Monthly 311 Communications/Dispatch Center
SERVICE REQUEST & STATISTICS REPORT

MAY 2023

SAC COUNTY
311
CONNECT

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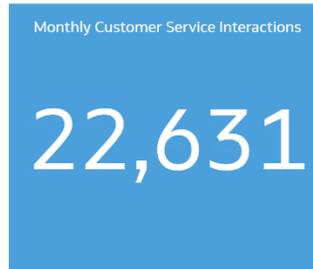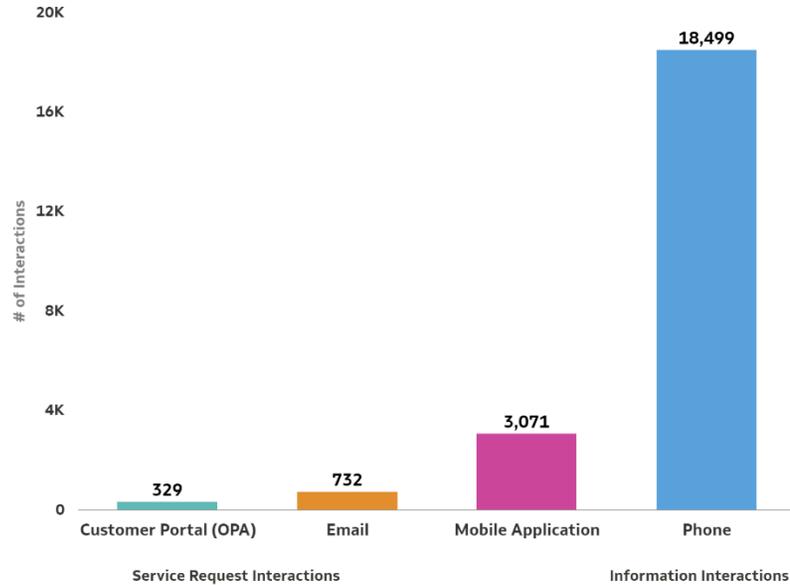**(916) 875-4311**
311.saccounty.gov

SACRAMENTO COUNTY

Table of Contents

Monthly Statistics

Monthly Interactions by Source

Monthly Customer Service Interactions

22,631

Incident Source Name	Service Request Map Count
Customer Portal (OPA)	329
Email	732
Mobile Application	3,071
Phone	18,499

Monthly Interactions by Source
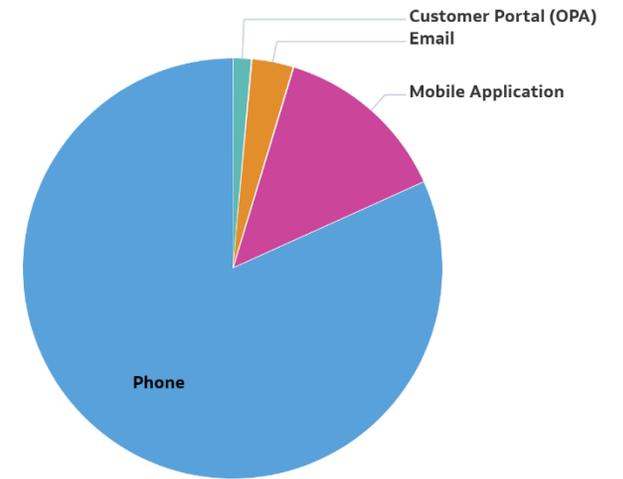
Service Request Interactions

6,863

Information Interactions

6,110

Transfer Interactions

6,680

Dispatch Interactions

2,978

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

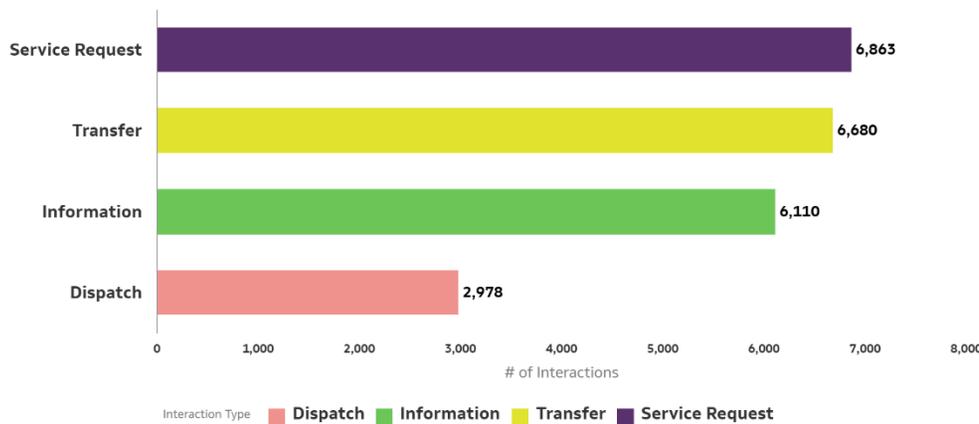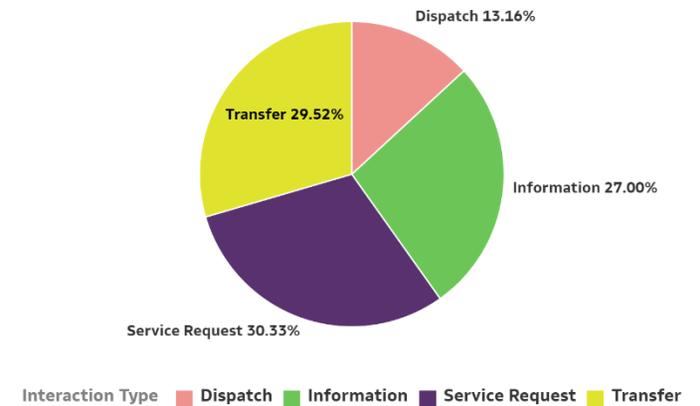| Cat2, Cat3	Customer Service Report Interactions
Missed Service, Garbage	1,071
Illegal Dumping, Illegal Dumping	740
Missed Service, Green Waste	654
Missed Service, Recycle	563
Pavement/Pothole, Pothole/Chuckhole Repair	424
Private Property Complaint, Junk/Rubbish	154
Stray, Roam	126
Shopping Cart by Vendor, Shopping Cart by Vendor	120
Stray, Injured	102
Missed Service, Neighborhood Clean Up (NCU)	101
Investigation, Barking (Dogs Only)	98
Private Property Vehicle, Parked on Lawn	96
Dead Animal, Roadside	94
Abandoned Vehicles, Inoperable	77
Wild, Injured	70
Stray, Sick	67
Pavement/Pothole, Paving Needs on Street	65
Investigation, Negligence	63
Owned, Aggressive	62
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	62
Traffic Sign, Non-Emergency	60
Dead Animal, Domestic	59

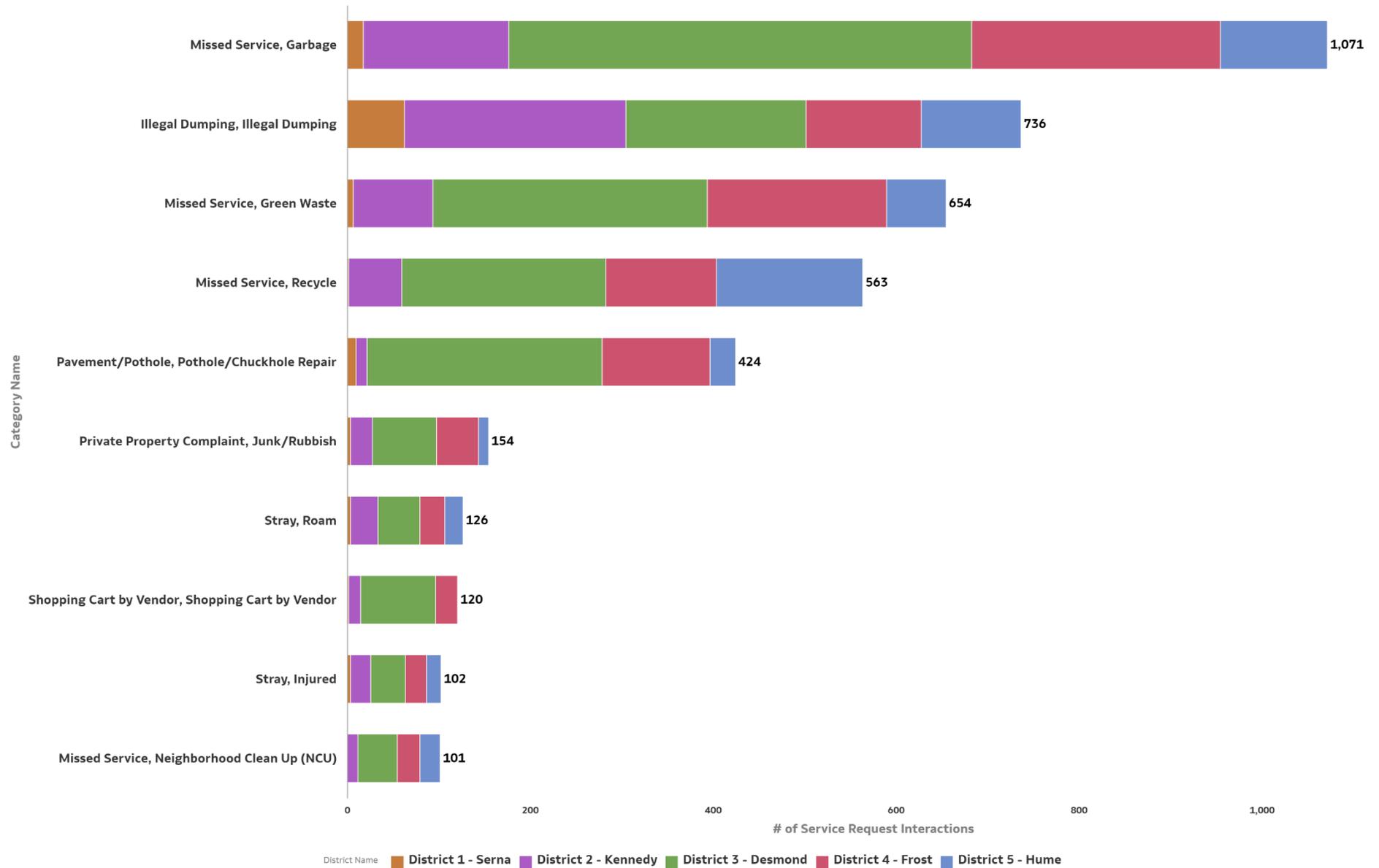| Cat2, Cat3	Customer Service Report Interactions
Graffiti, Public Right-of-Way	55
Dead Animal, Wild	53
Zoning, Other	53
Sidewalk, Curb, Gutter, and Sidewalk Repair	50
Environmental Health (All Jurisidictions), Food Facility Complaint	48
Notify Supervisor, Garbage	48
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	47
Sidewalk, Tree Trimming Needed	47
Stray, Confined	47
Trash and Debris, Trash and Debris	44
Stray, Traffic	40
Encroachment Violation, Basketball Hoop/Garbage Cans	39
Stray, Aggressive	37
Assist (On-Scene Only), Police/Sheriff	36
Dead Animal, In Traffic	36
Investigation, Cruelty	36
Traffic Investigations, Request	34
Private Property Vehicle, Non-Operable (Commercial Included)	33
Landscape/Vegetation, Request	31
Sweeper Request, Sweeper	31

Cat2, Cat3	Customer Service Report Interactions
Investigation, Bite - NOT HAPPENING NOW	30
Calendar Request, Calendar Request	29
Illegal Camp, Occupied	29
Graffiti, Private Property	28
Street Lights, Light Out	28
Notify Supervisor, Green Waste	27
Owned, Nuisance (No Cats)	27
Wild, Sick	26
Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	25
Notify Supervisor, Recycle	24
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	23
Stray, Vet/Business Confined	22
Traffic Signal, Cycling/Detection Problem	22
Abandoned Vehicles, Wrecked	20
Investigation, Abandoned Animal	20
Maintenance Request, Maintenance Request	20
Sub-Standard Housing, Other	20
Traffic Sign, New Sign Request	19
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	18

Cat2, Cat3	Customer Service Report Interactions
Traffic Signal, All Signals Dark	17
Traffic Signal, Flashing Red	17
Abandoned Vehicles, Dismantled	16
Ditches/Culverts, Ditch Cleaning	16
Traffic Investigations, Traffic Safety Related Issues	16
Notify Supervisor, Supervisor Dispute NCU	15
Encroachment Violation, Other Encroachment Types	14
Tree Complaint, Tree Obstructing	14
Ditches/Culverts, Culvert/Pipe Repair or Cleaning	13
Investigation, Tethered	13
Pavement/Pothole, Sink Hole in Roadway	13
Private Property Vehicle, Occupied Mobile Homes/Trailers	13
Traffic Signal, Long Red/Short Green	13
Investigation, Animal Left in Vehicle	12
Traffic Signal, Light Out	12
Traffic Signal, Pedestrian Signal Inoperative	12
Wild, Roam	12
Investigation, Kennel	11
Street Lights, Cover Missing/Wires Exposed	11
Tree Complaint, Broken/Hanging Tree Limb	11
Tree Complaint, Request	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	1,071
Illegal Dumping, Illegal Dumping	736
Missed Service, Green Waste	654
Missed Service, Recycle	563
Pavement/Pothole, Pothole/Chuckhole Repair	424
Private Property Complaint, Junk/Rubbish	154
Stray, Roam	126
Shopping Cart by Vendor, Shopping Cart by Vendor	120
Stray, Injured	102
Missed Service, Neighborhood Clean Up (NCU)	101

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	17	159	506	272	117
Illegal Dumping, Illegal Dumping	62	242	197	126	109
Missed Service, Green Waste	6	87	300	196	65
Missed Service, Recycle	1	58	223	121	160
Pavement/Pothole, Pothole/Chuckhole Repair	9	12	257	118	28

# 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

Horizontal stacked bar chart. X-axis: # of Service Request Interactions (0 to 1,000). Y-axis: Category Name. District Name legend: District 1 - Serna (orange), District 2 - Kennedy (purple), District 3 - Desmond (green), District 4 - Frost (red), District 5 - Hume (blue).

Category Name	Total
Missed Service, Garbage	1,055
Illegal Dumping, Illegal Dumping	694
Missed Service, Green Waste	659
Missed Service, Recycle	559
Pavement/Pothole, Pothole/Chuckhole Repair	427
Stray, Roam	134
Shopping Cart by Vendor, Shopping Cart by Vendor	119
Missed Service, Neighborhood Clean Up (NCU)	106
Stray, Injured	100
Dead Animal, Roadside	99

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

District 1 - Serna: 18, 64, 7, 1, 6
District 2 - Kennedy: 182, 199, 101, 69, 18
District 3 - Desmond: 488, 196, 301, 217, 272
District 4 - Frost: 245, 133, 185, 111, 96
District 5 - Hume: 122, 102, 65, 161, 35

# 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
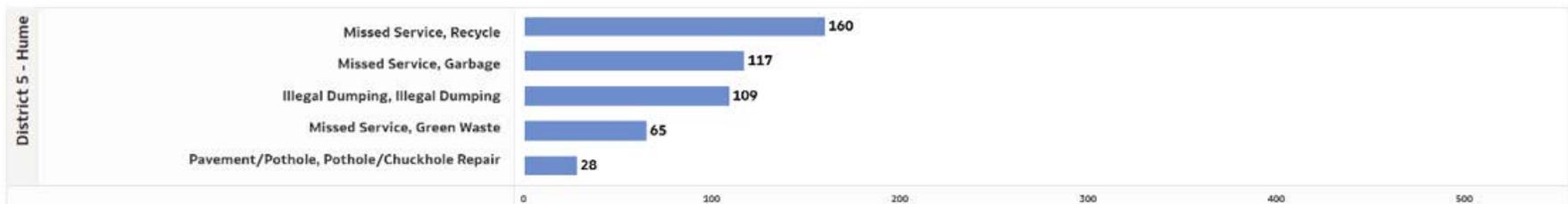
Top Unresolved Service Request

Top Unresolved Service Request Categories | by Districts

Top Unresolved Service Request Categories by District

District 1 - Serna

Category	Count
Illegal Dumping, Illegal Dumping	62
Trash and Debris, Trash and Debris	22
Missed Service, Garbage	17
Environmental Health (All Jurisidictions), Food Facility Complaint	13
Stray, Sick	10

District 2 - Kennedy

Category	Count
Illegal Dumping, Illegal Dumping	242
Missed Service, Garbage	159
Missed Service, Green Waste	87
Missed Service, Recycle	58
Stray, Roam	30

District 3 - Desmond

Category	Count
Missed Service, Garbage	506
Missed Service, Green Waste	300
Pavement/Pothole, Pothole/Chuckhole Repair	257
Missed Service, Recycle	223
Illegal Dumping, Illegal Dumping	197

District 4 - Frost

Category	Count
Missed Service, Garbage	272
Missed Service, Green Waste	196
Illegal Dumping, Illegal Dumping	126
Missed Service, Recycle	121
Pavement/Pothole, Pothole/Chuckhole Repair	118

District 5 - Hume

Category	Count
Missed Service, Recycle	160
Missed Service, Garbage	117
Illegal Dumping, Illegal Dumping	109
Missed Service, Green Waste	65
Pavement/Pothole, Pothole/Chuckhole Repair	28

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	1,239
Private Property Complaint, Junk/Rubbish	411
Pavement/Pothole, Paving Needs on Street	309
Private Property Vehicle, Parked on Lawn	259
Sidewalk, Curb, Gutter, and Sidewalk Repair	194
Zoning, Other	182
Illegal Dumping, Illegal Dumping	158
Ditches/Culverts, Ditch Cleaning	121
Private Property Vehicle, Non-Operable (Commercial Included)	104
Business Licenses, Operating without License	86

Unresolved Service Requests Through May 31st	Interactions Closed this Month	Monthly Interactions Not Closed
4,780	22,343	1,687

Monthly Interactions Not Closed by Status

Monthly Interactions Not Closed by Status
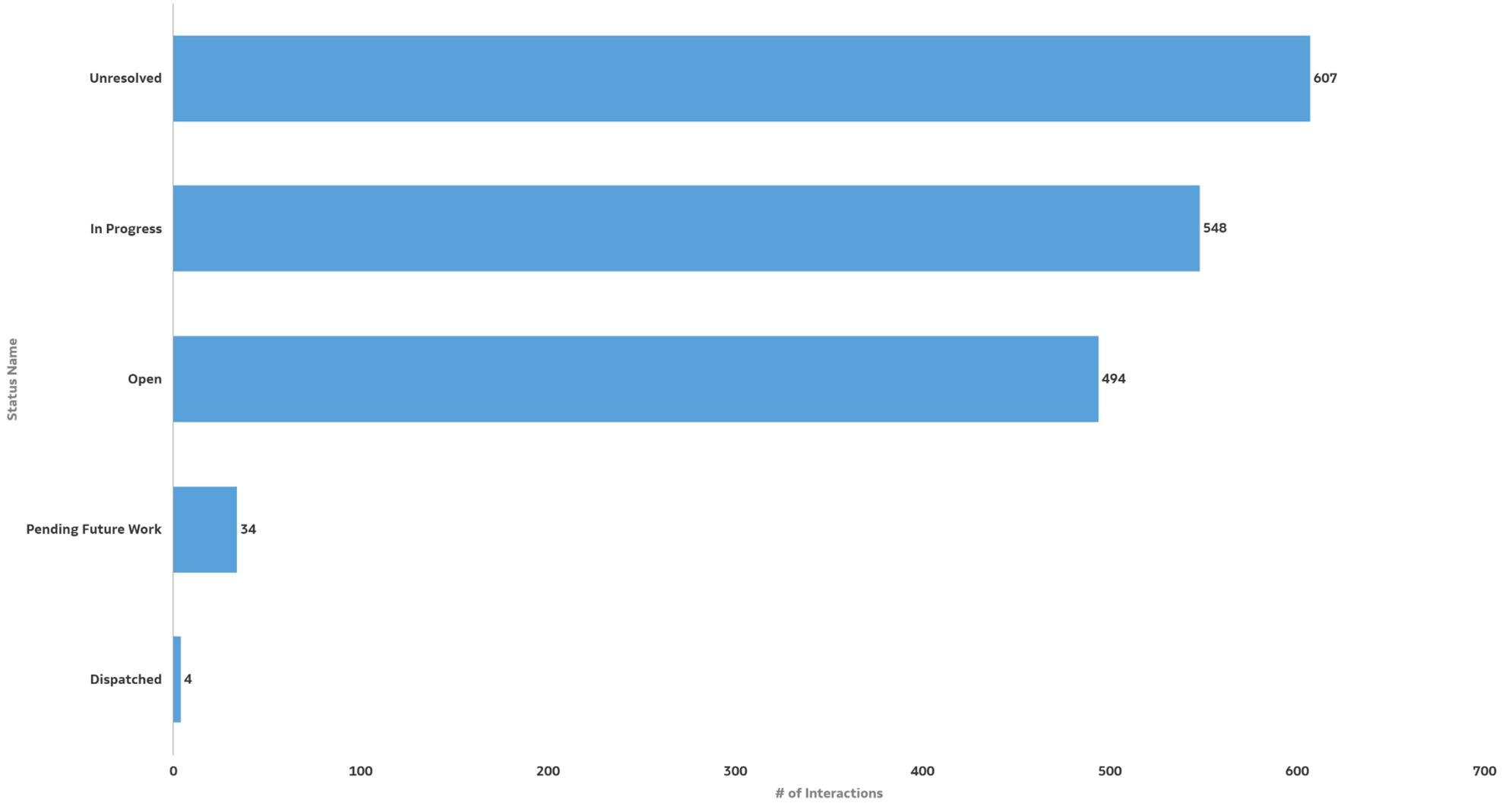
Board of Supervisor District Information

Service Requests Opened by District

May 2023

Monthly Service Request Interactions Opened

6,852

District 1 Serna	District 2 Kennedy	District 3 Desmond	District 4 Frost	District 5 Hume
240	1,008	3,085	1,641	878
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

District Name
Customer Service Repo
11   3K
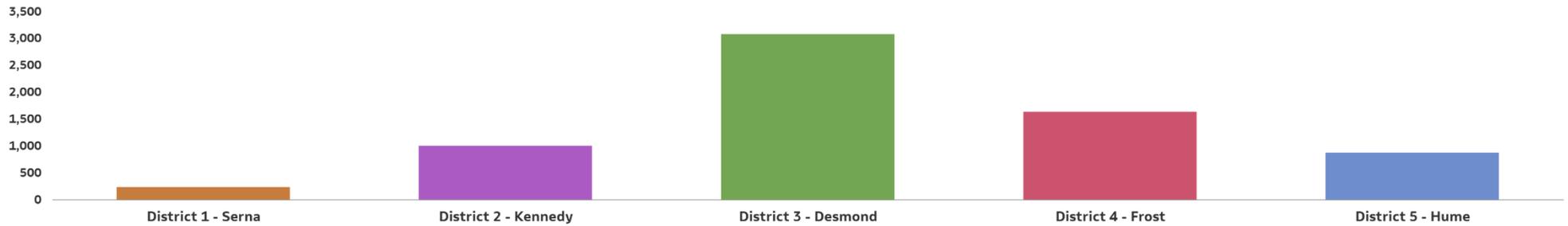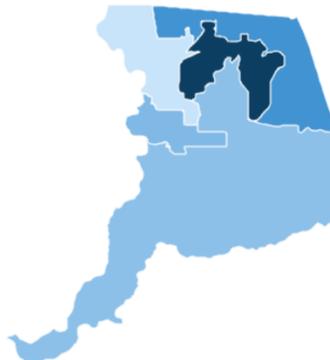
Service Request Interactions Created by Day of Month
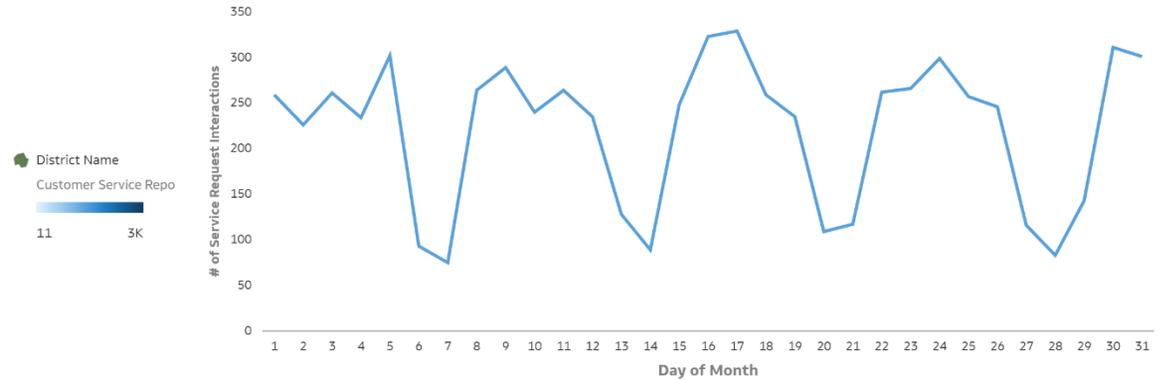
Board of Supervisor District Information

Service Requests Closed by District

May 2023

Monthly Service Request Interactions Closed

6,518

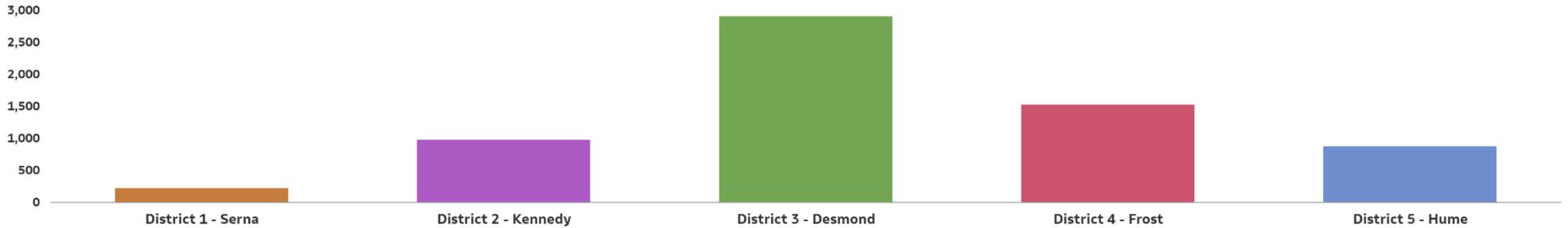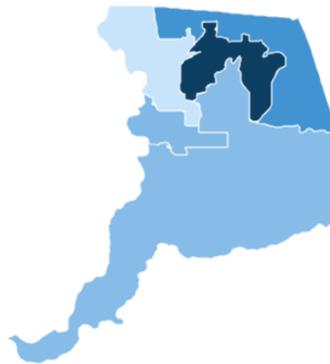| District 1 Serna	District 2 Kennedy	District 3 Desmond	District 4 Frost	District 5 Hume
224	979	2,910	1,528	877
Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions

Service Request Interactions by District

Service Request Interactions by District Map

District Name
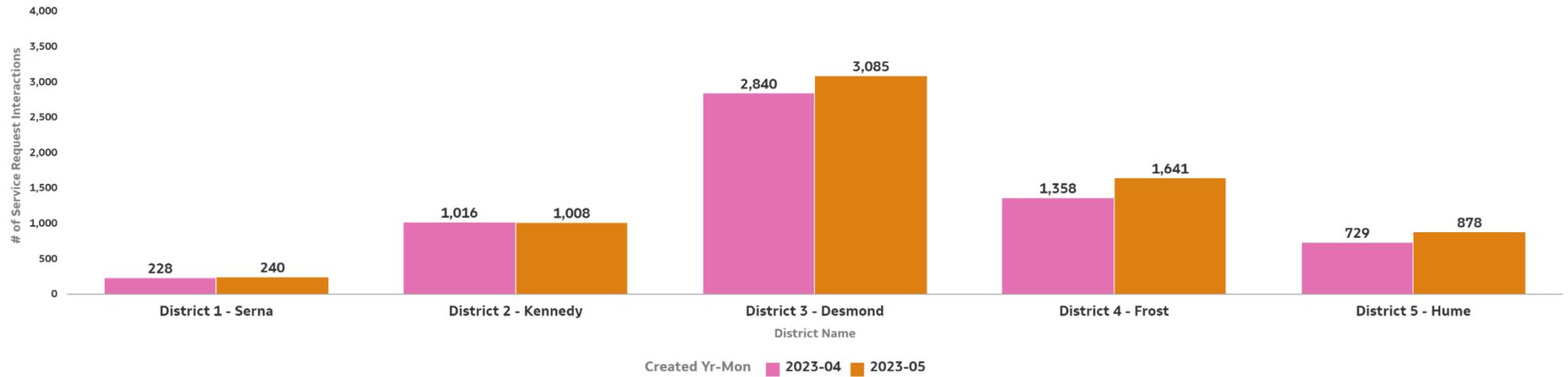Customer Service Repo
10   3K

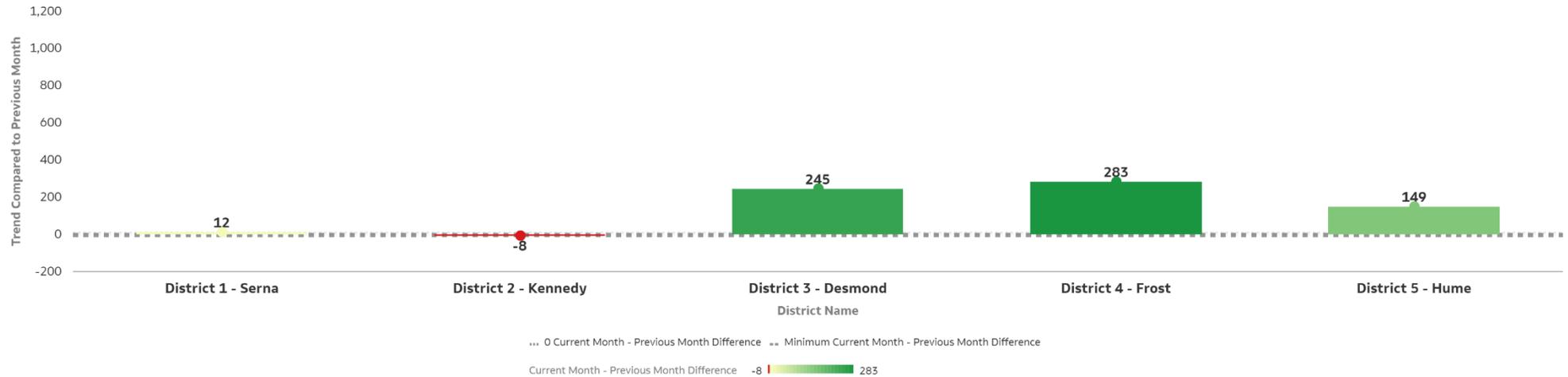Service Request Interactions Closed by Day of Month
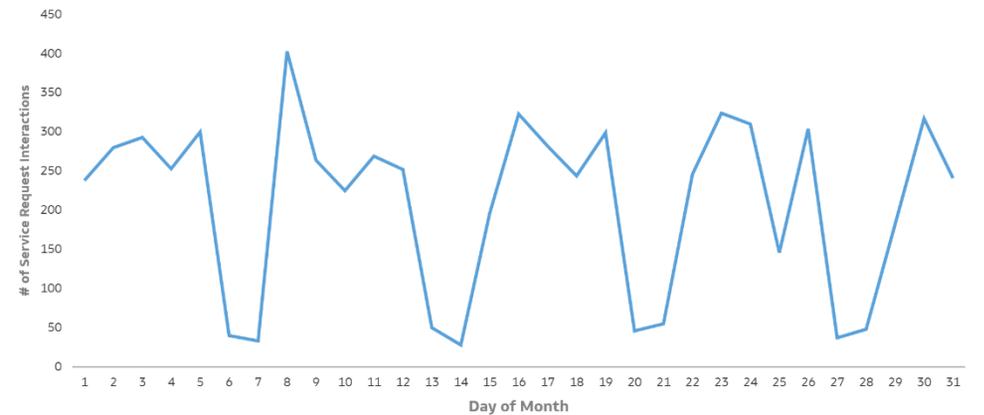
Board of Supervisors District Information

Previous Month Comparison of Service Request

Previous Month Comparison of Service Request interactions

Previous Month Trend of Service Request Interactions Per District

Monthly Comparison: Service Requests by District

District Name	2023-04 Service Request Map Count	2023-05 Service Request Map Count
District 1 - Serna	228	240
District 2 - Kennedy	1,016	1,008
District 3 - Desmond	2,840	3,085
District 4 - Frost	1,358	1,641
District 5 - Hume	729	878

Difference in Interaction Totals From Previous Month by District for Top 10 Categories Opened
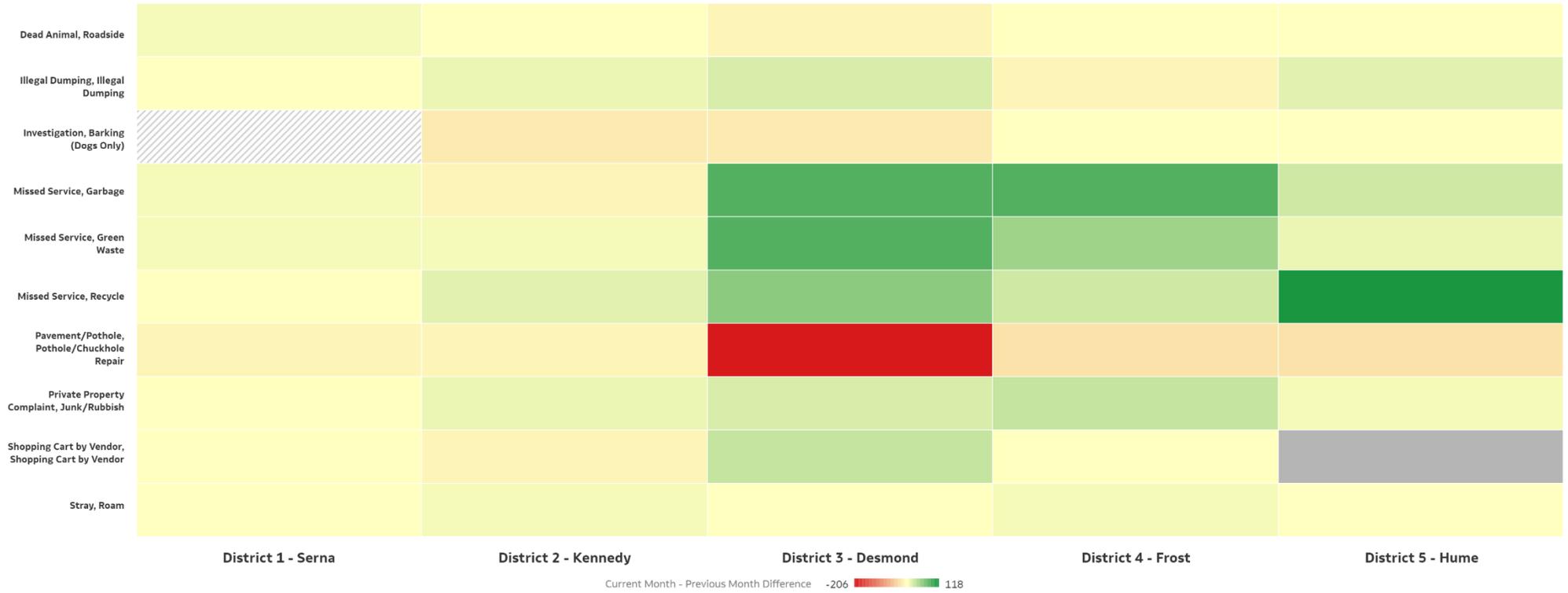
Current Month - Previous Month Difference   -206 ▮▮▮▮▮▮▮▮ 118

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	
Missed Service, Recycle	-1	13	60	27	118	217
Missed Service, Garbage	5	-5	88	89	26	203
Missed Service, Green Waste	4	6	88	47	8	153
Private Property Complaint, Junk/Rubbish	-2	11	18	28	4	59
Illegal Dumping, Illegal Dumping	-4	8	21	-12	17	30
Shopping Cart by Vendor, Shopping Cart by Vendor	-3	-9	31	0		19
Stray, Roam	-3	3	-4	7	-4	-1
Dead Animal, Roadside	4	-3	-6	-4	-2	-11
Investigation, Barking (Dogs Only)		-14	-17	-4	2	-35
Pavement/Pothole, Pothole/Chuckhole Repair	-9	-10	-206	-27	-25	-277
Grand Total	-11	0	73	151	144	357

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

Board of Supervisor District Analysis

District 1

Service Requests Created

240

Service Requests Closed

184

Service Request Interactions Created by Day of Month

District Name, Customer Service Report Interactions

# of Service Requests

240   240

District 1 (continued)

Service Request Interactions by Category Per Zip Code

Service Request Interactions Mapped by Selected Zip Code

Customer Service Report Interactions   1 ▓▓▓▓ 33

District 2

Service Requests Created

1,008

Service Requests Closed

780

Service Request Interactions Created by Day of Month

District Name, Customer Service Report Interactions

# of Service Requests

1.008K   1.008K

Service Request Interactions by Category Per Zip Code

Service Request Interactions Mapped by Selected Zip Code

Board of Supervisor District Analysis
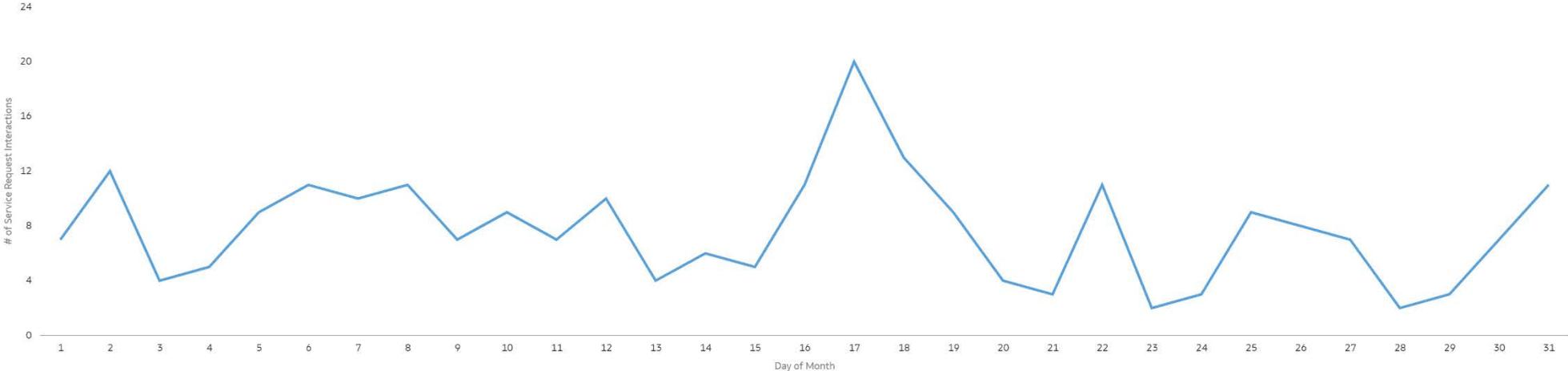
District 3

Service Requests Created

3,085

Service Requests Closed

2,248
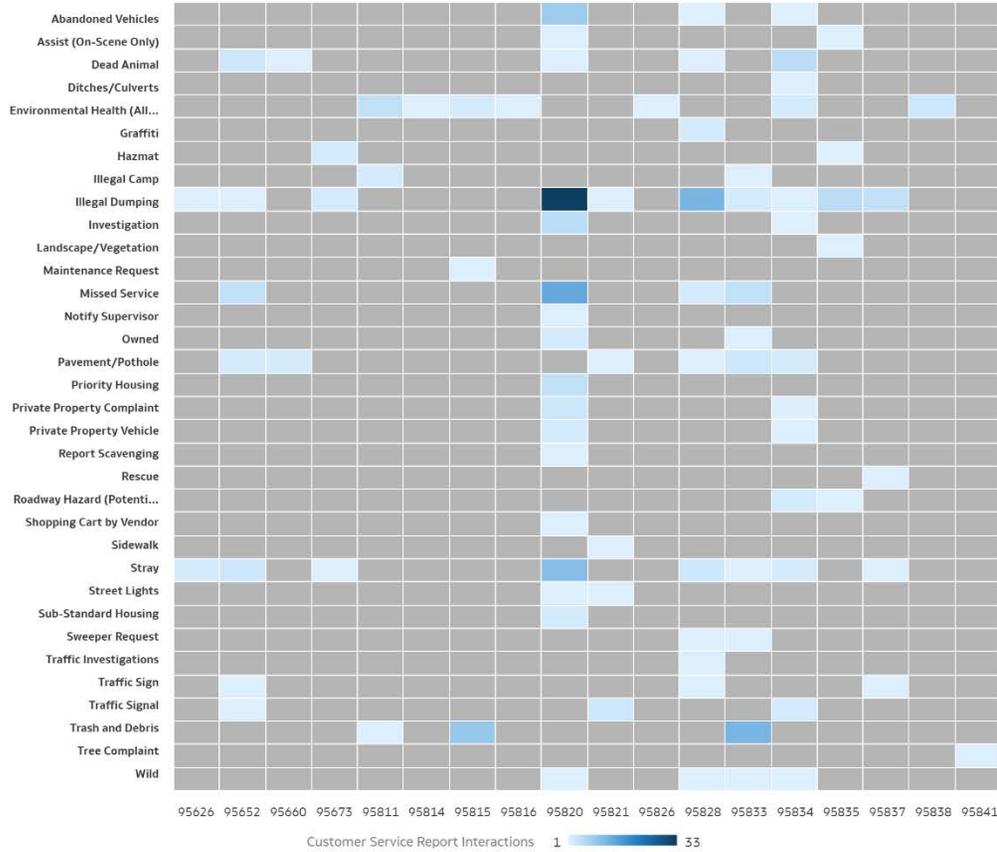
Service Request Interactions Created by Day of Month
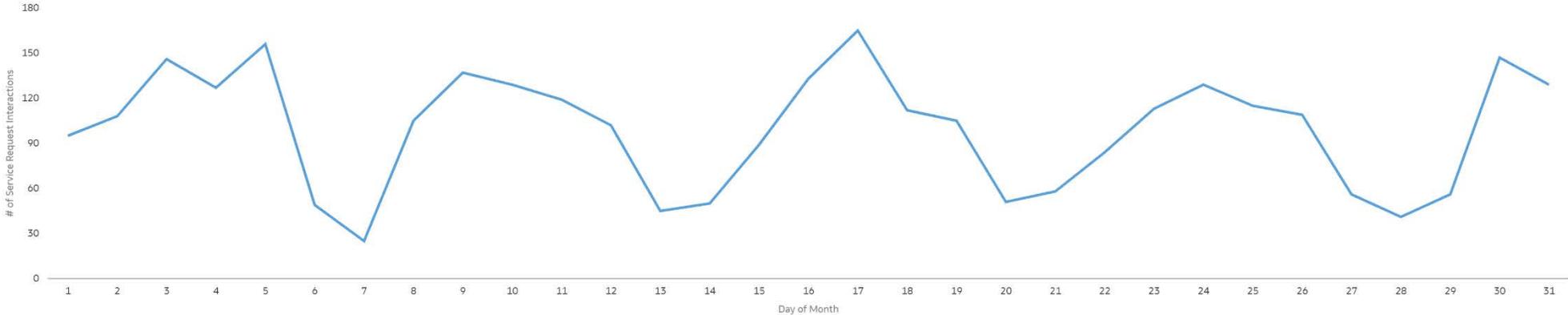
District Name, Customer Service Report Interactions

# of Service Requests

3.085K   3.085K

District 3 (continued)

Service Request Interactions by Category Per Zip Code

Service Request Interactions Mapped by Selected Zip Code
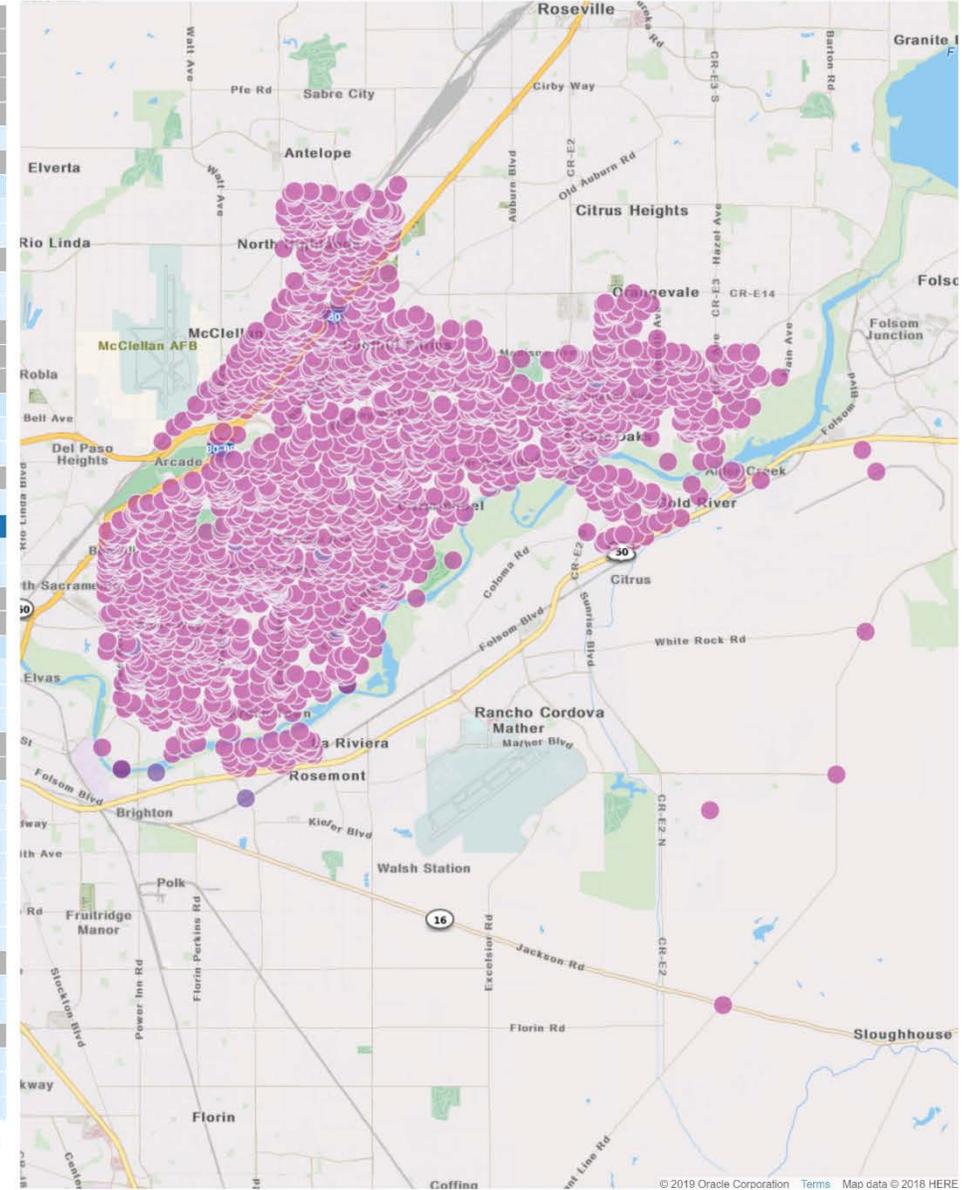
Customer Service Report Interactions   1 ▨▨▨▨▨ 255

Service Requests Created

1,641

Service Requests Closed

1,191

Service Request Interactions Created by Day of Month
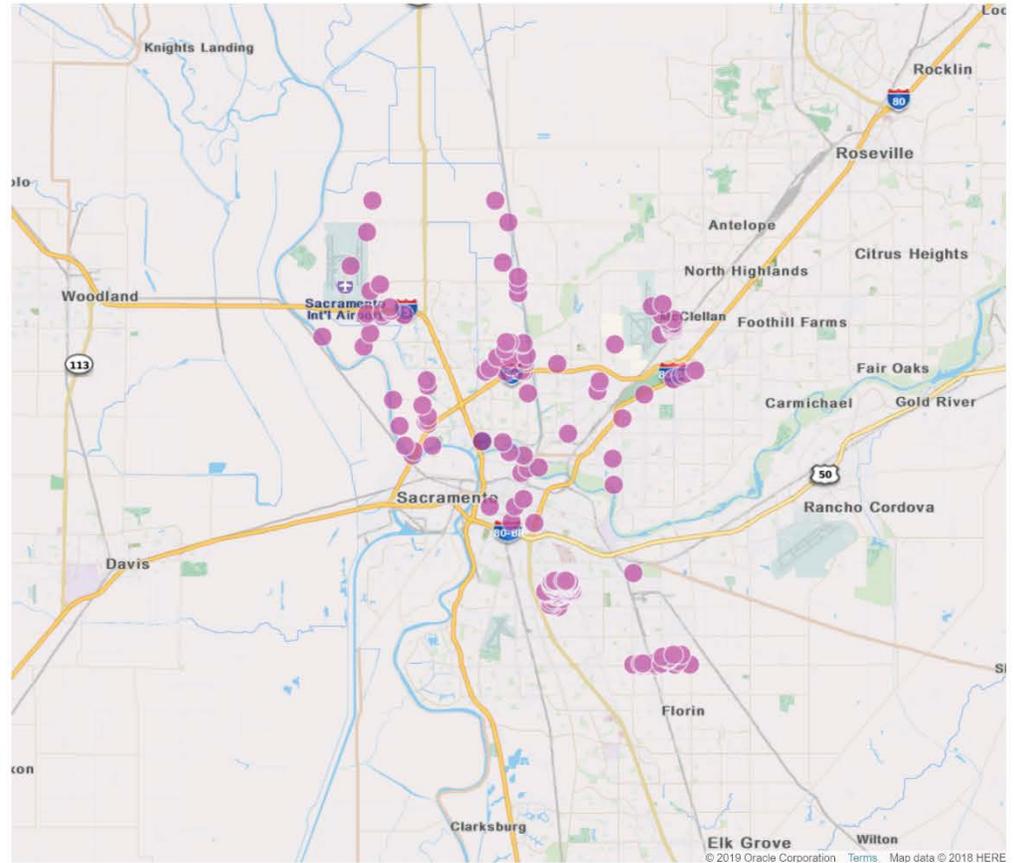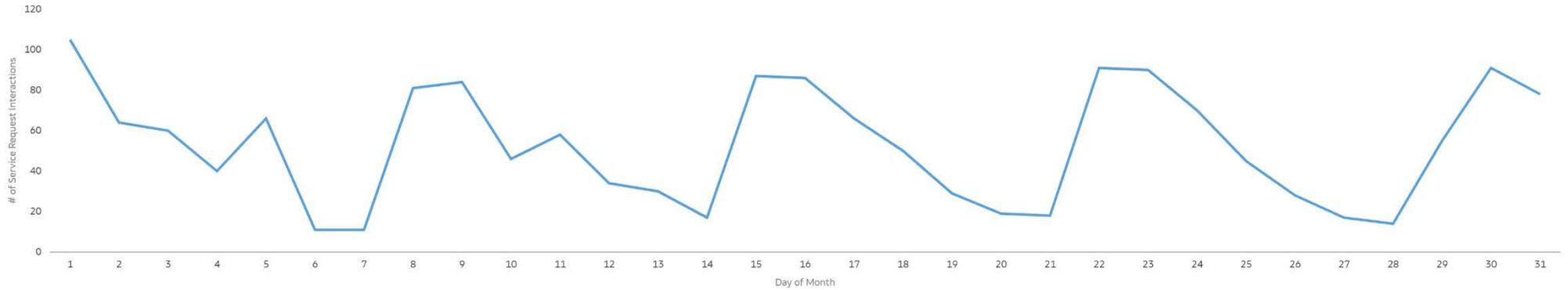

District Name, Customer Service Report Interactions

# of Service Requests

1.641K   1.641K

District 4 (continued)

Service Request Interactions by Category Per Zip Code

Service Request Interactions Mapped by Selected Zip Code
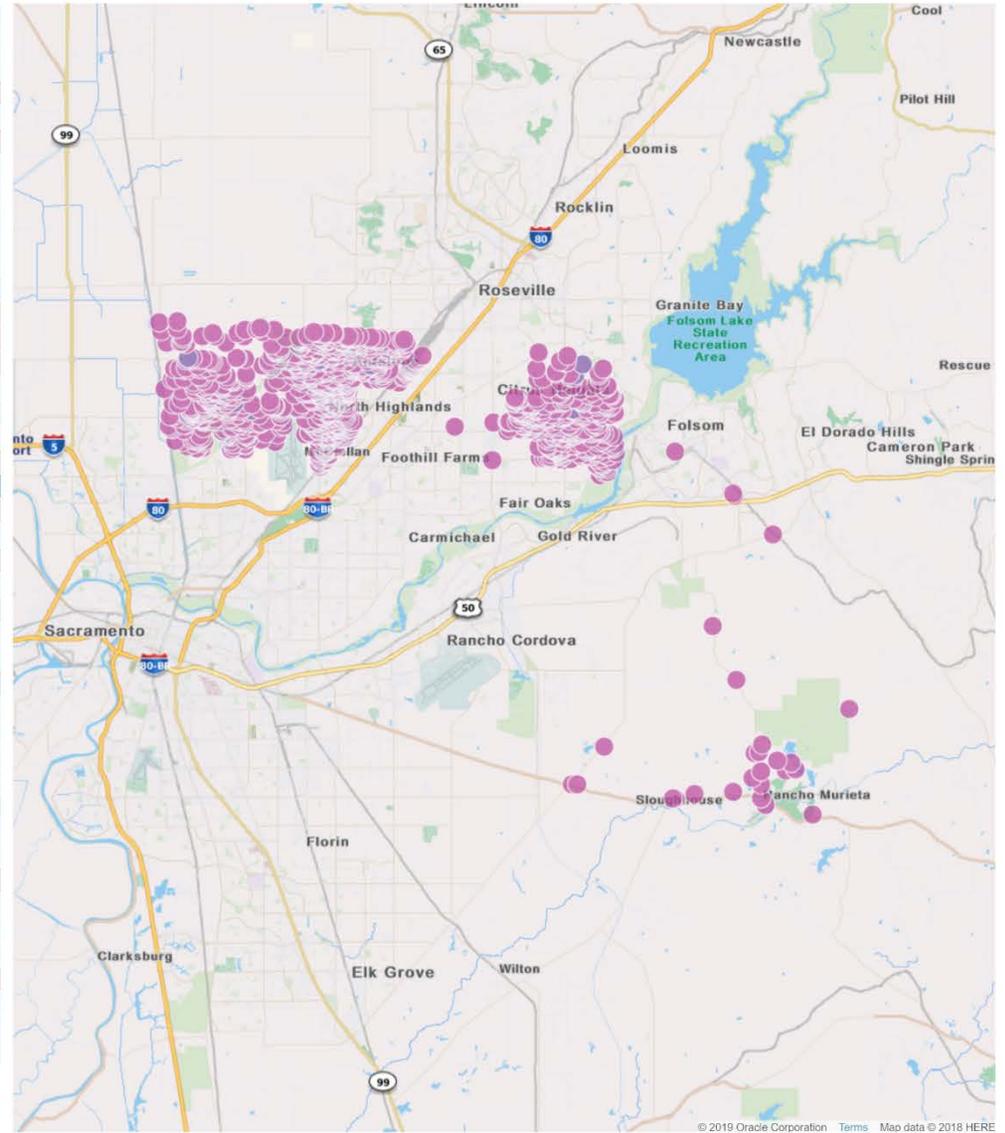
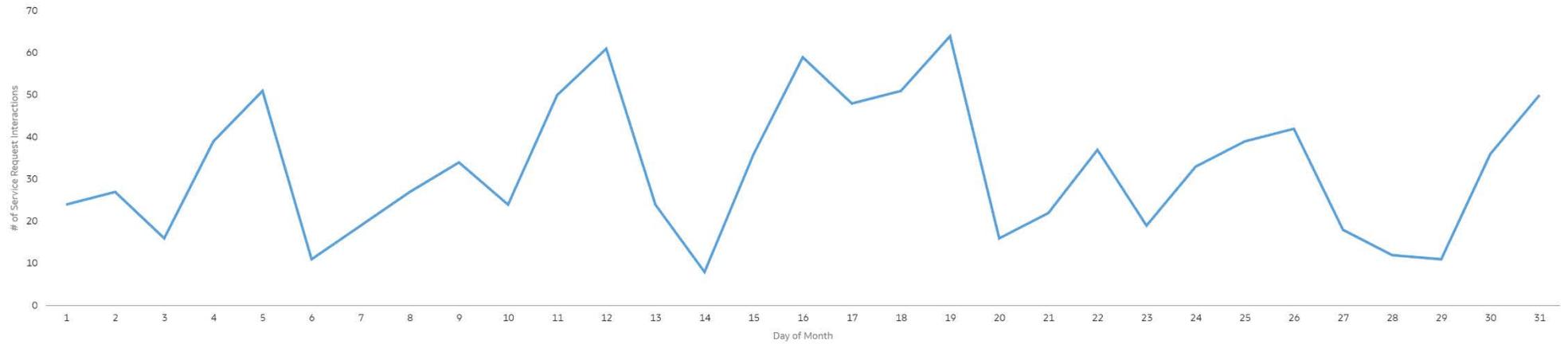Customer Service Report Interactions 1 ▭ 203

District 5

Service Requests Created

878

Service Requests Closed

760

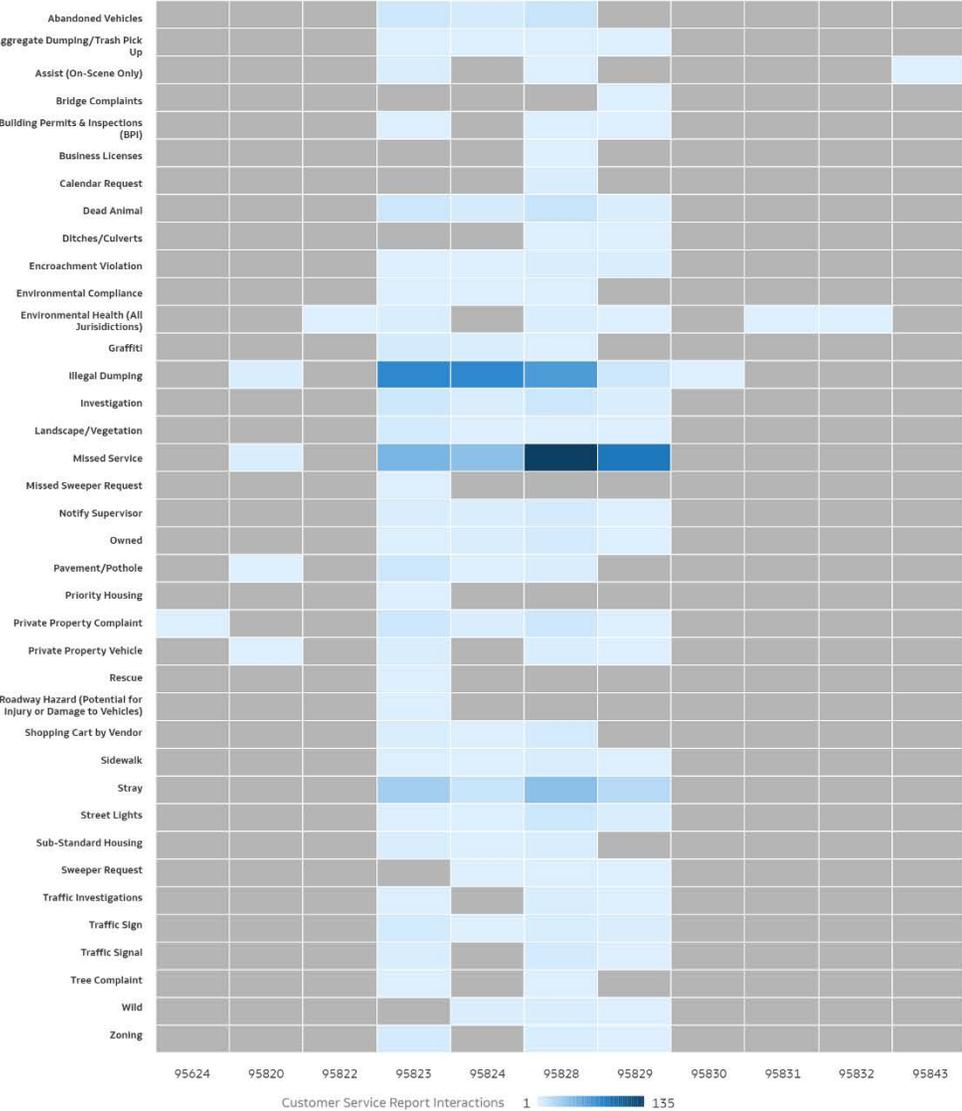Service Request Interactions Created by Day of Month
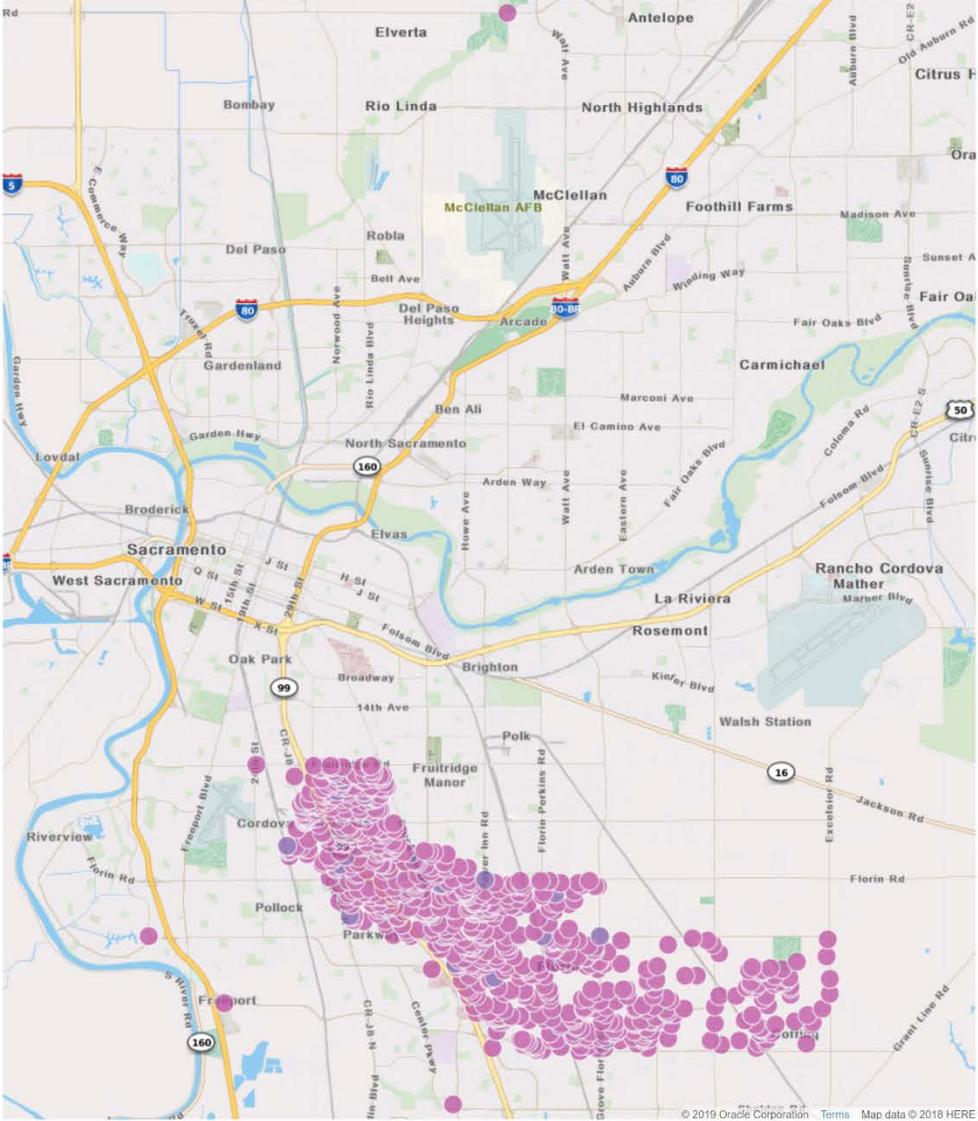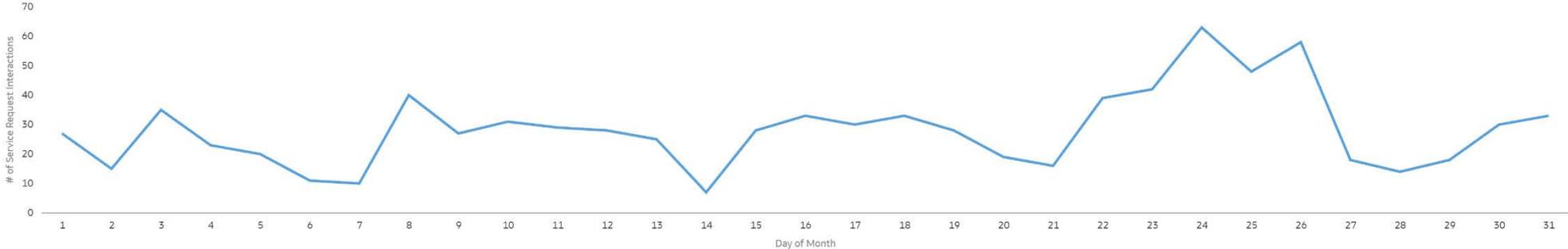

District Name, Customer Service Report Interactions

# of Service Requests

878   878

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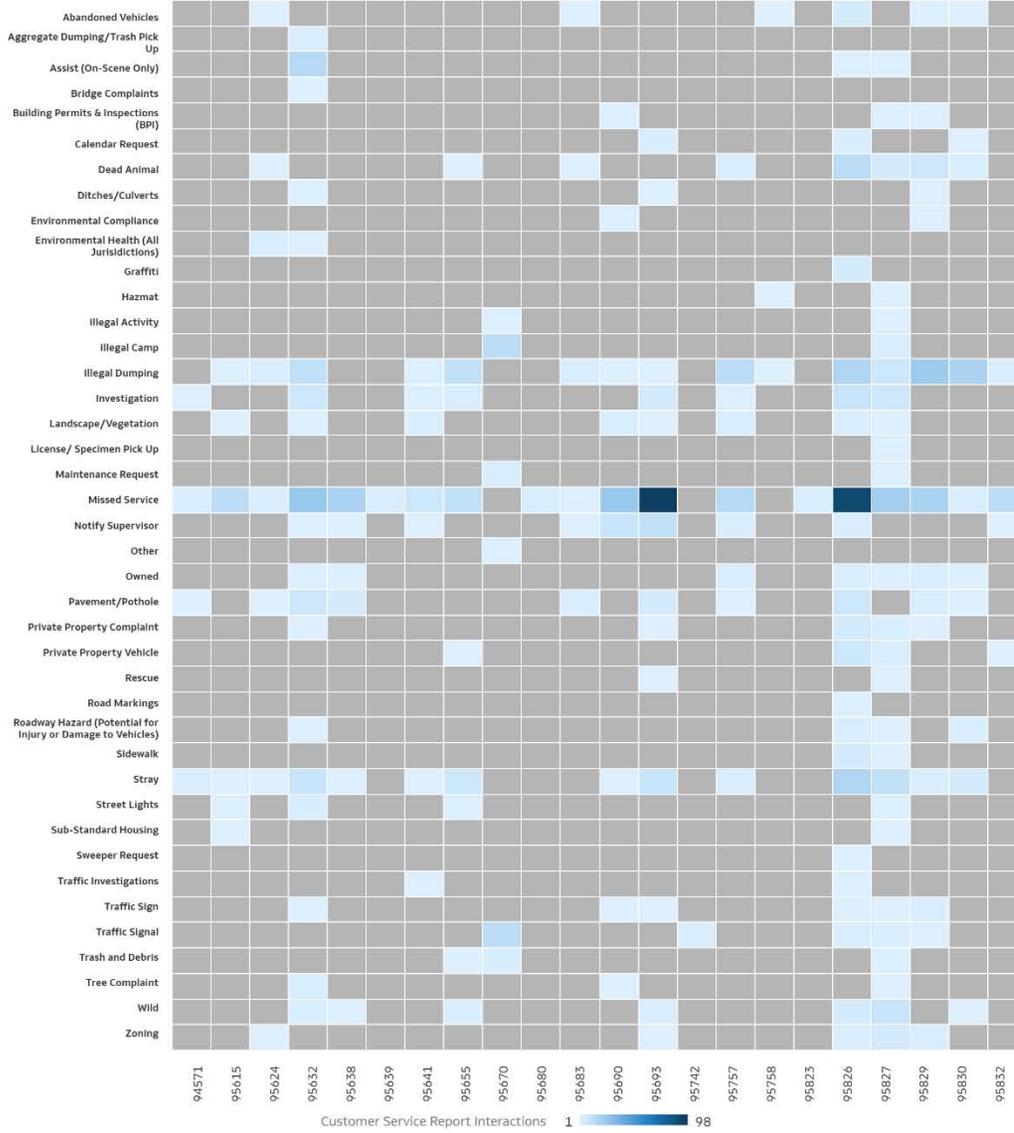
Service Request Interactions Mapped by Selected Zip Code
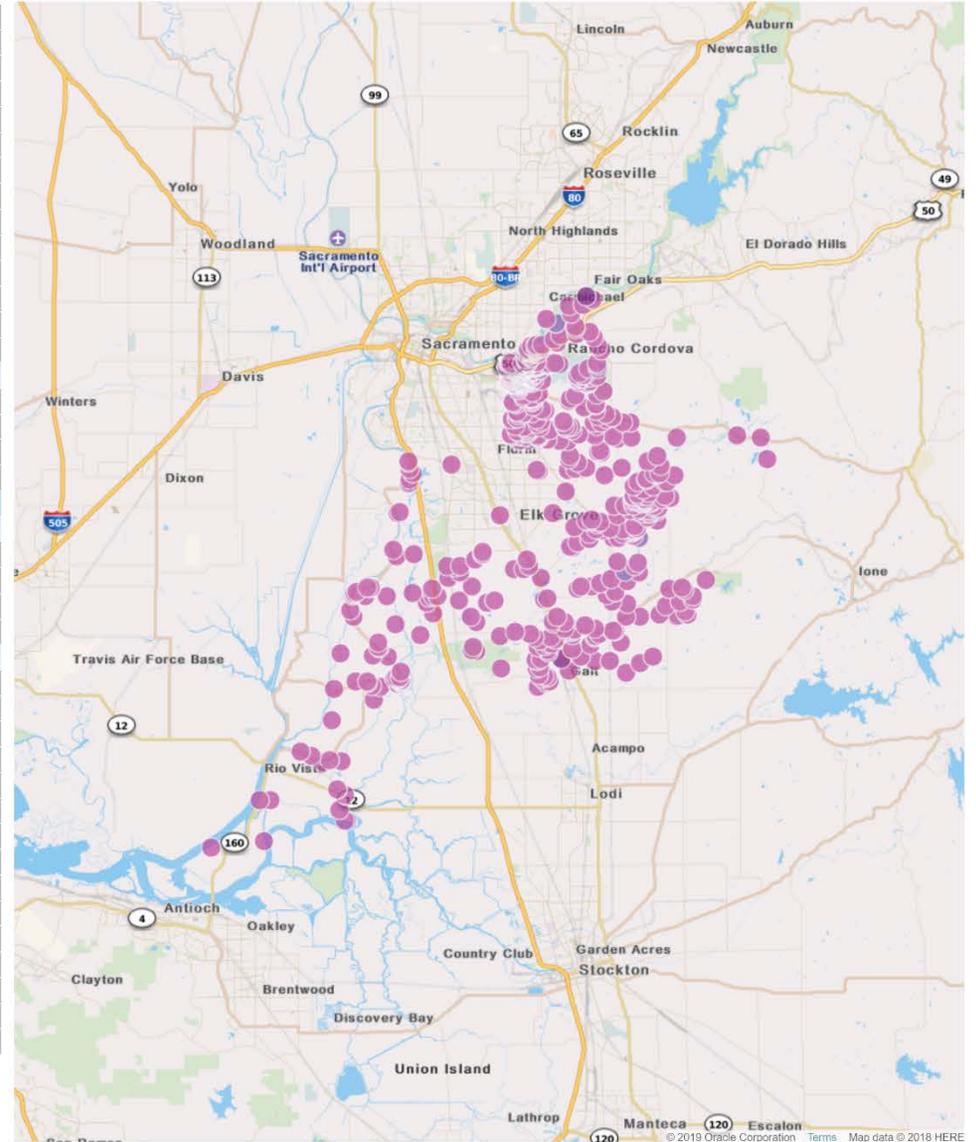
Aging of Open Requests

Top Service Requests Open by Day

Opened Service Request Interactions by Category Per Day of Week

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Illegal Dumping, Illegal Dumping							
Missed Service, Garbage							
Missed Service, Green Waste							
Missed Service, Neighborhood Clean Up (NCU)							
Missed Service, Recycle							
Pavement/Pothole, Pothole/Chuckhole Repair							
Private Property Complaint, Junk/Rubbish							
Shopping Cart by Vendor, Shopping Cart by Vendor							
Stray, Injured							
Stray, Roam							

Customer Service Report Interactions   1 ▦ 257
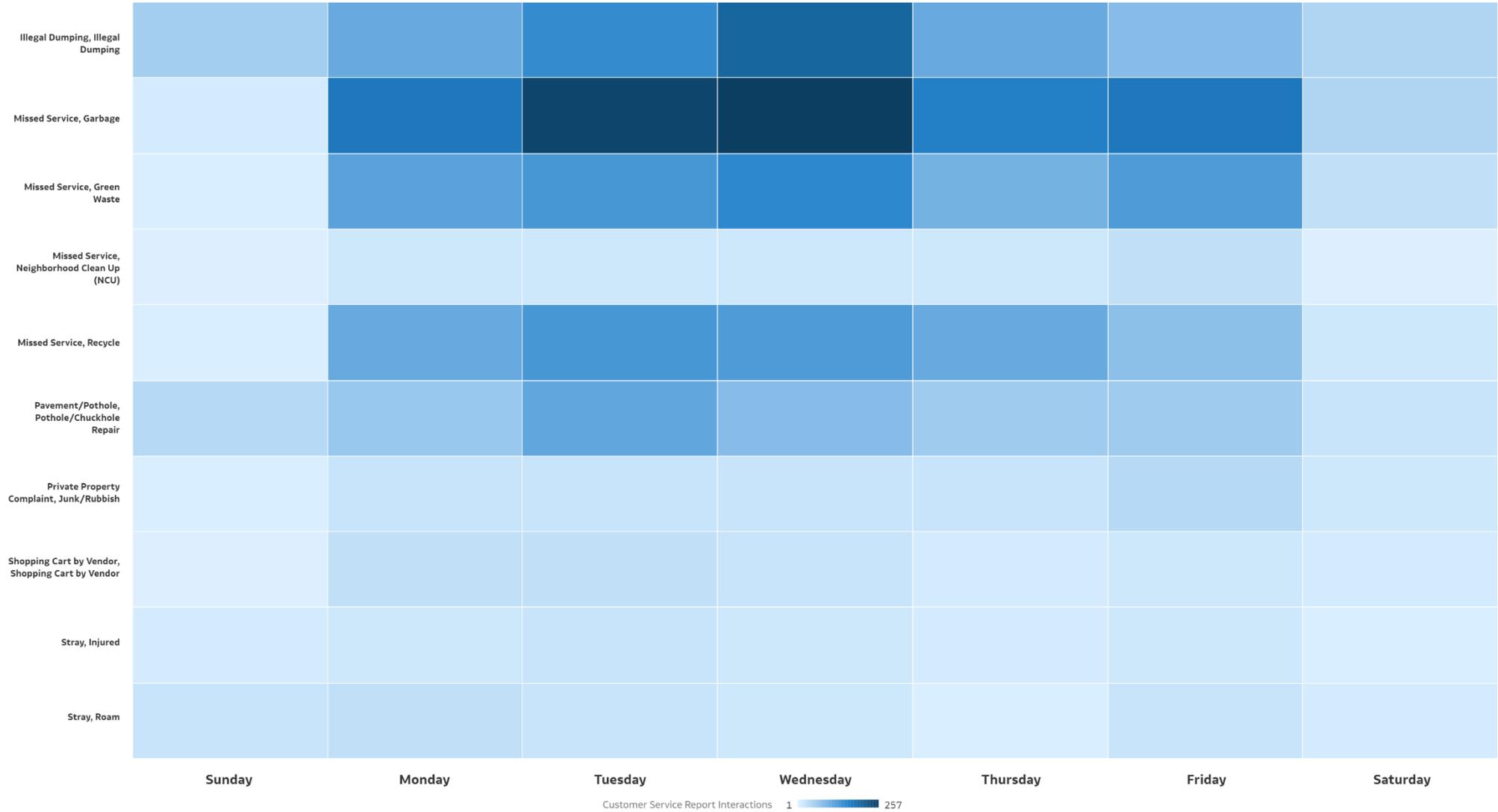
Aging of Open Requests

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

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

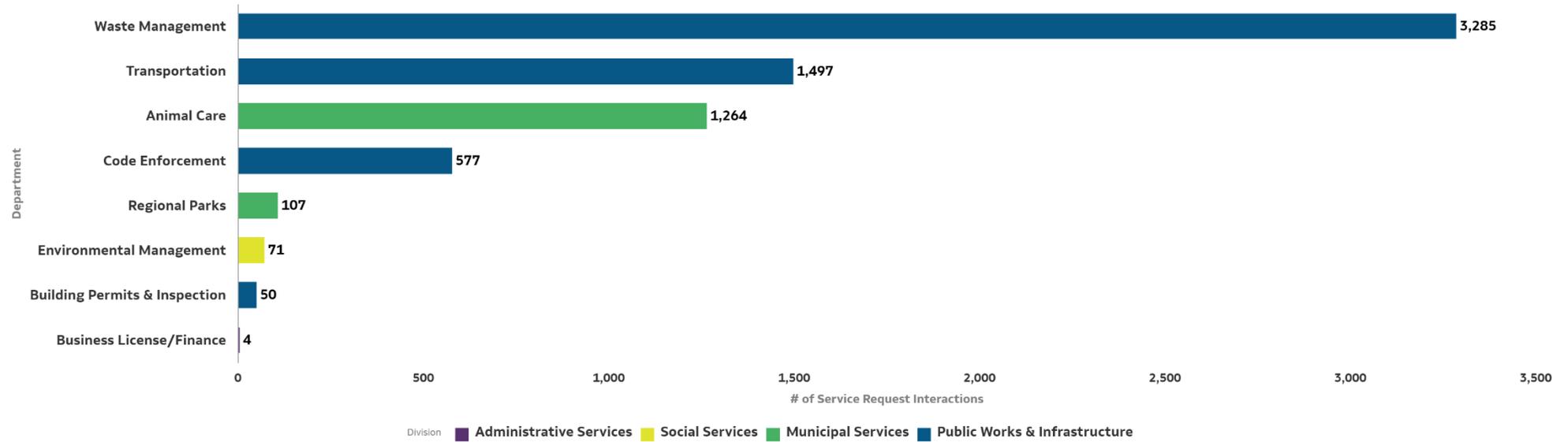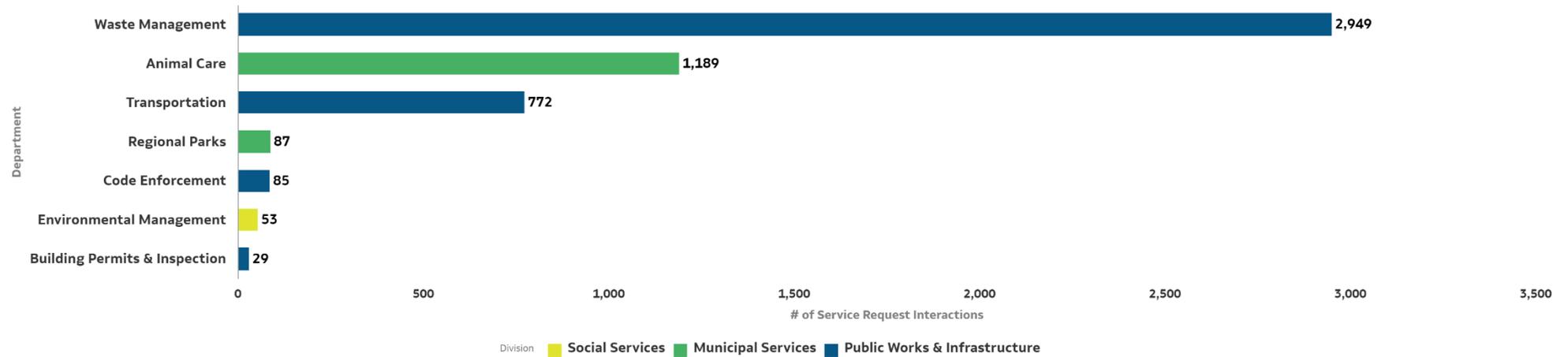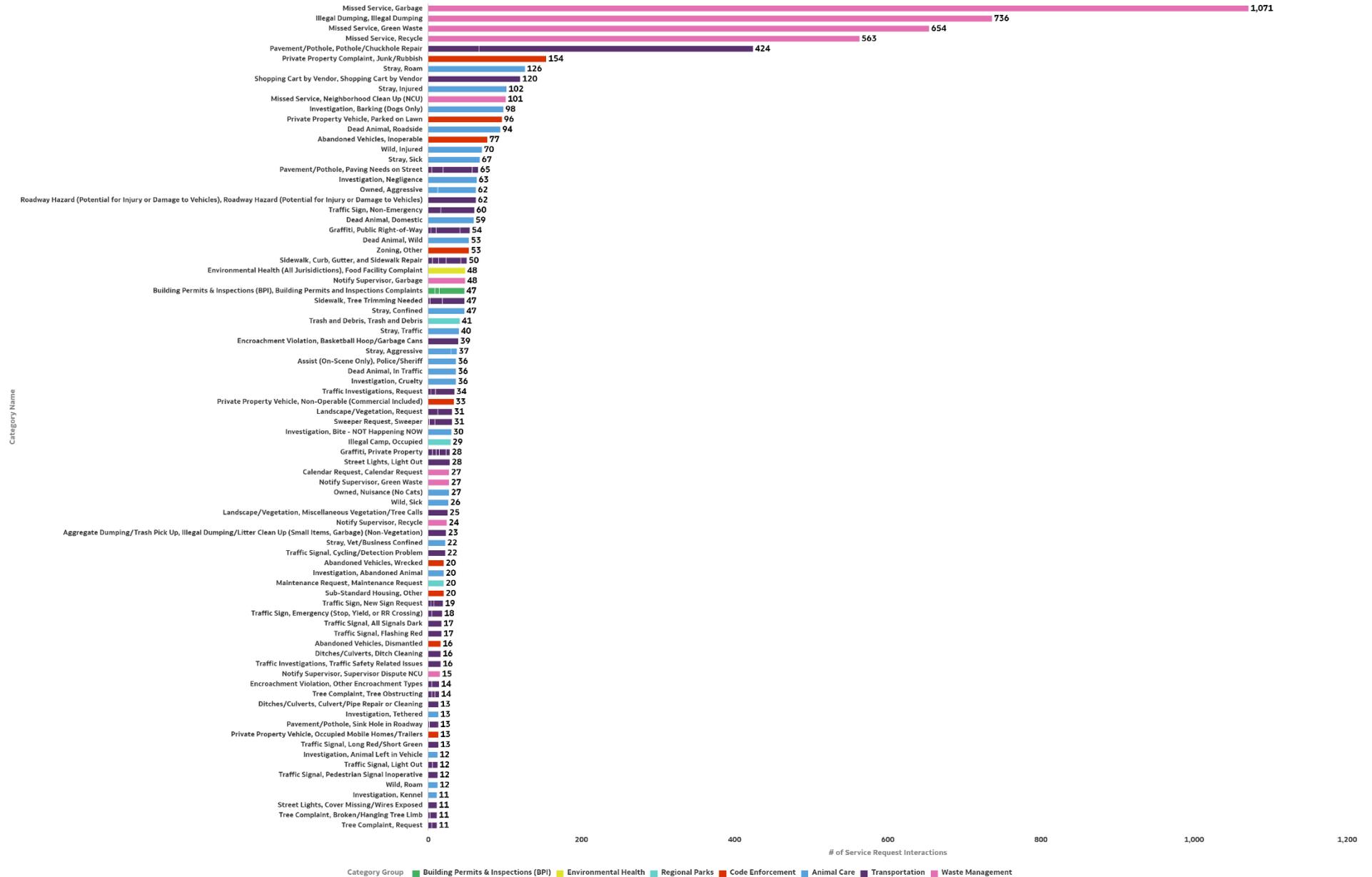| Category Name	# of Service Request Interactions
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Shopping Cart by Vendor, Shopping Cart by Vendor	120
Stray, Injured	102
Missed Service, Neighborhood Clean Up (NCU)	101
Investigation, Barking (Dogs Only)	98
Private Property Vehicle, Parked on Lawn	96
Dead Animal, Roadside	94
Abandoned Vehicles, Inoperable	77
Wild, Injured	70
Stray, Sick	67
Pavement/Pothole, Paving Needs on Street	65
Investigation, Negligence	63
Owned, Aggressive	62
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	62
Traffic Sign, Non-Emergency	60
Dead Animal, Domestic	59
Graffiti, Public Right-of-Way	54
Dead Animal, Wild	53
Zoning, Other	53
Sidewalk, Curb, Gutter, and Sidewalk Repair	50
Environmental Health (All Jurisidictions), Food Facility Complaint	48
Notify Supervisor, Garbage	48
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	47
Sidewalk, Tree Trimming Needed	47
Stray, Confined	47
Trash and Debris, Trash and Debris	41
Stray, Traffic	40
Encroachment Violation, Basketball Hoop/Garbage Cans	39
Stray, Aggressive	37
Assist (On-Scene Only), Police/Sheriff	36
Dead Animal, In Traffic	36
Investigation, Cruelty	36
Traffic Investigations, Request	34
Private Property Vehicle, Non-Operable (Commercial Included)	33
Landscape/Vegetation, Request	31
Sweeper Request, Sweeper	31
Investigation, Bite - NOT Happening NOW	30
Illegal Camp, Occupied	29
Graffiti, Private Property	28
Street Lights, Light Out	28
Calendar Request, Calendar Request	27
Notify Supervisor, Green Waste	27
Owned, Nuisance (No Cats)	27
Wild, Sick	26
Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	25
Notify Supervisor, Recycle	24
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	23
Stray, Vet/Business Confined	22
Traffic Signal, Cycling/Detection Problem	22
Abandoned Vehicles, Wrecked	20
Investigation, Abandoned Animal	20
Maintenance Request, Maintenance Request	20
Sub-Standard Housing, Other	20
Traffic Sign, New Sign Request	19
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	18
Traffic Signal, All Signals Dark	17
Traffic Signal, Flashing Red	17
Abandoned Vehicles, Dismantled	16
Ditches/Culverts, Ditch Cleaning	16
Traffic Investigations, Traffic Safety Related Issues	16
Notify Supervisor, Supervisor Dispute NCU	15
Encroachment Violation, Other Encroachment Types	14
Tree Complaint, Tree Obstructing	14
Ditches/Culverts, Culvert/Pipe Repair or Cleaning	13
Investigation, Tethered	13
Pavement/Pothole, Sink Hole in Roadway	13
Private Property Vehicle, Occupied Mobile Homes/Trailers	13
Traffic Signal, Long Red/Short Green	13
Investigation, Animal Left in Vehicle	12
Traffic Signal, Light Out	12
Traffic Signal, Pedestrian Signal Inoperative	12
Wild, Roam	12
Investigation, Kennel	11
Street Lights, Cover Missing/Wires Exposed	11
Tree Complaint, Broken/Hanging Tree Limb	11
Tree Complaint, Request	11

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

Aging of Open Requests

Average Days to Close Service Requests

Avg Days to Close by Category Name, Group

Category Name	Avg Days to Close
Environmental Health (All Jurisidictions)	141
Road Markings	131
Priority Housing	124
Zoning	107
Sub-Standard Housing	88
Private Property Complaint	86
Private Property Vehicle	82
Tree Complaint	79
Traffic Investigations	73
Ditches/Culverts	58
Business Licenses	46
Sidewalk	43
Maintenance Request	35
Encroachment Violation	35
Other	34
Illegal Camp	33
Pavement/Pothole	31
Bridge Complaints	29
Landscape/Vegetation	22
Traffic Sign	22
Aggregate Dumping/Trash Pick Up	12
Roadway Hazard (Potential for Injury or Damage to Vehicles)	11
Abandoned Vehicles	9
Graffiti	9
Illegal Activity	8
Trash and Debris	7
Building Permits & Inspections (BPI)	6
Street Lights	6
Barricades	6
Hazmat	5
Stray	4
Illegal Dumping	4
Traffic Signal	3
Investigation	3
Owned	3
Environmental Compliance	3
Sweeper Request	2
Missed Service	2
Notify Supervisor	2
Dead Animal	2

Category Group

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

Avg Days to Close

13.08

Avg Days to Close by Category Name, Group

Category Group

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

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

Aging of Open Requests

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

of Service Request Interactions Per Category with Avg Days to Close

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Waste Management	Calendar Request	29	0.05
Animal Care	Rescue	18	0.10
Animal Care	Wild	117	0.11
Animal Care	Assist (On-Scene Only)	46	0.14
Transportation	Shopping Cart by Vendor	119	0.18
Regional Parks	Graffiti	1	0.35
Waste Management	Missed Sweeper Request	6	0.38
Animal Care	License/ Specimen Pick Up	2	0.88
Animal Care	Stray	450	1.76
Animal Care	Dead Animal	250	1.81
Environmental Compliance	Environmental Compliance	4	1.96
Waste Management	Notify Supervisor	120	2.15
Transportation	Sweeper Request	36	2.20
Waste Management	Missed Service	2,388	2.31
Animal Care	Investigation	281	2.41
Animal Care	Owned	94	2.71
Transportation	Traffic Signal	105	3.15
Transportation	Barricades	4	3.42
Transportation	Hazmat	16	3.64
Waste Management	Illegal Dumping	697	3.80
Transportation	Street Lights	56	6.03
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	40	6.21
Regional Parks	Trash and Debris	52	7.04
Regional Parks	Illegal Activity	7	8.47
Transportation	Graffiti	90	8.96

| Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Code Enforcement	Abandoned Vehicles	100	9.21
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	69	11.24
Transportation	Aggregate Dumping/Trash Pick Up	33	12.16
Transportation	Traffic Sign	102	21.70
Transportation	Landscape/Vegetation	28	21.92
Transportation	Bridge Complaints	7	29.17
Transportation	Pavement/Pothole	495	31.07
Regional Parks	Illegal Camp	49	32.78
Regional Parks	Other	10	33.57
Transportation	Encroachment Violation	36	34.68
Regional Parks	Maintenance Request	32	34.95
Transportation	Sidewalk	52	42.72
Business Licensing	Business Licenses	2	45.55
Transportation	Ditches/Culverts	24	58.33
Transportation	Traffic Investigations	43	72.90
Transportation	Tree Complaint	43	79.35
Code Enforcement	Private Property Vehicle	133	81.76
Code Enforcement	Private Property Complaint	70	85.72
Code Enforcement	Sub-Standard Housing	46	87.94
Code Enforcement	Zoning	27	107.32
Code Enforcement	Priority Housing	20	124.21
Transportation	Road Markings	4	130.88
Environmental Health	Environmental Health (All Jurisidictions)	75	140.93

Aging of Open Requests

2021.0228

Aging Service Requests
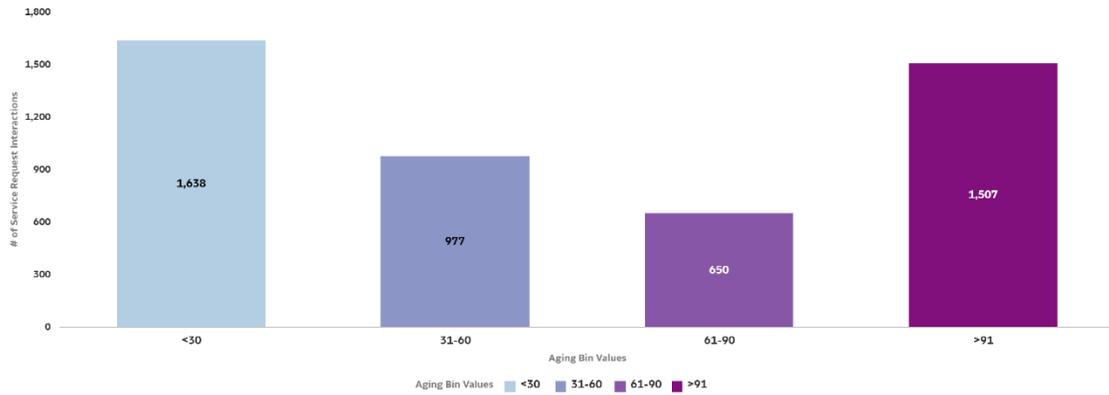
Aging Service Requests

Aging Bin Values	Customer Service Report Interactions
<30	1,638
31-60	977
61-90	650
>91	1,507

Aging Bin Values ■ <30 ■ 31-60 ■ 61-90 ■ >91

Aging Service Requests by Created Year-Month

Aging Bin Values ■ <30 ■ 31-60 ■ 61-90 ■ >91
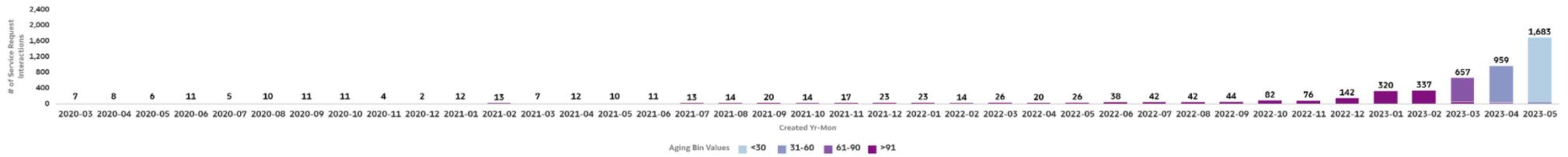
Department Aging Requests by Month Created Per District

Department Aging Service Requests by Created Year Month Per District
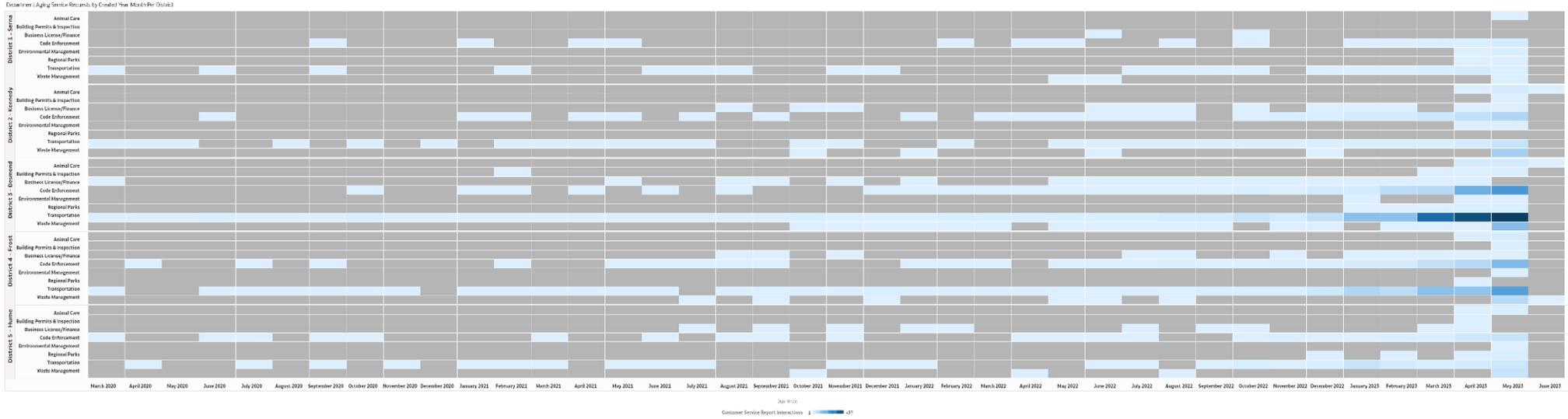
Dispatch Service Definition

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

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**
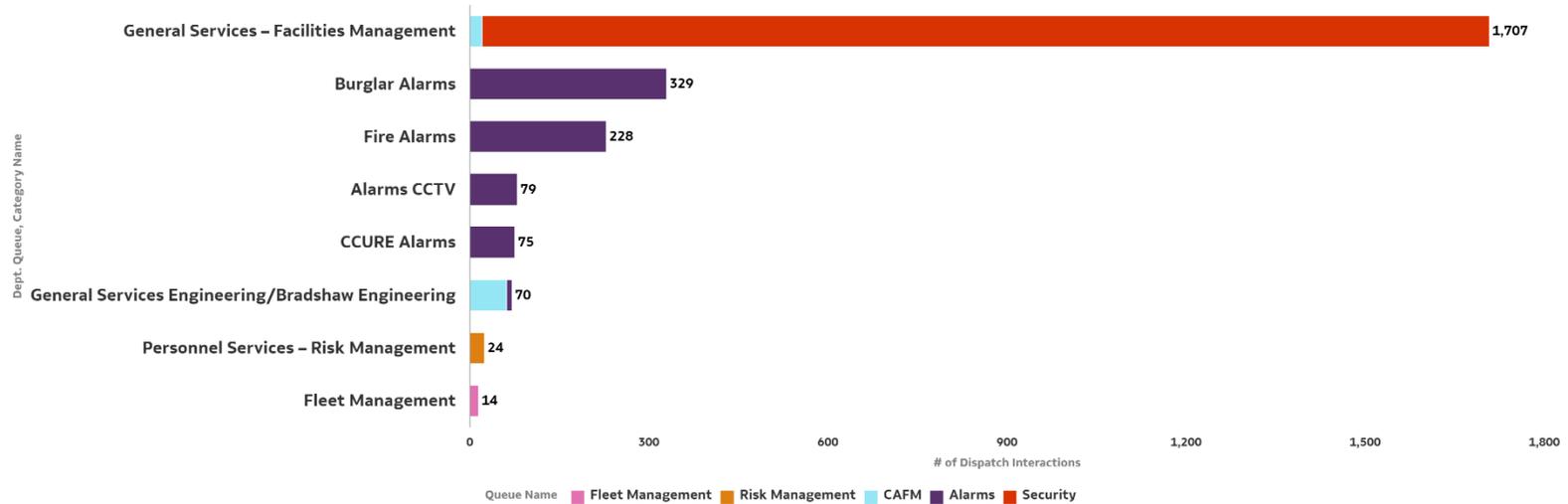
Service Definitions	
General Services Engineering/Bradshaw Engineering	Dispatch Services for Downtown and Bradshaw Facility Engineers to respond for fire/environmental alarms, generator testing, electrical, plumbing issues in county maintained buildings, etc.
General Services Facilities Management	Dispatch 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**
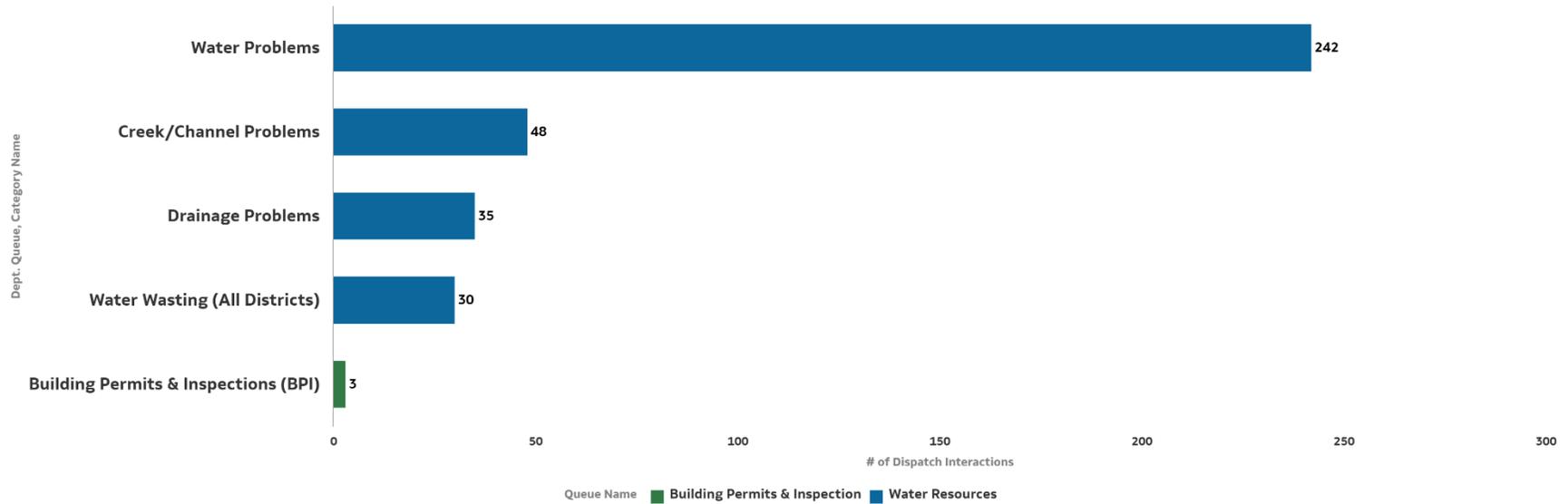
Service Definitions	
Building Permits and Inspections	On-Call Emergency Building Inspections for either Residential or Commercial properties in regards to Plumbing, Mechanical, Electrical, or Structural inspections
Water Resources Water Dispatch Form	Dispatch Services including fire hydrant, odor/taste/color, 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

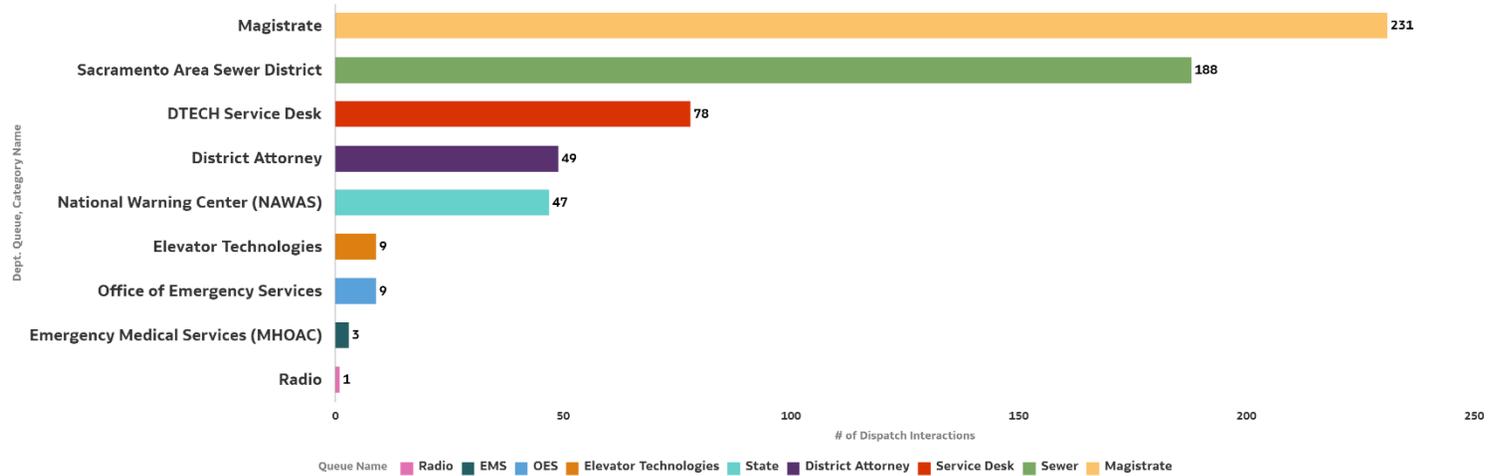Dispatch Interactions by Category, Queue

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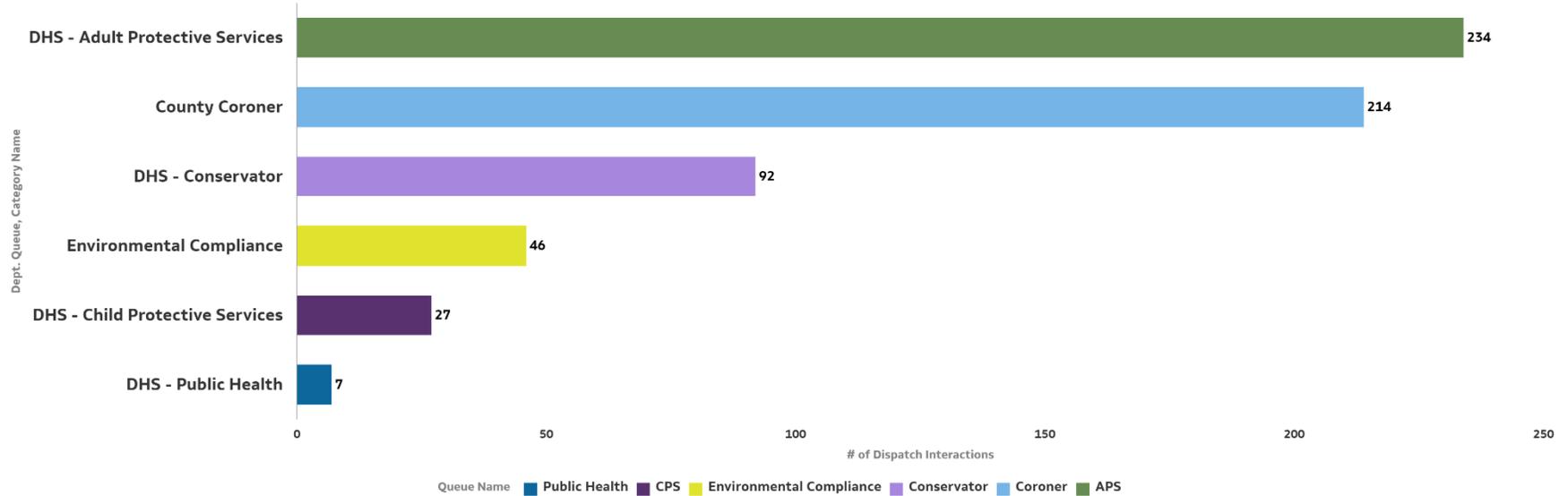
Service Definitions	
Department of Child, Family & Adult Services (DCFAS) Adult Protective Services	Dispatch Services for 24/7 social worker intake line for any adult protective services requests
Department of Child, Family & Adult Services (DCFAS) Conservator	Dispatch Services for conservator/conservatee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

Dept. Queue, Category Name	# of Dispatch Interactions
Magistrate	231
Sacramento Area Sewer District	188
DTECH Service Desk	78
District Attorney	49
National Warning Center (NAWAS)	47
Elevator Technologies	9
Office of Emergency Services	9
Emergency Medical Services (MHOAC)	3
Radio	1

Queue Name: ■ Radio ■ EMS ■ OES ■ Elevator Technologies ■ State ■ District Attorney ■ Service Desk ■ Sewer ■ Magistrate

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.