Monthly 311 Communications/Dispatch Center
SERVICE REQUEST & STATISTICS REPORT

August 2024

SAC COUNTY
311
CONNECT

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

SACRAMENTO COUNTY

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SACRAMENTO
C O U N T Y

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

Monthly Statistics

Monthly Interactions by Source

Monthly Customer Service Interactions

20,602

Incident Source Name	Service Request Count
Customer Portal (OPA)	318
Email	813
Mobile Application	3,146
Phone	16,325

Monthly Interactions by Source
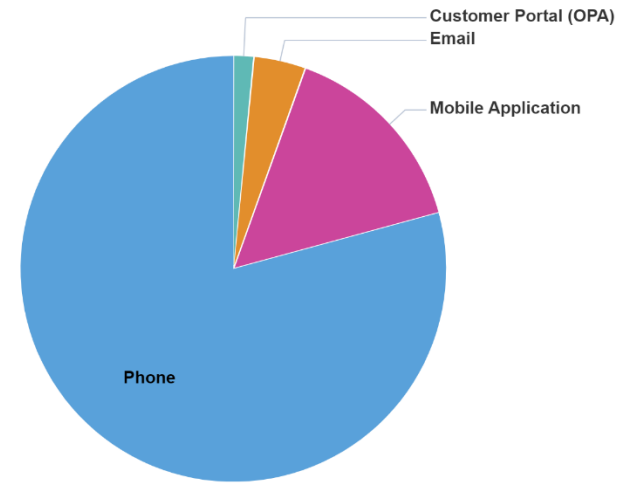
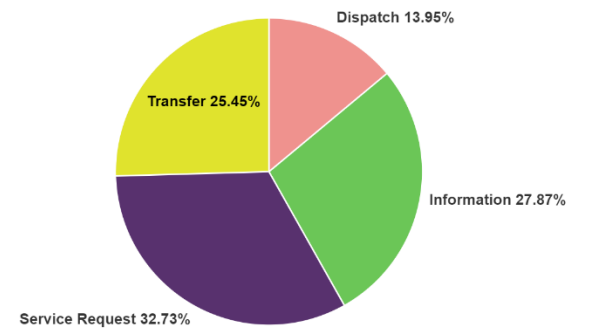| Service Request Interactions	Information Interactions	Transfer Interactions	Dispatch Interactions
6,743	5,741	5,243	2,875

Customer Service Report Interactions by Interaction Type
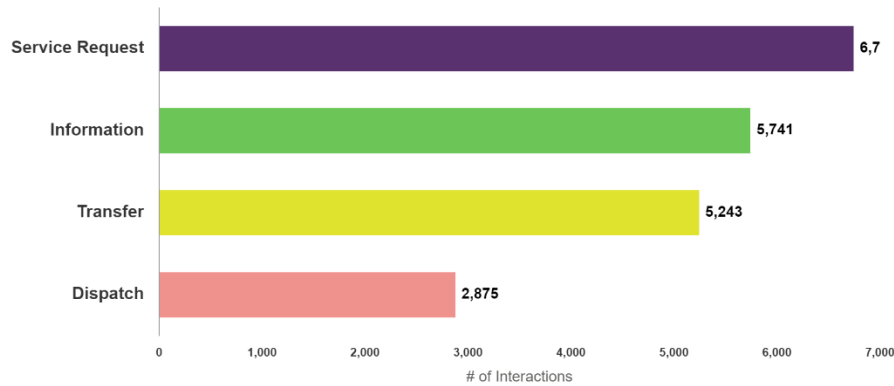
Interaction Type ■ Dispatch ■ Transfer ■ Information ■ Service Request

Monthly Interactions by Interaction Type

Dispatch 13.95%
Transfer 25.45%
Information 27.87%
Service Request 32.73%

Interaction Type ■ Dispatch ■ Information ■ Service Request ■ Transfer

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	1,144
Illegal Dumping, Illegal Dumping	821
Missed Service, Organics	527
Missed Service, Recycling	442
Pavement/Pothole, Pothole/Chuckhole Repair	271
Private Property Complaint, Junk/Rubbish	186
Private Property Vehicle, Parked on Lawn	145
Dead Animal, Roadside	136
Stray, Roam	122
Shopping Cart by Vendor, Shopping Cart by Vendor	117
Notify Supervisor, Garbage	103
Investigation, Barking (Dogs Only)	99
Stray, Injured	98
Private Property Vehicle, Non-Operable (Commercial Included)	71
Investigation, Negligence	69
Graffiti, Public Right-of-Way	68
Sidewalk, Tree Trimming Needed	68
Environmental Health (All Jurisidictions), Food Facility Complaint	63
Owned, Aggressive	60
Illegal Camp, Occupied	56

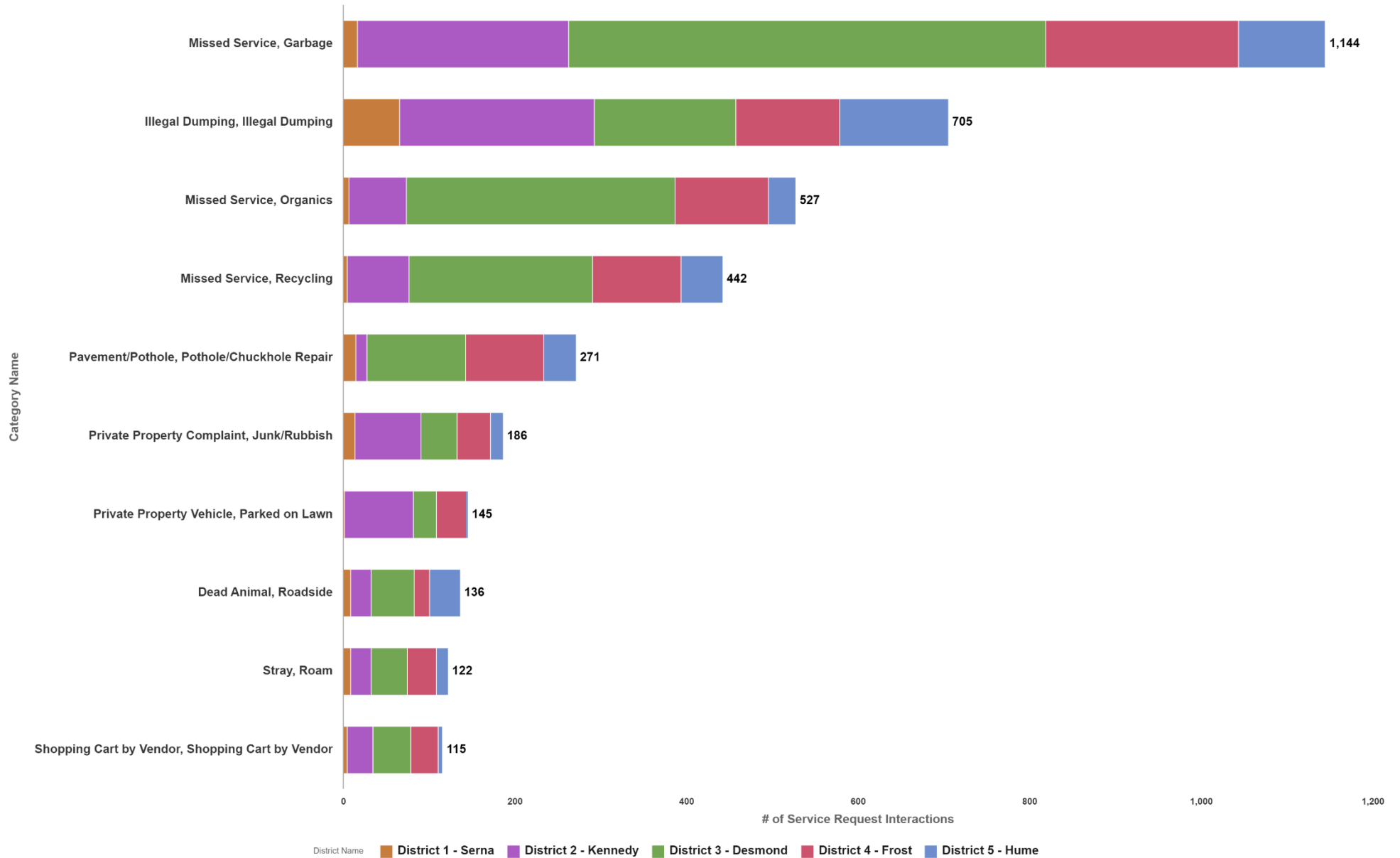| Cat2, Cat3	Customer Service Report Interactions
Stray, Sick	55
Owned, Nuisance (No Cats)	55
Missed Service, Bulky Waste Pickup	55
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	55
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	52
Street Lights, Light Out	51
Dead Animal, Domestic	51
Encroachment Violation, Basketball Hoop/Garbage Cans	49
Graffiti, Private Property	48
Wild, Injured	46
Dead Animal, Wild	45
Stray, Aggressive	42
Traffic Sign, Non-Emergency	41
Zoning, Other	40
Maintenance Request, Maintenance Request	39
Pavement/Pothole, Paving Needs on Street	37
Stray, Confined	36
Sidewalk, Curb, Gutter, and Sidewalk Repair	36
Landscape/Vegetation, Request	35
Stray, Traffic	34
Notify Supervisor, Organics	34
Environmental Health (All Jurisidictions), Commercial Noise Complaint	32

Cat2, Cat3	Customer Service Report Interactions
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	31
Abandoned Vehicles, Inoperable	30
Sweeper Request, Sweeper	30
Notify Supervisor, Recycling	29
Investigation, Cruelty	28
Trash and Debris, Trash and Debris	28
Wild, Sick	26
Private Property Complaint, Unmaintained Property (Landscaping)	25
Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	23
Traffic Signal, Light Out	23
Traffic Investigations, Request	22
Traffic Signal, Cycling/Detection Problem	22
Dead Animal, In Traffic	21
Abandoned Vehicles, Dismantled	20
Investigation, Bite - NOT Happening NOW	20
Traffic Signal, Flashing Red	20
Tree Complaint, Broken/Hanging Tree Limb	20
Owned, Animal Feces Complaint	19
Traffic Signal, All Signals Dark	19
Stray, Tied	18
Ditches/Culverts, Ditch Cleaning	17
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	17

Cat2, Cat3	Customer Service Report Interactions
Investigation, Abandoned Animal	16
Business Licenses, Operating without License	16
Assist (On-Scene Only), Police/Sheriff	16
Tree Complaint, Tree Obstructing	15
Traffic Signal, Pedestrian Signal Inoperative	15
Encroachment Violation, Other Encroachment Types	15
Calendar Request, Calendar Request	15
Tree Complaint, Request	14
Sub-Standard Housing, Other	14
Rescue, Vehicle	14
Tree Complaint, Tree Down	13
Traffic Sign, New Sign Request	13
Sub-Standard Housing, HVAC Issues (must be part of a heating and cooling unit)	13
Traffic Signal, Long Red/Short Green	12
Private Property Vehicle, Commercial Vehicle on Property	12
Pavement/Pothole, Pavement-Other Unknown Maintenance Needs	12
Investigation, Tethered	12
Graffiti, Sign	12
Street Lights, Cycling On and Off	11
Private Property Complaint, Rooster (in Residential Zone)	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	1,144
Illegal Dumping, Illegal Dumping	705
Missed Service, Organics	527
Missed Service, Recycling	442
Pavement/Pothole, Pothole/Chuckhole Repair	271
Private Property Complaint, Junk/Rubbish	186
Private Property Vehicle, Parked on Lawn	145
Dead Animal, Roadside	136
Stray, Roam	122
Shopping Cart by Vendor, Shopping Cart by Vendor	115

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	16	246	556	225	101
Illegal Dumping, Illegal Dumping	65	227	165	121	127
Missed Service, Organics	6	67	313	109	32
Missed Service, Recycling	4	72	214	103	49
Pavement/Pothole, Pothole/Chuckhole Repair	14	13	115	91	38

# of Service Request Interactions

Cat2, Cat3 ■ Missed Service, Garbage ■ Illegal Dumping, Illegal Dumping ■ Missed Service, Organics ■ Missed Service, Recycling ■ 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

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

# of Service Request Interactions

Cat2, Cat3 ■ Missed Service, Garbage ■ Illegal Dumping, Illegal Dumping ■ Missed Service, Organics ■ Missed Service, Recycling ■ Private Property Complaint, Junk/Rubbish
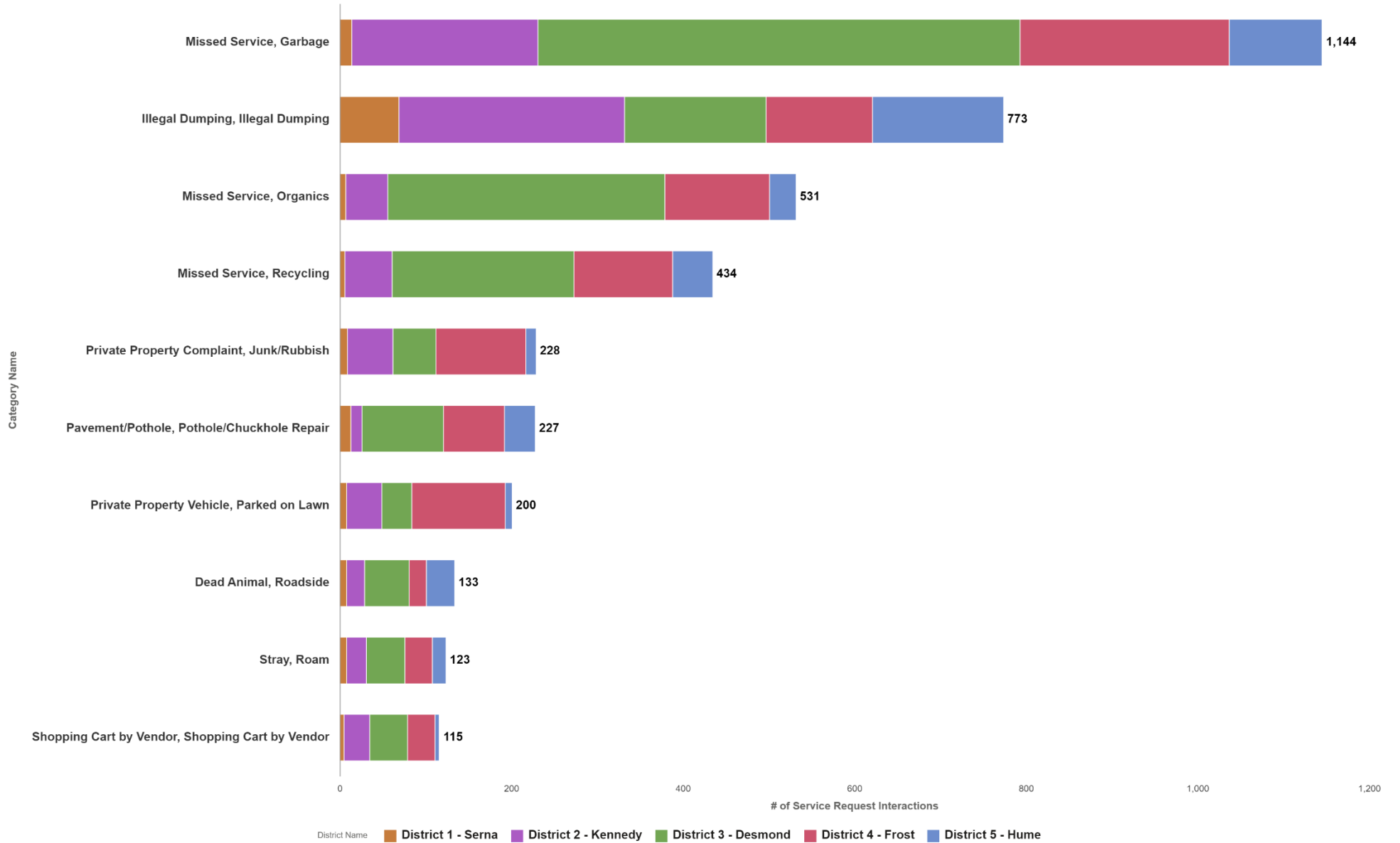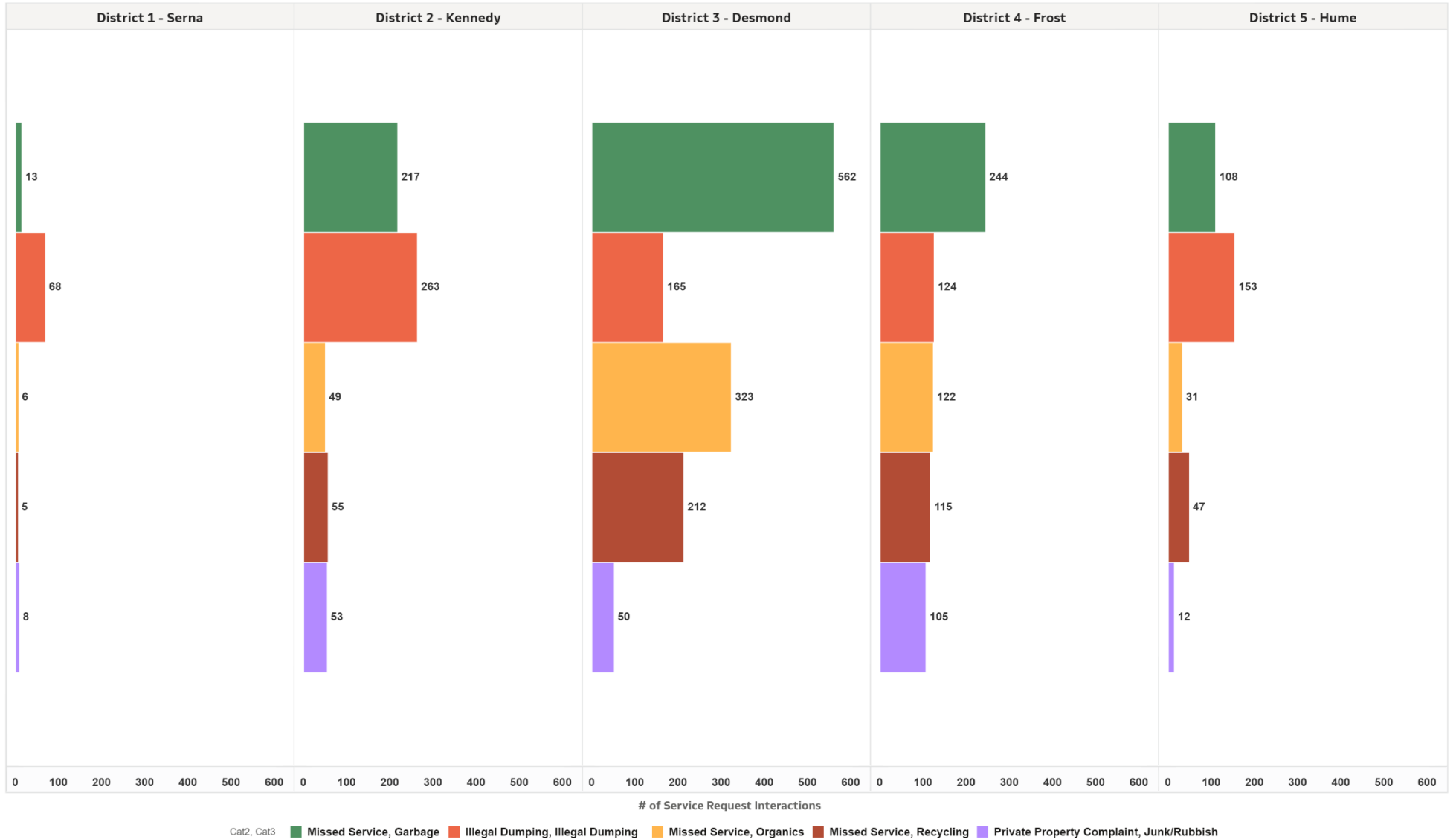
Top Unresolved Service Request

Top Unresolved Service Request Categories | by Districts

Top Unresolved Service Request Categories by District

District 1 - Serna

Category	Value
Illegal Dumping, Illegal Dumping	65
Missed Service, Garbage	16
Pavement/Pothole, Pothole/Chuckhole Repair	14
Environmental Health (All Jurisidictions), Food Facility Complaint	13
Private Property Complaint, Junk/Rubbish	13
Trash and Debris, Trash and Debris	13

District 2 - Kennedy

Category	Value
Illegal Dumping, Illegal Dumping	227
Missed Service, Garbage	246
Missed Service, Recycling	72
Private Property Complaint, Junk/Rubbish	77
Private Property Vehicle, Parked on Lawn	80

District 3 - Desmond

Category	Value
Missed Service, Garbage	556
Missed Service, Organics	313
Missed Service, Recycling	214
Illegal Dumping, Illegal Dumping	165
Pavement/Pothole, Pothole/Chuckhole Repair	115

District 4 - Frost

Category	Value
Missed Service, Garbage	225
Illegal Dumping, Illegal Dumping	121
Missed Service, Organics	109
Missed Service, Recycling	103
Pavement/Pothole, Pothole/Chuckhole Repair	91

District 5 - Hume

Category	Value
Illegal Dumping, Illegal Dumping	127
Missed Service, Garbage	101
Missed Service, Recycling	49
Pavement/Pothole, Pothole/Chuckhole Repair	38
Dead Animal, Roadside	36

Top Unresolved Service Request

Top 10 Unresolved Service Request Categories
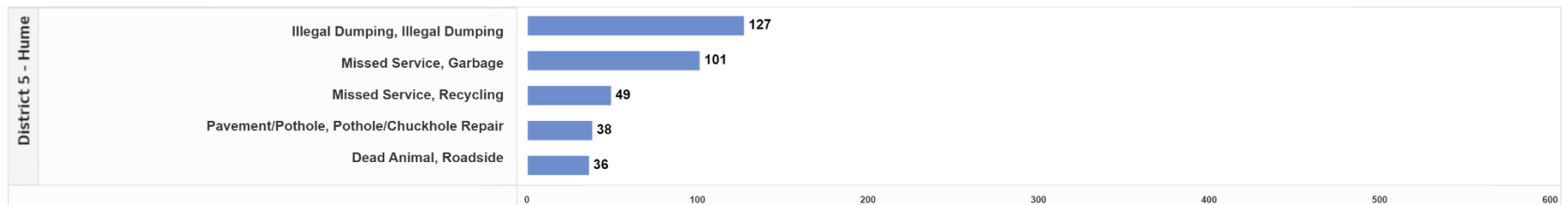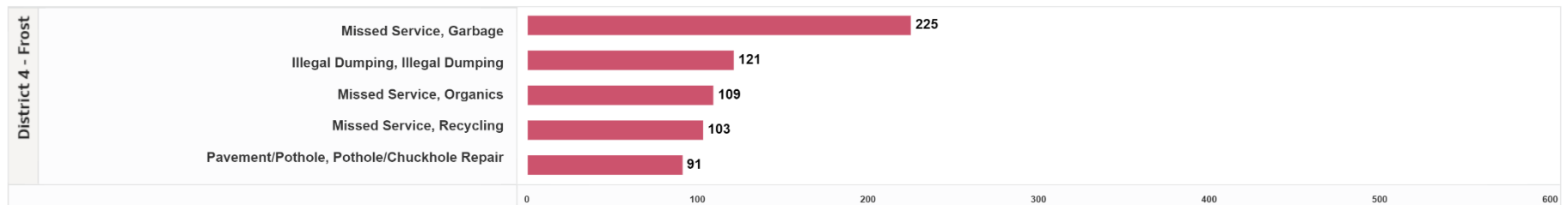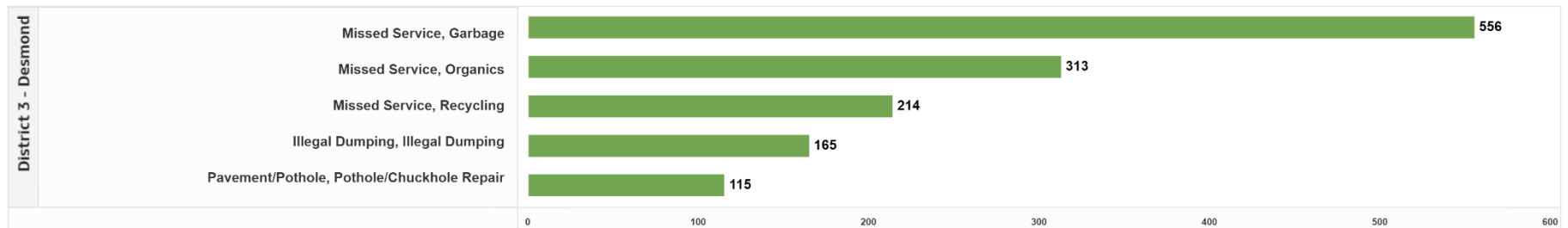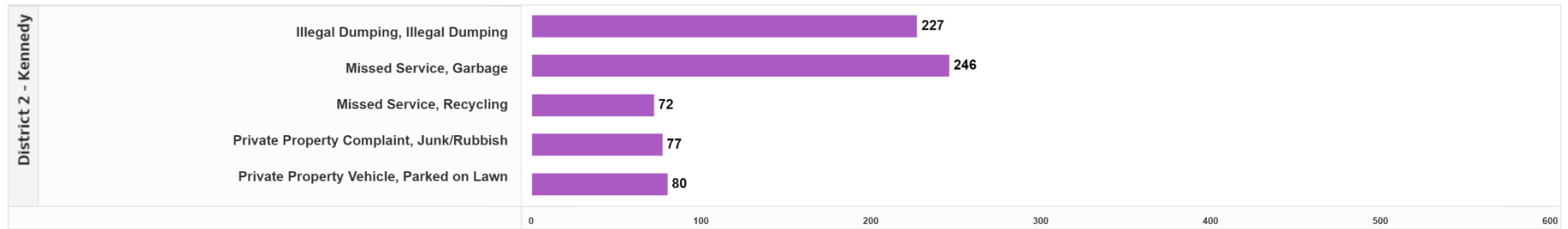
Top 10 Unresolved Service Request Categories

Category Name

Category	# of Service Request Interactions
Private Property Complaint, Junk/Rubbish	455
Private Property Vehicle, Parked on Lawn	329
Sidewalk, Curb, Gutter, and Sidewalk Repair	307
Pavement/Pothole, Pothole/Chuckhole Repair	246
Private Property Vehicle, Non-Operable (Commercial Included)	182
Zoning, Other	146
Private Property Complaint, Unmaintained Property (Landscaping)	112
Business Licenses, Operating without License	108
Maintenance Request, Maintenance Request	100
Report Scavenging, Report Scavenging	78

# of Service Request Interactions

Unresolved Service Requests Through August 31st	Interactions Closed this Month	Monthly Interactions Not Closed
3,701	20,590	1,391

Monthly Interactions Not Closed by Status

Monthly Interactions Not Closed by Status

Service Requests Opened by District

August 2024

Monthly Service Request Interactions Opened

6,613

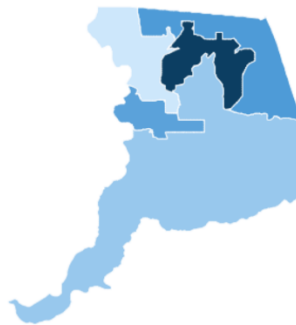| District 1 Serna	District 2 Kennedy	District 3 Desmond	District 4 Frost	District 5 Hume
273	1,321	2,789	1,427	803
Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions

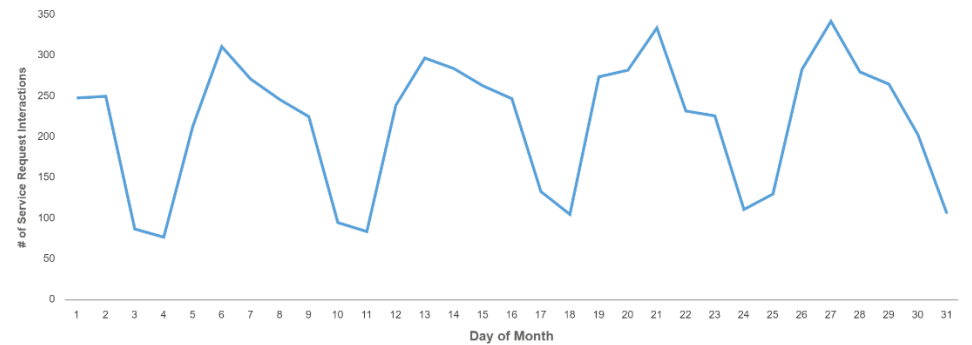Service Request Interactions by District

Service Request Interactions by District Map

District Name
Customer Service Repo
130   2.8K

Service Request Interactions Created by Day of Month

Board of Supervisor District Information

Service Requests Closed by District

August 2024

Monthly Service Request Interactions Closed

6,597

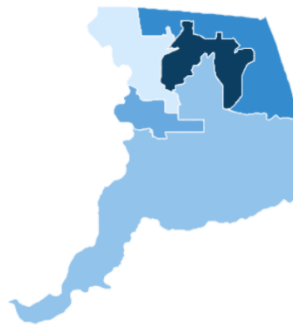| District 1 Serna	District 2 Kennedy	District 3 Desmond	District 4 Frost	District 5 Hume
264	1,205	2,716	1,592	820
Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions

Service Request Interactions by District

Service Request Interactions by District Map

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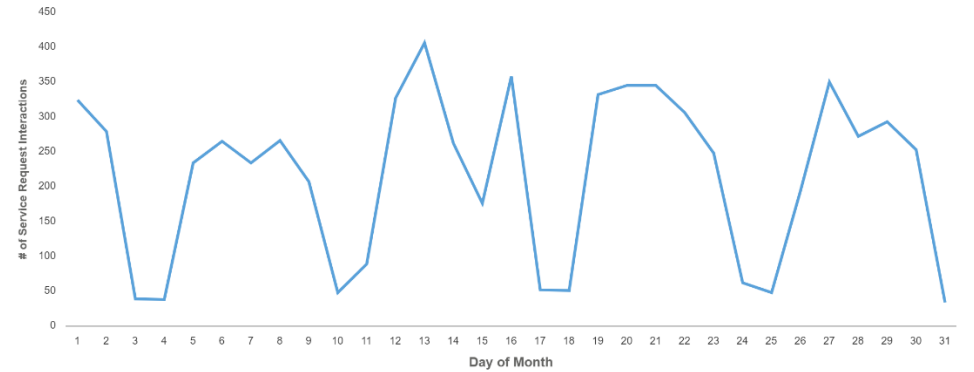
Previous Month Comparison of Service Request

Previous Month Comparison of Service Request interactions
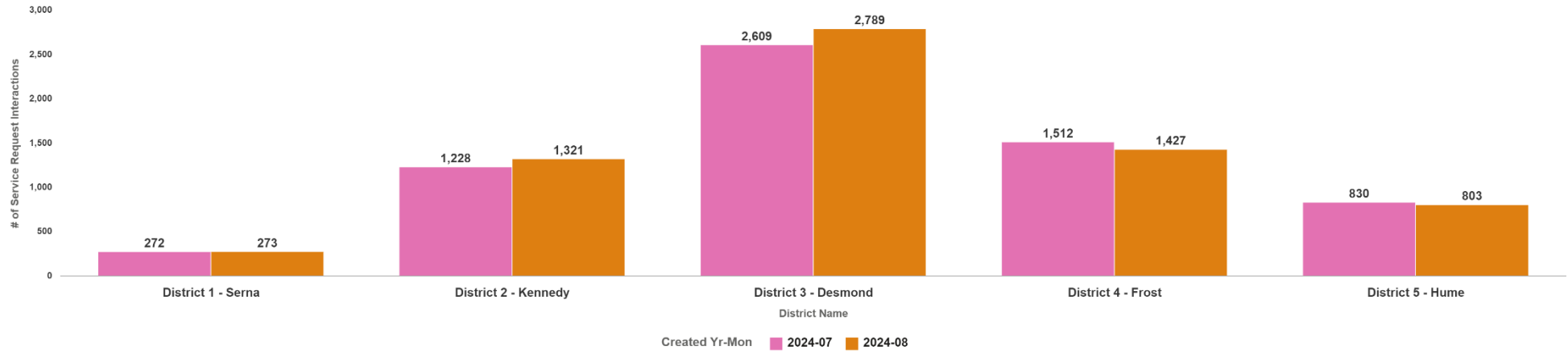
Previous Month Trend of Service Request Interactions Per District
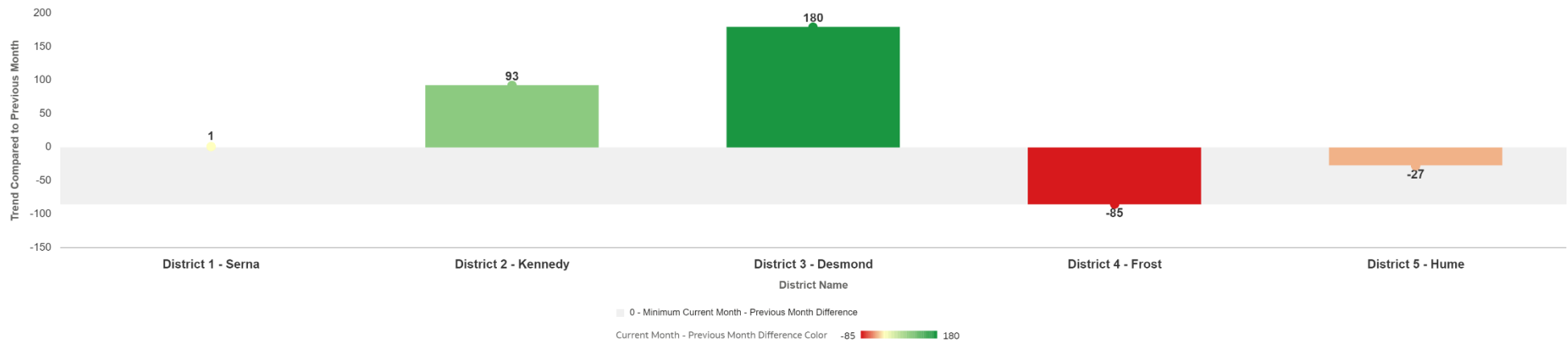
Previous Month Comparison (continued)

Monthly Comparison: Service Requests by District

District Name	2024-07 Service Request Map Count	2024-08 Service Request Map Count
District 1 - Serna	272	273
District 2 - Kennedy	1,228	1,321
District 3 - Desmond	2,609	2,789
District 4 - Frost	1,512	1,427
District 5 - Hume	830	803

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

Current Month - Previous Month Difference Color   -70 ▰▰▰▰▱▱▱▱▰▰▰ 71

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

Top 10 Customer Service Report Interactions by Category Level 2 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 Color	Current Month - Previous Month Difference Color	Current Month - Previous Month Difference Color	Current Month - Previous Month Difference Color	Current Month - Previous Month Difference Color	
Pavement/Pothole, Pothole/Chuckhole Repair	6	1	33	43	10	93
Dead Animal, Roadside	5	8	2	0	23	38
Shopping Cart by Vendor, Shopping Cart by Vendor	-1	-1	6	18	4	26
Private Property Complaint, Junk/Rubbish	4	20	-14	-1	1	10
Stray, Roam	6	-6	6	1	-12	-5
Missed Service, Organics	-3	5	37	-39	-6	-6
Missed Service, Garbage	4	11	71	-70	-23	-7
Private Property Vehicle, Parked on Lawn	-11	35	-2	-27	-4	-9
Missed Service, Recycling	-3	2	-6	-11	-12	-30
Illegal Dumping, Illegal Dumping	-7	-28	-15	-33	-30	-113
Grand Total	**0**	**47**	**118**	**-119**	**-49**	**-3**

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

Board of Supervisor District Analysis
District 1

Service Requests Created

273

Service Requests Closed

199

Service Request Interactions Created by Day of Month

District Name, Customer Service Report Interactions

# of Service Requests

273   273

Board of Supervisor District Analysis

District 1 (continued)

Service Request Interactions by Category Per Zip Code
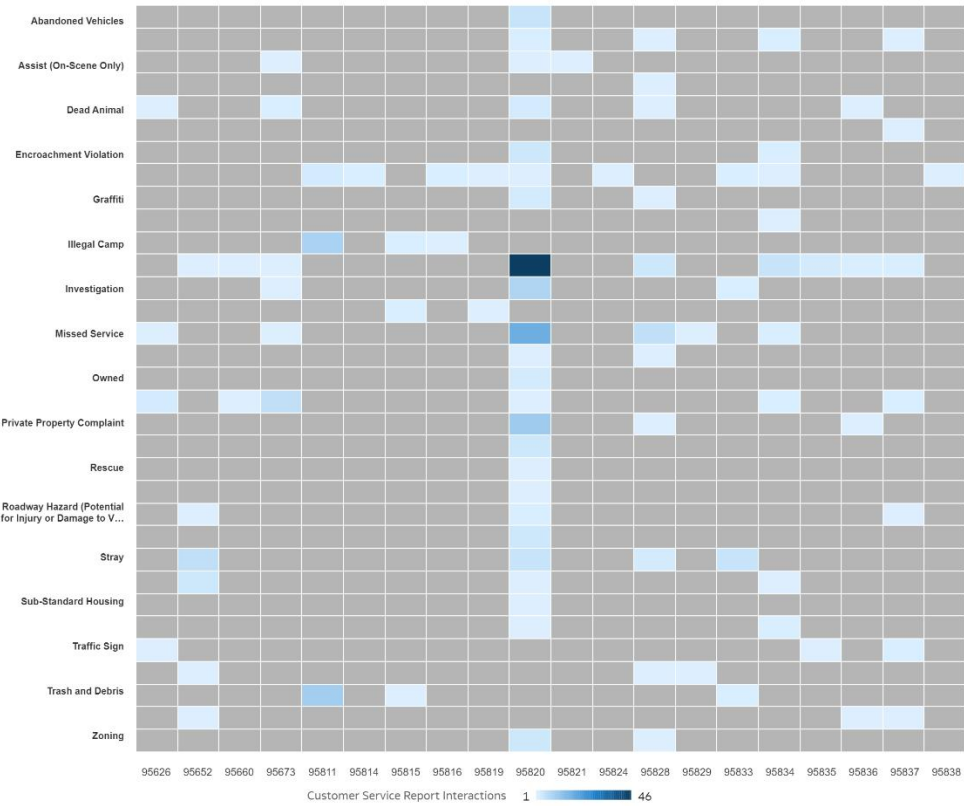
Service Request Interactions Mapped by Selected Zip Code

Board of Supervisor District Analysis

District 2

Service Requests Created

1,321

Service Requests Closed

962

Service Request Interactions Created by Day of Month

District Name, Customer Service Report Interactions

# of Service Requests

1.321K   1.321K

District 2 (continued)

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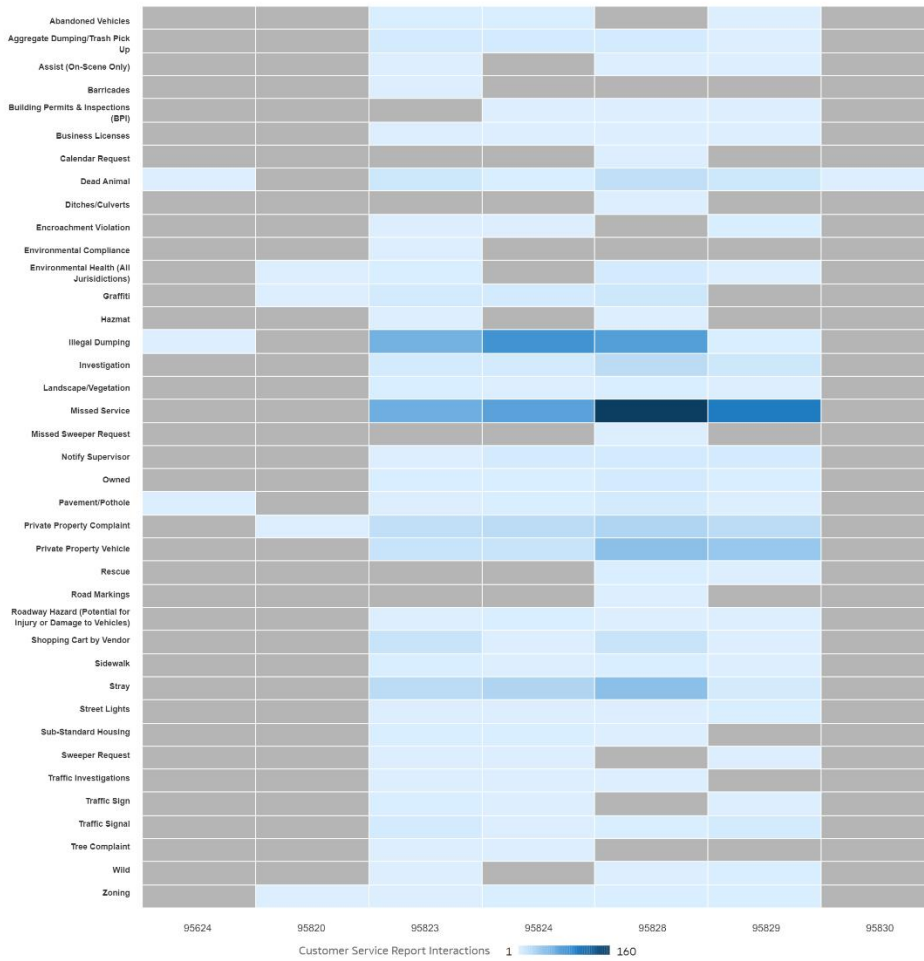
Service Request Interactions Mapped by Selected Zip Code
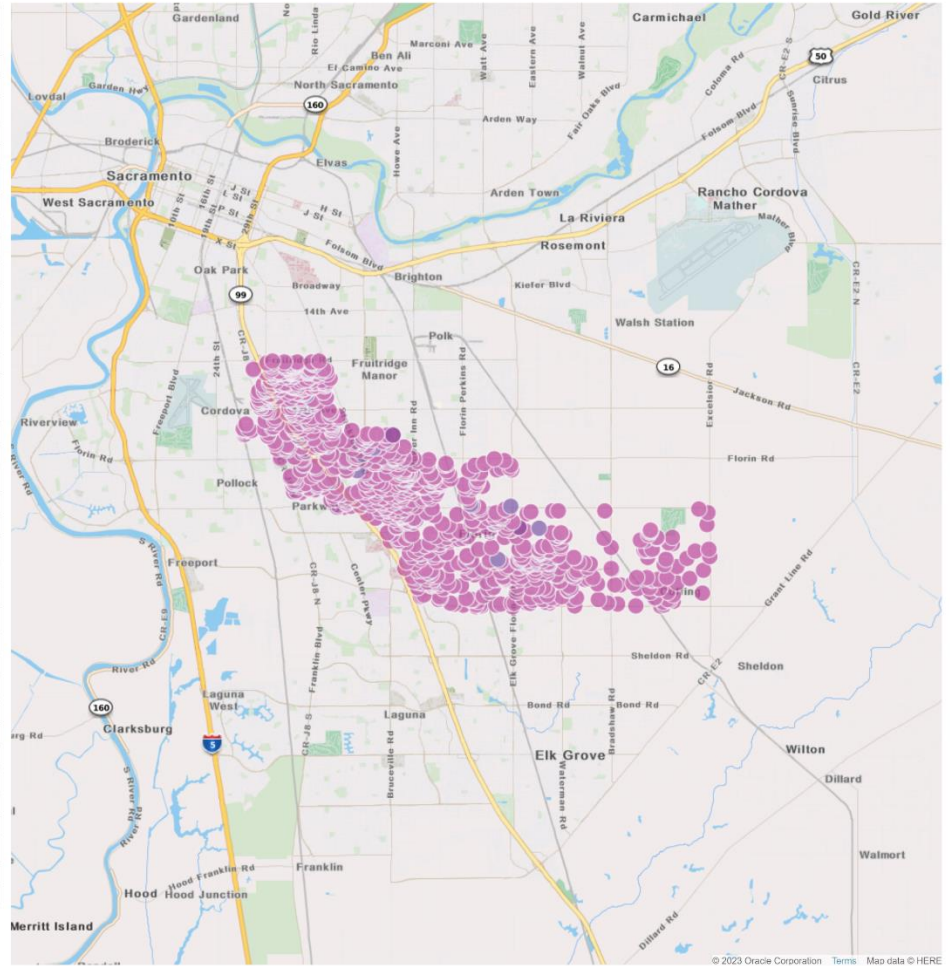
Board of Supervisor District Analysis

District 3

Service Requests Created

2,789

Service Requests Closed

2,152

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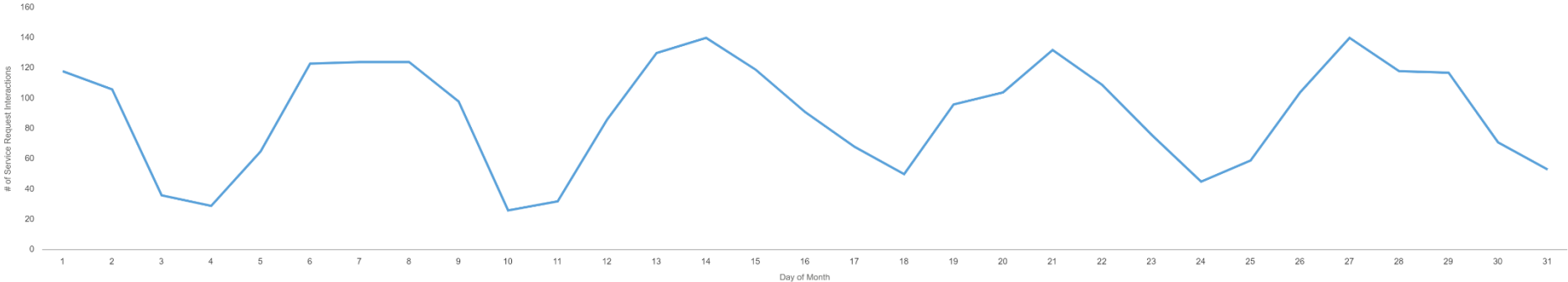
District Name, Customer Service Report Interactions

# of Service Requests

2.789K   2.789K

District 3 (continued)

Service Request Interactions by Category Per Zip Code

Service Request Interactions Mapped by Selected Zip Code

Customer Service Report Interactions 1 — 349
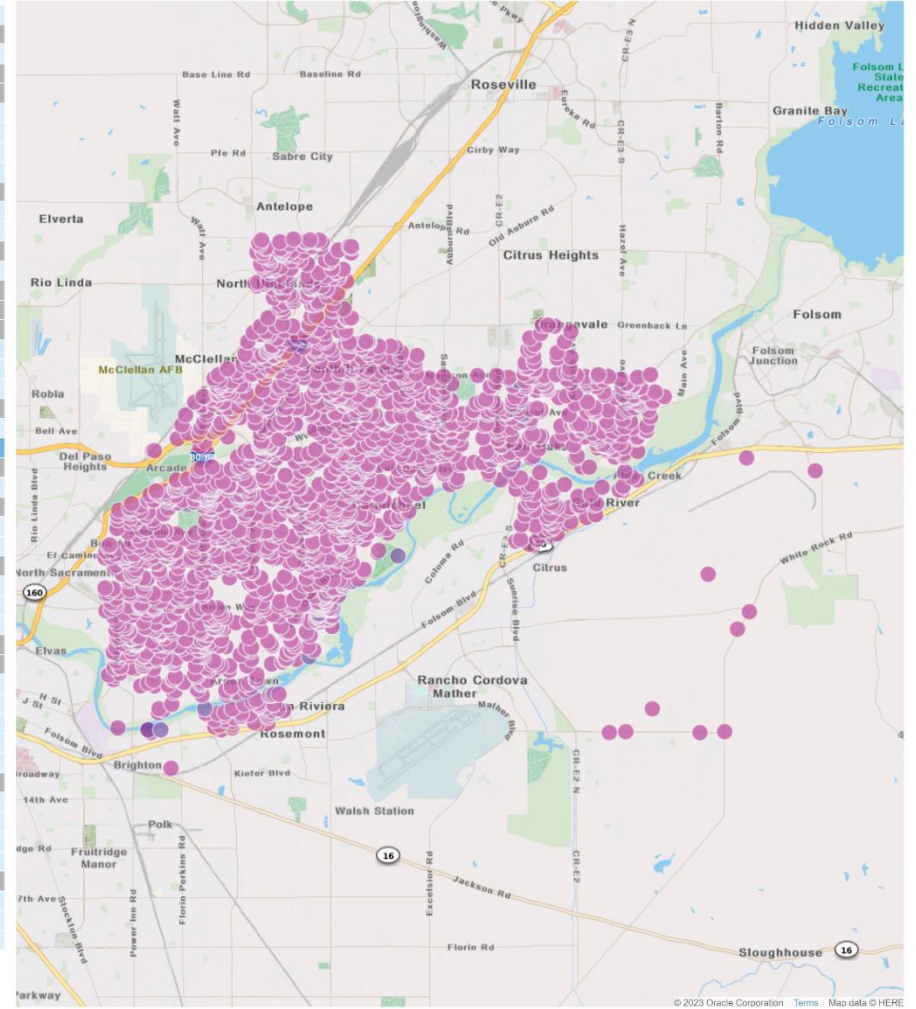
Board of Supervisor District Analysis

District 4

Service Requests Created

1,427

Service Requests Closed

1,089

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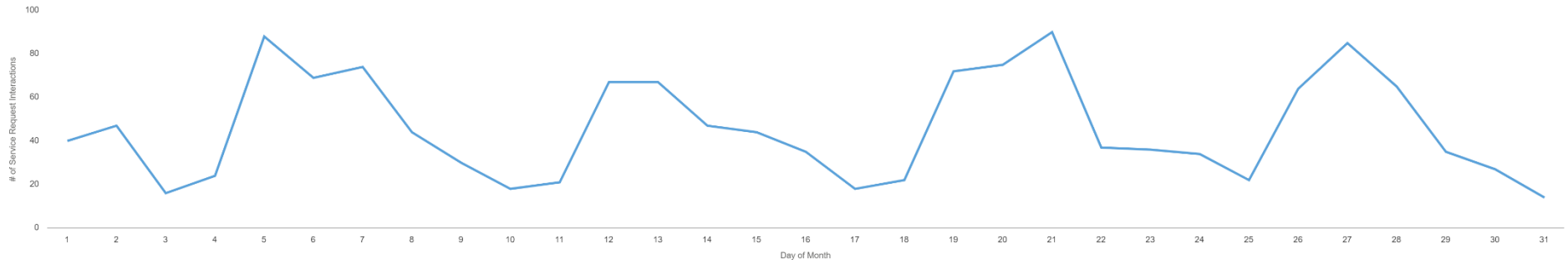
District Name, Customer Service Report Interactions

# of Service Requests

1.427K   1.427K

District 4 (continued)

Service Request Interactions by Category Per Zip Code
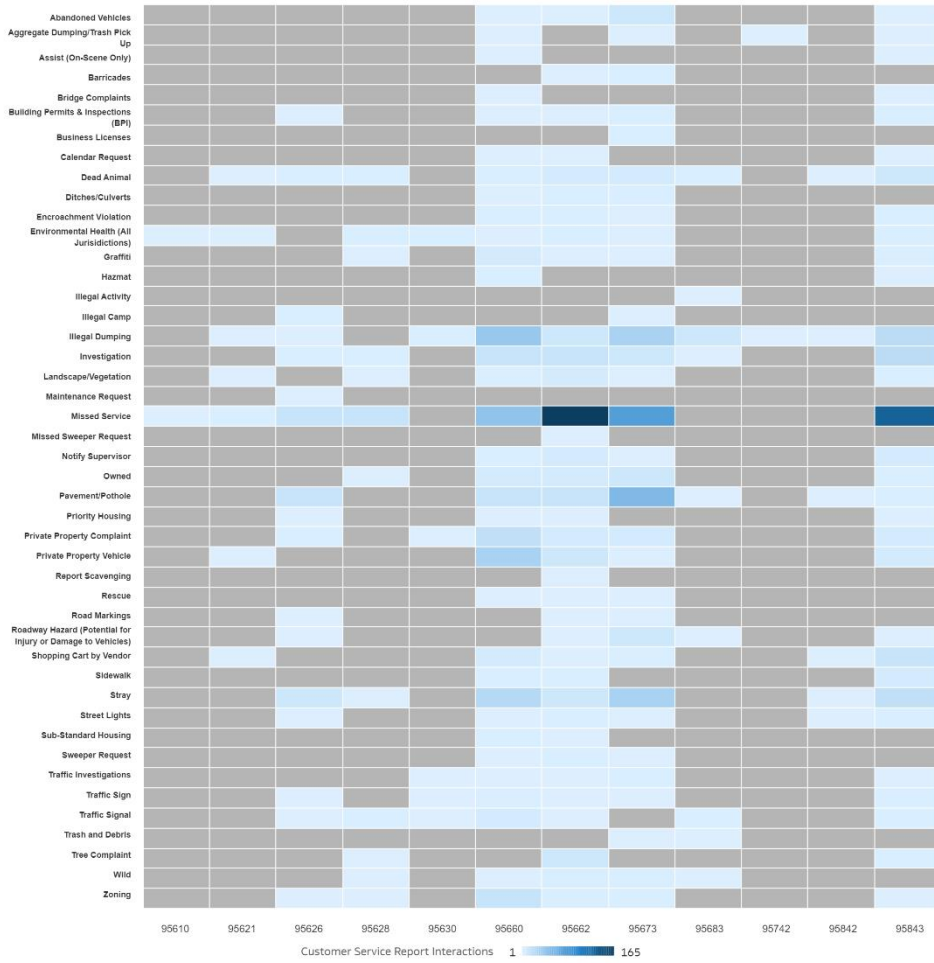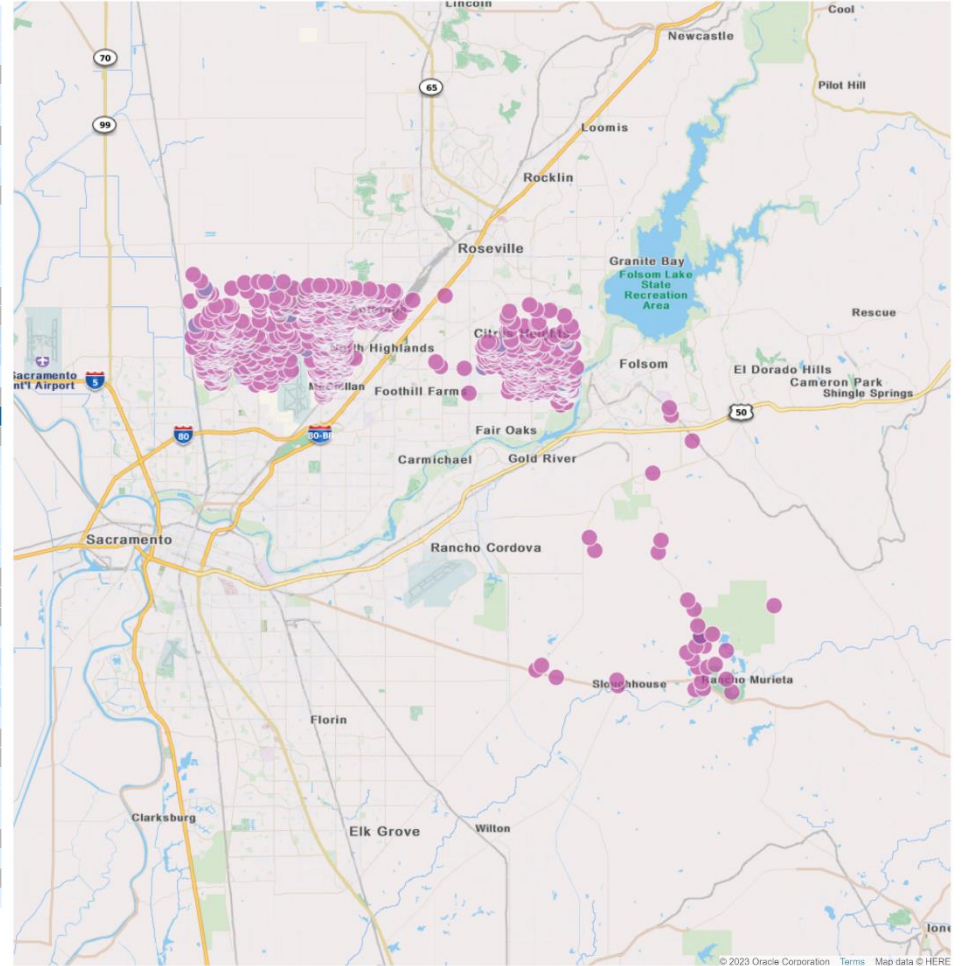
Service Request Interactions Mapped by Selected Zip Code
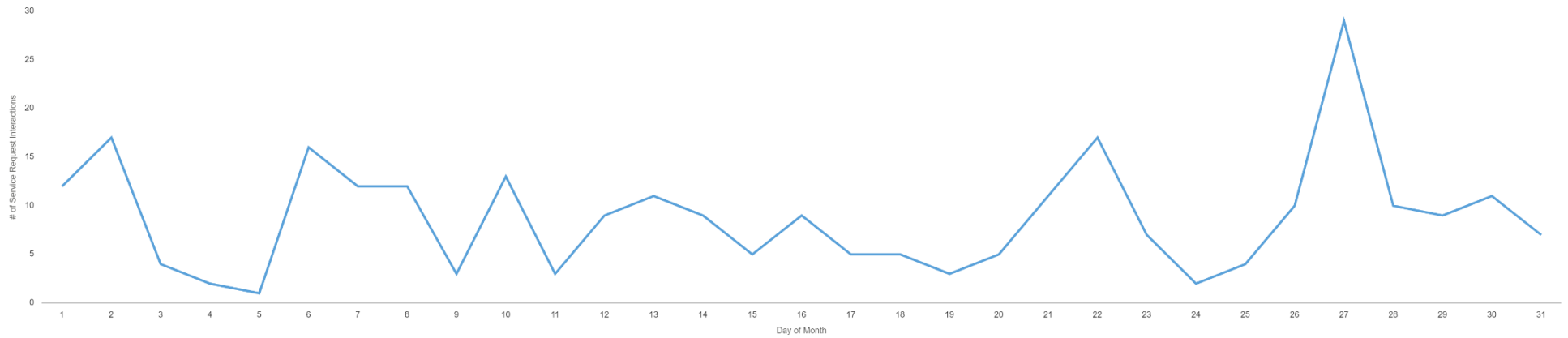
District 5

Service Requests Created

803

Service Requests Closed

668

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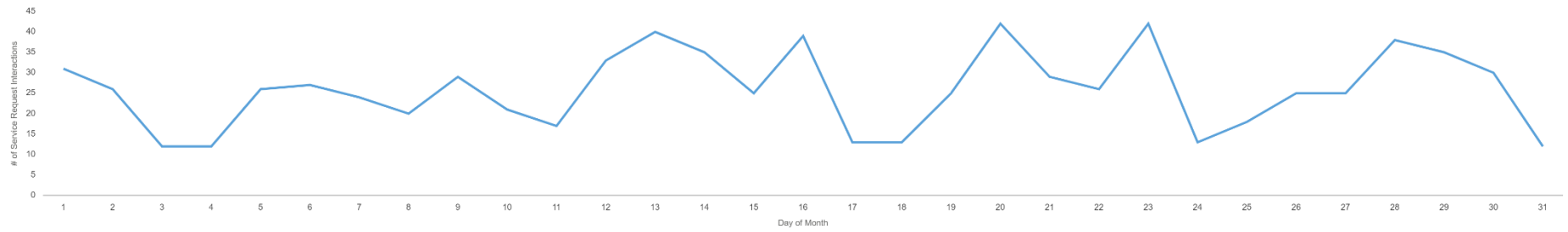
District Name, Customer Service Report Interactions

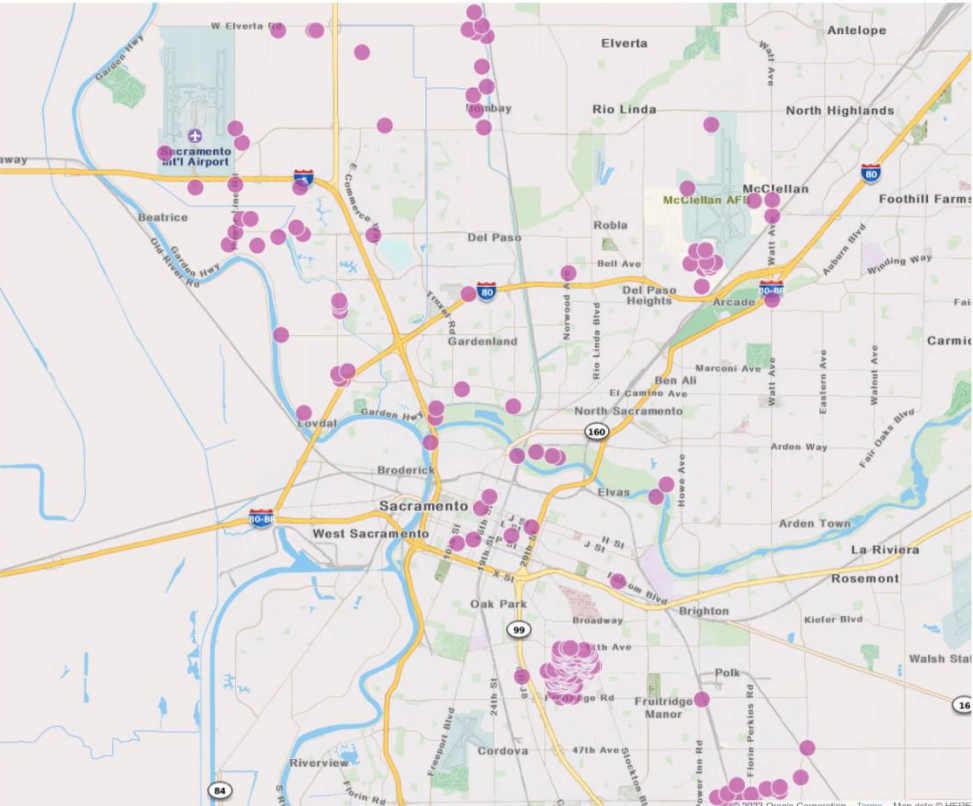# of Service Requests

803   803

Board of Supervisor District Analysis

District 5 (continued)

Service Request Interactions by Category Per Zip Code
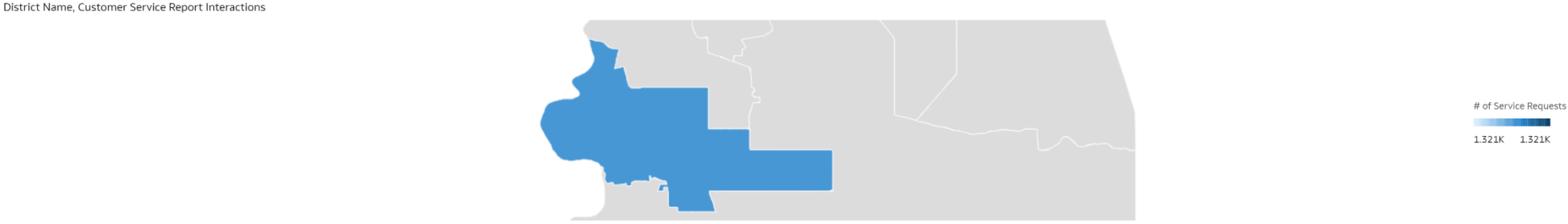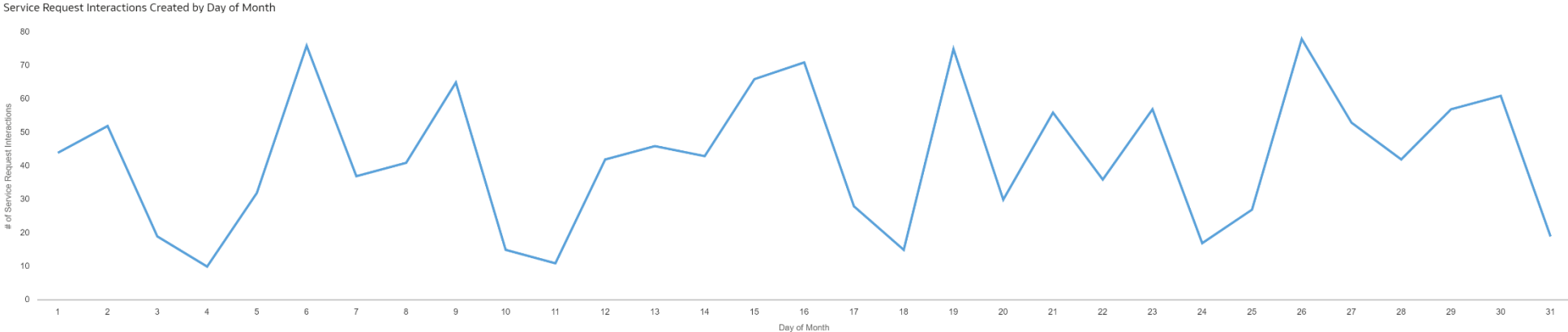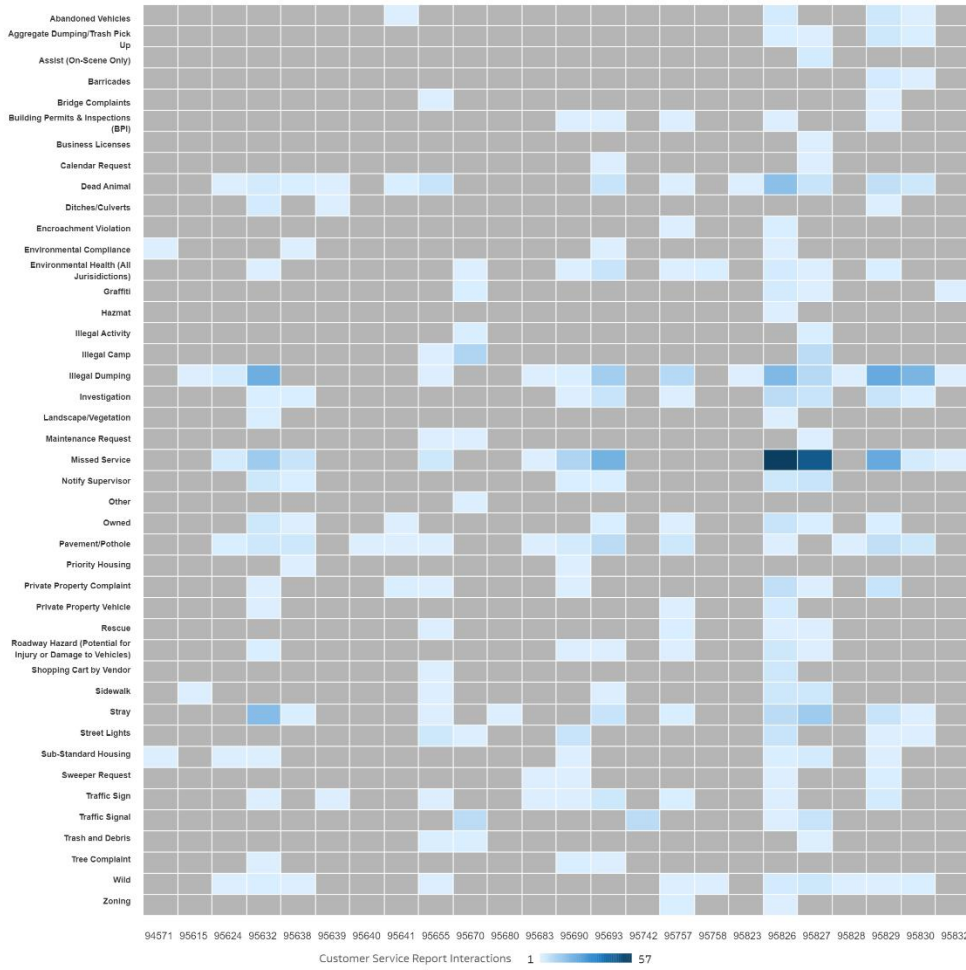

Service Request Interactions Mapped by Selected Zip Code
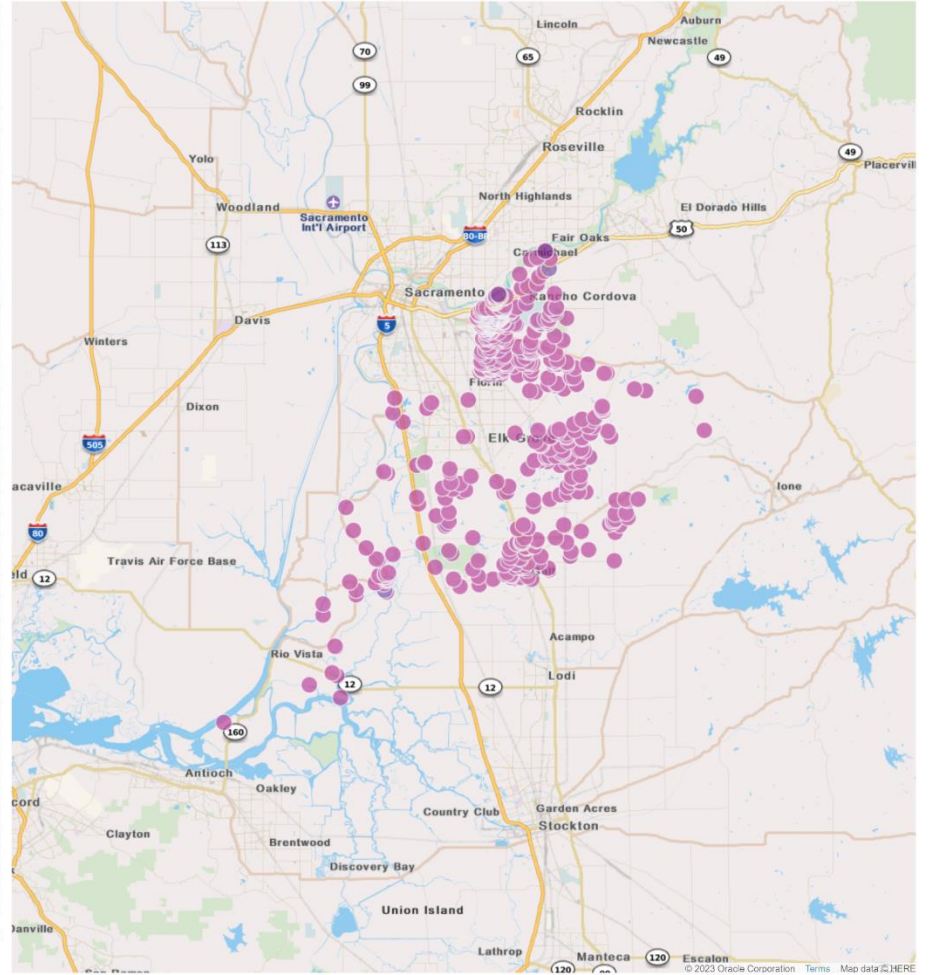
Aging of Open Requests

Top Service Requests Open by Day

Opened Service Request Interactions by Category Per Day of Week

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Dead Animal, Roadside							
Illegal Dumping, Illegal Dumping							
Missed Service, Garbage							
Missed Service, Organics							
Missed Service, Recycling							
Pavement/Pothole, Pothole/Chuckhole Repair							
Private Property Complaint, Junk/Rubbish							
Private Property Vehicle, Parked on Lawn							
Shopping Cart by Vendor, Shopping Cart by Vendor							
Stray, Roam							

Customer Service Report Interactions   2 ▬▬▬▬▬ 283

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							
Missed Service, Garbage							
Missed Service, Organics							
Missed Service, Recycling							
Pavement/Pothole, Pothole/Chuckhole Repair							
Private Property Complaint, Junk/Rubbish							
Private Property Vehicle, Parked on Lawn							
Shopping Cart by Vendor, Shopping Cart by Vendor							
Stray, Roam							

Customer Service Report Interactions   4 ▨▨▨▨ 270

Aging of Open Requests

Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division

	# of Service Request Interactions
Waste Management	3,190
Transportation	1,401
Animal Care	1,195
Code Enforcement	643
Regional Parks	136
Environmental Management	112
Building Permits & Inspection	37
Business License/Finance	16

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

Service Request Interactions Closed by Department, Division

	# of Service Request Interactions
Waste Management	2,926
Animal Care	1,100
Transportation	832
Code Enforcement	129
Environmental Management	90
Regional Parks	76
Building Permits & Inspection	19
Business License/Finance	2

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

Greater Than 10 Service Requests

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

Category Name	# of Service Request Interactions
Missed Service, Garbage	1,144
Illegal Dumping, Illegal Dumping	705
Missed Service, Organics	527
Missed Service, Recycling	442
Pavement/Pothole, Pothole/Chuckhole Repair	271
Private Property Complaint, Junk/Rubbish	186
Private Property Vehicle, Parked on Lawn	145
Dead Animal, Roadside	136
Stray, Roam	122
Shopping Cart by Vendor, Shopping Cart by Vendor	115
Notify Supervisor, Garbage	103
Investigation, Barking (Dogs Only)	99
Stray, Injured	98
Private Property Vehicle, Non-Operable (Commercial Included)	70
Investigation, Negligence	69
Graffiti, Public Right-of-Way	68
Sidewalk, Tree Trimming Needed	67
Environmental Health (All Jurisidictions), Food Facility Complaint	62
Owned, Aggressive	60
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	55
Missed Service, Bulky Waste Pickup	55
Owned, Nuisance (No Cats)	55
Stray, Sick	55
Illegal Camp, Occupied	52
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	52
Dead Animal, Domestic	51
Street Lights, Light Out	51
Encroachment Violation, Basketball Hoop/Garbage Cans	49
Graffiti, Private Property	48
Wild, Injured	46
Dead Animal, Wild	45
Stray, Aggressive	42
Traffic Sign, Non-Emergency	41
Zoning, Other	40
Maintenance Request, Maintenance Request	38
Pavement/Pothole, Paving Needs on Street	37
Sidewalk, Curb, Gutter, and Sidewalk Repair	36
Stray, Confined	36
Landscape/Vegetation, Request	35
Notify Supervisor, Organics	34
Stray, Traffic	34
Environmental Health (All Jurisidictions), Commercial Noise Complaint	32
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	31
Sweeper Request, Sweeper	30
Notify Supervisor, Recycling	29
Abandoned Vehicles, Inoperable	28
Investigation, Cruelty	28
Trash and Debris, Trash and Debris	27
Wild, Sick	26
Private Property Complaint, Unmaintained Property (Landscaping)	25
Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	23
Traffic Signal, Light Out	23
Traffic Investigations, Request	22
Traffic Signal, Cycling/Detection Problem	22
Dead Animal, In Traffic	21
Abandoned Vehicles, Dismantled	20
Investigation, Bite - NOT Happening NOW	20
Traffic Signal, Flashing Red	20
Tree Complaint, Broken/Hanging Tree Limb	20
Owned, Animal Feces Complaint	19
Traffic Signal, All Signals Dark	19
Stray, Tied	18
Ditches/Culverts, Ditch Cleaning	17
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	17
Assist (On-Scene Only), Police/Sheriff	16
Business Licenses, Operating without License	16
Investigation, Abandoned Animal	16
Encroachment Violation, Other Encroachment Types	15
Traffic Signal, Pedestrian Signal Inoperative	15
Tree Complaint, Tree Obstructing	15
Calendar Request, Calendar Request	14
Rescue, Vehicle	14
Sub-Standard Housing, Other	14
Tree Complaint, Request	14
Sub-Standard Housing, HVAC Issues (must be part of a heating and cooling unit)	13
Traffic Sign, New Sign Request	13
Tree Complaint, Tree Down	13
Graffiti, Sign	12
Investigation, Tethered	12
Pavement/Pothole, Pavement-Other Unknown Maintenance Needs	12
Private Property Vehicle, Commercial Vehicle on Property	12
Traffic Signal, Long Red/Short Green	12
Private Property Complaint, Rooster (in Residential Zone)	11
Street Lights, Cycling On and Off	11

Category Group: ■ Business Licensing ■ 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

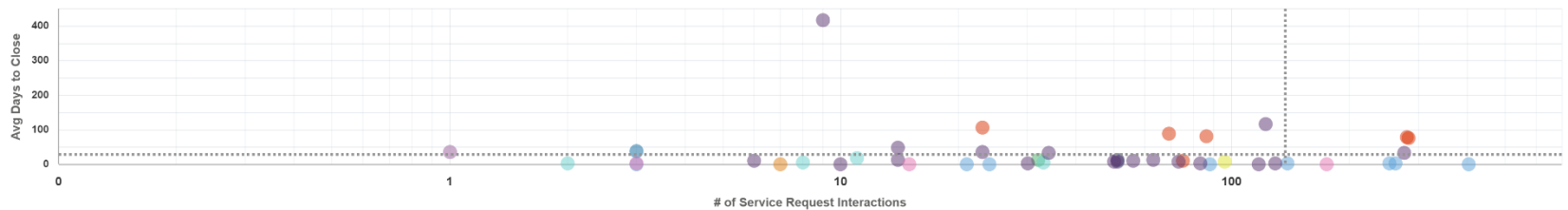| Category Name	Avg Days to Close
Bridge Complaints	417
Sidewalk	117
Priority Housing	108
Zoning	91
Sub-Standard Housing	82
Private Property Complaint	80
Private Property Vehicle	76
Traffic Investigations	49
Business Licenses	40
Ditches/Culverts	37
Report Scavenging	37
Other	36
Encroachment Violation	34
Pavement/Pothole	34
Maintenance Request	19
Building Permits & Inspections (BPI)	15
Barricades	14
Roadway Hazard (Potential for Injury or Damage to Vehicles)	14
Tree Complaint	13
Illegal Camp	12
Road Markings	12
Landscape/Vegetation	10
Abandoned Vehicles	10
Aggregate Dumping/Trash Pick Up	10
Traffic Sign	9
Street Lights	8
Environmental Health (All Jurisidictions)	8
Trash and Debris	7
Illegal Activity	6
Graffiti	9
Missed Sweeper Request	5
Dead Animal	5
Owned	4
Sweeper Request	4
Traffic Signal	4
Investigation	3
Illegal Dumping	3
Missed Service	3
Notify Supervisor	2
Stray	1

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

Avg Days to Close

16.25

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

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	15	0.00
Animal Care	Rescue	24	0.07
Transportation	Shopping Cart by Vendor	117	0.10
Animal Care	Assist (On-Scene Only)	21	0.13
Animal Care	Wild	88	0.17
Animal Care	License/ Specimen Pick Up	3	0.42
Environmental Compliance	Environmental Compliance	7	0.77
Transportation	Hazmat	10	0.98
Animal Care	Stray	403	1.35
Waste Management	Notify Supervisor	175	2.13
Waste Management	Missed Service	2,179	2.52
Waste Management	Illegal Dumping	899	2.57
Animal Care	Investigation	262	2.80
Transportation	Traffic Signal	129	3.76
Transportation	Sweeper Request	30	3.97
Animal Care	Owned	139	4.28
Regional Parks	Graffiti	2	4.42
Animal Care	Dead Animal	253	4.56
Waste Management	Missed Sweeper Request	3	4.70
Transportation	Graffiti	83	4.84
Regional Parks	Illegal Activity	8	6.14
Regional Parks	Trash and Debris	33	6.76
Environmental Health	Environmental Health (All Jurisidictions)	96	7.62
Transportation	Street Lights	50	8.41
Transportation	Traffic Sign	73	8.83

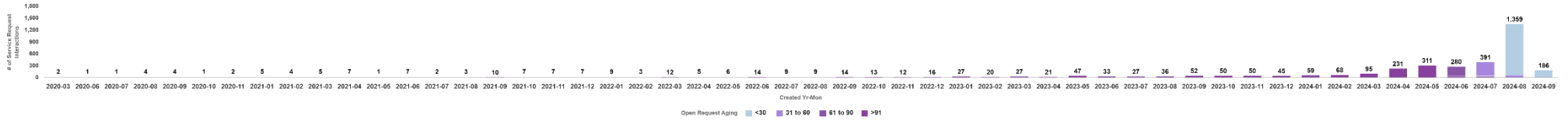| Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Transportation	Aggregate Dumping/Trash Pick Up	51	9.83
Code Enforcement	Abandoned Vehicles	75	10.32
Transportation	Landscape/Vegetation	56	10.38
Transportation	Road Markings	6	12.12
Regional Parks	Illegal Camp	51	12.24
Transportation	Tree Complaint	63	12.83
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	51	13.56
Transportation	Barricades	14	13.63
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	32	14.91
Regional Parks	Maintenance Request	11	18.97
Transportation	Pavement/Pothole	276	33.59
Transportation	Encroachment Violation	34	34.14
Regional Parks	Other	1	35.80
Waste Management	Report Scavenging	1	36.72
Transportation	Ditches/Culverts	23	37.41
Business Licensing	Business Licenses	3	39.57
Transportation	Traffic Investigations	14	49.00
Code Enforcement	Private Property Vehicle	283	76.28
Code Enforcement	Private Property Complaint	281	80.46
Code Enforcement	Sub-Standard Housing	86	82.14
Code Enforcement	Zoning	69	90.64
Code Enforcement	Priority Housing	23	107.71
Transportation	Sidewalk	122	117.00
Transportation	Bridge Complaints	9	416.57

Aging of Open Requests

Select As Of Date

No Variables found in this project.

Aging Service Requests

Aging Service Requests
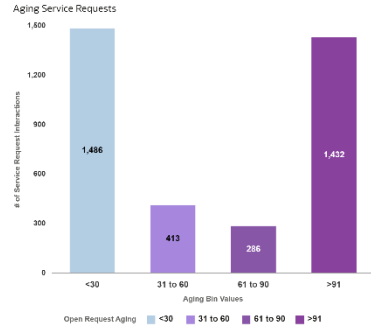
Open Request Aging	Customer Service Report Interactions
<30	1,486
31 to 60	413
61 to 90	286
>91	1,432

Open Request Aging ☐ <30 ☐ 31 to 60 ☐ 61 to 90 ☐ >91

Aging Service Requests by Created Year Month

Open Request Aging ☐ <30 ☐ 31 to 60 ☐ 61 to 90 ☐ >91

Aging of Open Requests

Department Aging Requests by Month Created Per District
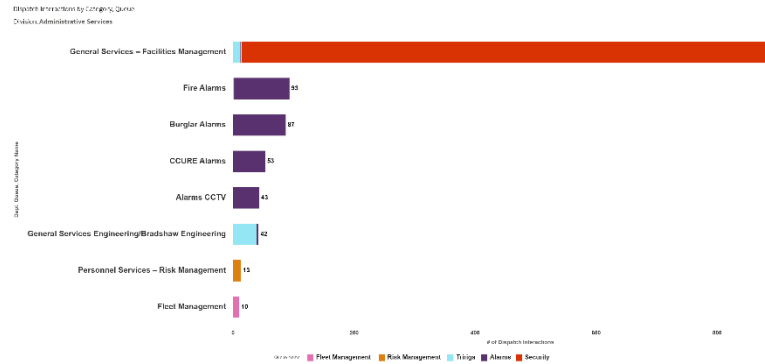
Dispatch Service Definition

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

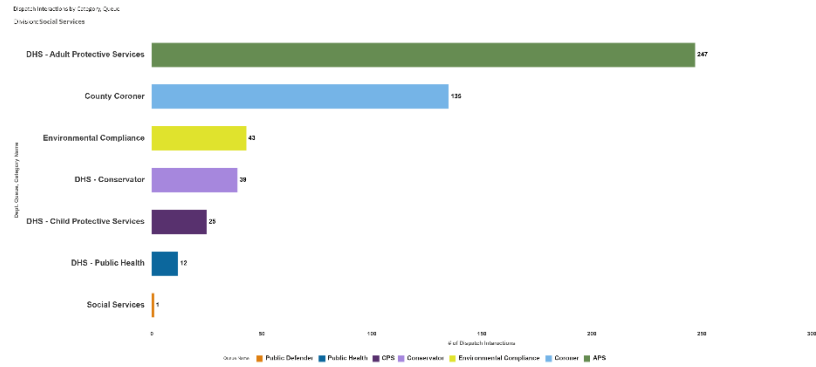| Service Definitions	
General Services Engineering/Bradshaw Engineering	Dispatch Services for Downtown and Bradshaw Facility Engineers to respond for fire/environmental alarms, generator testing, electrical, plumbing issues in county maintained buildings, etc.
General Services Facilities Management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

Dispatch Interactions by Category, Queue
Division: Public Works & Infrastructure
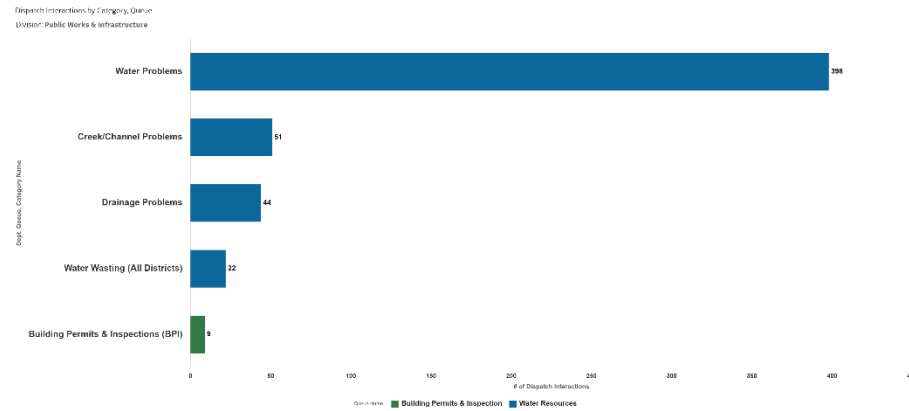
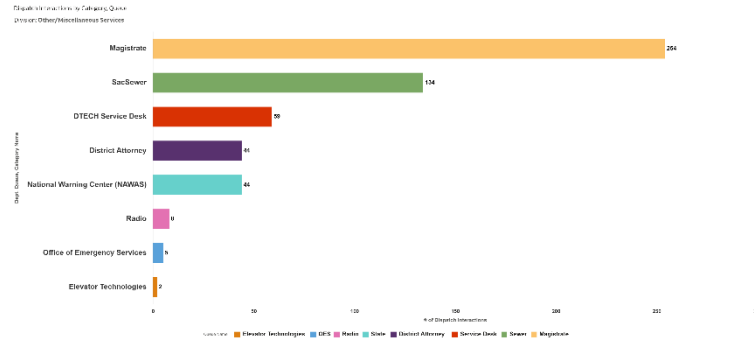| Service Definitions	
Building Permits and Inspections	On-Call Emergency Building Inspections for either Residential or Commercial properties in regard to Plumbing, Mechanical, Electrical, or Structural inspections
Water Resources Water Dispatch Form	Dispatch Services including fire hydrant, odor/taste/color, 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

	# of Dispatch Interactions
DHS - Adult Protective Services	247
County Coroner	135
Environmental Compliance	43
DHS - Conservator	39
DHS - Child Protective Services	25
DHS - Public Health	12
Social Services	1

Queue Name: Public Defender · Public Health · CPS · Conservator · Environmental Compliance · Coroner · APS

Service Definitions	
Department of Child, Family & Adult Services (DCFAS) Adult Protective Services	Dispatch Services for 24/7 social worker intake line for any adult protective services requests
Department of Child, Family & Adult Services (DCFAS) Conservator	Dispatch Services for conservator/conservatee request
Department of Child, Family & Adult Services (DCFAS) Child Protective Services	Dispatch Services for 24/7 social worker intake line for any child protective services request
Department of Health Services Public Defender	Dispatch Services for any reported public defender after-hours dispatch requests by law enforcement agencies
Department of Health Services Public Health	Dispatch Services for any reported public health issues to health doctor
County Coroner	Dispatch Services for coroner scene calls, public line questions/assistance, allied agency request for assistance (fire, sheriff/police, etc.)
Environmental Compliance	Dispatch Services for emergency hazardous spills, illegal discharge to storm drains assistance from Water Resources units, etc.

Dispatch Services Request

Other/Miscellaneous Services

Service Definitions	
Sacramento Area Sewer District	Dispatch Services for any SASD reported issues such as backup into structure, cleanout overflow, odor, slow drain, etc.
Magistrate	Dispatch Services for allied agencies requesting judge for emergency protective orders, search warrants, etc.
District Attorney	Dispatch Services for arrest warrants, homicides, officer-involved shootings, narcotics, etc.
DTECH Service Desk	Dispatch Services for all DTECH Service Desk support requests, incidents processed in JIRA, and any priority issues are transferred to the appropriate tech team
National Warning Center (NAWAS)	Dispatch Services for Hazardous Spill Reports, tsunami and earthquake warnings, mass service outages, etc.
Elevator	Dispatch Services for county-maintained elevators for emergency trapped, repair/maintenance services
Emergency Medical Services (MHOAC)	Dispatch Services for 24/7 on-Call Emergency Medical Duty Officer Notification in regards to Medical Facilities requesting assistance such as Hospitals, Mental Health/Skilled Nursing Facilities, Fire Departments, Various County Departments for in progress emergencies or emergency drills.
Office of Emergency Services	Dispatch Services for 24/7 on-call Emergency Alert Officer Notification in regards to extreme weather, mass casualty incident, levee break/creek/water levels, terrorism, media, fire, evacuations, emergency drills, mutual aid, and more
Radio Site, Tac Channel, Reservation Visitation	Dispatch Services Log of any authorized allied agency personnel reserving radio mutual aid channels for coordinated events or training and personnel entering county radio site locations for scheduled maintenance work.