroachment Violation, Basketball Hoop/Garbage Cans	35	Private Property Complaint, Vacant, Unmaintained	21	Traffic Investigations, Traffic Safety Related Issues	12
Abandoned Vehicles, Inoperable	108	Private Property Vehicle, Non-Operable (Commercial Included)	35	Missed Service, Non-Regular Service	20	Tree Complaint, Request	11
Missed Service, Neighborhood Clean Up (NCU)	106	Sidewalk, Curb, Gutter, and Sidewalk Repair	35	Traffic Signal, Cycling/Detection Problem	20	Encroachment Violation, Other Encroachment Types	10
Notify Supervisor, Garbage	98	Abandoned Vehicles, Wrecked	34	Traffic Signal, Flashing Red	20	Sub-Standard Housing, Vector Infestation	10
Private Property Vehicle, Parked on Lawn	95	Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	33	Graffiti, Public Right-of-Way	19	Traffic Signal, Long Red/Short Green	10
Zoning, Other	71	Investigation, Cruelty	33	Investigation, Bite - NOT Happening NOW	18		
Shopping Cart by Vendor, Shopping Cart by Vendor	69	Assist (On-Scene Only), Police/Sheriff	32	Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	18		
Dead Animal, Domestic	66	Traffic Sign, Non-Emergency	32	Calendar Request, Calendar Request	17		
Dead Animal, Roadside	66	Stray, Aggressive	31	Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	17		
Stray, Injured	63	Stray, Confined	30	Wild, Sick	17		
Owned, Aggressive	59	Dead Animal, In Traffic	29	Maintenance Request, Maintenance Request	16		
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	58	Pavement/Pothole, Paving Needs on Street	29	Missed Sweeper Request, Missed Sweeper Request	16		
Investigation, Negligence	57	Traffic Signal, All Signals Dark	28	Notify Supervisor, Supervisor Dispute NCU	16		
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	57	Sidewalk, Tree Trimming Needed	26	Tree Complaint, Broken/Hanging Tree Limb	16		
		Street Lights, Light Out	26				

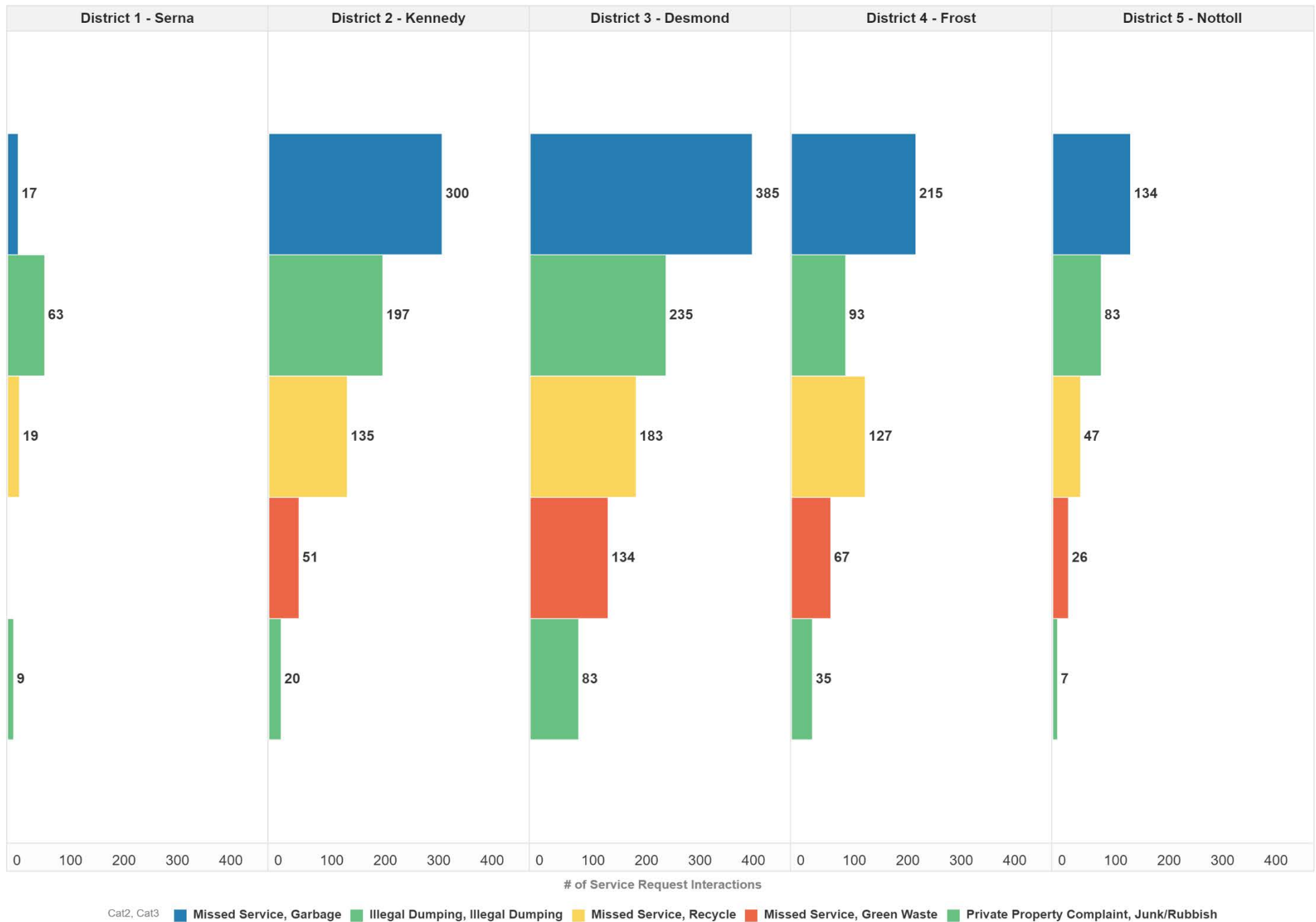
# Top Service Requests Opened

## Top 10 Service Requests Categories Opened | With Districts



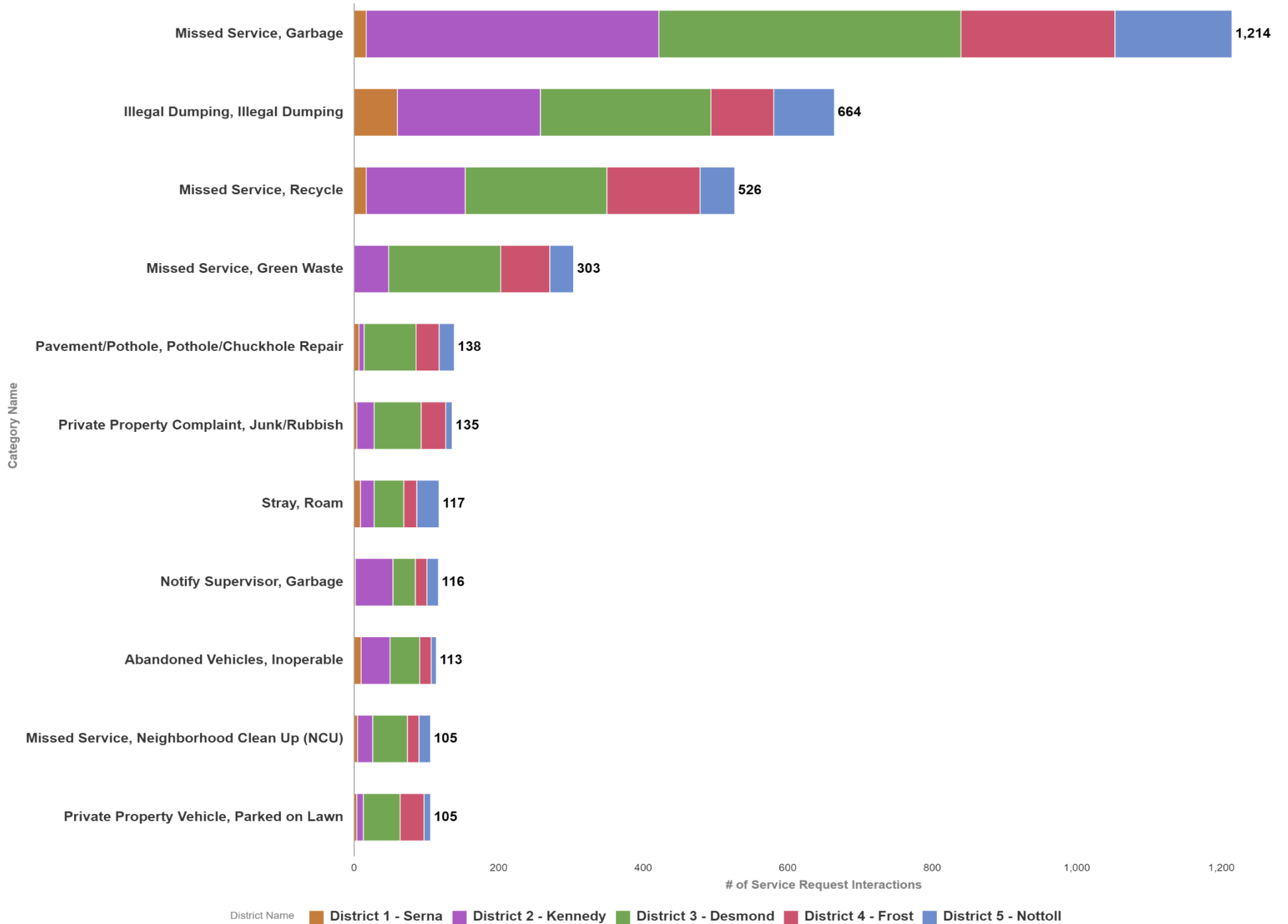
# Top Service Requests Opened

## Top 5 Service Requests Opened | by Districts



# Top Service Requests Closed

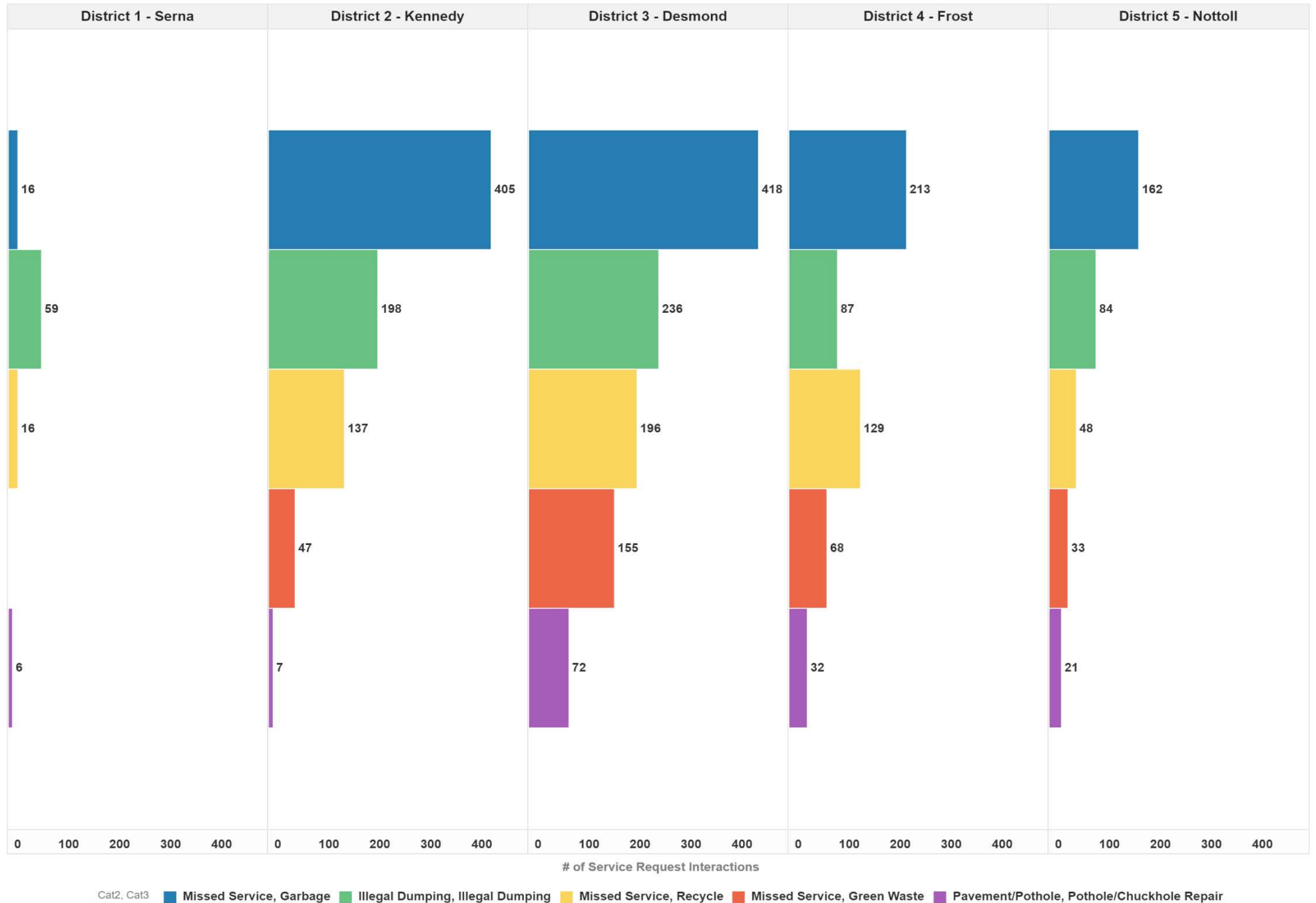
## Top 10 Service Requests Categories Closed | With Districts





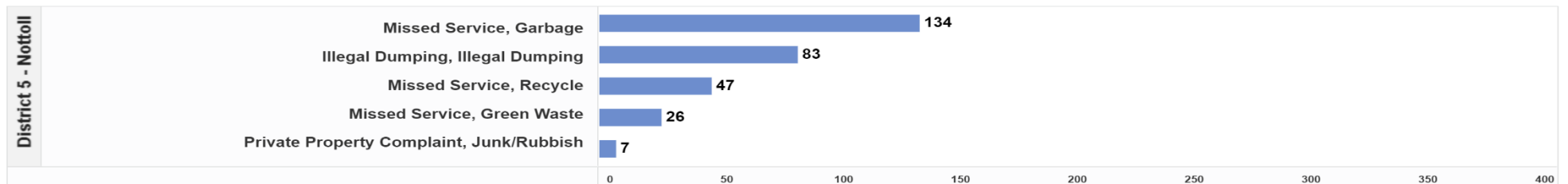
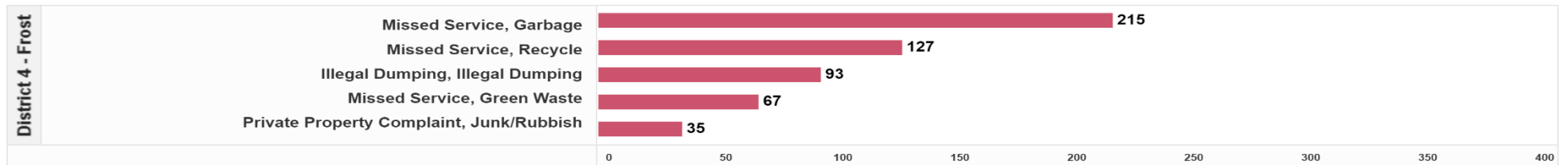
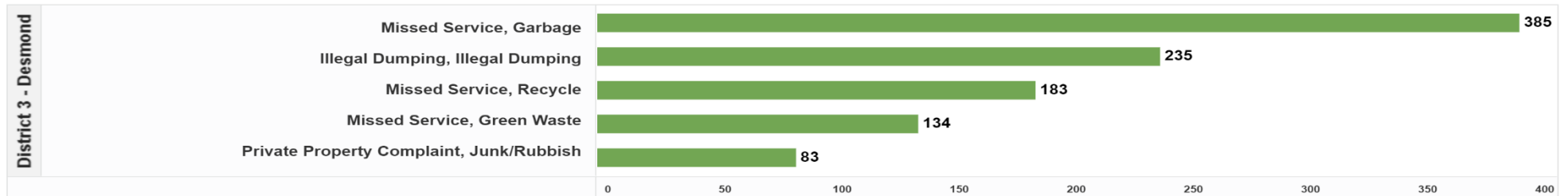
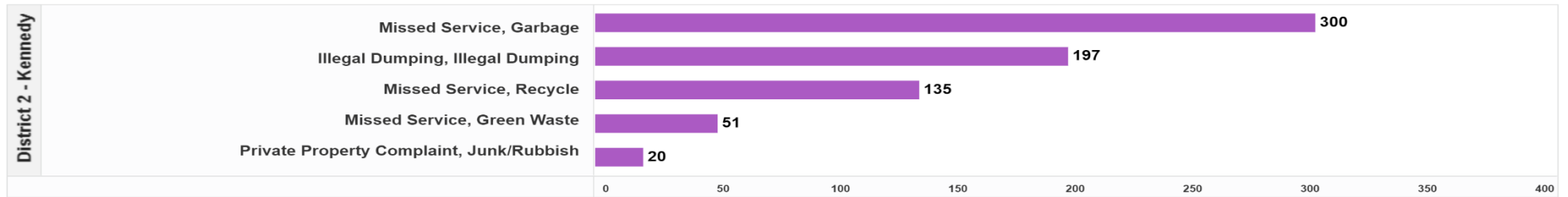
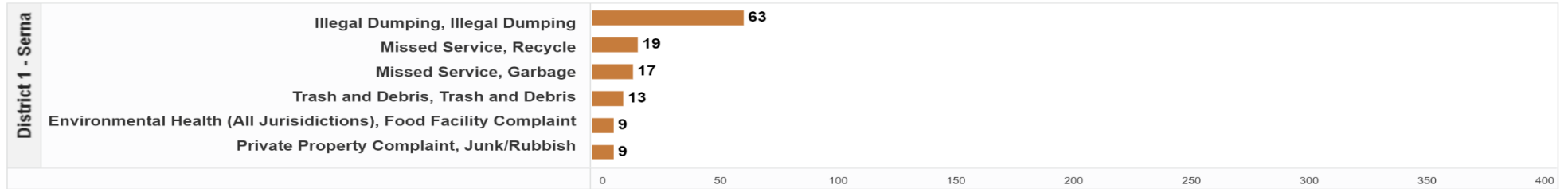
# Top Service Requests Closed

## Top 5 Service Requests Categories Closed | by Districts



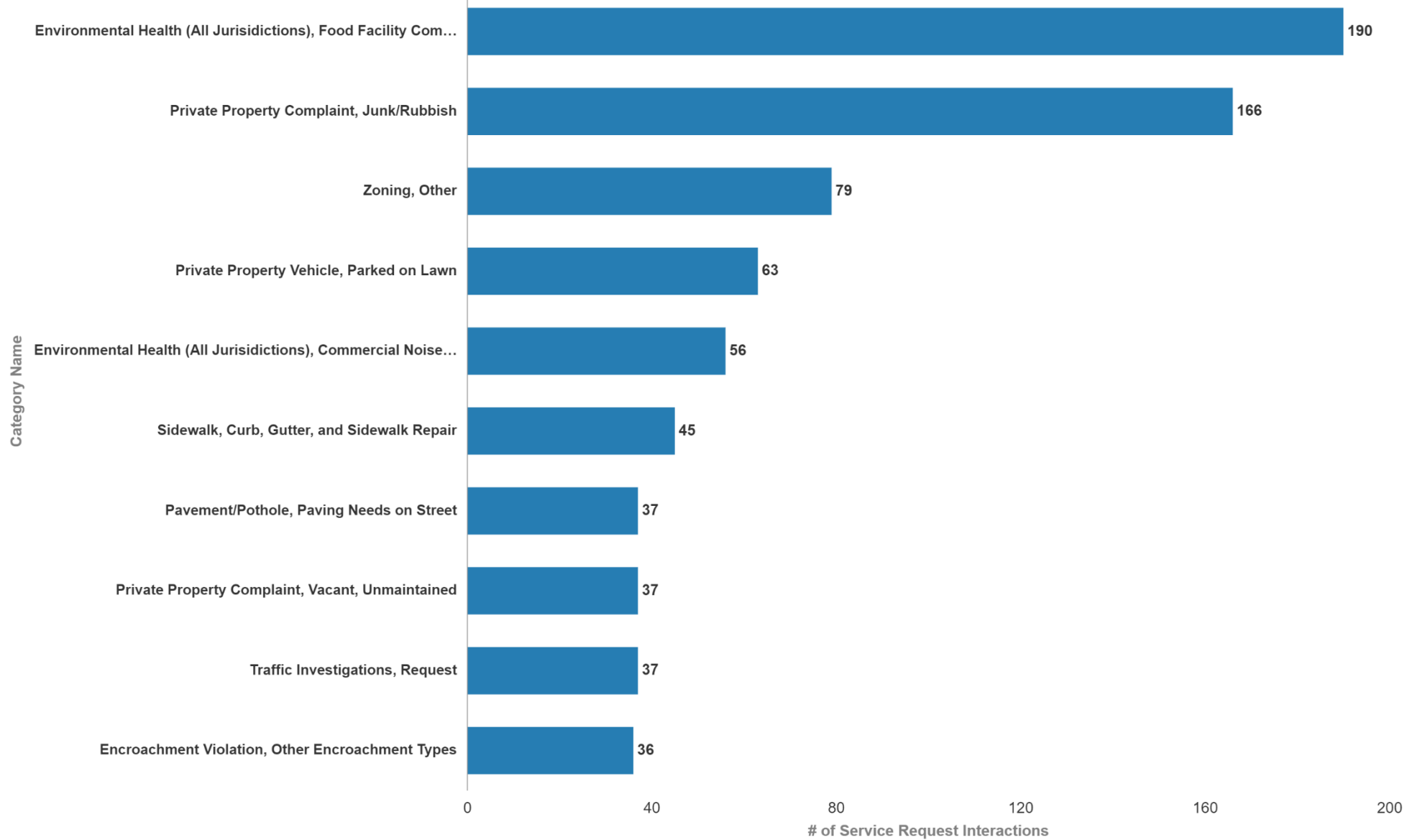
# Top Unresolved Service Request

## Top Unresolved Service Request Categories | by Districts



# Top Unresolved Service Request

## Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through August 31st

Interactions Closed this Month

Monthly Interactions Not Closed

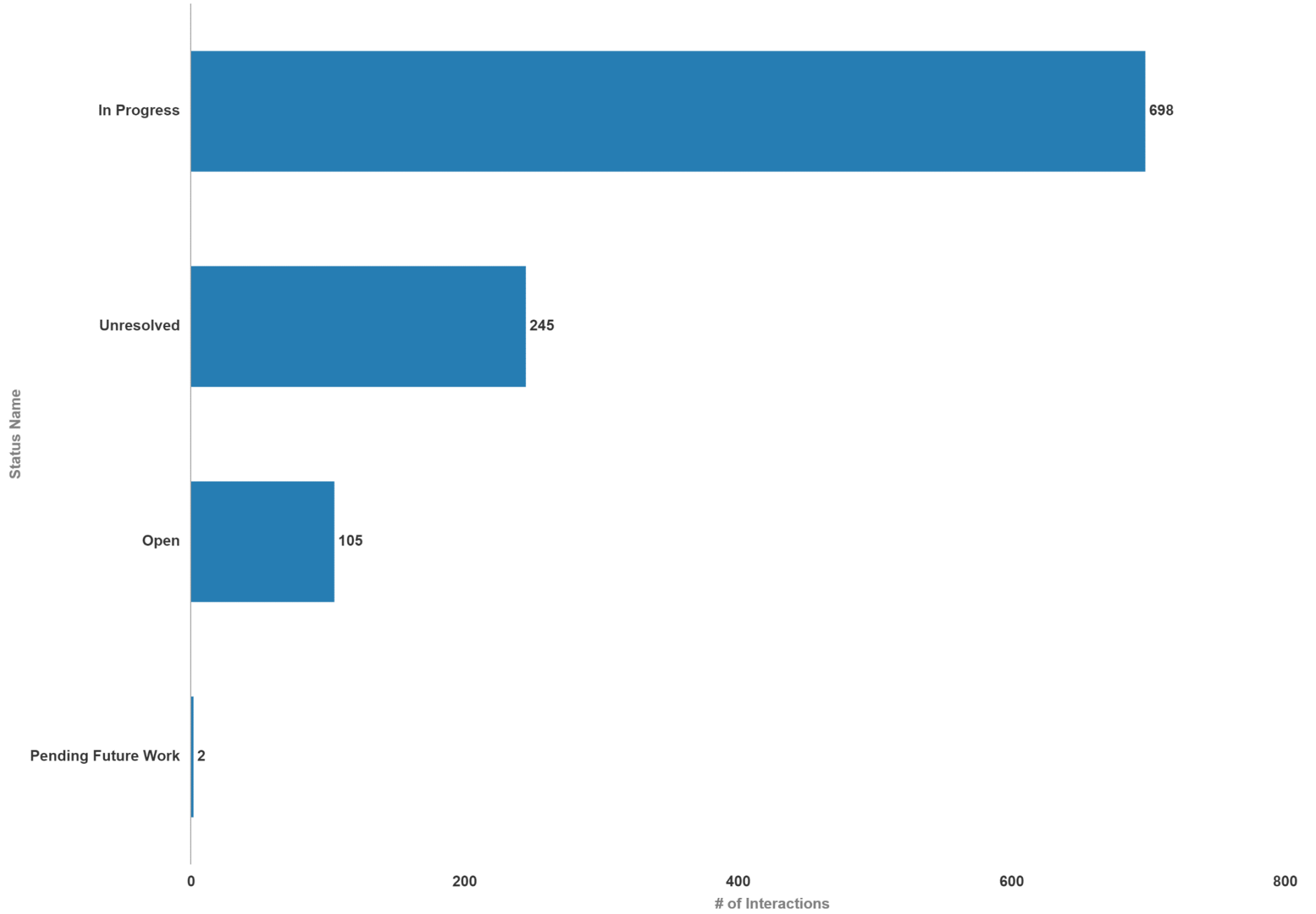
2,577

20,184

1,050

# Monthly Interactions Not Closed by Status

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# Board of Supervisor District Information

## Service Requests Opened by District

# August 2021

Monthly Service Request Interactions Opened

# 5,709

District 1 Serna  
**283**  
Service Request Interactions

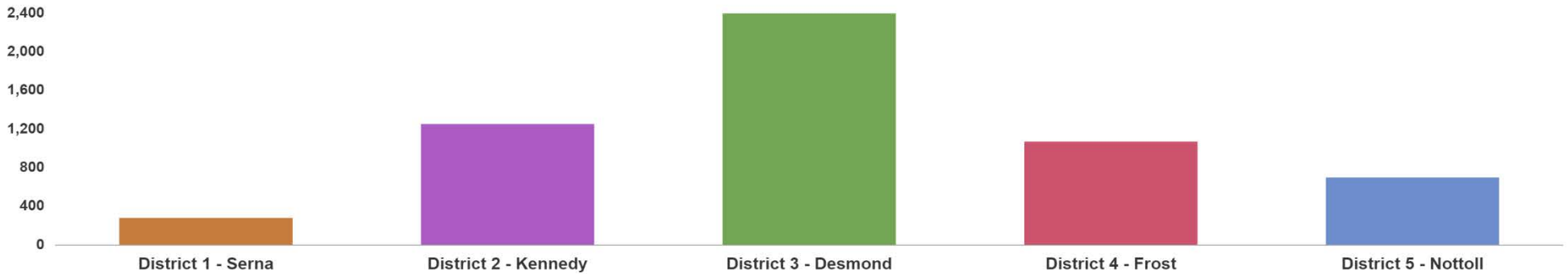
District 2 Kennedy  
**1,254**  
Service Request Interactions

District 3 Desmond  
**2,399**  
Service Request Interactions

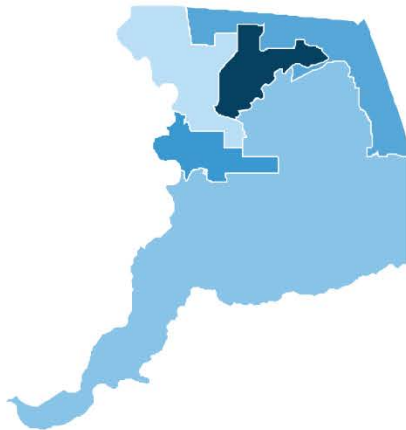
District 4 Frost  
**1,072**  
Service Request Interactions

District 5 Nottoll  
**700**  
Service Request Interactions

Service Request Interactions by District

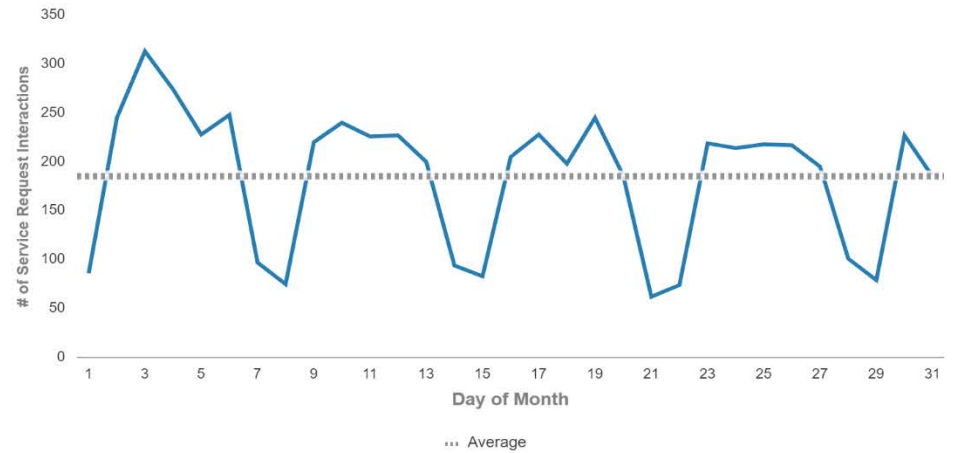


Service Request Interactions by District Map



■ District Name  
■ Customer Service Repoi  
 1      2K

Service Request Interactions Created by Day of Month



# Board of Supervisor District Information

## Service Requests Closed by District

# August 2021

Monthly Service Request Interactions Closed

# 5,917

District 1 Serna

# 249

Service Request Interactions

District 2 Kennedy

# 1,383

Service Request Interactions

District 3 Desmond

# 2,440

Service Request Interactions

District 4 Frost

# 1,092

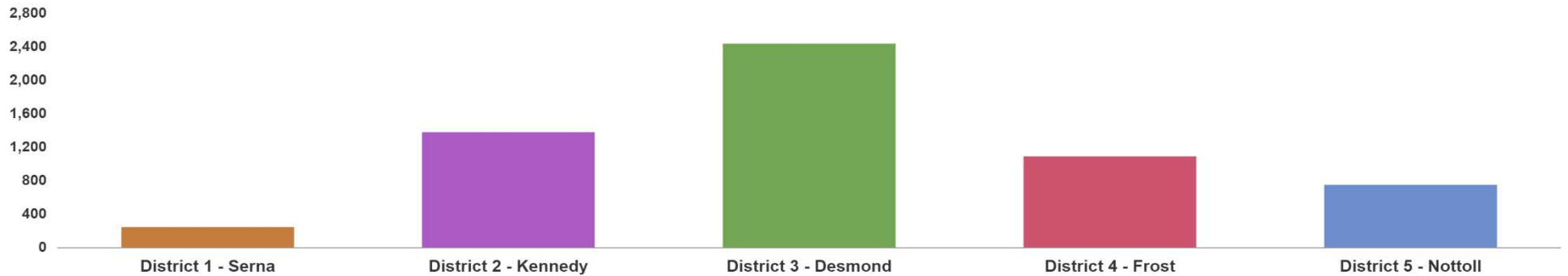
Service Request Interactions

District 5 Nottoll

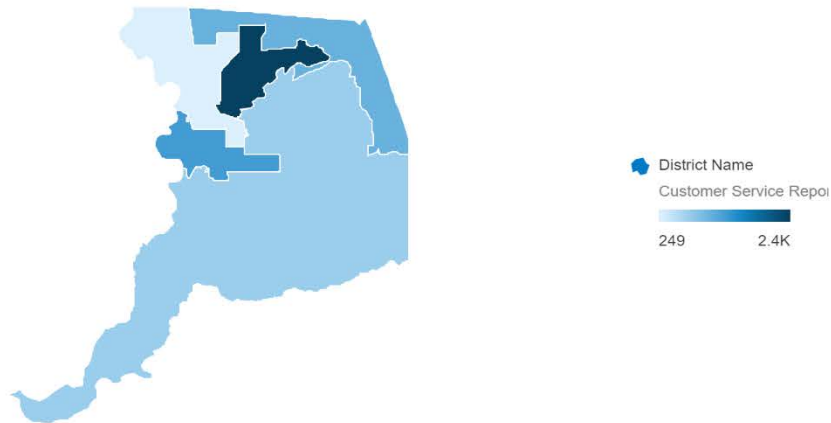
# 753

Service Request Interactions

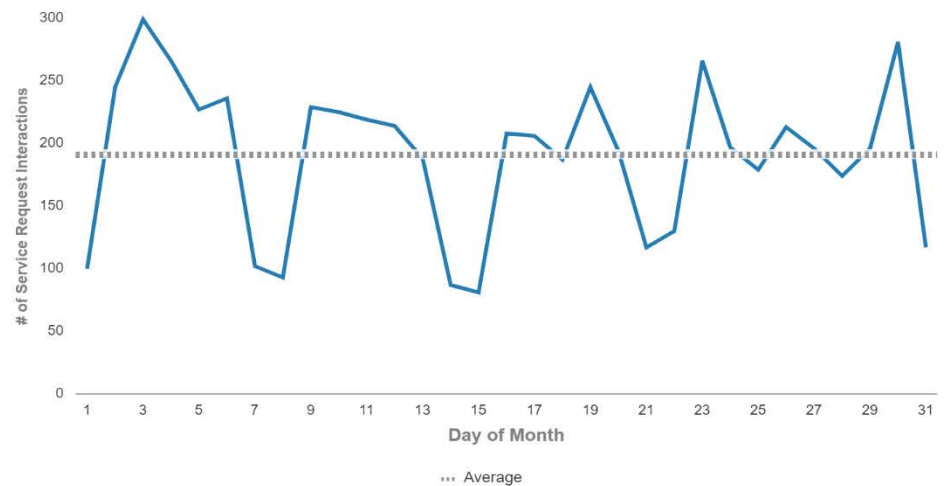
Service Request Interactions by District



Service Request Interactions by District Map



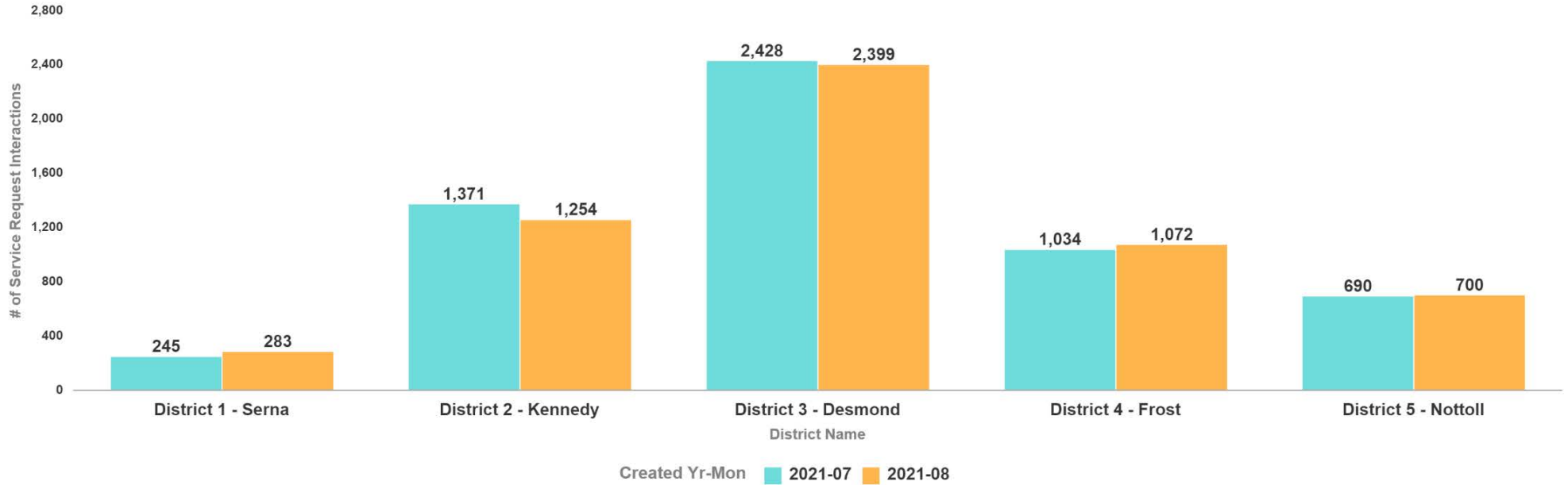
Service Request Interactions Closed by Day of Month



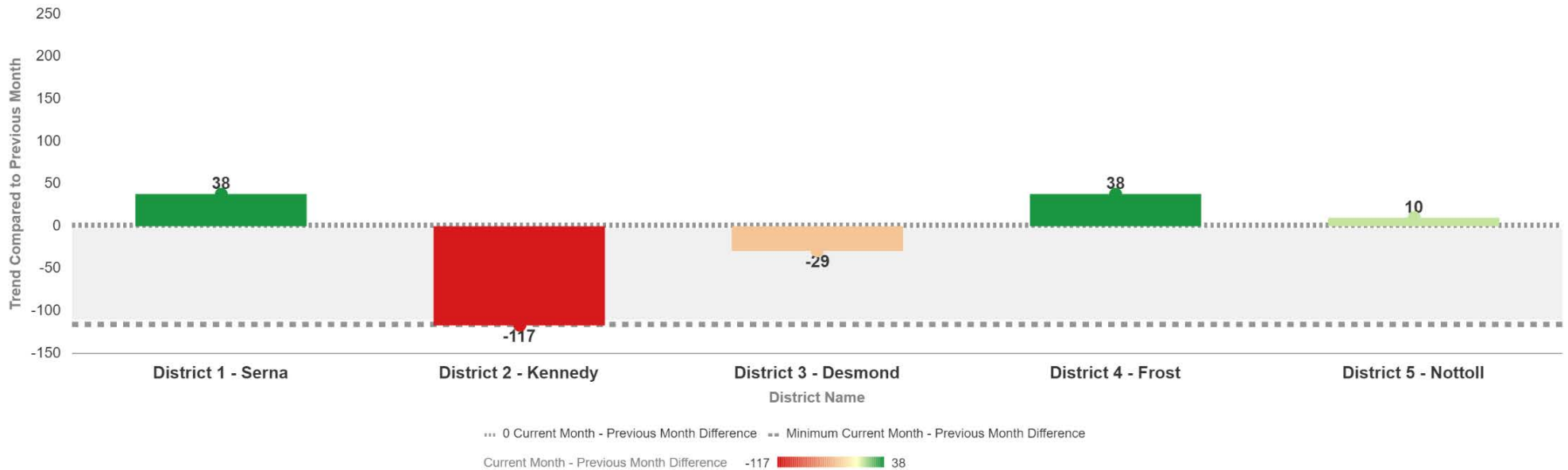
# Board of Supervisors District Information

## Previous Month Comparison of Service Request

Previous Month Comparison of Service Request interactions



Previous Month Trend of Service Request Interactions Per District

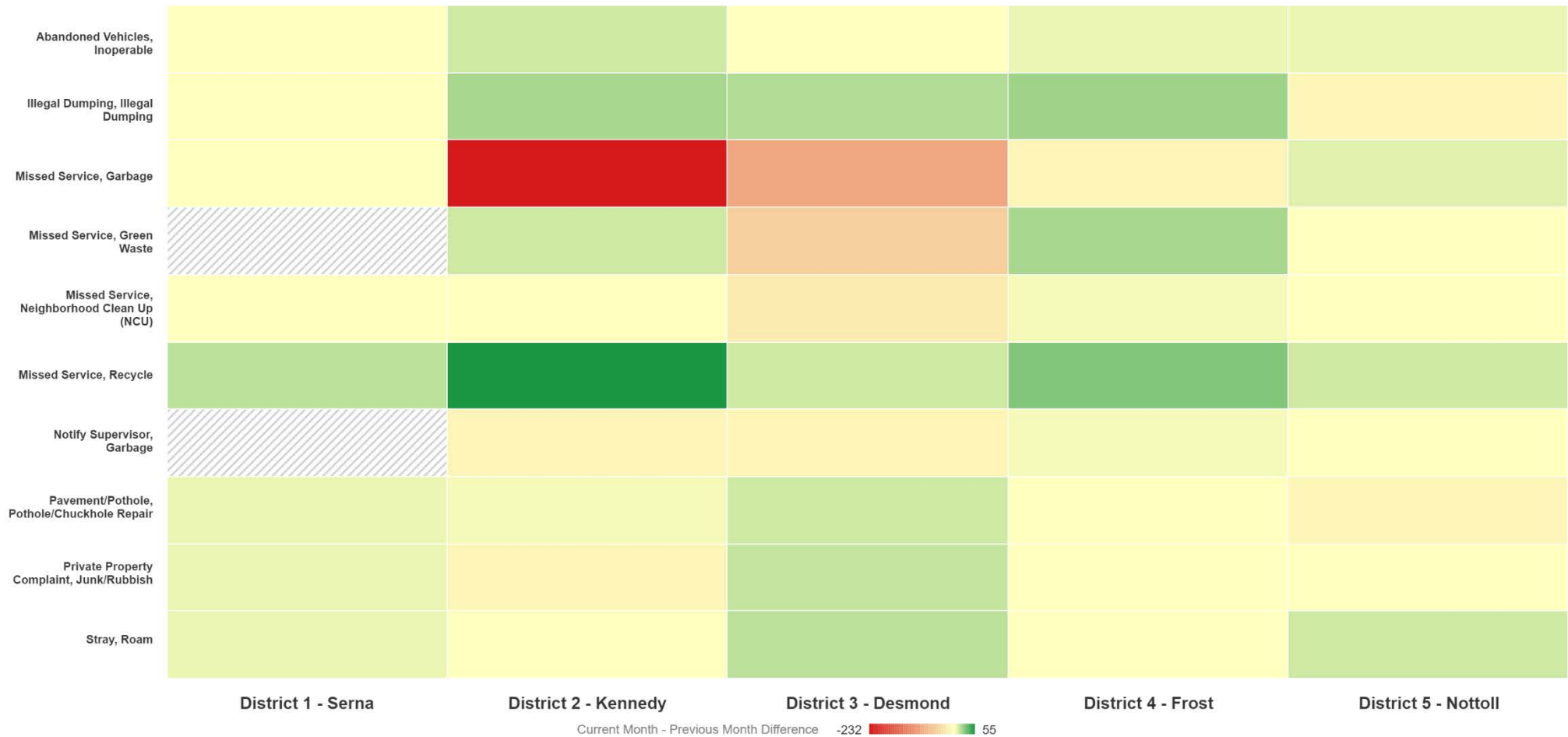


## Previous Month Comparison (continued)

Monthly Comparison: Service Requests by District

District Name	2021-07	2021-08
	Service Request Map Count	Service Request Map Count
District 1 - Serna	245	283
District 2 - Kennedy	1,371	1,254
District 3 - Desmond	2,428	2,399
District 4 - Frost	1,034	1,072
District 5 - Nottoll	690	700

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





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

Cat2, Cat3	District 1 - Serna	District 2 - Kennedy	District 3 - Desmond	District 4 - Frost	District 5 - Nottoll	Grand Total
	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	
Missed Service, Recycle	17	55	12	29	11	124
Illegal Dumping, Illegal Dumping	0	20	19	23	-6	56
Stray, Roam	4	-1	17	1	12	33
Abandoned Vehicles, Inoperable	0	11	-3	5	4	17
Pavement/Pothole, Pothole/Chuckhole Repair	5	2	12	1	-6	14
Private Property Complaint, Junk/Rubbish	4	-14	13	1	-4	0
Notify Supervisor, Garbage		-5	-10	2	-3	-13
Missed Service, Neighborhood Clean Up (NCU)	1	0	-16	3	-3	-15
Missed Service, Green Waste		12	-45	21	-4	-21
Missed Service, Garbage	-3	-232	-91	-13	7	-332
<b>Grand Total</b>	<b>26</b>	<b>-152</b>	<b>-92</b>	<b>73</b>	<b>8</b>	<b>-137</b>

# Board of Supervisor District Analysis

## District 1

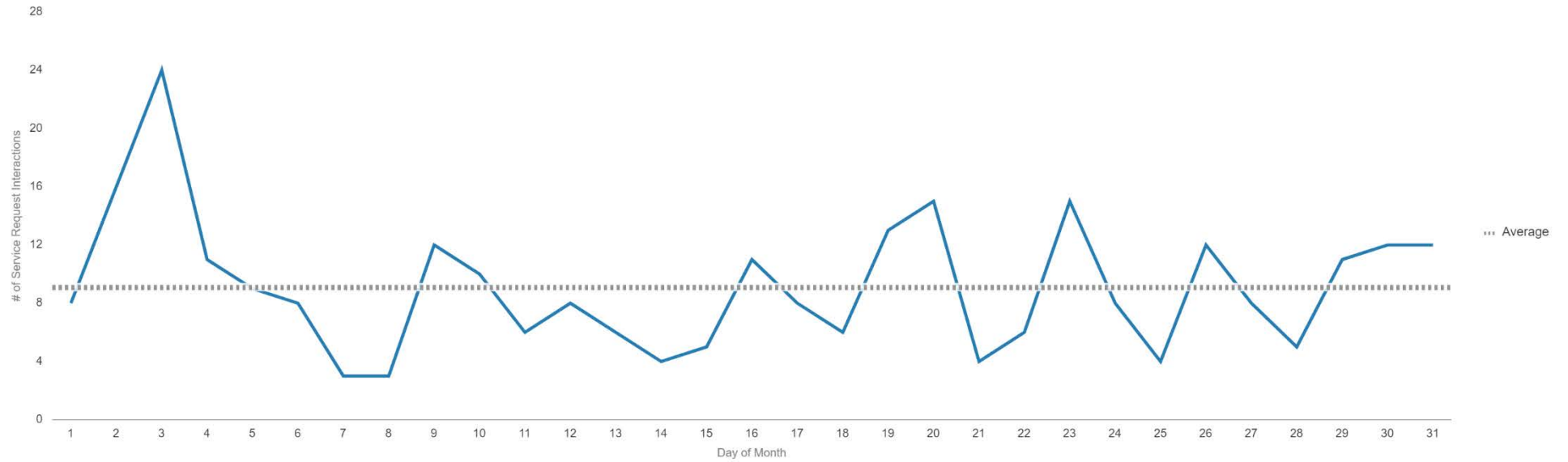
Service Requests Created

# 283

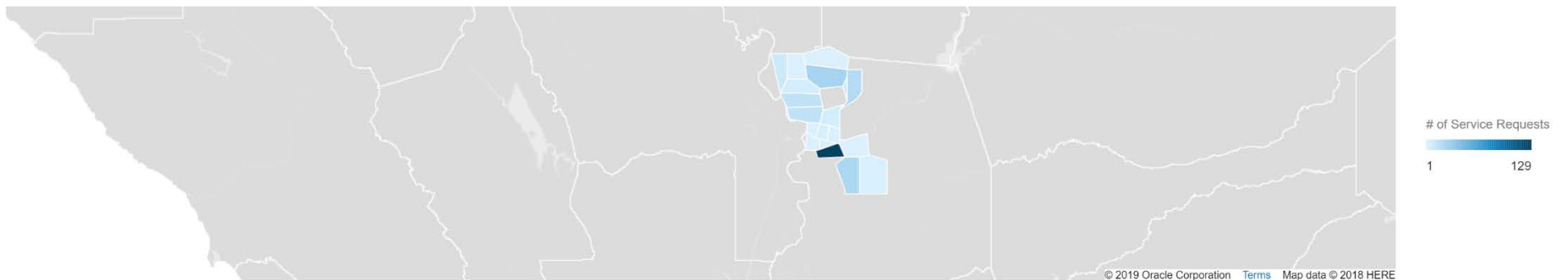
Service Requests Closed

# 199

Service Request Interactions Created by Day of Month



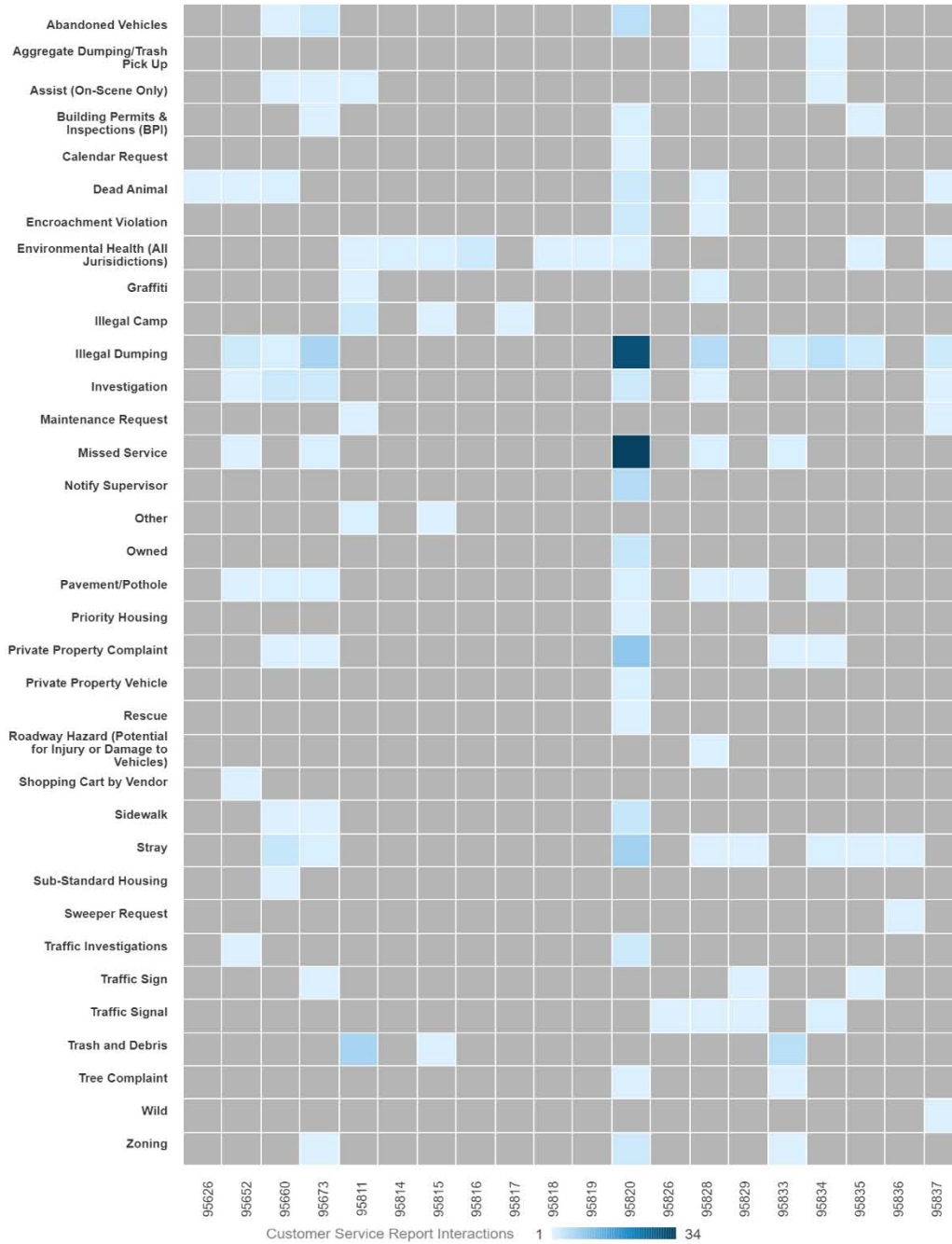
GIS Zip Code, District Name, Customer Service Report Interactions



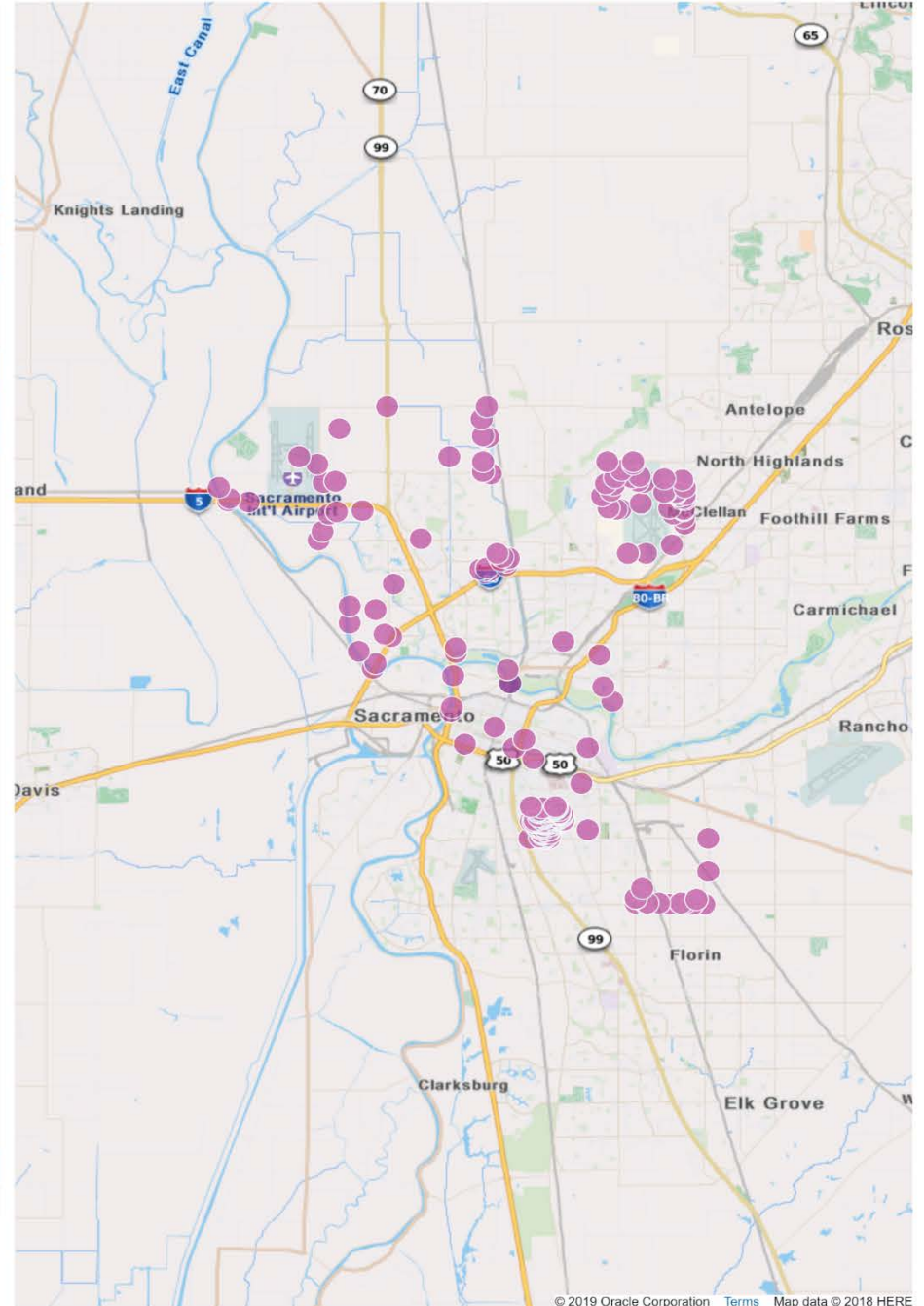
# Board of Supervisor District Analysis

## 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

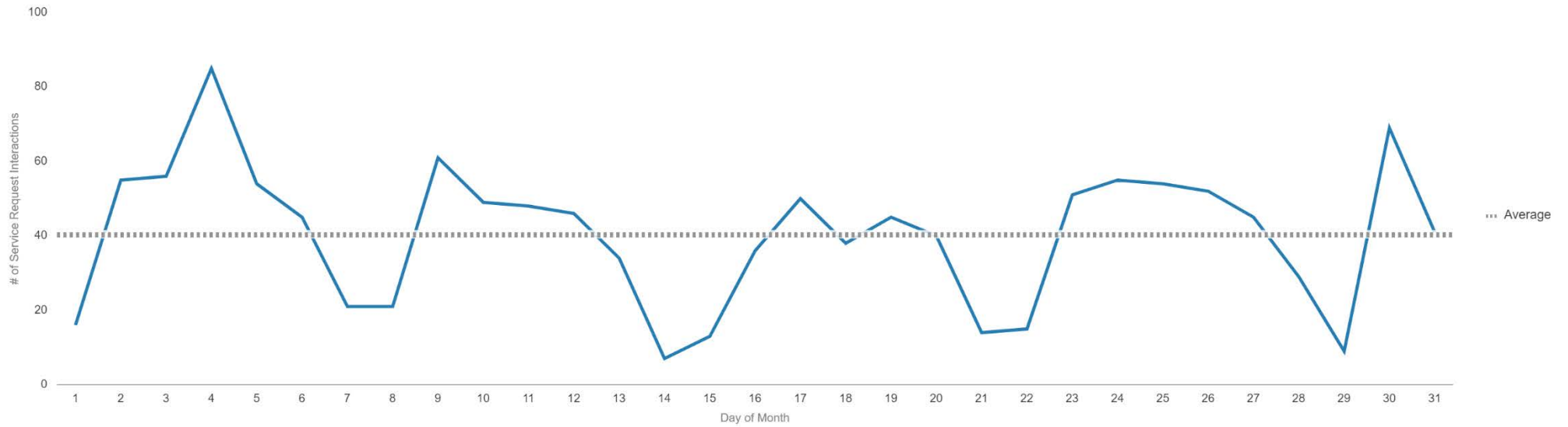
Service Requests Created

# 1,254

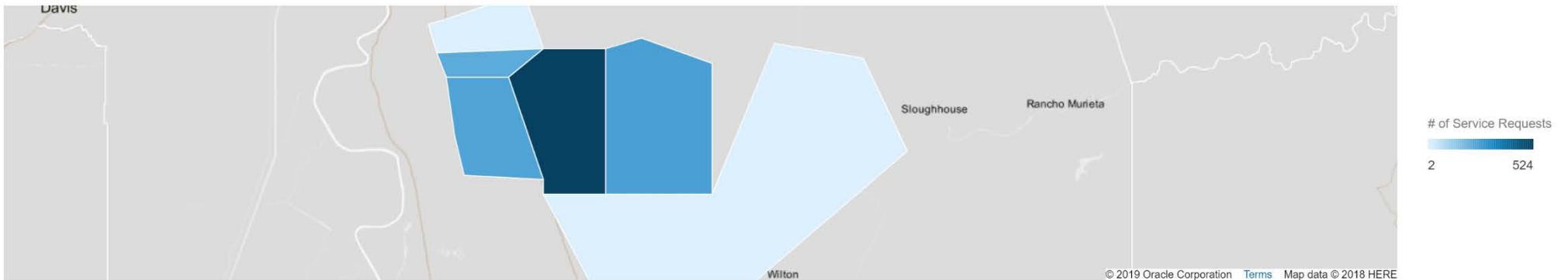
Service Requests Closed

# 1,040

Service Request Interactions Created by Day of Month



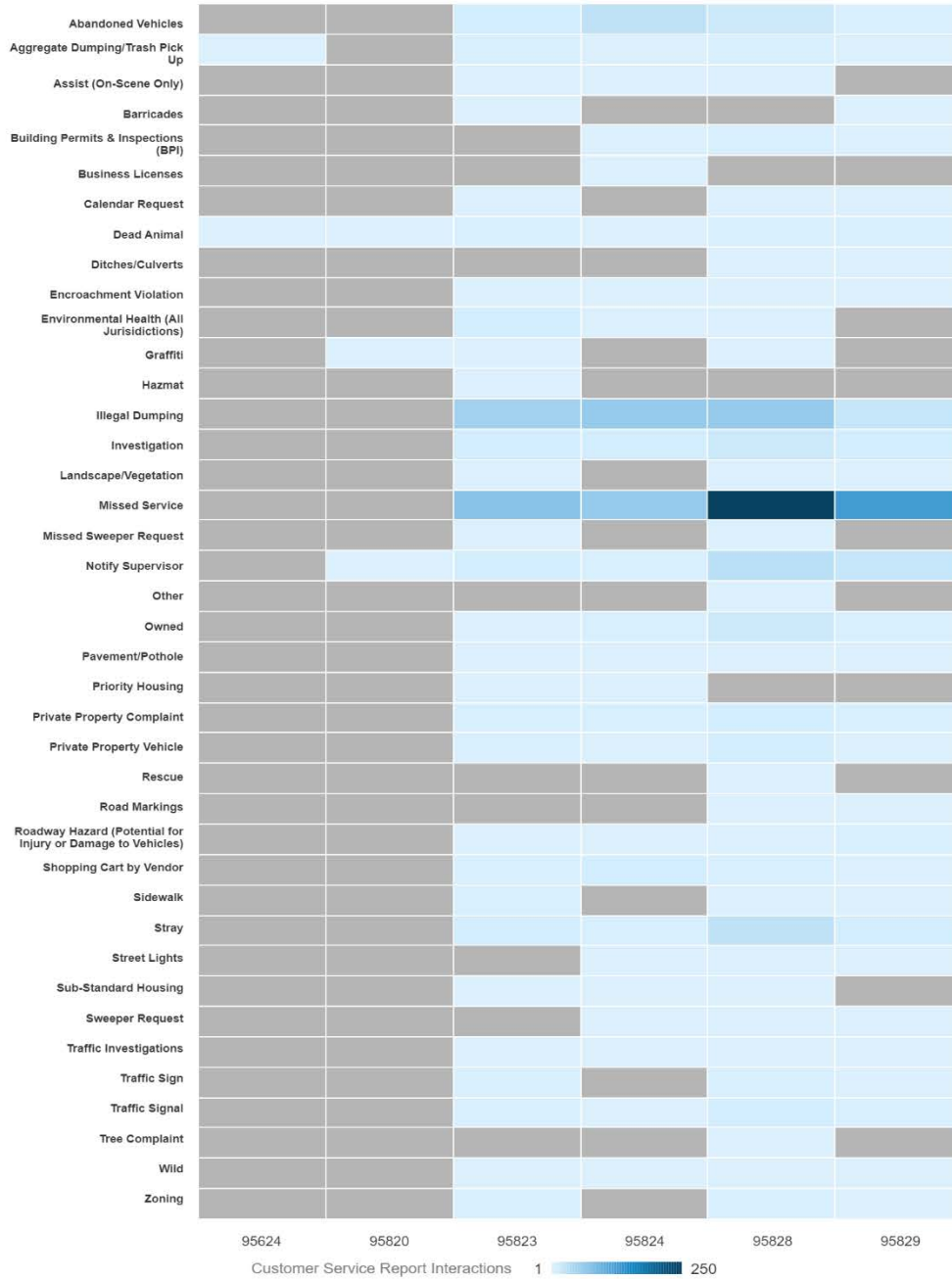
GIS Zip Code, District Name, Customer Service Report Interactions



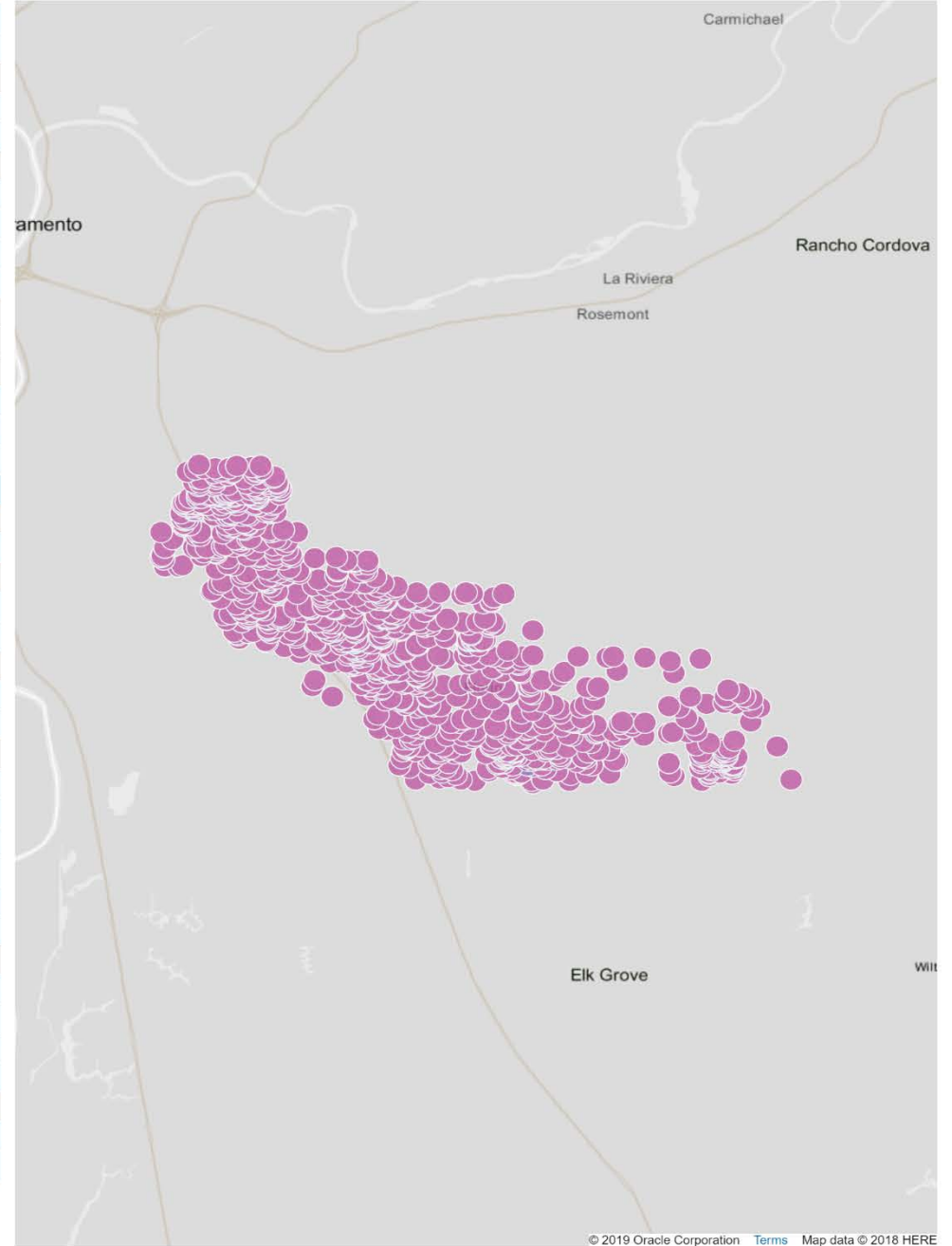
# Board of Supervisor District Analysis

## 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

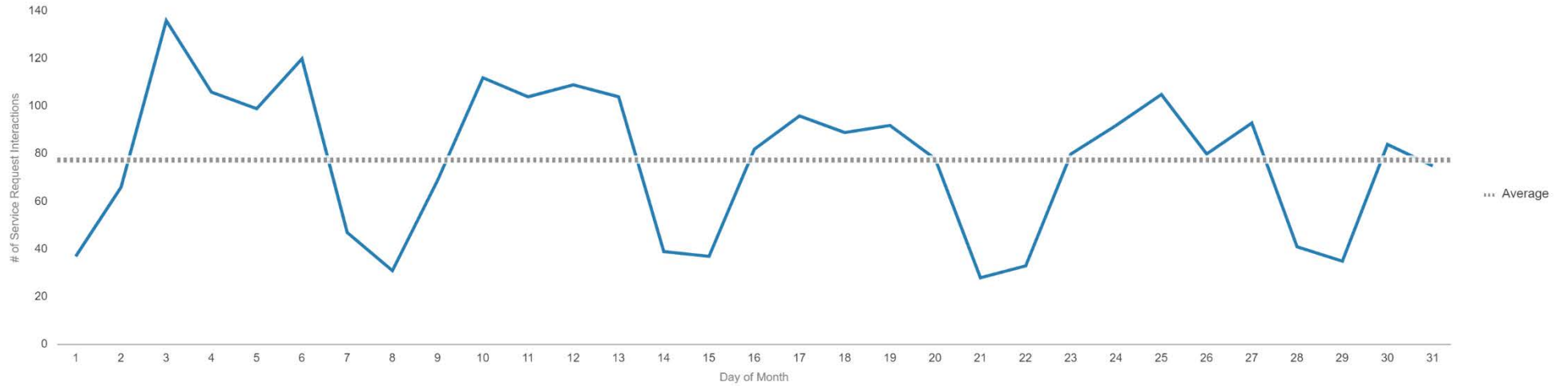
Service Requests Created

# 2,399

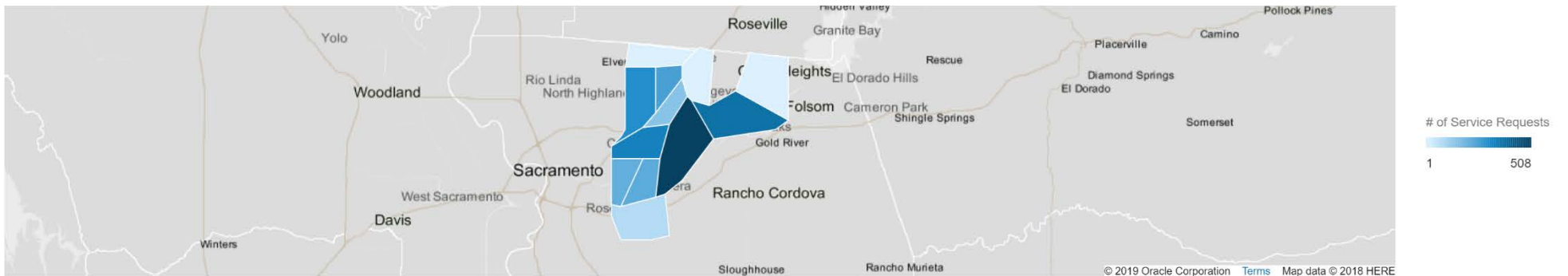
Service Requests Closed

# 1,866

Service Request Interactions Created by Day of Month



GIS Zip Code, District Name, Customer Service Report Interactions



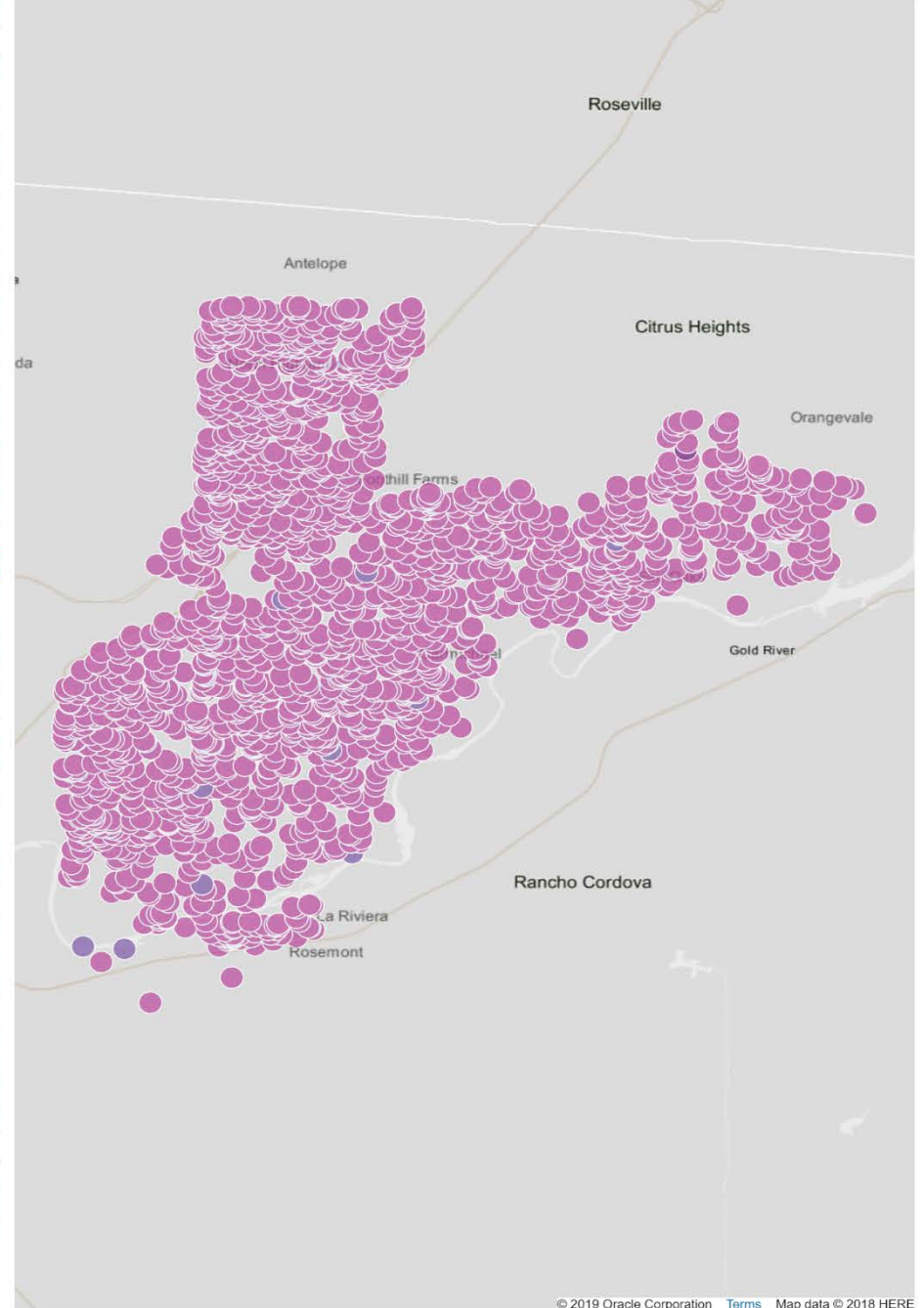
# Board of Supervisor District Analysis

## District 3 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



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# Board of Supervisor District Analysis

## District 4

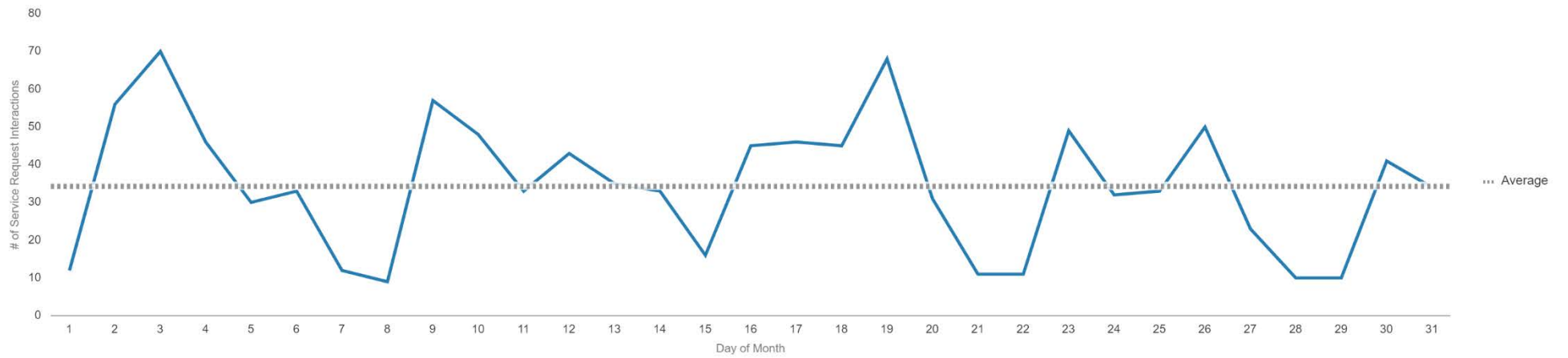
Service Requests Created

# 1,072

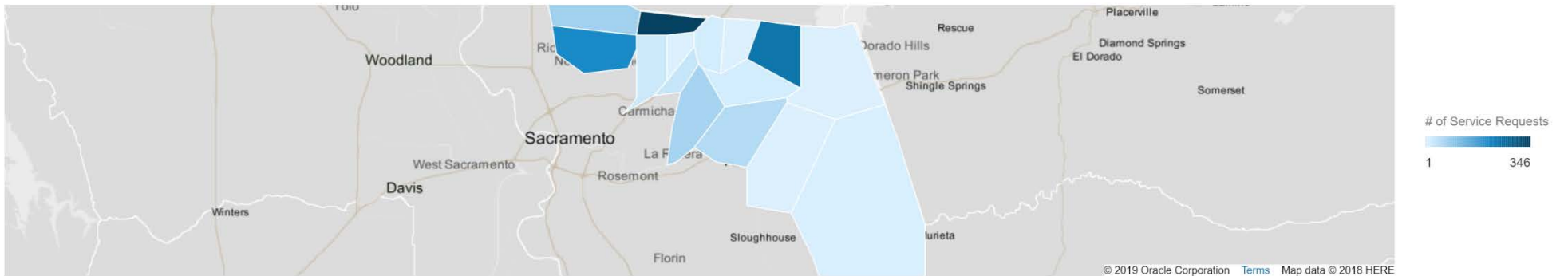
Service Requests Closed

# 837

Service Request Interactions Created by Day of Month



GIS Zip Code, District Name, Customer Service Report Interactions





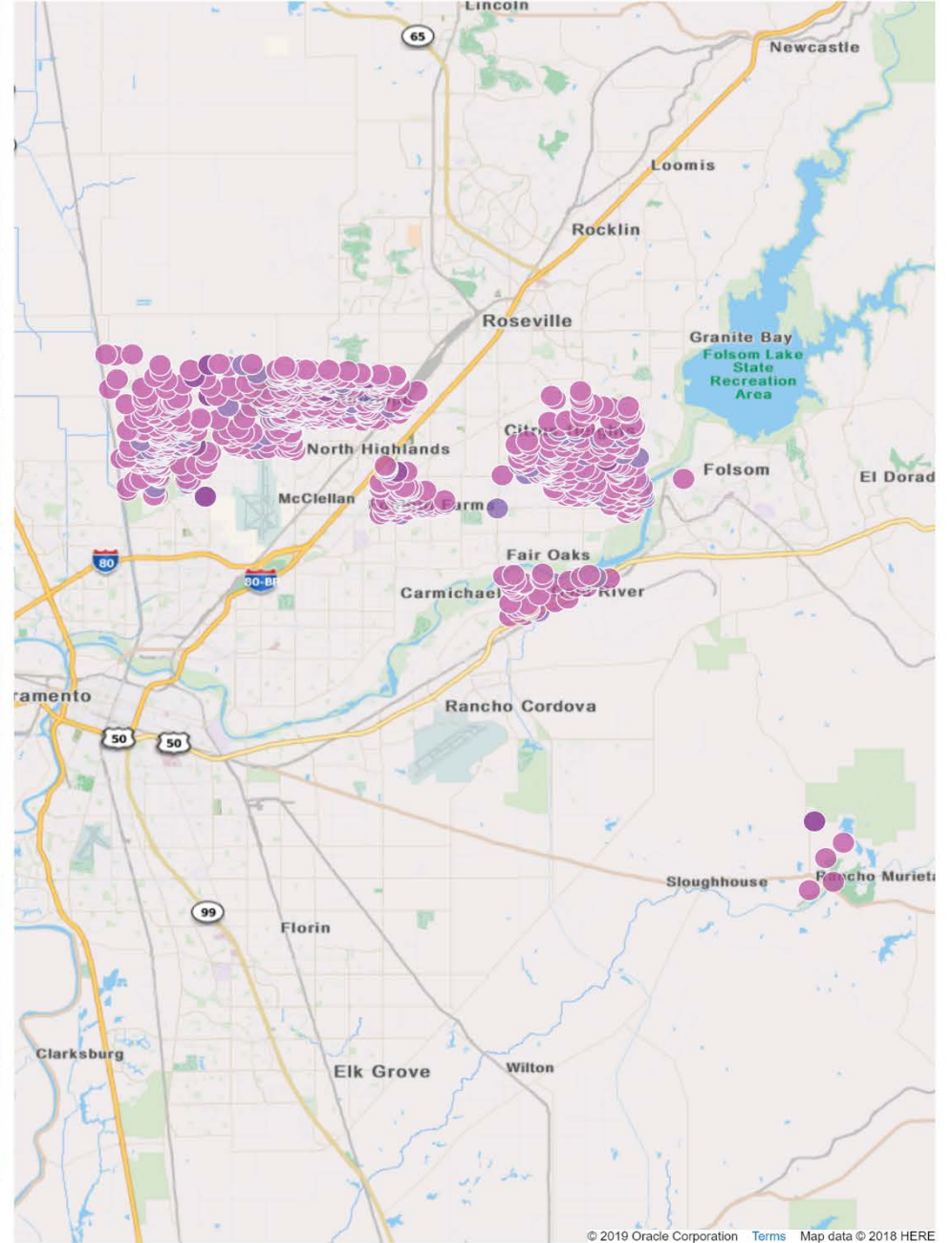
# Board of Supervisor District Analysis

## 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

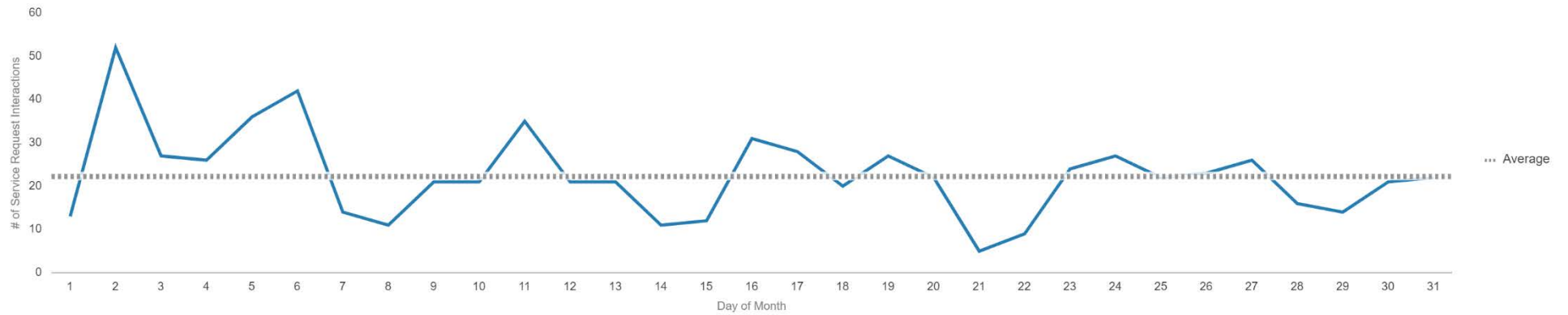
Service Requests Created

# 700

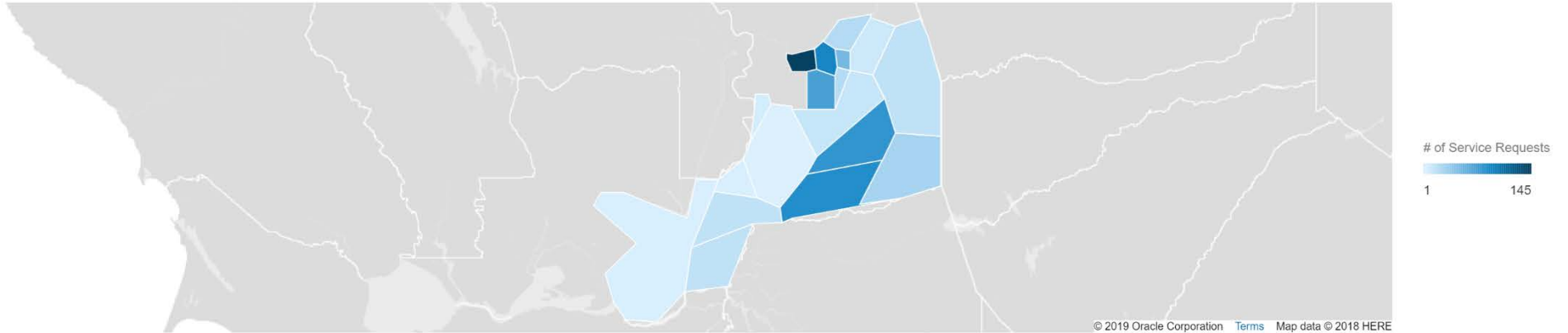
Service Requests Closed

# 573

Service Request Interactions Created by Day of Month



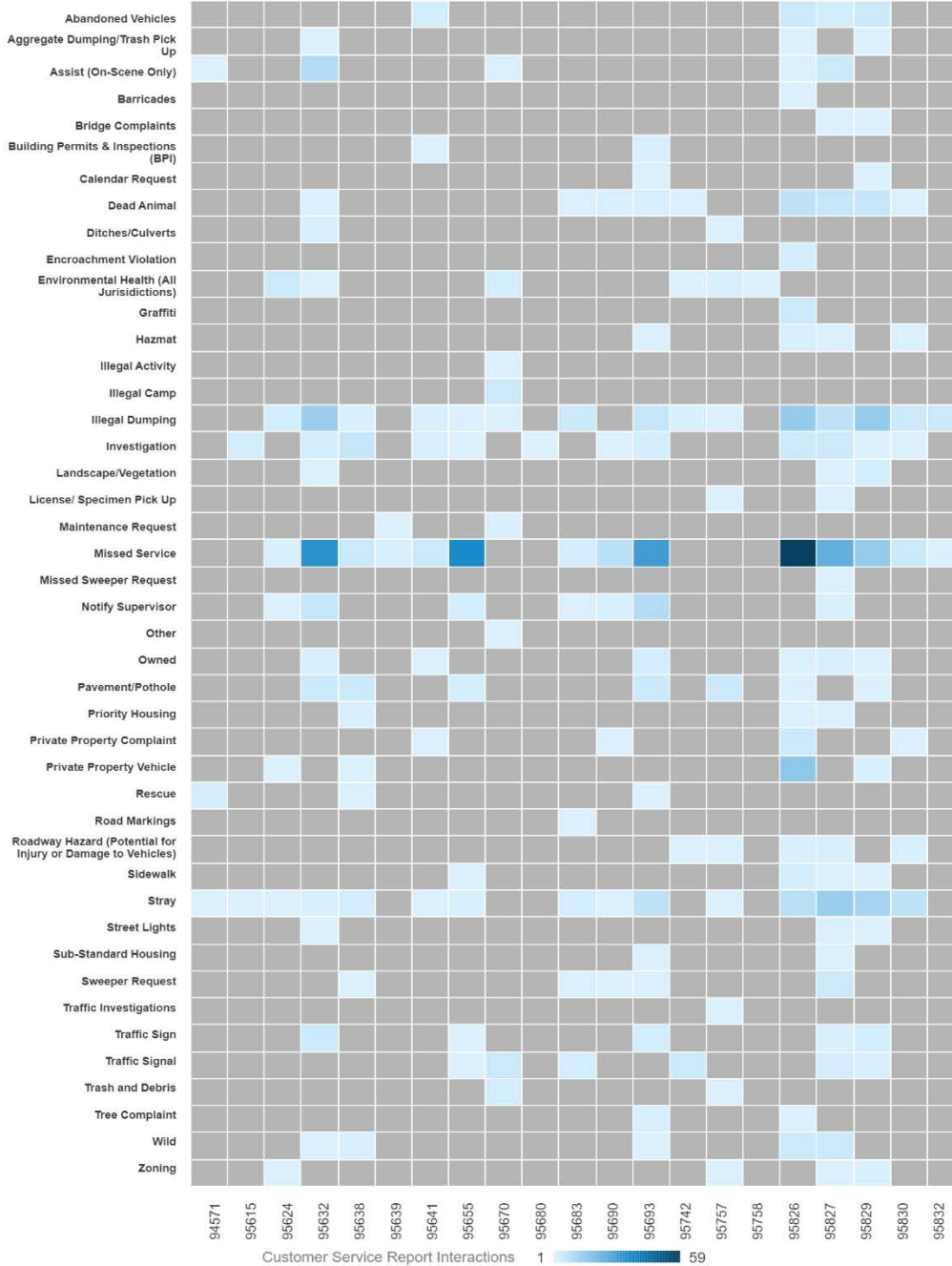
GIS Zip Code, District Name, Customer Service Report Interactions



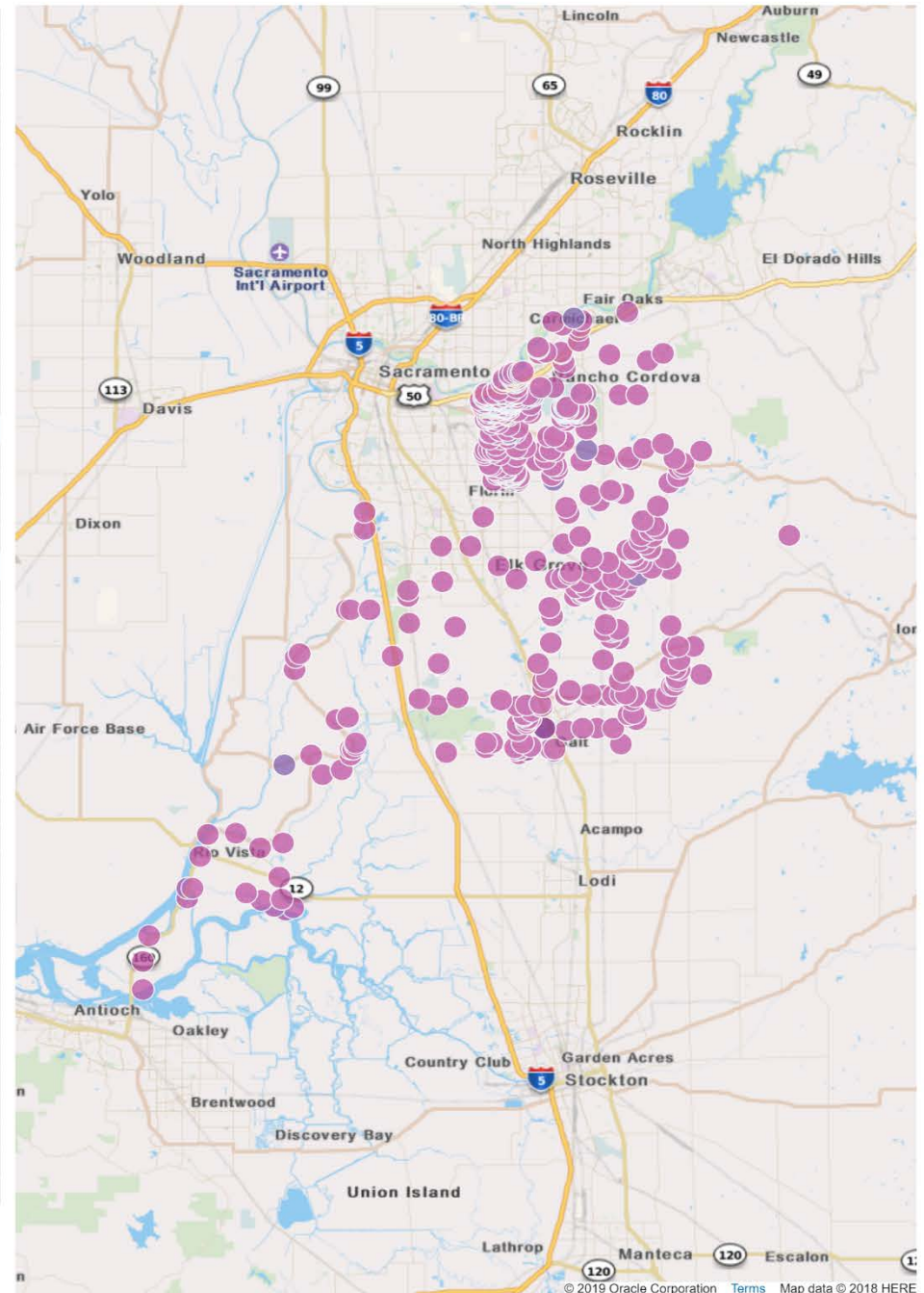
# Board of Supervisor District Analysis

## District 5 (continued)

Service Request Interactions by Category Per Zip Code



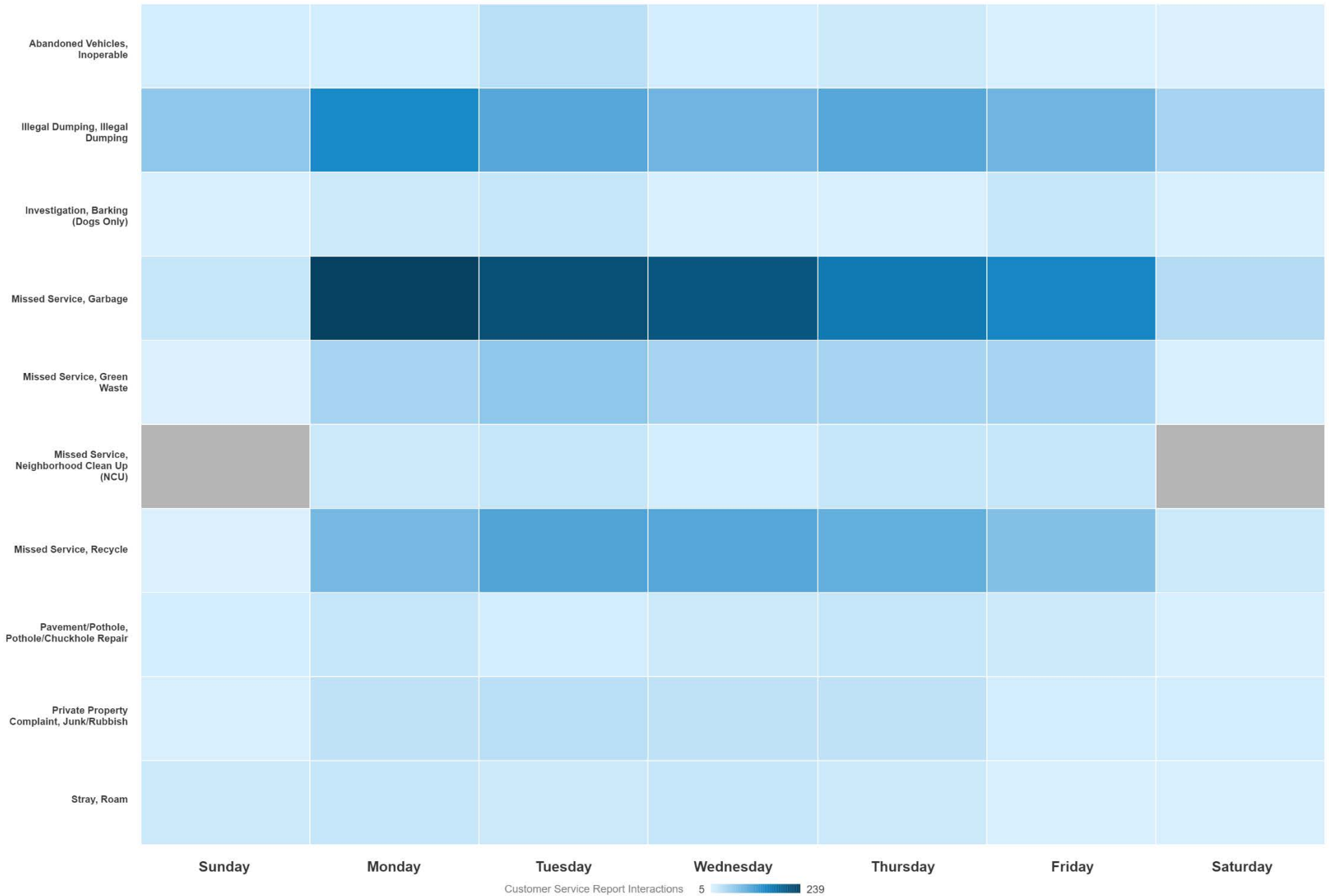
Service Request Interactions Mapped by Selected Zip Code



# Aging of Open Requests

## Top Service Requests Open by Day

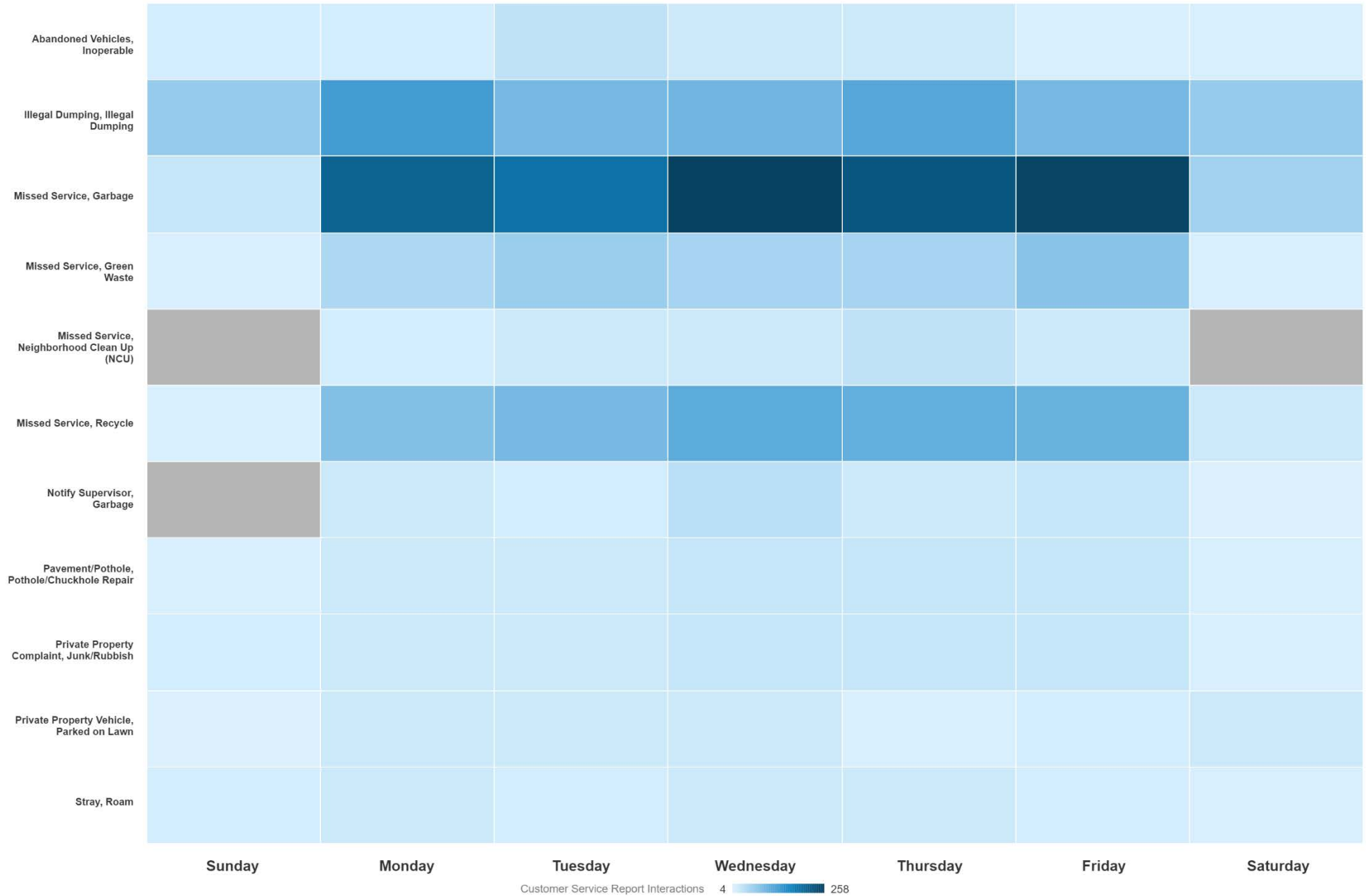
Opened Service Request Interactions by Category Per Day of Week



# Aging of Open Requests

## Top Service Requests Closed by Day

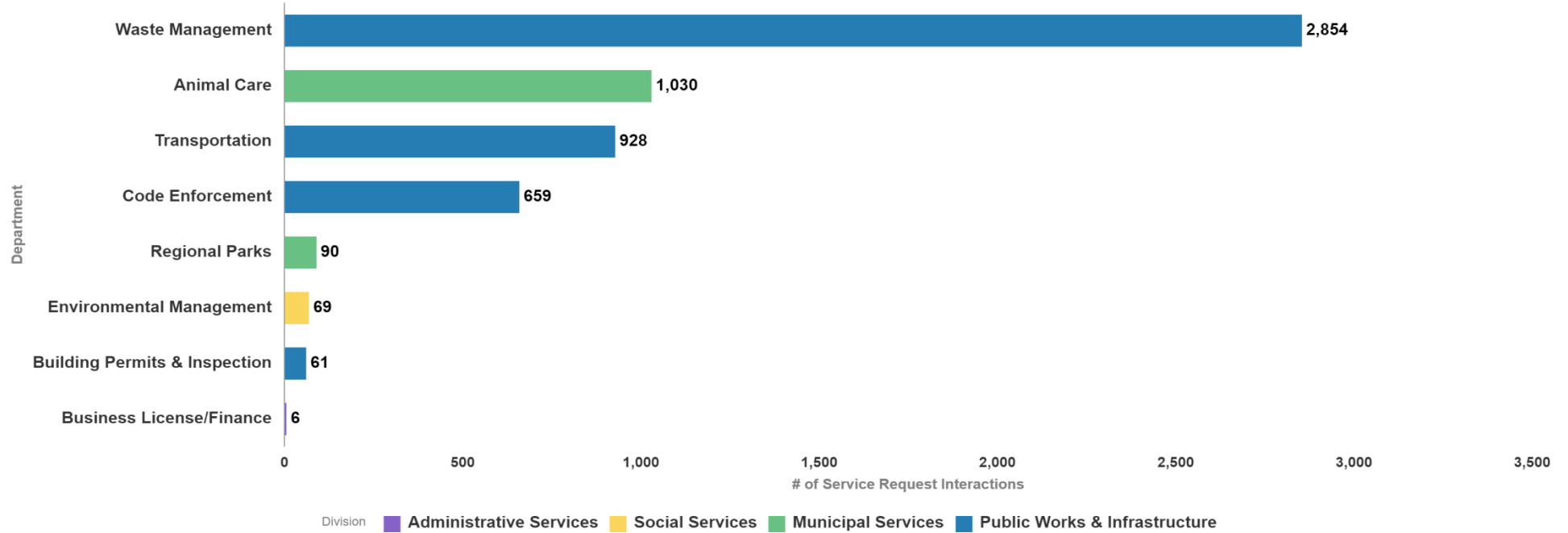
Closed Service Request Interactions by Category Per Day of Week



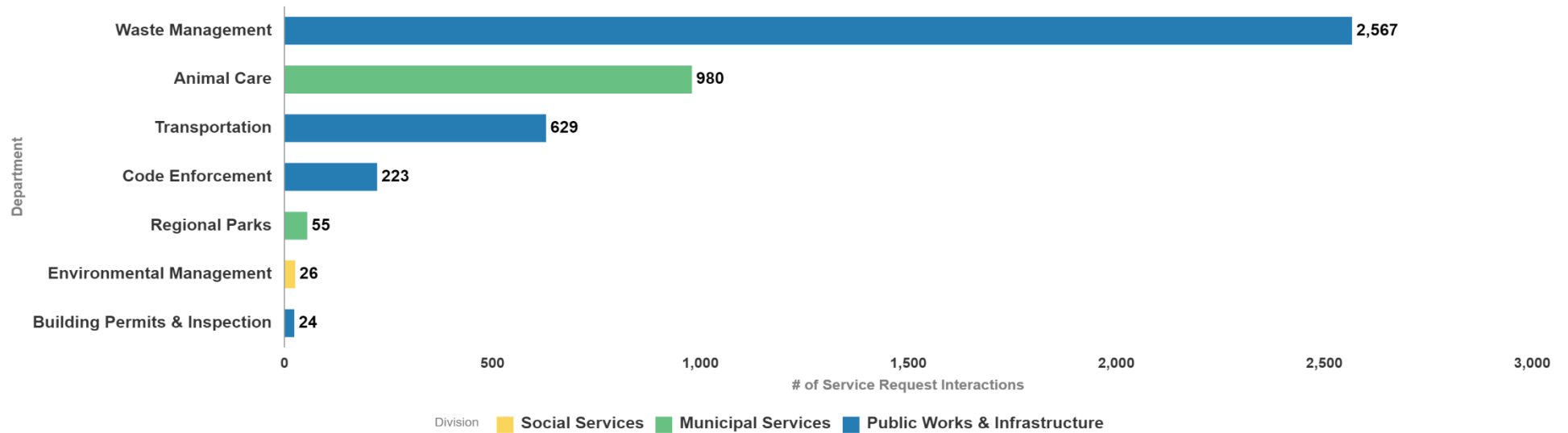
# Aging of Open Requests

## Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



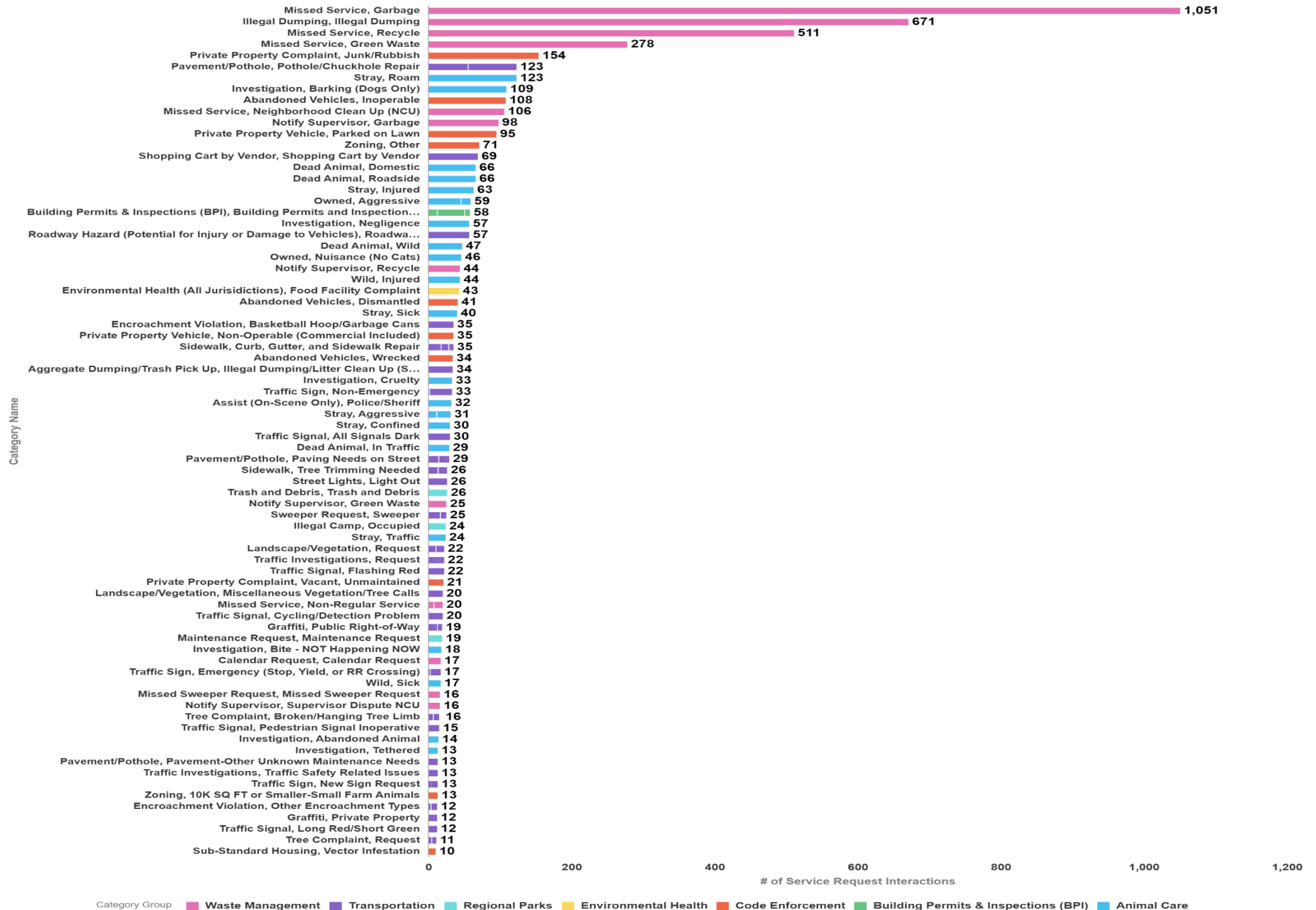
Service Request Interactions Closed by Department, Division



# Aging of Open Requests

## Greater Than 10 Service Requests

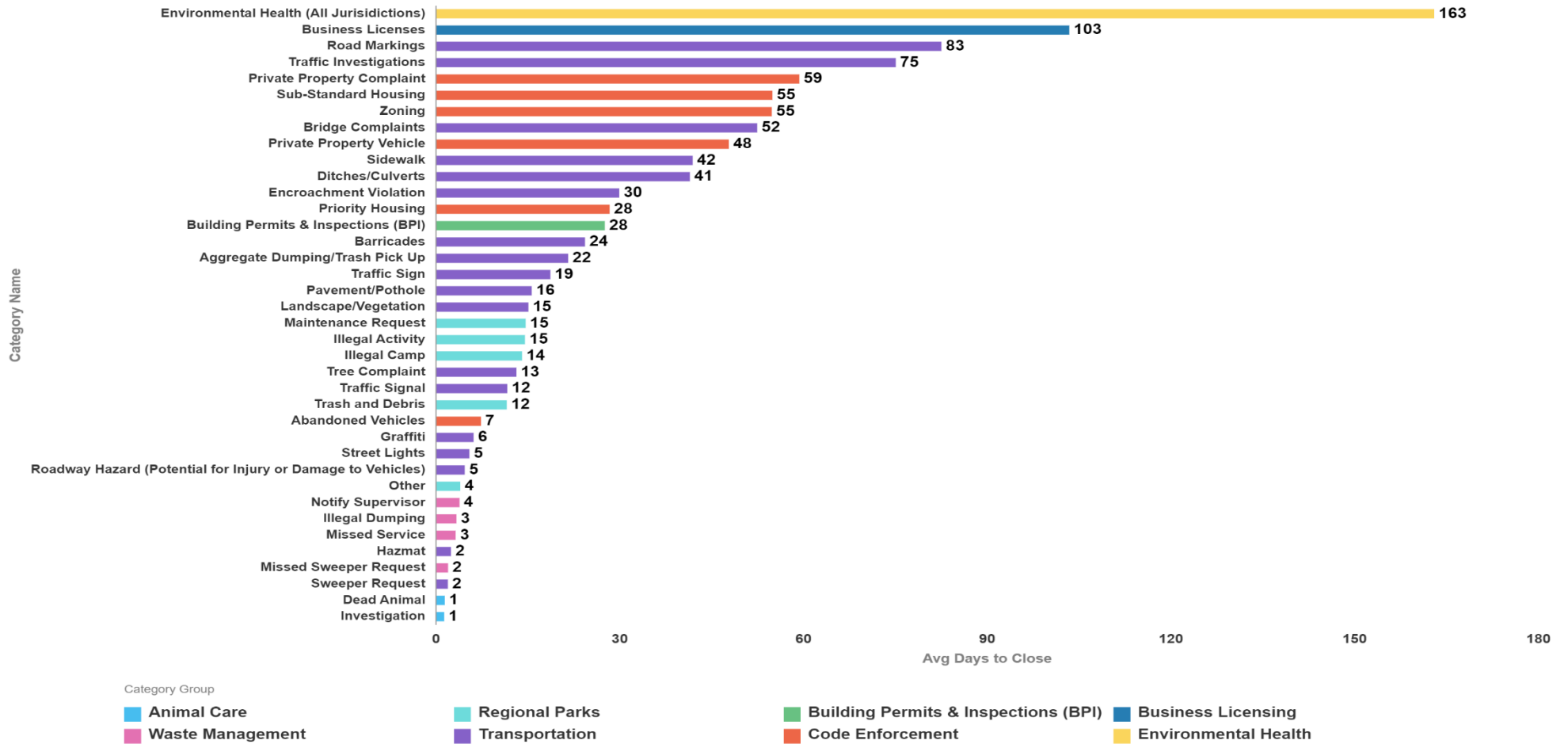
Service Request Interactions (>10 requests) by Category, Group



# Aging of Open Requests

## Average Days to Close Service Requests

Avg Days to Close by Category Name, Group



Avg Days to Close

Avg Days to Close by Category Name, Group

12.70





# Aging of Open Requests

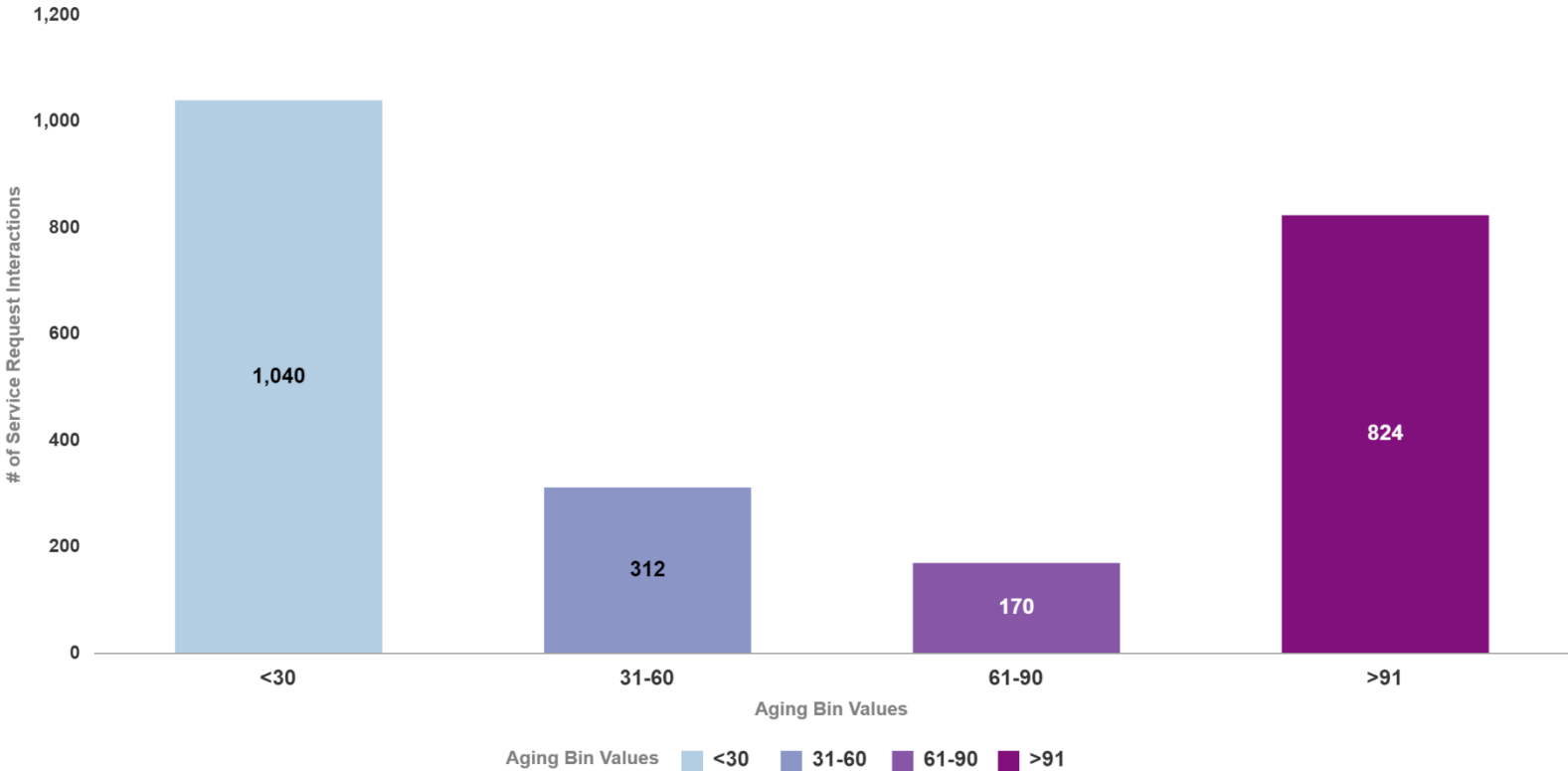
## Number of Service Request Interactions Per Category with Average Days to Close

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Environmental Health	Environmental Health (All Jurisdictions)	2	0.00
Animal Care	Rescue	11	0.06
Transportation	Shopping Cart by Vendor	69	0.06
Animal Care	Wild	71	0.10
Animal Care	Assist (On-Scene Only)	44	0.12
Animal Care	License/ Specimen Pick Up	2	0.48
Waste Management	Calendar Request	17	0.53
Environmental Compliance	Environmental Compliance	1	0.81
Animal Care	Owned	108	0.88
Animal Care	Stray	312	0.99
Animal Care	Investigation	250	1.35
Animal Care	Dead Animal	217	1.43
Transportation	Ditches/Culverts	3	1.49
Transportation	Sweeper Request	30	1.93
Waste Management	Missed Sweeper Request	15	1.96
Transportation	Hazmat	14	2.45
Transportation	Tree Complaint	6	2.49
Transportation	Street Lights	13	2.76
Transportation	Aggregate Dumping/Trash Pick Up	1	3.20
Waste Management	Missed Service	2,173	3.21
Waste Management	Illegal Dumping	664	3.34
Transportation	Bridge Complaints	4	3.58
Waste Management	Notify Supervisor	208	3.85
Regional Parks	Other	1	3.97
Transportation	Traffic Signal	55	4.16
Regional Parks	Illegal Camp	2	4.24
Transportation	Graffiti	33	4.31
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	55	4.70
Regional Parks	Illegal Activity	1	5.79
Code Enforcement	Priority Housing	2	5.91

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Transportation	Street Lights	27	6.75
Animal Care	Wild	1	7.21
Code Enforcement	Abandoned Vehicles	194	7.34
Transportation	Graffiti	16	9.92
Regional Parks	Trash and Debris	28	11.56
Regional Parks	Maintenance Request	14	14.64
Transportation	Tree Complaint	40	14.72
Regional Parks	Illegal Camp	25	14.82
Transportation	Landscape/Vegetation	52	15.09
Regional Parks	Illegal Activity	9	15.50
Transportation	Pavement/Pothole	176	15.63
Transportation	Traffic Sign	73	18.67
Transportation	Traffic Signal	47	20.43
Transportation	Aggregate Dumping/Trash Pick Up	44	21.99
Transportation	Barricades	6	24.34
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	43	27.57
Transportation	Encroachment Violation	44	29.92
Code Enforcement	Priority Housing	7	34.76
Transportation	Sidewalk	60	41.92
Code Enforcement	Private Property Vehicle	162	47.82
Transportation	Ditches/Culverts	9	54.77
Code Enforcement	Zoning	75	54.82
Code Enforcement	Sub-Standard Housing	32	54.91
Code Enforcement	Private Property Complaint	190	59.31
Transportation	Traffic Investigations	34	75.07
Transportation	Road Markings	6	82.53
Business Licensing	Business Licenses	11	103.40
Environmental Health	Environmental Health (All Jurisdictions)	107	166.04
Transportation	Bridge Complaints	1	247.93

# Aging of Open Requests

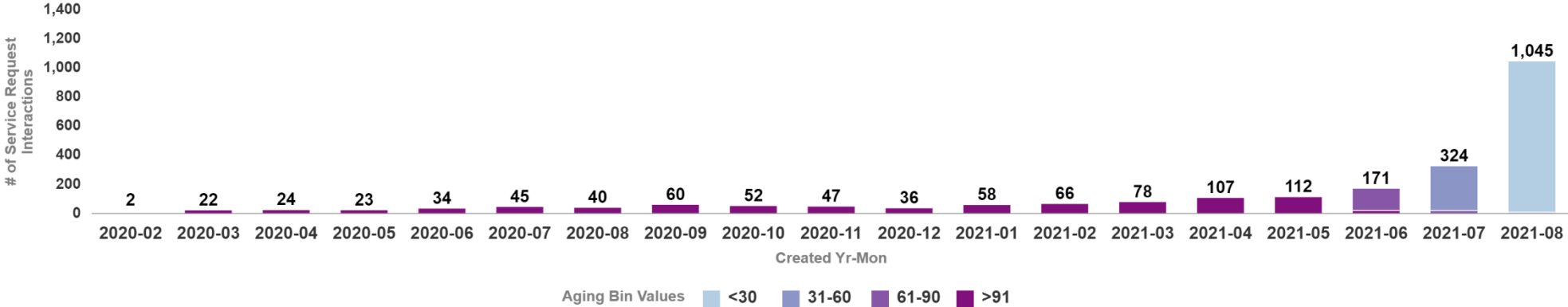
Aging Service Requests



Aging Service Requests

Aging Bin Values	Customer Service Report Interactions
<30	1,040
31-60	312
61-90	170

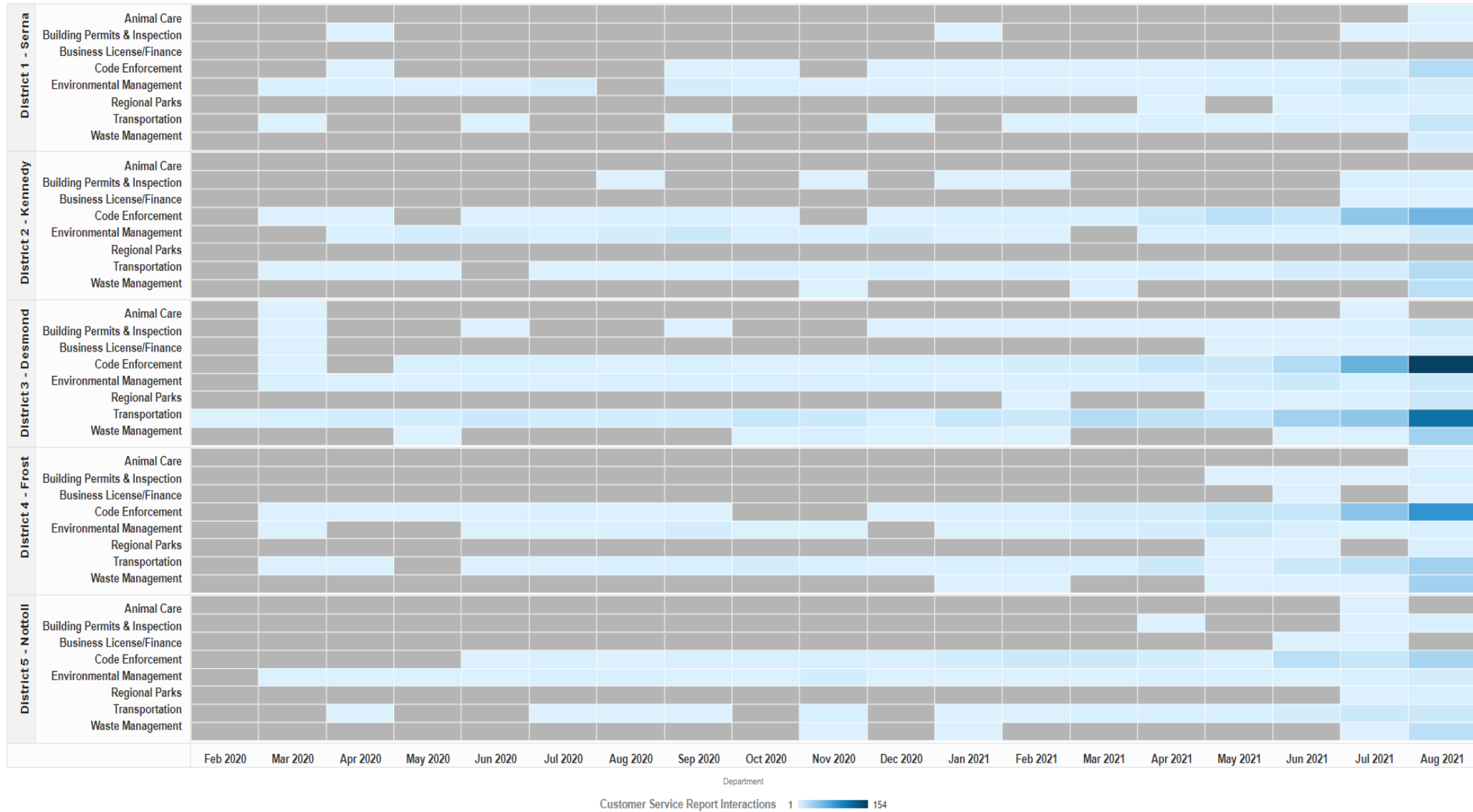
Aging Service Requests by Created Year-Month



# Aging of Open Requests

## Aging Requests by Month Created Per District

Department Aging Service Requests by Created Year-Month Per District



### Dispatch Service Definition

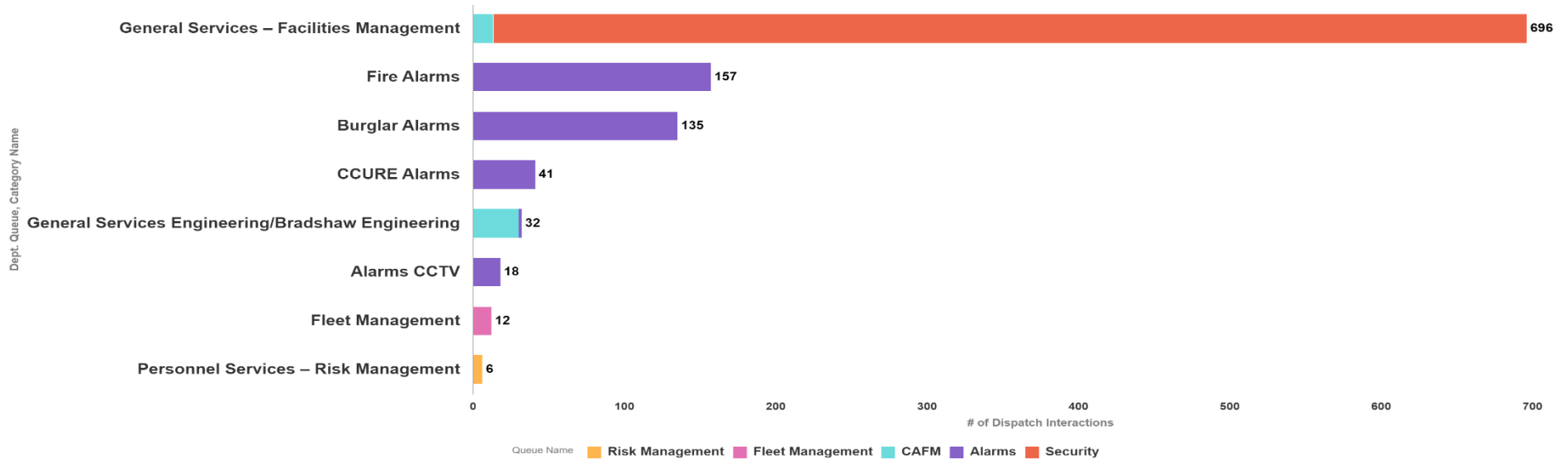
The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides an immediate notification to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

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

# Dispatch Service Request

## Administrative Services

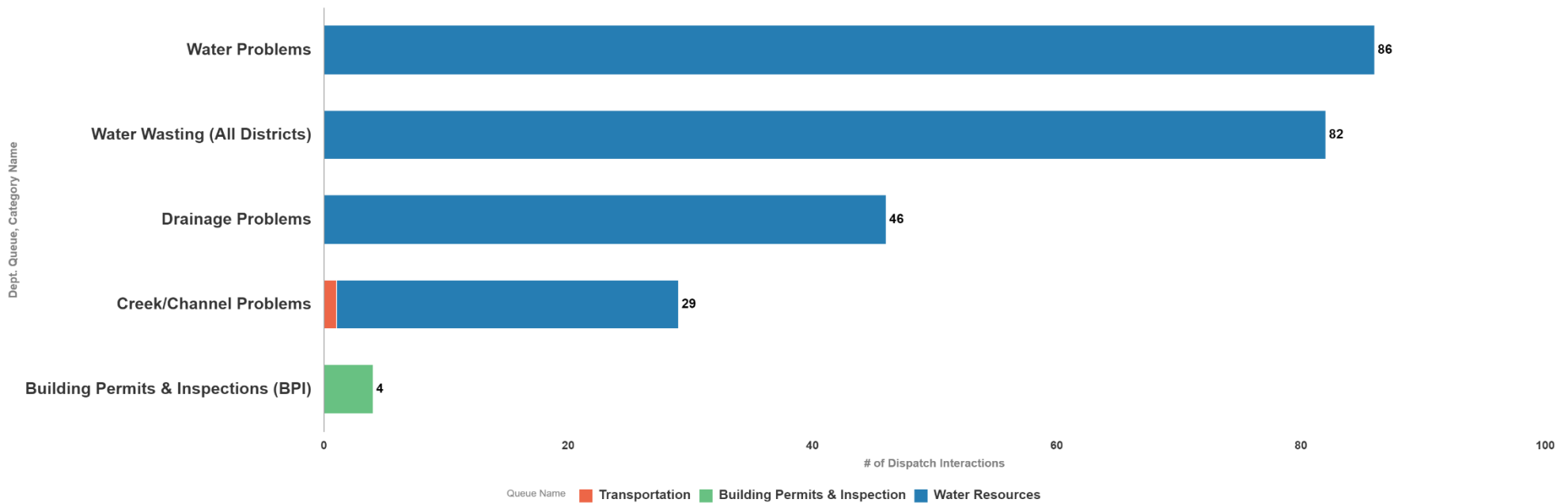


### Service Definitions

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

## Public Works and Infrastructure

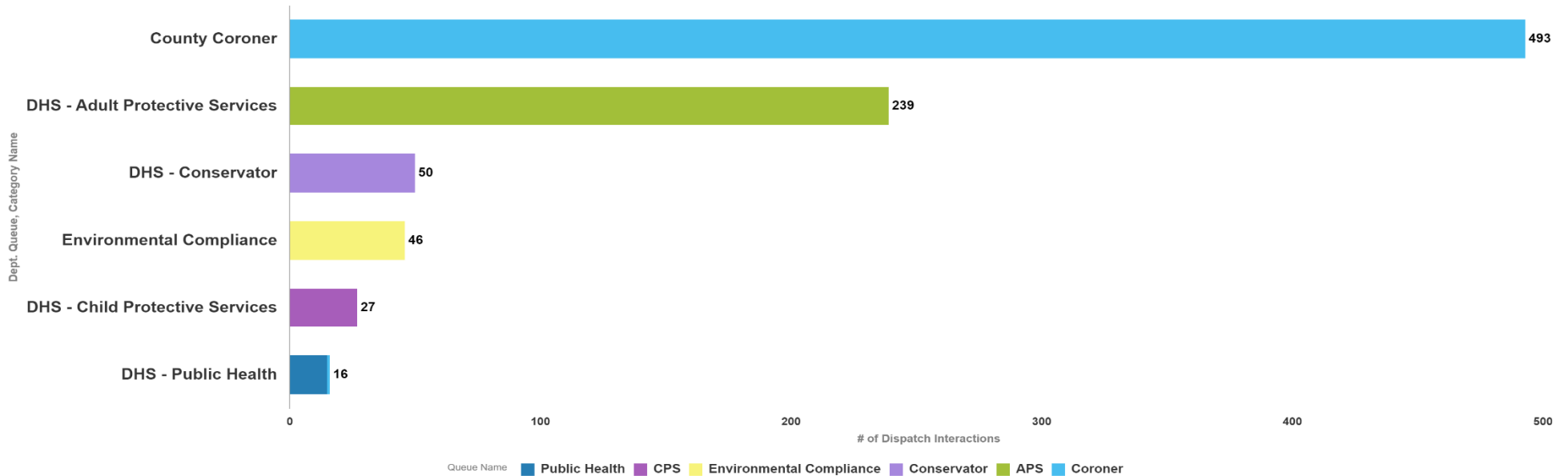


### Service Definitions

Building Permits and Inspections	On-Call Emergency Building Inspections for either Residential or Commercial properties in regards 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

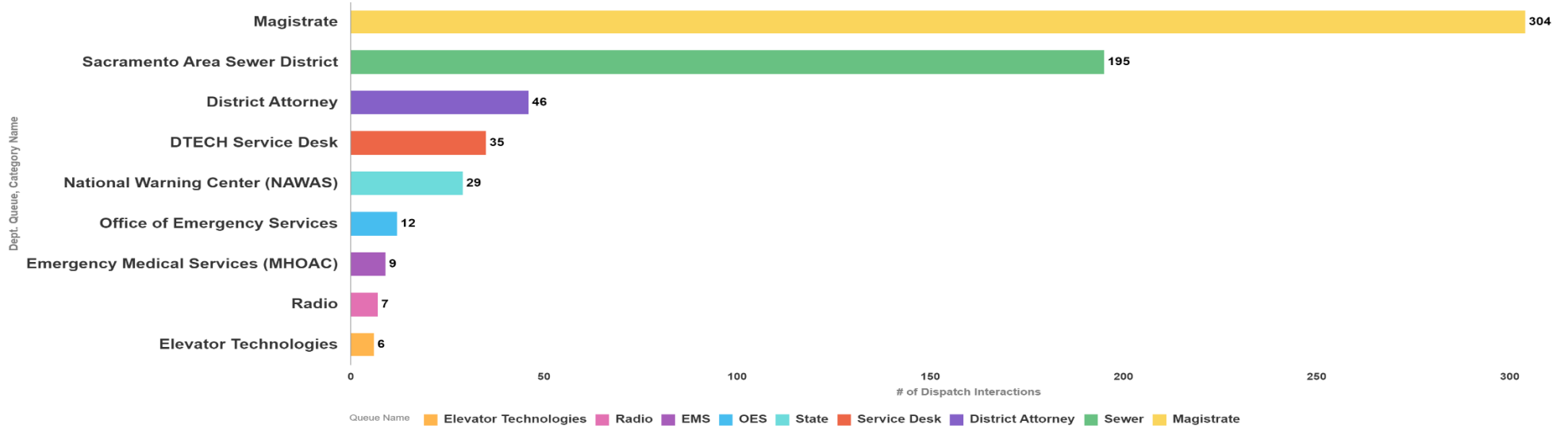


### Service Definitions

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.