Monthly 311 Communications/Dispatch Center
SERVICE REQUEST & STATISTICS REPORT

JUNE 2023

SAC COUNTY 311 CONNECT

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

SACRAMENTO COUNTY

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VISION
To be a County that is safe, prosperous and provides quality public services

MISSION
Improve residents' quality of life by providing cost-effective public services while fostering economic health, regional cooperation and stewardship of community assets

VALUES
- Honesty, integrity and respect for the individual
- Quality Customer Service
- Respect for cultural and ethnic diversity
- Clear communication and transparency
- Efficiency and fiscal responsibility
- Recognition of employee contributions
- Exploration of partnerships and collaboration

SACRAMENTO COUNTY

Monthly Statistics

Monthly Interactions by Source

Monthly Customer Service Interactions

22,497

Incident Source Name	Service Request Map Count
Customer Portal (OPA)	307
Email	718
Mobile Application	3,111
Phone	18,361

Monthly Interactions by Source
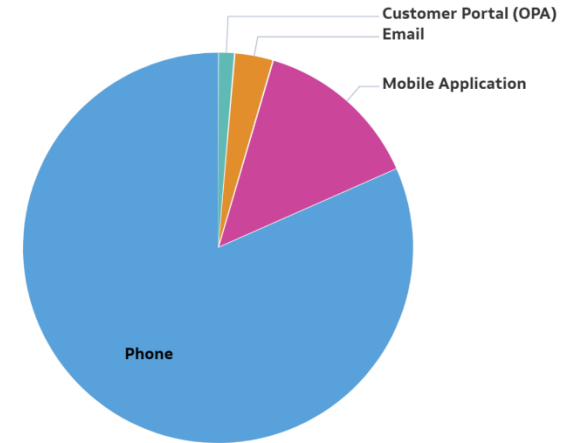
Service Request Interactions

6,805

Information Interactions

5,971

Transfer Interactions

6,547

Dispatch Interactions

3,174

Customer Service Report Interactions by Interaction Type

Monthly Interactions by Interaction Type

Service Request Interaction Totals

Service Request Interaction Totals (>10 requests) by Category

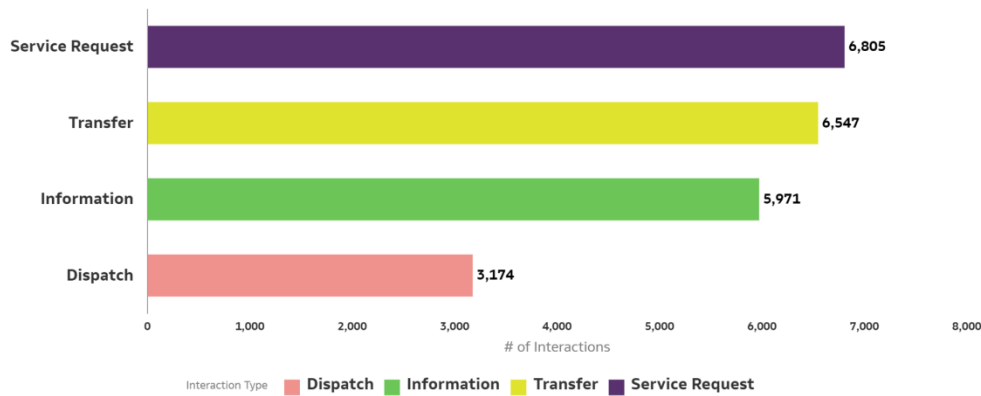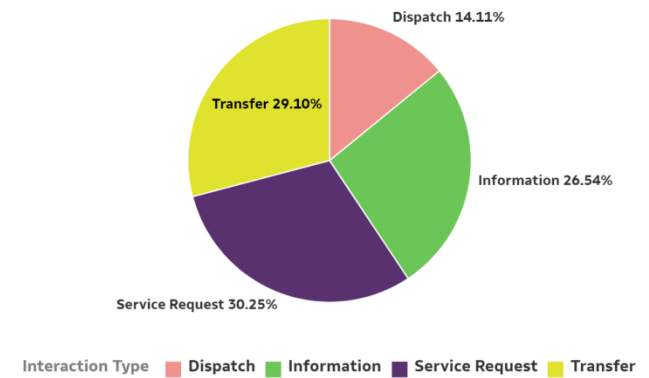| Cat2, Cat3	Customer Service Report Interactions
Missed Service, Garbage	1,079
Illegal Dumping, Illegal Dumping	749
Missed Service, Green Waste	541
Missed Service, Recycle	432
Pavement/Pothole, Pothole/Chuckhole Repair	288
Private Property Complaint, Junk/Rubbish	199
Private Property Vehicle, Parked on Lawn	151
Missed Service, Neighborhood Clean Up (NCU)	132
Investigation, Barking (Dogs Only)	125
Stray, Roam	122
Stray, Injured	105
Dead Animal, Roadside	96
Shopping Cart by Vendor, Shopping Cart by Vendor	86
Graffiti, Public Right-of-Way	76
Investigation, Negligence	75
Owned, Aggressive	72
Stray, Sick	72
Pavement/Pothole, Paving Needs on Street	70
Dead Animal, Domestic	69
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	68
Wild, Injured	64
Private Property Vehicle, Non-Operable (Commercial Included)	62

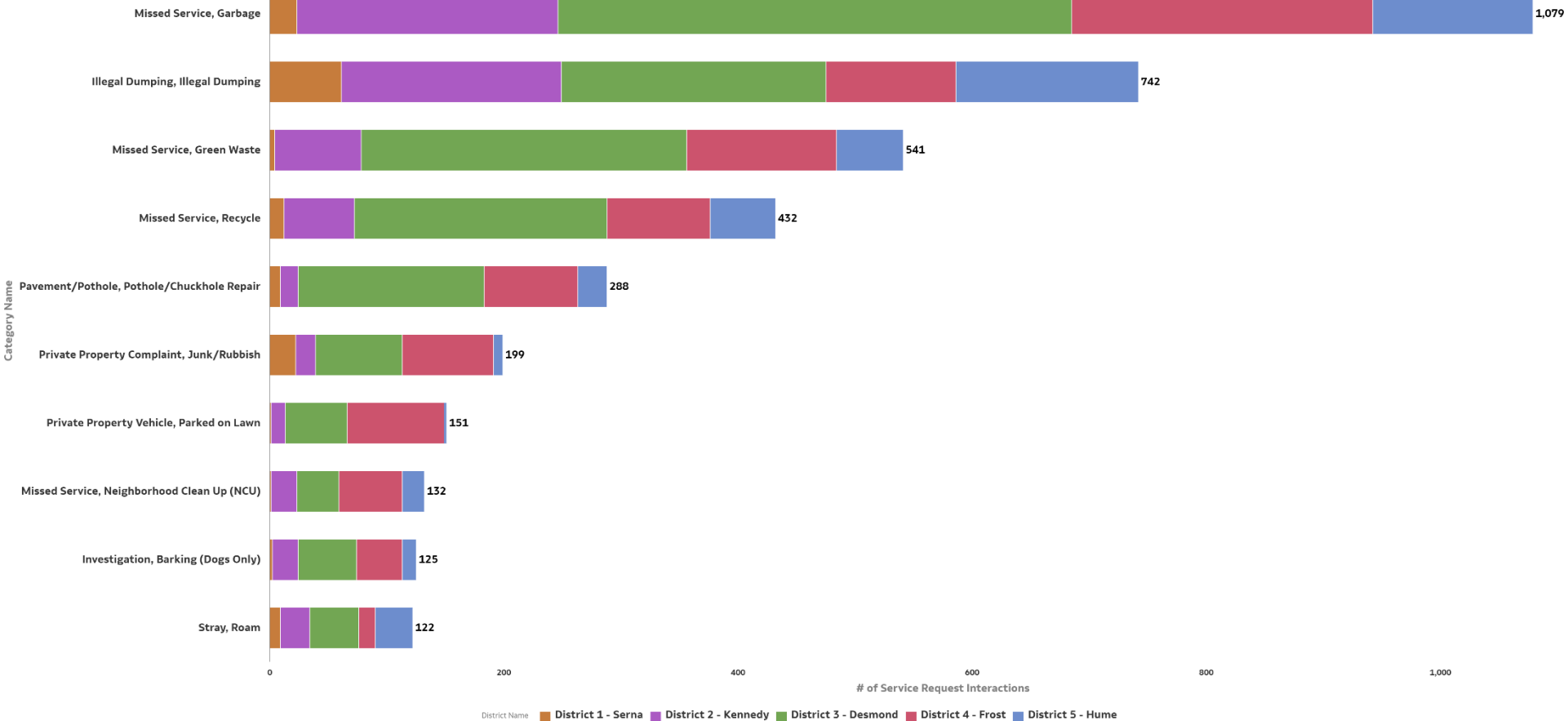| Cat2, Cat3	Customer Service Report Interactions
Dead Animal, Wild	60
Environmental Health (All Jurisidictions), Food Facility Complaint	60
Zoning, Other	59
Traffic Sign, Non-Emergency	58
Owned, Nuisance (No Cats)	57
Abandoned Vehicles, Inoperable	54
Sidewalk, Tree Trimming Needed	51
Notify Supervisor, Garbage	50
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	49
Trash and Debris, Trash and Debris	49
Encroachment Violation, Basketball Hoop/Garbage Cans	45
Sidewalk, Curb, Gutter, and Sidewalk Repair	44
Dead Animal, In Traffic	37
Stray, Traffic	37
Stray, Confined	36
Landscape/Vegetation, Request	35
Traffic Investigations, Request	35
Illegal Camp, Occupied	34
Notify Supervisor, Green Waste	34
Stray, Aggressive	34

Cat2, Cat3	Customer Service Report Interactions
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	33
Graffiti, Private Property	33
Notify Supervisor, Recycle	33
Investigation, Cruelty	32
Assist (On-Scene Only), Police/Sheriff	31
Environmental Health (All Jurisidictions), Commercial Noise Complaint	30
Investigation, Abandoned Animal	29
Sweeper Request, Sweeper	29
Notify Supervisor, Supervisor Dispute NCU	28
Tree Complaint, Tree Obstructing	26
Investigation, Bite - NOT Happening NOW	24
Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	23
Traffic Signal, Cycling/Detection Problem	23
Street Lights, Light Out	22
Abandoned Vehicles, Dismantled	21
Stray, Vet/Business Confined	21
Traffic Signal, Flashing Red	21
Abandoned Vehicles, Wrecked	20
Calendar Request, Calendar Request	20

Cat2, Cat3	Customer Service Report Interactions
Abandoned Vehicles, Wrecked	20
Calendar Request, Calendar Request	20
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	19
Private Property Vehicle, Occupied Mobile Homes/Trailers	18
Stray, Tied	18
Traffic Signal, All Signals Dark	18
Traffic Signal, Long Red/Short Green	17
Wild, Sick	16
Traffic Investigations, Traffic Safety Related Issues	15
Tree Complaint, Broken/Hanging Tree Limb	15
Tree Complaint, Request	15
Tree Complaint, Tree Down	15
Traffic Signal, Light Out	13
Maintenance Request, Maintenance Request	12
Owned, Animal Feces Complaint	12
Pavement/Pothole, Pavement-Other Unknown Maintenance Needs	12
Private Property Complaint, Illegal Signage	12
Aggregate Dumping/Trash Pick Up, Debris Blocking Roadway/Sidewalk (Non-Vegetation)	11
Ditches/Culverts, Ditch Cleaning	11
Encroachment Violation, Other Encroachment Types	11
Sub-Standard Housing, Other	11

Total Service Requests Opened

Top 10 Service Requests Categories Opened | With Districts

Top 10 Service Request Categories Opened with Districts

Category Name	# of Service Request Interactions
Missed Service, Garbage	1,079
Illegal Dumping, Illegal Dumping	742
Missed Service, Green Waste	541
Missed Service, Recycle	432
Pavement/Pothole, Pothole/Chuckhole Repair	288
Private Property Complaint, Junk/Rubbish	199
Private Property Vehicle, Parked on Lawn	151
Missed Service, Neighborhood Clean Up (NCU)	132
Investigation, Barking (Dogs Only)	125
Stray, Roam	122

District Name: ■ District 1 - Serna ■ District 2 - Kennedy ■ District 3 - Desmond ■ District 4 - Frost ■ District 5 - Hume

Top Service Requests Opened

Top 5 Service Requests Opened | by Districts

Top 5 Service Request Categories Opened by District

	District 1 - Serna	District 2 - Kennedy	District 3 - Desmond	District 4 - Frost	District 5 - Hume
Missed Service, Garbage	23	223	439	257	137
Illegal Dumping, Illegal Dumping	61	188	226	111	156
Missed Service, Green Waste	4	74	278	128	57
Missed Service, Recycle	12	60	216	88	56
Pavement/Pothole, Pothole/Chuckhole Repair	9	15	159	80	25

# of Service Request Interactions

Cat2, Cat3 ■ Missed Service, Garbage ■ Illegal Dumping, Illegal Dumping ■ Missed Service, Green Waste ■ Missed Service, Recycle ■ Pavement/Pothole, Pothole/Chuckhole Repair

Top Service Requests Closed

Top 10 Service Requests Categories Closed | With Districts

Top 10 Service Request Categories Closed with Districts

District Name: ■ District 1 - Serna ■ District 2 - Kennedy ■ District 3 - Desmond ■ District 4 - Frost ■ District 5 - Hume

Top Service Requests Closed

Top 5 Service Requests Categories Closed | by Districts

Top 5 Service Request Categories Closed by District

	District 1 - Serna	District 2 - Kennedy	District 3 - Desmond	District 4 - Frost	District 5 - Hume
Missed Service, Garbage	19	180	462	284	124
Illegal Dumping, Illegal Dumping	58	260	231	104	148
Missed Service, Green Waste	3	61	289	140	55
Missed Service, Recycle	4	54	225	97	57
Pavement/Pothole, Pothole/Chuckhole Repair	2	15	206	48	26

# of Service Request Interactions

Cat2, Cat3 ■ Missed Service, Garbage ■ Illegal Dumping, Illegal Dumping ■ Missed Service, Green Waste ■ Missed Service, Recycle ■ Pavement/Pothole, Pothole/Chuckhole Repair
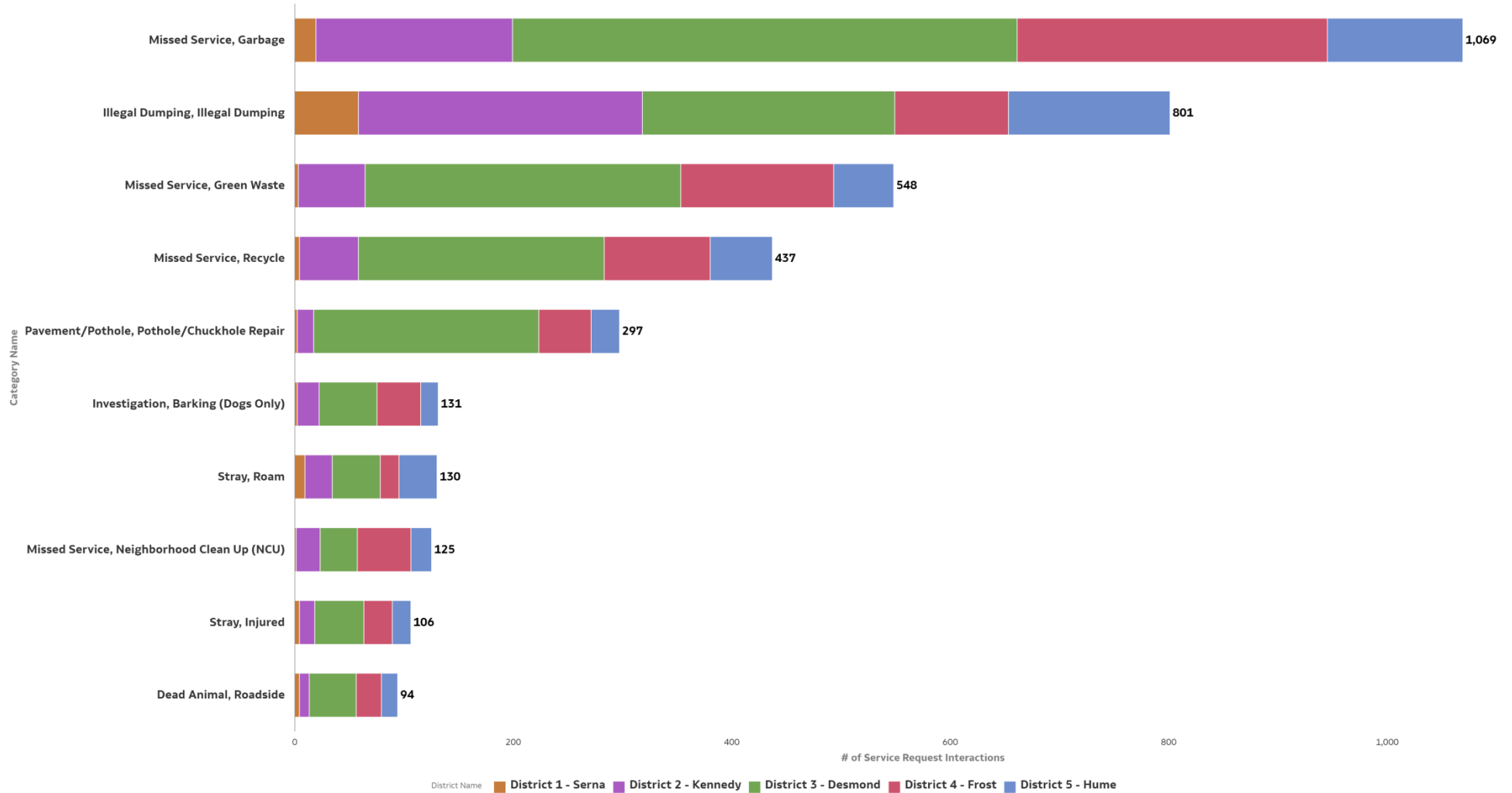
Top Unresolved Service Request

Top Unresolved Service Request Categories | by Districts

Top Unresolved Service Request Categories by District

District 1 - Serna

Category	Value
Illegal Dumping, Illegal Dumping	61
Missed Service, Garbage	23
Trash and Debris, Trash and Debris	23
Private Property Complaint, Junk/Rubbish	22
Environmental Health (All Jurisidictions), Food Facility Complaint	12
Missed Service, Recycle	12

District 2 - Kennedy

Category	Value
Illegal Dumping, Illegal Dumping	188
Missed Service, Garbage	223
Missed Service, Green Waste	74
Missed Service, Recycle	60
Stray, Roam	25

District 3 - Desmond

Category	Value
Missed Service, Garbage	439
Missed Service, Green Waste	278
Illegal Dumping, Illegal Dumping	226
Missed Service, Recycle	216
Pavement/Pothole, Pothole/Chuckhole Repair	159

District 4 - Frost

Category	Value
Missed Service, Garbage	257
Missed Service, Green Waste	128
Illegal Dumping, Illegal Dumping	111
Missed Service, Recycle	88
Private Property Vehicle, Parked on Lawn	83

District 5 - Hume

Category	Value
Illegal Dumping, Illegal Dumping	156
Missed Service, Garbage	137
Missed Service, Green Waste	57
Missed Service, Recycle	56
Stray, Roam	32

Top Unresolved Service Request

Top 10 Unresolved Service Request Categories

Top 10 Unresolved Service Request Categories

Category Name	# of Service Request Interactions
Pavement/Pothole, Pothole/Chuckhole Repair	1,230
Private Property Complaint, Junk/Rubbish	517
Pavement/Pothole, Paving Needs on Street	334
Private Property Vehicle, Parked on Lawn	330
Sidewalk, Curb, Gutter, and Sidewalk Repair	232
Zoning, Other	198
Private Property Vehicle, Non-Operable (Commercial Included)	153
Ditches/Culverts, Ditch Cleaning	124
Missed Service, Garbage	92
Business Licenses, Operating without License	91

Unresolved Service Requests Through June 30th	Interactions Closed this Month	Monthly Interactions Not Closed
5,233	22,100	1,684

Monthly Interactions Not Closed by Status

Monthly Interactions Not Closed by Status
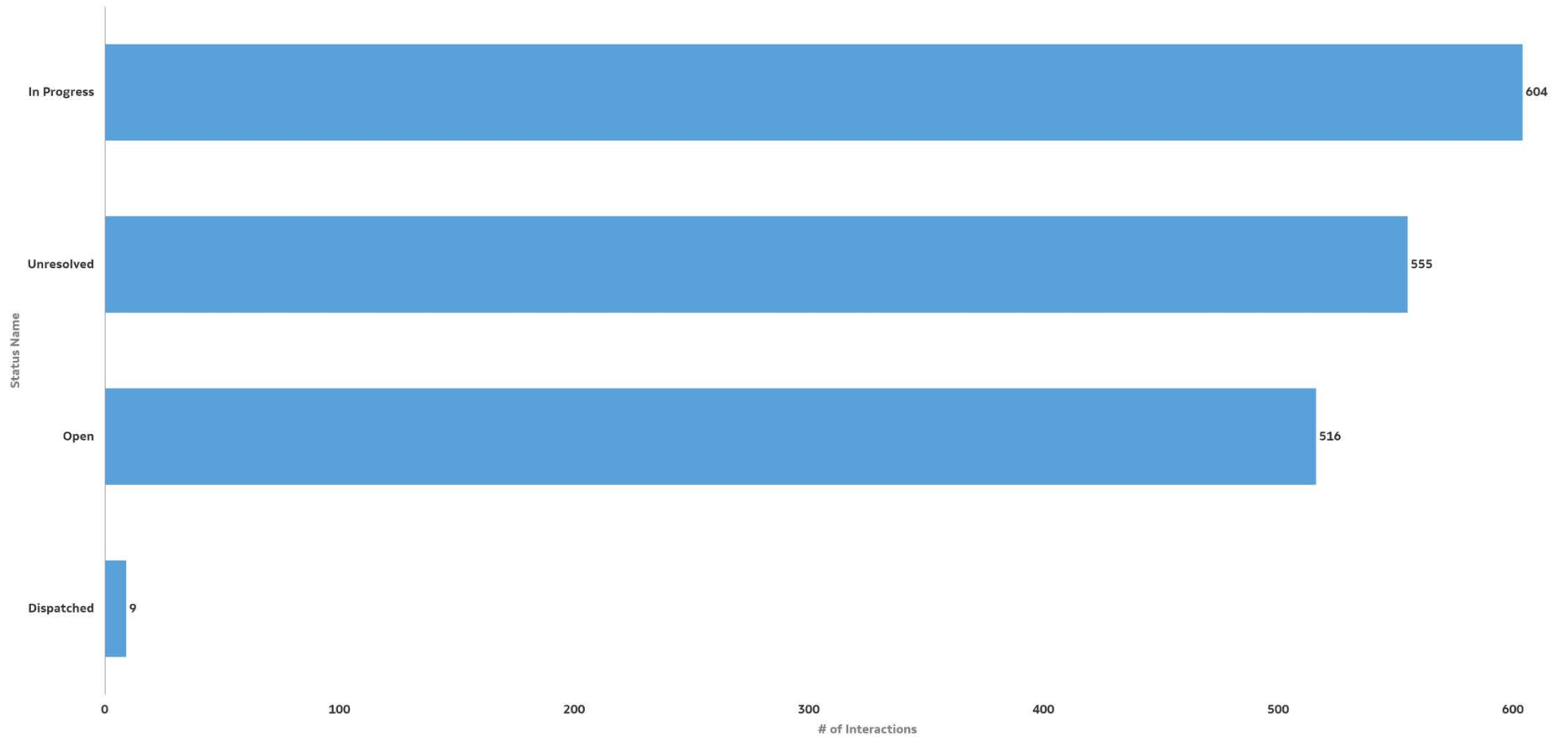
Service Requests Opened by District

June 2023

Monthly Service Request Interactions Opened

6,794

| **District 1 Serna**	**District 2 Kennedy**	**District 3 Desmond**	**District 4 Frost**	**District 5 Hume**
280	1,066	2,926	1,587	935
Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions
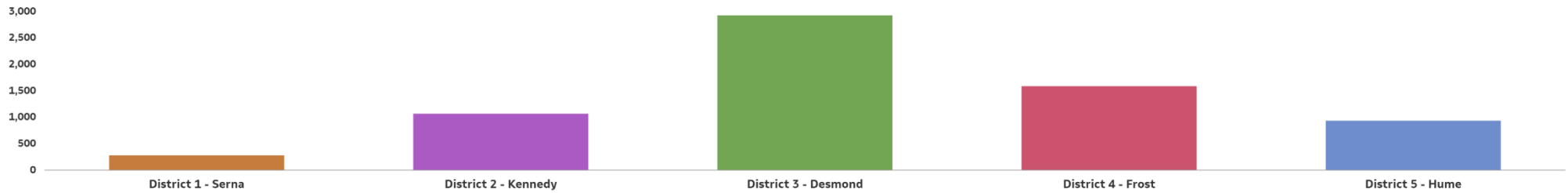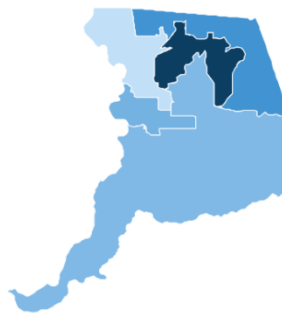
Service Request Interactions by District

Service Request Interactions by District Map
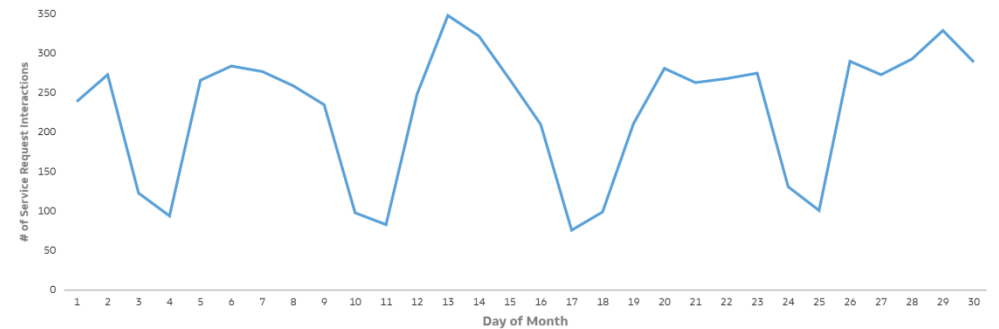
Service Request Interactions Created by Day of Month

Service Requests Closed by District

June 2023

Monthly Service Request Interactions Closed

6,325

District 1 Serna	District 2 Kennedy	District 3 Desmond	District 4 Frost	District 5 Hume
225	1,030	2,773	1,445	852
Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions
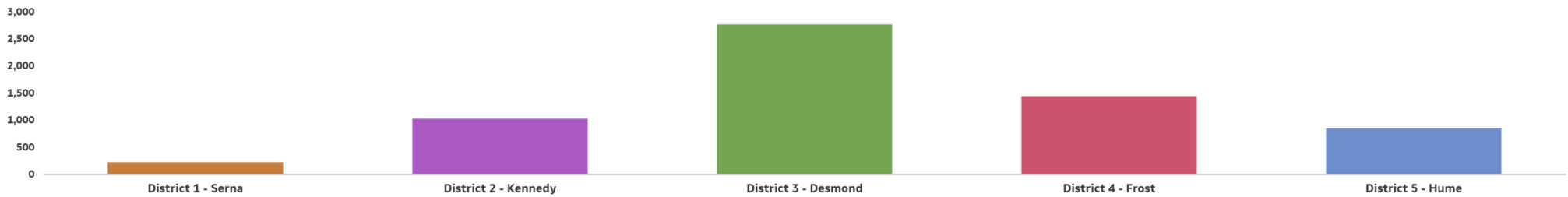
Service Request Interactions by District
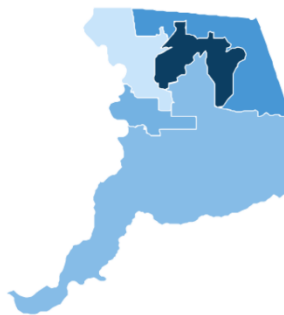
Service Request Interactions by District Map
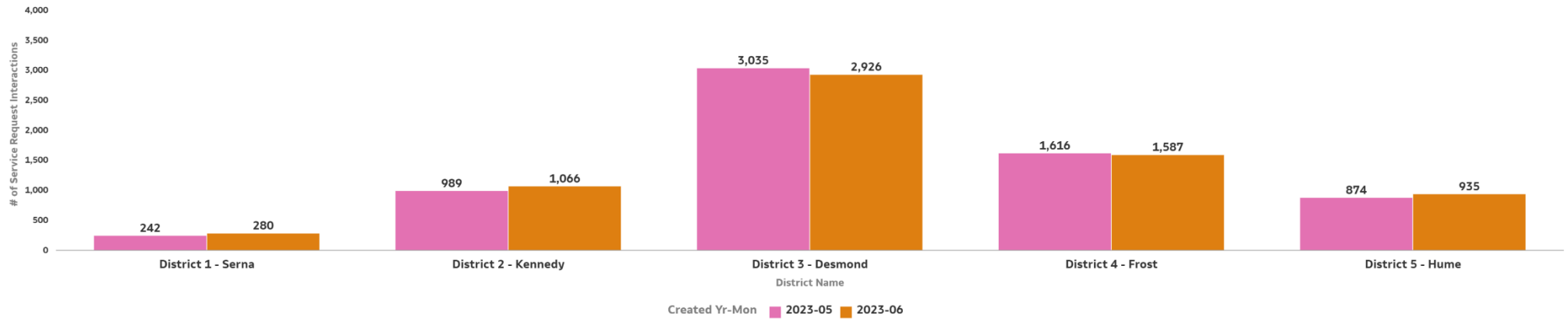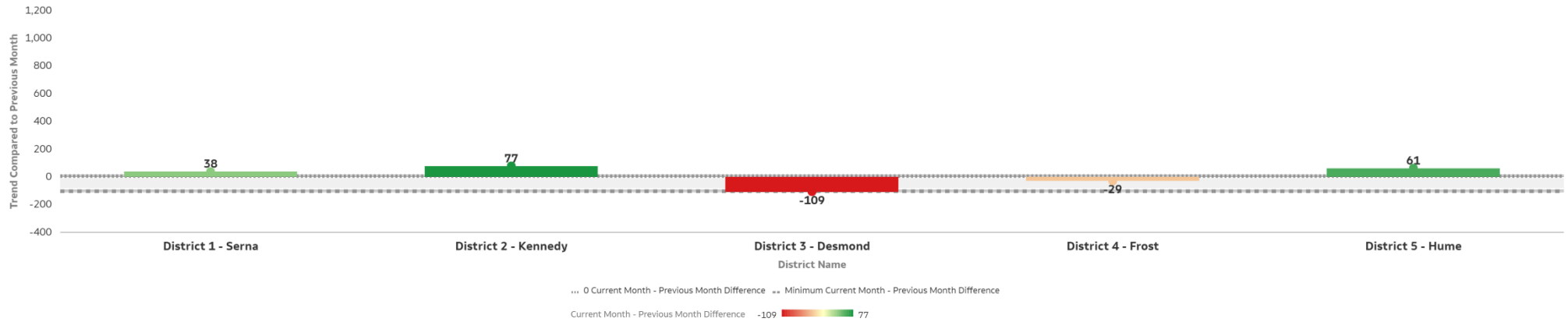

Service Request Interactions Closed by Day of Month
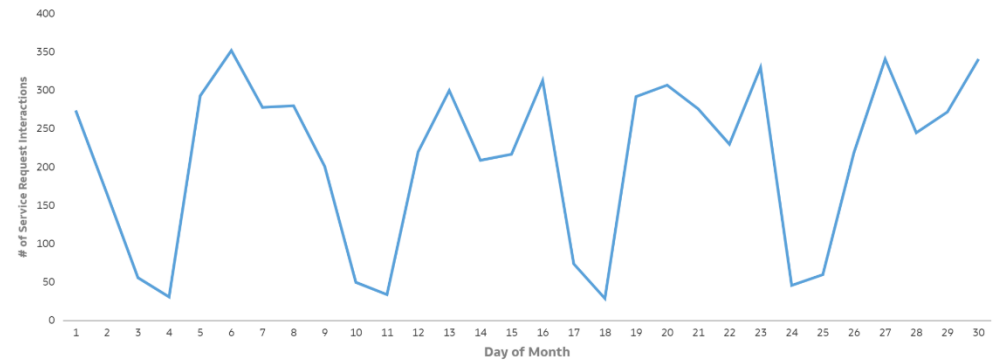
Previous Month Comparison of Service Request

Previous Month Comparison of Service Request interactions

Created Yr-Mon ■ 2023-05 ■ 2023-06

Previous Month Trend of Service Request Interactions Per District

··· 0 Current Month - Previous Month Difference ·· Minimum Current Month - Previous Month Difference

Current Month - Previous Month Difference -109 ▮▮▮ 77

Monthly Comparison: Service Requests by District

District Name	2023-05 Service Request Map Count	2023-06 Service Request Map Count
District 1 - Serna	242	280
District 2 - Kennedy	989	1,066
District 3 - Desmond	3,035	2,926
District 4 - Frost	1,616	1,587
District 5 - Hume	874	935

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

Current Month - Previous Month Difference -104 64

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 Current Month - Previous Month Difference	District 2 - Kennedy Current Month - Previous Month Difference	District 3 - Desmond Current Month - Previous Month Difference	District 4 - Frost Current Month - Previous Month Difference	District 5 - Hume Current Month - Previous Month Difference	Grand Total
Private Property Complaint, Junk/Rubbish	19	-7	14	37	-2	61
Private Property Vehicle, Parked on Lawn		6	19	34	-3	57
Missed Service, Neighborhood Clean Up (NCU)		11	-7	29	-3	31
Investigation, Barking (Dogs Only)		15	5	4	1	27
Illegal Dumping, Illegal Dumping	-1	-52	32	-15	47	11
Missed Service, Garbage	6	64	-67	-15	20	8
Stray, Roam	6	-3	-4	-12	12	-1
Missed Service, Green Waste	-2	-13	-22	-68	-8	-113
Missed Service, Recycle	11	2	-7	-33	-104	-131
Pavement/Pothole, Pothole/Chuckhole Repair	0	3	-98	-38	-3	-136
Grand Total	43	26	-135	-77	-43	-186

Difference in Interaction Totals from Previous Month by District for Top 10 Categories
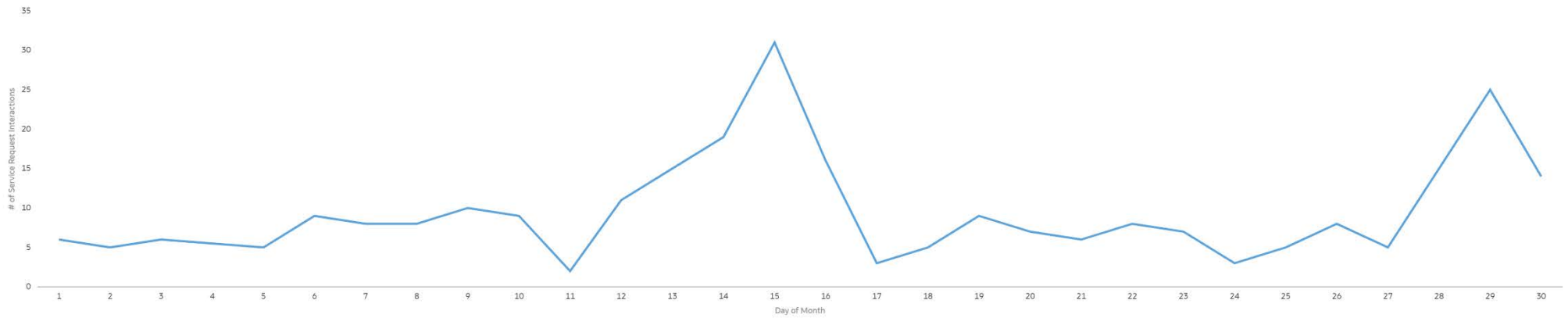
District 1

Service Requests Created

280

Service Requests Closed

181

Service Request Interactions Created by Day of Month

District Name, Customer Service Report Interactions

# of Service Requests

280   280

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

1,066

Service Requests Closed

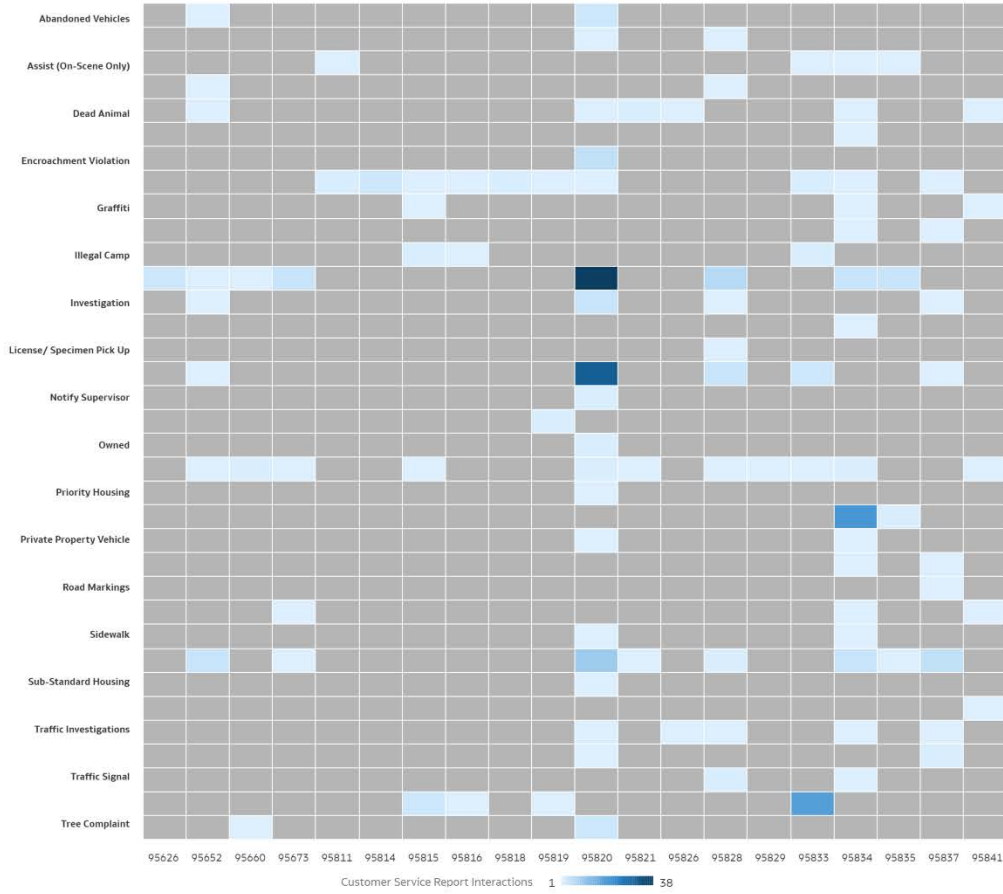# 843

Service Request Interactions Created by Day of Month

District Name, Customer Service Report Interactions

# of Service Requests

1.066K   1.066K

District 2 (continued)

Service Request Interactions by Category Per Zip Code

Service Request Interactions Mapped by Selected Zip Code

District 3

Service Requests Created

2,926

Service Requests Closed

2,156

Service Request Interactions Created by Day of Month
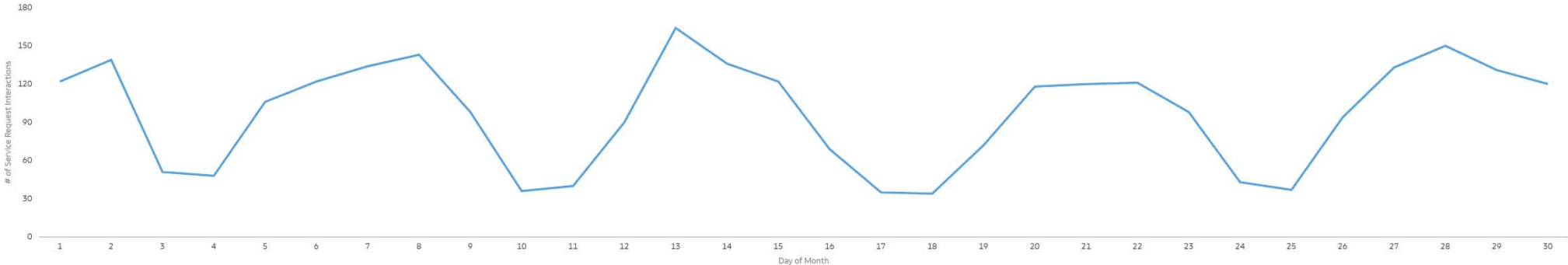
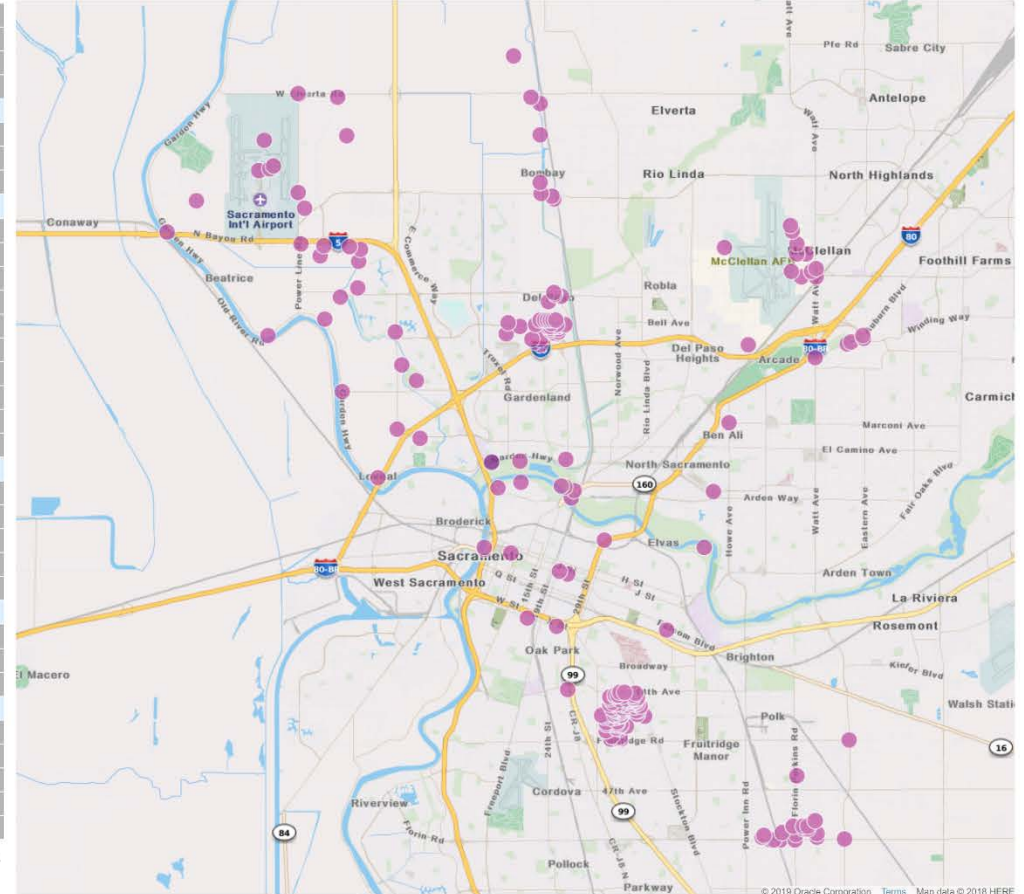District Name, Customer Service Report Interactions

# of Service Requests

2.926K   2.926K

District 3 (continued)

Service Request Interactions by Category Per Zip Code

Customer Service Report Interactions 1 ▭▭▭▭ 249
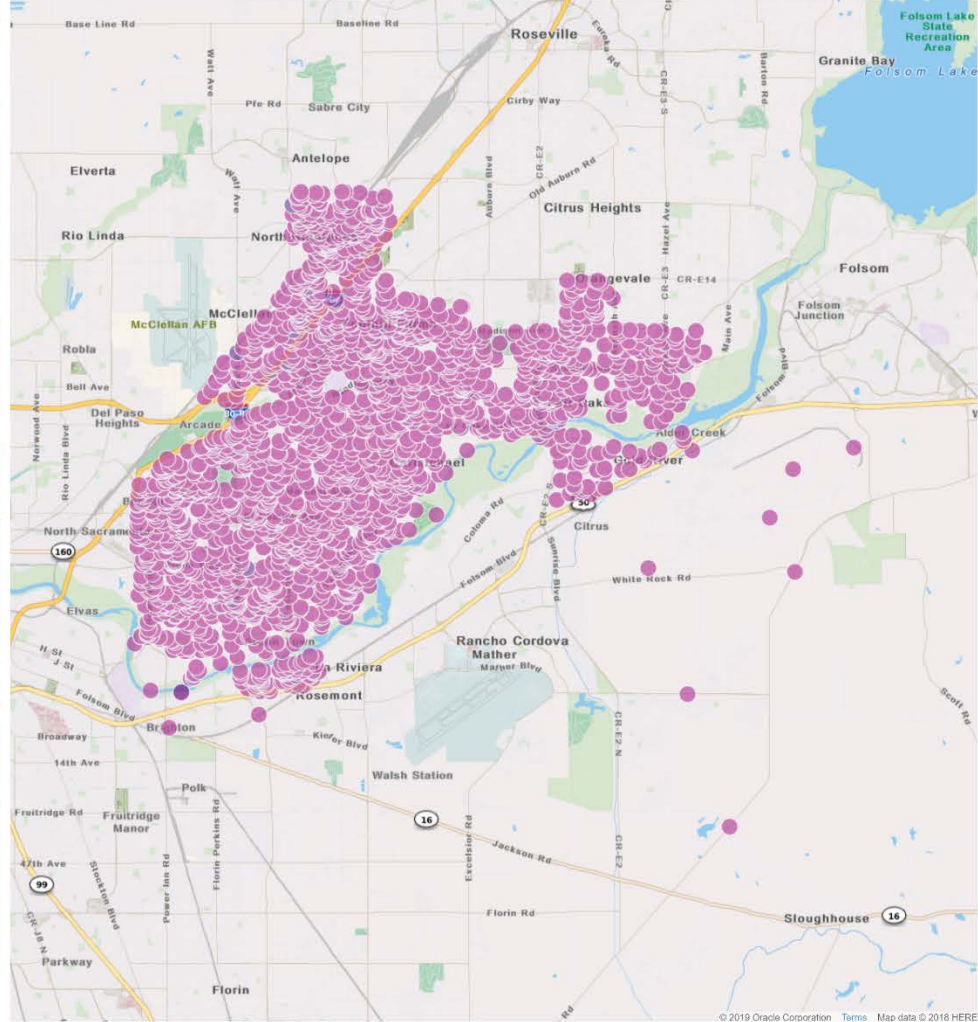
Service Request Interactions Mapped by Selected Zip Code

Service Requests Created

1,587

Service Requests Closed

1,126

Service Request Interactions Created by Day of Month
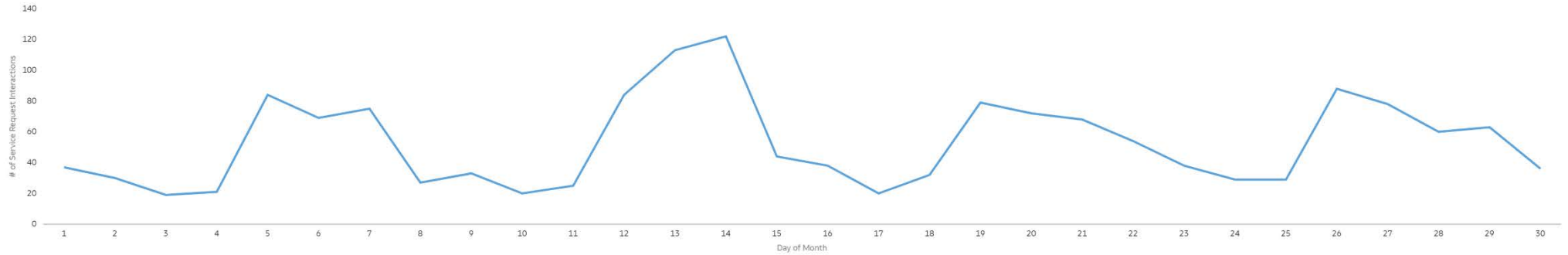
District Name, Customer Service Report Interactions

# of Service Requests

1.587K   1.587K

District 4 (continued)

Service Request Interactions by Category Per Zip Code
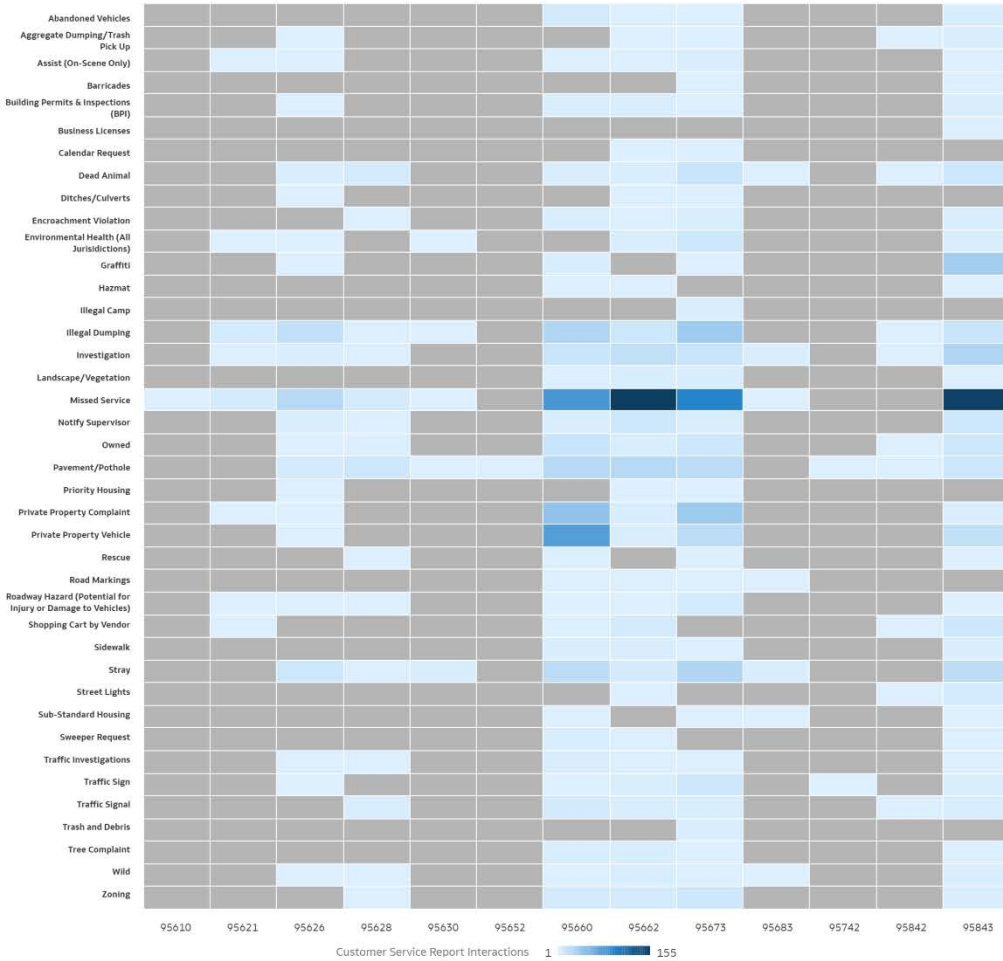
Service Request Interactions Mapped by Selected Zip Code
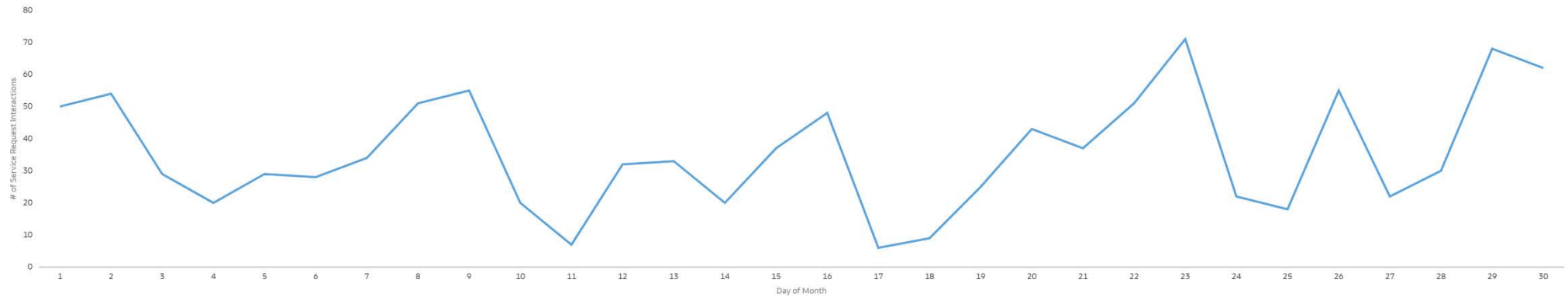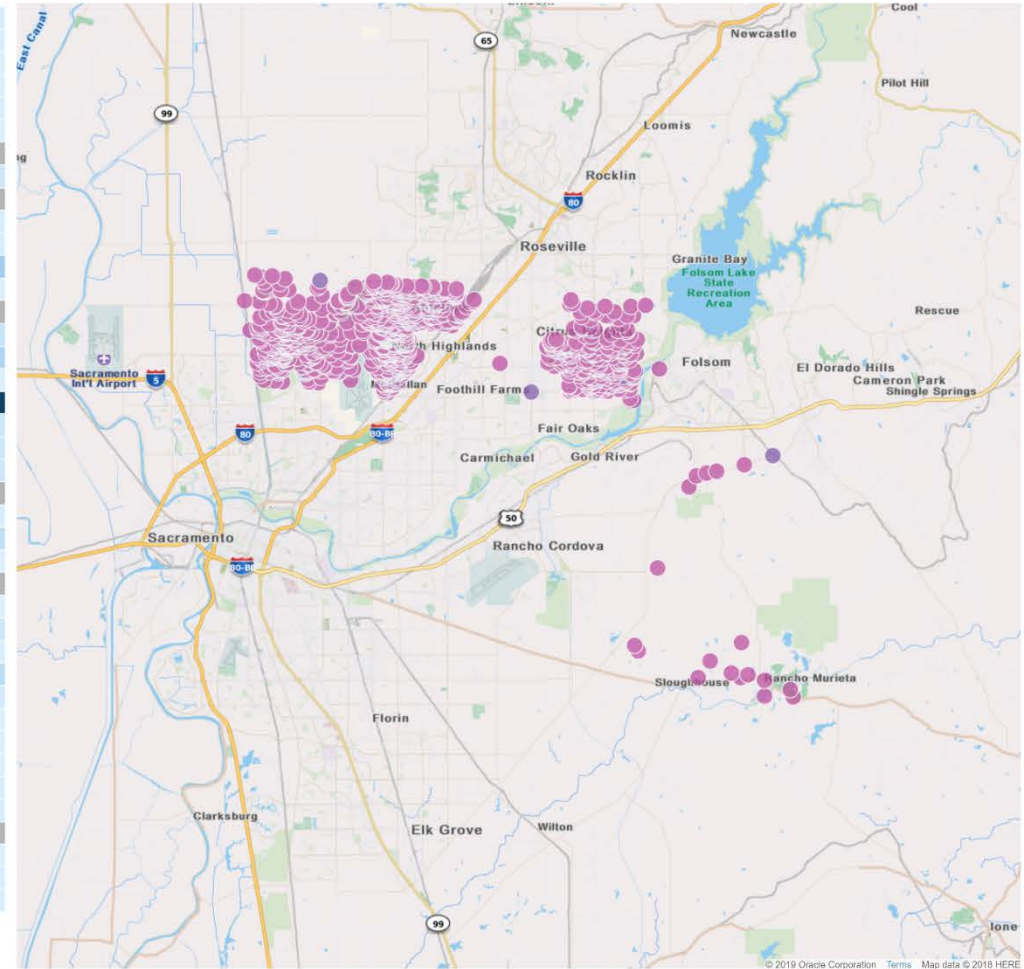
Board of Supervisor District Analysis

District 5

Service Requests Created

935

Service Requests Closed

746

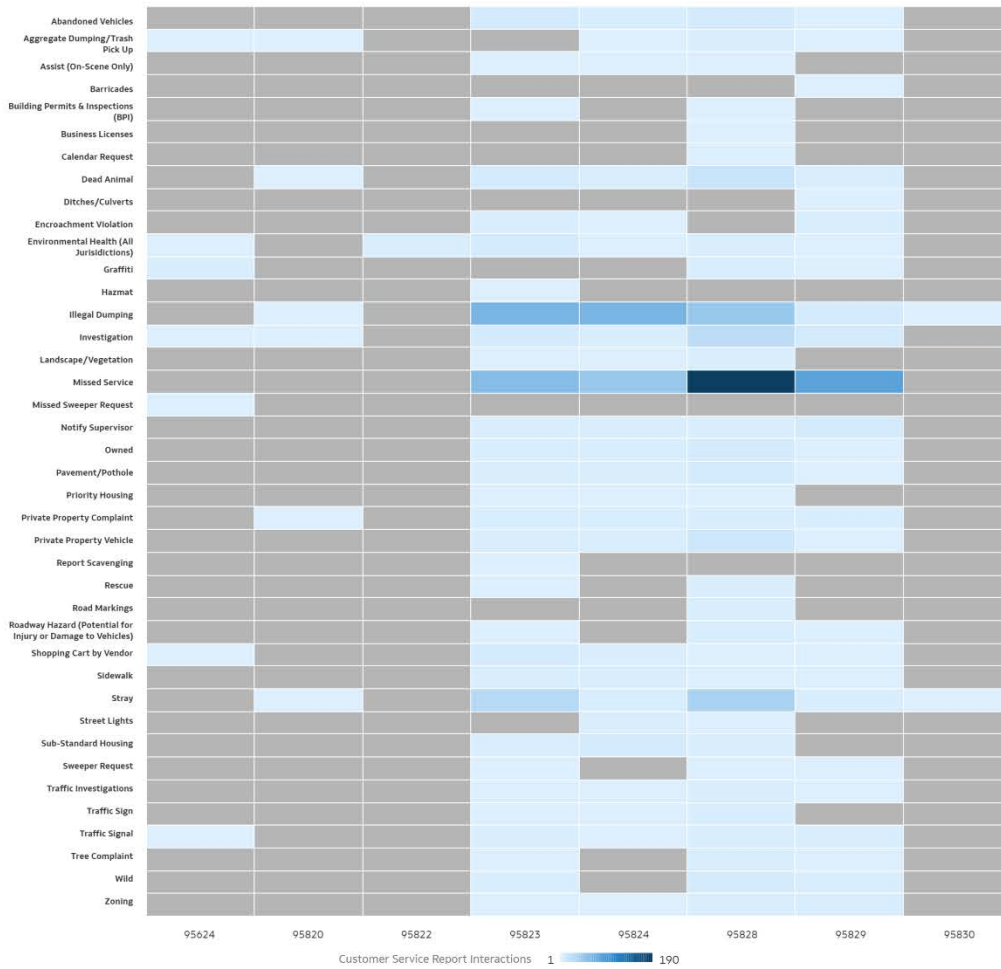Service Request Interactions Created by Day of Month
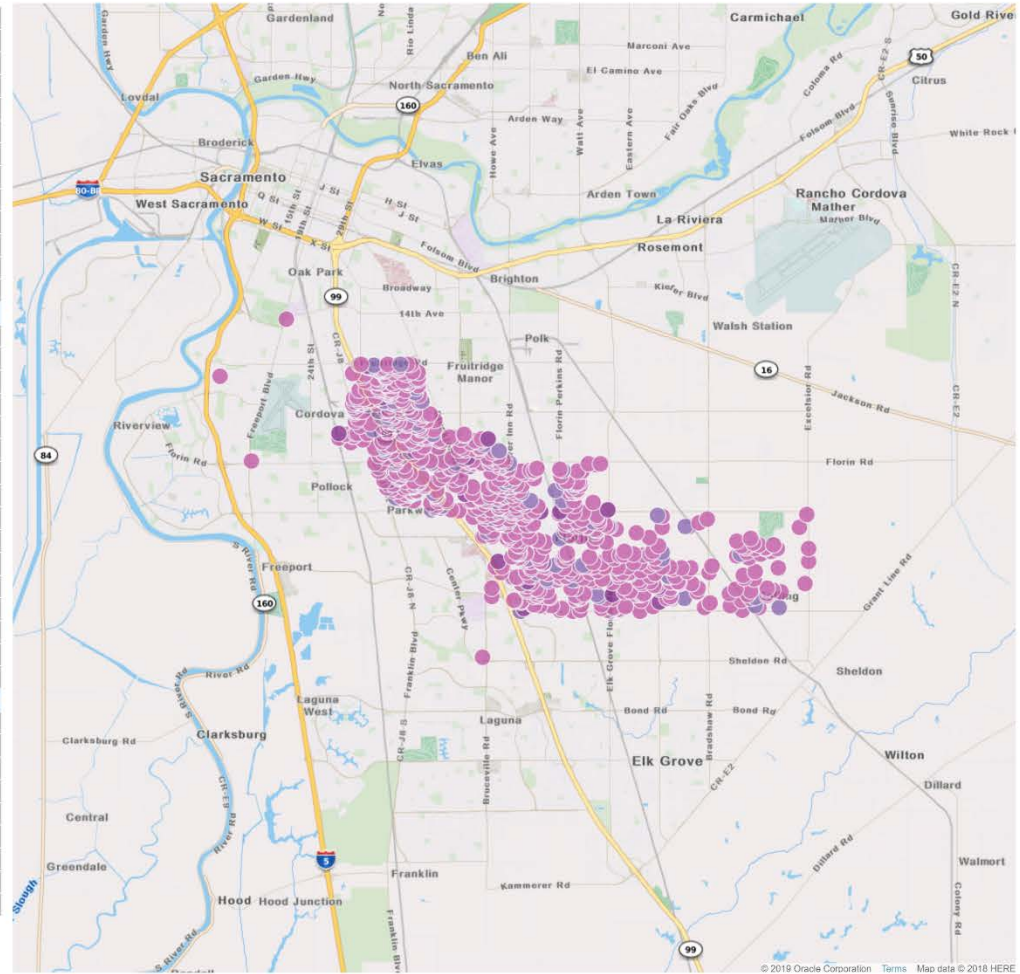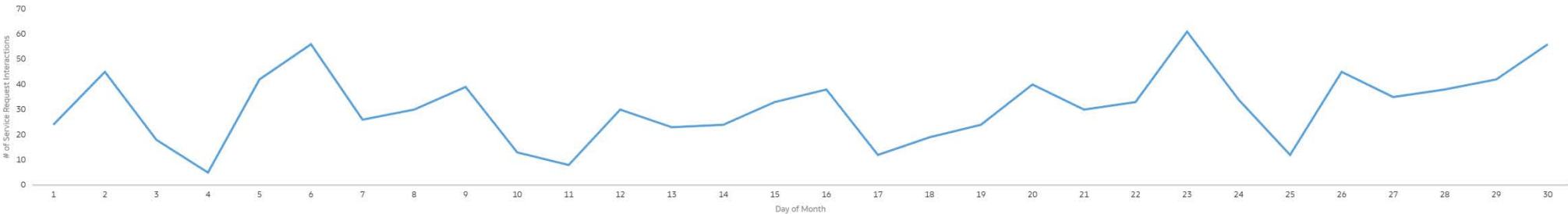

District Name, Customer Service Report Interactions

# of Service Requests

935   935

District 5 (continued)

Service Request Interactions by Category Per Zip Code

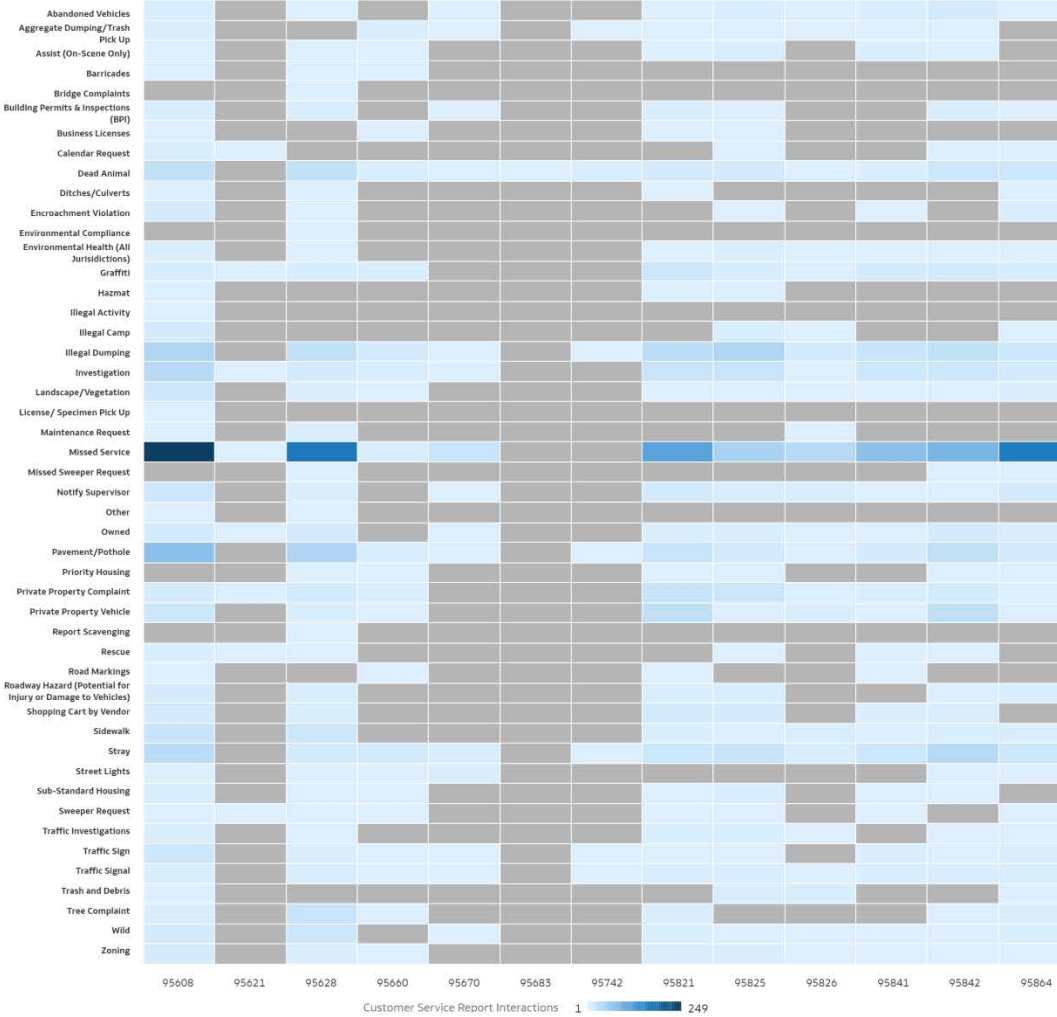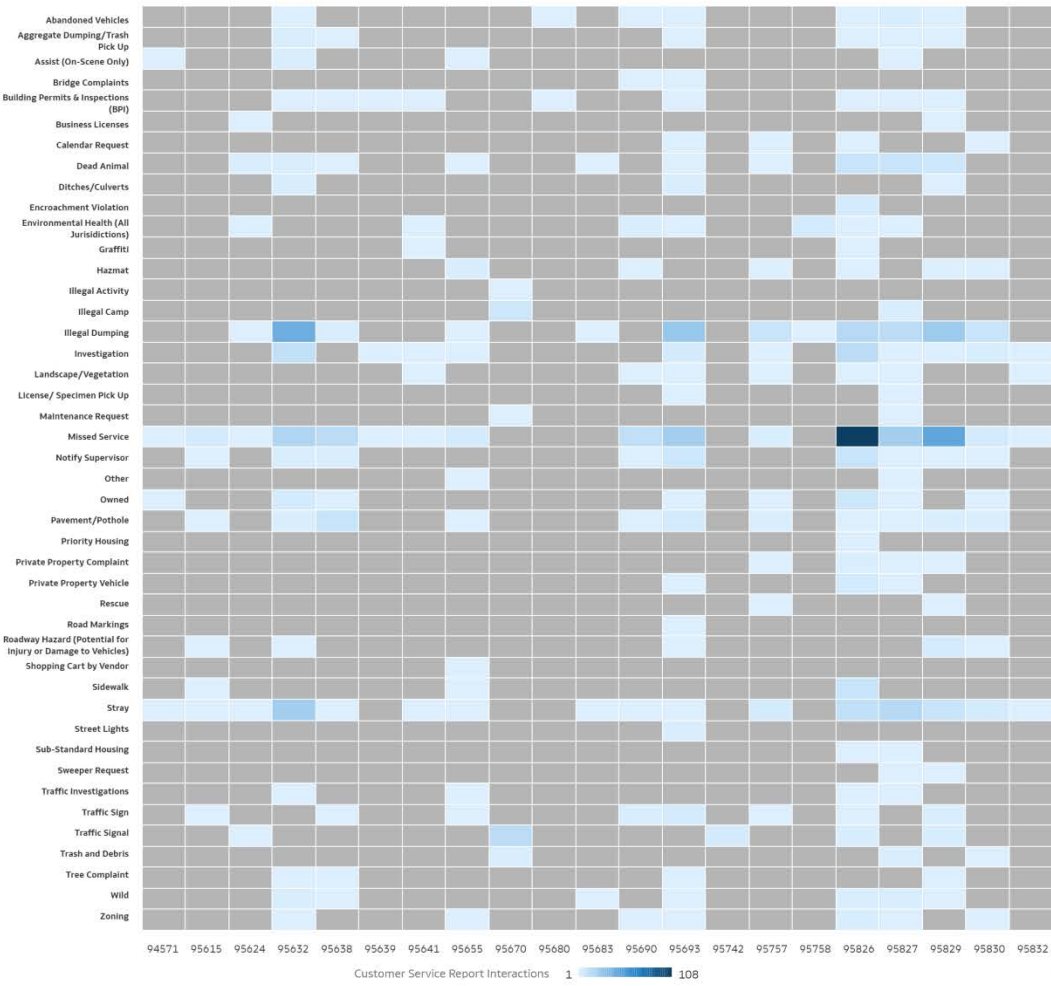Service Request Interactions Mapped by Selected Zip Code
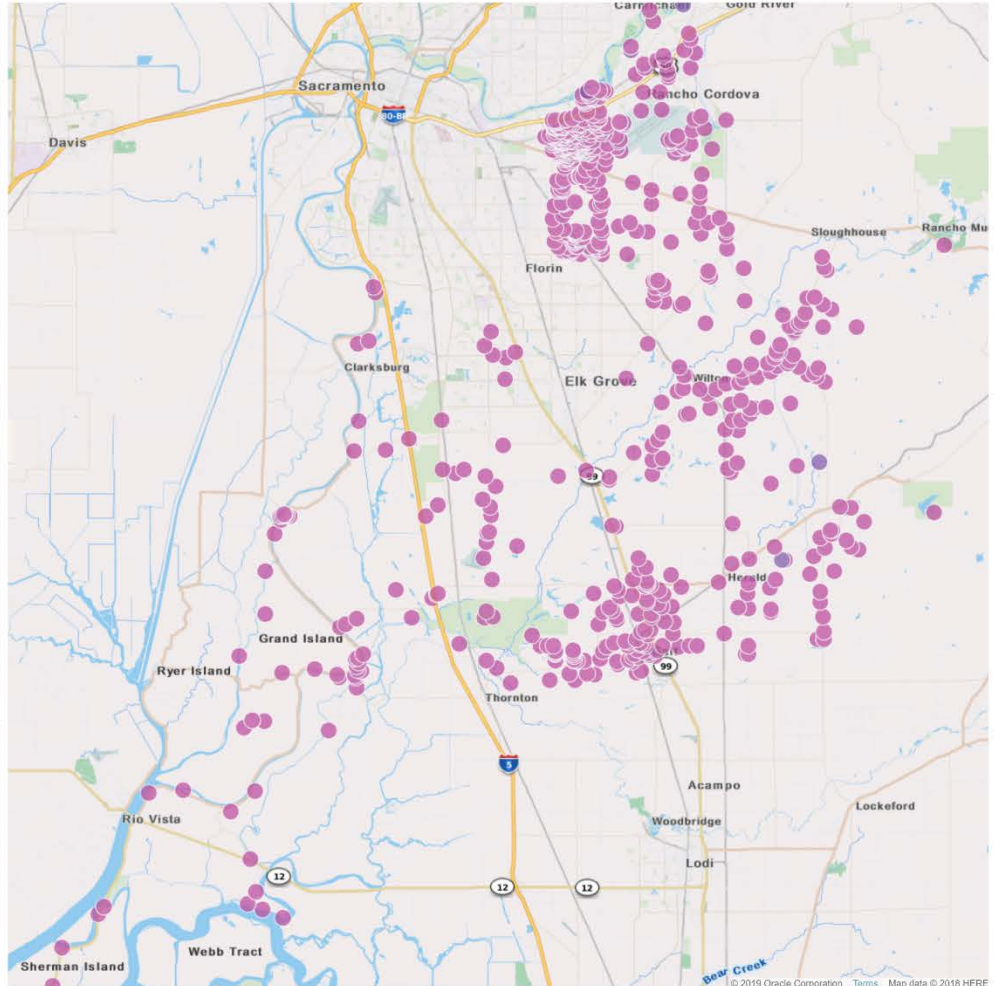
Aging of Open Requests

Top Service Requests Open by Day

Opened Service Request Interactions by Category Per Day of Week
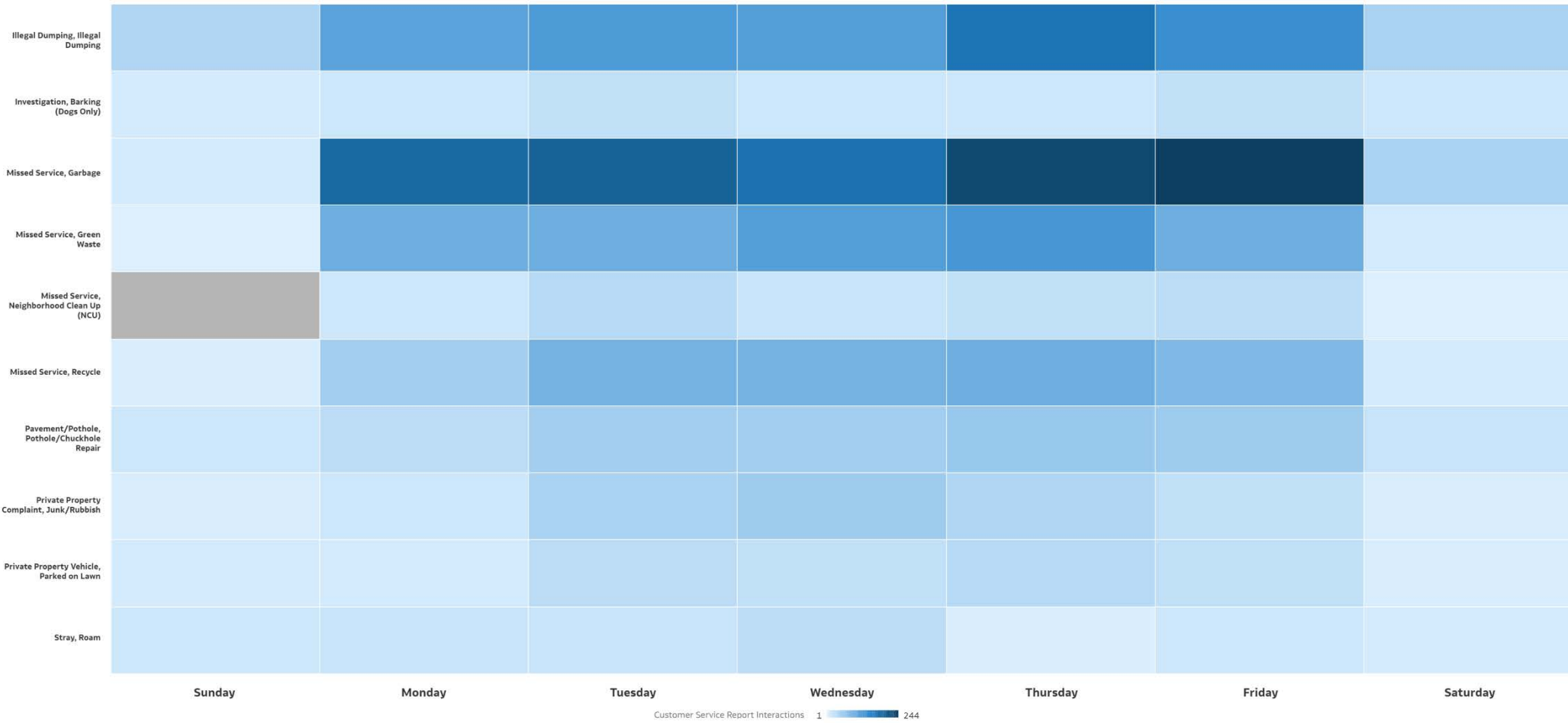
Aging of Open Requests

Top Service Requests Closed by Day

Closed Service Request Interactions by Category Per Day of Week

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Dead Animal, Roadside							
Illegal Dumping, Illegal Dumping							
Investigation, Barking (Dogs Only)							
Missed Service, Garbage							
Missed Service, Green Waste							
Missed Service, Neighborhood Clean Up (NCU)							
Missed Service, Recycle							
Pavement/Pothole, Pothole/Chuckhole Repair							
Stray, Injured							
Stray, Roam							

Customer Service Report Interactions   1 ▬▬▬▬ 226
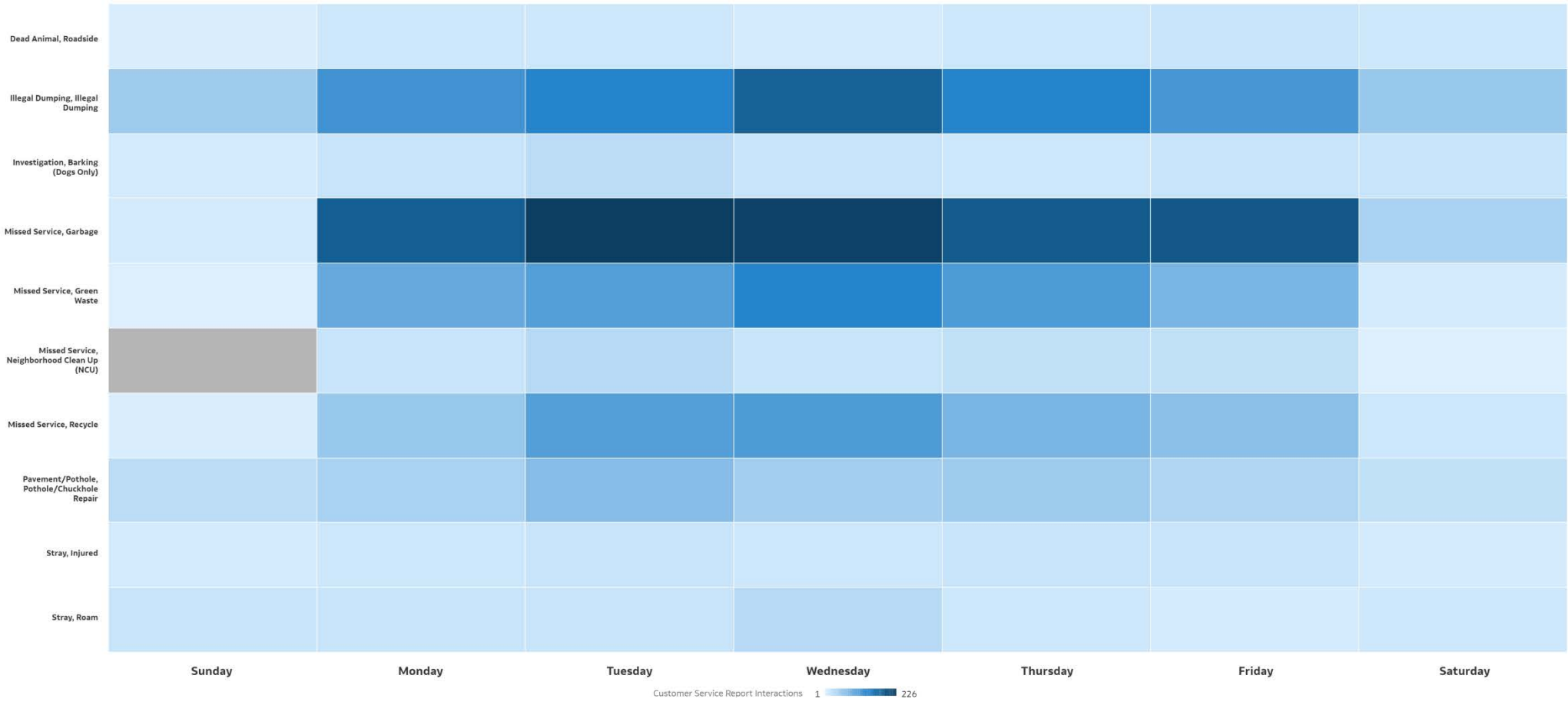
Aging of Open Requests

Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division

Department	# of Service Request Interactions
Waste Management	3,114
Transportation	1,383
Animal Care	1,341
Code Enforcement	689
Regional Parks	107
Environmental Management	99
Building Permits & Inspection	55
Business License/Finance	10

Division ■ Administrative Services ■ Social Services ■ Municipal Services ■ Public Works & Infrastructure

Service Request Interactions Closed by Department, Division

Department	# of Service Request Interactions
Waste Management	2,839
Animal Care	1,260
Transportation	724
Code Enforcement	66
Environmental Management	64
Regional Parks	55
Building Permits & Inspection	45
Business License/Finance	3

Division ■ Administrative Services ■ Social Services ■ Municipal Services ■ Public Works & Infrastructure

Aging of Open Requests

Greater Than 10 Service Requests

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

Category Name	# of Service Request Interactions
Missed Service, Garbage	1,079
Illegal Dumping, Illegal Dumping	742
Missed Service, Green Waste	541
Missed Service, Recycle	432
Pavement/Pothole, Pothole/Chuckhole Repair	288
Private Property Complaint, Junk/Rubbish	199
Private Property Vehicle, Parked on Lawn	151
Missed Service, Neighborhood Clean Up (NCU)	132
Investigation, Barking (Dogs Only)	125
Stray, Roam	122
Stray, Injured	105
Dead Animal, Roadside	96
Shopping Cart by Vendor, Shopping Cart by Vendor	86
Graffiti, Public Right-of-Way	76
Investigation, Negligence	75
Owned, Aggressive	72
Stray, Sick	72
Pavement/Pothole, Paving Needs on Street	70
Dead Animal, Domestic	69
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	68
Wild, Injured	64
Private Property Vehicle, Non-Operable (Commercial Included)	62
Dead Animal, Wild	60
Environmental Health (All Jurisidictions), Food Facility Complaint	60
Zoning, Other	59
Traffic Sign, Non-Emergency	58
Owned, Nuisance (No Cats)	57
Abandoned Vehicles, Inoperable	54
Sidewalk, Tree Trimming Needed	51
Notify Supervisor, Garbage	50
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	49
Trash and Debris, Trash and Debris	48
Encroachment Violation, Basketball Hoop/Garbage Cans	45
Sidewalk, Curb, Gutter, and Sidewalk Repair	44
Dead Animal, In Traffic	37
Stray, Traffic	37
Stray, Confined	36
Landscape/Vegetation, Request	35
Traffic Investigations, Request	35
Illegal Camp, Occupied	34
Notify Supervisor, Green Waste	34
Stray, Aggressive	34
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	33
Graffiti, Private Property	33
Notify Supervisor, Recycle	33
Investigation, Cruelty	32
Assist (On-Scene Only), Police/Sheriff	31
Environmental Health (All Jurisidictions), Commercial Noise Complaint	30
Investigation, Abandoned Animal	29
Sweeper Request, Sweeper	29
Notify Supervisor, Supervisor Dispute NCU	28
Tree Complaint, Tree Obstructing	26
Investigation, Bite - NOT Happening NOW	24
Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	23
Traffic Signal, Cycling/Detection Problem	23
Street Lights, Light Out	22
Abandoned Vehicles, Dismantled	21
Stray, Vet/Business Confined	21
Traffic Signal, Flashing Red	21
Abandoned Vehicles, Wrecked	20
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	19
Calendar Request, Calendar Request	18
Private Property Vehicle, Occupied Mobile Homes/Trailers	18
Stray, Tied	18
Traffic Signal, All Signals Dark	18
Traffic Signal, Long Red/Short Green	17
Wild, Sick	16
Traffic Investigations, Traffic Safety Related Issues	15
Tree Complaint, Broken/Hanging Tree Limb	15
Tree Complaint, Request	15
Tree Complaint, Tree Down	15
Traffic Signal, Light Out	13
Maintenance Request, Maintenance Request	12
Owned, Animal Feces Complaint	12
Private Property Complaint, Illegal Signage	12
Aggregate Dumping/Trash Pick Up, Debris Blocking Roadway/Sidewalk (Non-Vegetation)	11
Ditches/Culverts, Ditch Cleaning	11
Encroachment Violation, Other Encroachment Types	11
Pavement/Pothole, Pavement-Other Unknown Maintenance Needs	11
Sub-Standard Housing, Other	11

Category Group: Building Permits & Inspections (BPI), Environmental Health, Regional Parks, Code Enforcement, Transportation, Animal Care, Waste Management

Aging of Open Requests

Average Days to Close Service Requests

Avg Days to Close by Category Name, Group

Bridge Complaints — 197
Zoning — 132
Ditches/Culverts — 123
Sub-Standard Housing — 106
Private Property Complaint — 105
Encroachment Violation — 94
Private Property Vehicle — 82
Priority Housing — 72
Pavement/Pothole — 49
Sidewalk — 46
Business Licenses — 39
Traffic Investigations — 27
Landscape/Vegetation — 23
Traffic Sign — 22
Tree Complaint — 19
Abandoned Vehicles — 16
Illegal Camp — 13
Wild — 10
Road Markings — 10
Owned — 9
Aggregate Dumping/Trash Pick Up — 8
Environmental Health (All Jurisidictions) — 8
Traffic Signal — 8
Roadway Hazard (Potential for Injury or Damage to Vehicles) — 7
Building Permits & Inspections (BPI) — 7
Stray — 7
Illegal Dumping — 7
Graffiti — 6
Barricades — 6
Trash and Debris — 6
Investigation — 4
Dead Animal — 3
Hazmat — 3
Street Lights — 3
Missed Service — 2
Illegal Activity — 2
Notify Supervisor — 2
Sweeper Request — 2
Maintenance Request — 2

Category Group: Waste Management · Animal Care · Building Permits & Inspections (BPI) · Regional Parks · Environmental Health · Transportation · Business Licensing · Code Enforcement

Avg Days to Close

13.84

Avg Days to Close by Category Name, Group

Category Group: Animal Care · Building Permits & Inspections (BPI) · Business Licensing · Code Enforcement · Environmental Compliance · Environmental Health · Regional Parks · Transportation · Waste Management

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

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
Regional Parks	Other	1	0.06
Animal Care	Assist (On-Scene Only)	43	0.11
Transportation	Shopping Cart by Vendor	87	0.15
Waste Management	Calendar Request	20	0.16
Animal Care	Rescue	22	0.17
Environmental Compliance	Environmental Compliance	2	0.42
Waste Management	Missed Sweeper Request	5	0.77
Animal Care	License/ Specimen Pick Up	6	0.96
Regional Parks	Maintenance Request	1	1.50
Transportation	Sweeper Request	32	1.65
Transportation	Hazmat	18	1.88
Waste Management	Notify Supervisor	147	1.91
Regional Parks	Illegal Activity	1	1.98
Animal Care	Wild	106	2.05
Waste Management	Missed Service	2,188	2.27
Transportation	Street Lights	41	2.80
Animal Care	Dead Animal	254	3.34
Animal Care	Investigation	325	3.61
Animal Care	Stray	460	4.25
Regional Parks	Trash and Debris	43	5.52
Transportation	Barricades	7	5.78
Transportation	Aggregate Dumping/Trash Pick Up	42	6.05
Transportation	Graffiti	41	6.34
Waste Management	Illegal Dumping	807	7.00

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	68	7.33
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	59	7.38
Transportation	Traffic Signal	93	7.82
Environmental Health	Environmental Health (All Jurisidictions)	79	7.89
Animal Care	Owned	148	9.02
Transportation	Road Markings	8	9.95
Regional Parks	Illegal Camp	23	12.86
Regional Parks	Graffiti	1	15.16
Code Enforcement	Abandoned Vehicles	104	16.05
Transportation	Tree Complaint	57	19.49
Transportation	Traffic Sign	68	21.55
Transportation	Landscape/Vegetation	67	23.25
Transportation	Traffic Investigations	39	27.33
Business Licensing	Business Licenses	4	39.28
Transportation	Sidewalk	55	45.75
Transportation	Pavement/Pothole	354	48.93
Code Enforcement	Priority Housing	20	71.53
Code Enforcement	Private Property Vehicle	104	82.17
Transportation	Encroachment Violation	110	94.33
Code Enforcement	Private Property Complaint	82	105.40
Code Enforcement	Sub-Standard Housing	35	106.34
Transportation	Ditches/Culverts	14	123.11
Code Enforcement	Zoning	40	132.01
Transportation	Bridge Complaints	5	196.53

Aging of Open Requests

Select As Of Date

2021.0228

Aging Service Requests
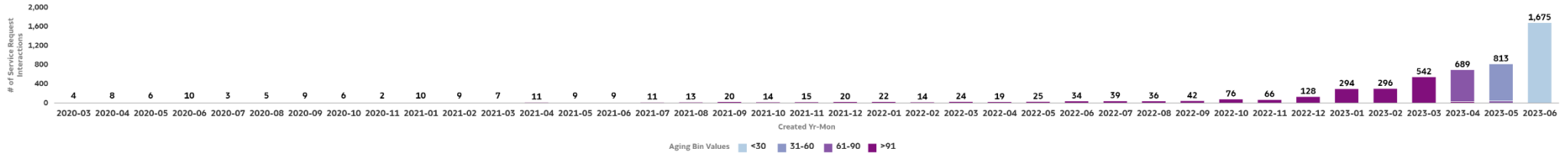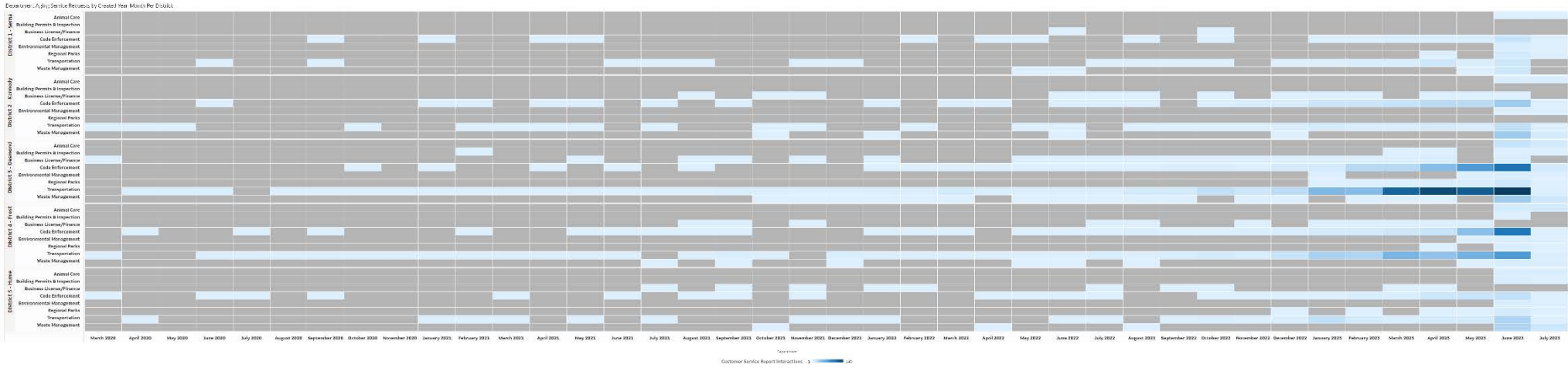

Aging Service Requests
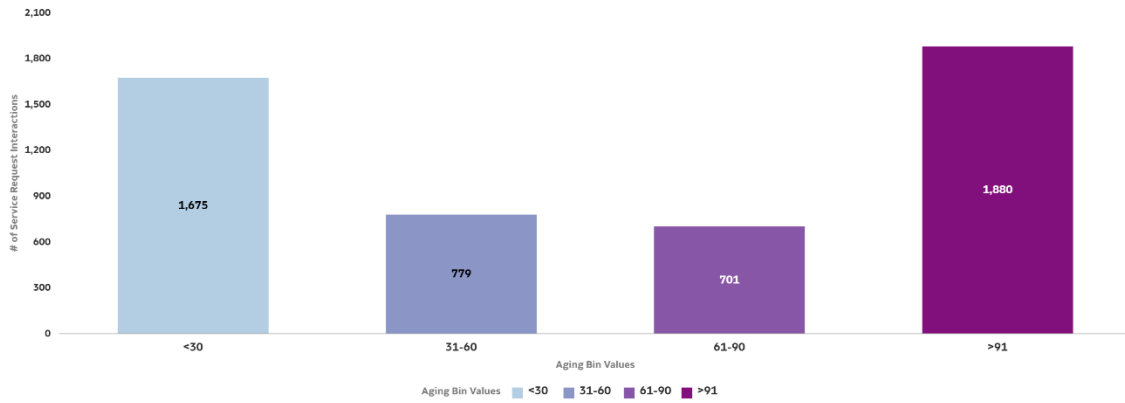
Aging Bin Values	Customer Service Report Interactions
<30	1,675
31-60	779
61-90	701
>91	1,880

Aging Service Requests by Created Year-Month

Aging of Open Requests

Department Aging Requests by Month Created Per District

Dispatch Service Definition

The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides immediate notification to departmental on-call staff by radio, telephone, or text message. Departmental staff acknowledge receipt of the request and respond by providing the specific requested service, even after-hours and on holidays. Departments determine what requires an immediate dispatch and which staff members to contact outside of their regular business hours.

Acronym Glossary

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

Dispatch Service Request

Administrative Services

Dispatch Interactions by Category, Queue

Division: **Administrative Services**
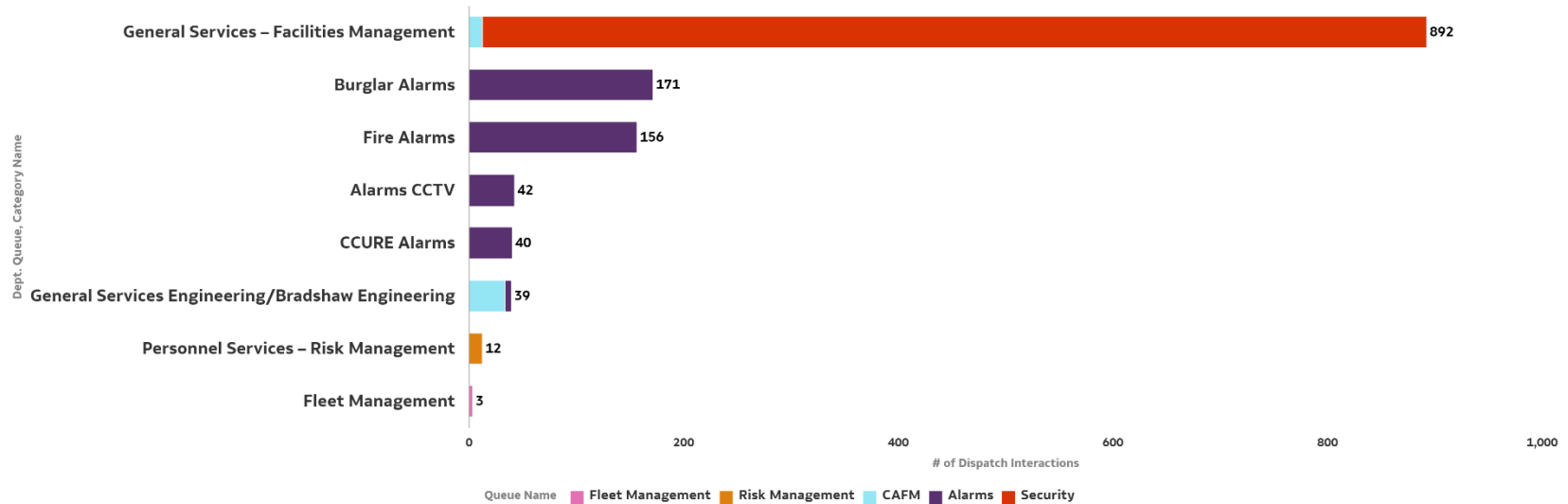
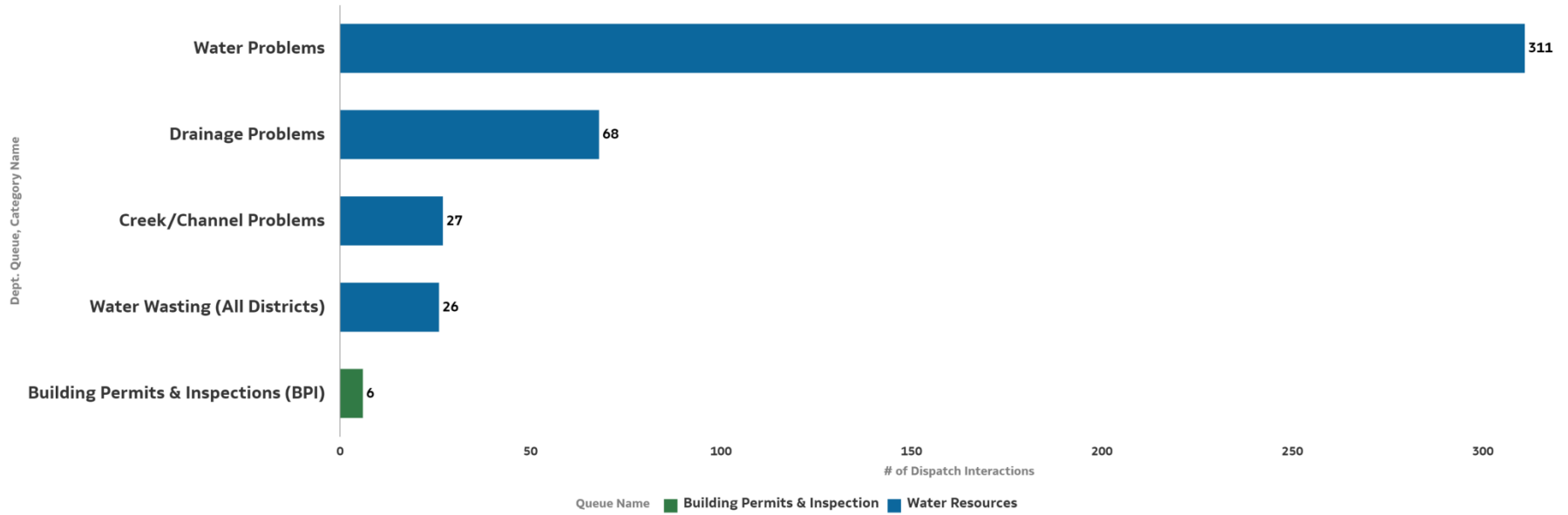

Service Definitions	
General Services Engineering/Bradshaw Engineering	Dispatch Services for Downtown and Bradshaw Facility Engineers to respond for fire/environmental alarms, generator testing, electrical, plumbing issues in county maintained buildings, etc.
General Services Facilities Management	Dispatch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

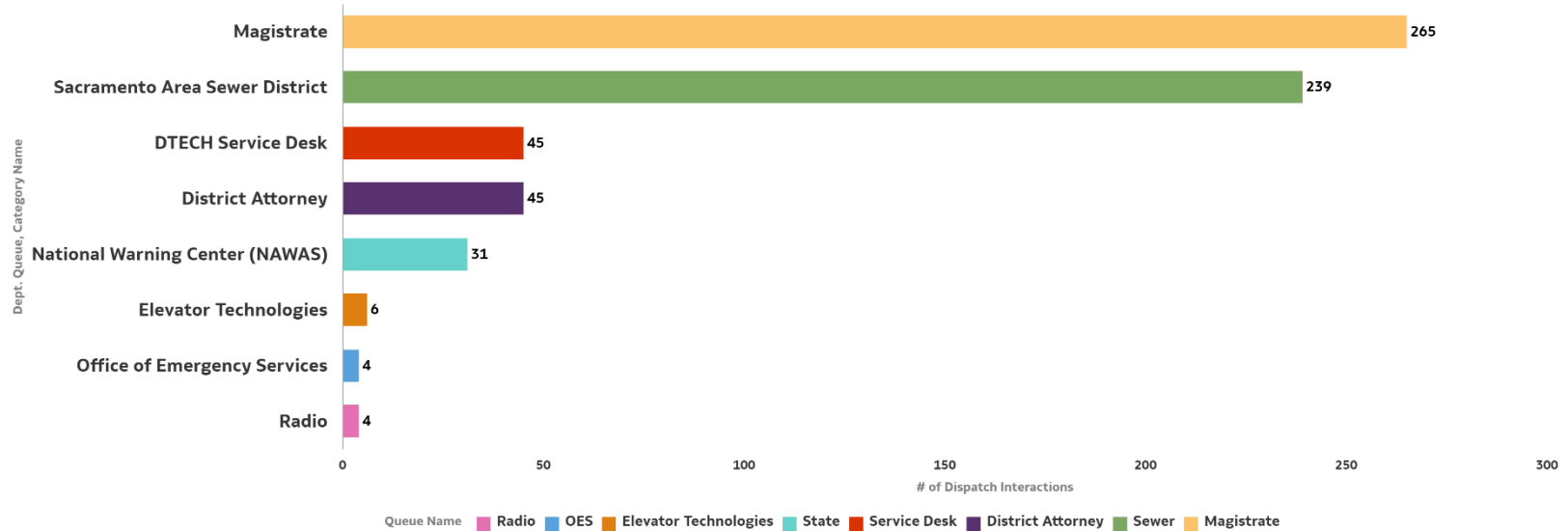Dispatch Interactions by Category, Queue

Division: **Social Services**
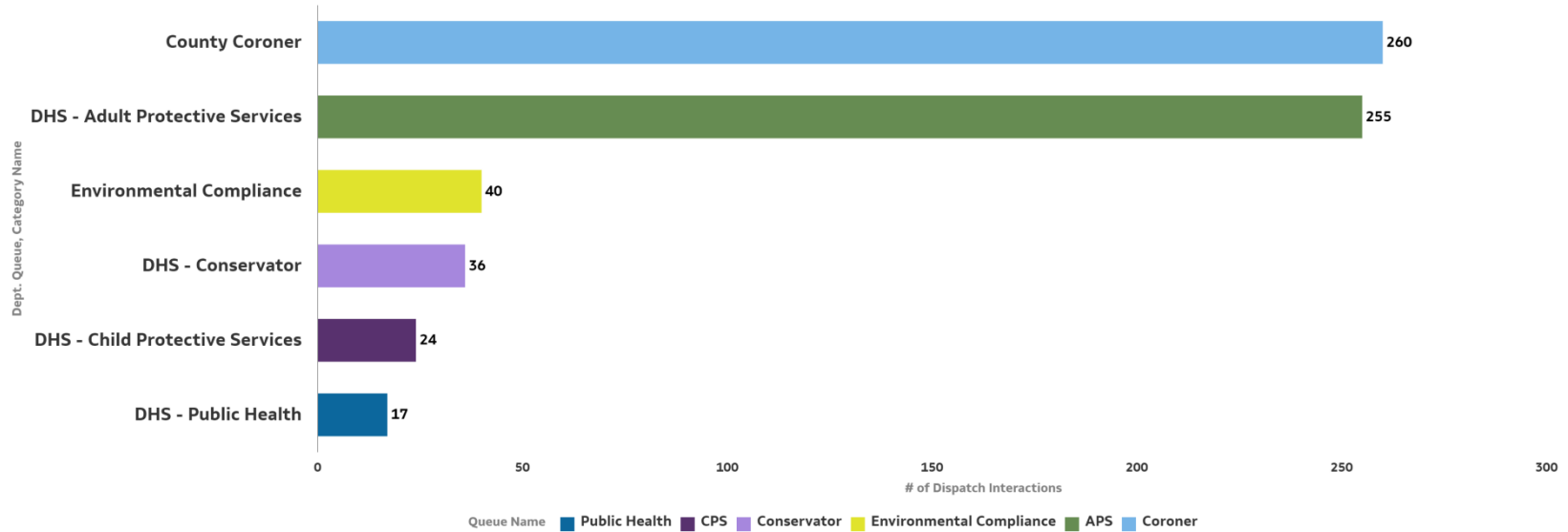
Service Definitions	
Department of Child, Family & Adult Services (DCFAS) Adult Protective Services	Dispatch Services for 24/7 social worker intake line for any adult protective services requests
Department of Child, Family & Adult Services (DCFAS) Conservator	Dispatch Services for conservator/conservatee 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.