Monthly 311 Communications/Dispatch Center
SERVICE REQUEST & STATISTICS REPORT

APRIL 2023

SAC COUNTY 311 CONNECT

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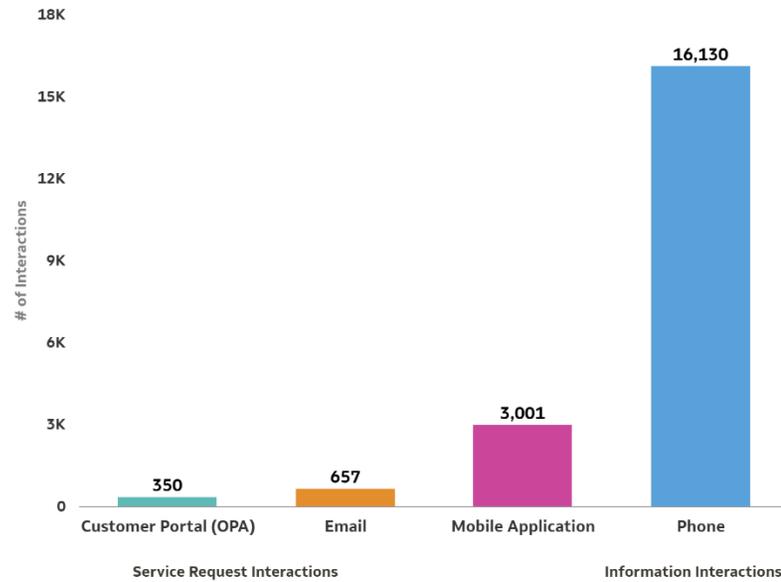(916) 875-4311
311.saccounty.gov

SACRAMENTO COUNTY

Table of Contents

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

20,138

Incident Source Name	Service Request Map Count
Customer Portal (OPA)	350
Email	657
Mobile Application	3,001
Phone	16,130

Monthly Interactions by Source
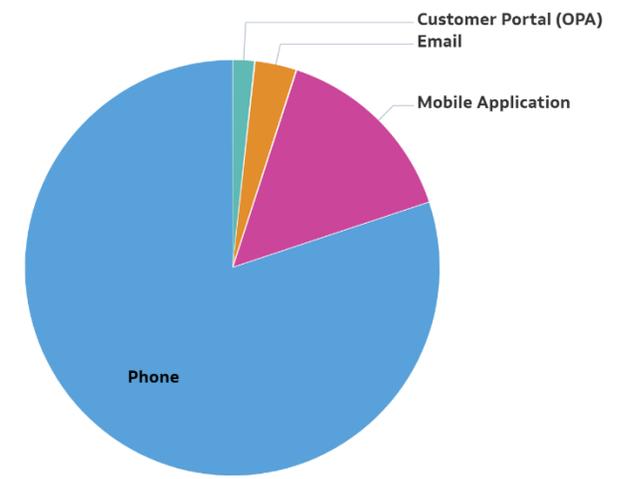
Service Request Interactions
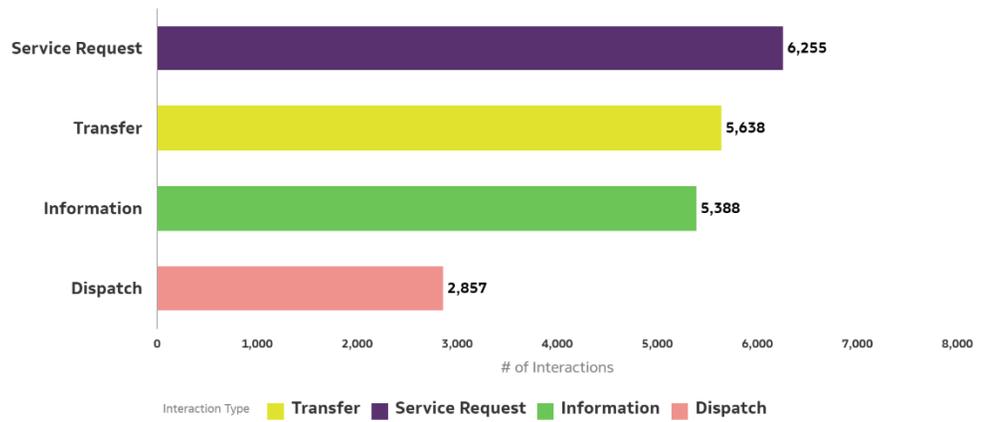
6,255

Information Interactions
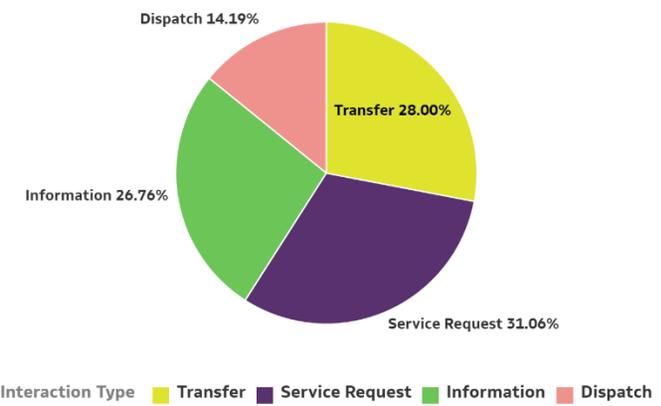
5,388

Transfer Interactions

5,638

Dispatch Interactions

2,857

Customer Service Report Interactions by Interaction Type

Interaction Type ■ Transfer ■ Service Request ■ Information ■ Dispatch

Monthly Interactions by Interaction Type

Interaction Type ■ Transfer ■ Service Request ■ Information ■ Dispatch

Service Request Interaction Totals

Service Request Interaction Totals (>10 requests) by Category

Cat2, Cat3	Customer Service Report Interactions
Missed Service, Garbage	868
Illegal Dumping, Illegal Dumping	711
Pavement/Pothole, Pothole/Chuckhole Repair	702
Missed Service, Green Waste	501
Missed Service, Recycle	346
Investigation, Barking (Dogs Only)	133
Stray, Roam	129
Dead Animal, Roadside	105
Private Property Complaint, Junk/Rubbish	101
Shopping Cart by Vendor, Shopping Cart by Vendor	101
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	90
Private Property Vehicle, Parked on Lawn	87
Missed Service, Neighborhood Clean Up (NCU)	80
Pavement/Pothole, Paving Needs on Street	80
Owned, Aggressive	77
Investigation, Negligence	64
Dead Animal, Domestic	62

Cat2, Cat3	Customer Service Report Interactions
Traffic Sign, Non-Emergency	60
Dead Animal, Wild	57
Stray, Injured	57
Notify Supervisor, Garbage	56
Wild, Injured	55
Abandoned Vehicles, Inoperable	52
Encroachment Violation, Basketball Hoop/Garbage Cans	52
Zoning, Other	51
Stray, Sick	50
Dead Animal, In Traffic	48
Graffiti, Public Right-of-Way	46
Stray, Traffic	44
Trash and Debris, Trash and Debris	42
Illegal Camp, Occupied	41
Owned, Nuisance (No Cats)	41
Assist (On-Scene Only), Police/Sheriff	35
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	34
Stray, Aggressive	32
Traffic Investigations, Request	32

Cat2, Cat3	Customer Service Report Interactions
Environmental Health (All Jurisidictions), Food Facility Complaint	31
Street Lights, Light Out	31
Sidewalk, Curb, Gutter, and Sidewalk Repair	30
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	29
Stray, Confined	29
Investigation, Bite - NOT Happening NOW	28
Notify Supervisor, Recycle	27
Private Property Vehicle, Non-Operable (Commercial Included)	27
Notify Supervisor, Green Waste	25
Abandoned Vehicles, Wrecked	24
Calendar Request, Calendar Request	24
Investigation, Cruelty	24
Sweeper Request, Sweeper	22
Ditches/Culverts, Ditch Cleaning	21
Graffiti, Private Property	21
Investigation, Abandoned Animal	21
Traffic Signal, Cycling/Detection Problem	21
Wild, Sick	20

Cat2, Cat3	Customer Service Report Interactions
Maintenance Request, Maintenance Request	19
Abandoned Vehicles, Dismantled	17
Traffic Signal, Flashing Red	15
Traffic Signal, Long Red/Short Green	15
Wild, Roam	15
Investigation, Animal Left in Vehicle	14
Landscape/Vegetation, Request	14
Notify Supervisor, Supervisor Dispute NCU	14
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	14
Traffic Sign, New Sign Request	14
Investigation, Tethered	13
Traffic Signal, Pedestrian Signal Inoperative	13
Graffiti, Sign	12
Owned, Animal Feces Complaint	12
Pavement/Pothole, Sink Hole in Roadway	12
Priority Housing, VOA (Vacant, Open, Accessible) Properties	12
Business Licenses, Operating without License	11
Traffic Investigations, Traffic Safety Related Issues	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	868
Pavement/Pothole, Pothole/Chuckhole Repair	707
Illegal Dumping, Illegal Dumping	705
Missed Service, Green Waste	501
Missed Service, Recycle	345
Investigation, Barking (Dogs Only)	133
Stray, Roam	128
Dead Animal, Roadside	105
Private Property Complaint, Junk/Rubbish	102
Shopping Cart by Vendor, Shopping Cart by Vendor	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	12	164	418	183	91
Pavement/Pothole, Pothole/Chuckhole Repair	18	22	464	150	53
Illegal Dumping, Illegal Dumping	65	234	175	139	92
Missed Service, Green Waste	2	81	212	149	57
Missed Service, Recycle	2	44	163	94	42

# of Service Request Interactions

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

Top Service Requests Closed

Top 10 Service Requests Categories Closed | With Districts
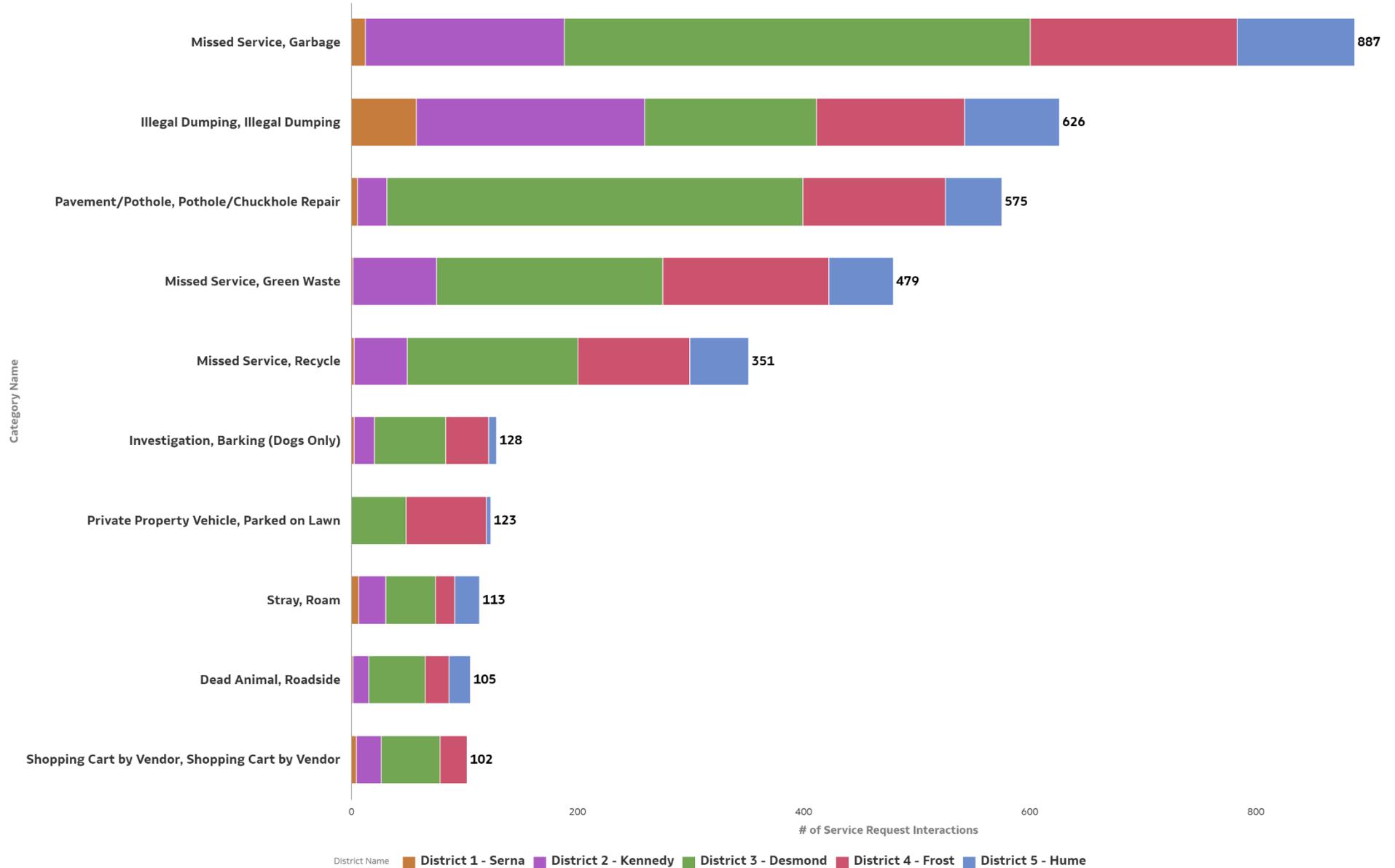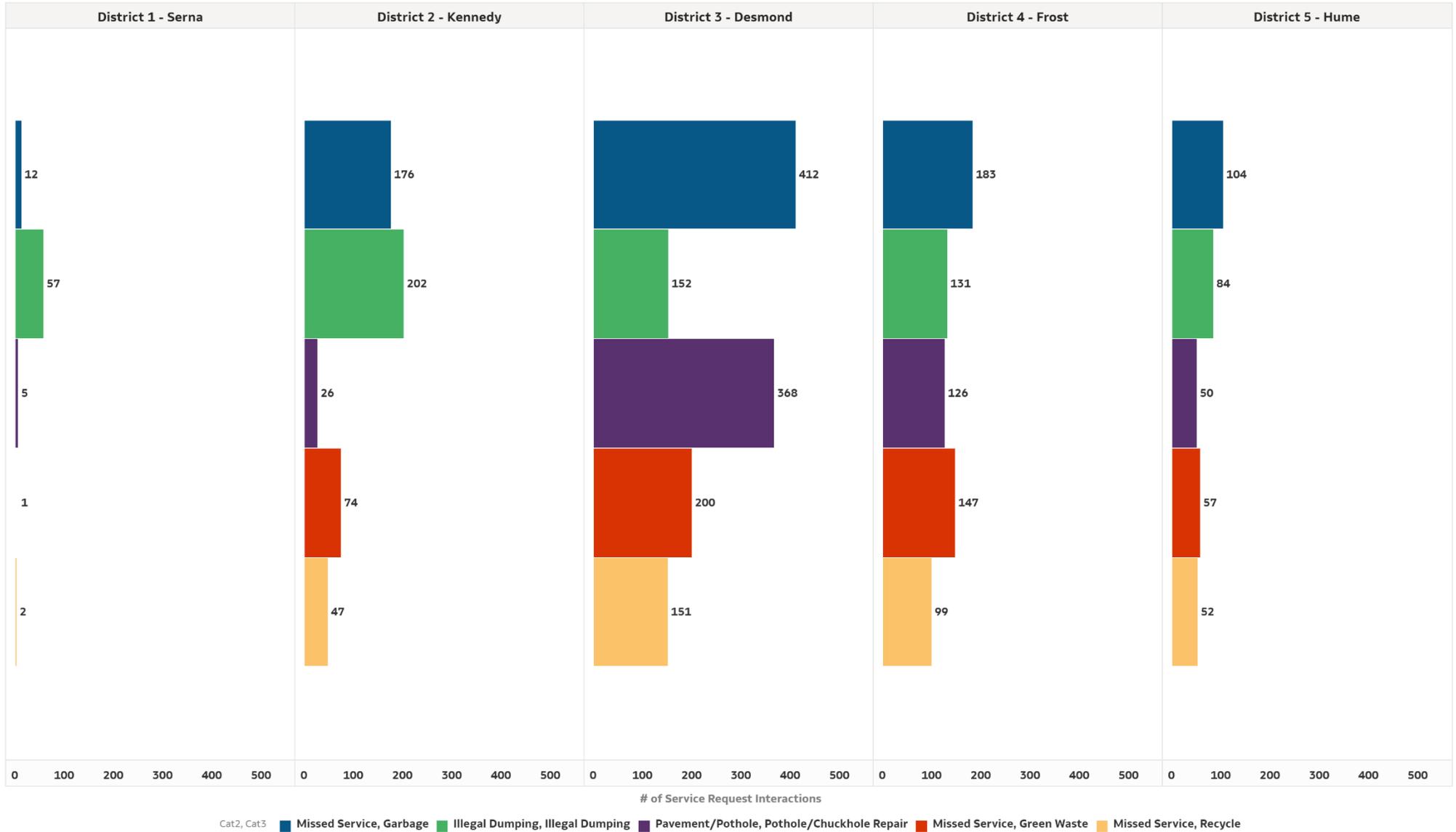
Top 10 Service Request Categories Closed with Districts

Top Service Requests Closed

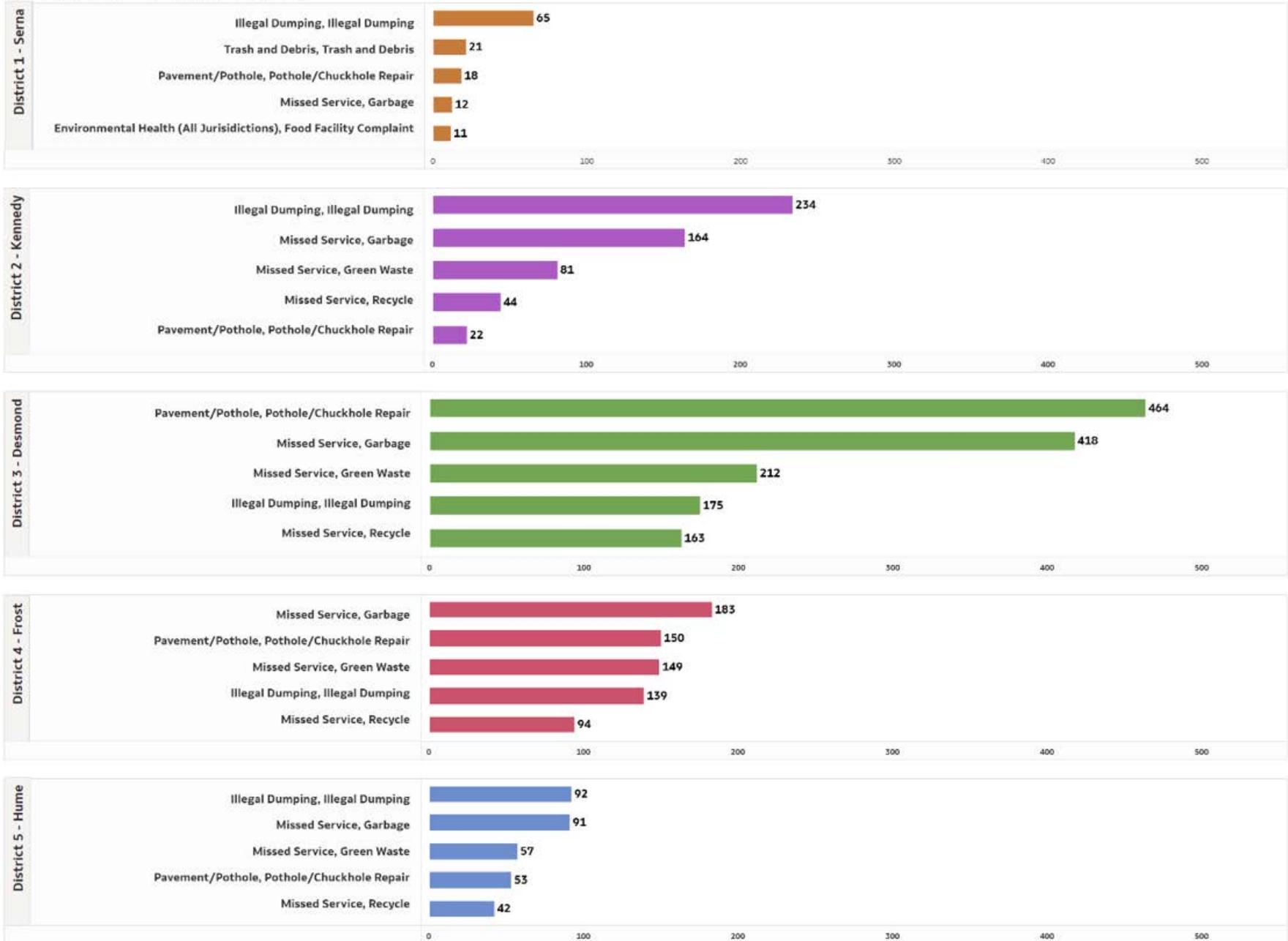## Top 5 Service Requests Categories Closed | by Districts

Top 5 Service Request Categories Closed by District

	District 1 - Serna	District 2 - Kennedy	District 3 - Desmond	District 4 - Frost	District 5 - Hume
Missed Service, Garbage	12	176	412	183	104
Illegal Dumping, Illegal Dumping	57	202	152	131	84
Pavement/Pothole, Pothole/Chuckhole Repair	5	26	368	126	50
Missed Service, Green Waste	1	74	200	147	57
Missed Service, Recycle	2	47	151	99	52

# of Service Request Interactions

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

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	65
Trash and Debris, Trash and Debris	21
Pavement/Pothole, Pothole/Chuckhole Repair	18
Missed Service, Garbage	12
Environmental Health (All Jurisidictions), Food Facility Complaint	11

District 2 - Kennedy

Category	Value
Illegal Dumping, Illegal Dumping	234
Missed Service, Garbage	164
Missed Service, Green Waste	81
Missed Service, Recycle	44
Pavement/Pothole, Pothole/Chuckhole Repair	22

District 3 - Desmond

Category	Value
Pavement/Pothole, Pothole/Chuckhole Repair	464
Missed Service, Garbage	418
Missed Service, Green Waste	212
Illegal Dumping, Illegal Dumping	175
Missed Service, Recycle	163

District 4 - Frost

Category	Value
Missed Service, Garbage	183
Pavement/Pothole, Pothole/Chuckhole Repair	150
Missed Service, Green Waste	149
Illegal Dumping, Illegal Dumping	139
Missed Service, Recycle	94

District 5 - Hume

Category	Value
Illegal Dumping, Illegal Dumping	92
Missed Service, Garbage	91
Missed Service, Green Waste	57
Pavement/Pothole, Pothole/Chuckhole Repair	53
Missed Service, Recycle	42

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	1,247
Private Property Complaint, Junk/Rubbish	329
Pavement/Pothole, Paving Needs on Street	296
Private Property Vehicle, Parked on Lawn	260
Sidewalk, Curb, Gutter, and Sidewalk Repair	169
Zoning, Other	148
Ditches/Culverts, Ditch Cleaning	120
Illegal Dumping, Illegal Dumping	105
Private Property Vehicle, Non-Operable (Commercial Included)	97
Business Licenses, Operating without License	84

Unresolved Service Requests Through April 30th	Interactions Closed this Month	Monthly Interactions Not Closed
4,544	19,710	1,878

Monthly Interactions Not Closed by Status

Monthly Interactions Not Closed by Status
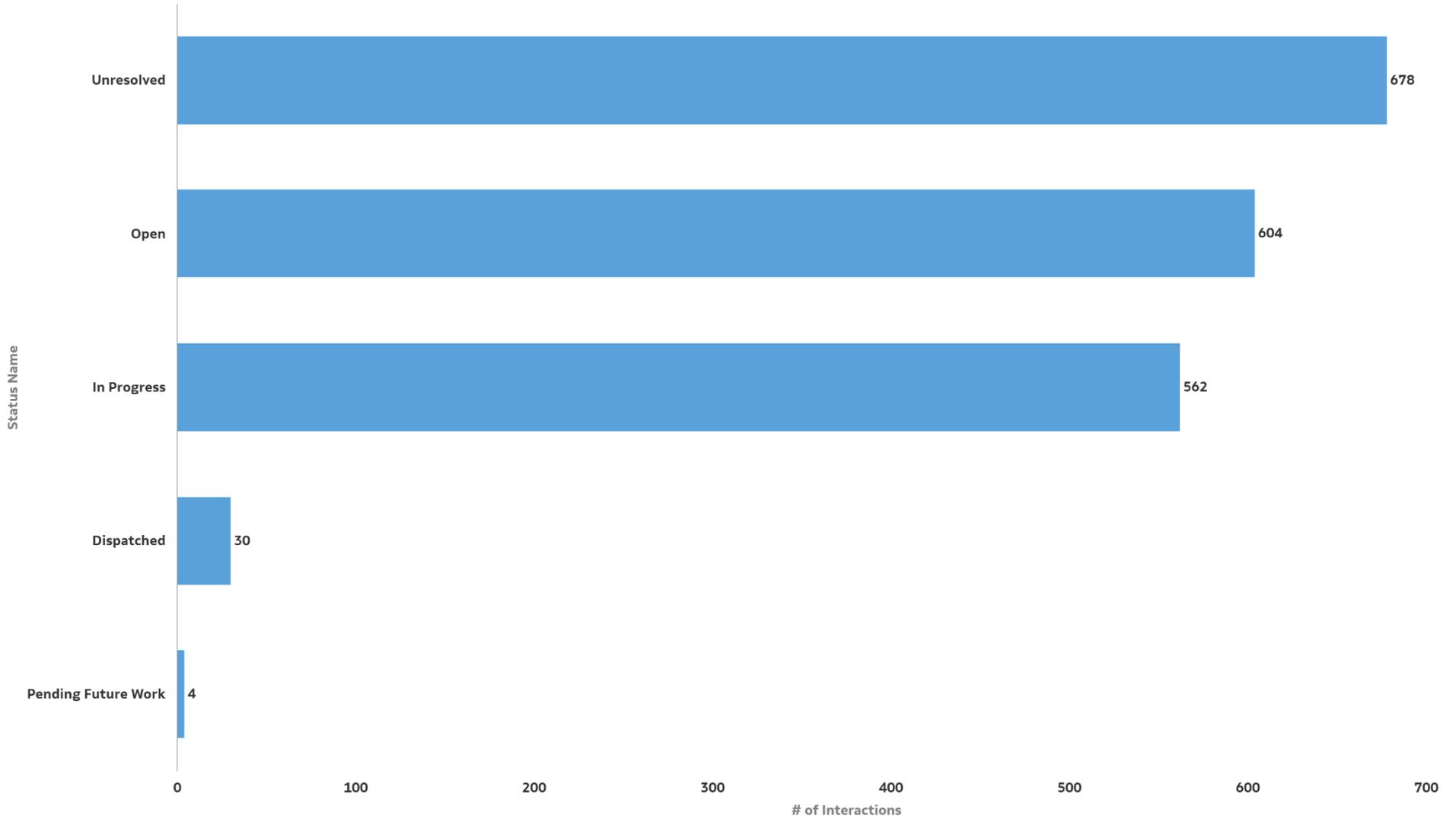
Board of Supervisor District Information

Service Requests Opened by District

April 2023

Monthly Service Request Interactions Opened

6,246

| District 1 Serna	District 2 Kennedy	District 3 Desmond	District 4 Frost	District 5 Hume
229	**1,031**	**2,873**	**1,374**	**739**
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
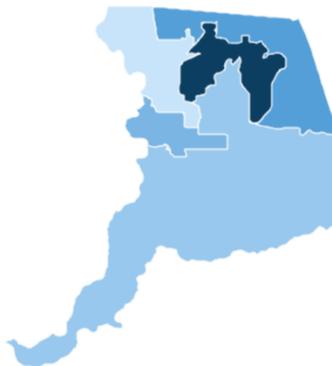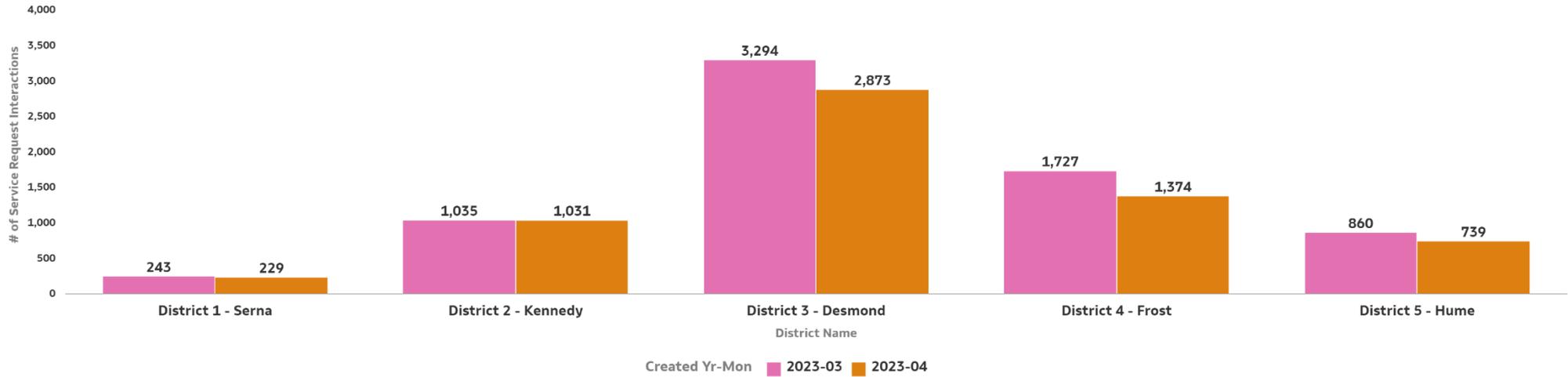

District Name

Customer Service Repo

9   3K

Service Request Interactions Created by Day of Month


... Average
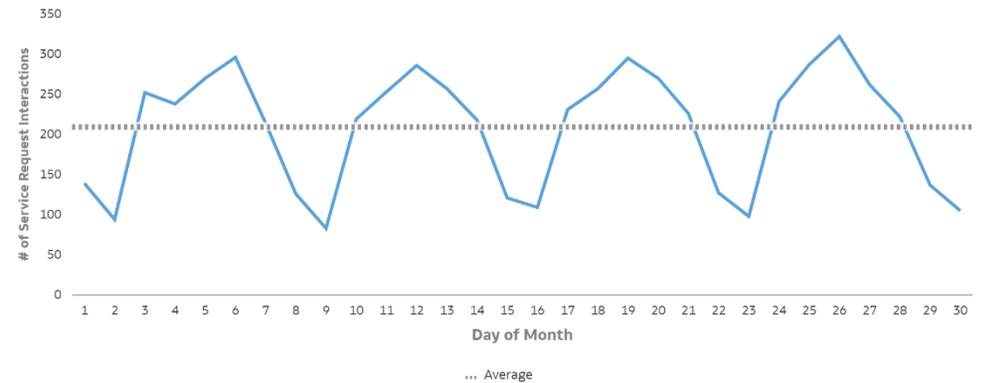
Board of Supervisor District Information

Service Requests Closed by District

April 2023

Monthly Service Request Interactions Closed

5,817

District 1 Serna	District 2 Kennedy	District 3 Desmond	District 4 Frost	District 5 Hume
212	940	2,544	1,395	726
Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions

Service Request Interactions by District
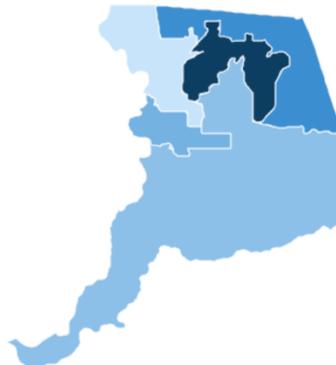
Service Request Interactions by District Map

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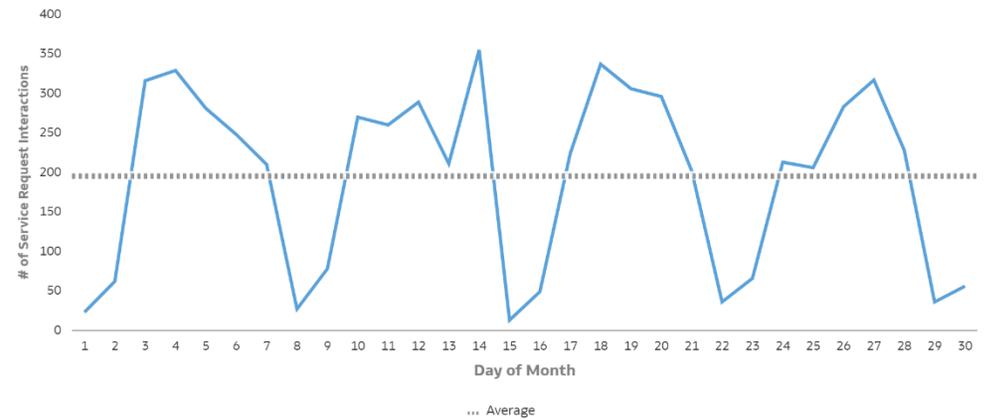
Previous Month Comparison of Service Request

Previous Month Comparison of Service Request interactions

Previous Month Trend of Service Request Interactions Per District
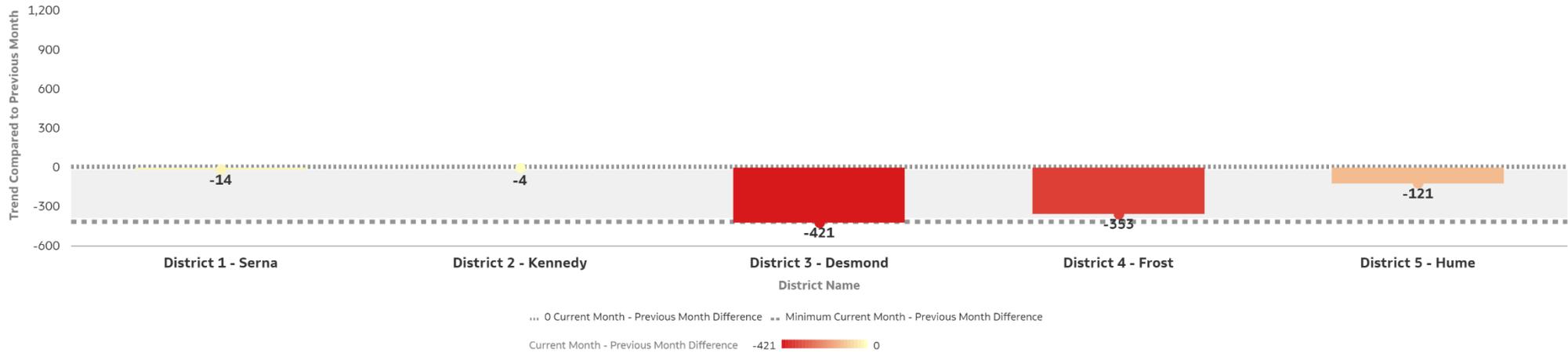
Monthly Comparison: Service Requests by District

District Name	2023-03	2023-04
	Service Request Map Count	Service Request Map Count
District 1 - Serna	243	229
District 2 - Kennedy	1,035	1,031
District 3 - Desmond	3,294	2,873
District 4 - Frost	1,727	1,374
District 5 - Hume	860	739

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

Current Month - Previous Month Difference   -291   38

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, Green Waste	-3	38	-36	27	17	43
Illegal Dumping, Illegal Dumping	15	2	-31	11	7	4
Missed Service, Recycle	0	-1	-14	18	-13	-10
Stray, Roam	1	-2	2	-8	-3	-10
Private Property Complaint, Junk/Rubbish	1	-2	14	-40	1	-26
Private Property Vehicle, Parked on Lawn		5	9	-74	-1	-61
Shopping Cart by Vendor, Shopping Cart by Vendor	0	-5	-41	-12		-62
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	-1	-5	-42	-29	-3	-80
Missed Service, Garbage	1	-31	16	-24	-53	-91
Pavement/Pothole, Pothole/Chuckhole Repair	-8	-32	-291	-151	8	-474
Grand Total	6	-33	-414	-282	-44	-767

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

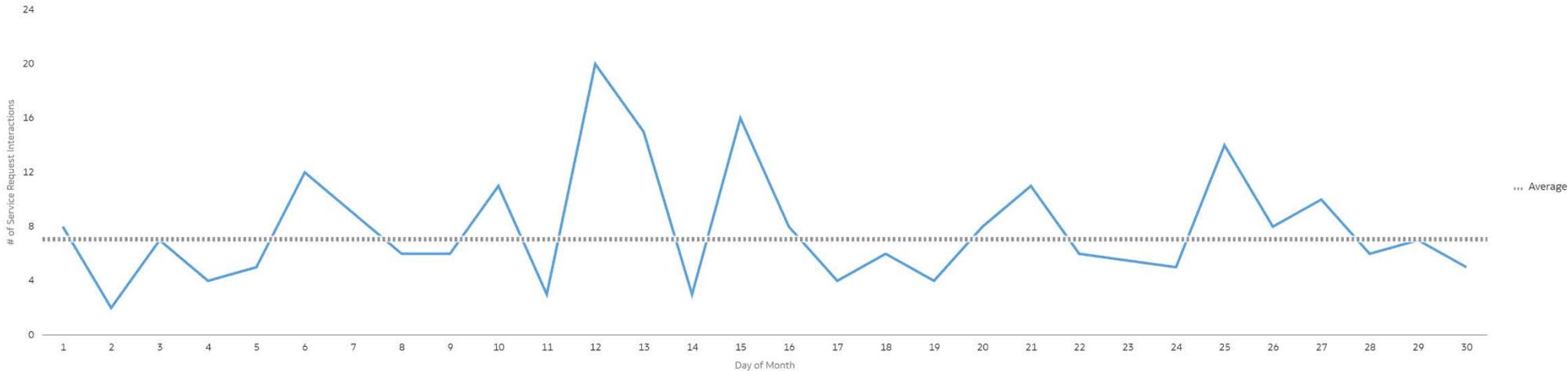# Board of Supervisor District Analysis

District 1

Service Requests Created

229

Service Requests Closed

162

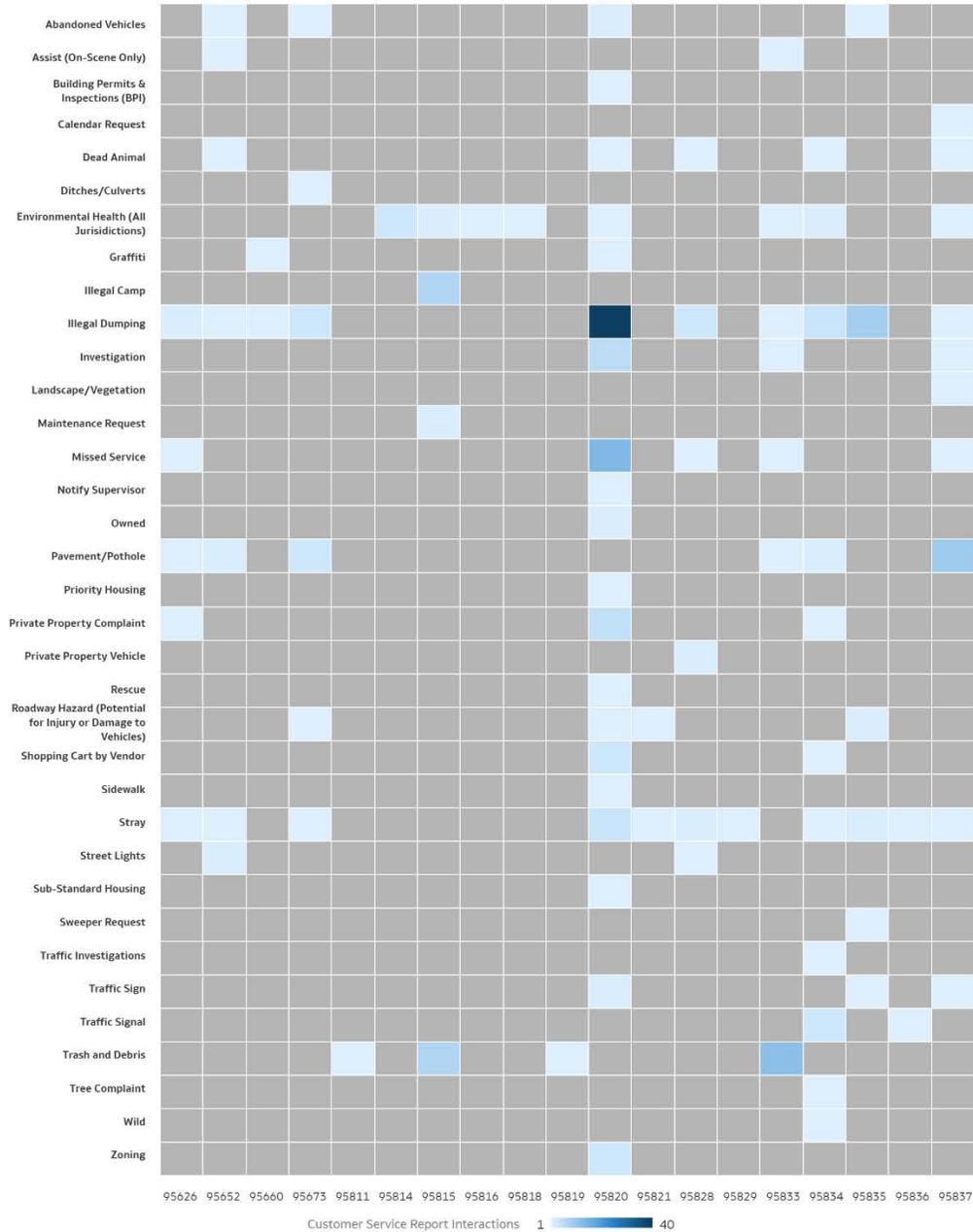Service Request Interactions Created by Day of Month

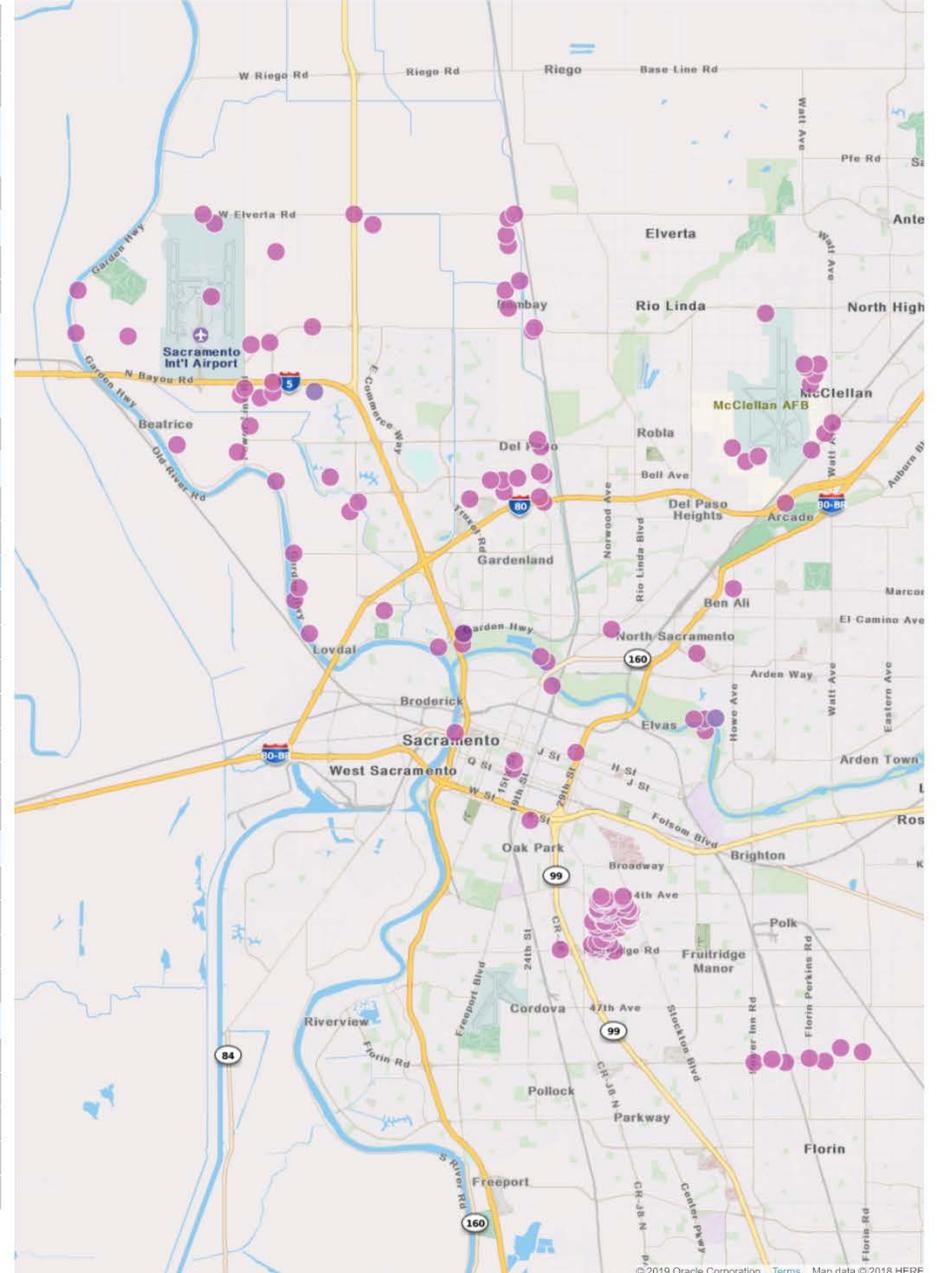District Name, Customer Service Report Interactions

# of Service Requests

229   229

District 1 (continued)

Service Request Interactions by Category Per Zip Code

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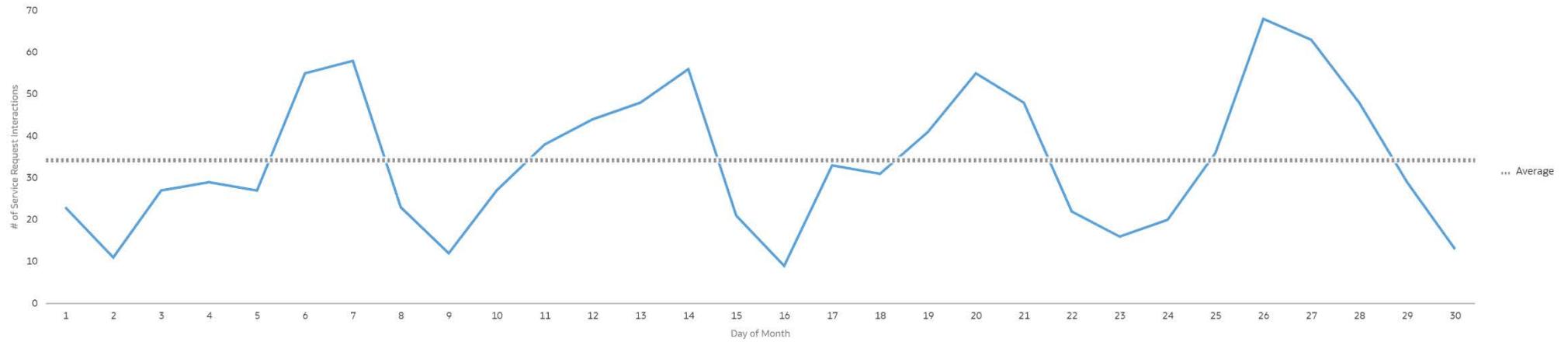
Board of Supervisor District Analysis

District 2

Service Requests Created

1,031

Service Requests Closed
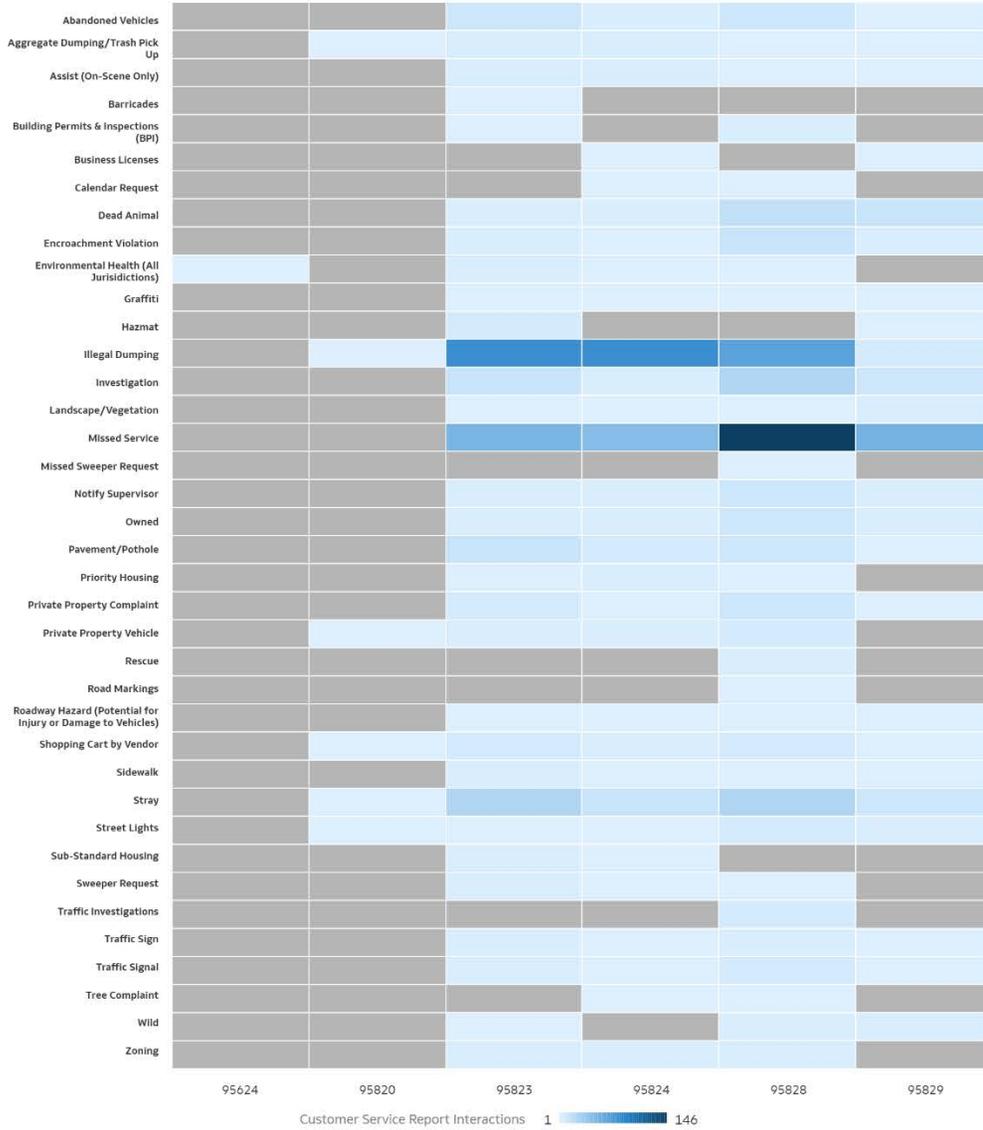
782

Service Request Interactions Created by Day of Month

District Name, Customer Service Report Interactions

# of Service Requests

1.031K   1.031K

Service Request Interactions by Category Per Zip Code

Service Request Interactions Mapped by Selected Zip Code

Customer Service Report Interactions 1 ▭ 146

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District 3

Service Requests Created

2,873

Service Requests Closed

1,823

Service Request Interactions Created by Day of Month

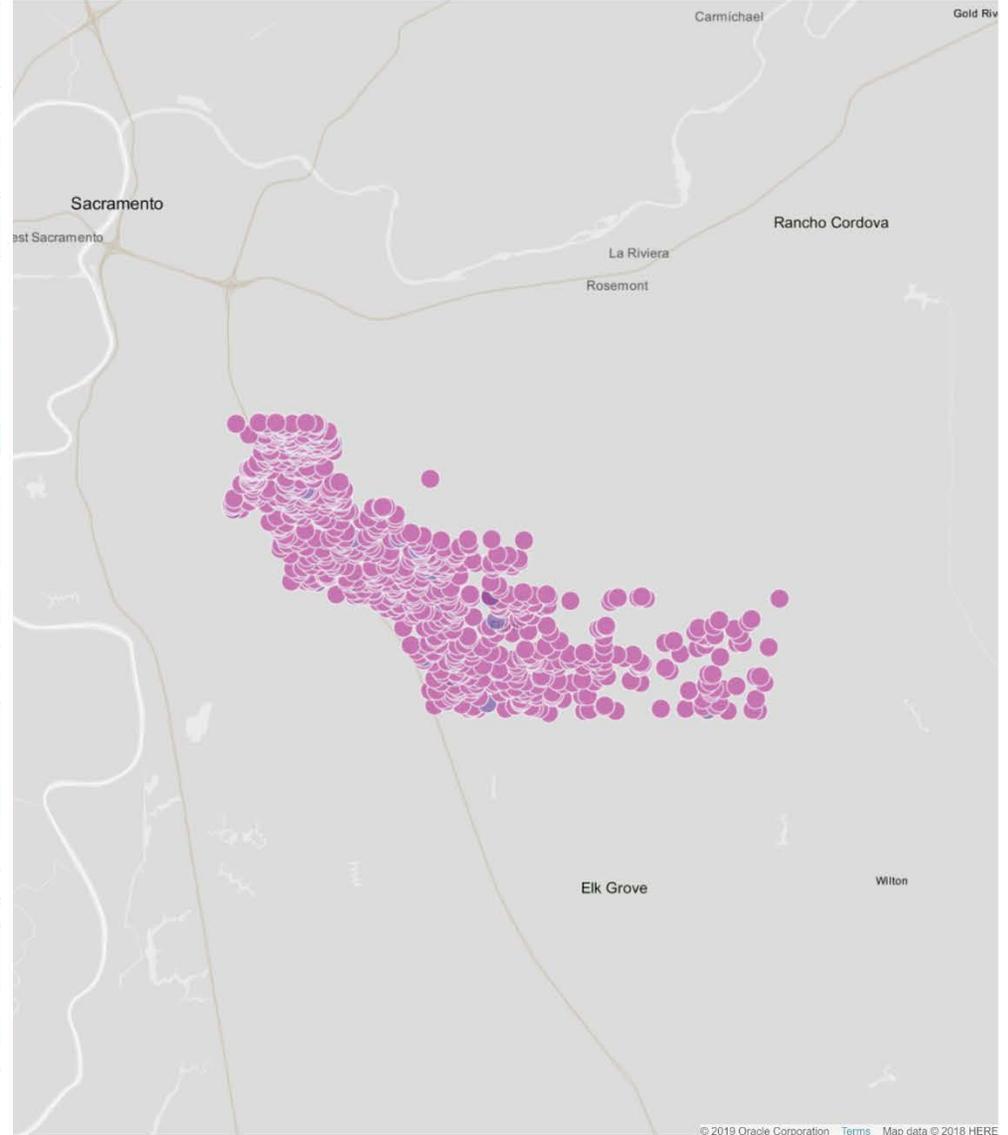District Name, Customer Service Report Interactions

# of Service Requests

2.873K   2.873K

District 3 (continued)

Service Request Interactions by Category Per Zip Code

Service Request Interactions Mapped by Selected Zip Code

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Board of Supervisor District Analysis
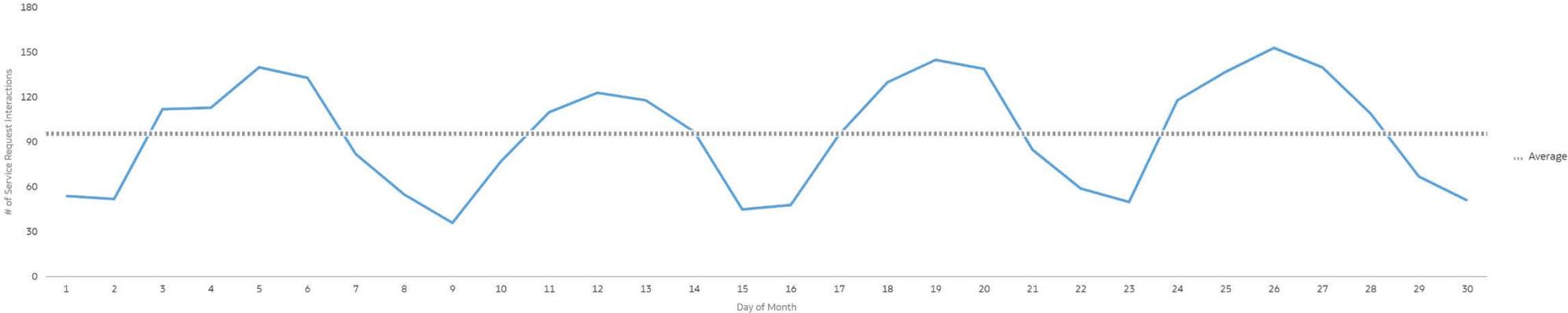
District 4

Service Requests Created

1,374

Service Requests Closed

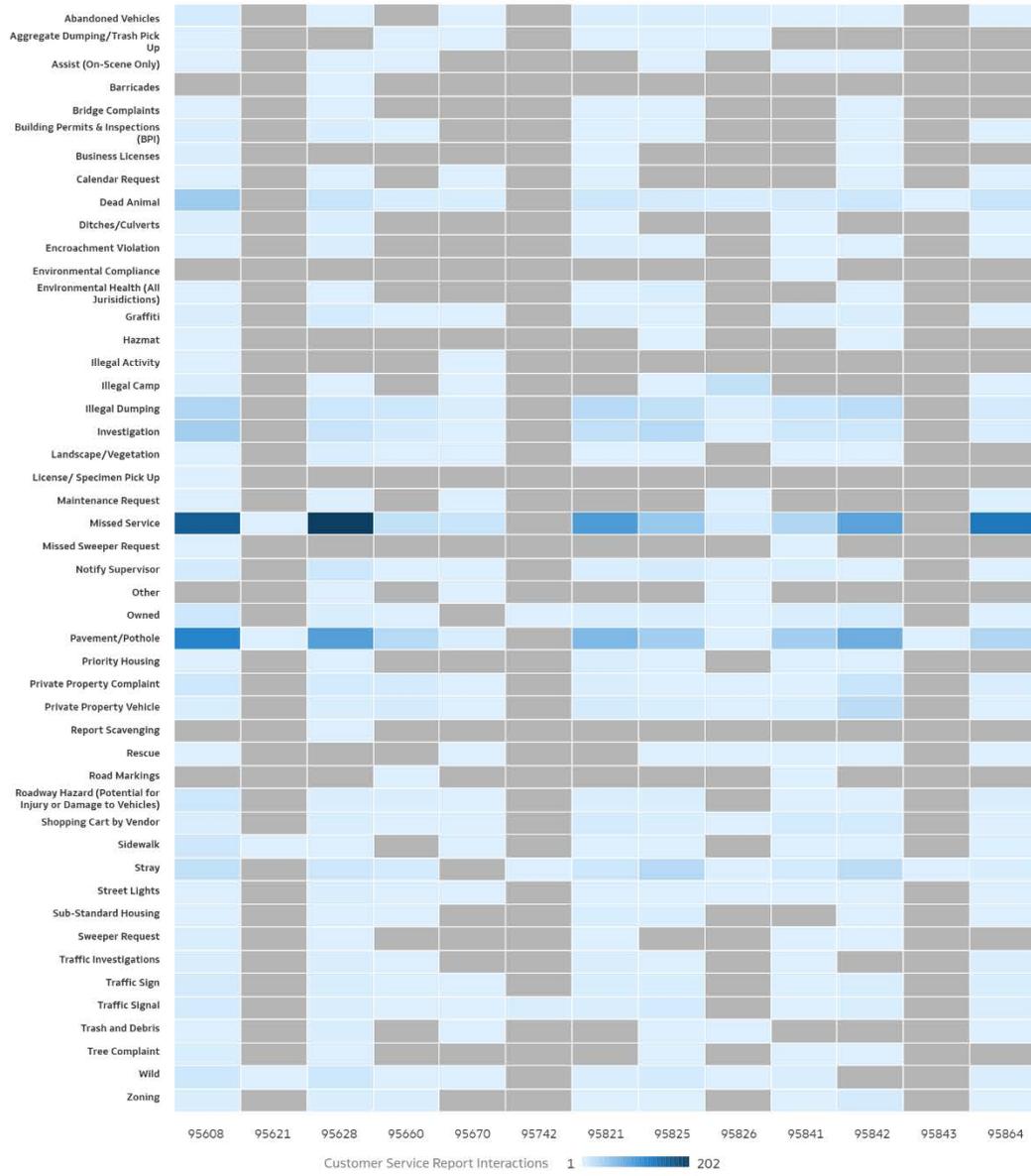# 1,023

Service Request Interactions Created by Day of Month

District Name, Customer Service Report Interactions

# of Service Requests

1.374K   1.374K

District 4 (continued)

Service Request Interactions by Category Per Zip Code

Service Request Interactions Mapped by Selected Zip Code

Customer Service Report Interactions 1 — 134

District 5

Service Requests Created

6,255

Service Requests Closed

4,391

Service Request Interactions Created by Day of Month

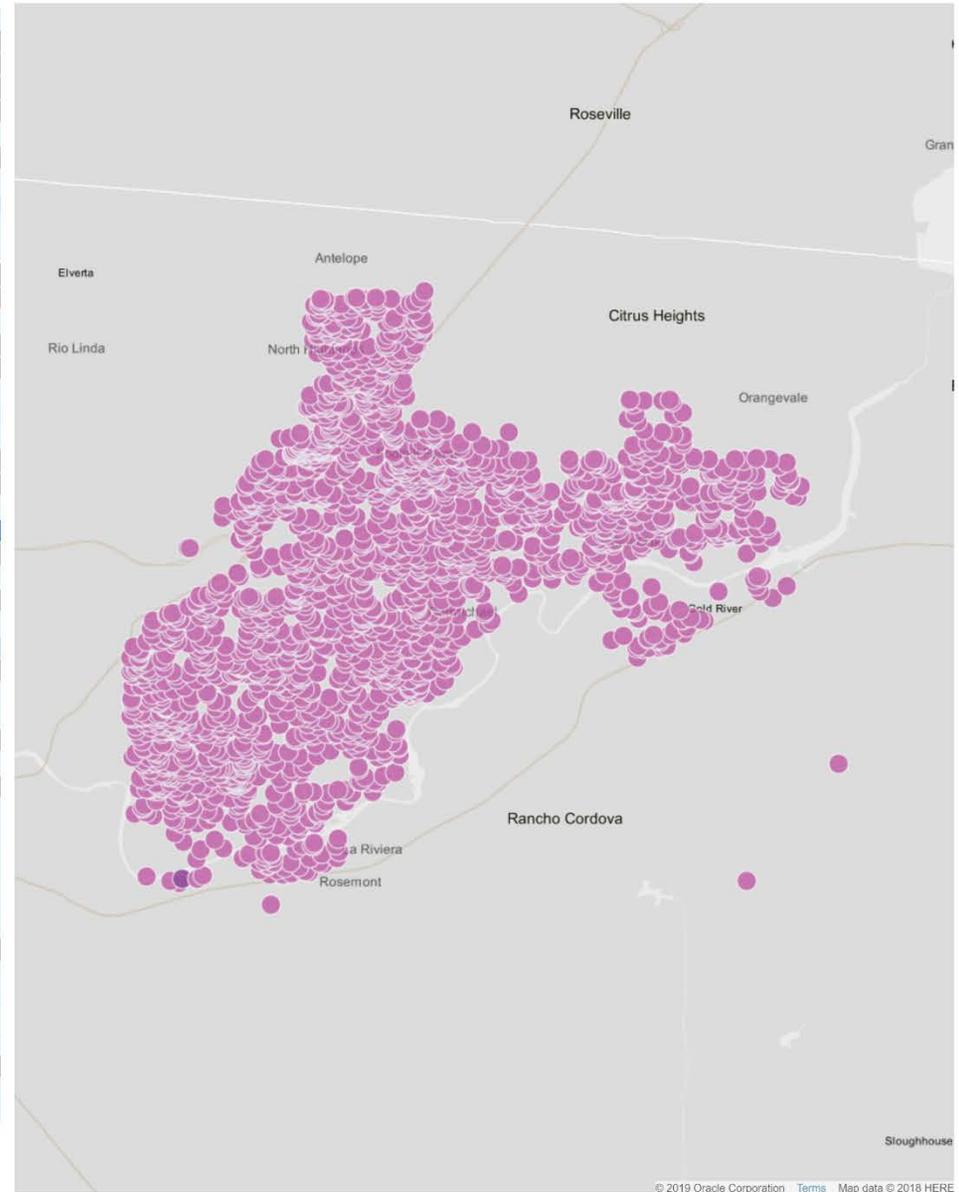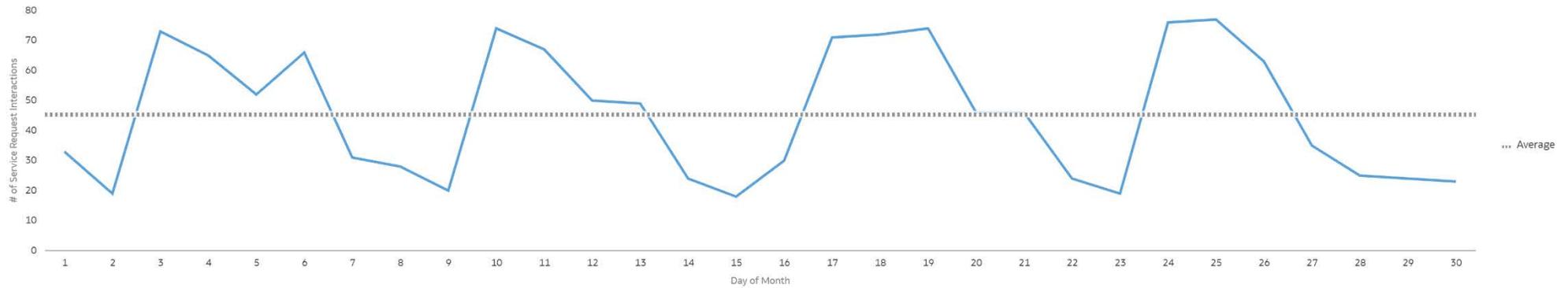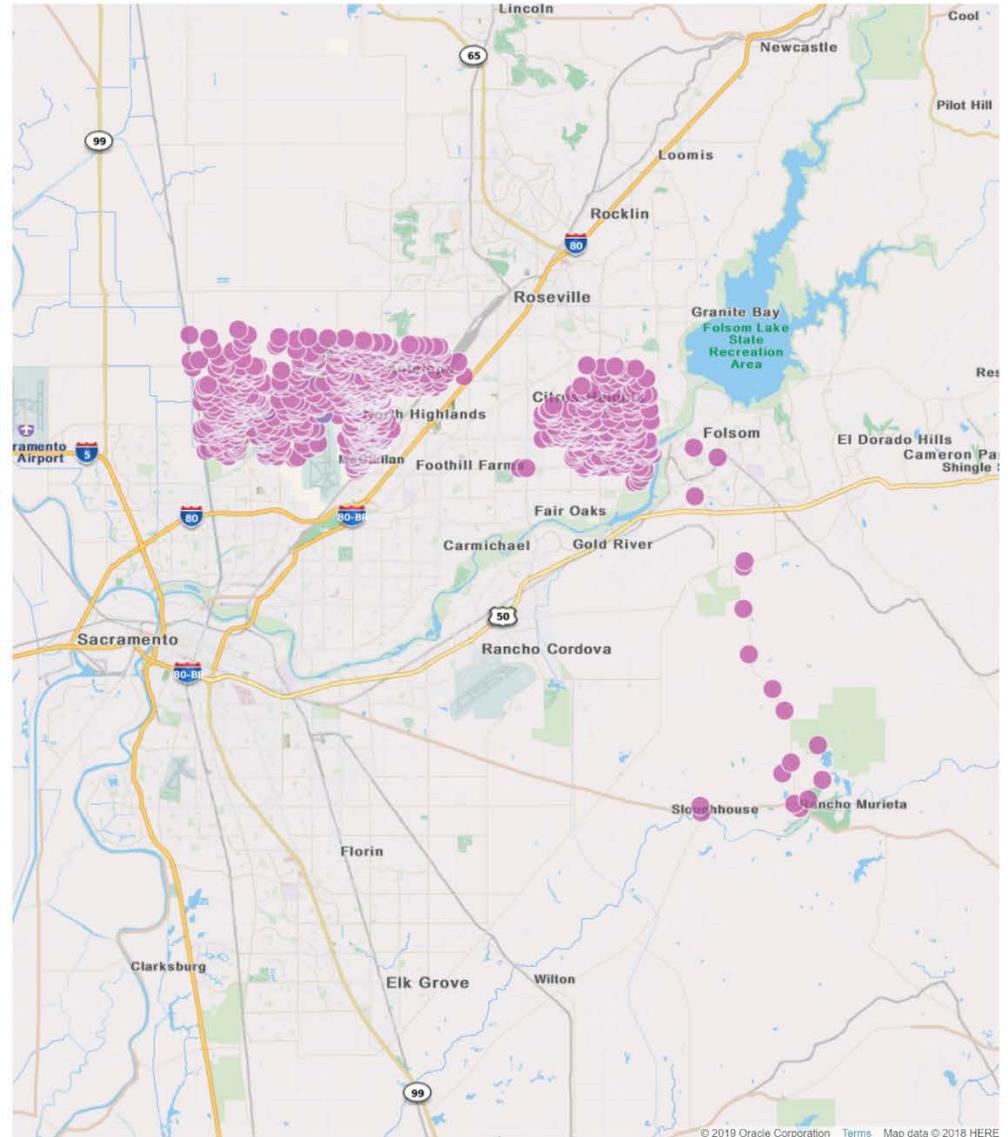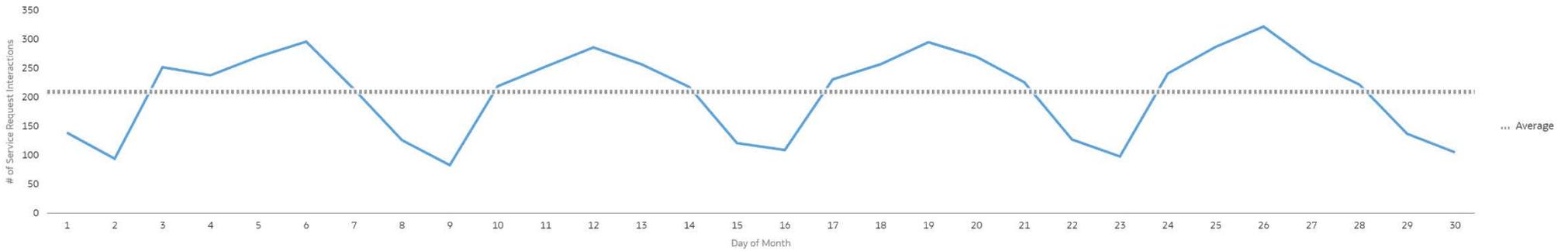District Name, Customer Service Report Interactions

# of Service Requests

739   739

District 5 (continued)

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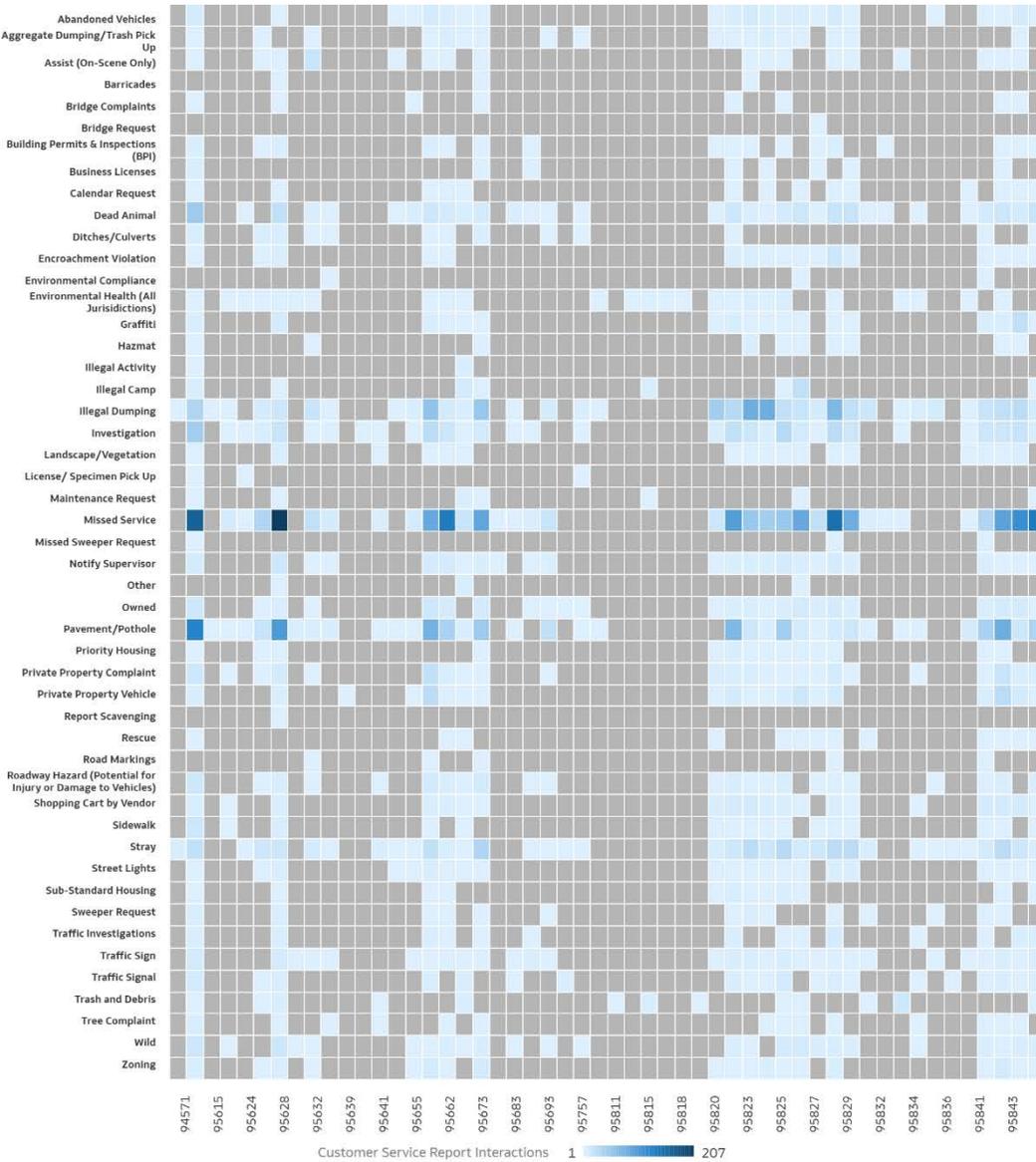
Service Request Interactions Mapped by Selected Zip Code
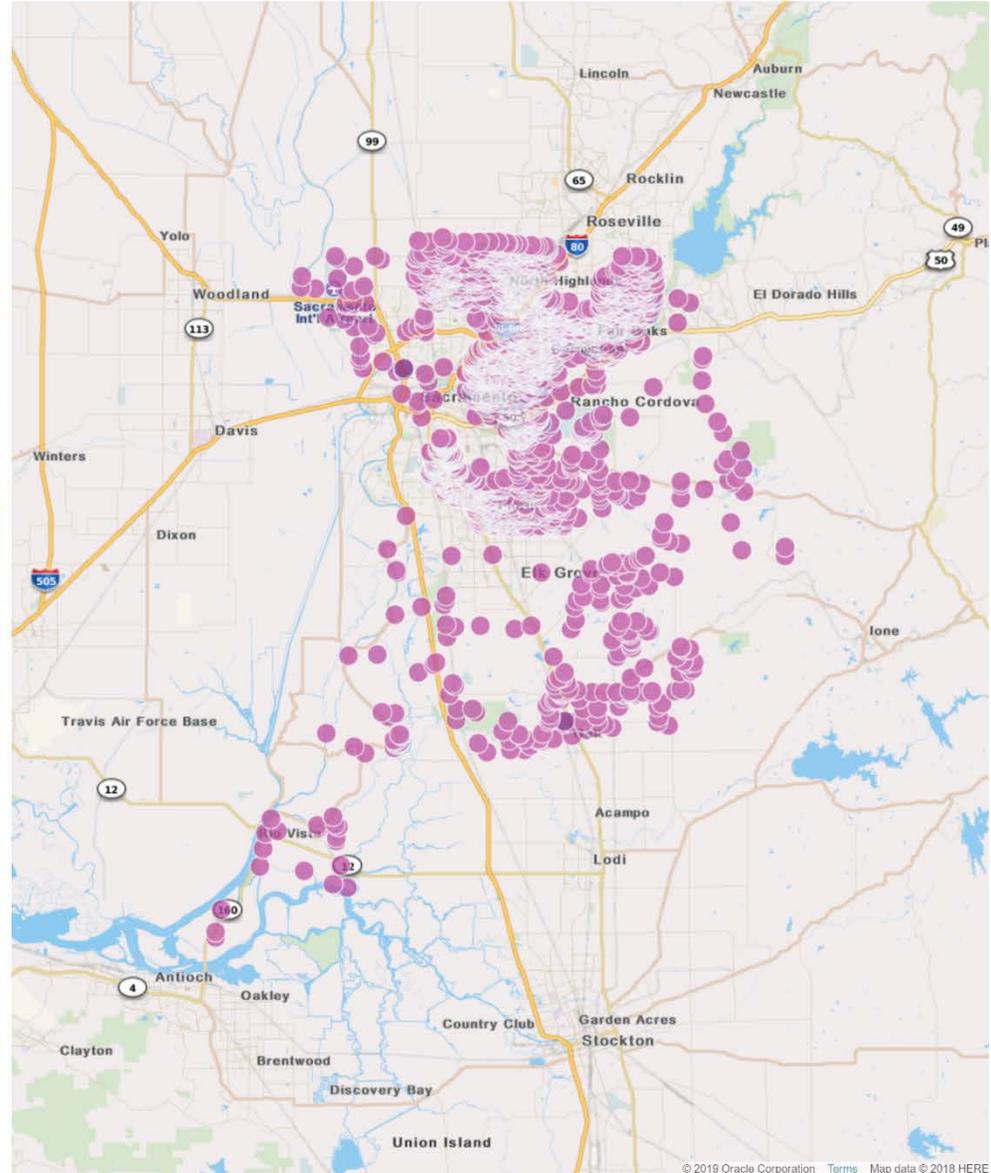
Aging of Open Requests

Top Service Requests Open by Day

Opened Service Request Interactions by Category Per Day of Week

	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, Recycle							
Pavement/Pothole, Pothole/Chuckhole Repair							
Private Property Complaint, Junk/Rubbish							
Shopping Cart by Vendor, Shopping Cart by Vendor							
Stray, Roam							

Customer Service Report Interactions   2   191
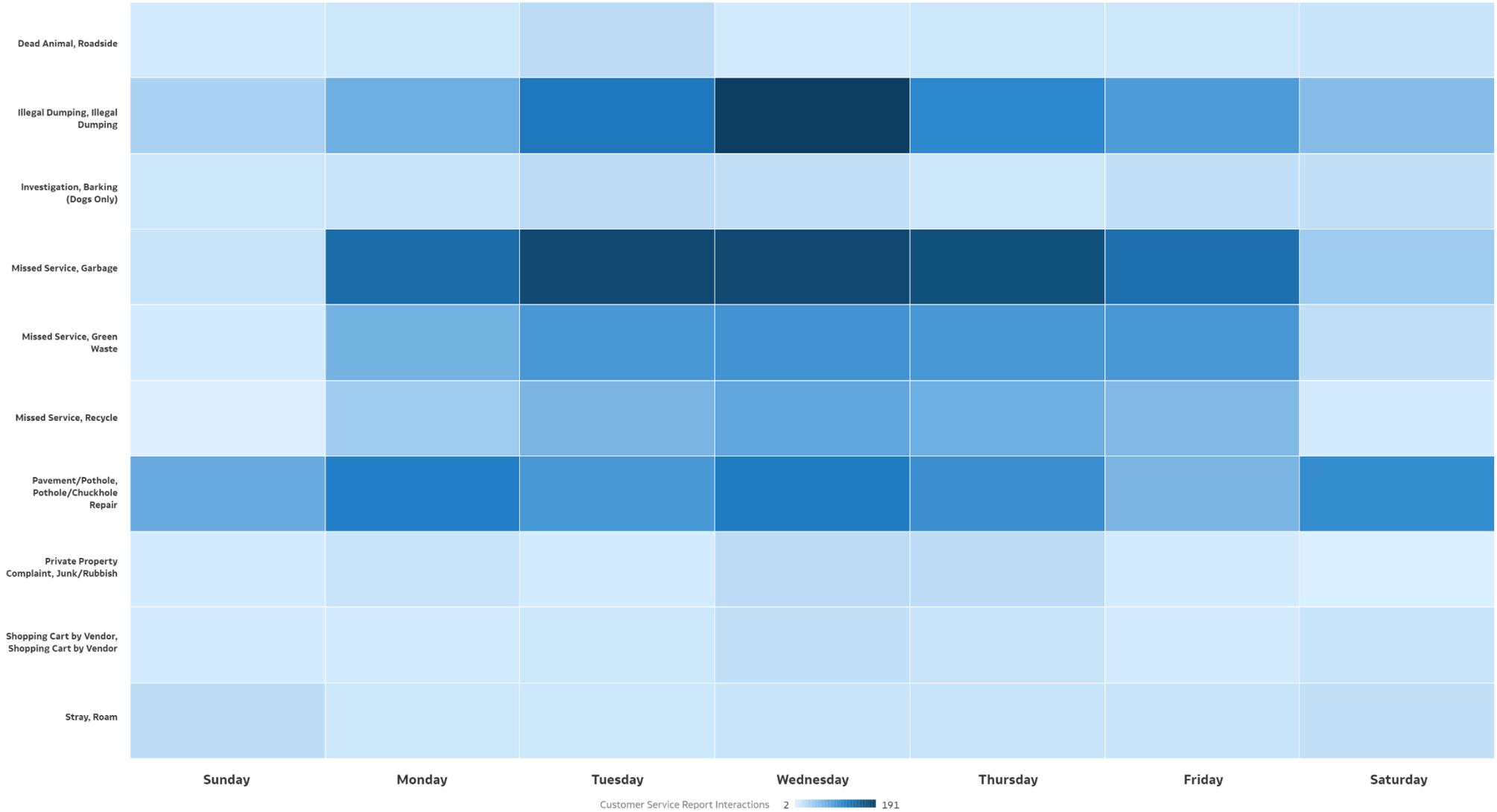
Aging of Open Requests

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, Recycle							
Pavement/Pothole, Pothole/Chuckhole Repair							
Private Property Vehicle, Parked on Lawn							
Shopping Cart by Vendor, Shopping Cart by Vendor							
Stray, Roam							

Customer Service Report Interactions   2 ▨▨▨▨▨ 188

Aging of Open Requests

Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division

Department	# of Service Request Interactions
Waste Management	2,661
Transportation	1,633
Animal Care	1,251
Code Enforcement	481
Regional Parks	127
Environmental Management	47
Building Permits & Inspection	39
Business License/Finance	11

Division: ■ Administrative Services ■ Social Services ■ Municipal Services ■ Public Works & Infrastructure
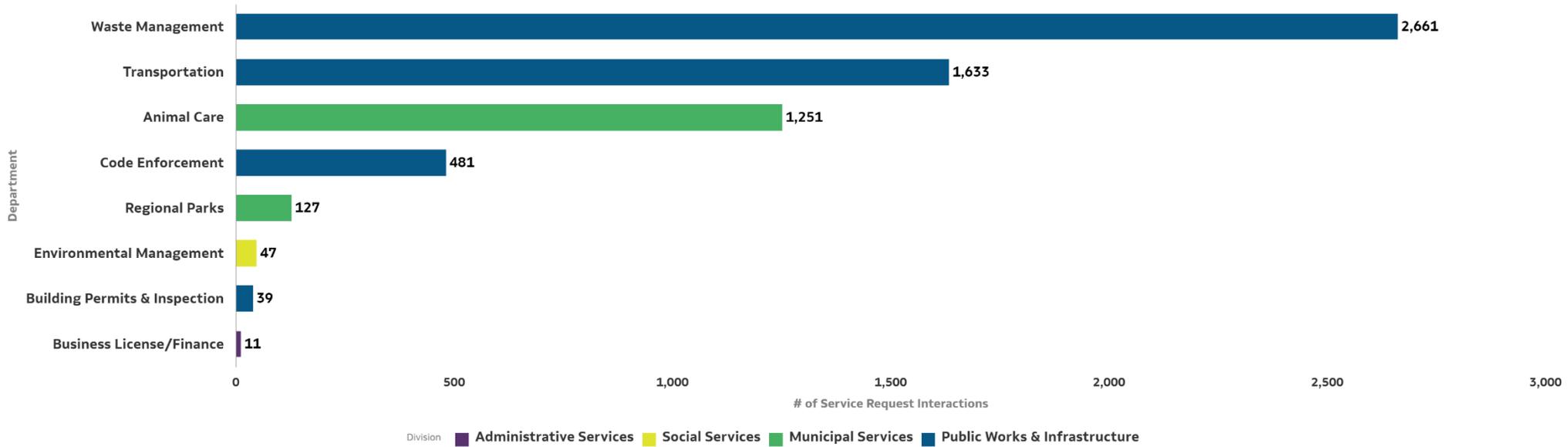
Service Request Interactions Closed by Department, Division

Department	# of Service Request Interactions
Waste Management	2,374
Animal Care	1,141
Transportation	676
Code Enforcement	75
Regional Parks	60
Environmental Management	38
Building Permits & Inspection	24

Division: ■ Social Services ■ Municipal Services ■ Public Works & Infrastructure
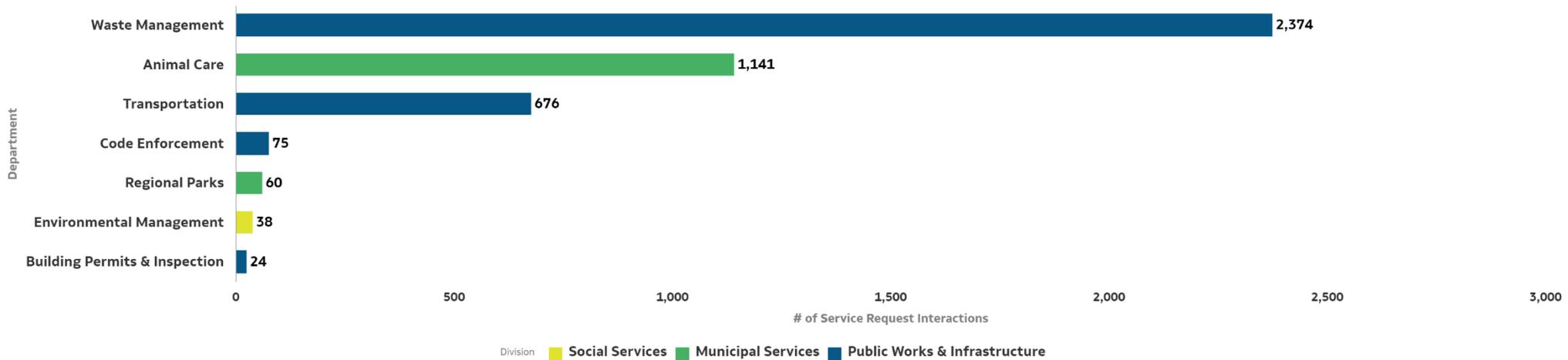
Aging of Open Requests

Greater Than 10 Service Requests

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

Category Name

# of Service Request Interactions

Category Group: ■ Waste Management ■ Transportation ■ Regional Parks ■ Environmental Health ■ Code Enforcement ■ Building Permits & Inspections (BPI) ■ Animal Care
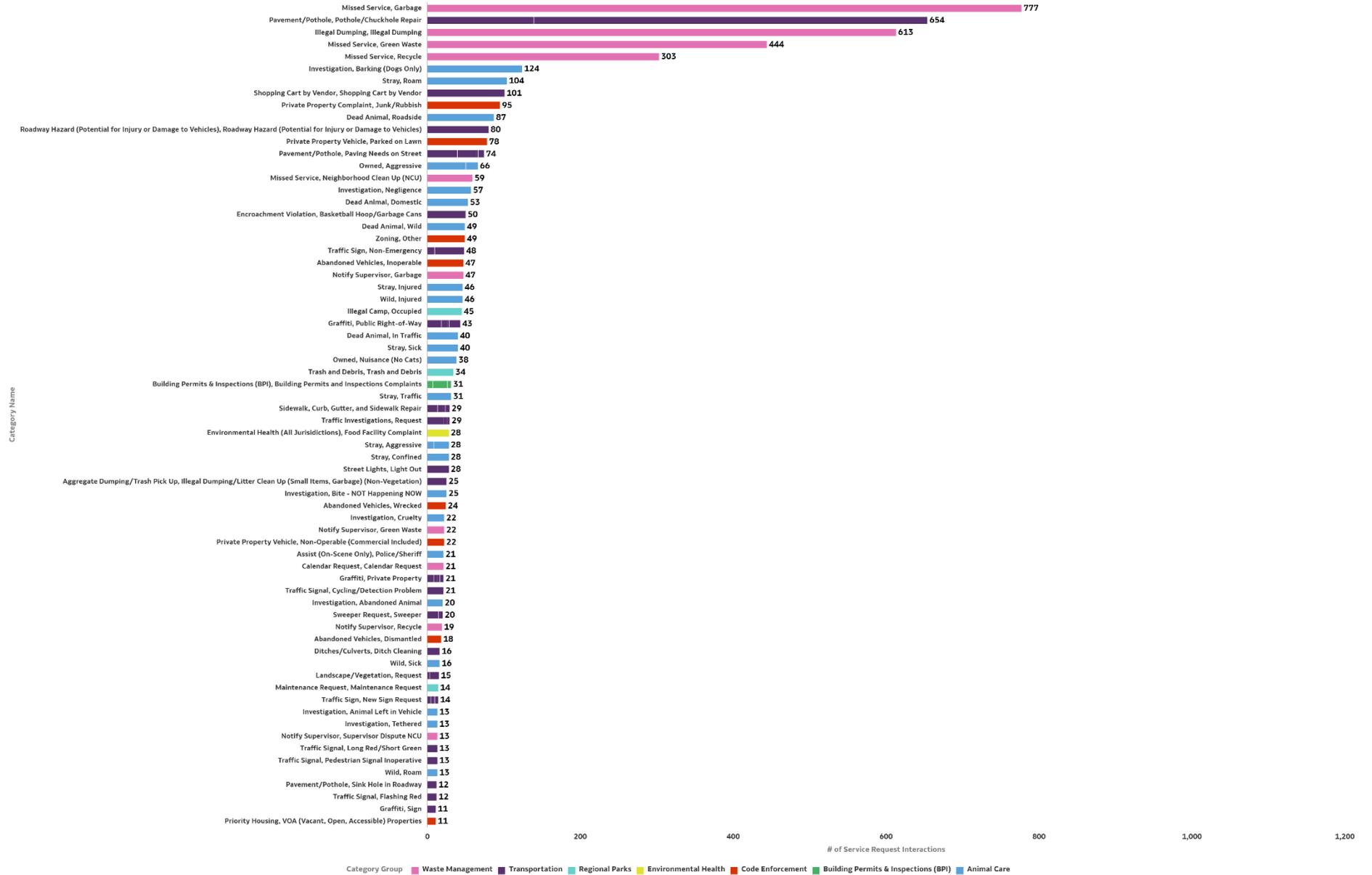
Aging of Open Requests

Average Days to Close Service Requests

Avg Days to Close by Category Name, Group

Category Name	Avg Days to Close
Environmental Health (All Jurisidictions)	195
Zoning	107
Other	92
Private Property Complaint	92
Road Markings	91
Private Property Vehicle	76
Sub-Standard Housing	75
Sidewalk	73
Priority Housing	69
Ditches/Culverts	54
Encroachment Violation	38
Landscape/Vegetation	31
Pavement/Pothole	28
Aggregate Dumping/Trash Pick Up	23
Tree Complaint	21
Maintenance Request	19
Traffic Investigations	16
Traffic Sign	16
Roadway Hazard (Potential for Injury or Damage to Vehicles)	12
Illegal Camp	11
Graffiti	37
Abandoned Vehicles	8
Barricades	8
Bridge Complaints	6
Trash and Debris	5
Building Permits & Inspections (BPI)	5
Illegal Activity	4
Investigation	3
Traffic Signal	3
Illegal Dumping	3
Street Lights	2
Missed Service	2
Sweeper Request	2
Notify Supervisor	2
Owned	2
Hazmat	2
Dead Animal	2
Stray	1

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

Avg Days to Close

14.34

Avg Days to Close by Category Name, Group
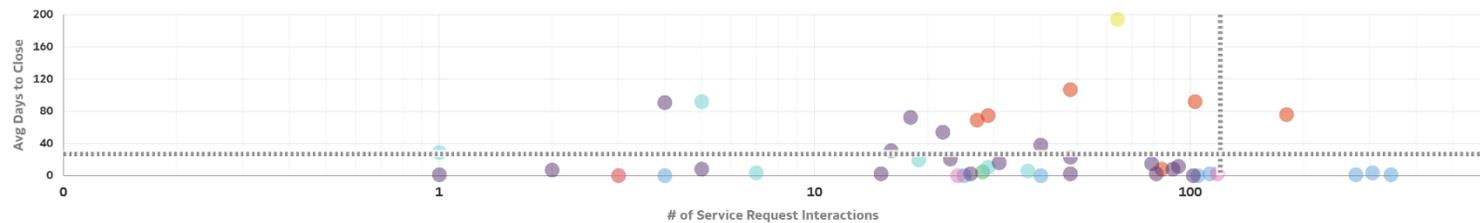
Category Group: ■ Animal Care ■ Building Permits & Inspections (BPI) ■ Code Enforcement ■ Environmental Compliance ■ Environmental Health ■ Regional Parks ■ Transportation ■ Waste Management

···· 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		Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Waste Management	Calendar Request	24	0.00		Animal Care	Stray	29	9.02
Animal Care	Rescue	25	0.09		Code Enforcement	Abandoned Vehicles	35	9.26
Environmental Compliance	Environmental Compliance	3	0.09		Transportation	Bridge Complaints	1	9.93
Animal Care	Assist (On-Scene Only)	40	0.13		Transportation	Graffiti	23	10.13
Animal Care	Wild	105	0.14		Transportation	Traffic Signal	3	10.37
Transportation	Shopping Cart by Vendor	102	0.20		Regional Parks	Illegal Camp	29	10.87
Waste Management	Missed Sweeper Request	3	0.57		Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	93	11.66
Animal Care	License/ Specimen Pick Up	4	0.62		Transportation	Traffic Investigations	26	17.67
Transportation	Bridge Request	1	0.94		Transportation	Traffic Sign	63	18.24
Animal Care	Stray	342	1.43		Regional Parks	Maintenance Request	19	19.37
Animal Care	Dead Animal	276	1.72		Transportation	Aggregate Dumping/Trash Pick Up	43	24.35
Transportation	Hazmat	15	1.83		Transportation	Pavement/Pothole	636	28.11
Animal Care	Owned	113	1.89		Regional Parks	Graffiti	1	28.69
Waste Management	Notify Supervisor	118	1.98		Transportation	Landscape/Vegetation	16	30.91
Transportation	Sweeper Request	26	2.12		Transportation	Encroachment Violation	40	38.22
Waste Management	Missed Service	1,797	2.33		Transportation	Tree Complaint	10	43.77
Transportation	Street Lights	48	2.33		Transportation	Ditches/Culverts	22	53.78
Transportation	Traffic Signal	78	2.42		Transportation	Sidewalk	18	72.73
Waste Management	Illegal Dumping	630	2.55		Code Enforcement	Sub-Standard Housing	29	75.21
Animal Care	Investigation	306	2.98		Code Enforcement	Private Property Vehicle	180	76.14
Regional Parks	Illegal Activity	7	3.62		Code Enforcement	Priority Housing	22	84.06
Transportation	Tree Complaint	13	3.77		Transportation	Road Markings	4	91.31
Code Enforcement	Priority Housing	5	3.89		Code Enforcement	Private Property Complaint	103	91.76
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	28	4.73		Regional Parks	Other	5	91.95
Transportation	Traffic Sign	16	4.85		Code Enforcement	Zoning	48	107.18
Regional Parks	Trash and Debris	37	5.24		Environmental Health	Environmental Health (All Jurisidictions)	64	194.63
Transportation	Traffic Investigations	5	5.69					
Transportation	Bridge Complaints	2	6.50					
Transportation	Aggregate Dumping/Trash Pick Up	5	7.06					
Transportation	Graffiti	67	7.77					
Transportation	Barricades	5	7.84					
Code Enforcement	Abandoned Vehicles	84	8.46					
Regional Parks	Illegal Camp	25	9.37					

Aging of Open Requests

Select As Of Date

2021.0228

Aging Service Requests
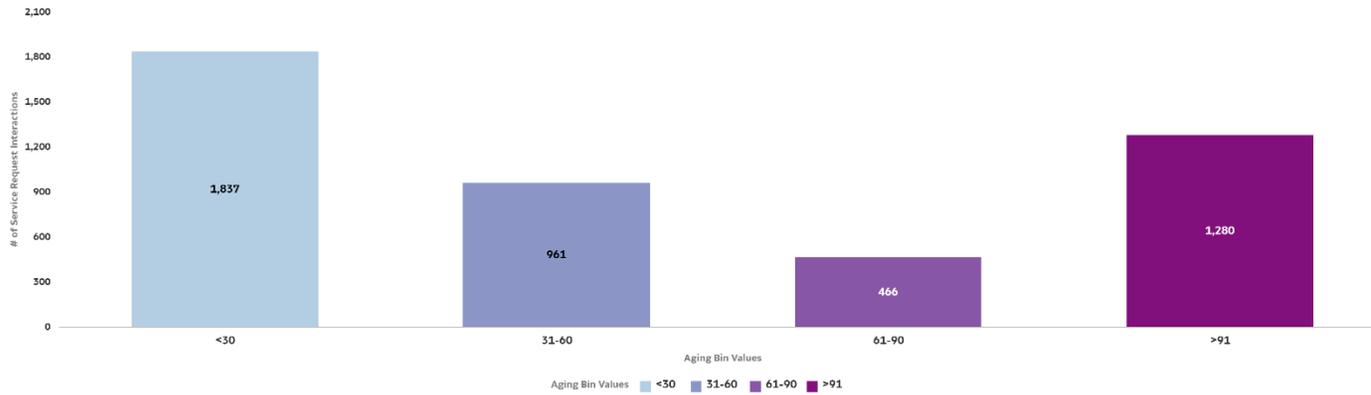
Aging Service Requests

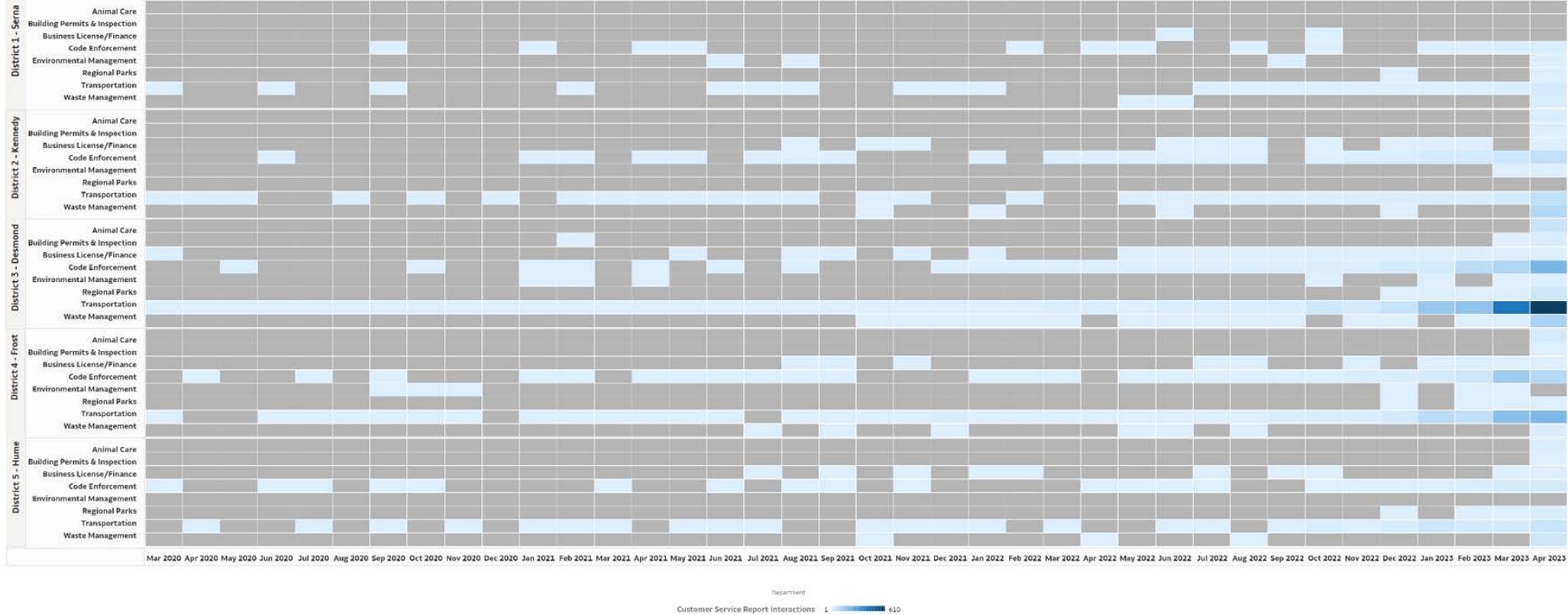| Aging Bin Values	Customer Service Report Interactions
<30	1,837
31-60	961
61-90	466
>91	1,280

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
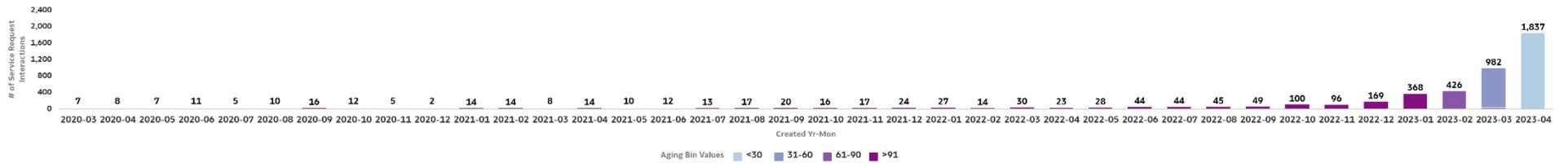
Department Aging Requests by Month Created Per District

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.
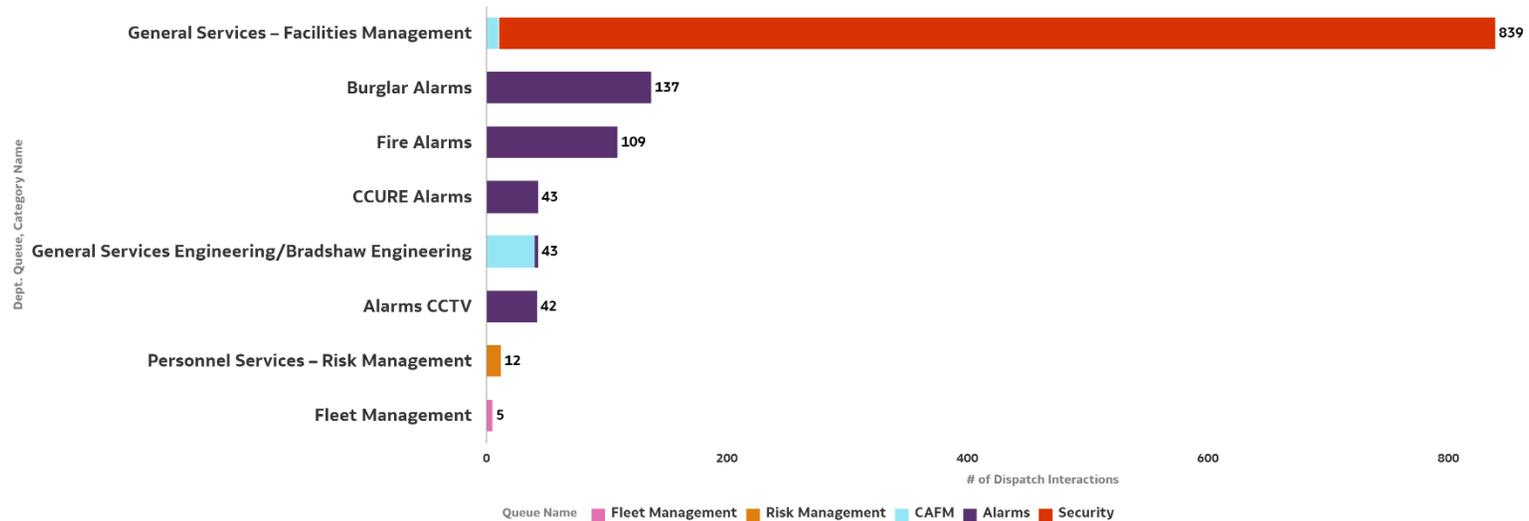
Acronym Glossary

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
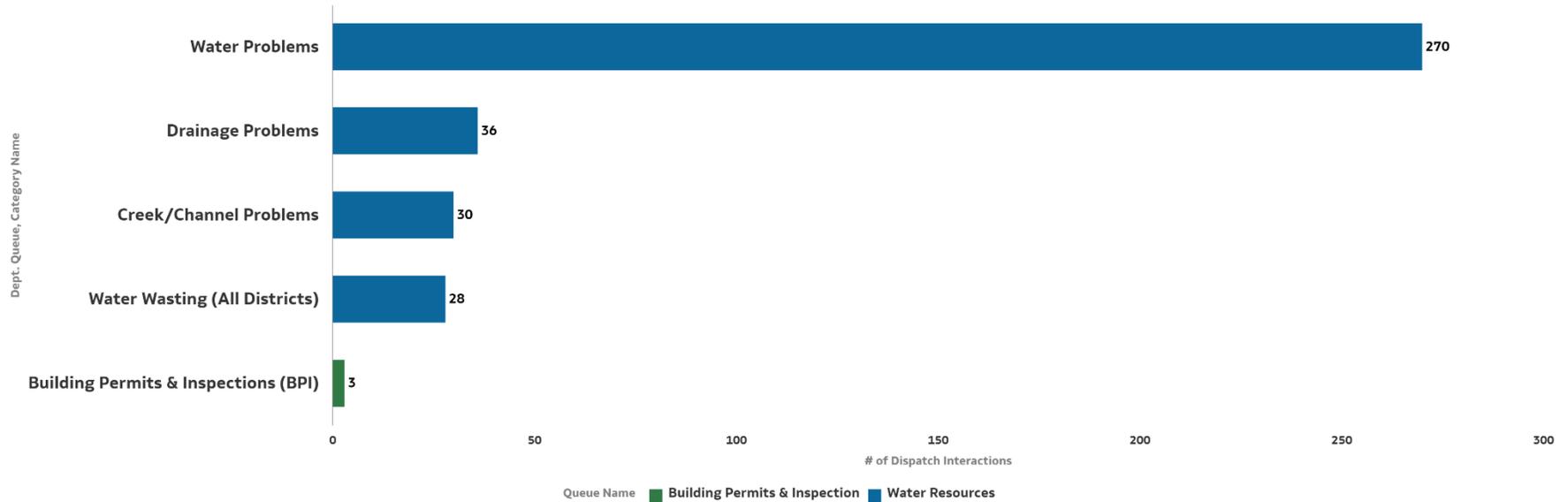
Division: **Administrative Services**

Dept. Queue, Category Name

Category	# of Dispatch Interactions
General Services – Facilities Management	839
Burglar Alarms	137
Fire Alarms	109
CCURE Alarms	43
General Services Engineering/Bradshaw Engineering	43
Alarms CCTV	42
Personnel Services – Risk Management	12
Fleet Management	5

# of Dispatch Interactions

Queue Name: ■ Fleet Management ■ Risk Management ■ CAFM ■ Alarms ■ Security

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**

Horizontal bar chart showing # of Dispatch Interactions by Dept. Queue, Category Name:
- Water Problems: 270 (Water Resources)
- Drainage Problems: 36 (Water Resources)
- Creek/Channel Problems: 30 (Water Resources)
- Water Wasting (All Districts): 28 (Water Resources)
- Building Permits & Inspections (BPI): 3 (Building Permits & Inspection)

X-axis: # of Dispatch Interactions (0 to 300)

Queue Name ■ Building Permits & Inspection ■ Water Resources

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

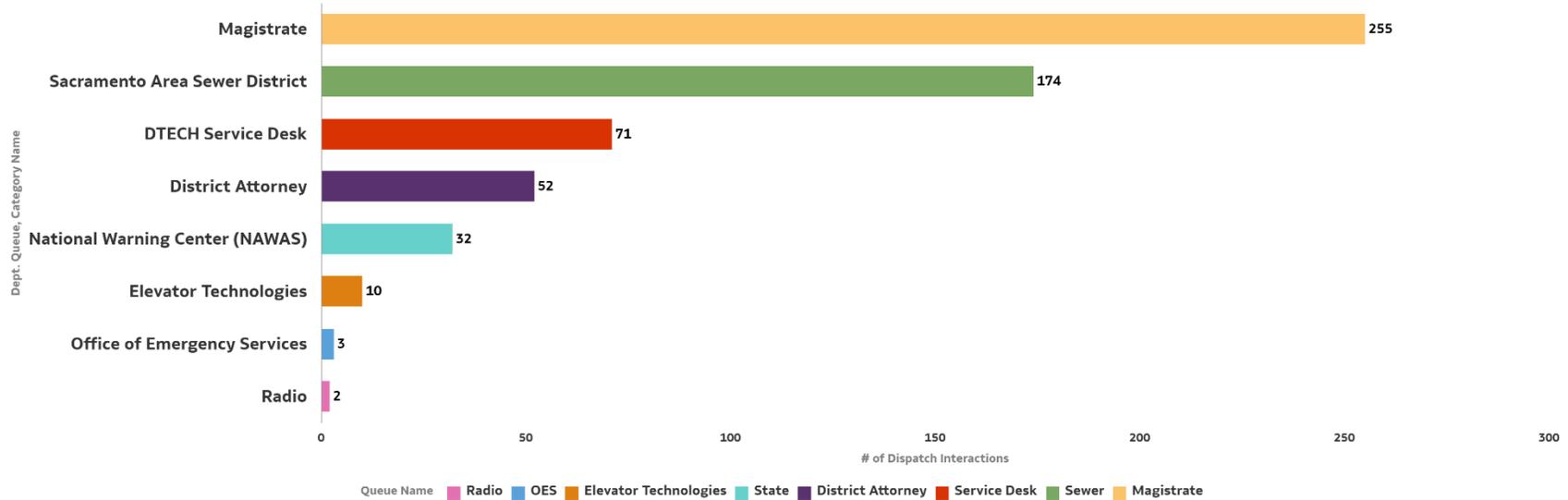Dispatch Interactions by Category, Queue

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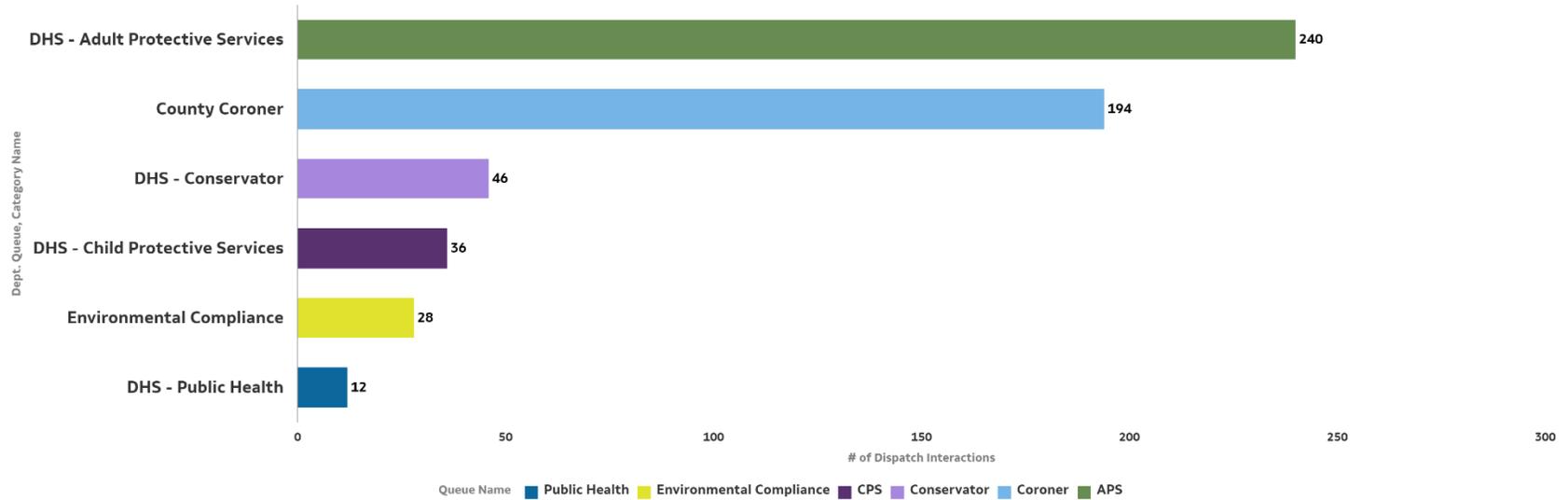
Service Definitions	
Department of Child, Family & Adult Services (DCFAS) Adult Protective Services	Dispatch Services for 24/7 social worker intake line for any adult protective services requests
Department of Child, Family & Adult Services (DCFAS) Conservator	Dispatch Services for conservator/conservatee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