



MONTHLY CUSTOMER SERVICE REPORT

November 1, 2021 to November 30, 2021



Office of Customer Service
(916) 875-4311
www.311.saccounty.net

Table of Contents

Department of the Month	1
Monthly Statistics	2
Service Request Interaction Totals (> 10 Requests) by Category	2
Top Service Requests Opened	4
Monthly Interactions Not Closed	10
Board of Supervisor District Information	11
<i>Service Requests Opened by District</i>	11
<i>Service Requests Closed by District</i>	12
<i>Previous Month Comparison of Service Request</i>	13
<i>Board of Supervisor District Analysis</i>	16
Top Service Requests Open by Day	26
Opened/Closed by Department/Division	28
Greater Than 10 Service Requests	29
Average Days to Close Service Requests	30
Number of Service Request Interactions Per Category with Average Days to Close	31
Aging Requests by Month Created Per District	33
Dispatch Service Request	35



Department of the Month

Department: Environmental Management Department

Director: Marie Woodin

Website: <https://emd.saccounty.gov/>

Department Highlights

The Environmental Management Department (EMD) Protects Public Health and the Environment

The Environmental Management Department oversees 34 environmental regulatory programs in Sacramento County, performing over 27,000 inspections each year at approximately 12,000 regulated businesses. These inspections ensure that the public is provided:

- Safe and enjoyable food experiences from restaurants, food trucks, and at community events
- Healthy recreational water fun
- Clean and safe drinking water for those connected to small water systems; and,
- That hazardous chemical waste is stored and handled safely so that releases of hazardous substances into the environment are avoided

During COVID-19's constantly changing health guidance protocols, EMD expanded duties by assisting the Public Health Department with creating, updating and dispersing current health guidance to business owners in an easily understandable format and collaborating with the Sacramento County Economic Development Department. COVID-19 assistance included:

- Sending over 150,000 emails translated into five languages over the course of 18 months
- Working directly with event organizers and performing arts groups to ensure that events, performances, and holiday celebration activities could move forward with the appropriate health and safety protocols
- Doing live industry webinars with Q & A sessions in conjunction with Economic Development to provide updated COVID-19 guidance and financial resource information to businesses

During drought and wildfires, EMD provides aid to impacted residents and businesses. In a recent collaboration with the State Water Board, EMD assisted individuals experiencing dry wells by connecting them to financial resources and enlisting other agencies who can potentially help homeowners repair the dry wells.

- Due to the devastating Dixie Fire, EMD staff provided Mutual Emergency Aid at the request of Plumas County. Staff assisted with damage assessment, which included GIS mapping of damage-assessed properties and checking for hazardous materials releases and propane tank damage.

We have over 100 staff who are committed to ensuring the protection of public health and the environment through education and inspection efforts.

One restaurant owner told an inspector:

"You gave me a yellow placard many years ago, but through that experience, I learned so much about food safety practices."

Additionally, an auto shop owner called after a recent inspection to compliment the inspector:

"Most awesome Dude. Very helpful, very kind, nice, and very thoughtful. Spectacular guy, it was a very good experience."

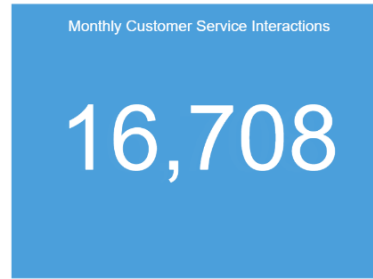
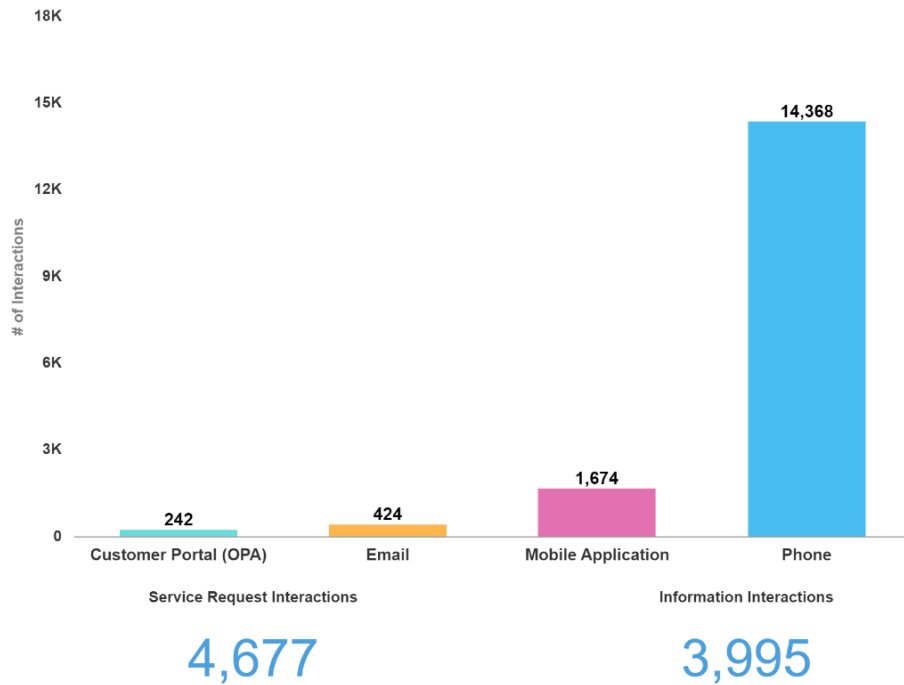
A pool plan review customer said of an EMD staff member:

"She is a pleasure to work with... impressed by her thorough reviews and great customer service!"

EMD is dedicated to providing training, outreach, education, inspection, and enforcement to protect public health and the environment through integrity, teamwork, and commitment to customer service.

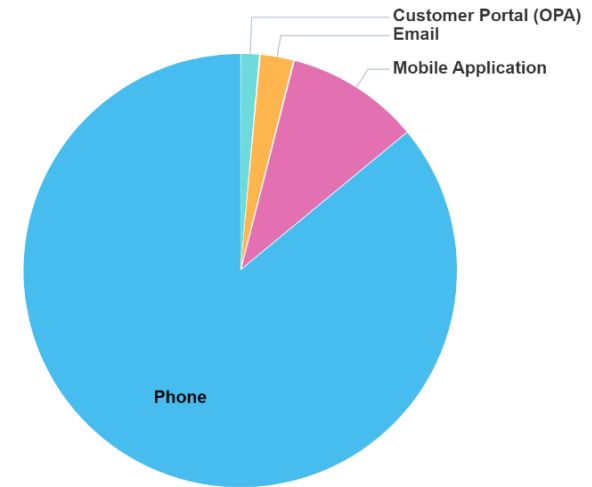
Monthly Statistics

Monthly Interactions by Source



Incident Source Name	Service Request Map Count
Customer Portal (OPA)	242
Email	424
Mobile Application	1,674
Phone	14,368

Monthly Interactions by Source



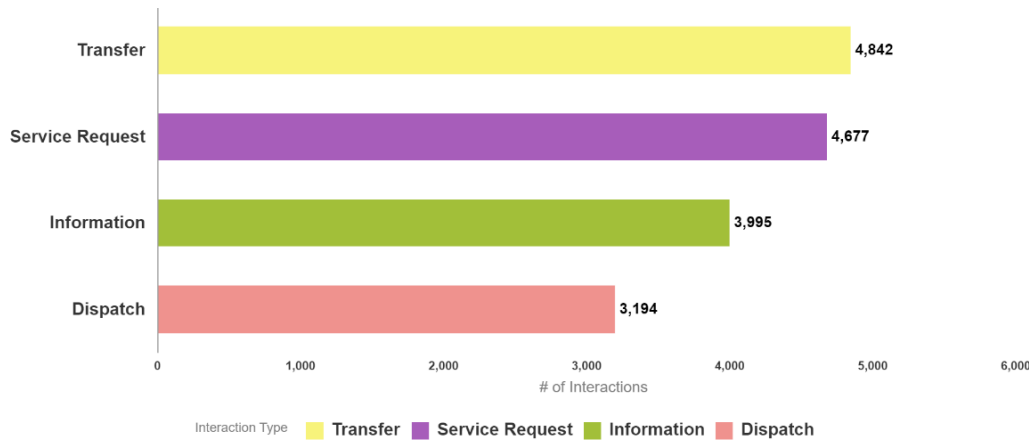
Transfer Interactions

4,842

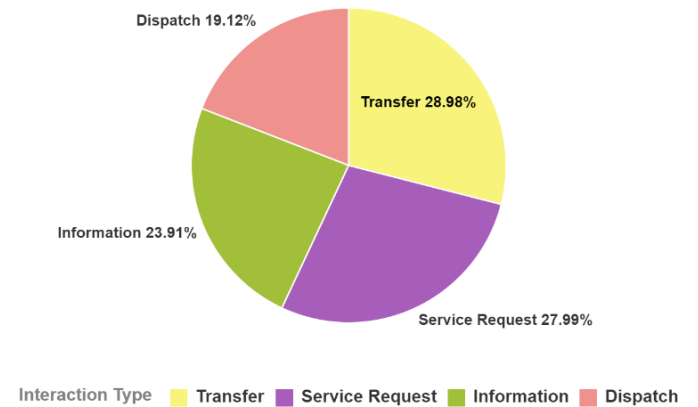
Dispatch Interactions

3,194

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
Missed Service, Garbage	783
Illegal Dumping, Illegal Dumping	547
Missed Service, Green Waste	295
Missed Service, Recycle	278
Pavement/Pothole, Pothole/Chuckhole Repair	200
Missed Service, Neighborhood Clean Up (NCU)	120
Stray, Roam	108
Investigation, Barking (Dogs Only)	107
Owned, Aggressive	80
Dead Animal, Roadside	71
Notify Supervisor, Garbage	68
Shopping Cart by Vendor, Shopping Cart by Vendor	64
Private Property Complaint, Junk/Rubbish	61
Investigation, Negligence	60
Abandoned Vehicles, Inoperable	53
Dead Animal, Wild	53
Sidewalk, Curb, Gutter, and Sidewalk Repair	52
Owned, Nuisance (No Cats)	49
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	48

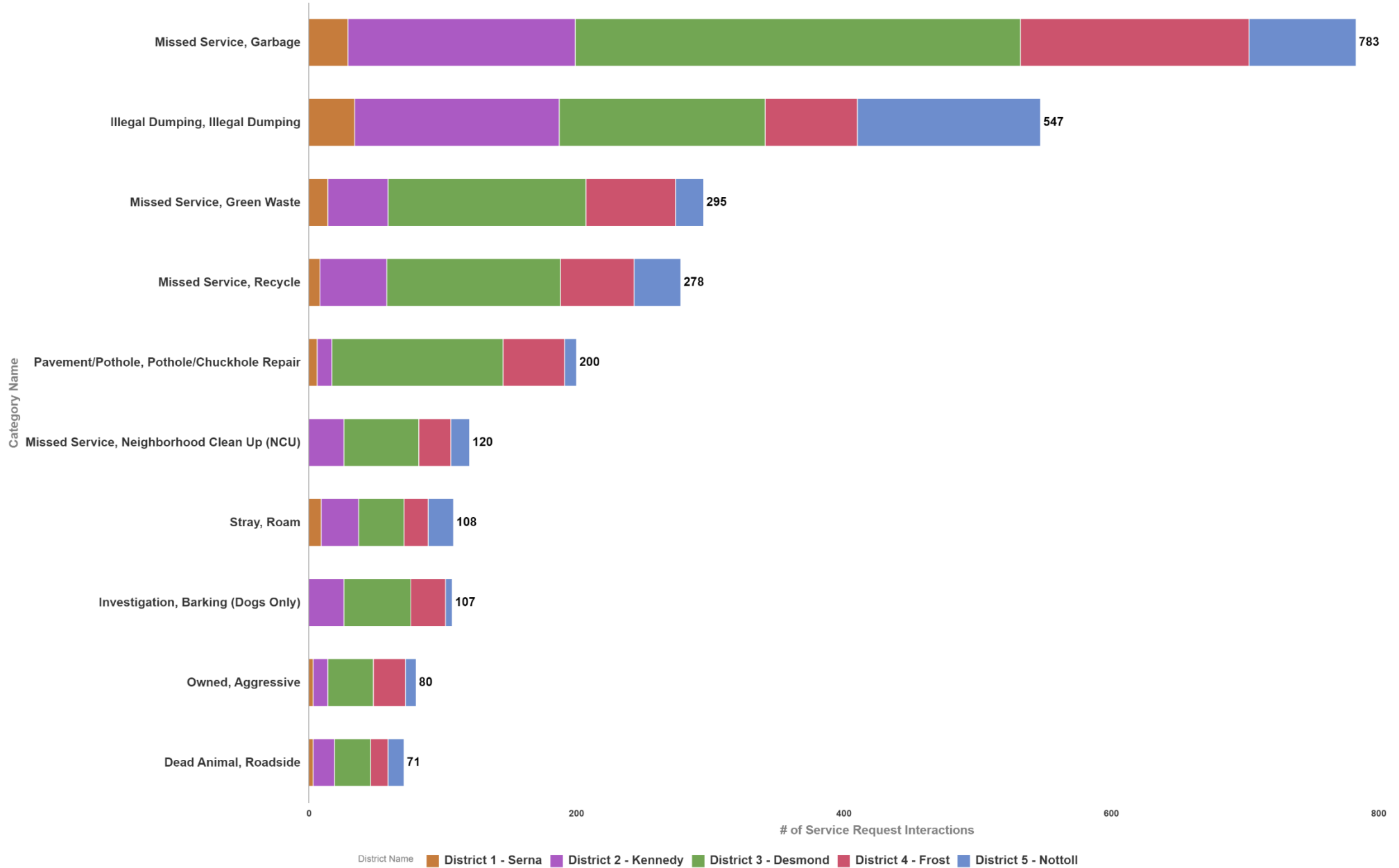
Cat2, Cat3	Customer Service Report Interactions
Stray, Injured	47
Dead Animal, Domestic	45
Traffic Sign, Non-Emergency	45
Street Lights, Light Out	44
Environmental Health (All Jurisdictions), Food Facility Complaint	43
Trash and Debris, Trash and Debris	42
Stray, Aggressive	35
Wild, Injured	35
Stray, Confined	34
Assist (On-Scene Only), Police/Sheriff	33
Dead Animal, In Traffic	33
Zoning, Other	30
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	29
Stray, Traffic	29
Encroachment Violation, Basketball Hoop/Garbage Cans	28
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	27
Private Property Vehicle, Parked on Lawn	26
Sweeper Request, Sweeper	26

Cat2, Cat3	Customer Service Report Interactions
Notify Supervisor, Recycle	25
Graffiti, Public Right-of-Way	24
Missed Service, Non-Regular Service	24
Missed Sweeper Request, Missed Sweeper Request	24
Pavement/Pothole, Paving Needs on Street	24
Abandoned Vehicles, Dismantled	22
Ditches/Culverts, Culvert/Pipe Repair or Cleaning	22
Traffic Signal, Flashing Red	22
Illegal Camp, Occupied	21
Notify Supervisor, Supervisor Dispute NCU	21
Abandoned Vehicles, Wrecked	20
Traffic Signal, Cycling/Detection Problem	20
Investigation, Cruelty	19
Private Property Vehicle, Non-Operable (Commercial Included)	19
Stray, Sick	18
Calendar Request, Calendar Request	17
Graffiti, Private Property	17
Stray, Tied	17

Cat2, Cat3	Customer Service Report Interactions
Maintenance Request, Maintenance Request	16
Stray, Vet/Business Confined	16
Private Property Complaint, Vacant, Unmaintained	15
Traffic Investigations, Request	15
Traffic Sign, New Sign Request	15
Investigation, Abandoned Animal	14
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	14
Investigation, Bite - NOT Happening NOW	13
Environmental Health (All Jurisdictions), Commercial Noise Complaint	12
Wild, Sick	11
Ditches/Culverts, Ditch Cleaning	10
Notify Supervisor, Green Waste	10
Sub-Standard Housing, Other	10

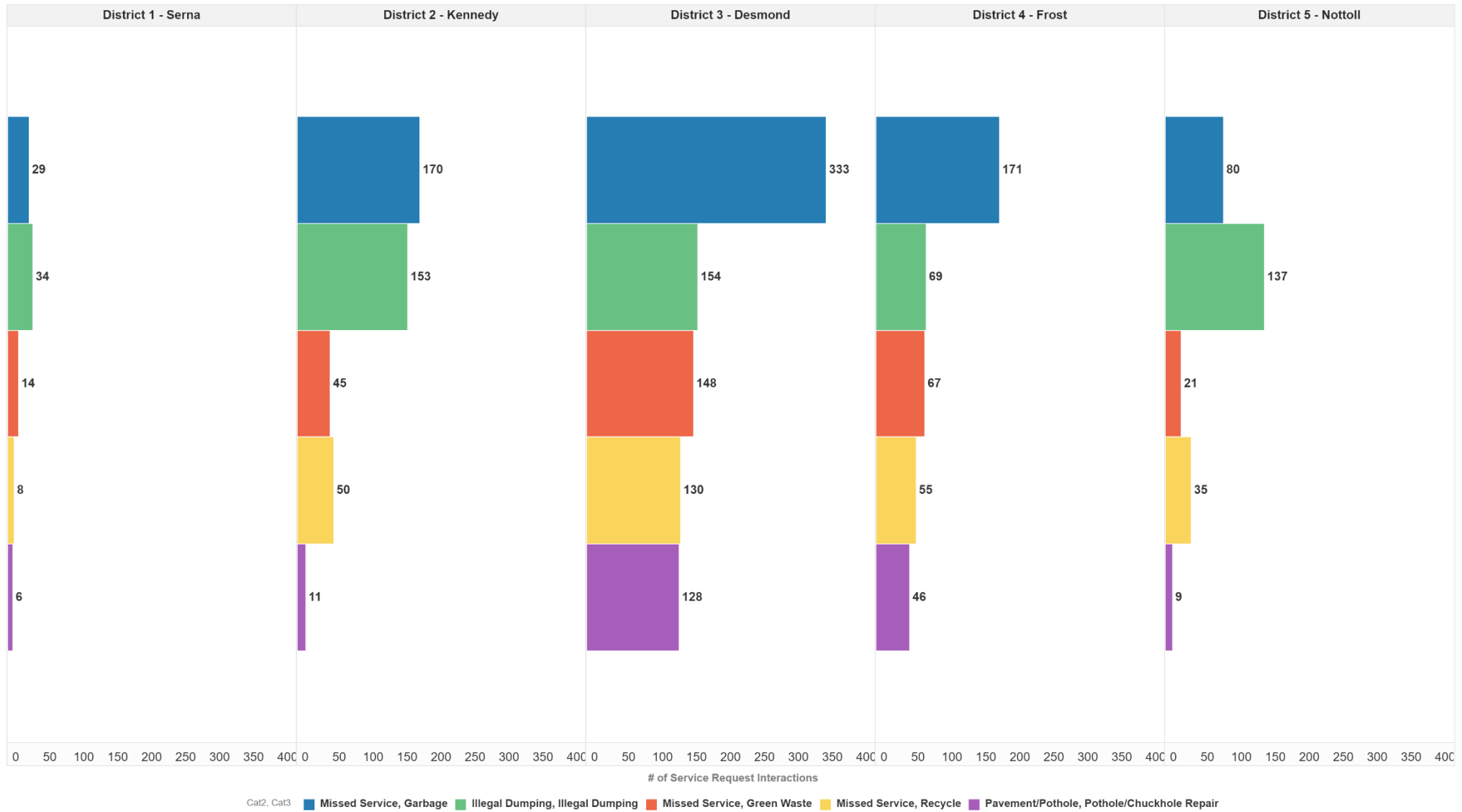
Top Service Requests Opened

Top 10 Service Requests Categories Opened | With Districts



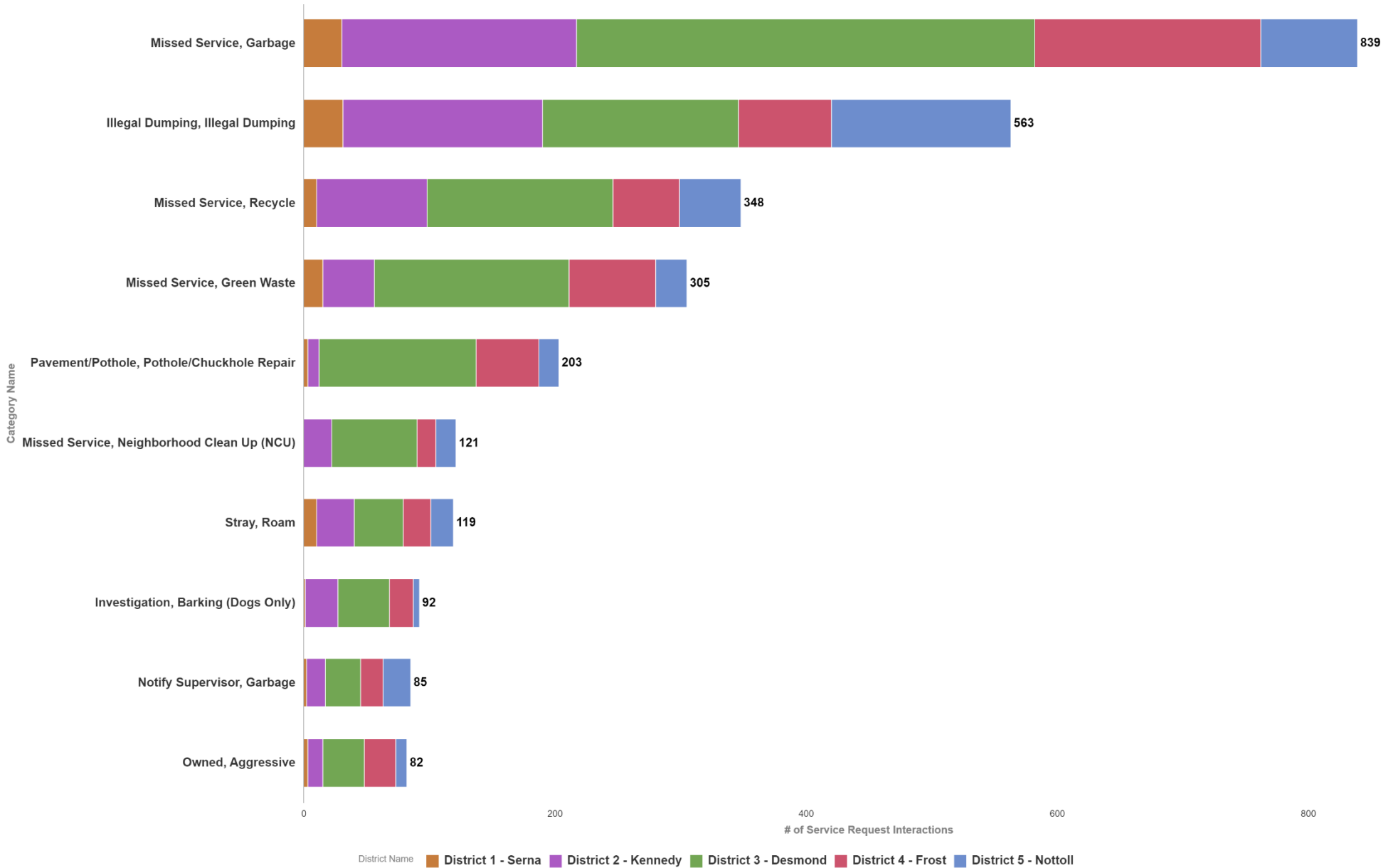
Top Service Requests Opened

Top 5 Service Requests Opened | by Districts



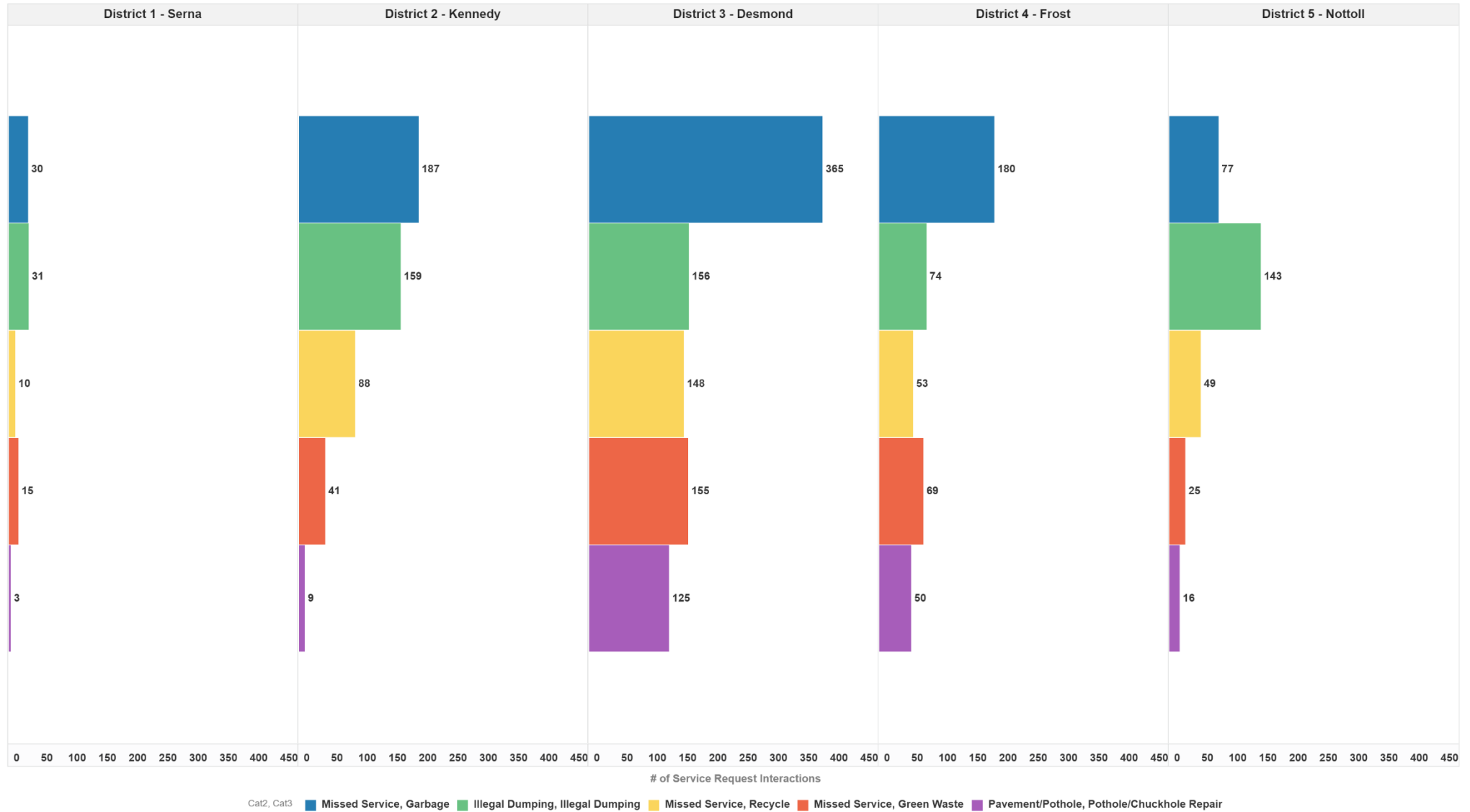
Top Service Requests Closed

Top 10 Service Requests Categories Closed | With Districts



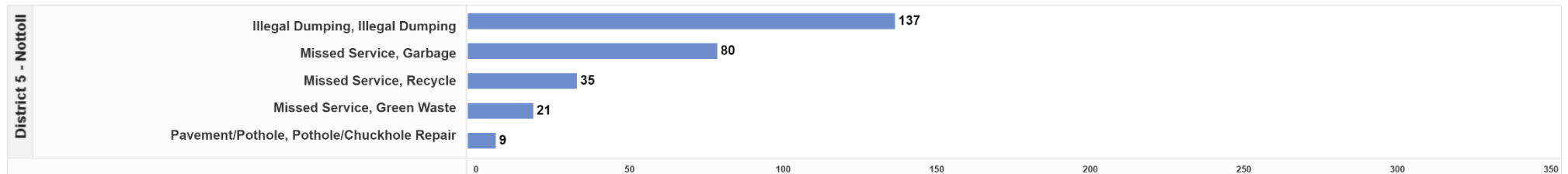
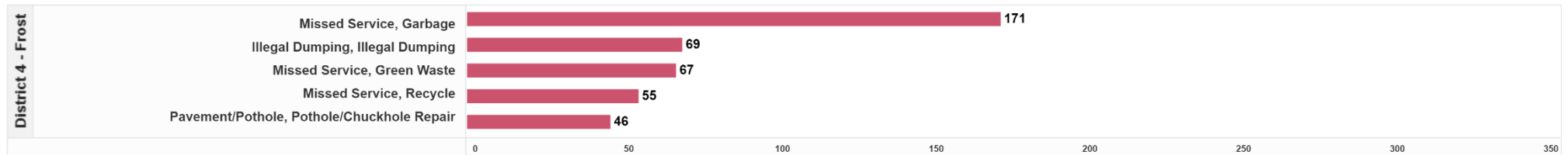
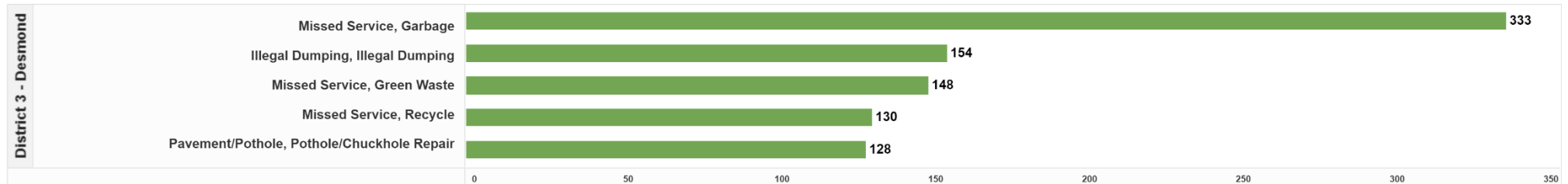
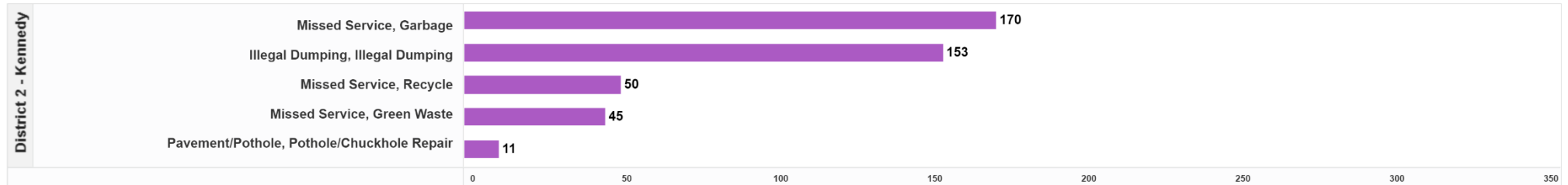
Top Service Requests Closed

Top 5 Service Requests Categories Closed | by Districts



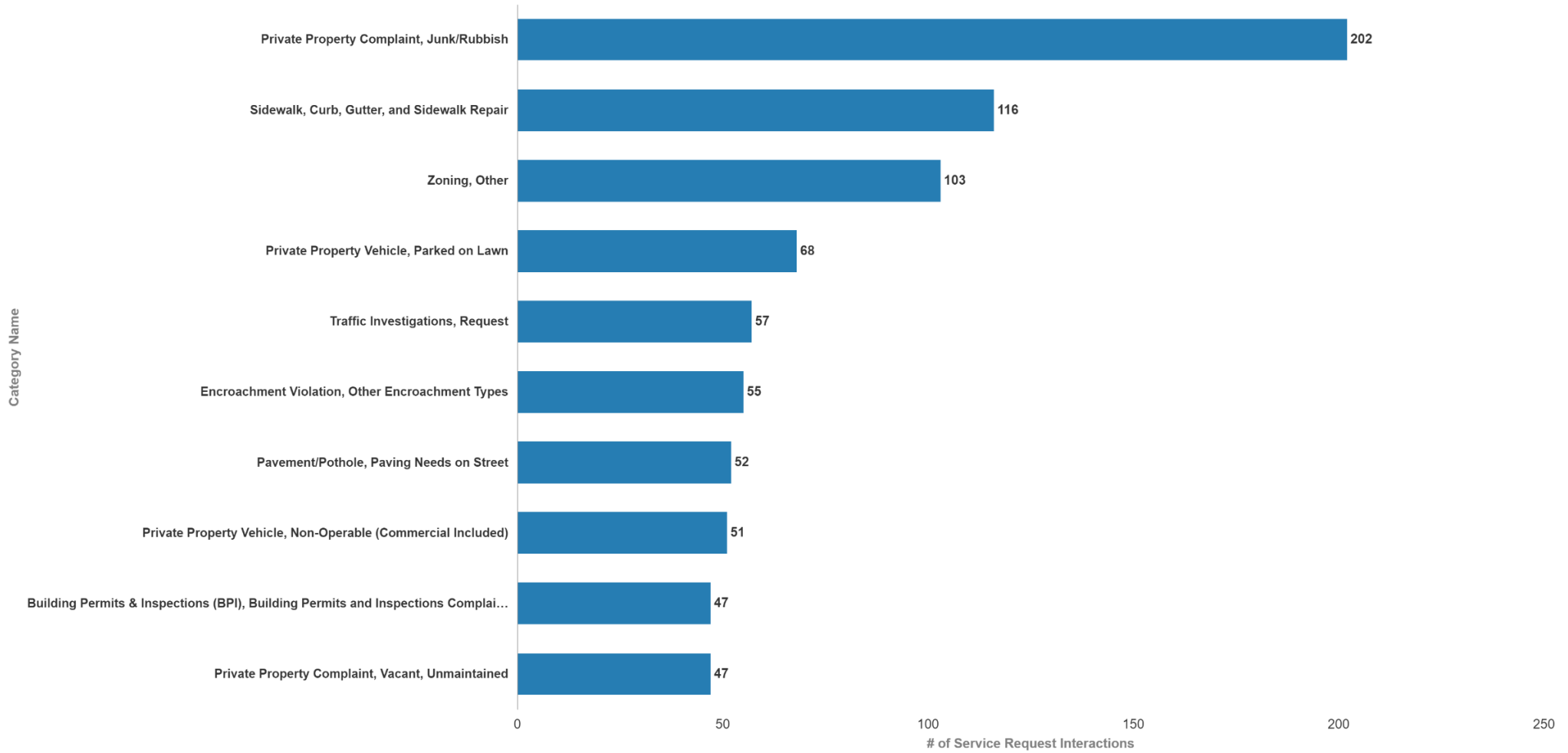
Top Unresolved Service Request

Top Unresolved Service Request Categories | by Districts



Top Unresolved Service Request

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through November 30th

2,117

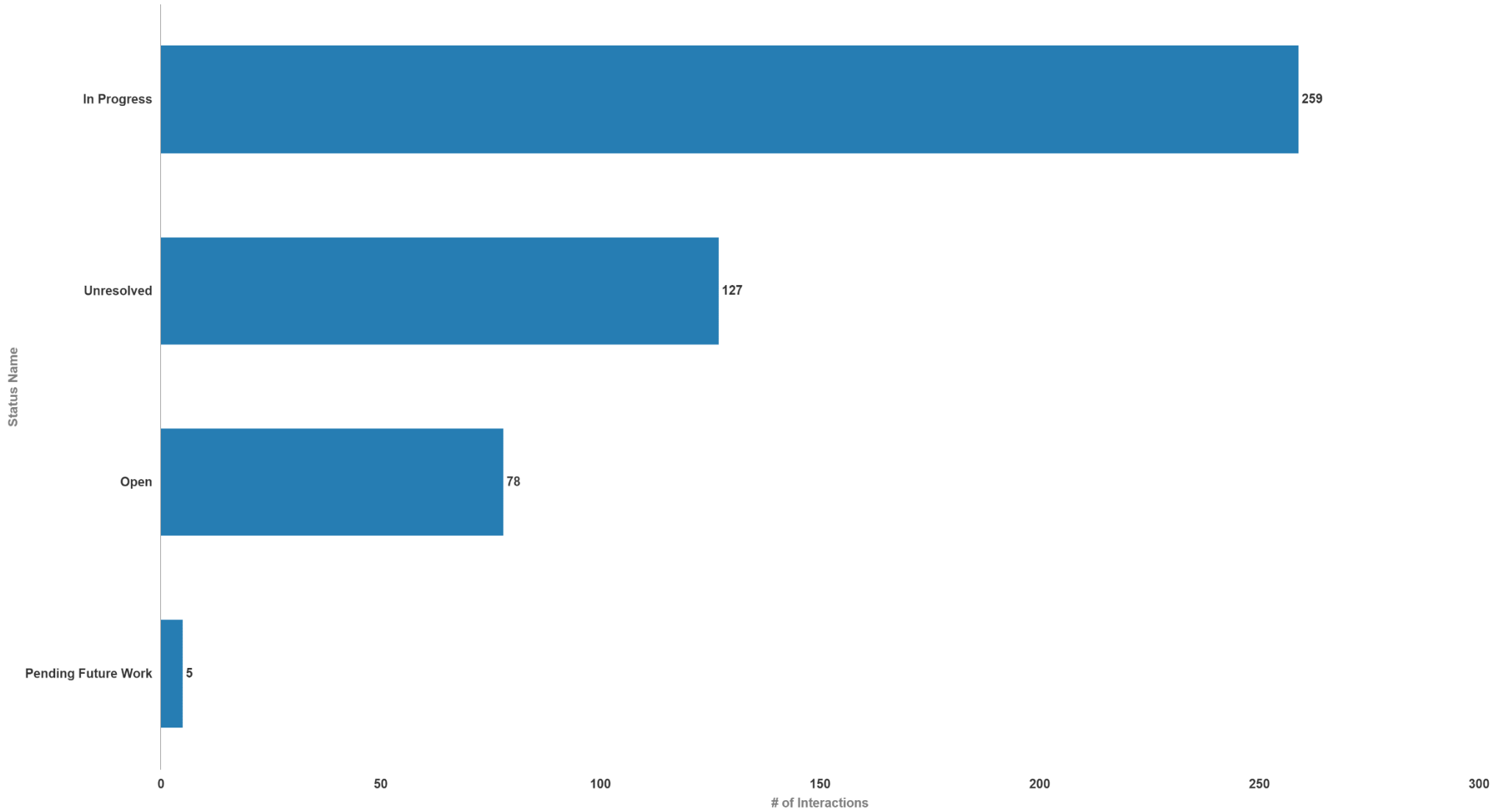
Interactions Closed this Month

17,180

Monthly Interactions Not Closed

469

Monthly Interactions Not Closed by Status



Board of Supervisor District Information

Service Requests Opened by District

November 2021

Monthly Service Request Interactions Opened

4,677

District 1 Serna

211

Service Request Interactions

District 2 Kennedy

875

Service Request Interactions

District 3 Desmond

2,034

Service Request Interactions

District 4 Frost

909

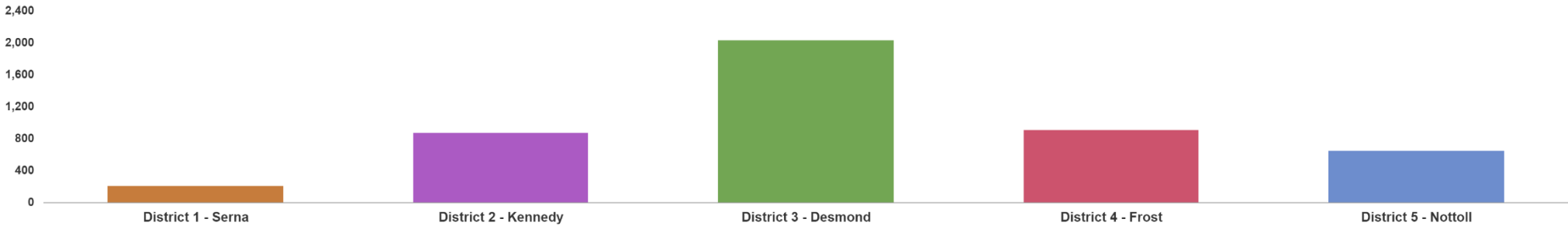
Service Request Interactions

District 5 Nottoll

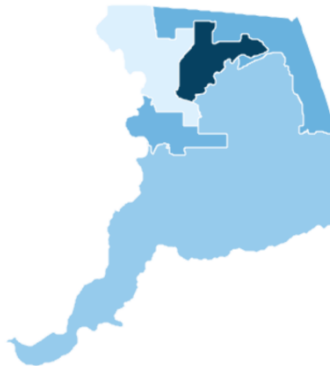
648

Service Request Interactions

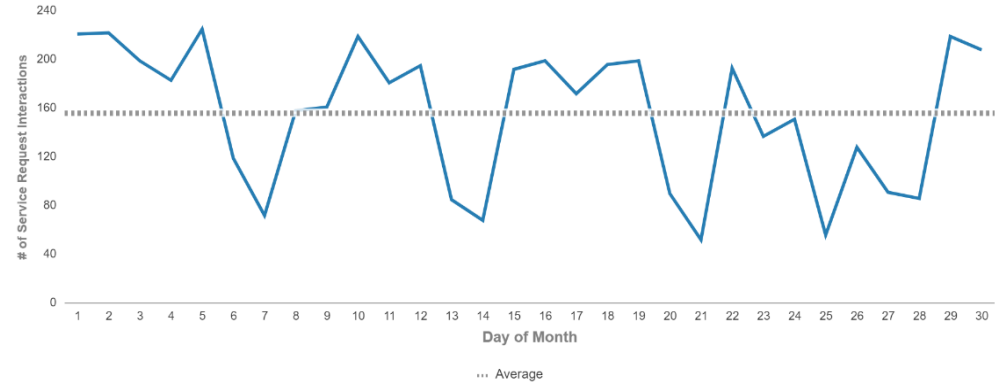
Service Request Interactions by District



Service Request Interactions by District Map



Service Request Interactions Created by Day of Month



Board of Supervisor District Information

Service Requests Closed by District

November 2021

Monthly Service Request Interactions Closed

5,069

District 1 Serna
236
Service Request Interactions

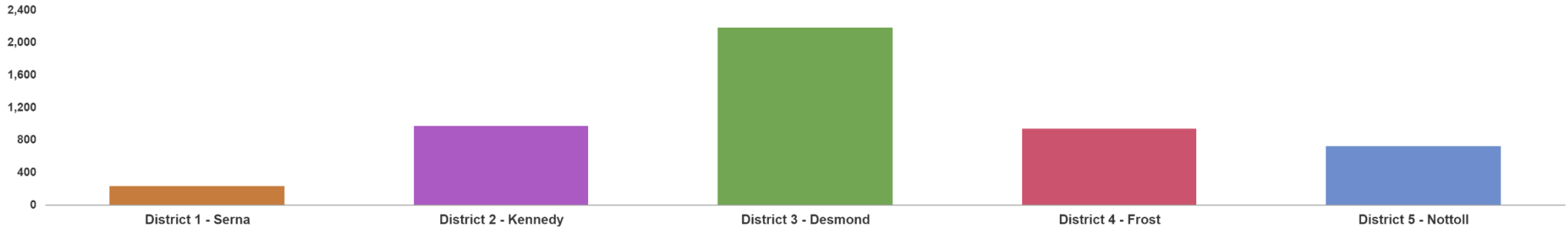
District 2 Kennedy
976
Service Request Interactions

District 3 Desmond
2,189
Service Request Interactions

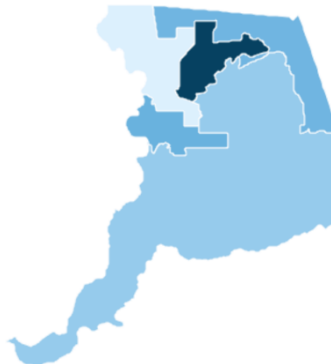
District 4 Frost
942
Service Request Interactions

District 5 Nottoll
726
Service Request Interactions

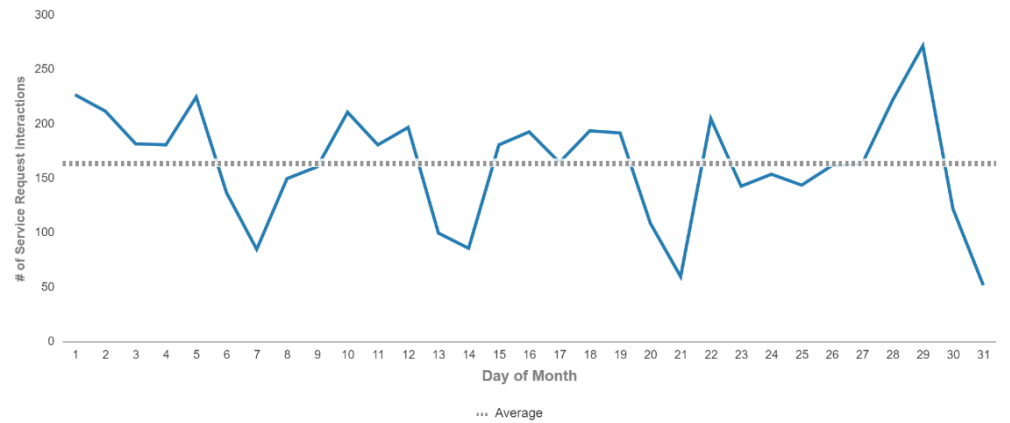
Service Request Interactions by District



Service Request Interactions by District Map

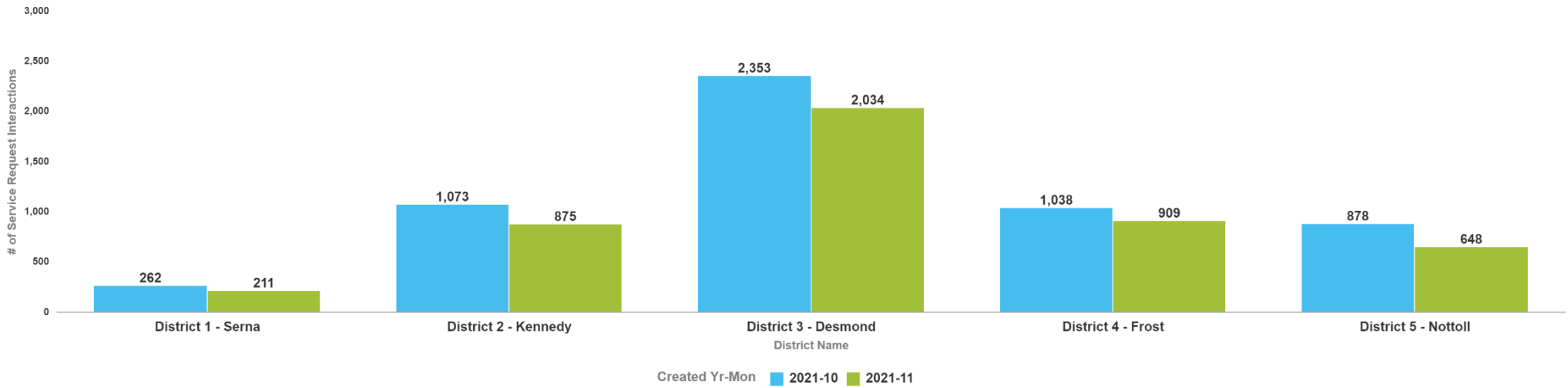


Service Request Interactions Closed by Day of Month

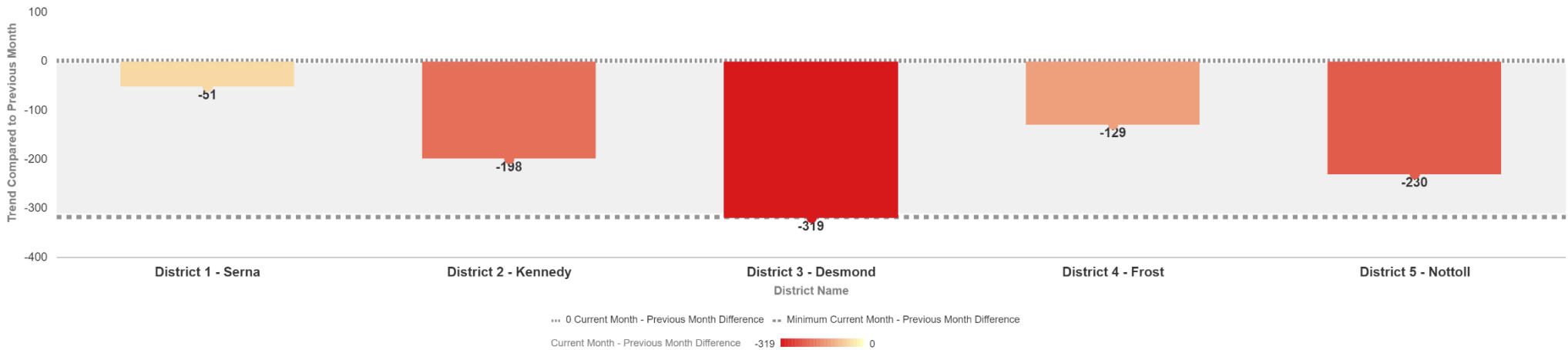


Board of Supervisors District Information

Previous Month Comparison of Service Request



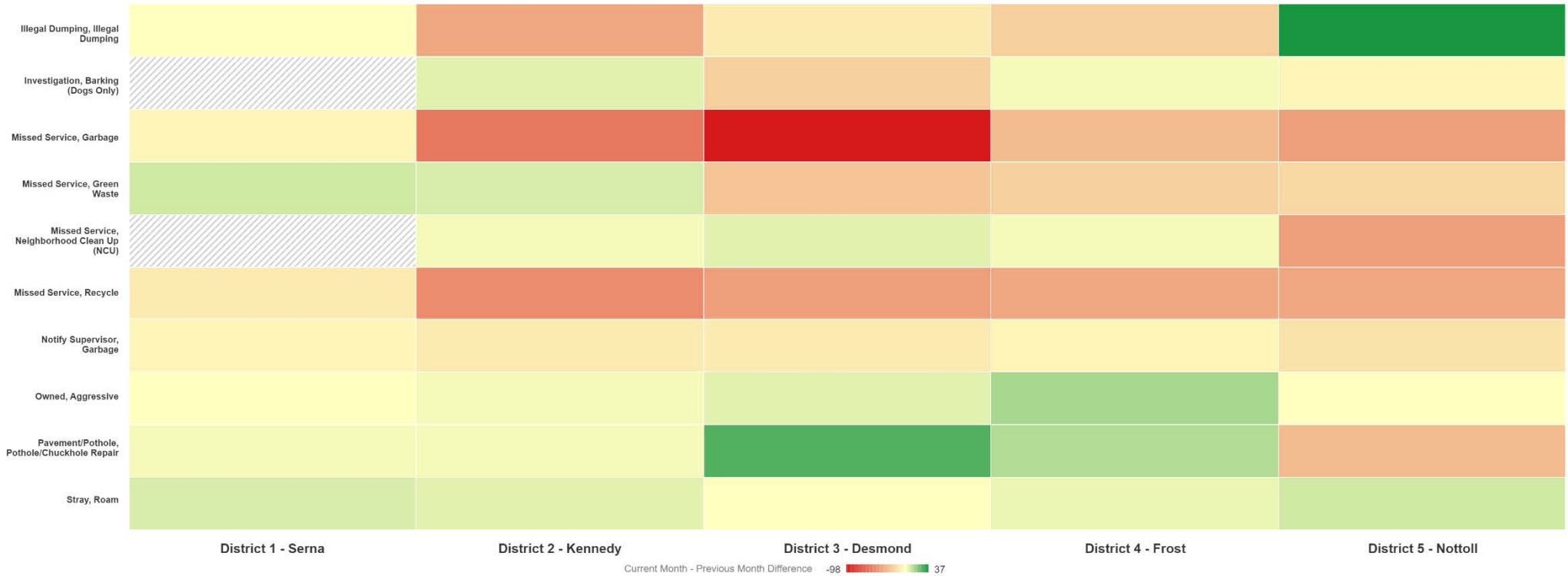
Previous Month Trend of Service Request Interactions Per District



Previous Month Comparison (continued)

District Name	2021-10	2021-11
	Service Request Map Count	Service Request Map Count
District 1 - Serna	262	211
District 2 - Kennedy	1,073	875
District 3 - Desmond	2,353	2,034
District 4 - Frost	1,038	909
District 5 - Nottoll	878	648

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	
Stray, Roam	6	4	0	3	7	20
Owned, Aggressive	-1	1	5	14	0	19
Pavement/Pothole, Pothole/Chuckhole Repair	1	1	27	12	-28	13
Investigation, Barking (Dogs Only)		5	-19	2	-4	-18
Illegal Dumping, Illegal Dumping	-2	-37	-10	-21	37	-33
Missed Service, Neighborhood Clean Up (NCU)		2	4	1	-40	-37
Notify Supervisor, Garbage	-4	-7	-9	-6	-11	-37
Missed Service, Green Waste	7	6	-26	-19	-17	-49
Missed Service, Recycle	-8	-49	-42	-36	-36	-171
Missed Service, Garbage	-3	-59	-98	-30	-40	-230
Grand Total	-10	-133	-168	-80	-132	-523

Board of Supervisor District Analysis

District 1

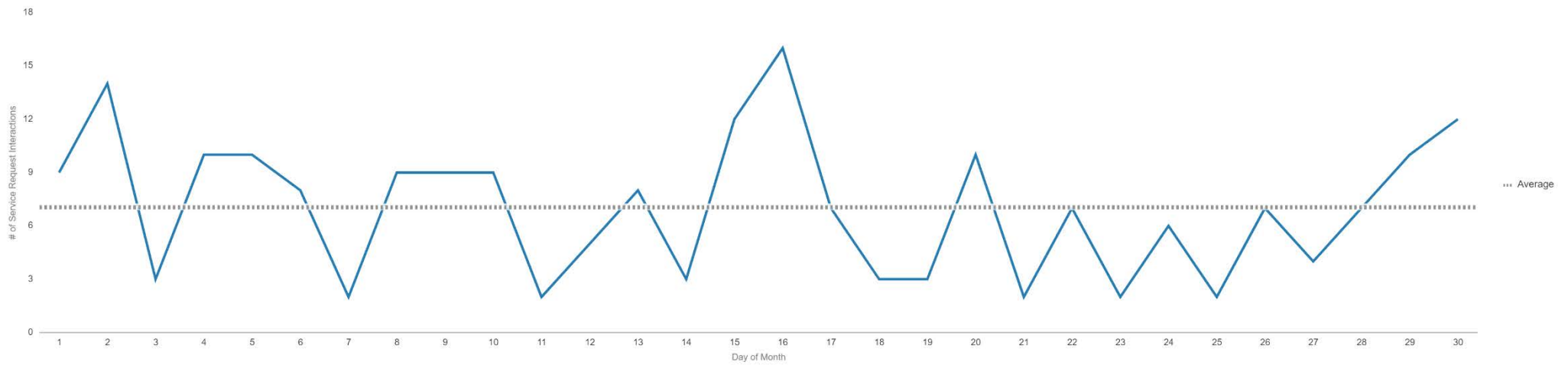
Service Requests Created

211

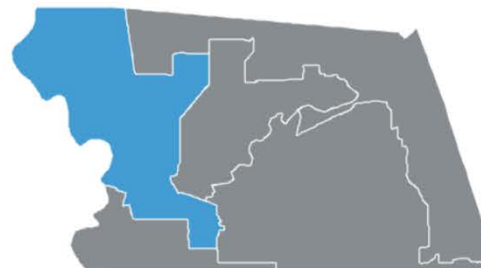
Service Requests Closed

158

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions

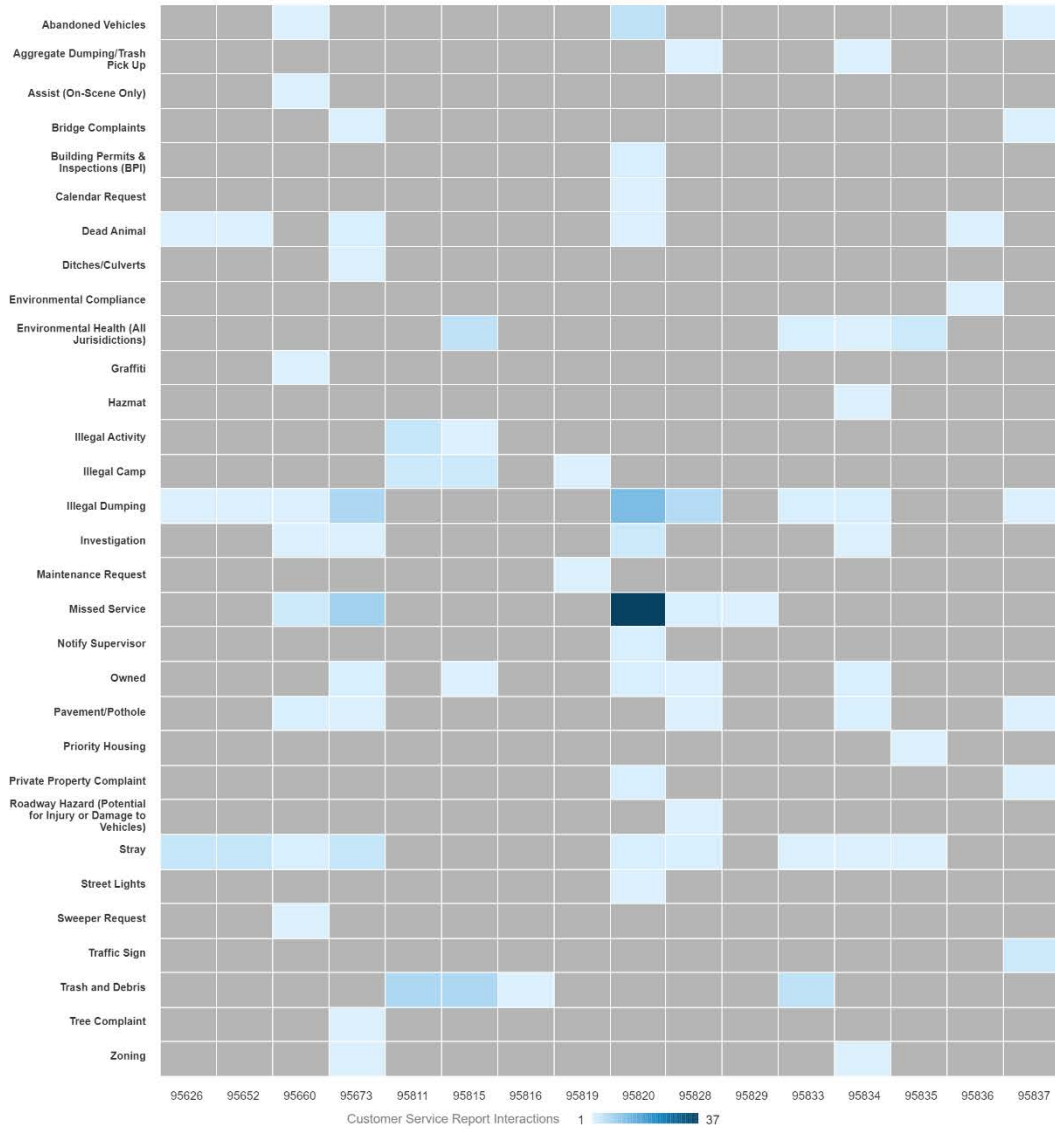


of Service Requests
211 211

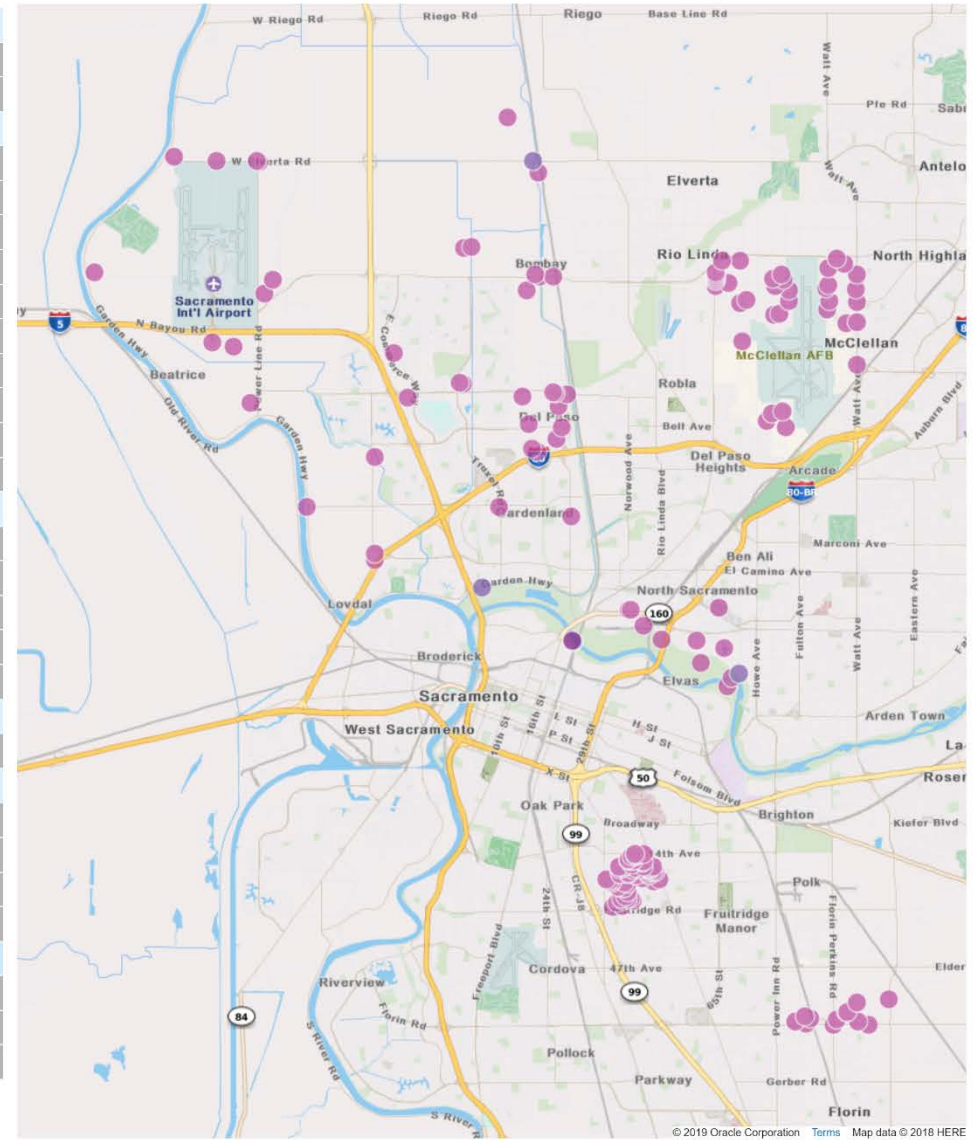
Board of Supervisor District Analysis

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

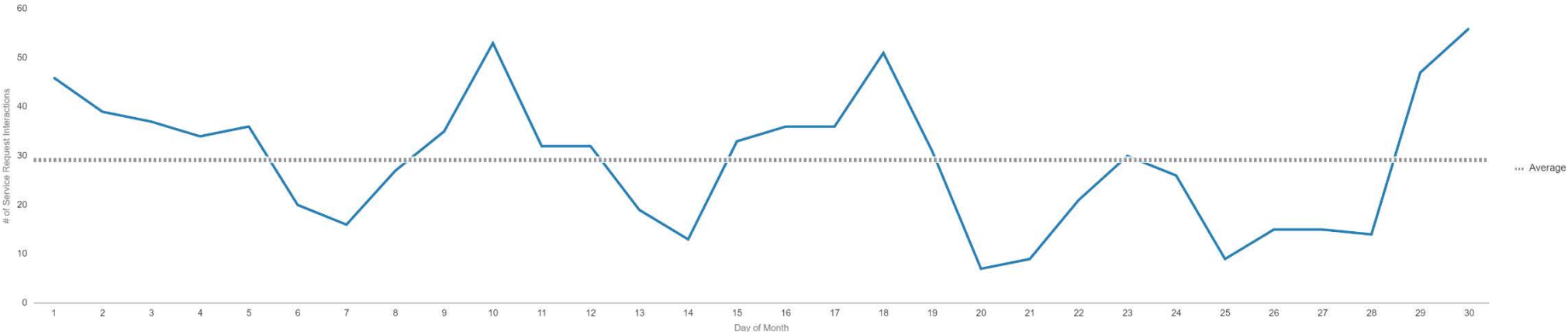
Service Requests Created

875

Service Requests Closed

723

Service Request Interactions Created by Day of Month



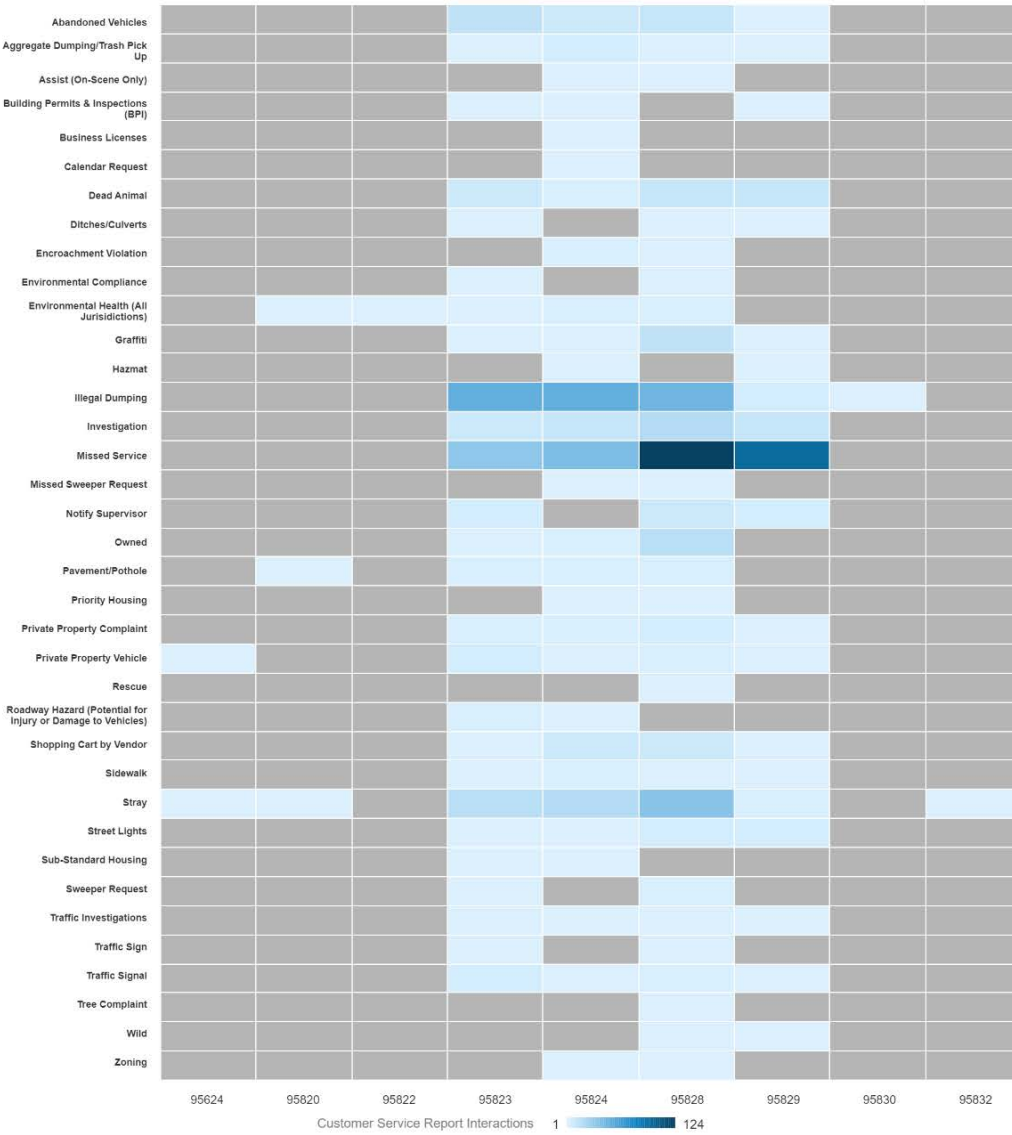
District Name, Customer Service Report Interactions



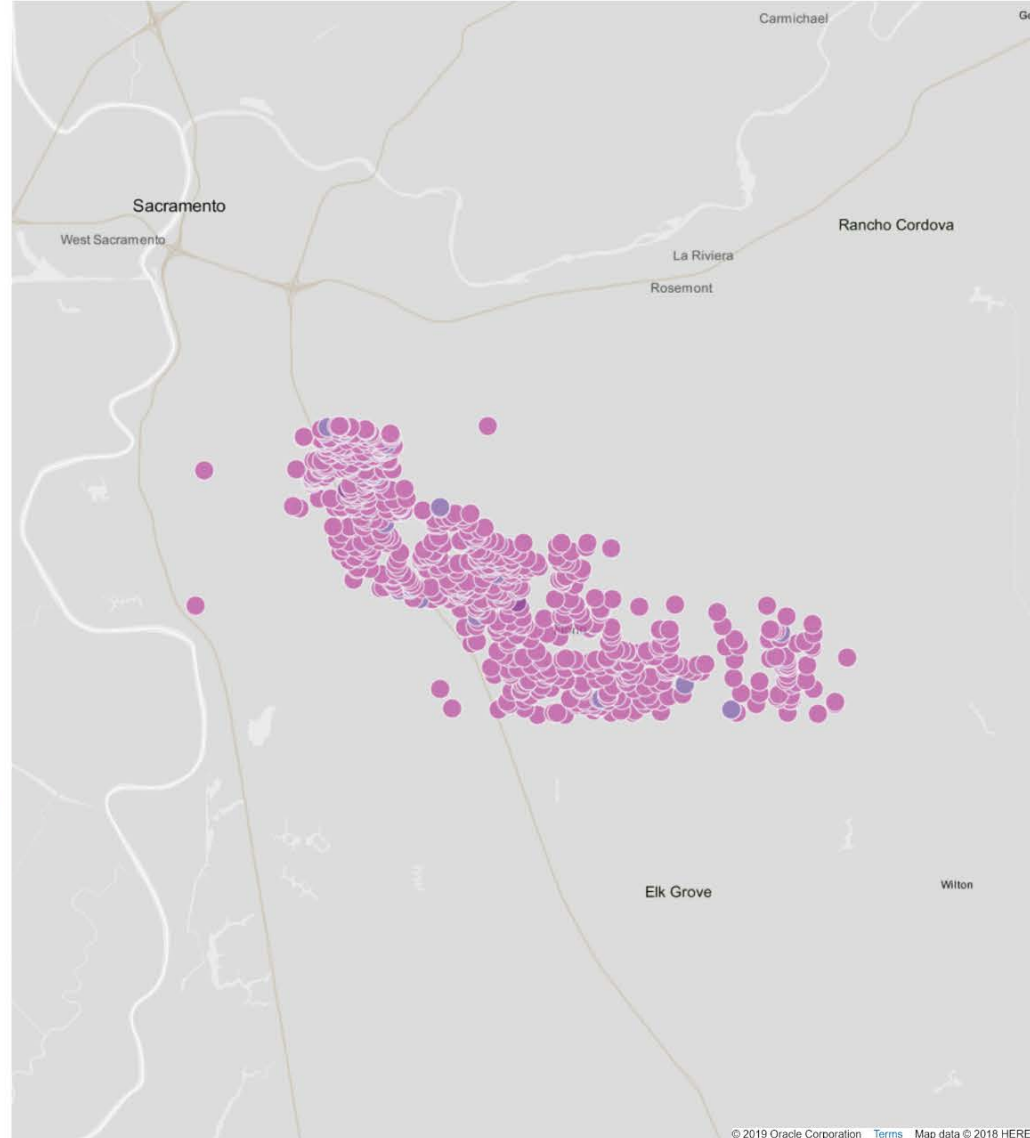
Board of Supervisor District Analysis

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

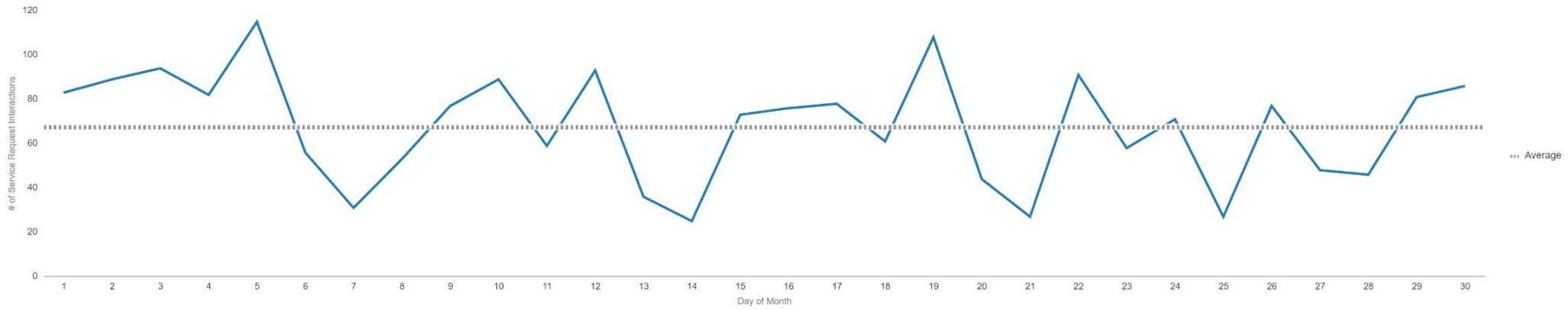
Service Requests Created

2,034

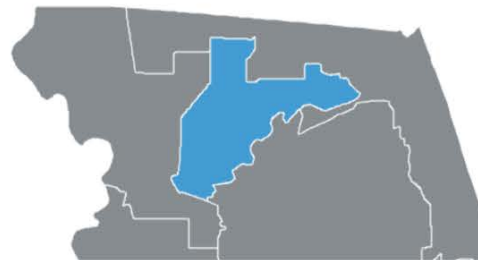
Service Requests Closed

1,617

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions

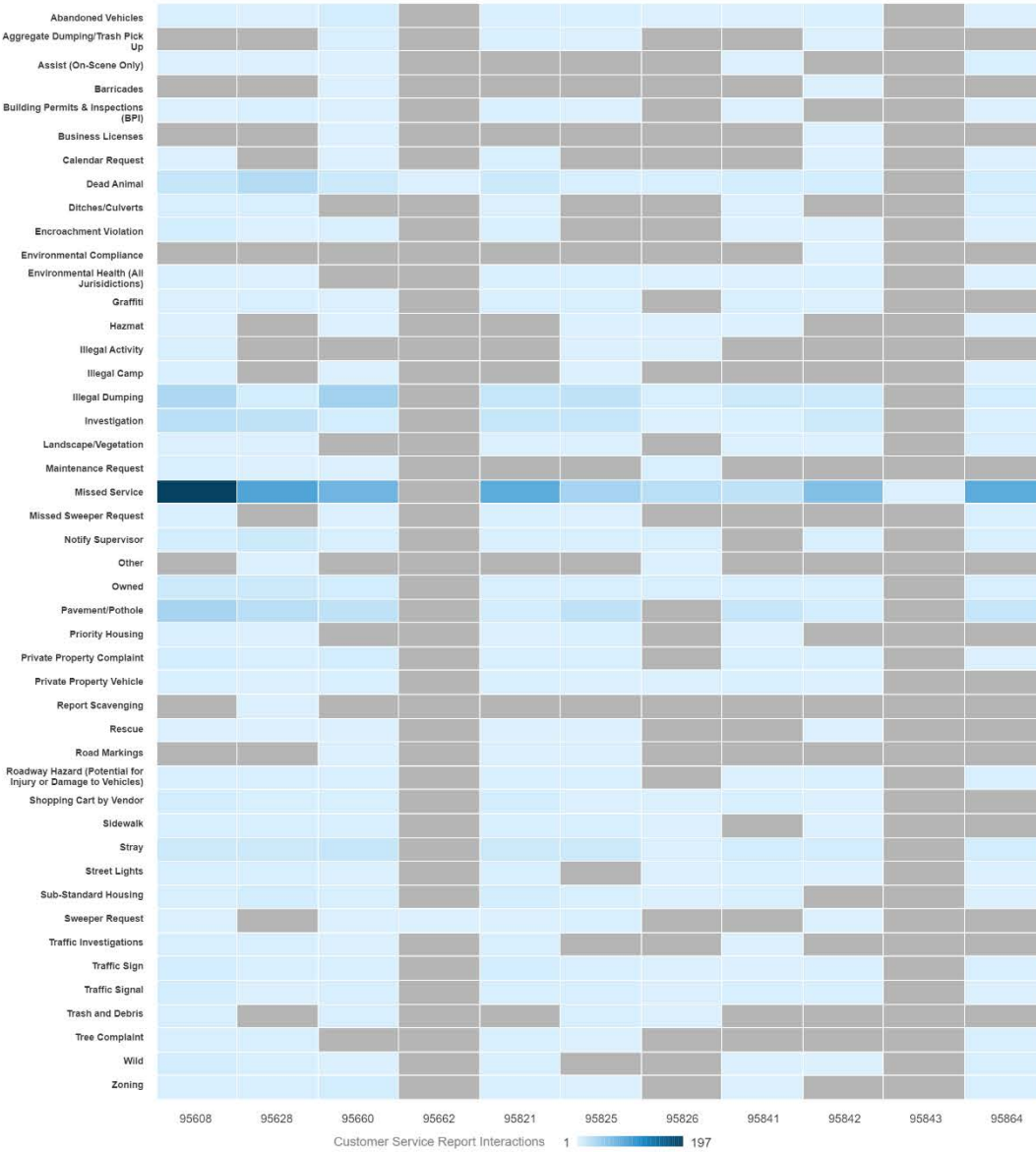


of Service Requests
2.034K 2.034K

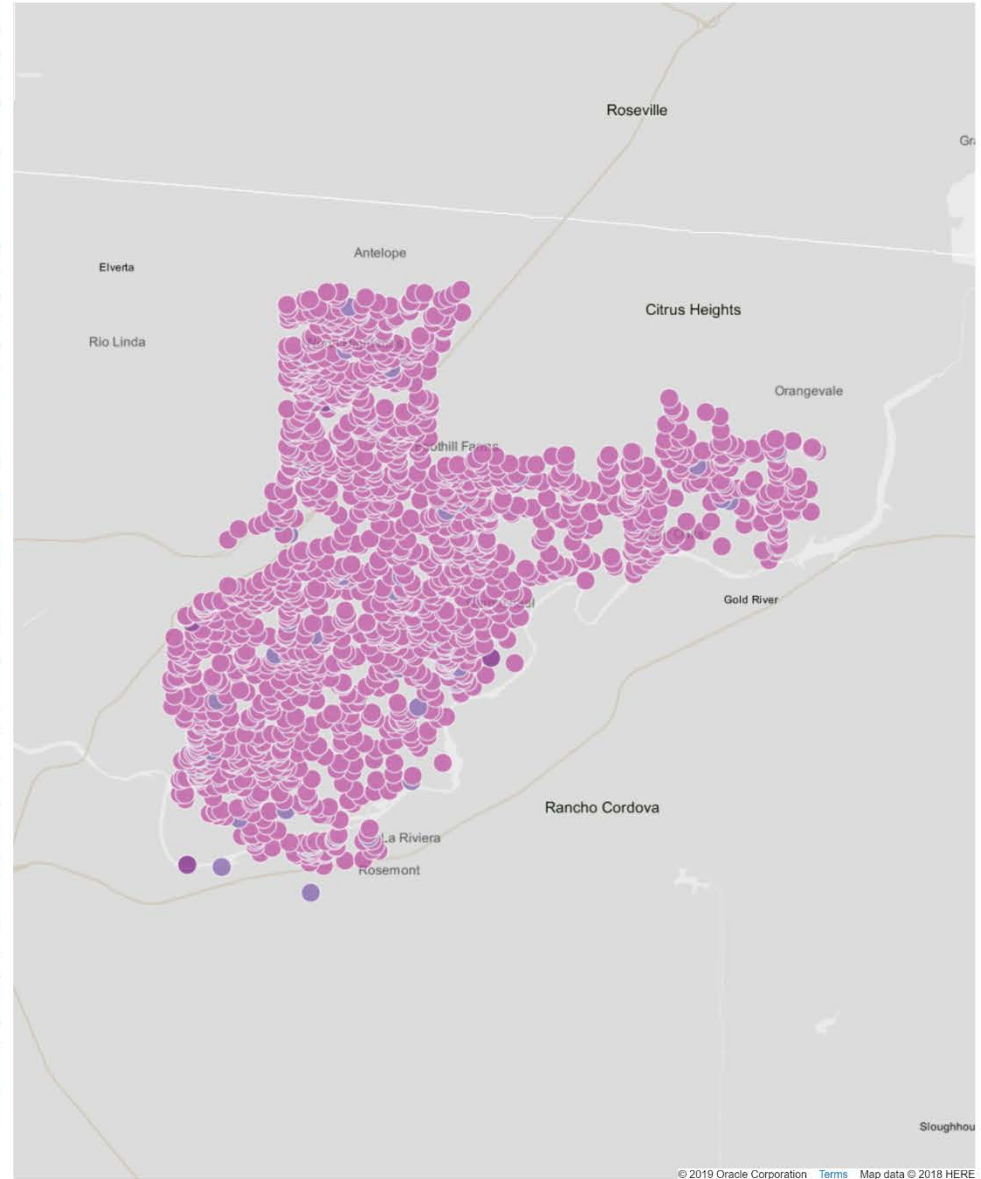
Board of Supervisor District Analysis

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

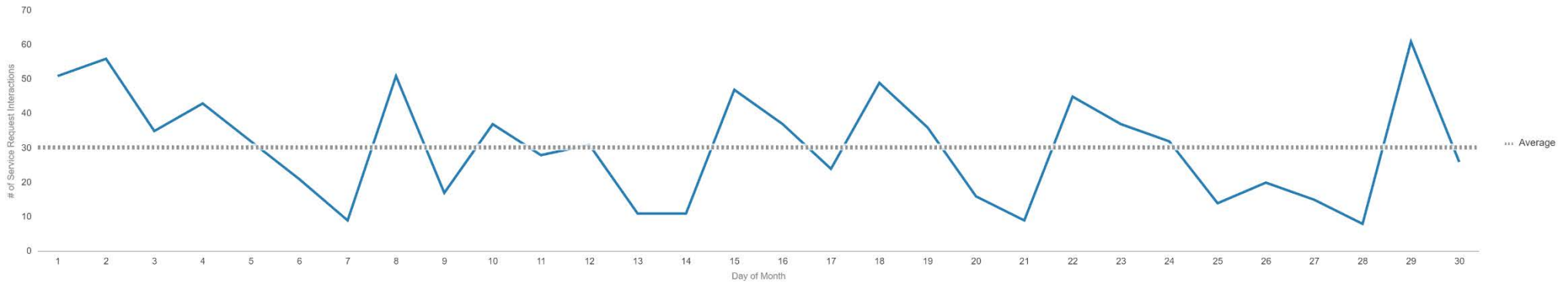
Service Requests Created

909

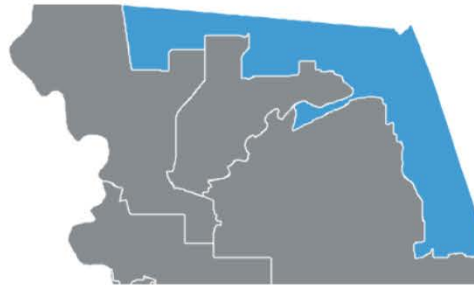
Service Requests Closed

723

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions

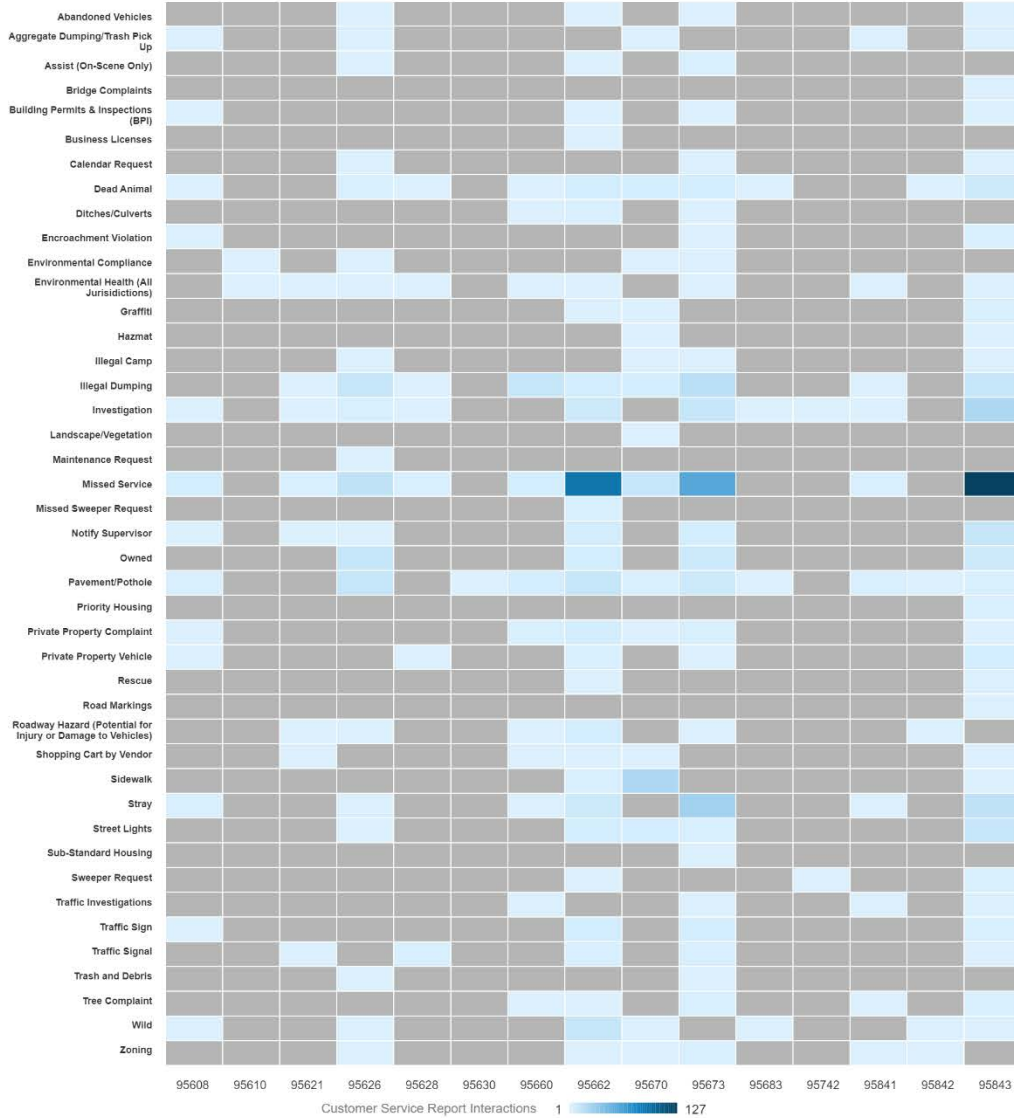


of Service Requests
909 909

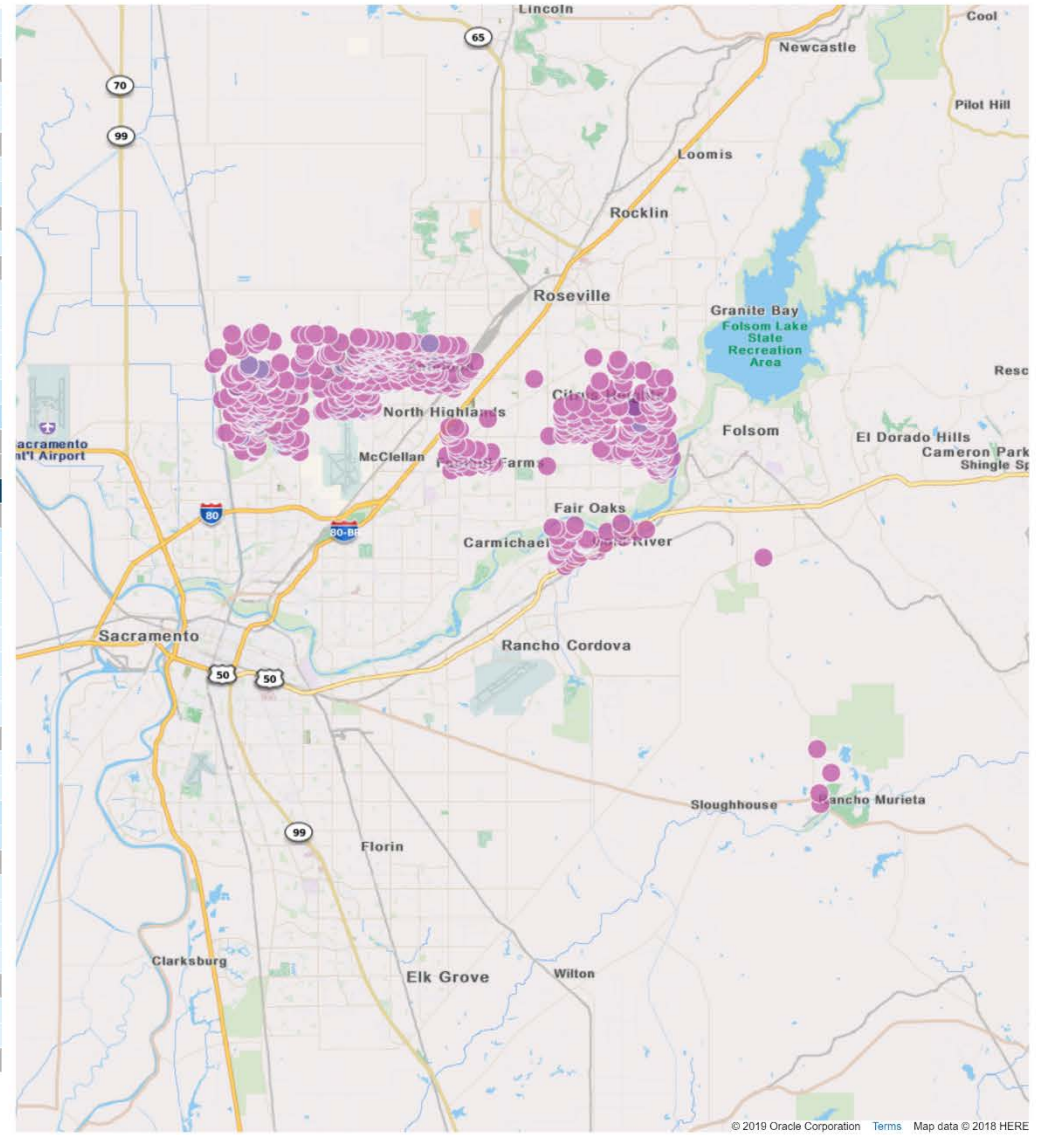
Board of Supervisor District Analysis

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

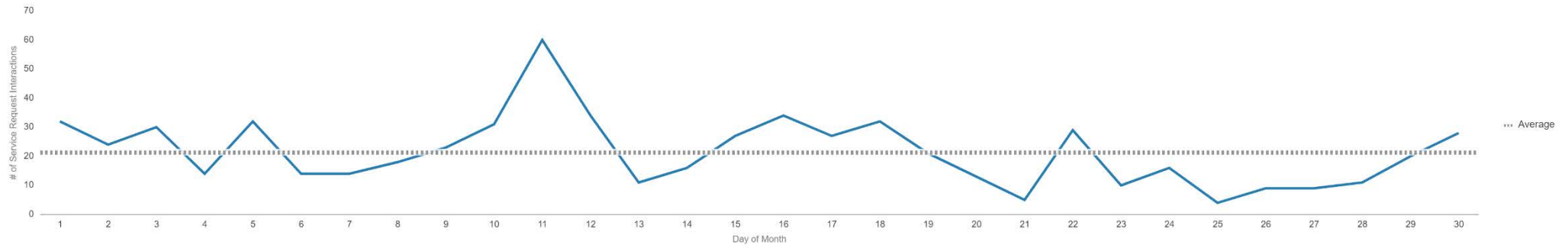
Service Requests Created

648

Service Requests Closed

509

Service Request Interactions Created by Day of Month



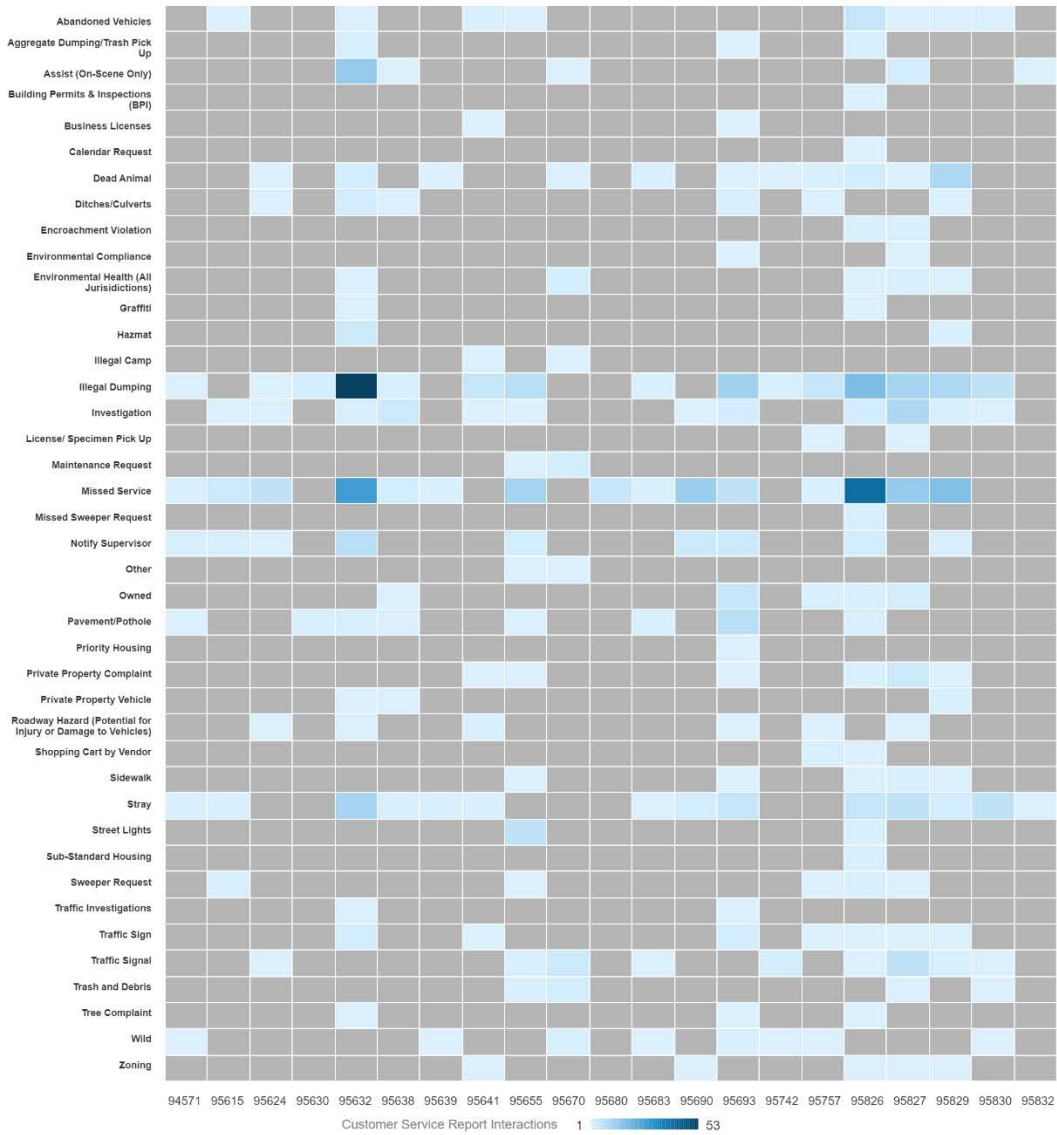
District Name, Customer Service Report Interactions



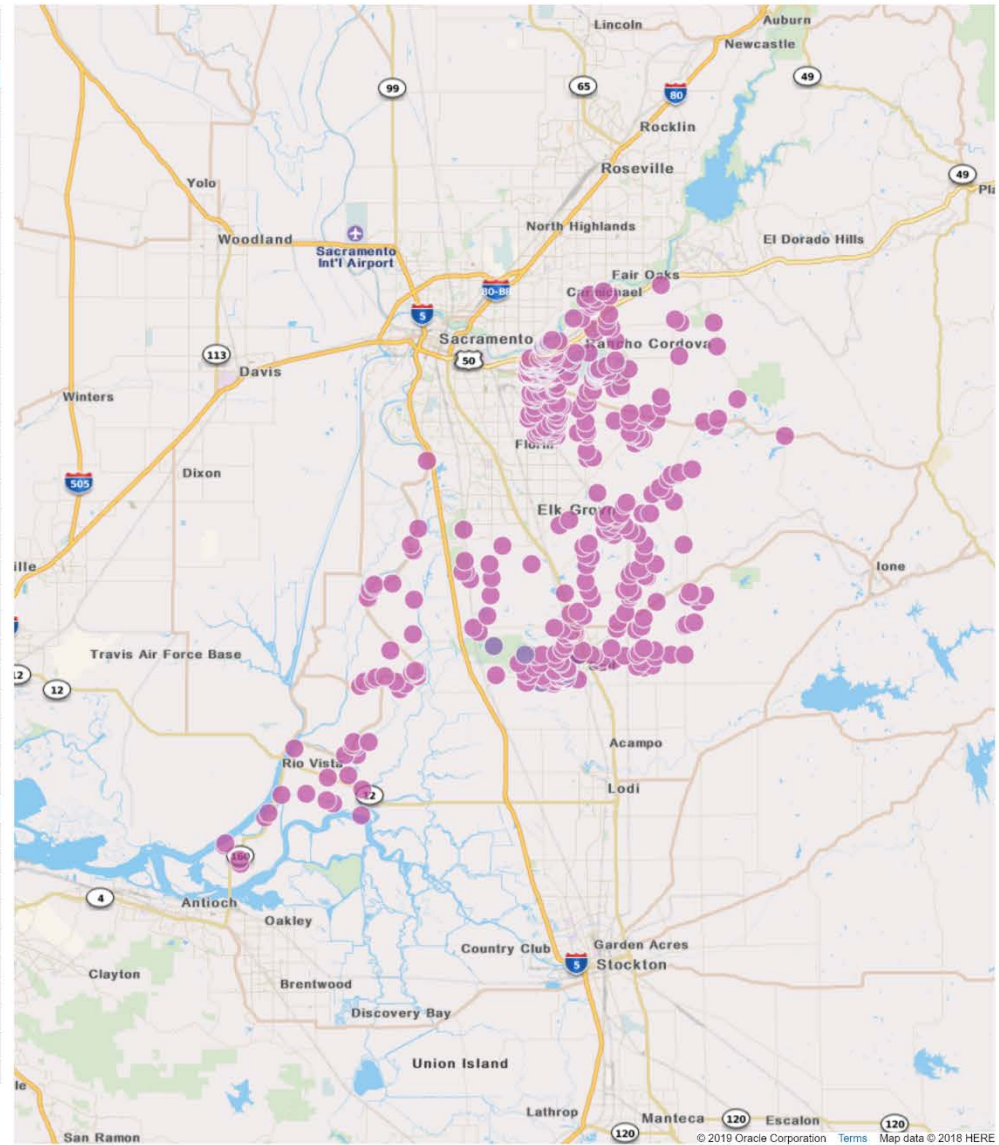
Board of Supervisor District Analysis

District 5 (continued)

Service Request Interactions by Category Per Zip Code



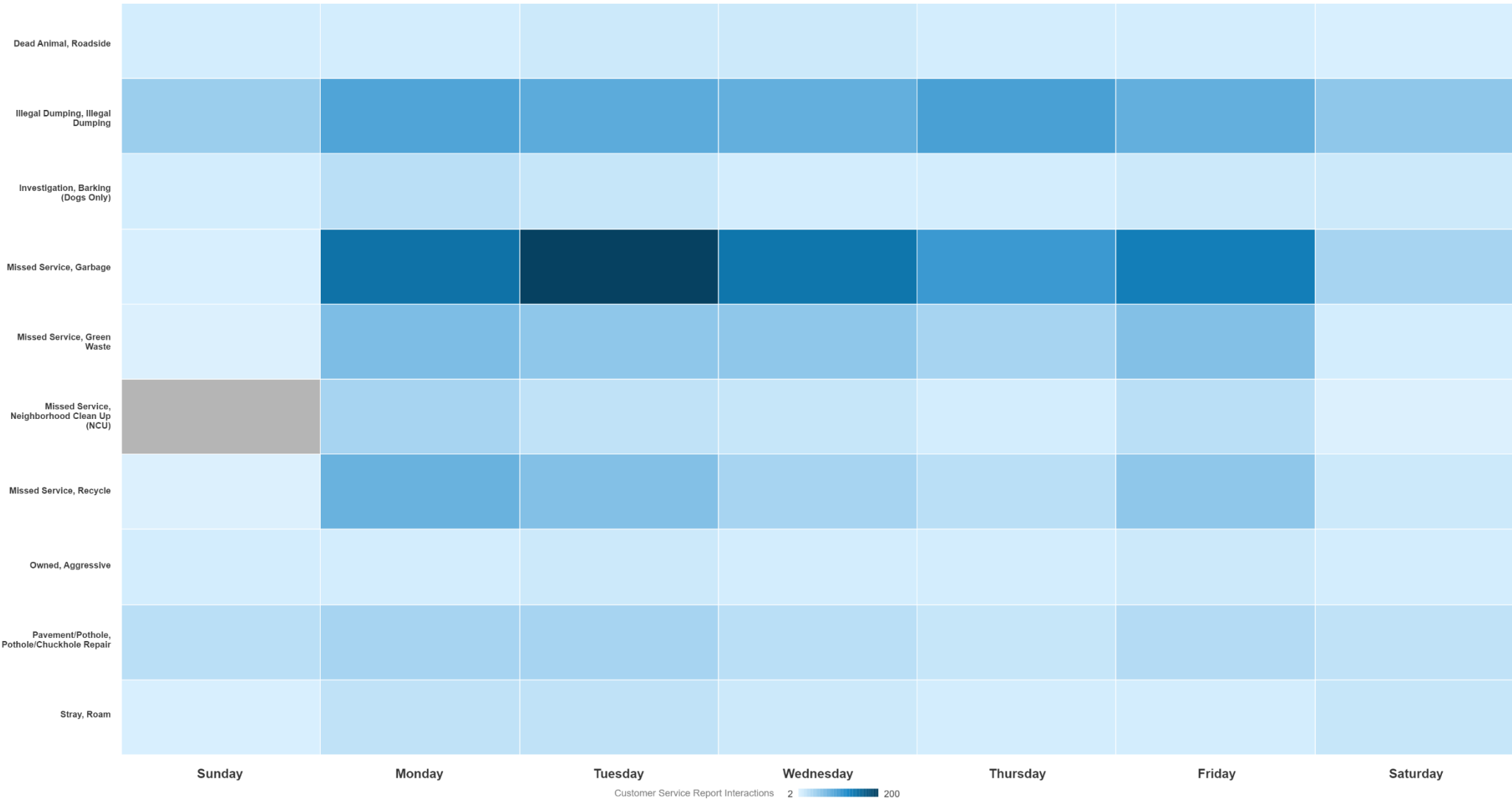
Service Request Interactions Mapped by Selected Zip Code



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

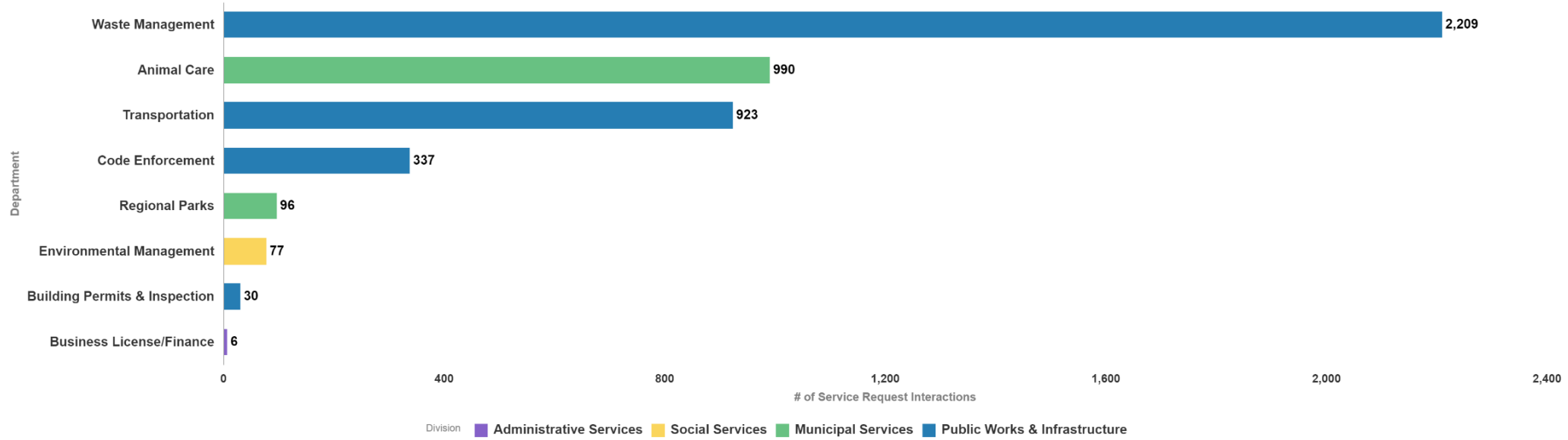
Closed Service Request Interactions by Category Per Day of Week



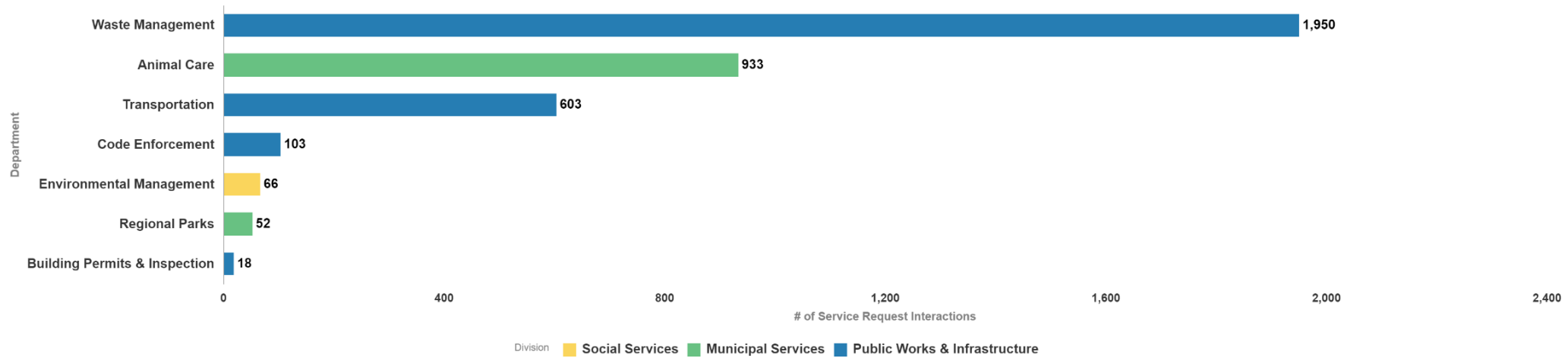
Aging of Open Requests

Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



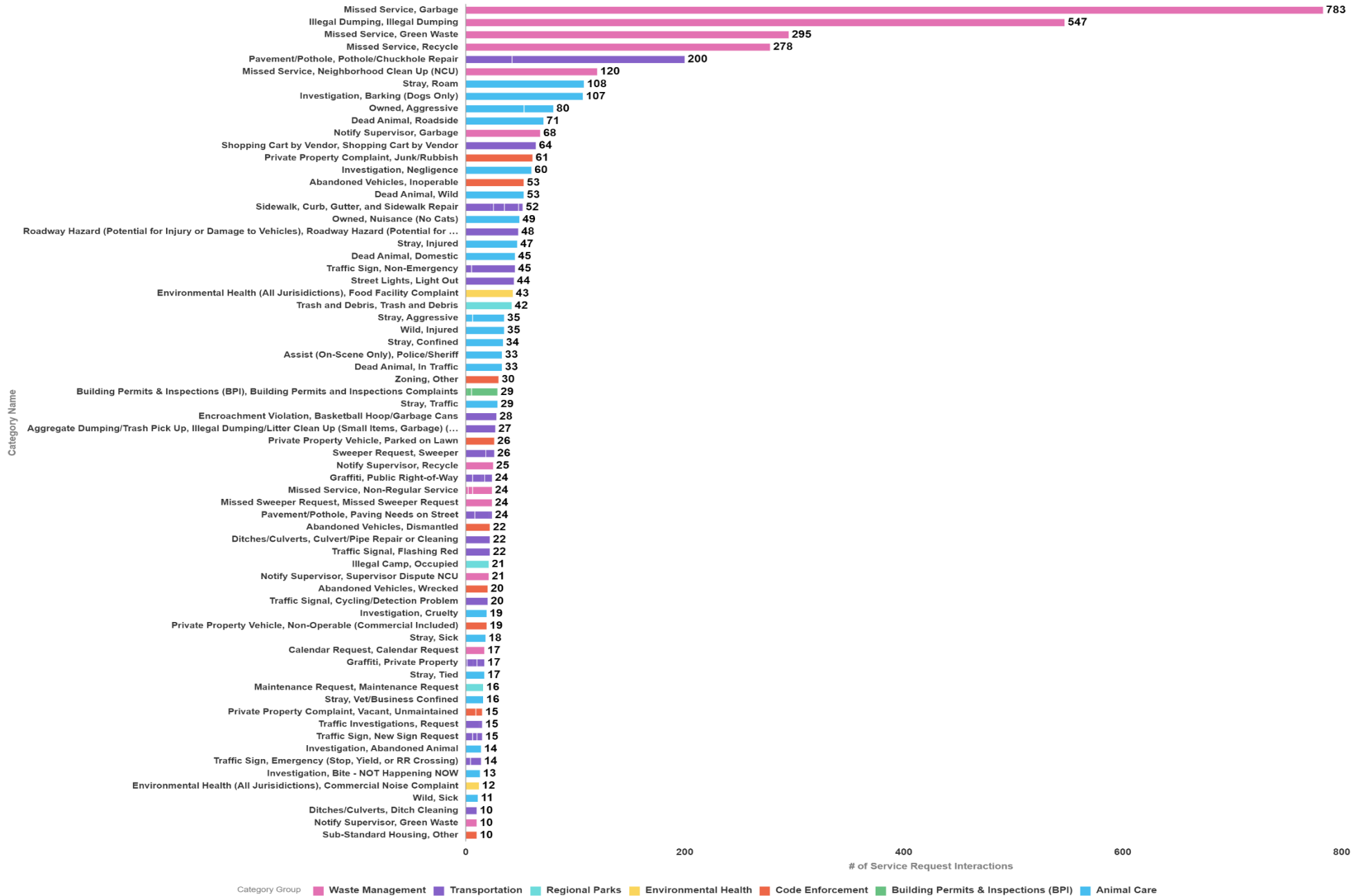
Service Request Interactions Closed by Department, Division



Aging of Open Requests

Greater Than 10 Service Requests

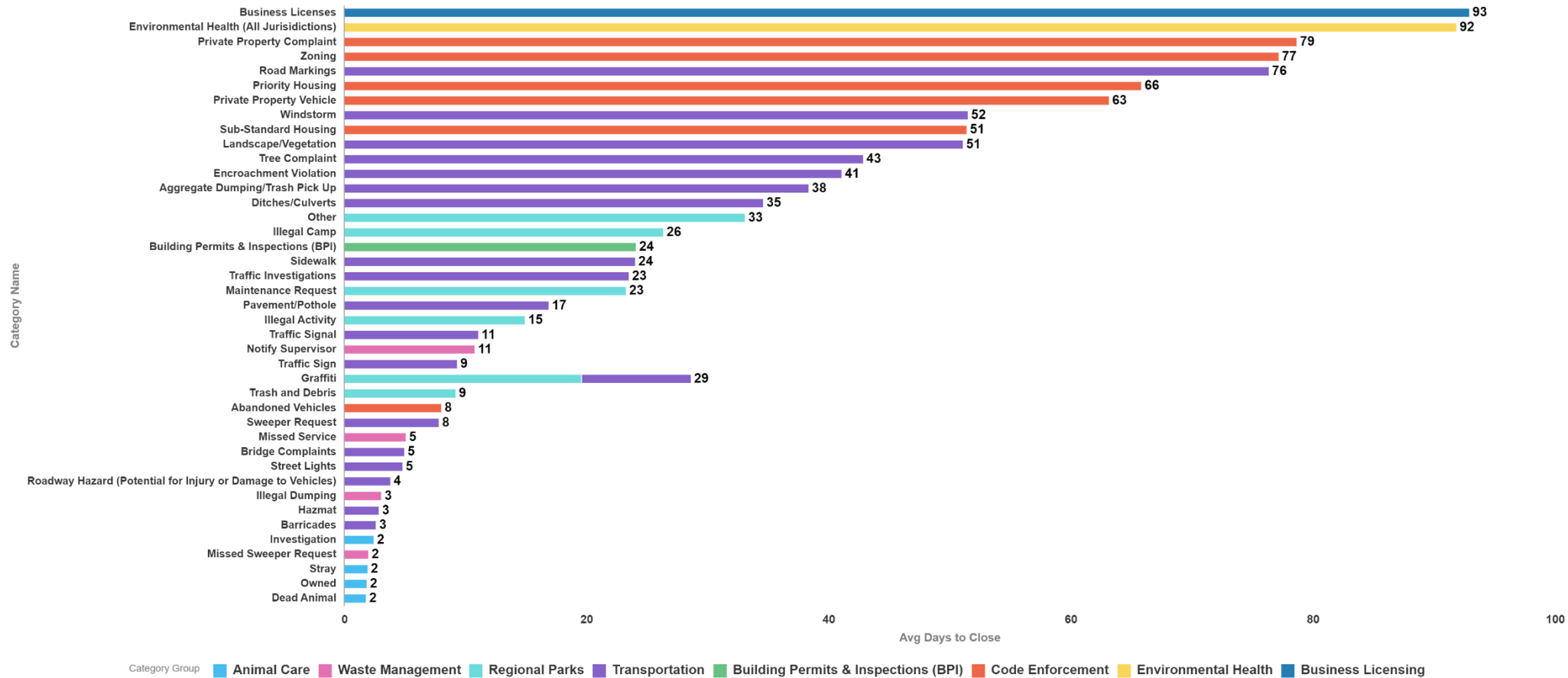
Service Request Interactions (>10 requests) by Category, Group



Aging of Open Requests

Average Days to Close Service Requests

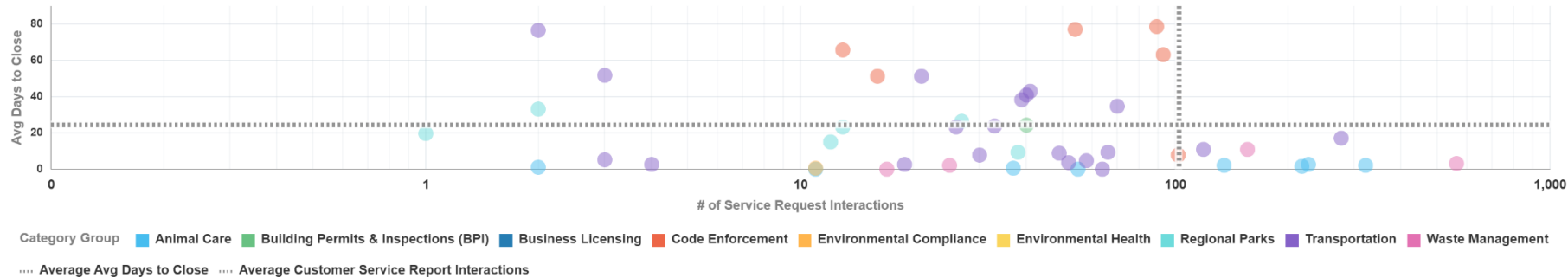
Avg Days to Close by Category Name, Group



Avg Days to Close

Avg Days to Close by Category Name, Group

12.90



Aging of Open Requests

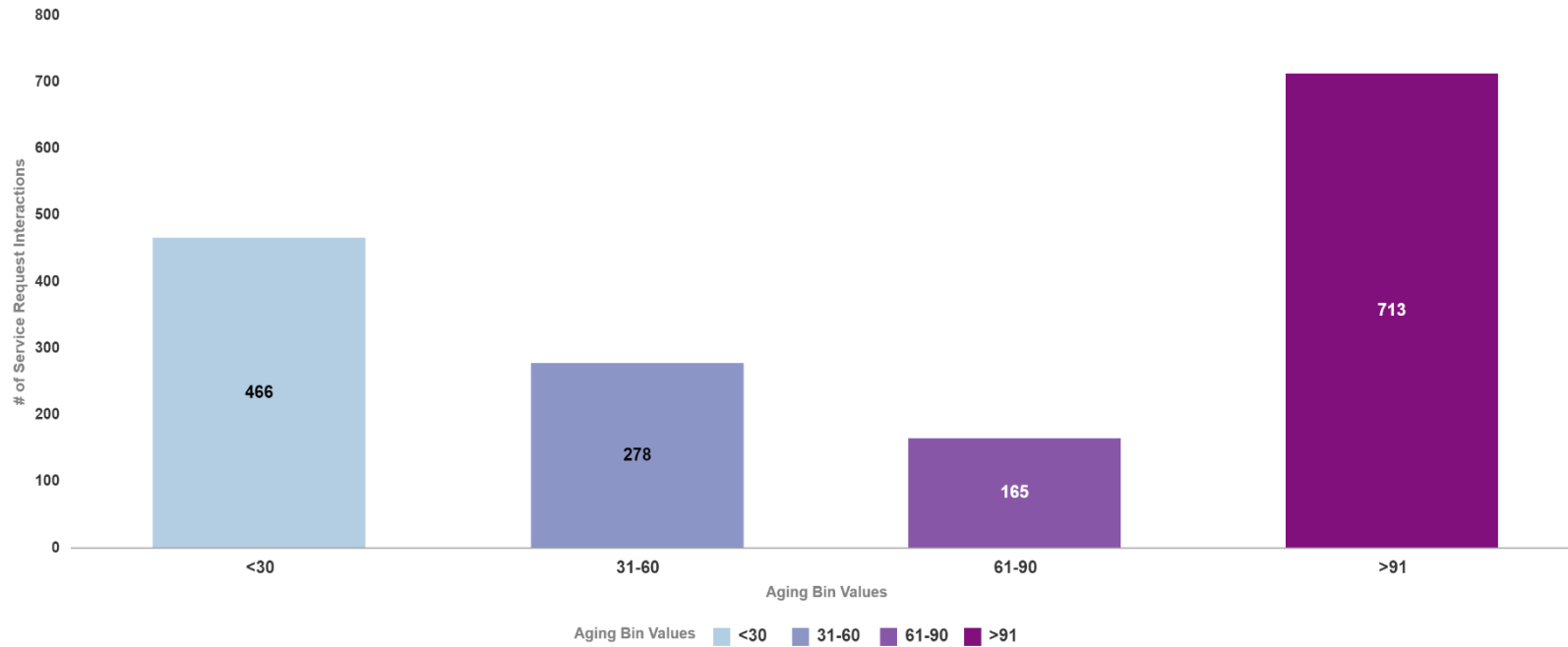
Number of Service Request Interactions Per Category with Average Days to Close

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Animal Care	Rescue	11	0.11
Transportation	Shopping Cart by Vendor	64	0.12
Animal Care	Wild	55	0.24
Waste Management	Calendar Request	17	0.27
Animal Care	Assist (On-Scene Only)	37	0.35
Environmental Compliance	Environmental Compliance	11	0.55
Environmental Health	Environmental Health (All Jurisdictions)	4	0.84
Animal Care	License/ Specimen Pick Up	2	0.98
Animal Care	Dead Animal	218	1.79
Animal Care	Owned	135	1.85
Animal Care	Stray	323	1.91
Waste Management	Missed Sweeper Request	25	1.98
Transportation	Aggregate Dumping/Trash Pick Up	1	2.15
Animal Care	Investigation	227	2.43
Transportation	Barricades	4	2.61
Transportation	Sweeper Request	26	2.70
Transportation	Hazmat	19	2.85
Waste Management	Illegal Dumping	563	3.05
Transportation	Traffic Sign	17	3.75
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	52	3.80
Transportation	Street Lights	57	4.57
Transportation	Bridge Complaints	3	4.95
Waste Management	Missed Service	1,643	5.02
Transportation	Traffic Investigations	4	5.07
Waste Management	Notify Supervisor	31	5.29
Transportation	Traffic Signal	15	5.44
Regional Parks	Illegal Activity	9	5.64
Transportation	Graffiti	29	6.78
Code Enforcement	Abandoned Vehicles	24	6.81
Transportation	Landscape/Vegetation	1	6.86
Transportation	Pavement/Pothole	7	7.22
Transportation	Tree Complaint	9	7.79
Code Enforcement	Priority Housing	1	7.79

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Code Enforcement	Abandoned Vehicles	78	8.37
Regional Parks	Trash and Debris	38	9.19
Transportation	Traffic Sign	49	11.24
Transportation	Traffic Signal	104	11.88
Waste Management	Notify Supervisor	125	12.12
Transportation	Graffiti	20	12.34
Transportation	Pavement/Pothole	271	17.13
Transportation	Street Lights	1	18.67
Regional Parks	Graffiti	1	19.57
Regional Parks	Maintenance Request	13	23.25
Transportation	Sidewalk	33	24.02
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	40	24.08
Regional Parks	Illegal Camp	27	26.34
Transportation	Traffic Investigations	22	26.84
Regional Parks	Other	2	33.08
Transportation	Ditches/Culverts	70	34.60
Transportation	Aggregate Dumping/Trash Pick Up	38	39.30
Transportation	Sweeper Request	4	41.02
Transportation	Encroachment Violation	40	41.07
Regional Parks	Illegal Activity	3	42.72
Waste Management	Missed Service	2	46.47
Code Enforcement	Sub-Standard Housing	16	51.41
Transportation	Windstorm	3	51.51
Transportation	Tree Complaint	32	52.72
Transportation	Landscape/Vegetation	20	53.30
Code Enforcement	Private Property Vehicle	93	63.15
Code Enforcement	Priority Housing	12	70.66
Transportation	Road Markings	2	76.36
Code Enforcement	Zoning	54	77.17
Code Enforcement	Private Property Complaint	89	78.66
Business Licensing	Business Licenses	5	92.92
Environmental Health	Environmental Health (All Jurisdictions)	118	94.94

Aging of Open Requests

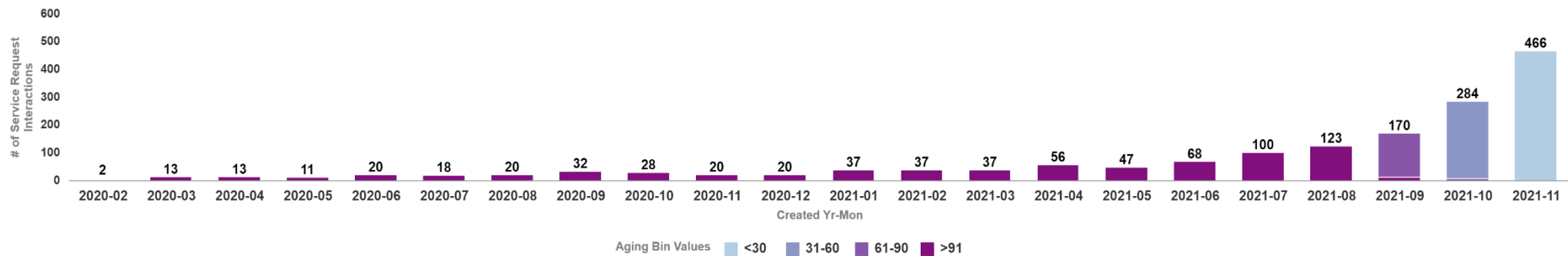
Aging Service Requests



Aging Service Requests

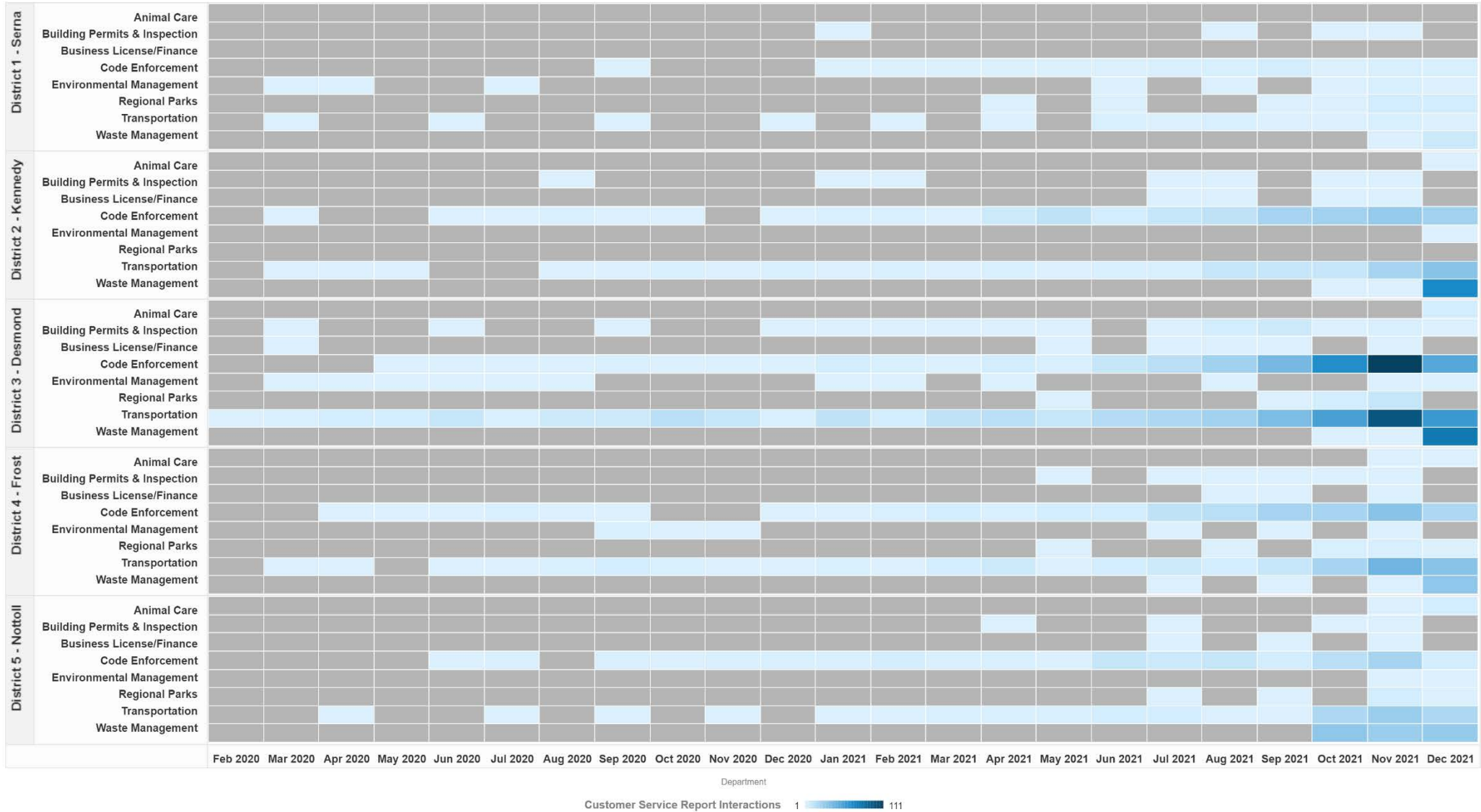
Aging Bin Values	Customer Service Report Interactions
<30	466
31-60	278
61-90	165
>91	713

Aging Service Requests by Created Year-Month



Aging of Open Requests

Aging Requests by Month Created Per District



Dispatch Service Definition

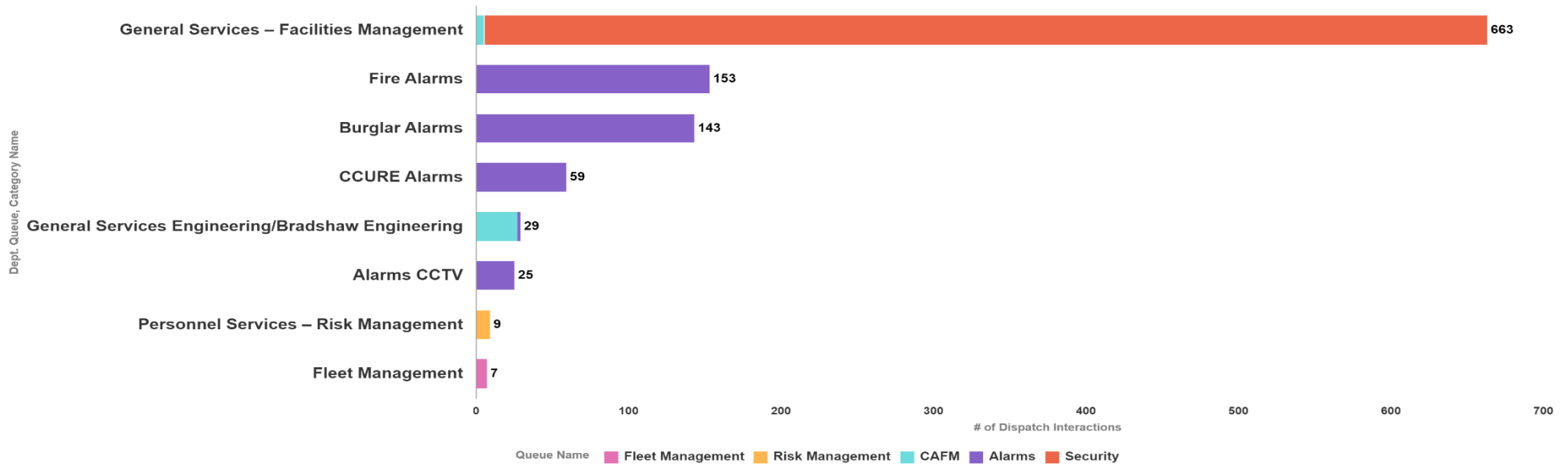
The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides immediate notification to departmental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

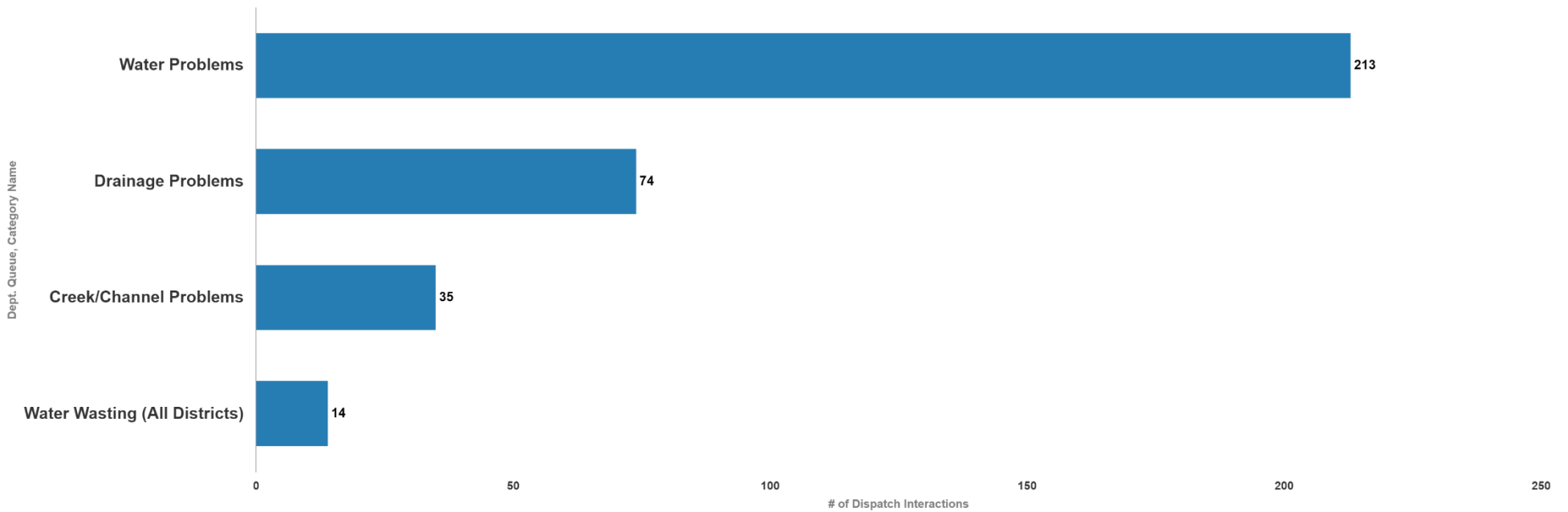


Service Definitions

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

Public Works and Infrastructure

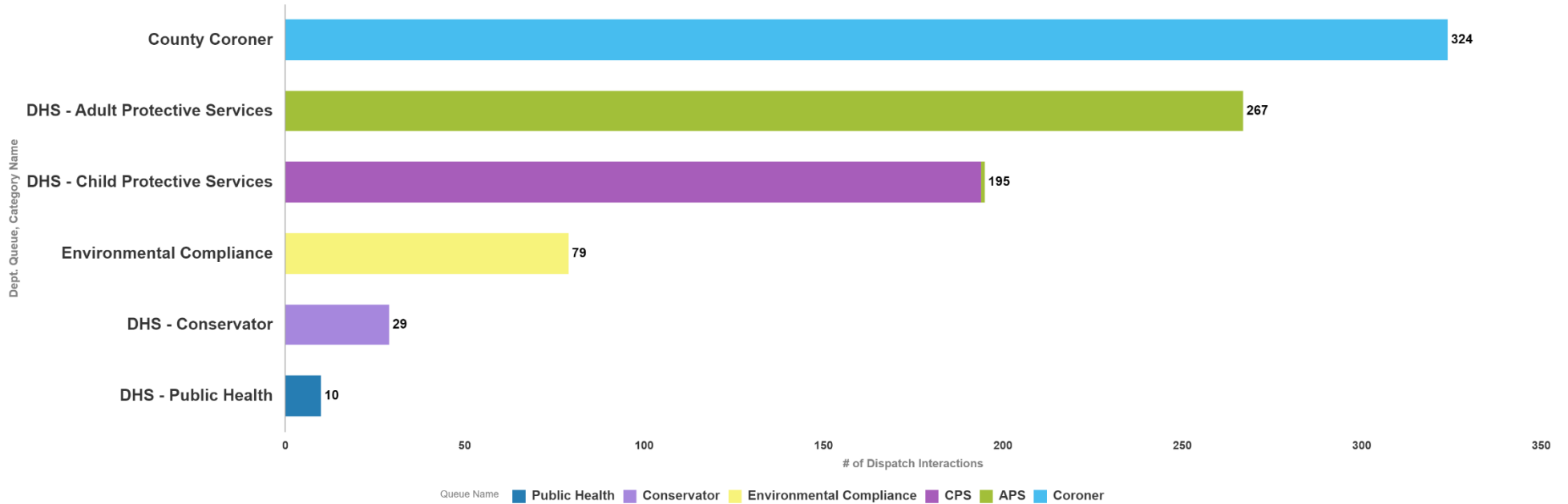


Service Definitions

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

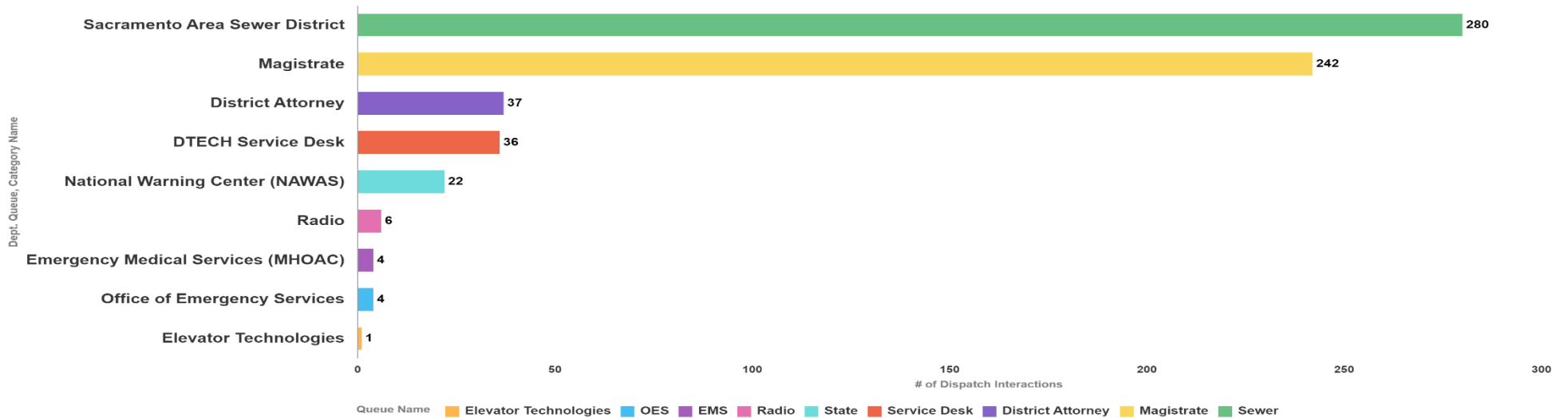


Service Definitions

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.