

# Monthly 311 Communications/Dispatch Center

## SERVICE REQUEST & STATISTICS REPORT

MARCH 2023



SAC COUNTY  
**311**  
CONNECT

Department of Technology  
(916) 875-4311  
[311.saccounty.gov](http://311.saccounty.gov)

SACRAMENTO  
COUNTY

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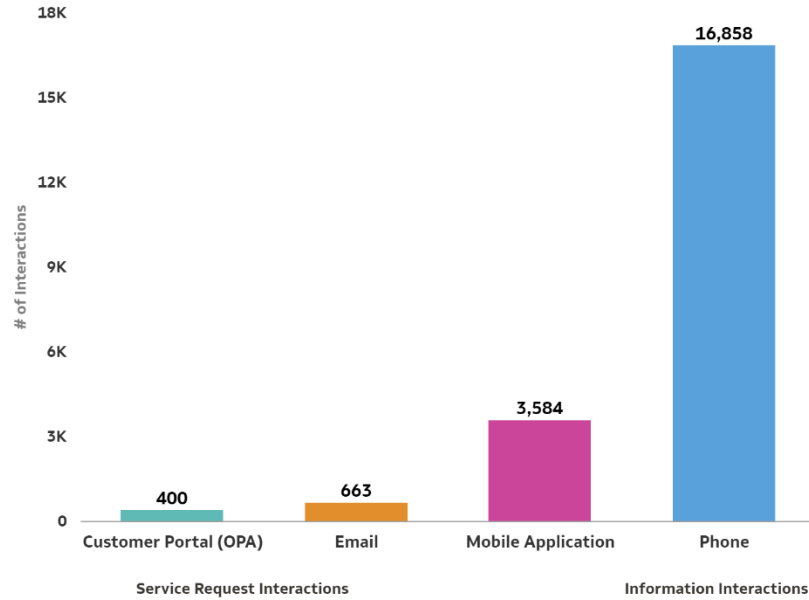
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# Monthly Statistics

Monthly Interactions by Source

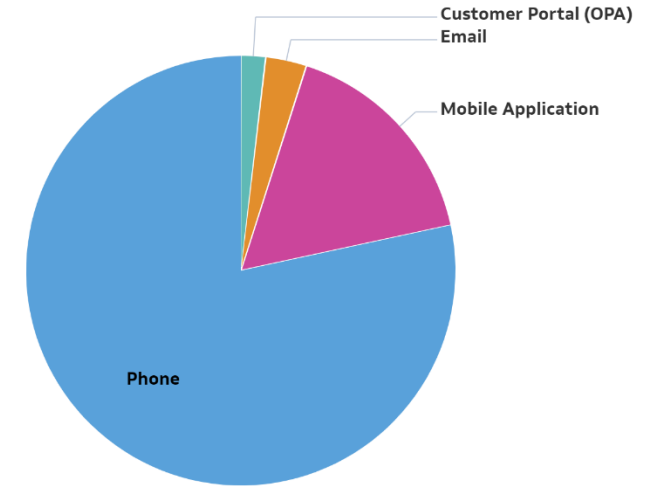


Monthly Customer Service Interactions

# 21,505

Incident Source Name	Service Request Map Count
Customer Portal (OPA)	400
Email	663
Mobile Application	3,584
Phone	16,858

Monthly Interactions by Source



Service Request Interactions

## 7,248

Information Interactions

## 5,817

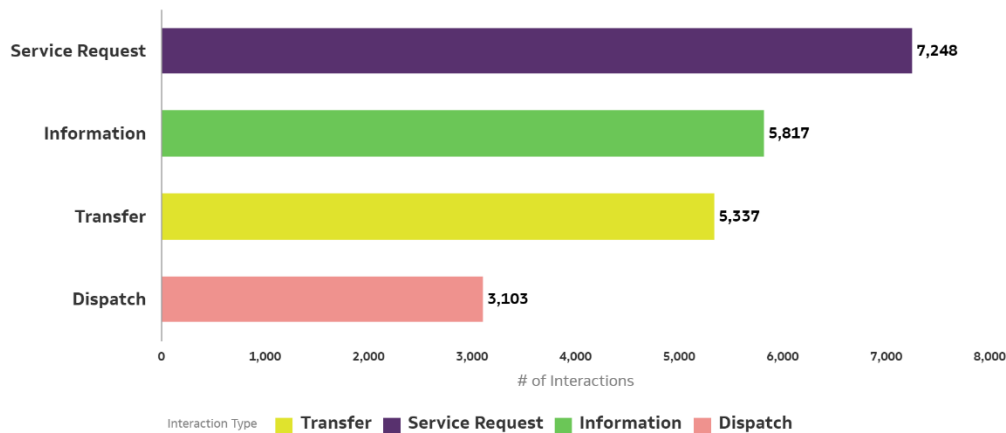
Transfer Interactions

## 5,337

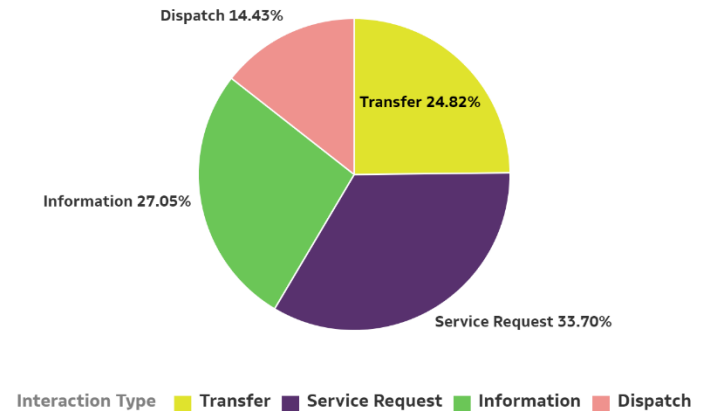
Dispatch Interactions

## 3,103

Customer Service Report Interactions by Interaction Type



Monthly Interactions by Interaction Type



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

## Service Request Interaction Totals

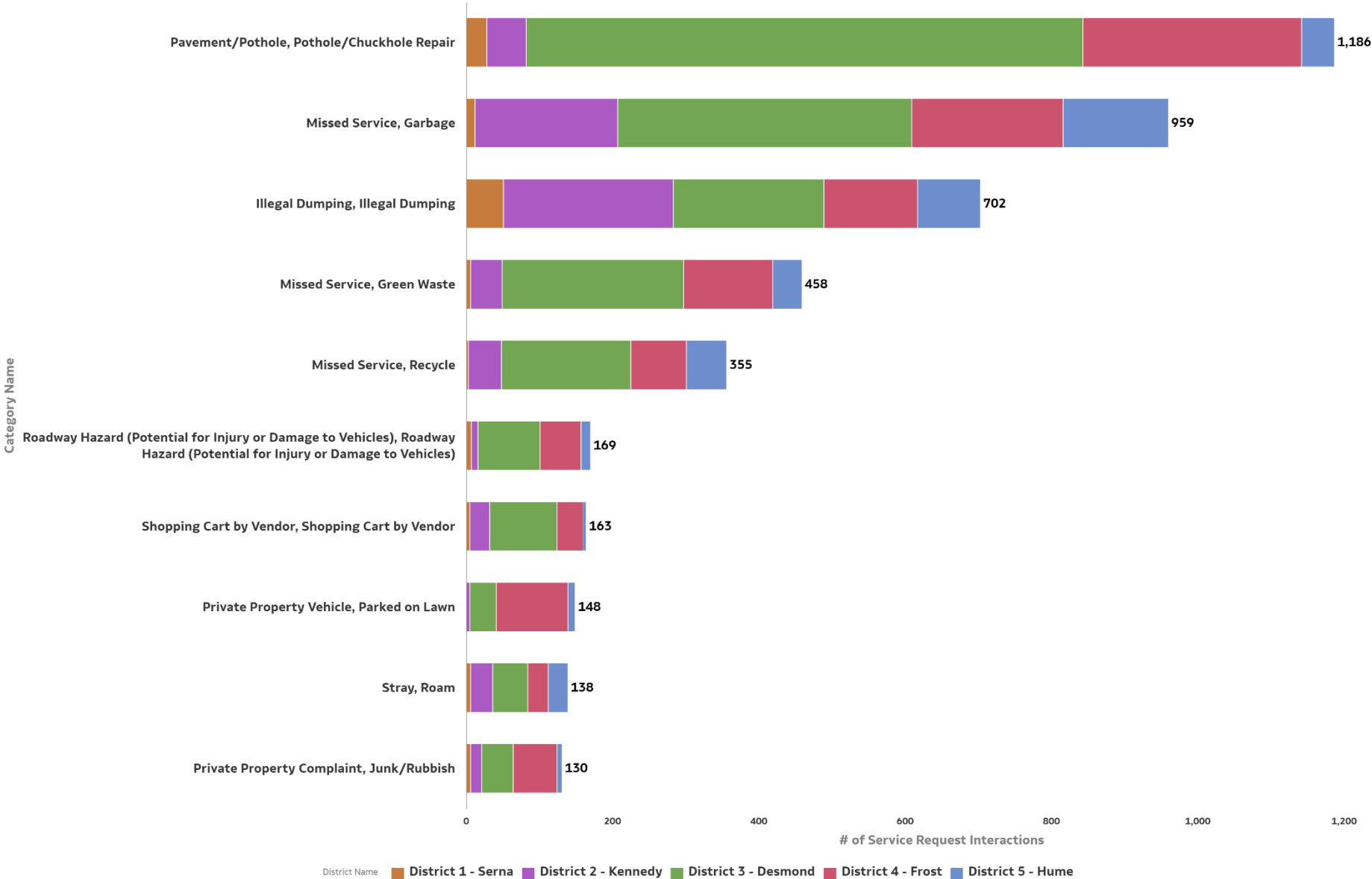
Service Request Interaction Totals (>10 requests) by Category

Cat2, Cat3	Customer Service Report Interactions	Cat2, Cat3	Customer Service Report Interactions	Cat2, Cat3	Customer Service Report Interactions	Cat2, Cat3	Customer Service Report Interactions
Pavement/Pothole, Pothole/Chuckhole Repair	1,187	Owned, Aggressive	74	Abandoned Vehicles, Wrecked	35	Notify Supervisor, Recycle	19
Missed Service, Garbage	959	Dead Animal, Domestic	65	Stray, Confined	35	Barricades, Road Flooding/Barricades	18
Illegal Dumping, Illegal Dumping	713	Abandoned Vehicles, Inoperable	62	Graffiti, Public Right-of-Way	34	Tree Complaint, Broken/Hanging Tree Limb	18
Missed Service, Green Waste	458	Notify Supervisor, Garbage	60	Dead Animal, In Traffic	33	Pavement/Pothole, Sink Hole in Roadway	16
Missed Service, Recycle	355	Stray, Traffic	58	Trash and Debris, Trash and Debris	32	Landscape/Vegetation, Request	15
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	169	Tree Complaint, Tree Down	55	Environmental Health (All Jurisdictions), Food Facility Complaint	31	Investigation, Tethered	14
Shopping Cart by Vendor, Shopping Cart by Vendor	163	Street Lights, Light Out	54	Ditches/Culverts, Ditch Cleaning	30	Stray, Vet/Business Confined	14
Private Property Vehicle, Parked on Lawn	148	Encroachment Violation, Basketball Hoop/Garbage Cans	51	Traffic Signal, Long Red/Short Green	30	Traffic Sign, New Sign Request	14
Stray, Roam	138	Stray, Aggressive	51	Ditches/Culverts, Culvert/Pipe Repair or Cleaning	28	Sub-Standard Housing, Other	13
Private Property Complaint, Junk/Rubbish	130	Owned, Nuisance (No Cats)	49	Sidewalk, Curb, Gutter, and Sidewalk Repair	28	Traffic Signal, Flashing Red	13
Pavement/Pothole, Paving Needs on Street	101	Wild, Injured	46	Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	28	Illegal Camp, Abandoned	12
Investigation, Negligence	98	Zoning, Other	45	Investigation, Cruelty	26	Traffic Signal, Cycling/Detection Problem	12
Dead Animal, Roadside	97	Private Property Vehicle, Non-Operable (Commercial Included)	44	Traffic Signal, All Signals Dark	26	Traffic Signal, Pedestrian Signal Inoperative	12
Investigation, Barking (Dogs Only)	95	Dead Animal, Wild	43	Sweeper Request, Sweeper	25	Aggregate Dumping/Trash Pick Up, Homeless Camp/Visual Blight Clean Up	11
Missed Service, Neighborhood Clean Up (NCU)	89	Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	42	Calendar Request, Calendar Request	22	Investigation, Animal Left in Vehicle	11
Stray, Injured	83	Assist (On-Scene Only), Police/Sheriff	39	Investigation, Bite - NOT Happening NOW	22	Traffic Investigations, Request	11
Traffic Sign, Non-Emergency	77	Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	39	Maintenance Request, Maintenance Request	22	Ditches/Culverts, Drainage Problem (Not Ditches or Culverts)	10
		Stray, Sick	38	Traffic Investigations, Traffic Safety Related Issues	22	Graffiti, Private Property	10
		Illegal Camp, Occupied	37	Traffic Signal, Turned Signal Head	22	Missed Service, Non-Regular Service	10
				Investigation, Abandoned Animal	21	Tree Complaint, Request	10
				Notify Supervisor, Supervisor Dispute NCU	21		
				Notify Supervisor, Green Waste	20		

# Total Service Requests Opened

## Top 10 Service Requests Categories Opened | With Districts

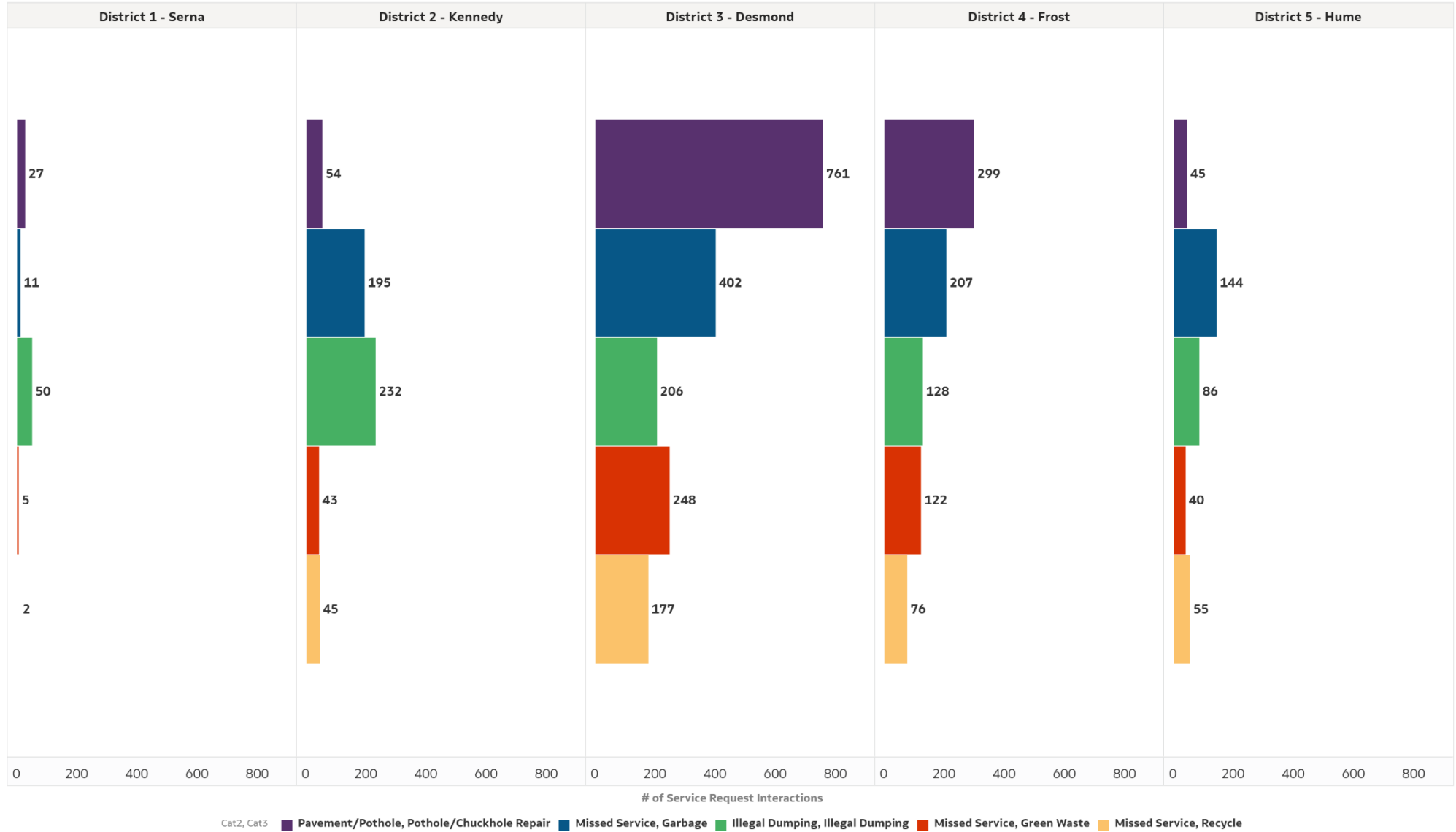
Top 10 Service Request Categories Opened with Districts



# Top Service Requests Opened

## Top 5 Service Requests Opened | by Districts

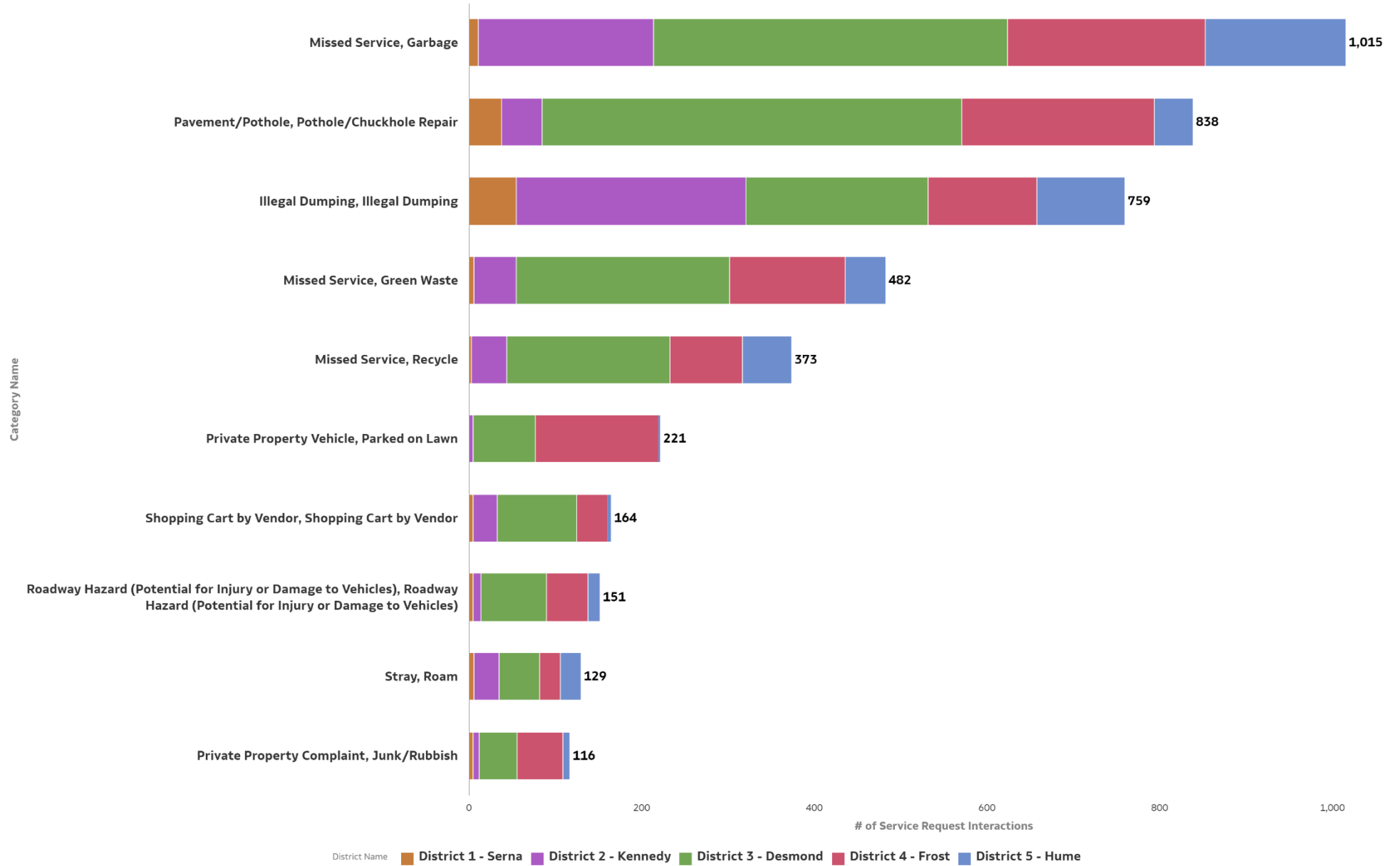
Top 5 Service Request Categories Opened by District



# Top Service Requests Closed

## Top 10 Service Requests Categories Closed | With Districts

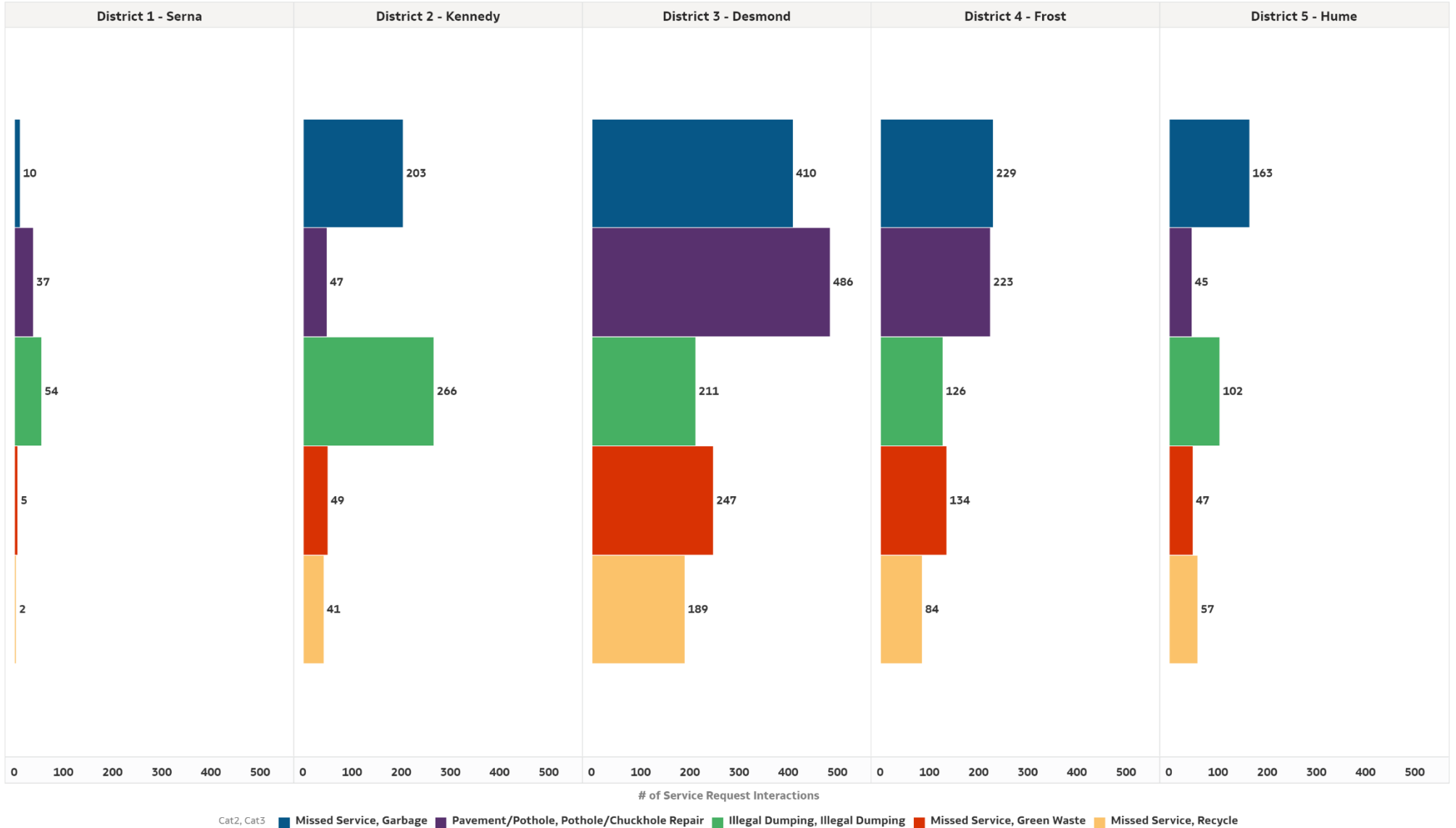
Top 10 Service Request Categories Closed with Districts



# Top Service Requests Closed

## Top 5 Service Requests Categories Closed | by Districts

Top 5 Service Request Categories Closed by District

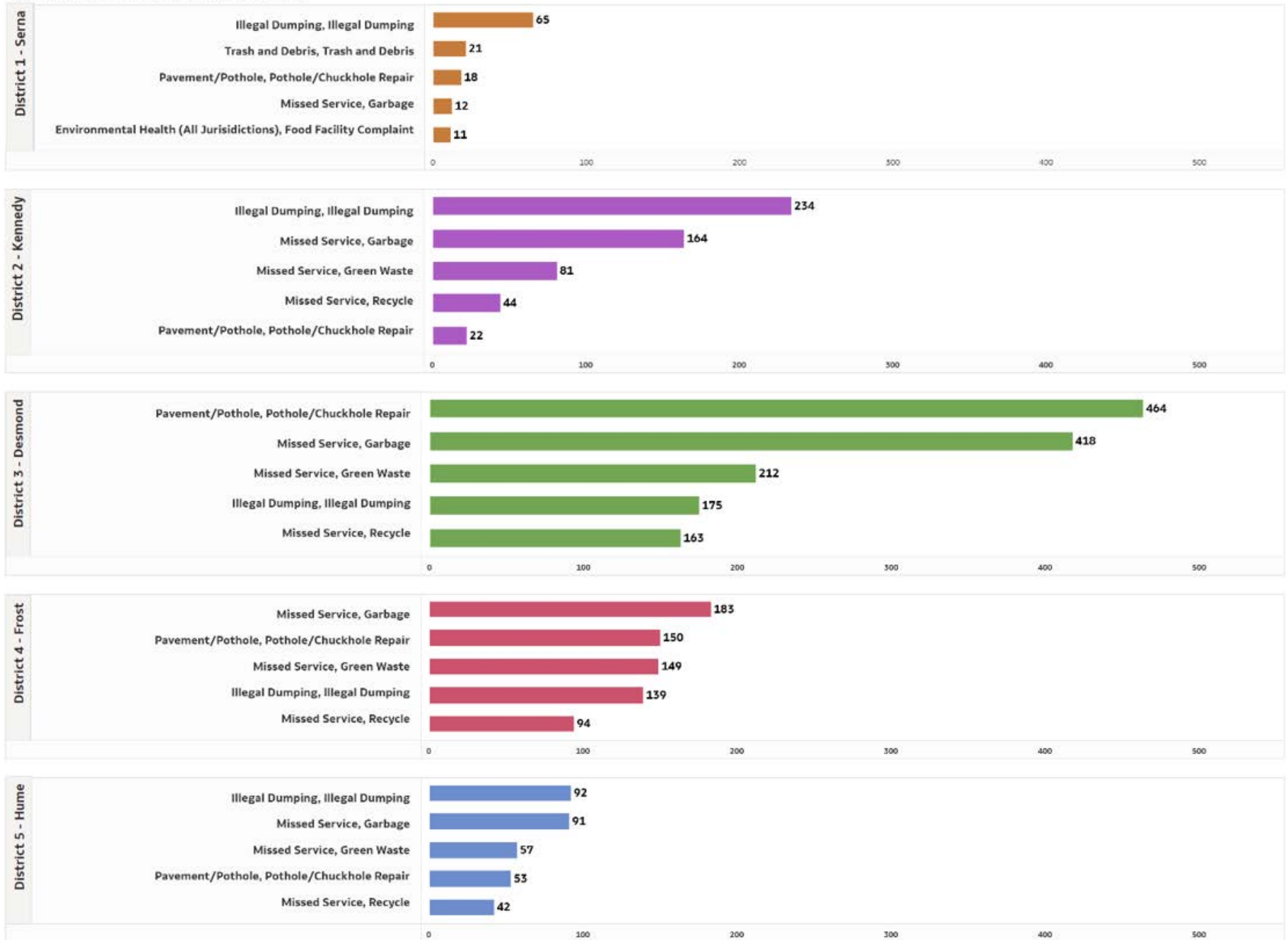




# Top Unresolved Service Request

## Top Unresolved Service Request Categories | by Districts

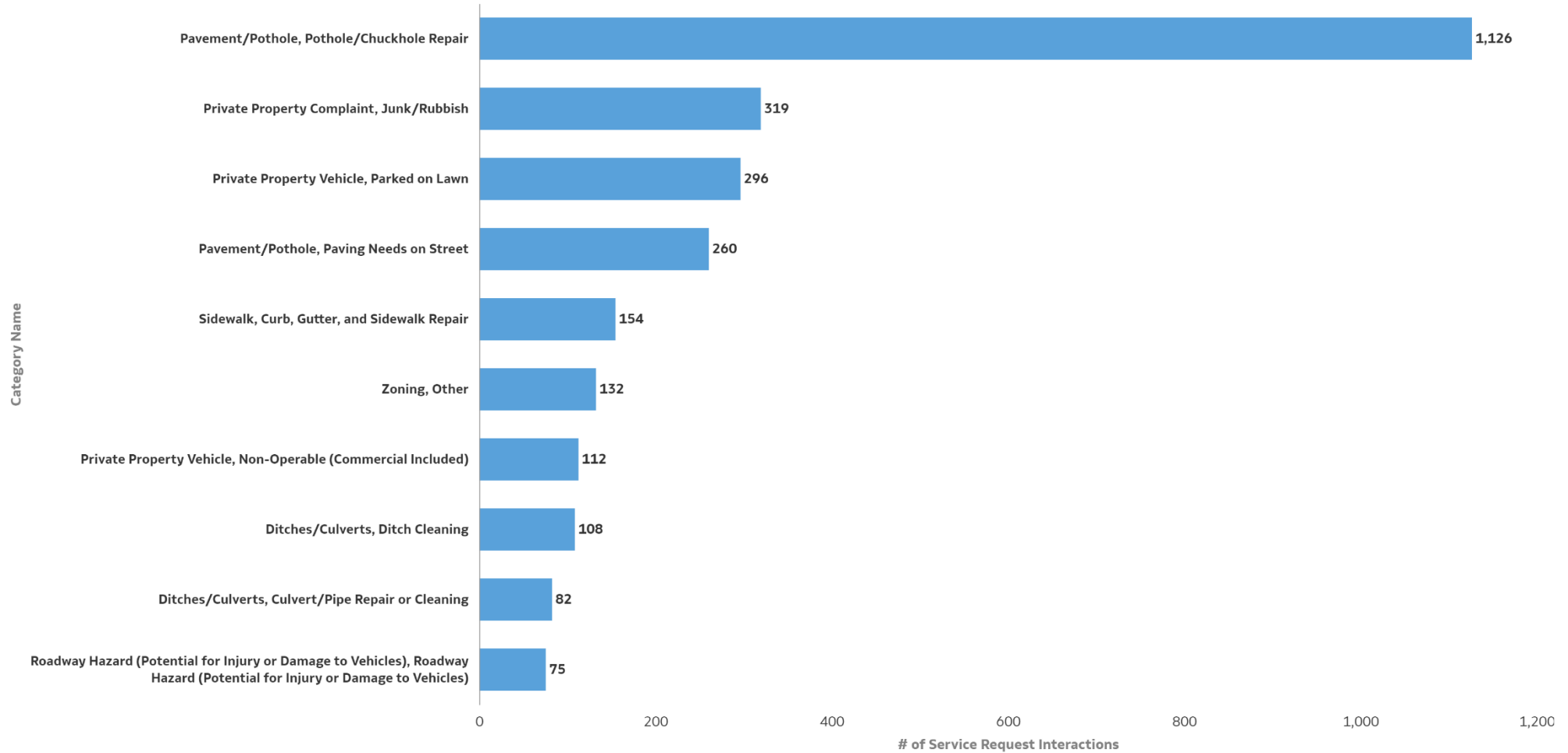
Top Unresolved Service Request Categories by District



# Top Unresolved Service Request

## Top 10 Unresolved Service Request Categories

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through March 31st

4,327

Interactions Closed this Month

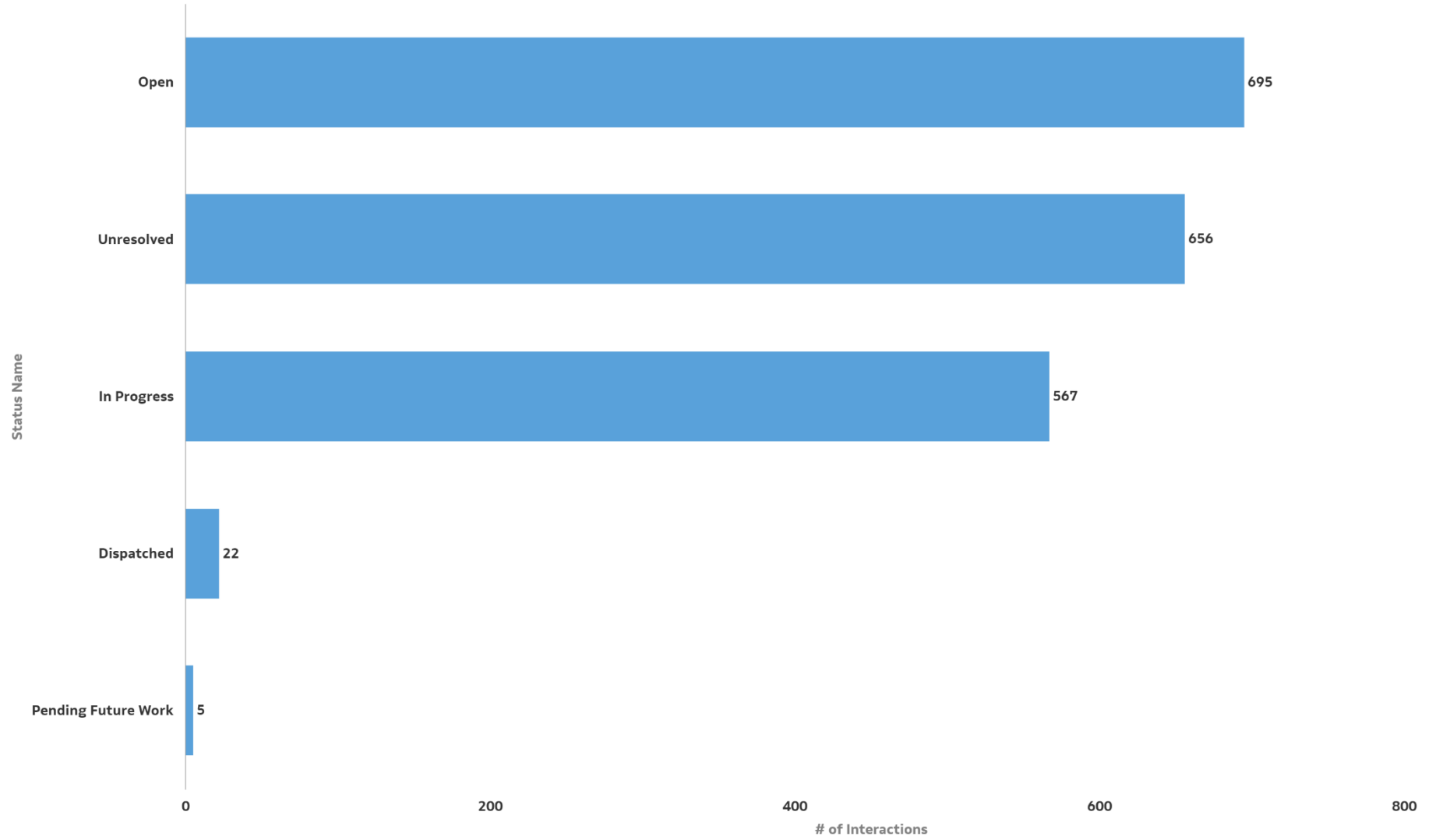
21,375

Monthly Interactions Not Closed

1,945

# Monthly Interactions Not Closed by Status

Monthly Interactions Not Closed by Status



# Board of Supervisor District Information

## Service Requests Opened by District

### March 2023

Monthly Service Request Interactions Opened

# 7,226

District 1 Serna

## 247

Service Request Interactions

District 2 Kennedy

## 1,052

Service Request Interactions

District 3 Desmond

## 3,322

Service Request Interactions

District 4 Frost

## 1,739

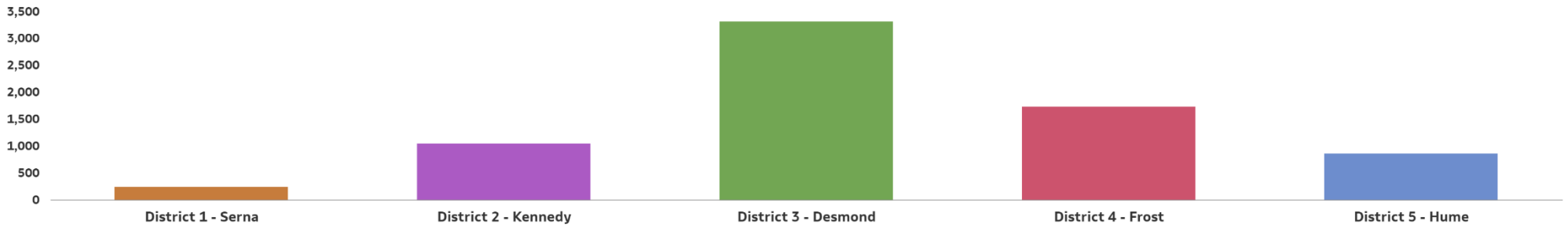
Service Request Interactions

District 5 Hume

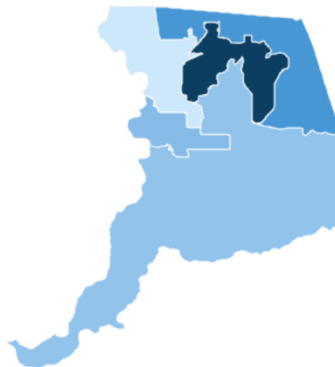
## 866

Service Request Interactions

Service Request Interactions by District

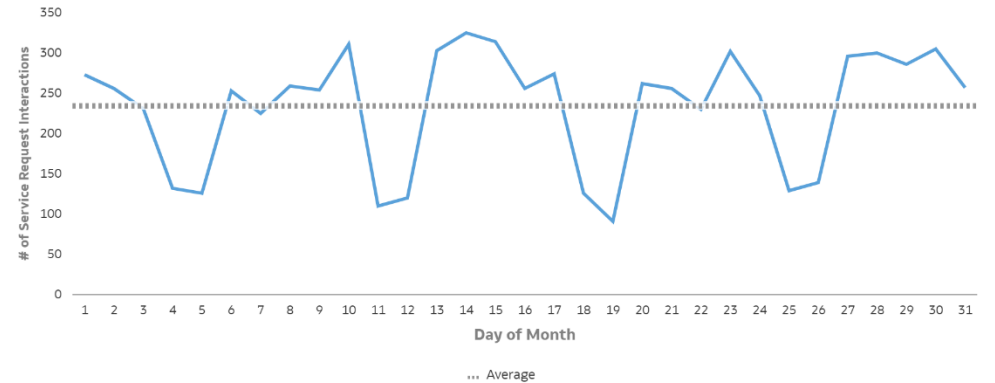


Service Request Interactions by District Map



■ District Name  
■ Customer Service Repo  
 22      3K

Service Request Interactions Created by Day of Month



# Board of Supervisor District Information

## Service Requests Closed by District

### March 2023

Monthly Service Request Interactions Closed

# 7,003

District 1 Serna

## 251

Service Request Interactions

District 2 Kennedy

## 1,068

Service Request Interactions

District 3 Desmond

## 3,030

Service Request Interactions

District 4 Frost

## 1,732

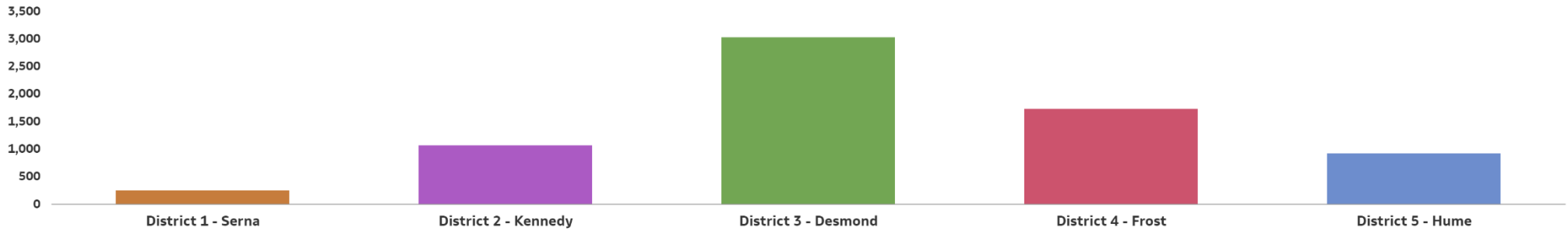
Service Request Interactions

District 5 Hume

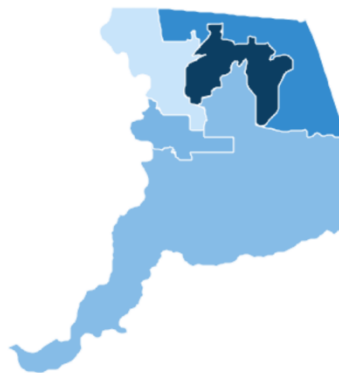
## 922

Service Request Interactions

Service Request Interactions by District

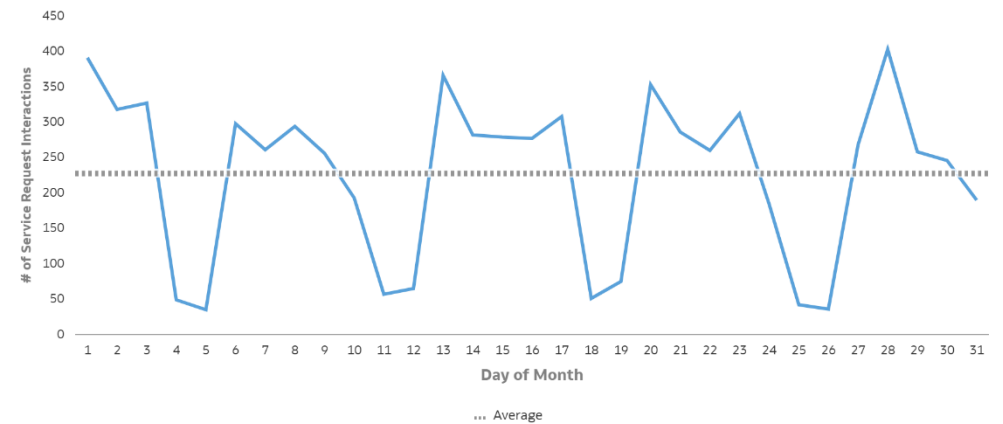


Service Request Interactions by District Map



■ District Name  
■ Customer Service Repo  
 17      3K

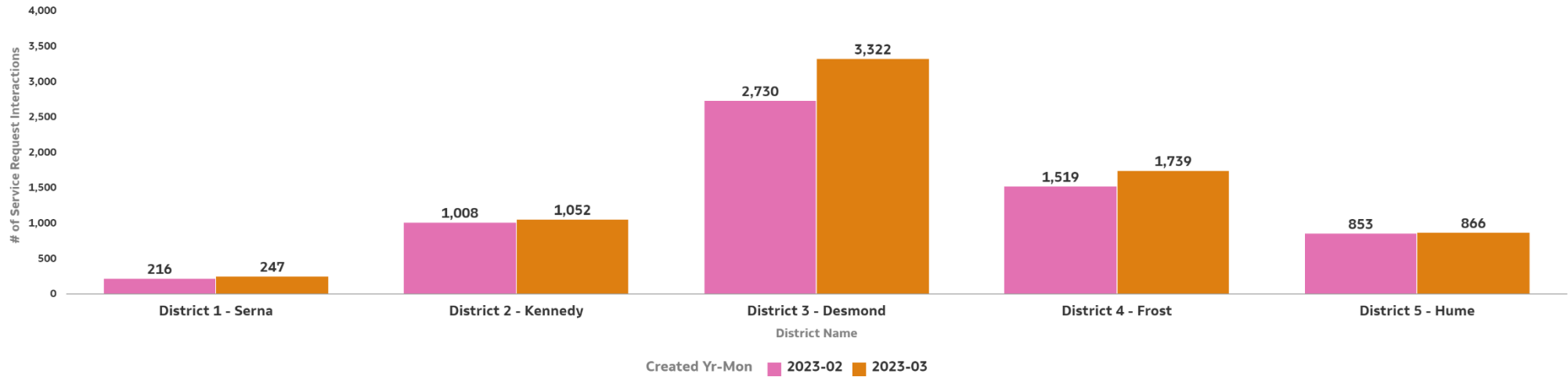
Service Request Interactions Closed by Day of Month



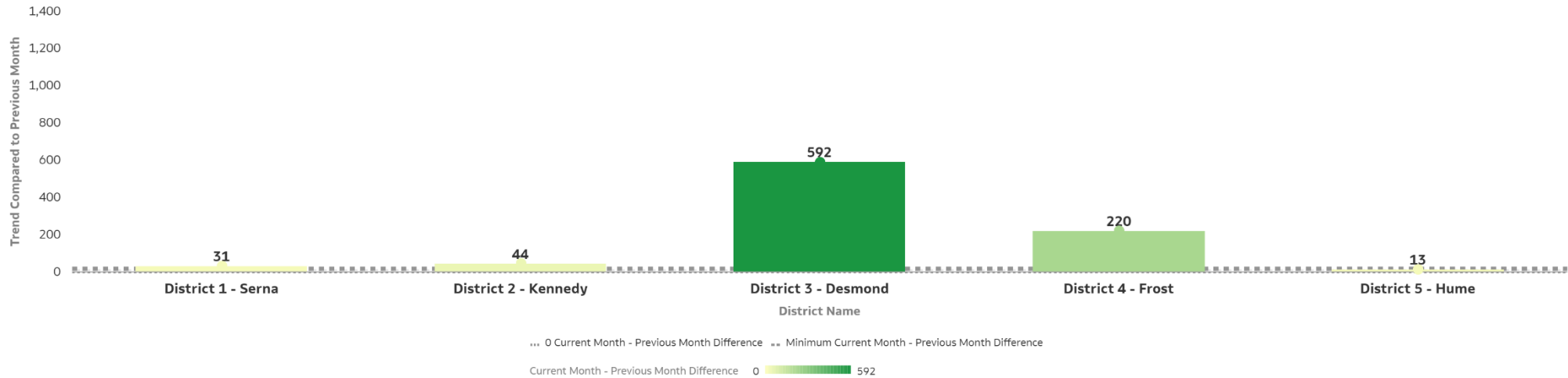
# Board of Supervisors District Information

## 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	2023-02	2023-03
	Service Request Map Count	Service Request Map Count
District 1 - Serna	216	247
District 2 - Kennedy	1,008	1,052
District 3 - Desmond	2,730	3,322
District 4 - Frost	1,519	1,739
District 5 - Hume	853	866

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, Category Level 3 Name

Cat2, Cat3	District 1 - Serna	District 2 - Kennedy	District 3 - Desmond	District 4 - Frost	District 5 - Hume	Grand Total
	Current Month - Previous Month Difference	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	15	38	304	145	-11	491
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	0	1	50	38	8	97
Shopping Cart by Vendor, Shopping Cart by Vendor	3	-1	32	2	3	39
Missed Service, Garbage	-3	40	-21	-6	19	29
Private Property Complaint, Junk/Rubbish	2	3	-12	32	0	25
Private Property Vehicle, Parked on Lawn		-1	-31	40	8	16
Stray, Roam	2	-1	9	0	5	15
Missed Service, Green Waste	2	-7	9	-12	2	-6
Illegal Dumping, Illegal Dumping	-15	-39	33	3	-55	-73
Missed Service, Recycle	-1	-45	-42	-44	-6	-138
<b>Grand Total</b>	<b>5</b>	<b>-12</b>	<b>331</b>	<b>198</b>	<b>-27</b>	<b>495</b>

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



# Board of Supervisor District Analysis

## District 1

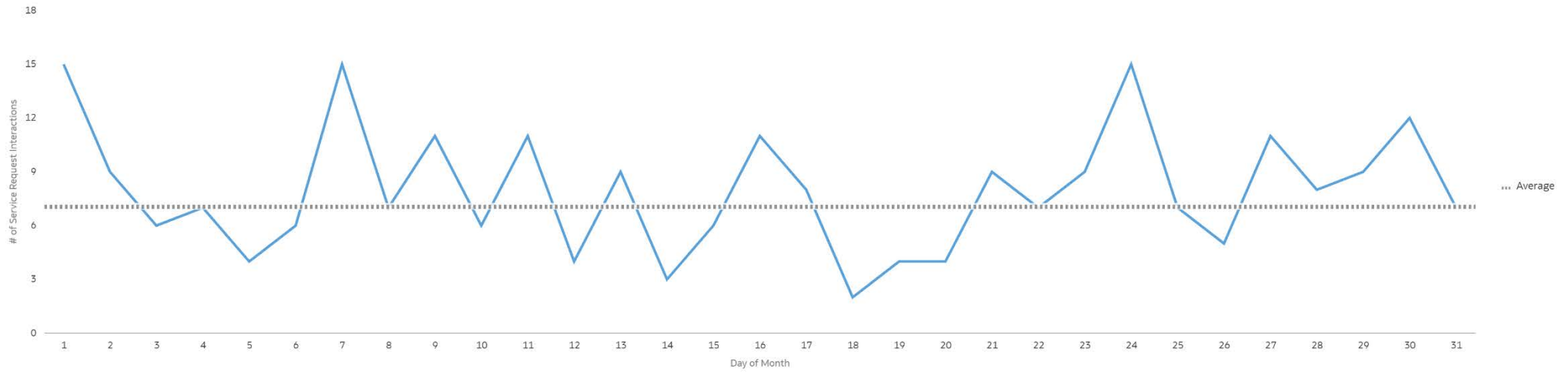
Service Requests Created

247

Service Requests Closed

187

Service Request Interactions Created by Day of Month



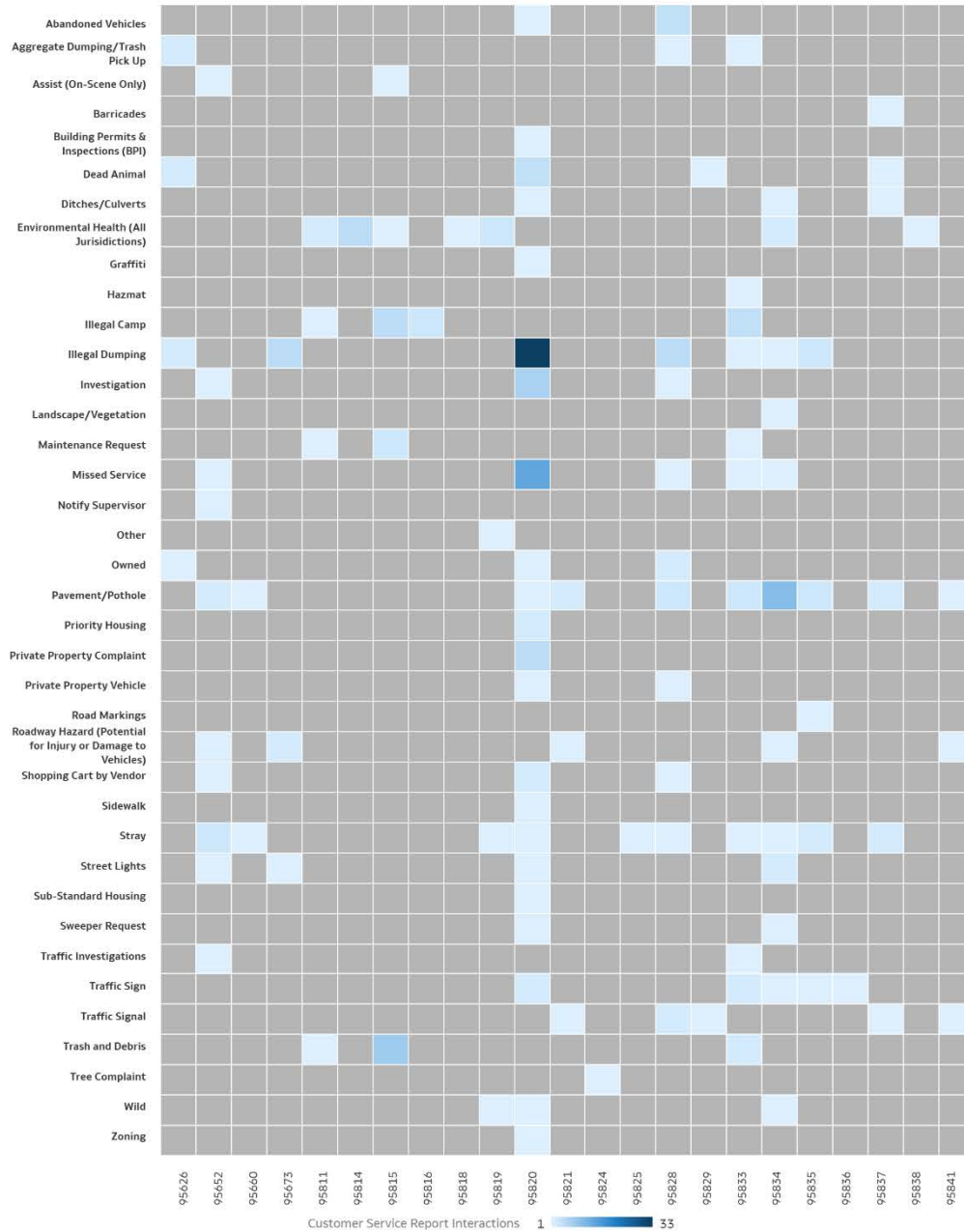
District Name, Customer Service Report Interactions



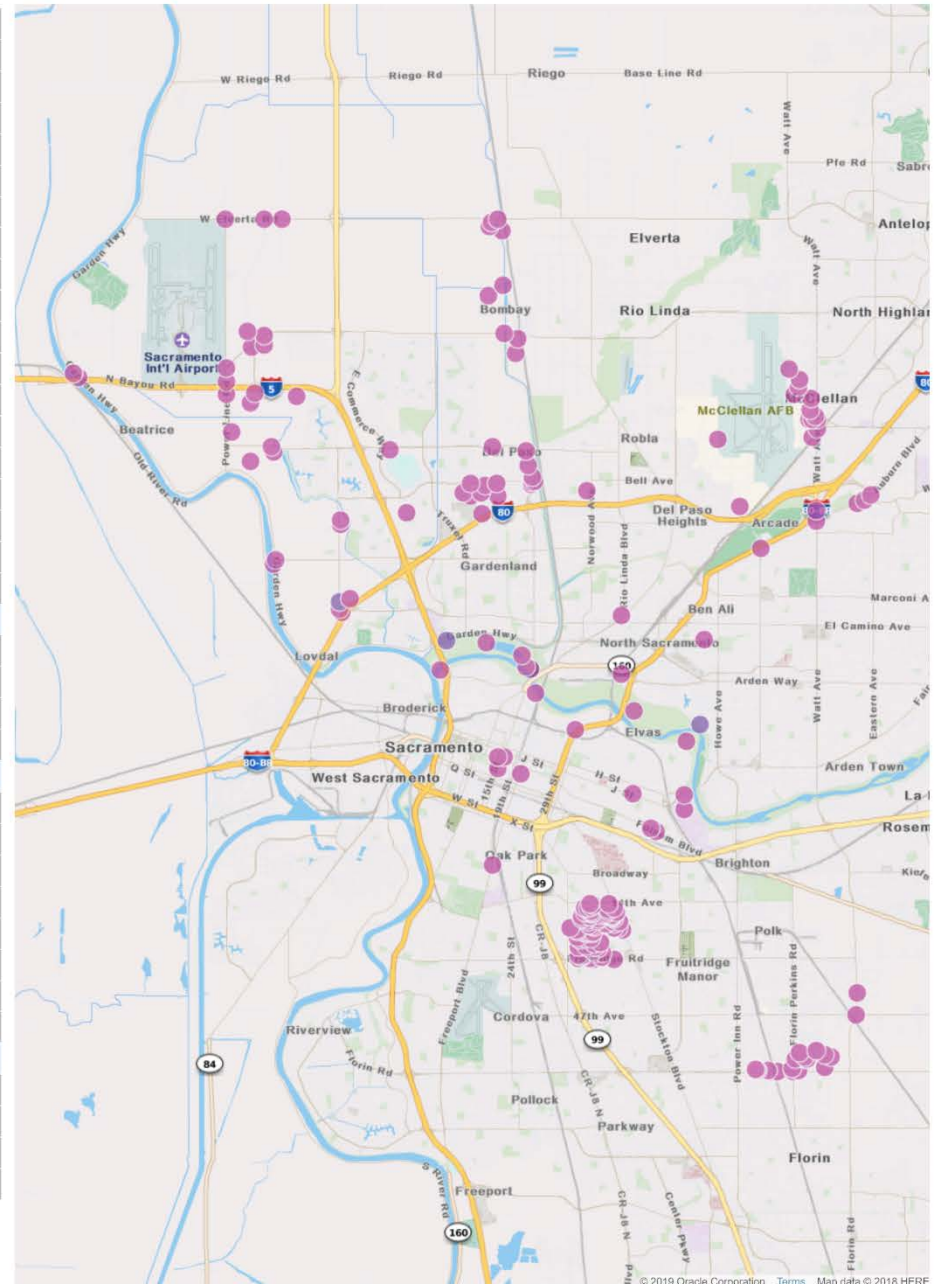
# Board of Supervisor District Analysis

## District 1 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



# Board of Supervisor District Analysis

## District 2

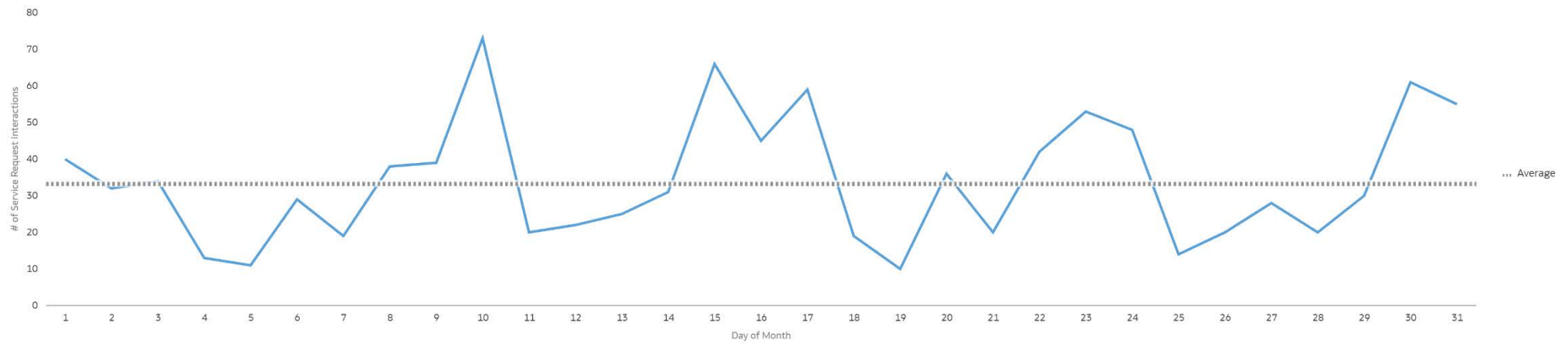
Service Requests Created

# 1,052

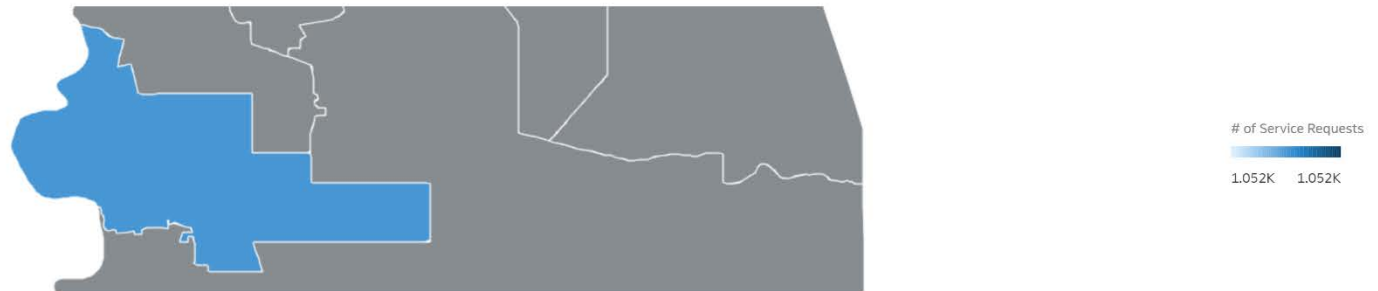
Service Requests Closed

# 853

Service Request Interactions Created by Day of Month



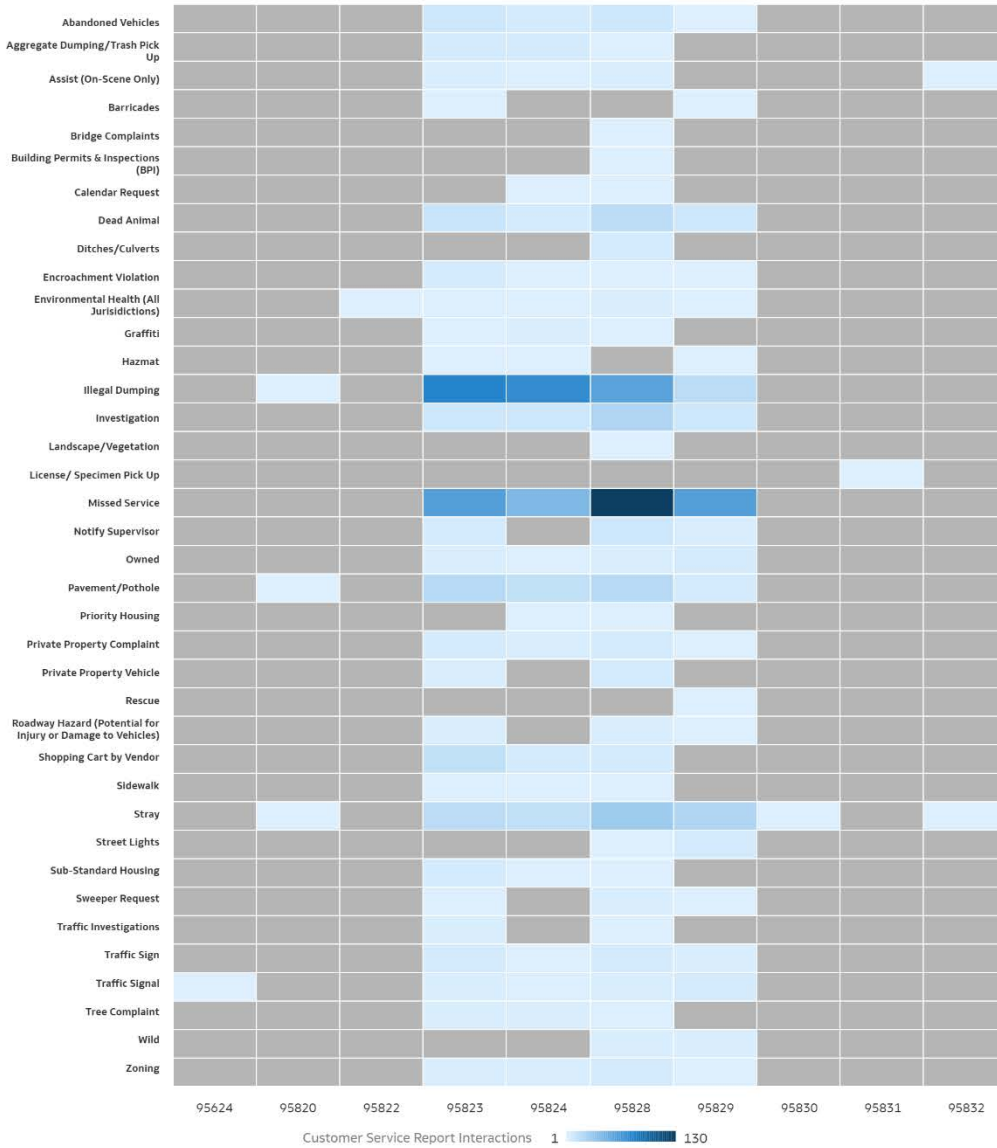
District Name, Customer Service Report Interactions



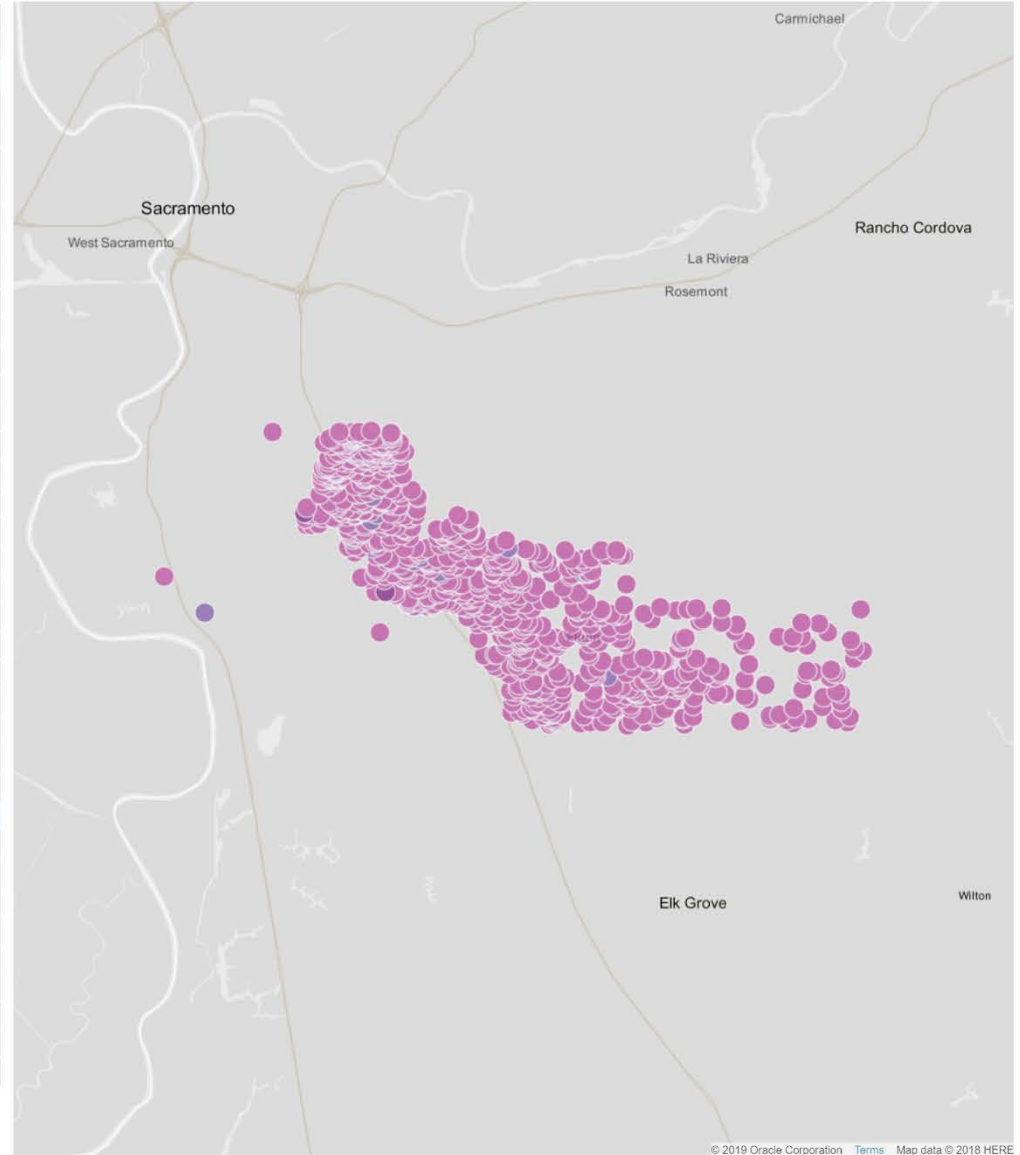
# Board of Supervisor District Analysis

## 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

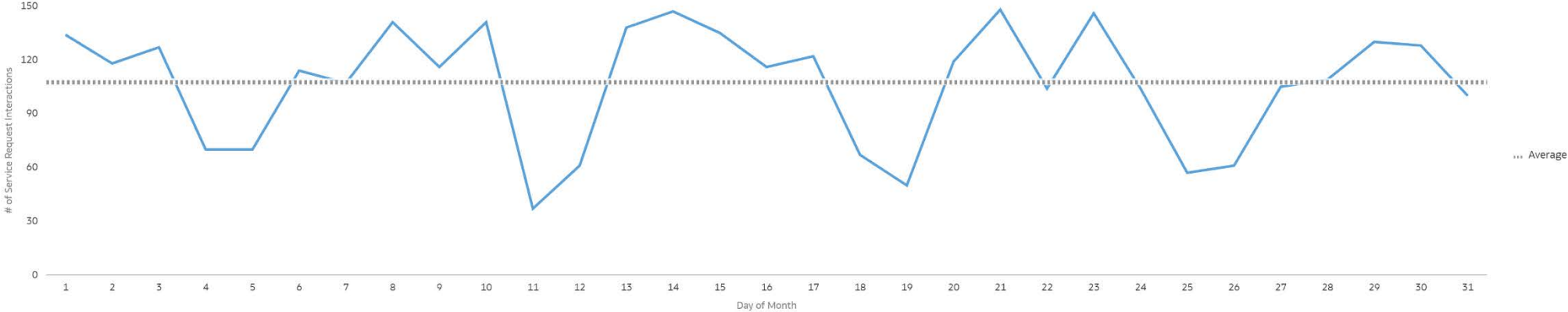
Service Requests Created

# 3,322

Service Requests Closed

# 2,303

Service Request Interactions Created by Day of Month



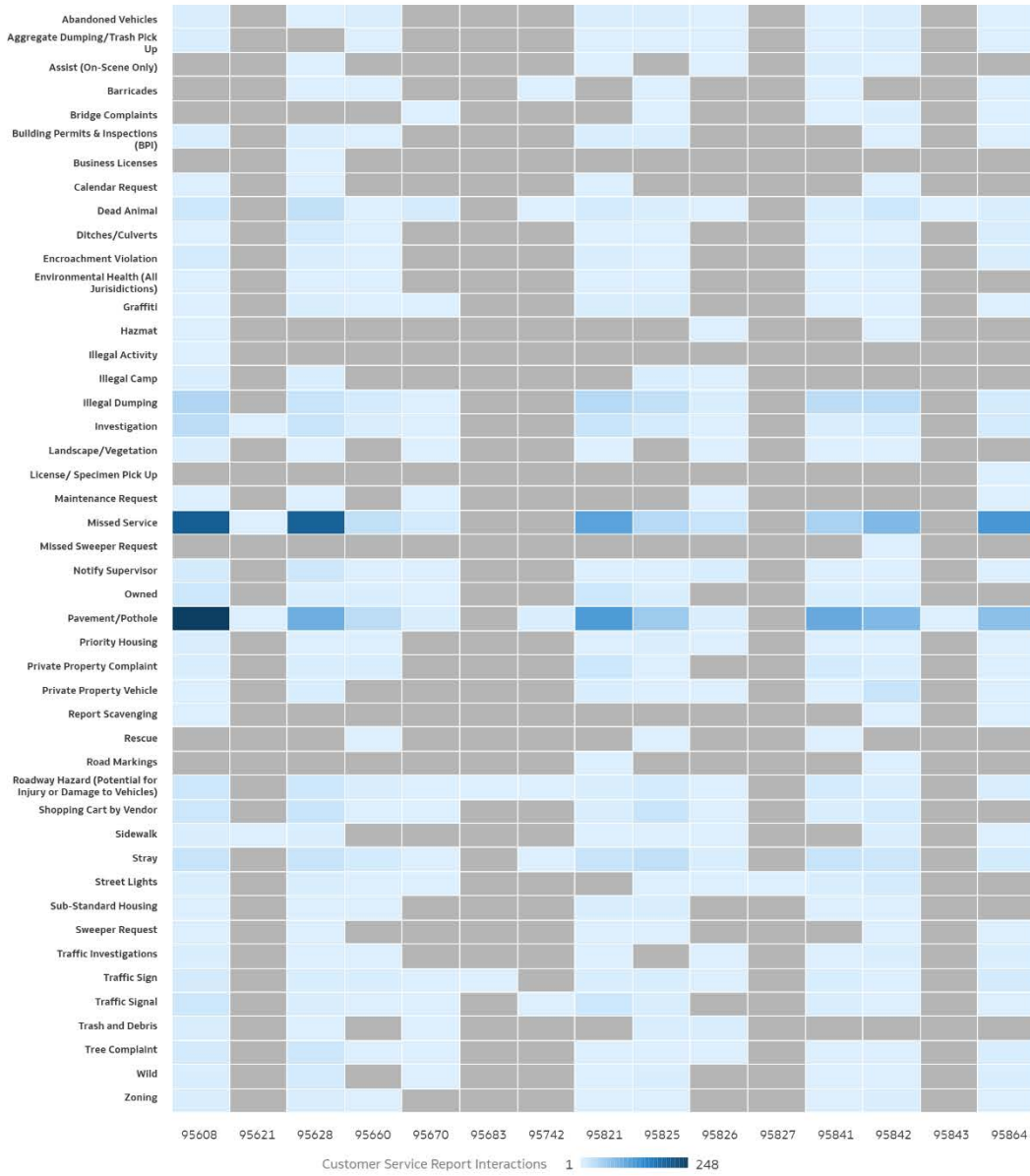
District Name, Customer Service Report Interactions



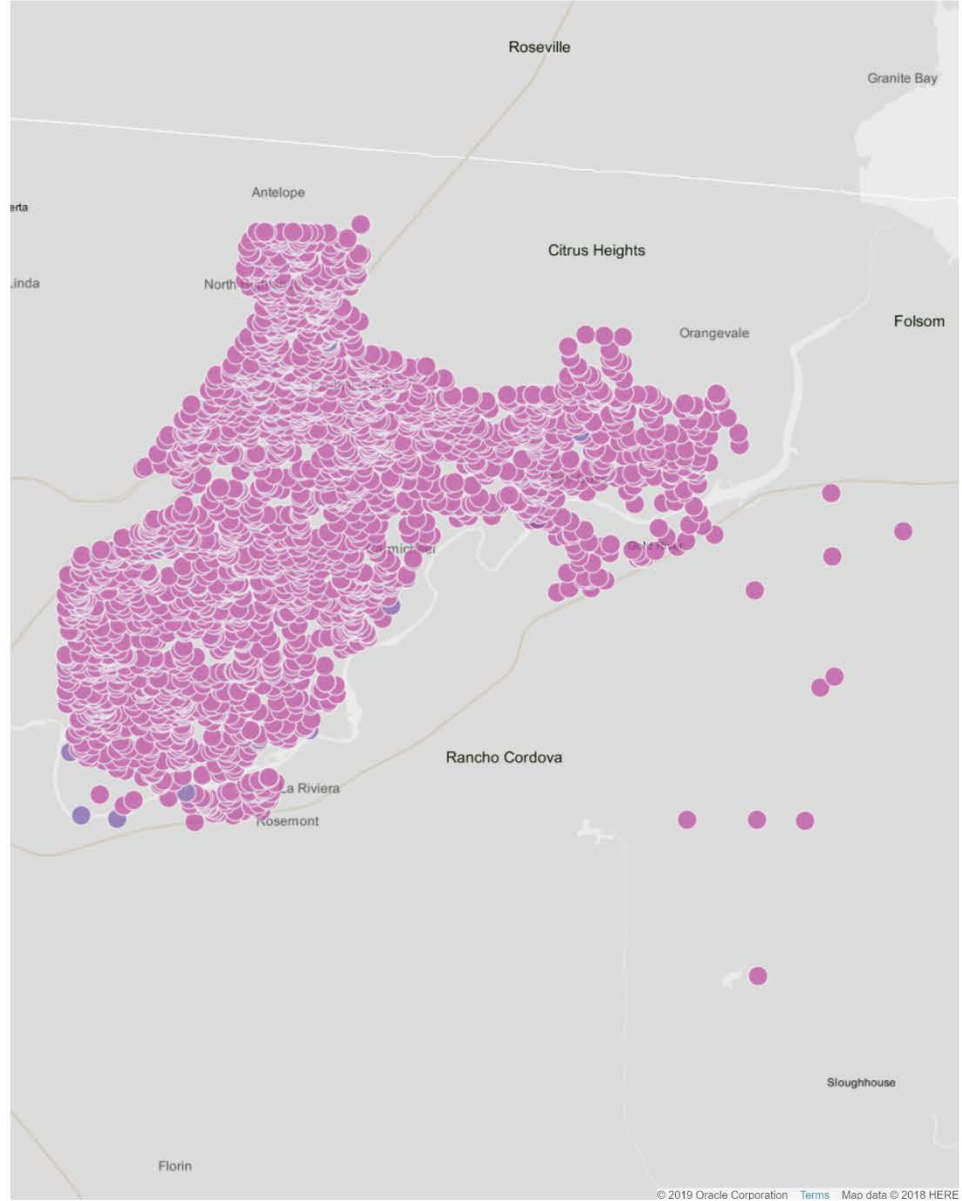
# Board of Supervisor District Analysis

## 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

# 1,739

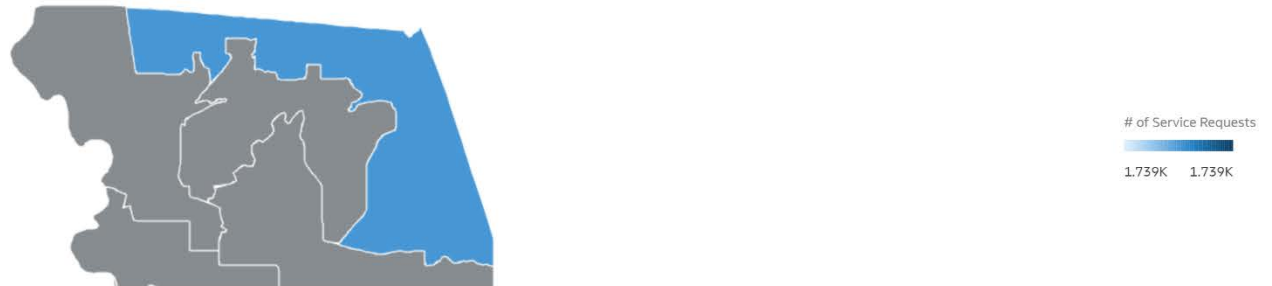
Service Requests Closed

# 1,154

Service Request Interactions Created by Day of Month



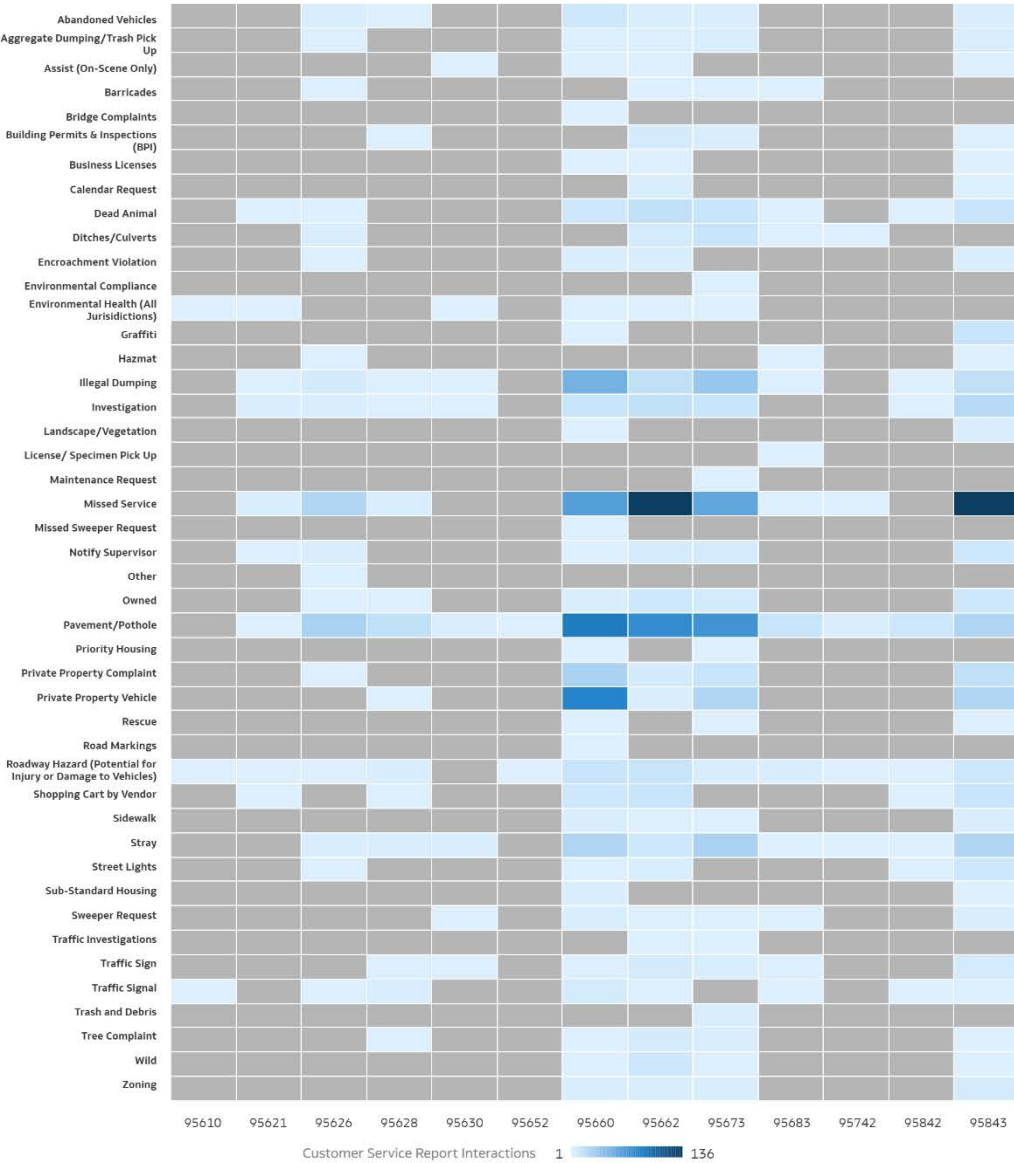
District Name, Customer Service Report Interactions



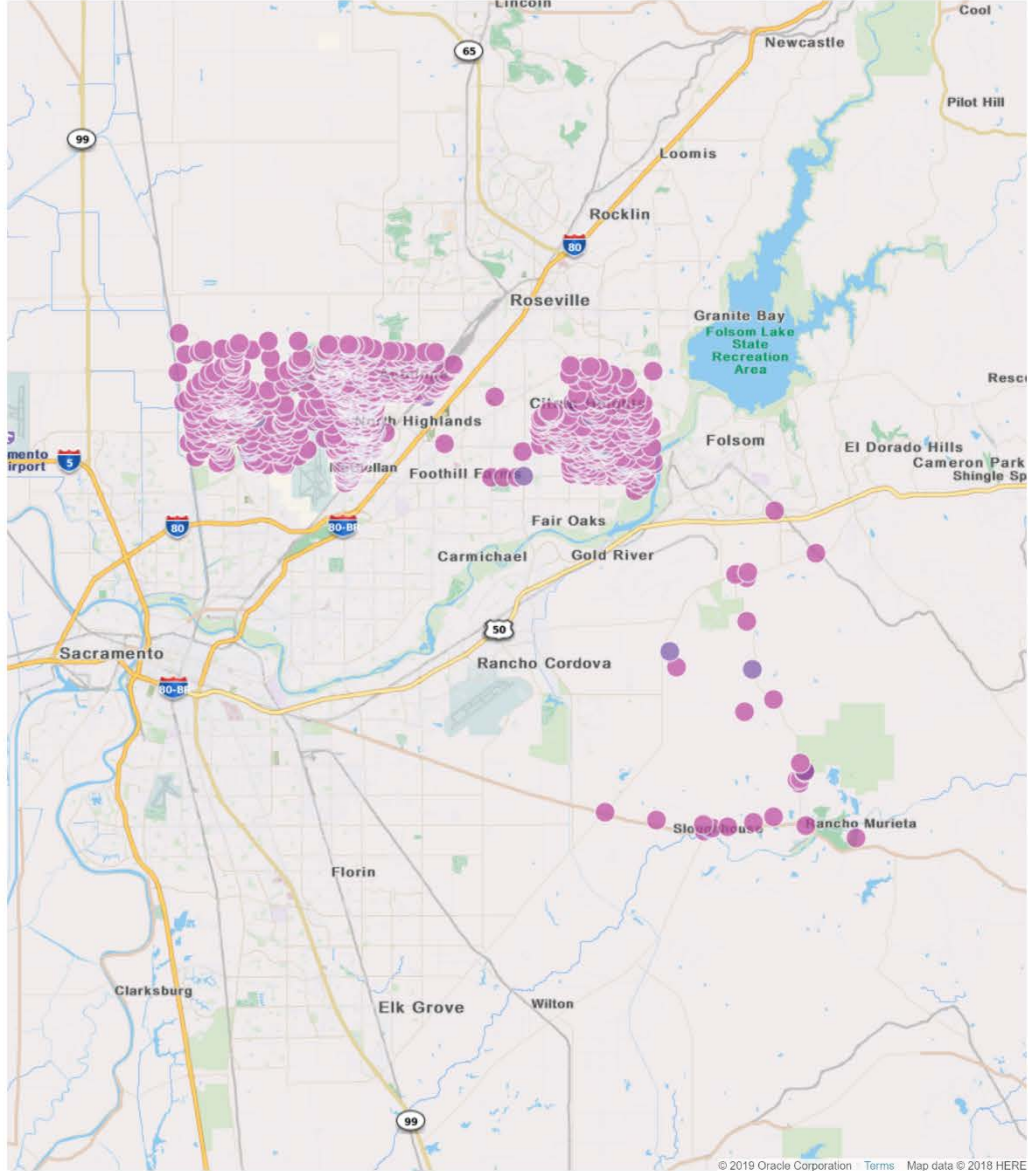
# Board of Supervisor District Analysis

## 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

# 7,248

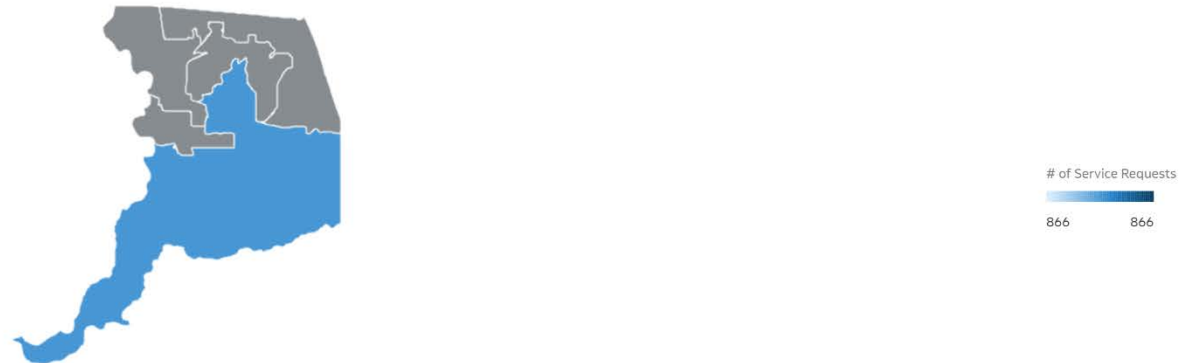
Service Requests Closed

# 5,214

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions

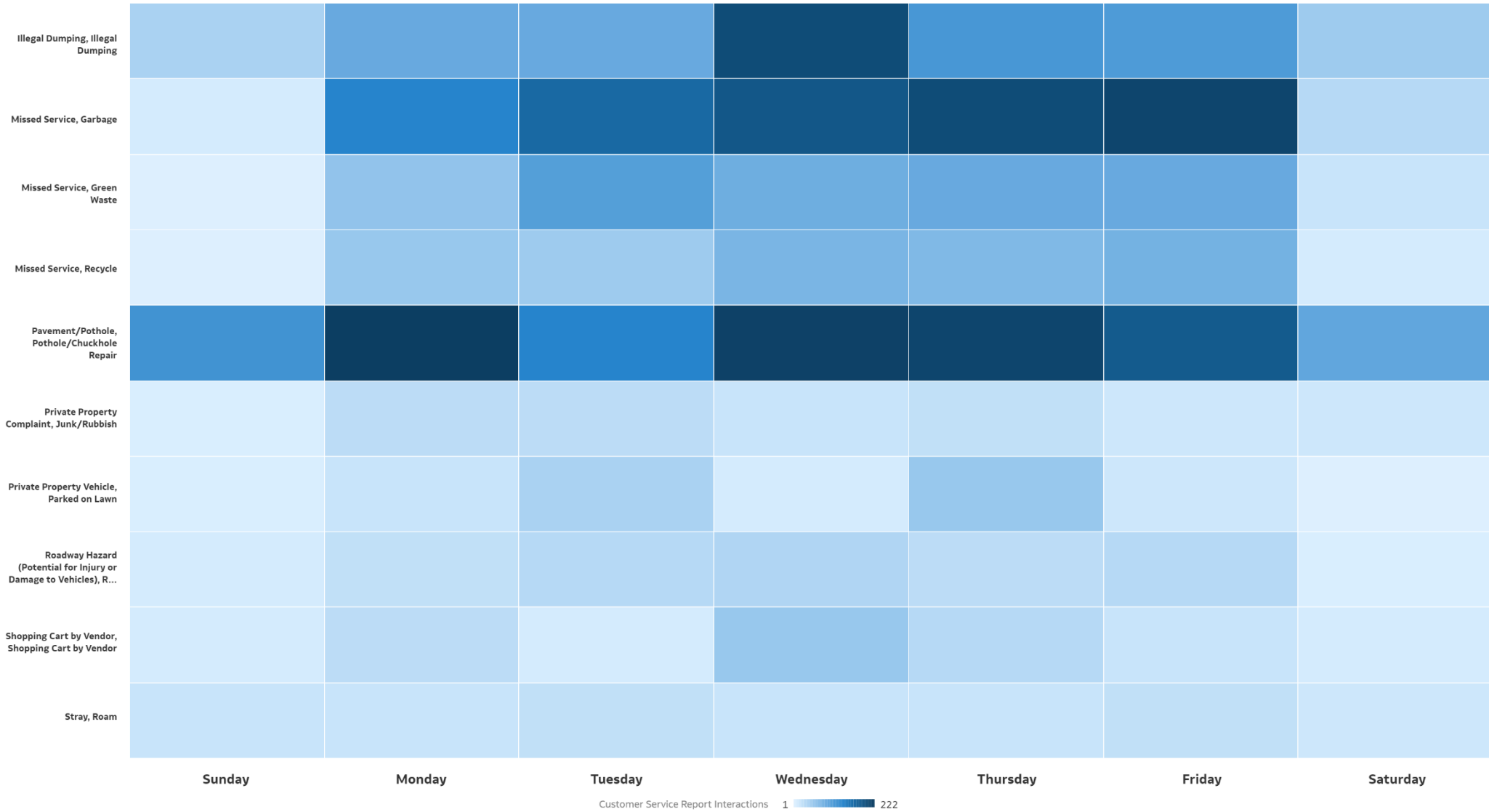




# Aging of Open Requests

## Top Service Requests Open by Day

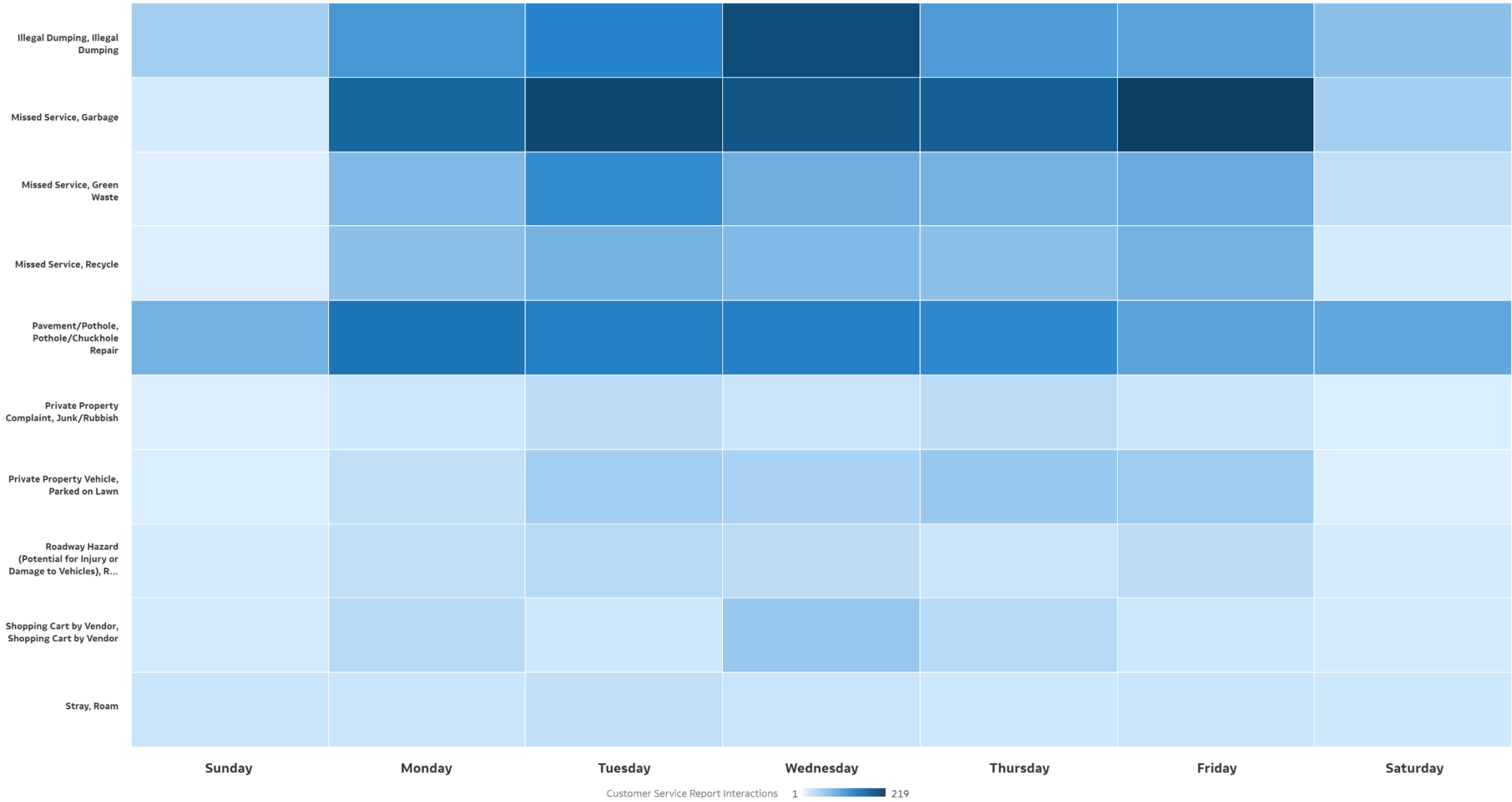
Opened Service Request Interactions by Category Per Day of Week



# Aging of Open Requests

## Top Service Requests Closed by Day

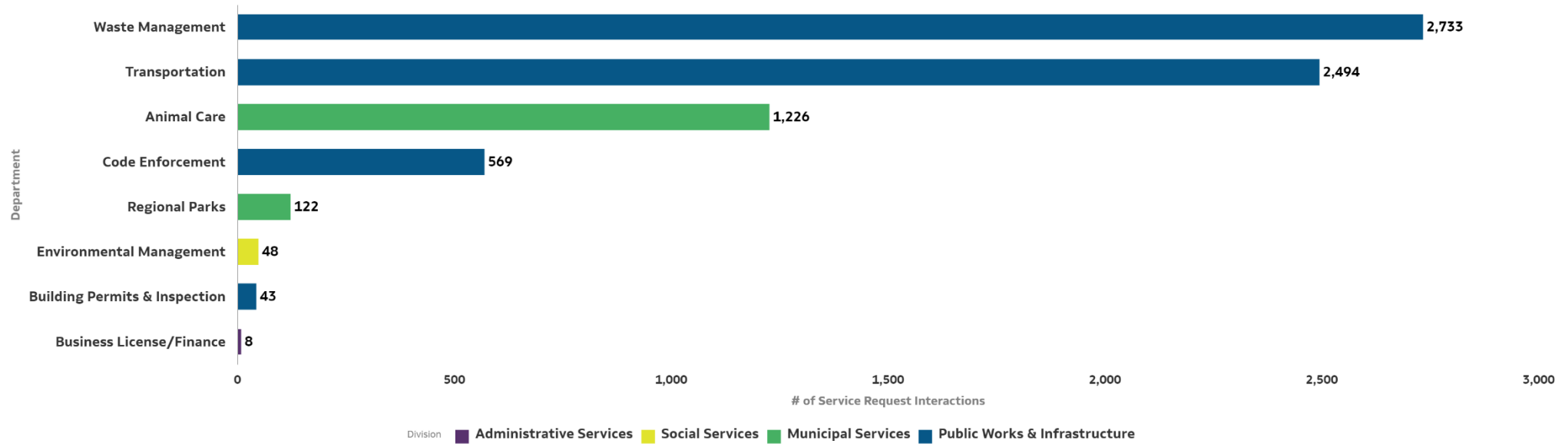
Closed Service Request Interactions by Category Per Day of Week



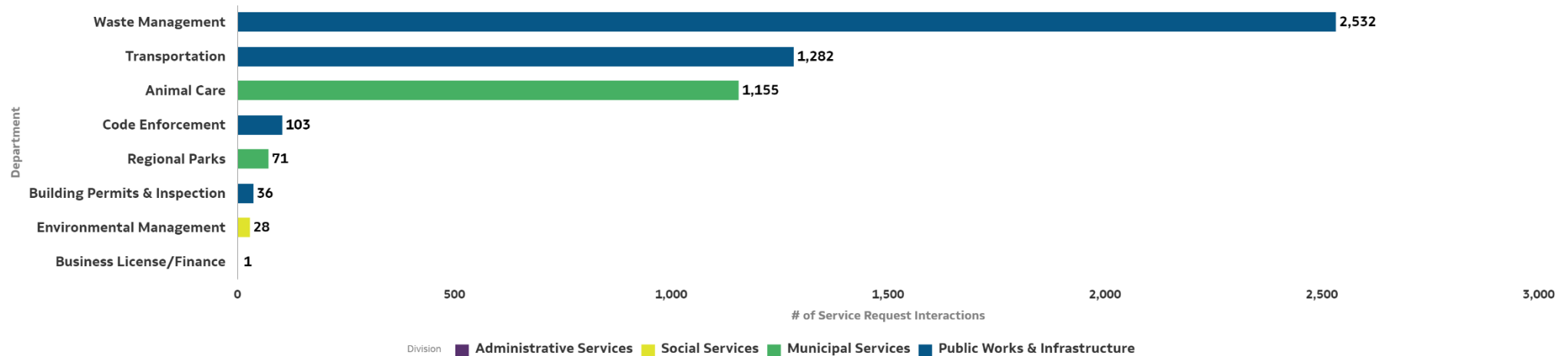
# Aging of Open Requests

## Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



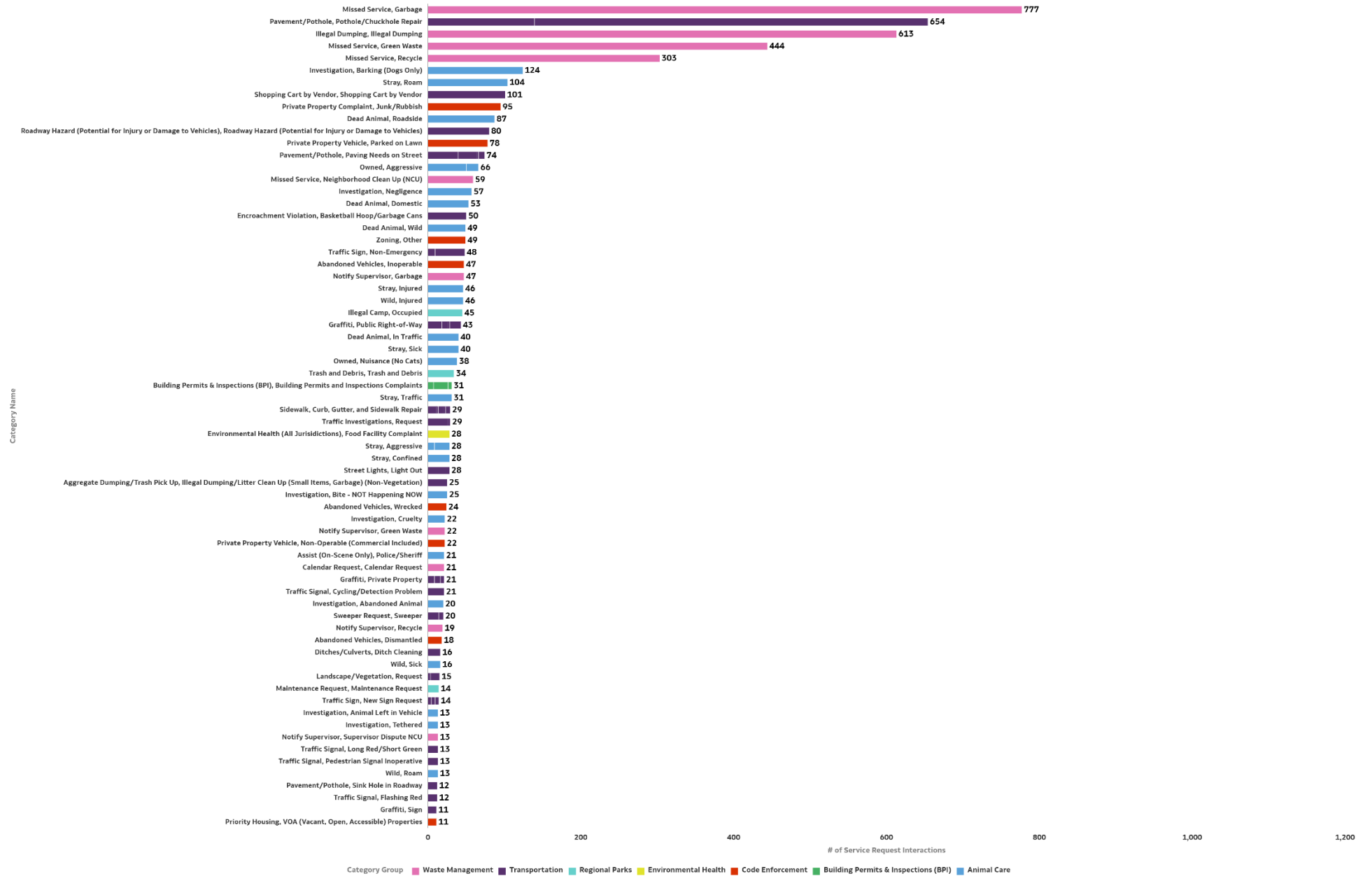
Service Request Interactions Closed by Department, Division



# Aging of Open Requests

## Greater Than 10 Service Requests

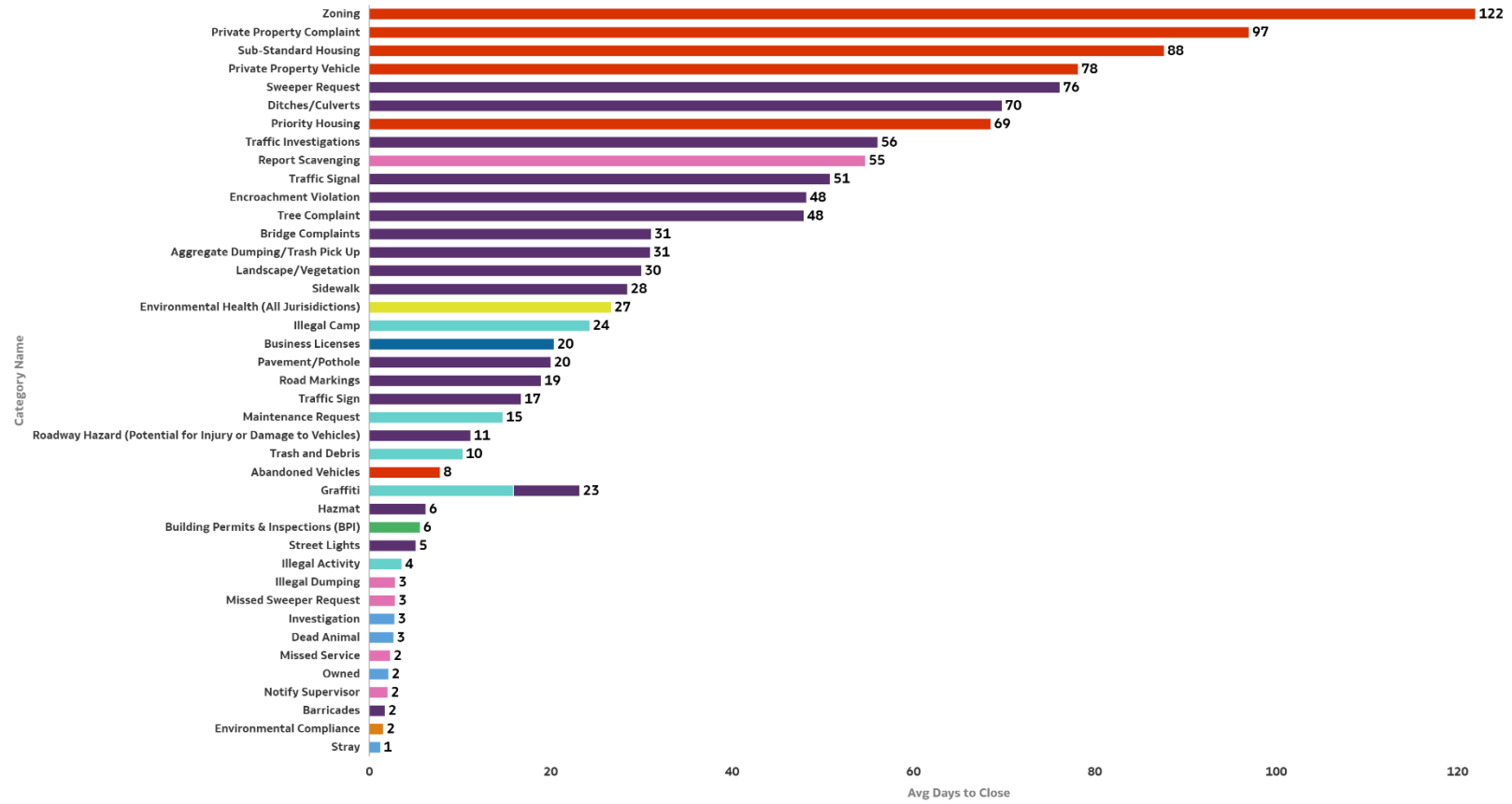
Service Request Interactions (>10 requests) by Category, Group



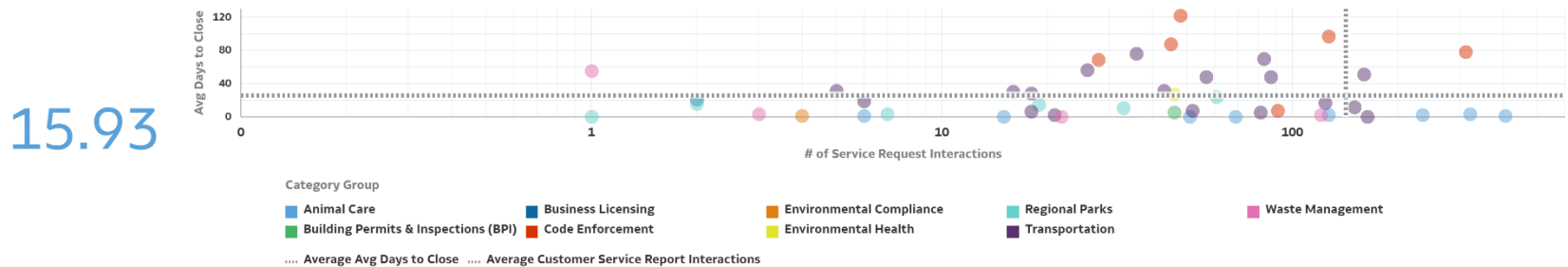
# Aging of Open Requests

## Average Days to Close Service Requests

Avg Days to Close by Category Name, Group



Avg Days to Close by Category Name, Group



# 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	Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Waste Management	Calendar Request	22	0.00	Regional Parks	Trash and Debris	33	10.26
Animal Care	Rescue	15	0.11	Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	151	11.13
Animal Care	Wild	69	0.11	Transportation	Hazmat	8	11.38
Animal Care	Assist (On-Scene Only)	51	0.19	Animal Care	Owned	3	13.51
Transportation	Shopping Cart by Vendor	164	0.33	Regional Parks	Maintenance Request	19	14.69
Regional Parks	Other	1	0.51	Regional Parks	Graffiti	2	15.83
Animal Care	License/ Specimen Pick Up	6	0.78	Transportation	Road Markings	6	18.91
Animal Care	Stray	405	1.18	Transportation	Pavement/Pothole	856	20.21
Environmental Compliance	Environmental Compliance	4	1.52	Transportation	Traffic Sign	98	20.32
Transportation	Barricades	21	1.70	Business Licensing	Business Licenses	2	20.34
Animal Care	Owned	124	1.79	Regional Parks	Illegal Camp	61	24.27
Waste Management	Notify Supervisor	121	2.00	Transportation	Landscape/Vegetation	16	29.97
Transportation	Hazmat	10	2.03	Transportation	Sidewalk	17	30.03
Waste Management	Missed Service	1,985	2.30	Transportation	Aggregate Dumping/Trash Pick Up	39	33.48
Transportation	Bridge Complaints	2	2.46	Transportation	Tree Complaint	87	47.88
Animal Care	Dead Animal	235	2.64	Transportation	Encroachment Violation	57	48.17
Animal Care	Investigation	321	2.75	Transportation	Bridge Complaints	3	50.12
Waste Management	Missed Sweeper Request	3	2.82	Waste Management	Report Scavenging	1	54.67
Waste Management	Illegal Dumping	770	2.82	Environmental Health	Environmental Health (All Jurisdictions)	14	69.56
Transportation	Traffic Sign	26	3.07	Transportation	Ditches/Culverts	83	69.73
Regional Parks	Illegal Activity	7	3.56	Code Enforcement	Priority Housing	26	73.39
Transportation	Street Lights	80	3.62	Transportation	Traffic Investigations	19	74.92
Transportation	Pavement/Pothole	13	3.80	Transportation	Sweeper Request	36	76.12
Transportation	Traffic Signal	70	4.34	Code Enforcement	Private Property Vehicle	312	78.13
Transportation	Traffic Investigations	7	4.78	Transportation	Traffic Signal	90	86.90
Code Enforcement	Priority Housing	2	5.08	Code Enforcement	Sub-Standard Housing	45	87.61
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	46	5.56	Code Enforcement	Private Property Complaint	127	96.97
Transportation	Aggregate Dumping/Trash Pick Up	4	6.02	Code Enforcement	Zoning	48	121.96
Transportation	Sidewalk	3	6.50	Transportation	Street Lights	1	122.86
Transportation	Graffiti	52	7.34				
Code Enforcement	Abandoned Vehicles	91	7.78				
Environmental Health	Environmental Health (All Jurisdictions)	32	7.84				

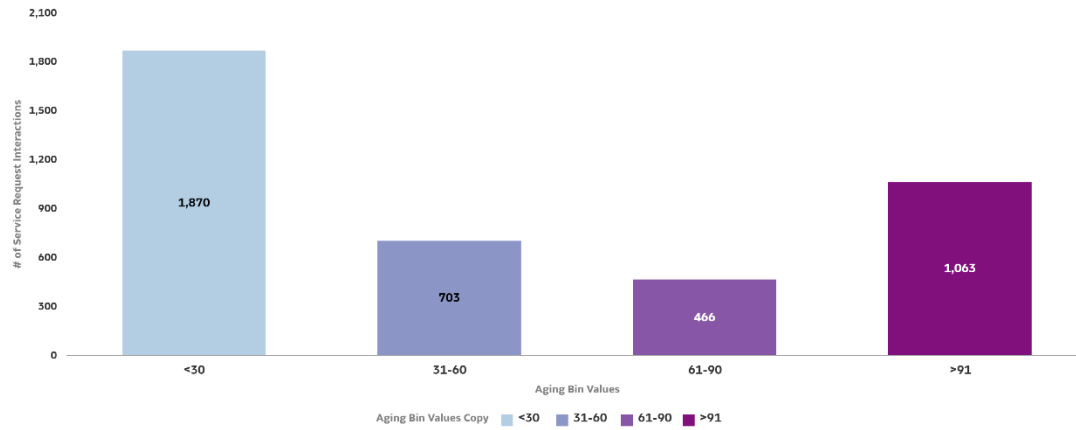


# Aging of Open Requests

Select As Of Date

2021.0228

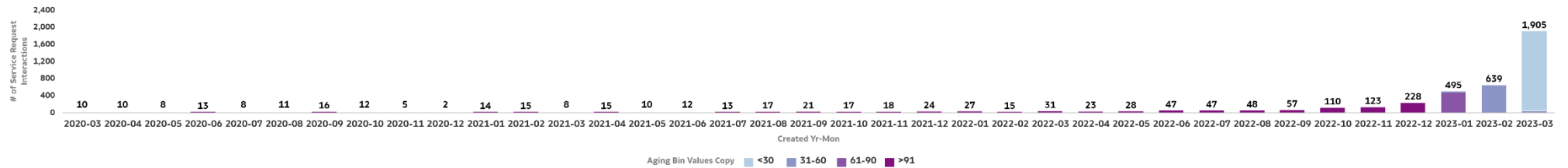
Aging Service Requests



Aging Service Requests

Aging Bin Values Copy	Customer Service Report Interactions
<30	1,870
31-60	703
61-90	466
>91	1,063

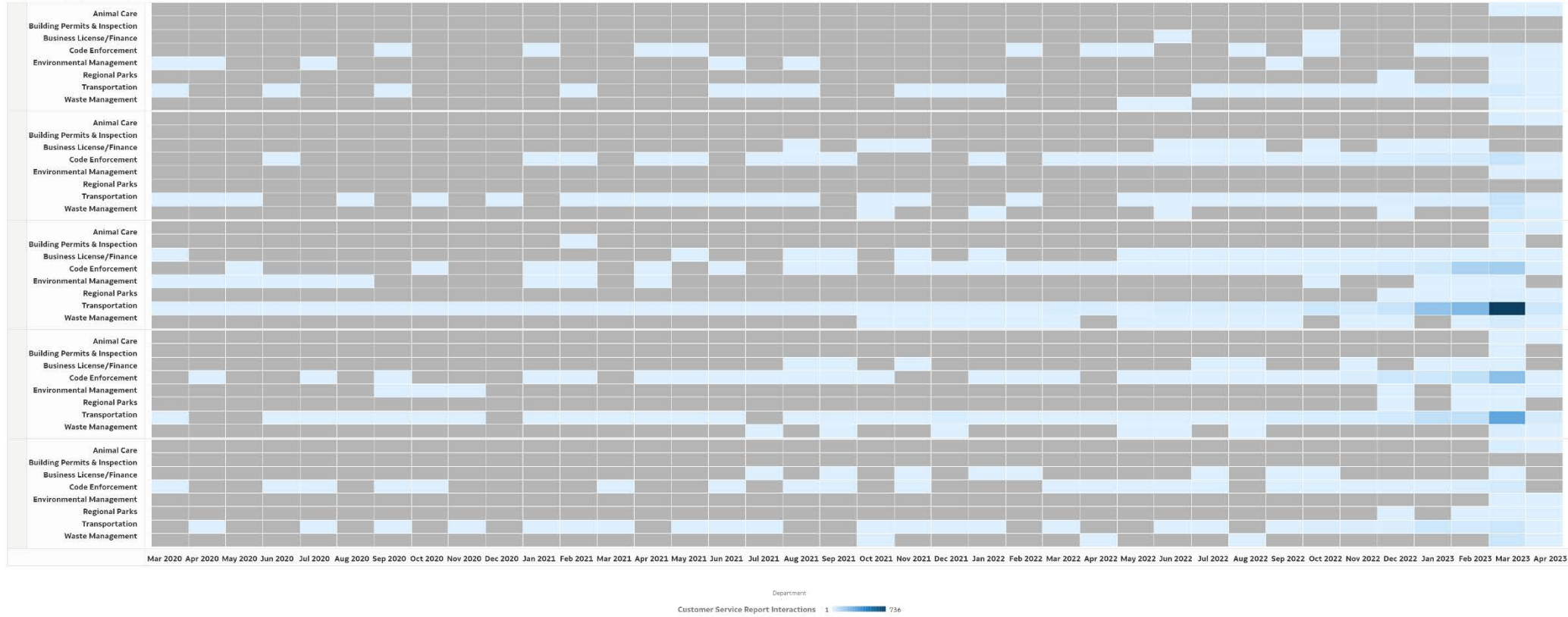
Aging Service Requests by Created Year-Month



# Aging of Open Requests

## Department Aging Requests by Month Created Per District

Department Aging Service Requests by Created Year-Month Per District



**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.

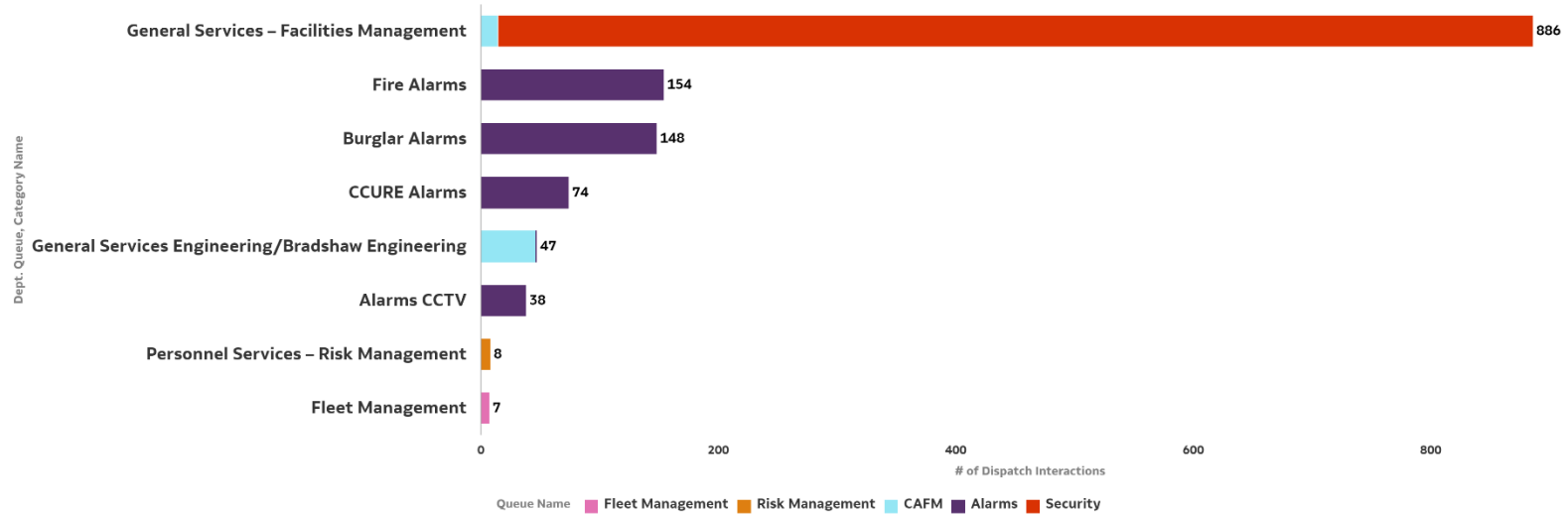
**Acronym Glossary**

<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

Dispatch Interactions by Category, Queue  
Division: Administrative Services



### Service Definitions

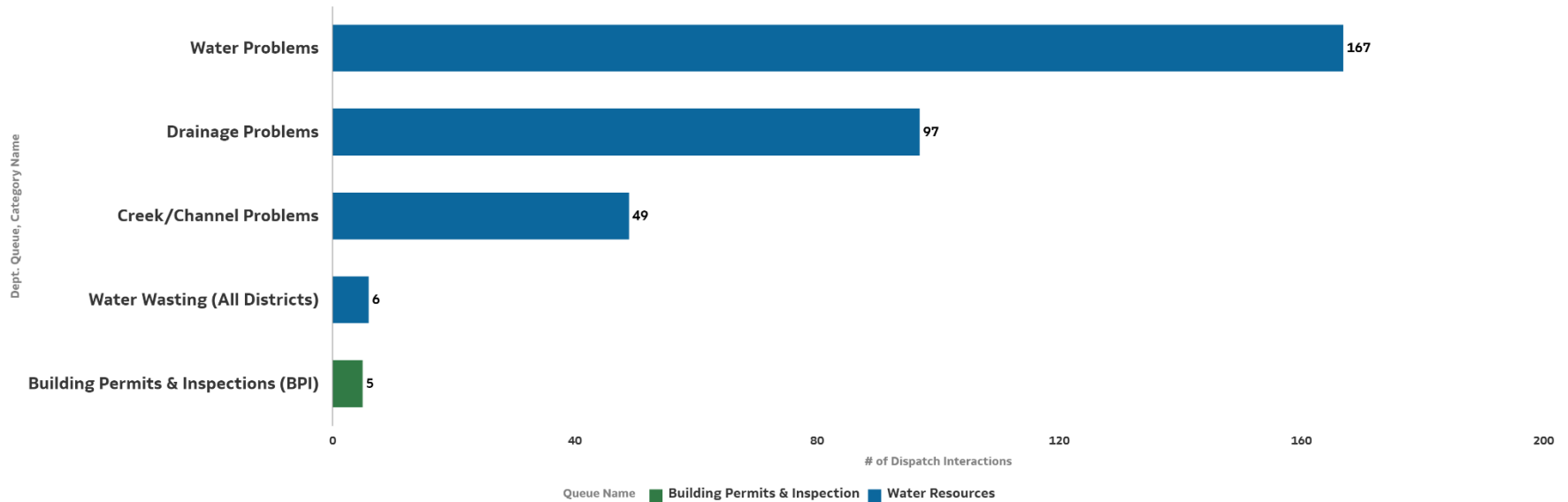
General Services Engineering/Bradshaw Engineering	Dispatch Services for Downtown and Bradshaw Facility Engineers to respond for fire/environmental alarms, generator testing, electrical, plumbing issues in county maintained buildings, etc.
General Services Facilities Management	Dispatch Services for Facilities 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 Services

Dispatch Interactions by Category, Queue

Division: Public Works & Infrastructure



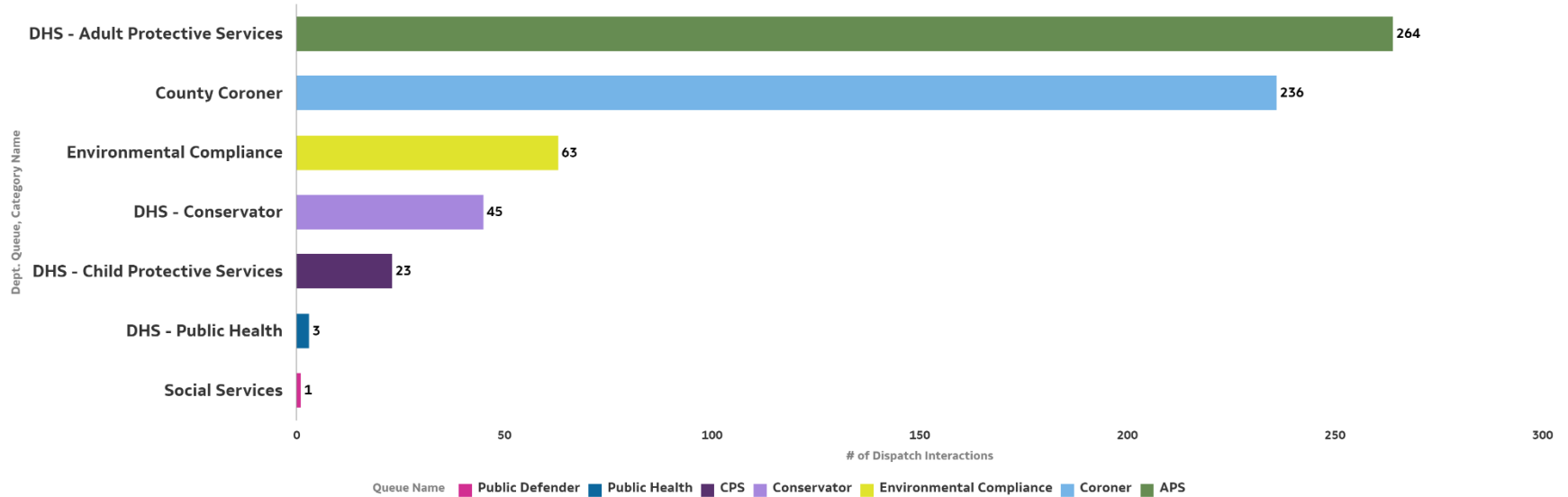
### Service Definitions

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

Dispatch Interactions by Category, Queue  
Division: Social Services



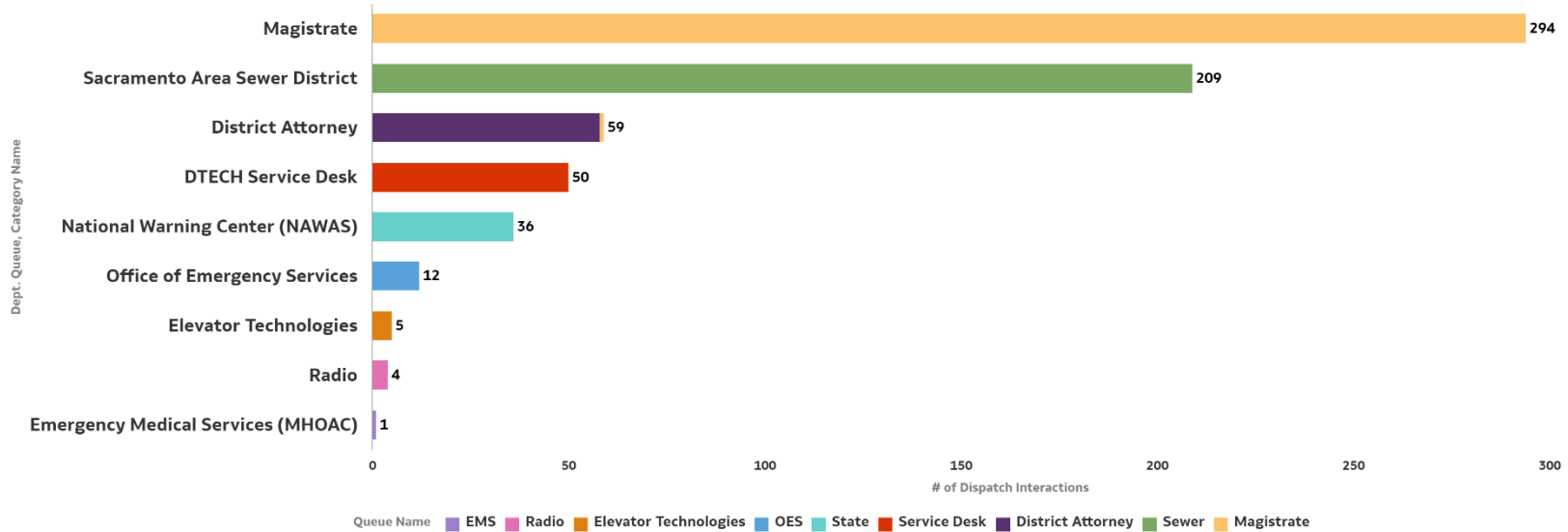
### Service Definitions

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

Dispatch Interactions by Category, Queue  
Division: 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.