

Monthly 311 Communications/Dispatch Center

SERVICE REQUEST & STATISTICS REPORT

December 2024



SAC COUNTY
311
CONNECT

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

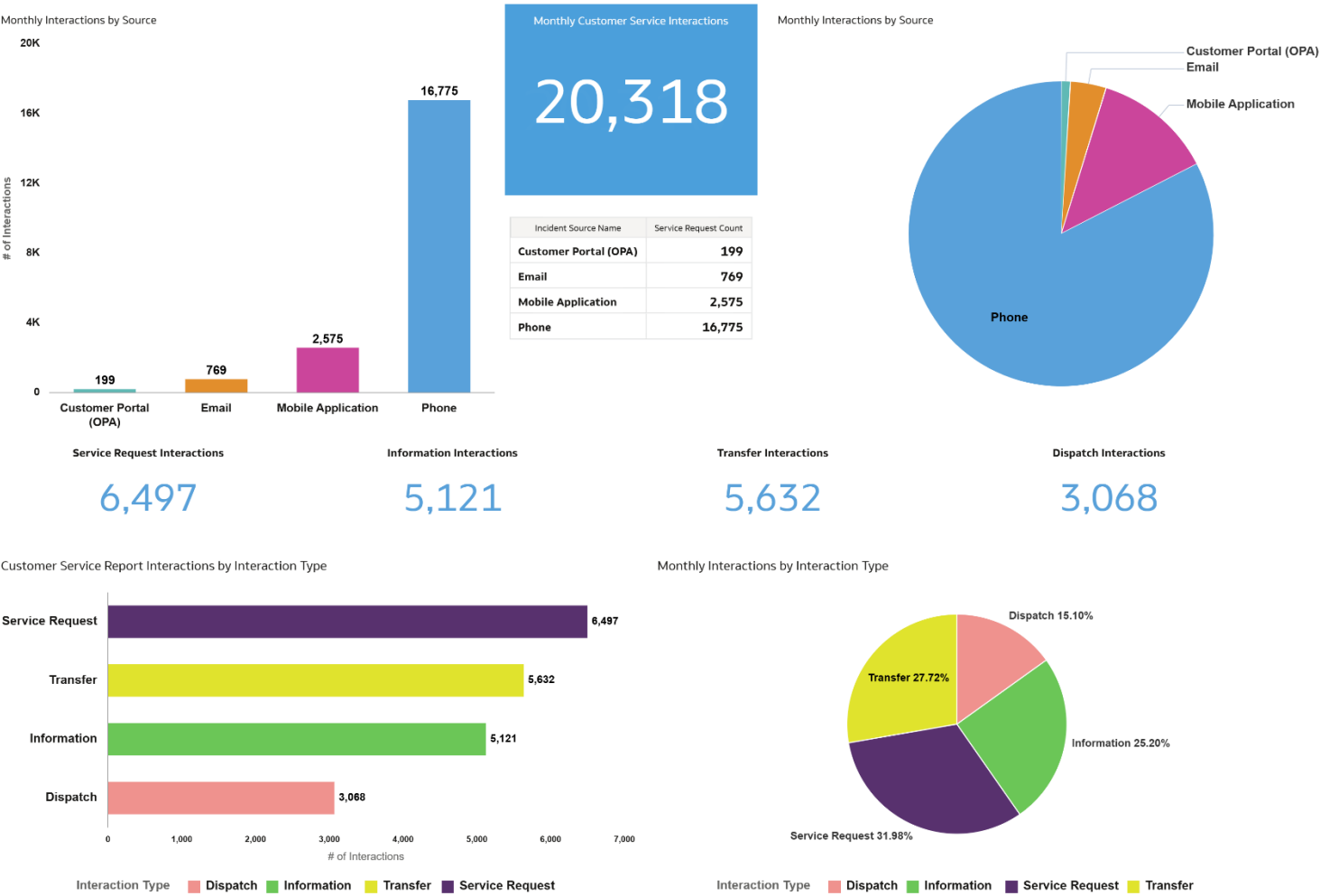
SACRAMENTO
COUNTY

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Monthly Statistics



Service Request Interaction Totals (>10 Requests) by Category

Service Request Interaction Totals

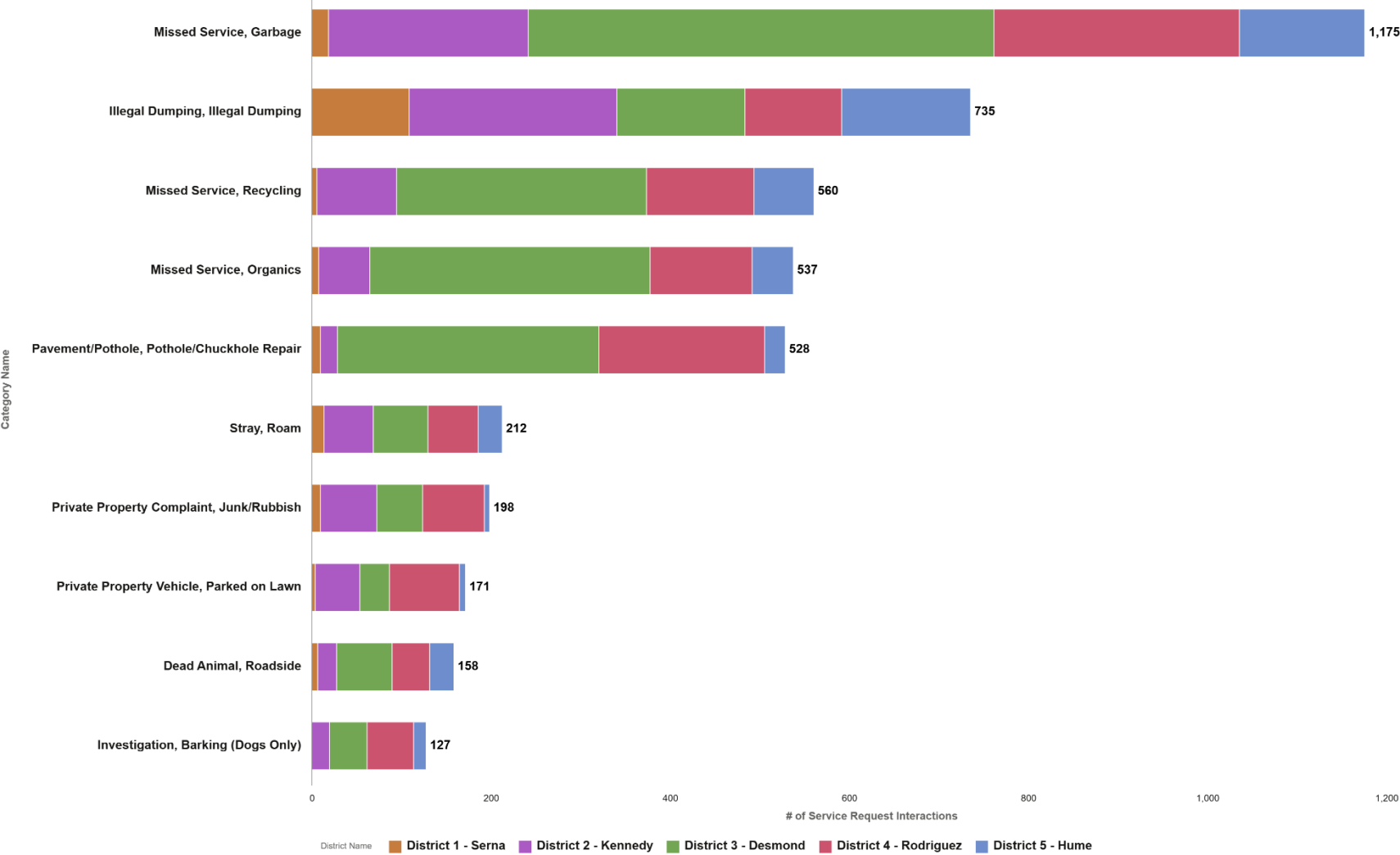
Service Request Interaction Totals (>10 requests) by Category

Cat2, Cat3	Customer Service Report Interactions	Cat2, Cat3	Customer Service Report Interactions	Cat2, Cat3	Customer Service Report Interactions	Cat2, Cat3	Customer Service Report Interactions
Missed Service, Garbage	1,135	Traffic Sign, Non-Emergency	59	Graffiti, Public Right-of-Way	33	Graffiti, Private Property	20
Illegal Dumping, Illegal Dumping	697	Stray, Aggressive	59	Encroachment Violation, Basketball Hoop/Garbage Cans	31	Environmental Health (All Jurisidictions), Commercial Noise Complaint	20
Missed Service, Organics	582	Owned, Nuisance (No Cats)	54	Stray, Sick	31	Stray, Vet/Business Confined	19
Pavement/Pothole, Pothole/Chuckhole Repair	518	Wild, Injured	53	Investigation, Cruelty	30	Traffic Sign, New Sign Request	18
Missed Service, Recycling	401	Dead Animal, In Traffic	50	Notify Supervisor, Recycling	30	Traffic Investigations, Request	18
Stray, Roam	213	Notify Supervisor, Garbage	48	Traffic Signal, Flashing Red	29	Maintenance Request, Maintenance Request	18
Investigation, Barking (Dogs Only)	131	Stray, Confined	45	Investigation, Bite - NOT Happening NOW	28	Barricades, Road Flooding/Barricades	18
Dead Animal, Roadside	123	Dead Animal, Domestic	45	Ditches/Culverts, Culvert/Pipe Repair or Cleaning	25	Abandoned Vehicles, Inoperable	18
Private Property Vehicle, Parked on Lawn	111	Pavement/Pothole, Paving Needs on Street	39	Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	25	Stray, Tied	17
Investigation, Negligence	105	Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	39	Trash and Debris, Trash and Debris	25	Missed Service, Non-Regular Service	17
Private Property Complaint, Junk/Rubbish	96	Notify Supervisor, Organics	38	Tree Complaint, Tree Down	25	Traffic Signal, Long Red/Short Green	14
Owned, Aggressive	91	Traffic Signal, Cycling/Detection Problem	37	Illegal Camp, Occupied	24	Landscape/Vegetation, Request	14
Stray, Injured	91	Street Lights, Light Out	37	Assist (On-Scene Only), Police/Sheriff	23	Abandoned Vehicles, Wrecked	13
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	89	Environmental Health (All Jurisidictions), Food Facility Complaint	37	Sweeper Request, Sweeper	23	Tree Complaint, Tree Limb Broken and Hanging Over	12
Missed Service, Bulky Waste Pickup	69	Dead Animal, Wild	37	Zoning, Other	23	Missed Sweeper Request, Missed Sweeper Request	12
Stray, Traffic	62	Private Property Vehicle, Non-Operable (Commercial Included)	35	Investigation, Abandoned Animal	21	Investigation, Tethered	12
Shopping Cart by Vendor, Shopping Cart by Vendor	61	Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	35	Sidewalk, Curb, Gutter, and Sidewalk Repair	21	Wild, Sick	11
				Traffic Signal, All Signals Dark	21	Traffic Signal, Light Out	11

Total Service Requests Opened

Top 10 Service Requests Categories Opened | With Districts

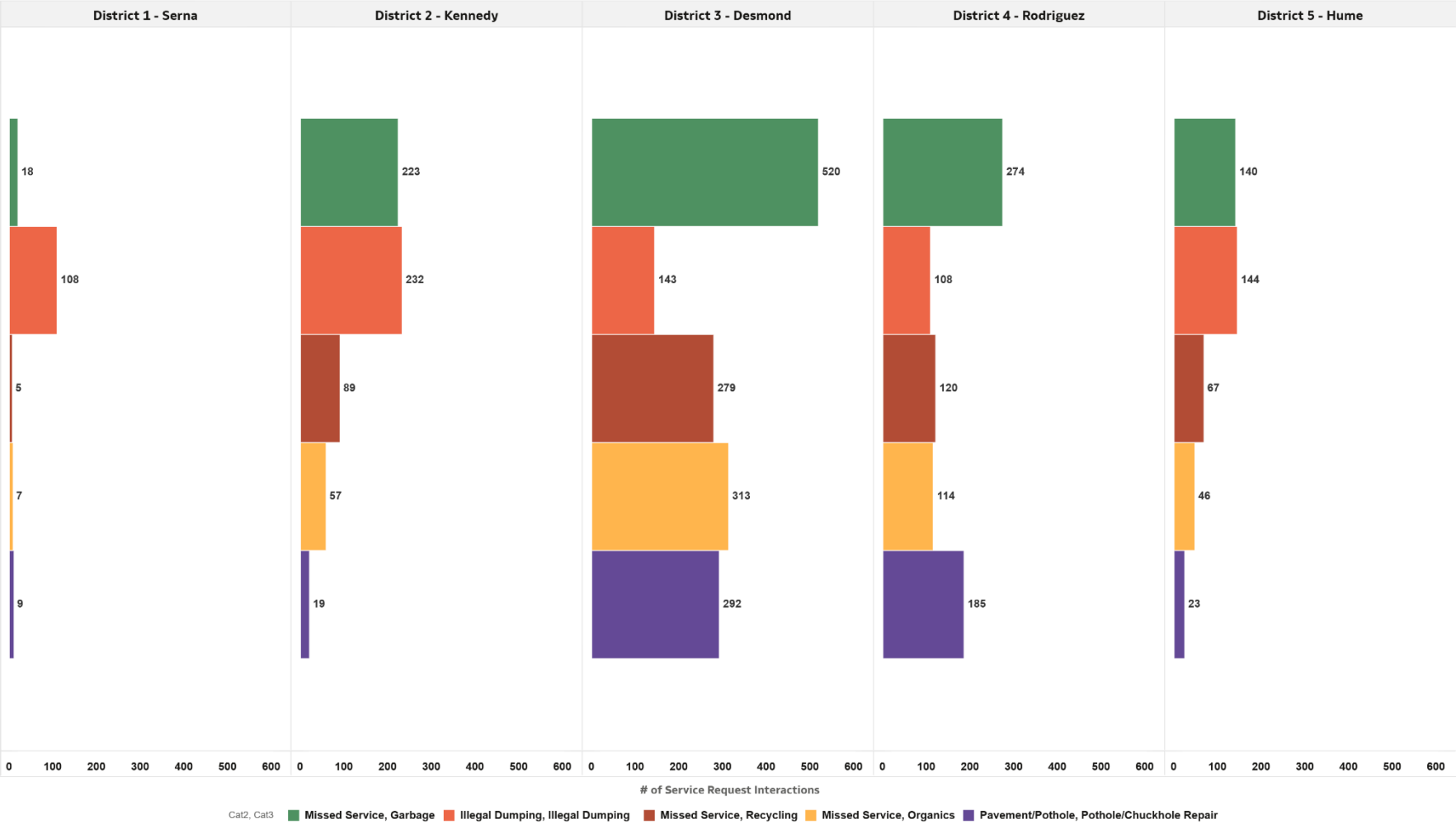
Top 10 Service Request Categories Closed with Districts



Top Service Requests Opened

Top 5 Service Requests Opened | by Districts

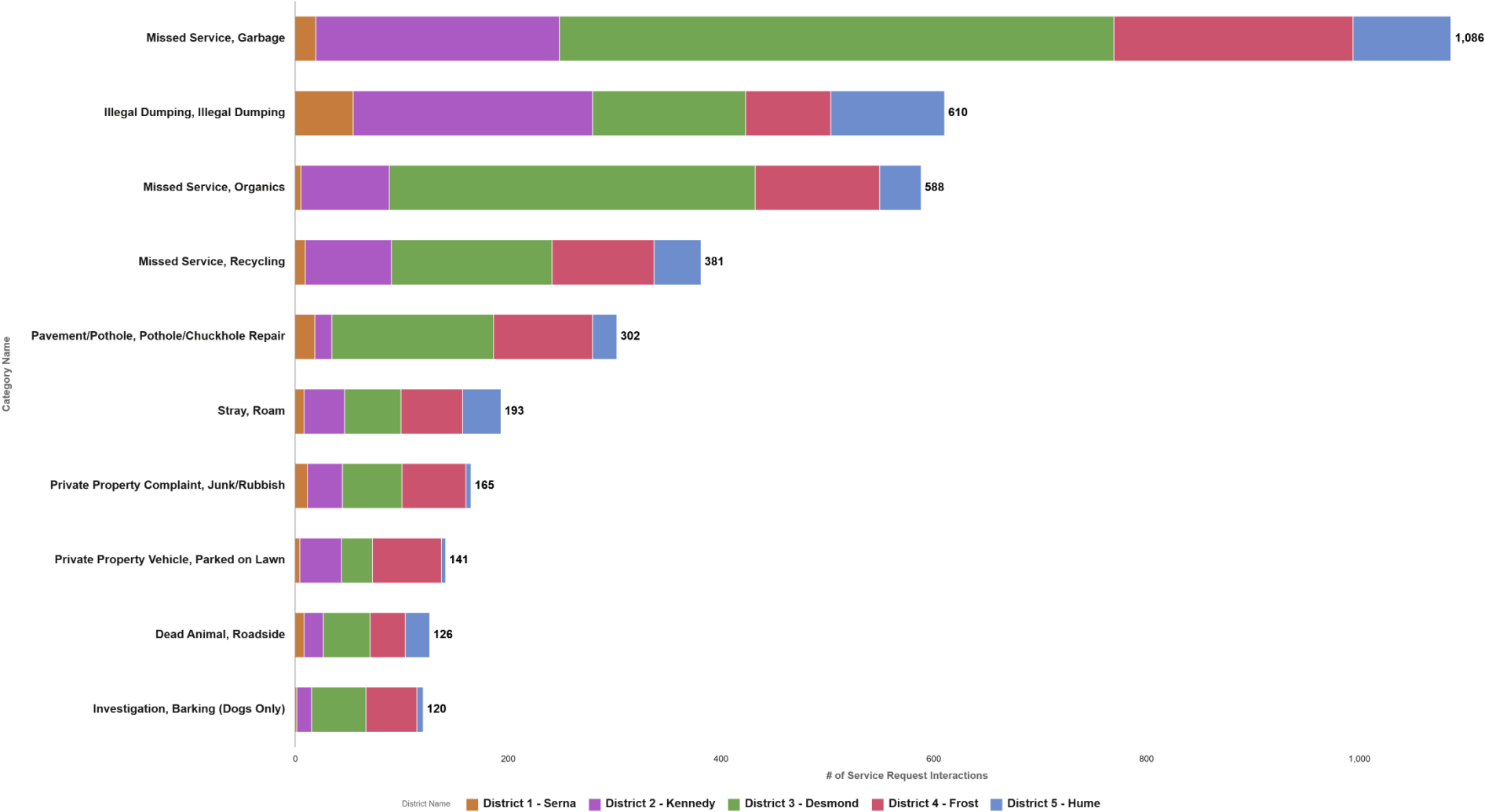
Top 5 Service Request Categories Closed by District



Top Service Requests Closed

Top 10 Service Requests Categories Closed | With Districts

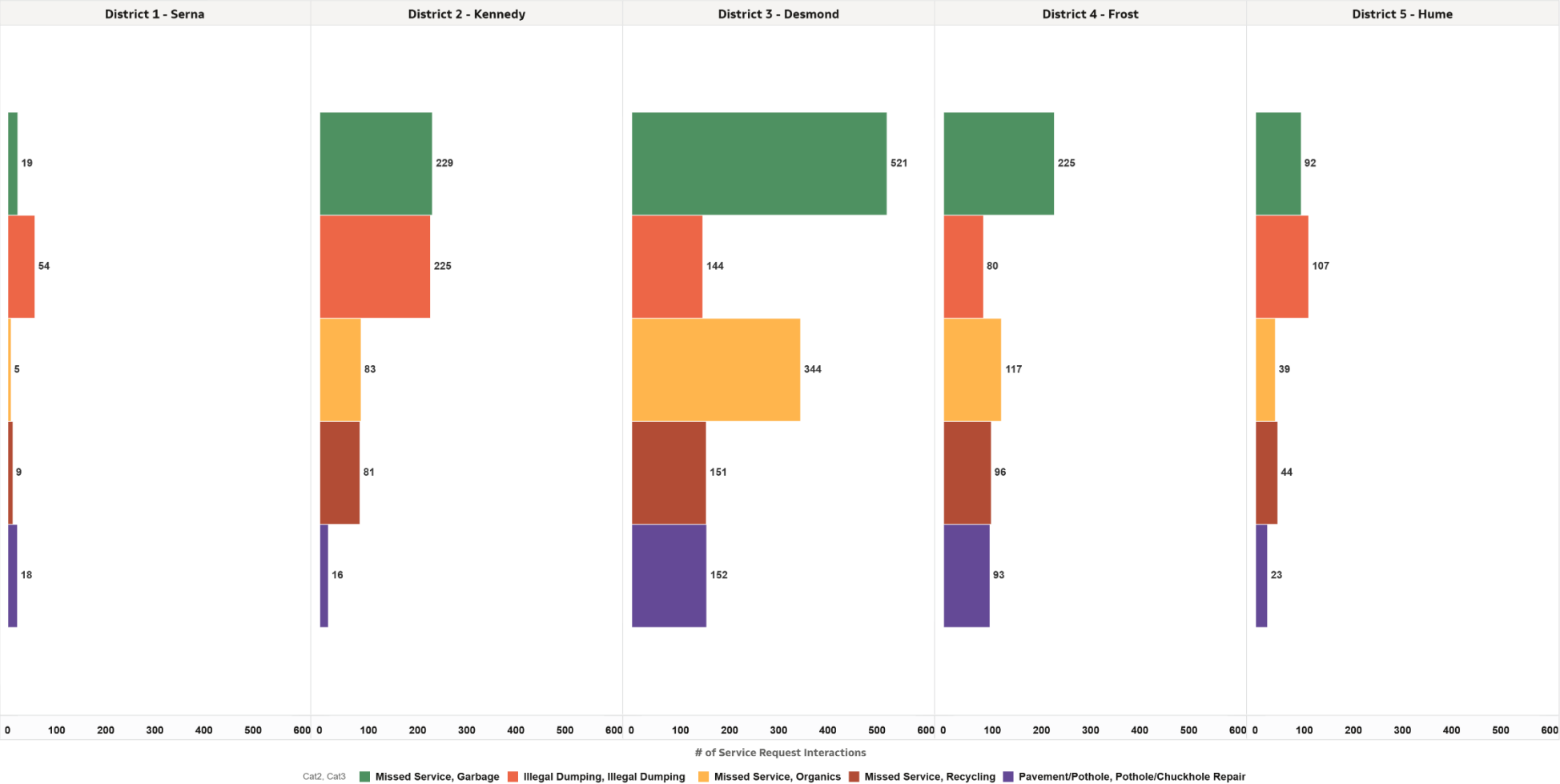
Top 10 Service Request Categories Closed with Districts



Top Service Requests Closed

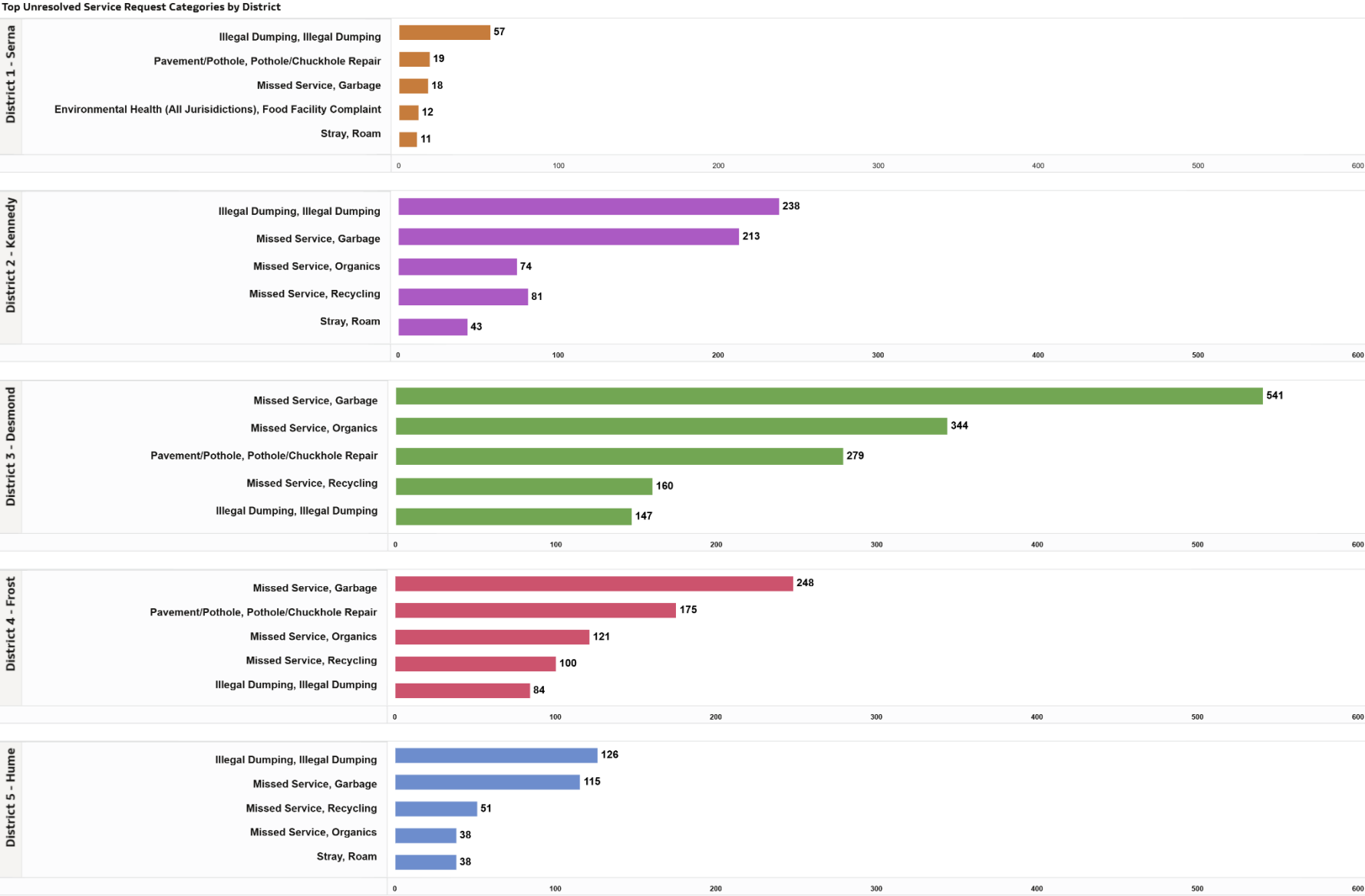
Top 5 Service Requests Categories Closed | by Districts

Top 5 Service Request Categories Closed by District



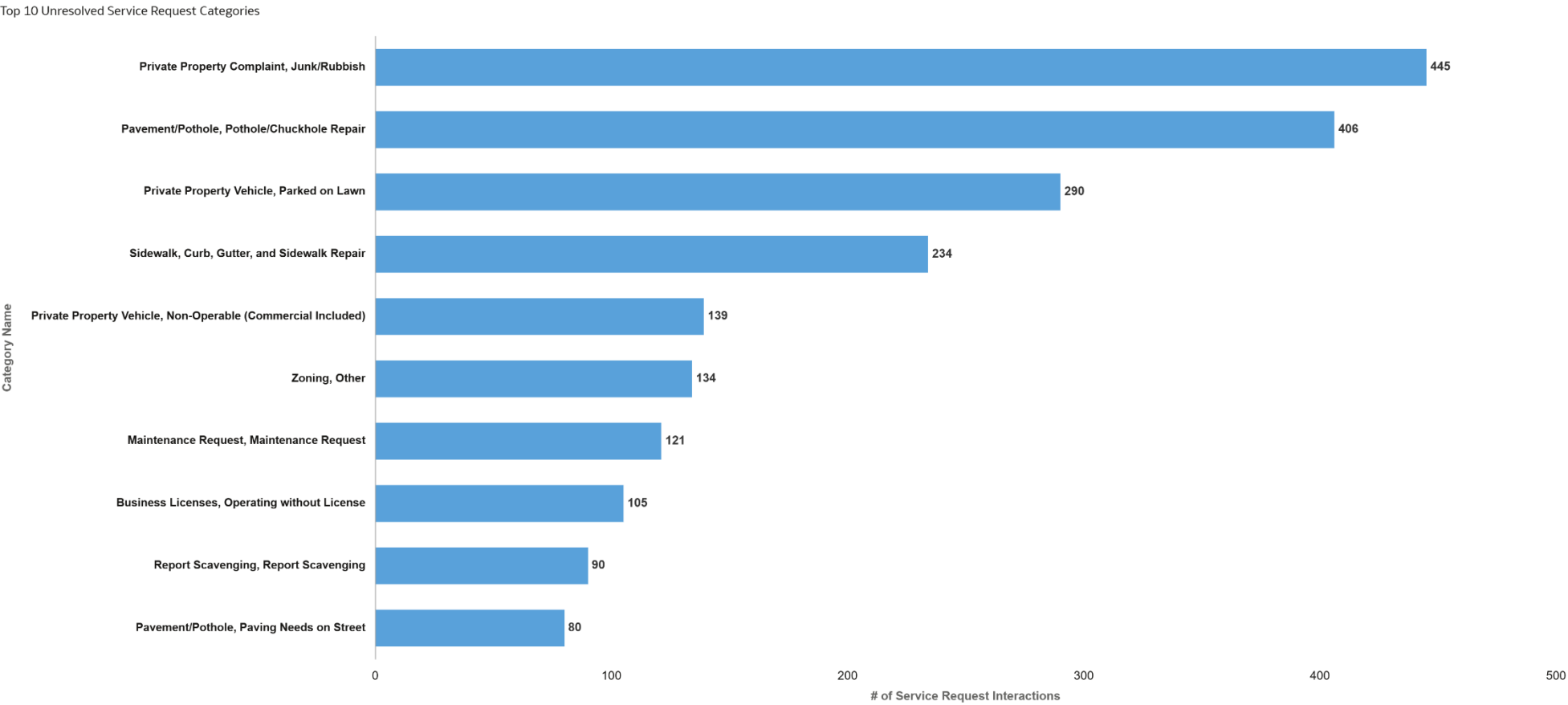
Top Unresolved Service Request

Top Unresolved Service Request Categories | by Districts



Top Unresolved Service Request

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through December 31st

3,425

Interactions Closed this Month

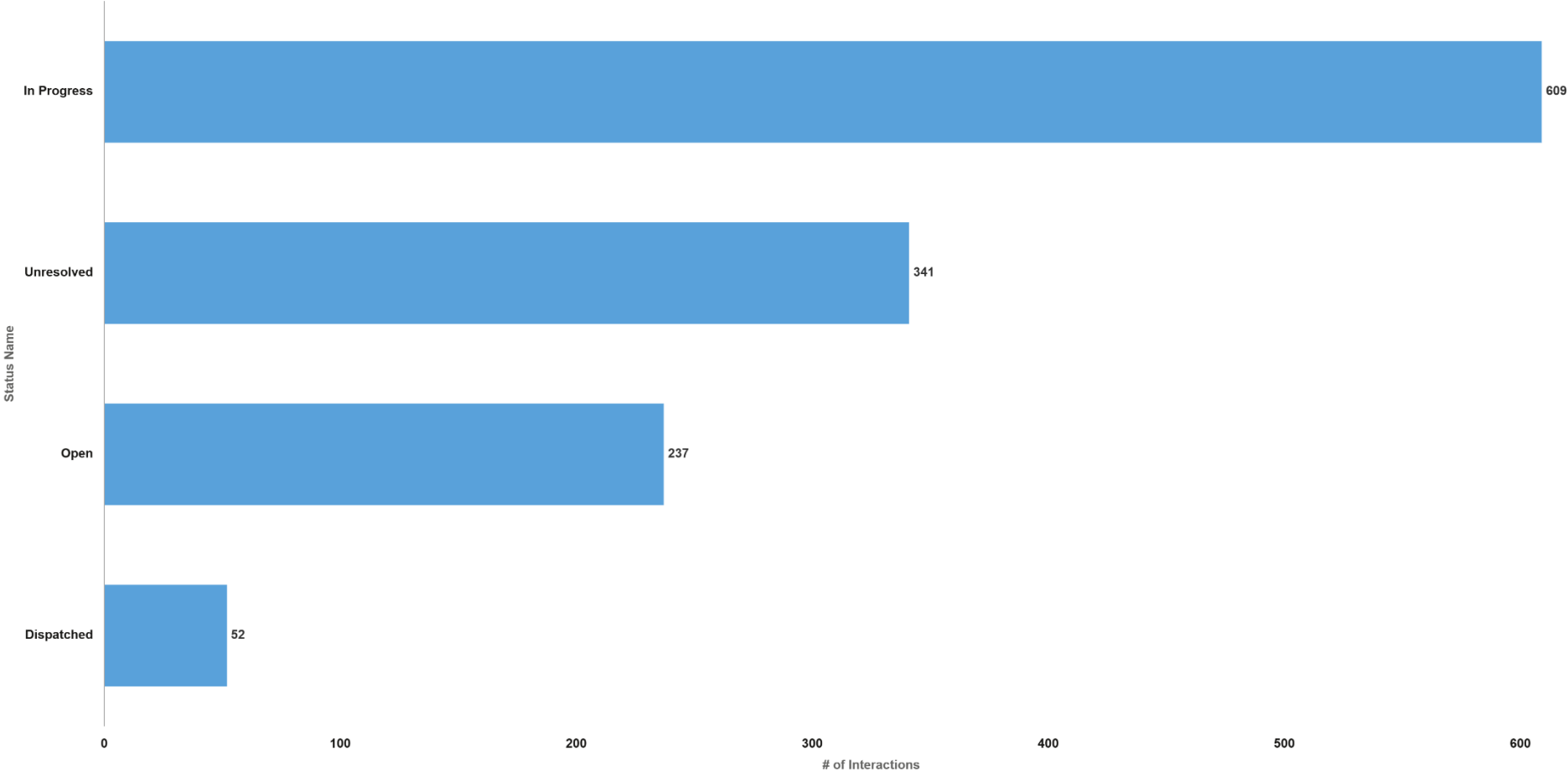
20,159

Monthly Interactions Not Closed

1,239

Monthly Interactions Not Closed by Status

Monthly Interactions Not Closed by Status



Board of Supervisor District Information

Service Requests Opened by District

December 2024

Monthly Service Request Interactions Opened

6,445

District 1 Serna

254

Service Request Interactions

District 2 Kennedy

1,132

Service Request Interactions

District 3 Desmond

2,626

Service Request Interactions

District 4 Frost

1,601

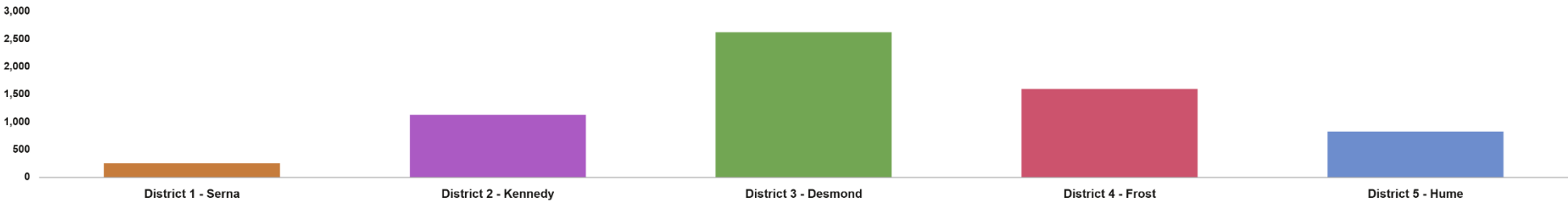
Service Request Interactions

District 5 Hume

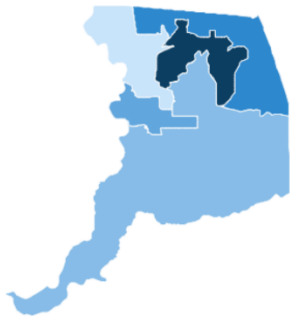
832

Service Request Interactions

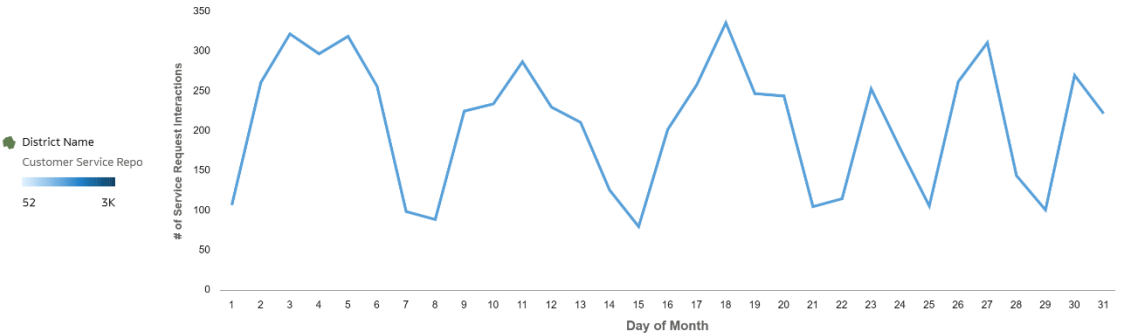
Service Request Interactions by District



Service Request Interactions by District Map



Service Request Interactions Created by Day of Month



Board of Supervisor District Information

Service Requests Closed by District

December 2024

Monthly Service Request Interactions Closed

6,266

District 1 Serna

6,316

Service Request Interactions

District 2 Kennedy

6,316

Service Request Interactions

District 3 Desmond

2,530

Service Request Interactions

District 4 Frost

1,504

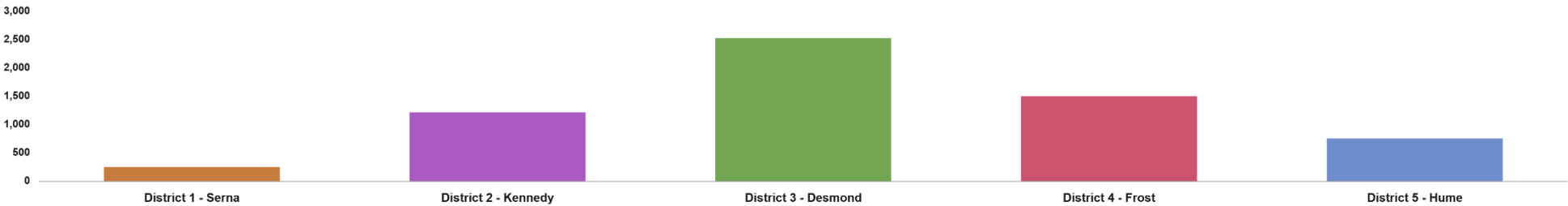
Service Request Interactions

District 5 Hume

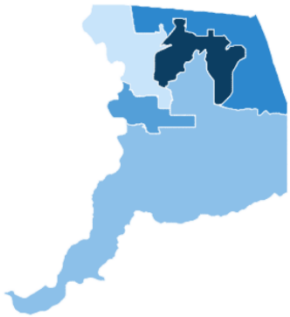
757

Service Request Interactions

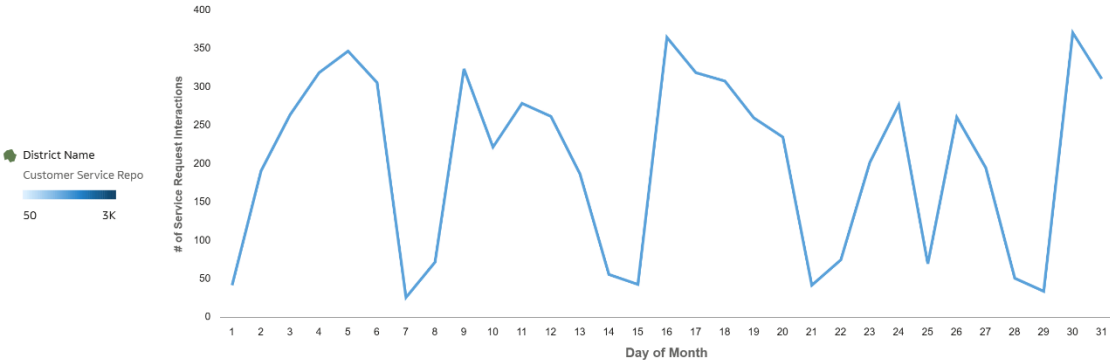
Service Request Interactions by District



Service Request Interactions by District Map



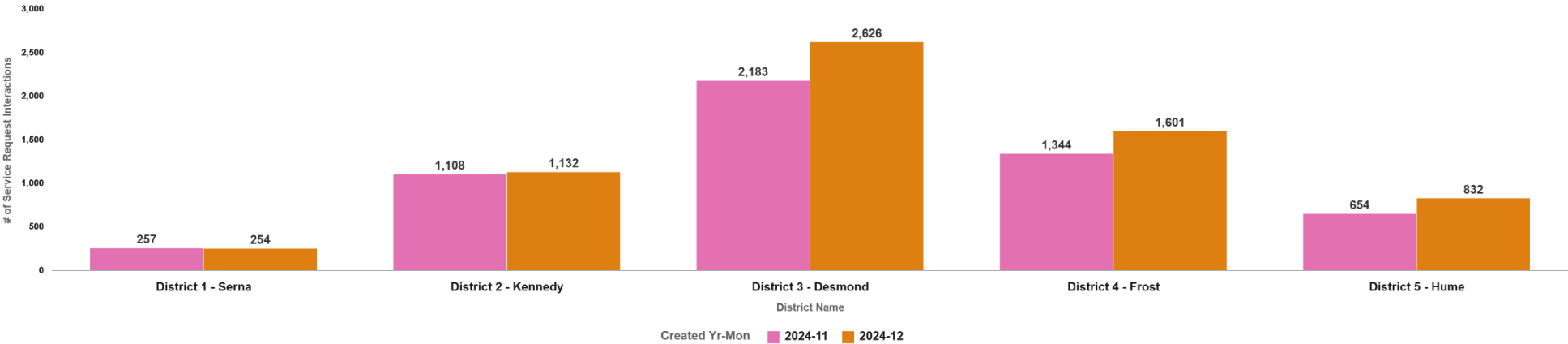
Service Request Interactions Closed by Day of Month



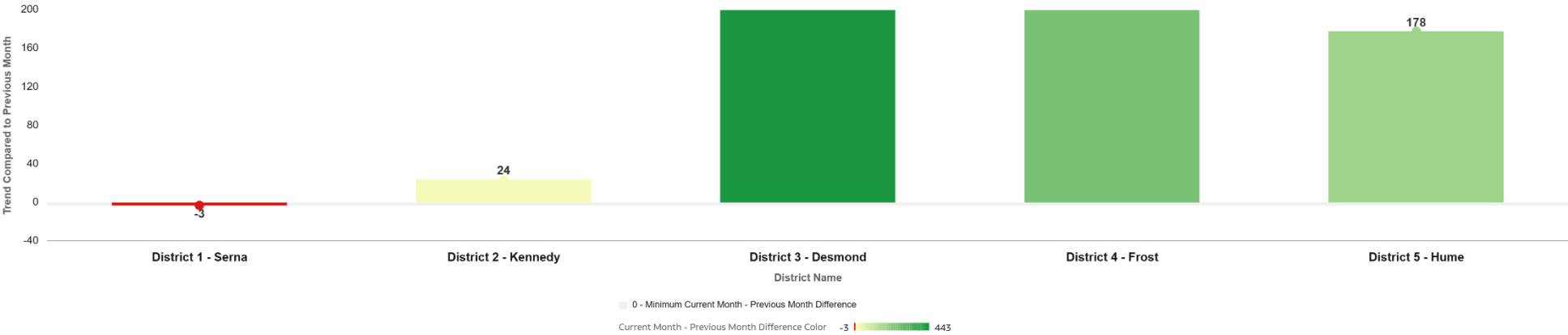
Board of Supervisors District Information

Previous Month Comparison of Service Request

Previous Month Comparison of Service Request Interactions



Previous Month Trend of Service Request Interactions Per District



Previous Month Comparison (continued)

Monthly Comparison: Service Requests by District

District Name	2024-11	2024-12
	Service Request Map Count	Service Request Map Count
District 1 - Serna	257	254
District 2 - Kennedy	1,108	1,132
District 3 - Desmond	2,183	2,626
District 4 - Frost	1,344	1,601
District 5 - Hume	654	832

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



Previous Month Comparison (continued)

Difference in Interaction Totals From Previous Month by District for Top 10 Categories
Top 10 Customer Service Report Interactions by Category Level 2 Name,

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	
Missed Service, Garbage	5	37	182	32	48	304
Missed Service, Organics	2	10	147	32	10	201
Pavement/Pothole, Pothole/Chuckhole Repair	10	-5	124	66	1	196
Illegal Dumping, Illegal Dumping	6	75	1	17	17	116
Missed Service, Recycling	3	11	10	32	20	76
Stray, Roam	5	1	9	25	13	53
Investigation, Barking (Dogs Only)	-2	-3	12	15	5	27
Dead Animal, Roadside	-2	4	-5	7	-9	-5
Private Property Vehicle, Parked on Lawn	2	-61	5	7	4	-43
Private Property Complaint, Junk/Rubbish	-8	-51	-6	-11	5	-71
Grand Total	21	18	479	222	114	854

Board of Supervisor District Analysis

District 1

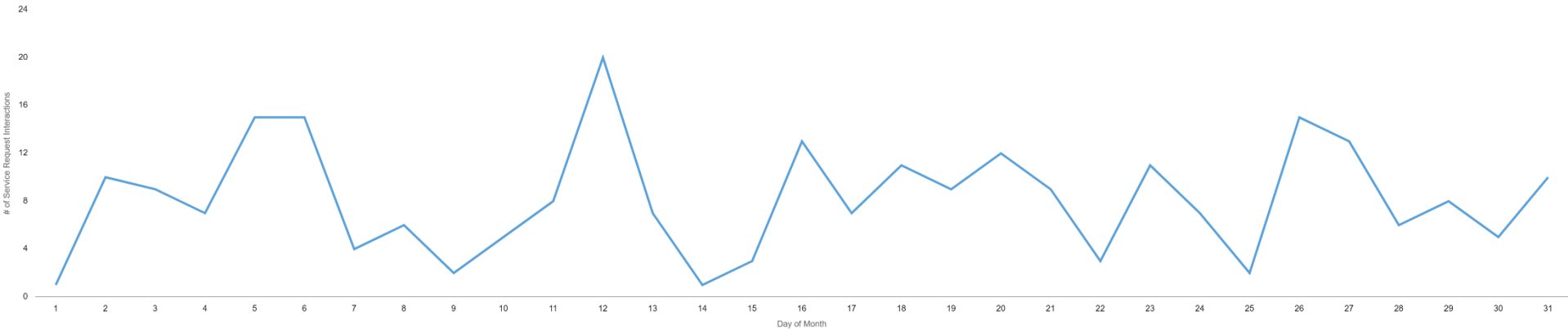
Service Requests Created

254

Service Requests Closed

196

Service Request Interactions Created by Day of Month



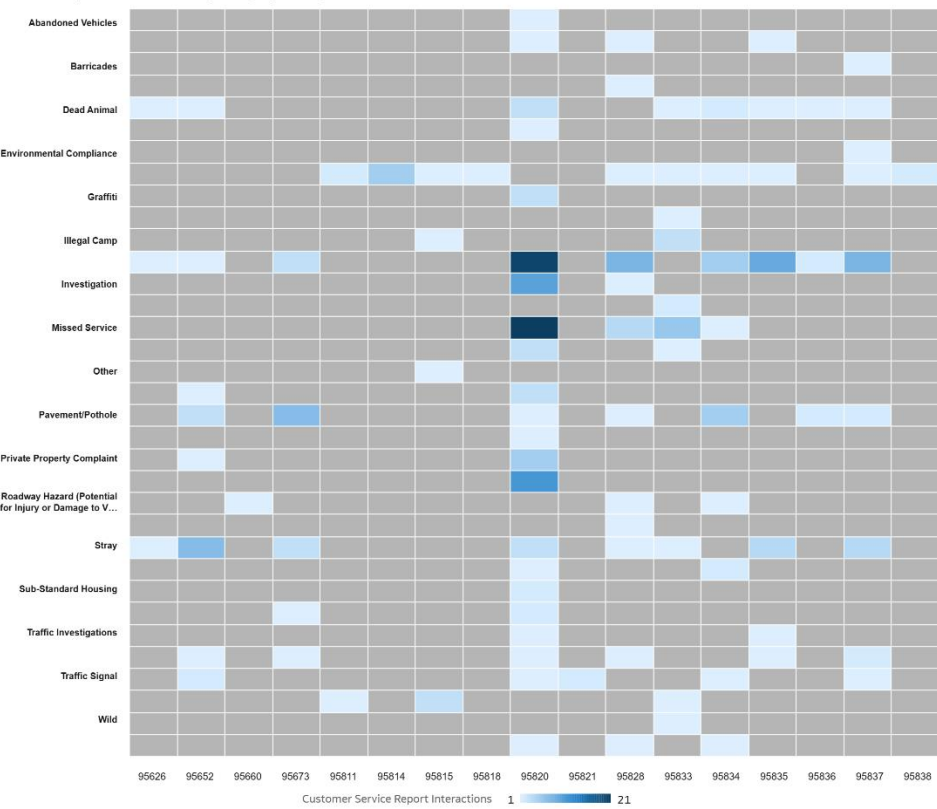
District Name, Customer Service Report Interactions



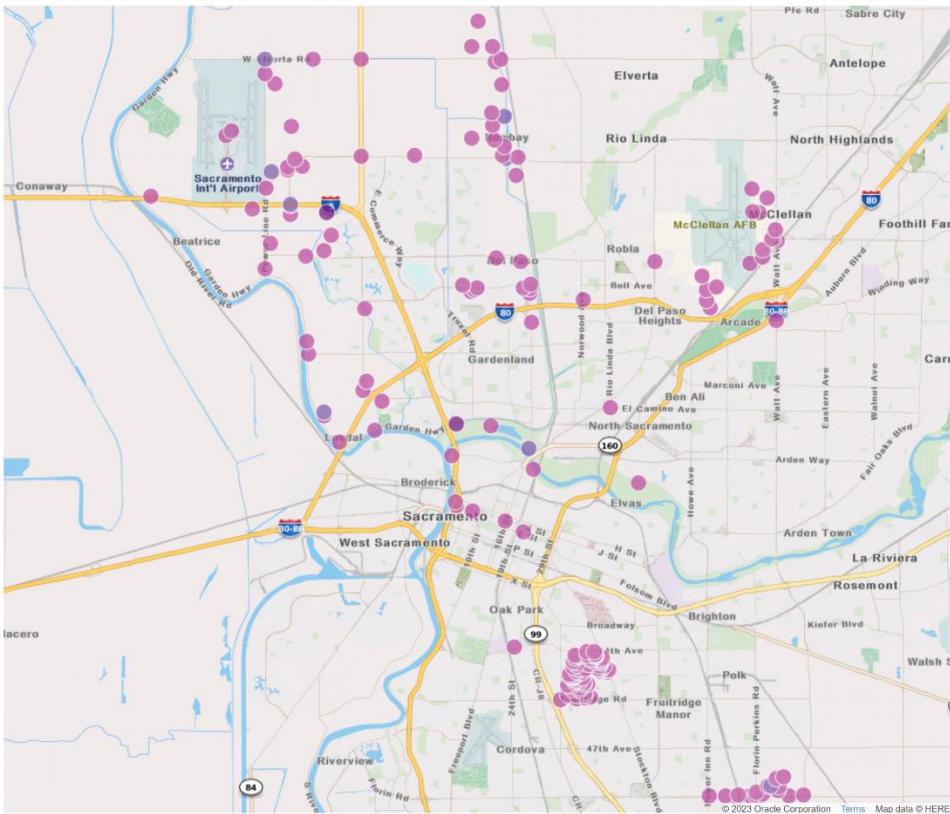
Board of Supervisor District Analysis

District 1 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



Board of Supervisor District Analysis

District 2

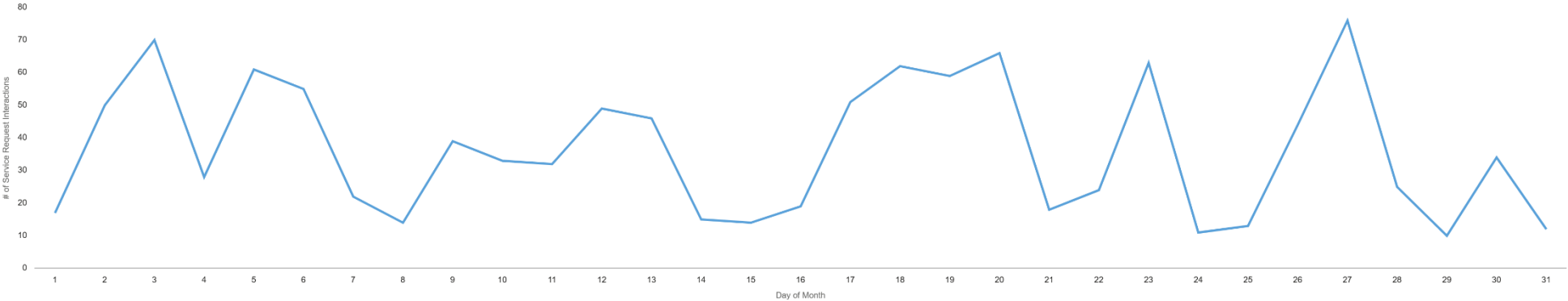
Service Requests Created

1,132

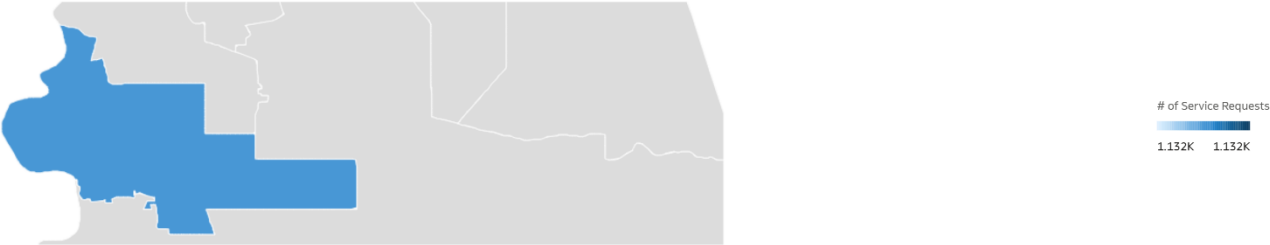
Service Requests Closed

986

Service Request Interactions Created by Day of Month



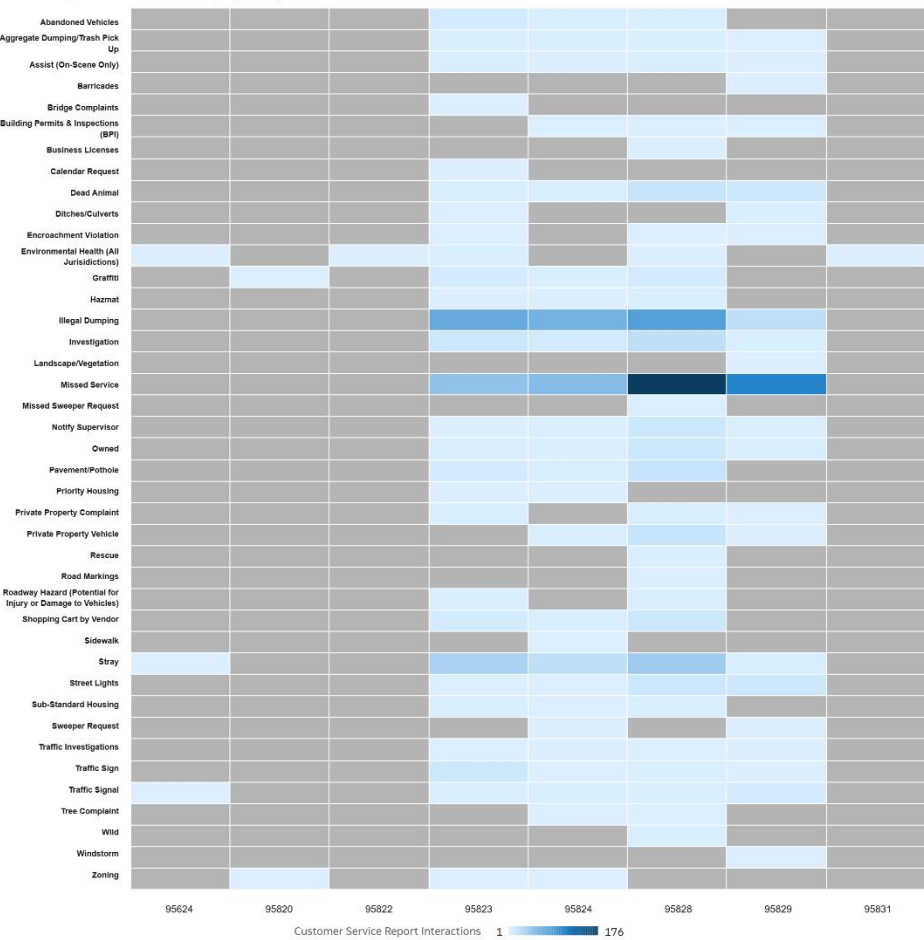
District Name, Customer Service Report Interactions



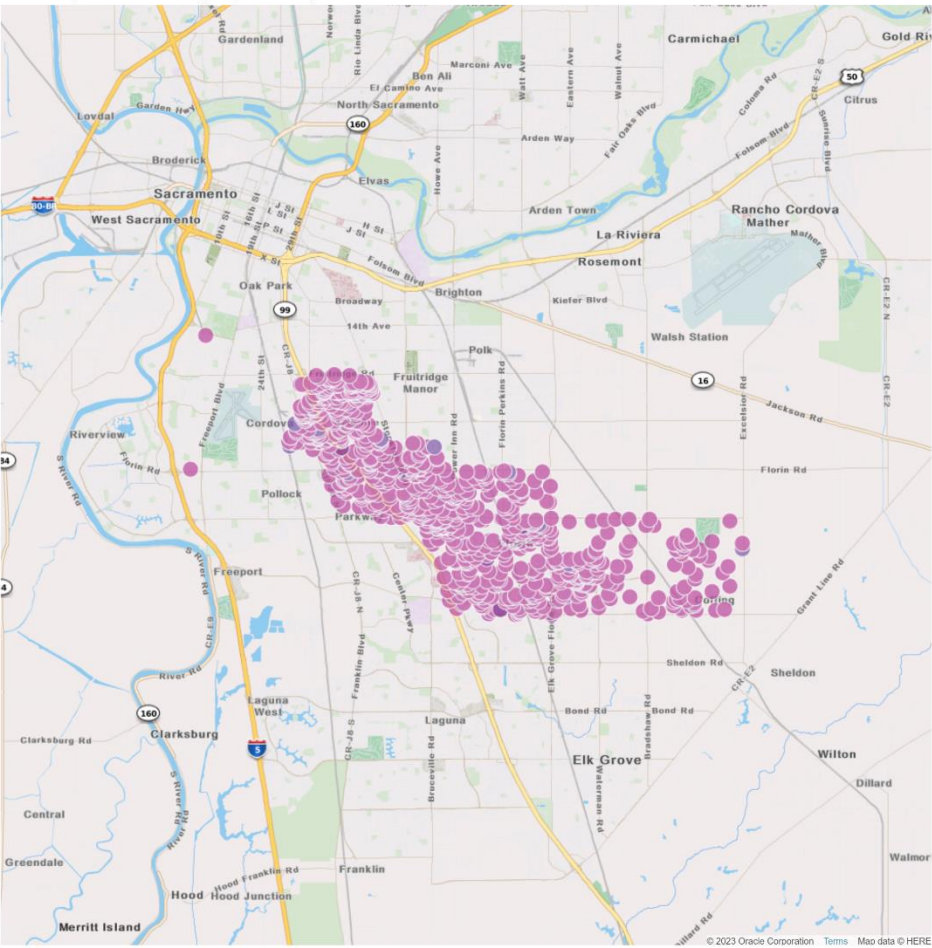
Board of Supervisor District Analysis

District 2 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



Board of Supervisor District Analysis

District 3

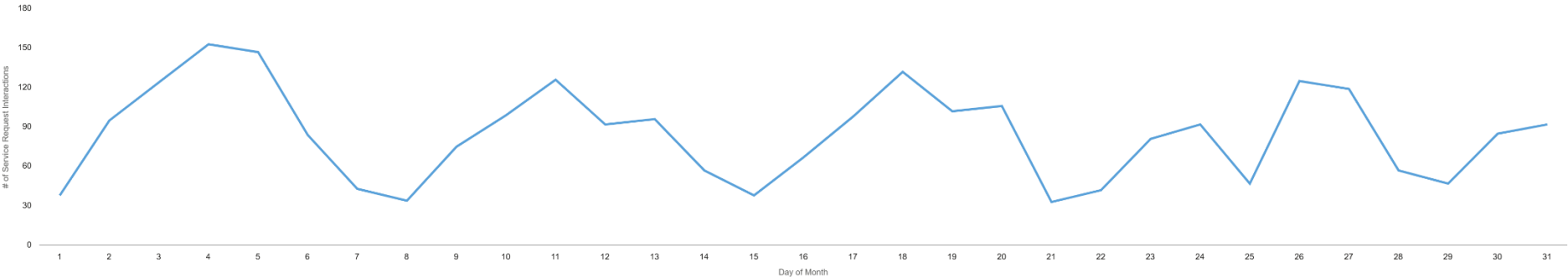
Service Requests Created

2,626

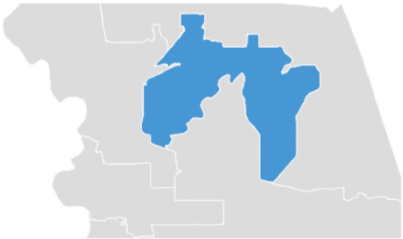
Service Requests Closed

2,081

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions



of Service Requests
2.626K 2.626K

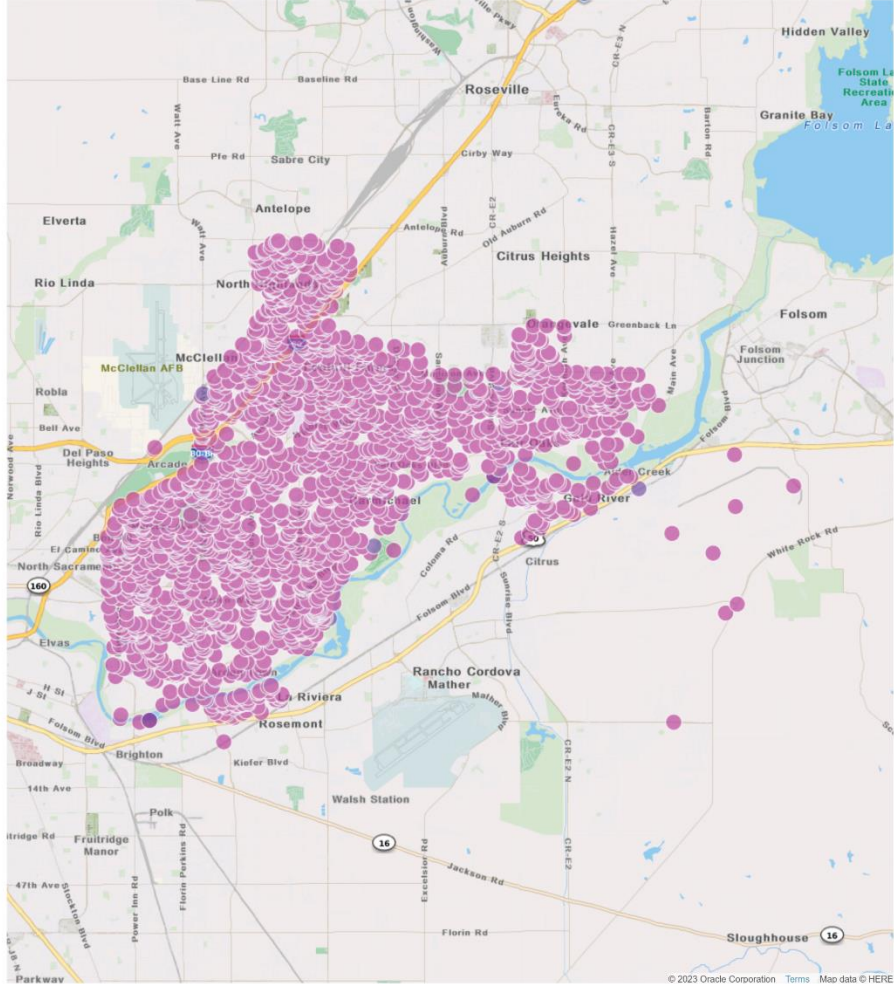
Board of Supervisor District Analysis

District 3 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



Board of Supervisor District Analysis

District 4

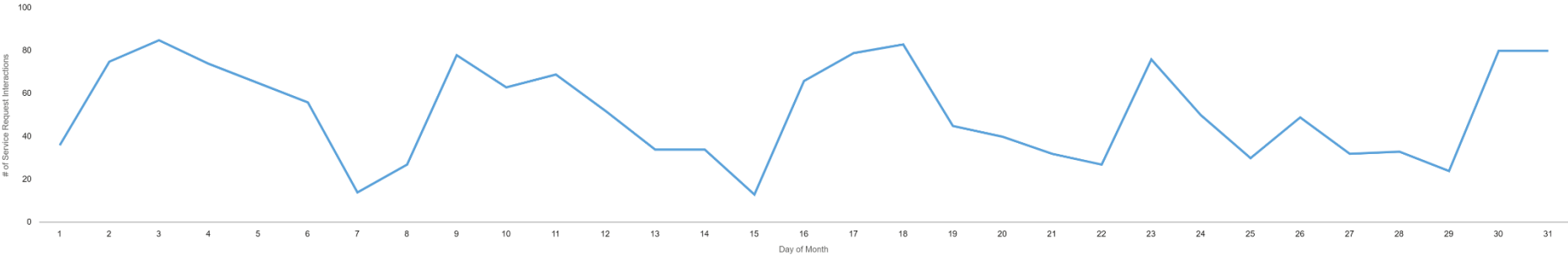
Service Requests Created

1,601

Service Requests Closed

1,179

Service Request Interactions Created by Day of Month



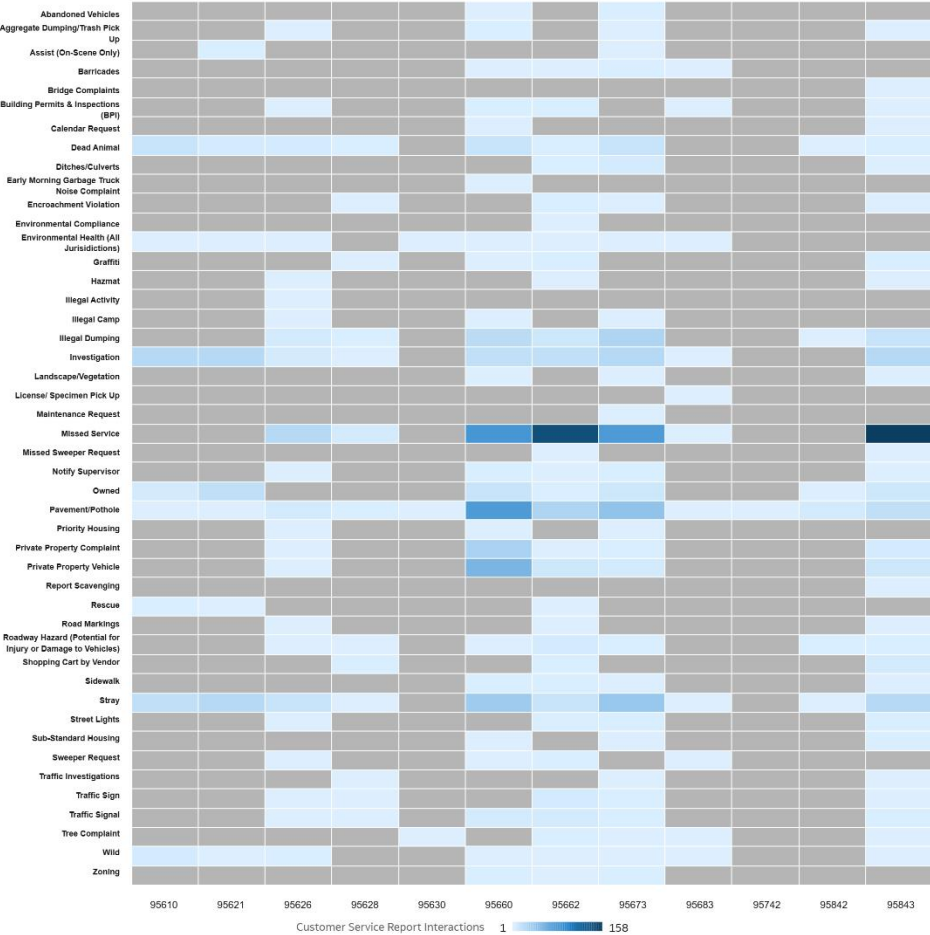
District Name, Customer Service Report Interactions



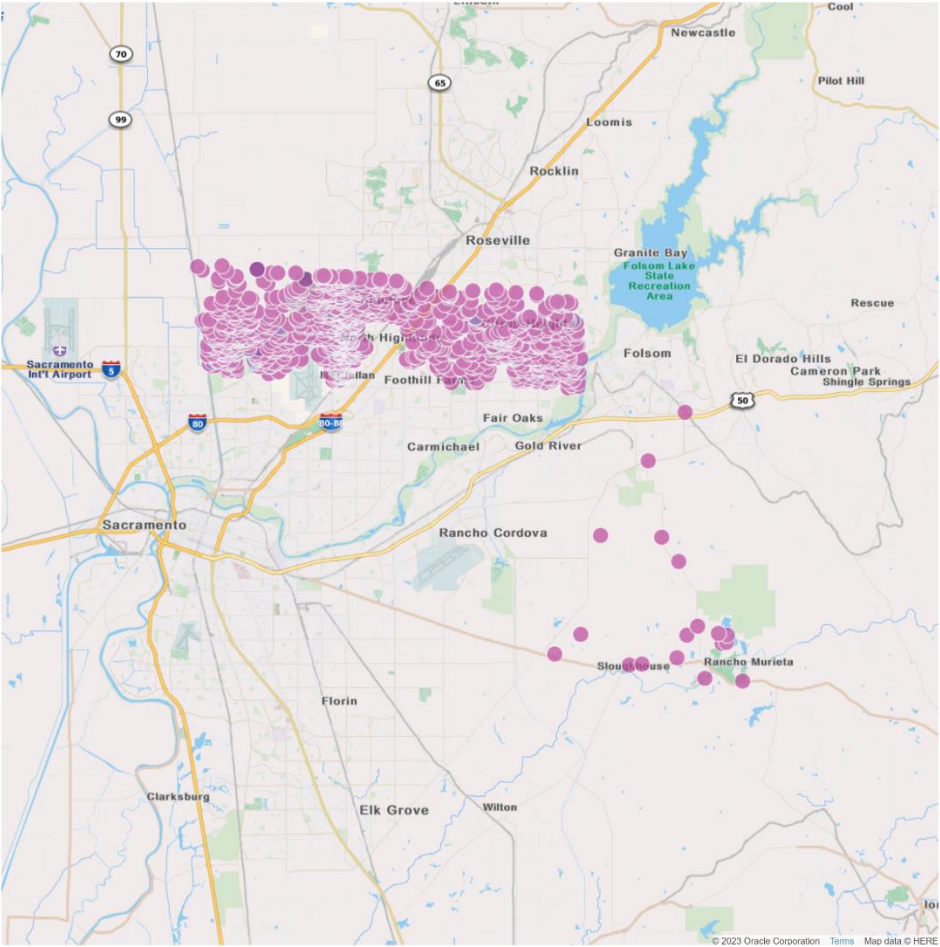
Board of Supervisor District Analysis

District 4 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



Board of Supervisor District Analysis

District 5

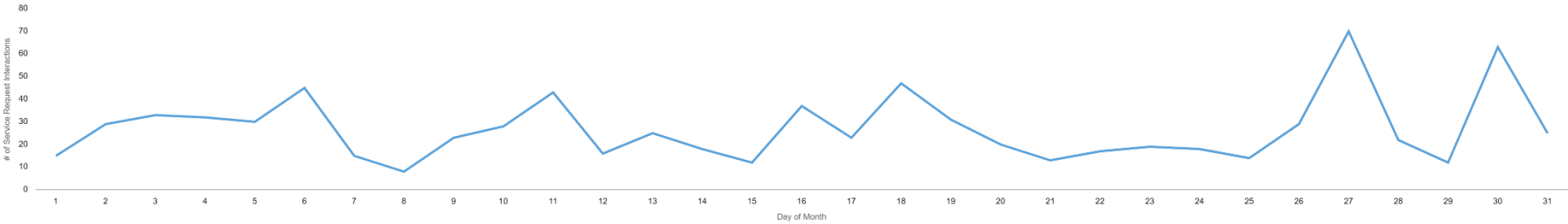
Service Requests Created

832

Service Requests Closed

676

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions

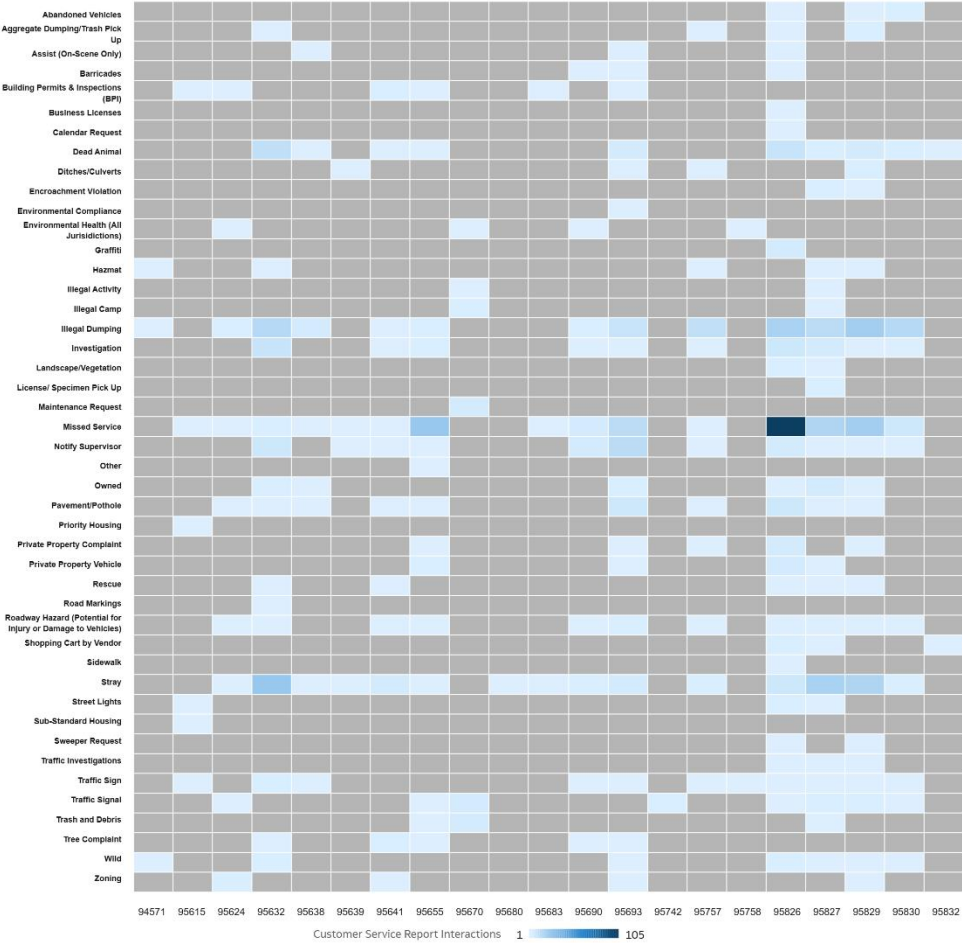


of Service Requests
832 832

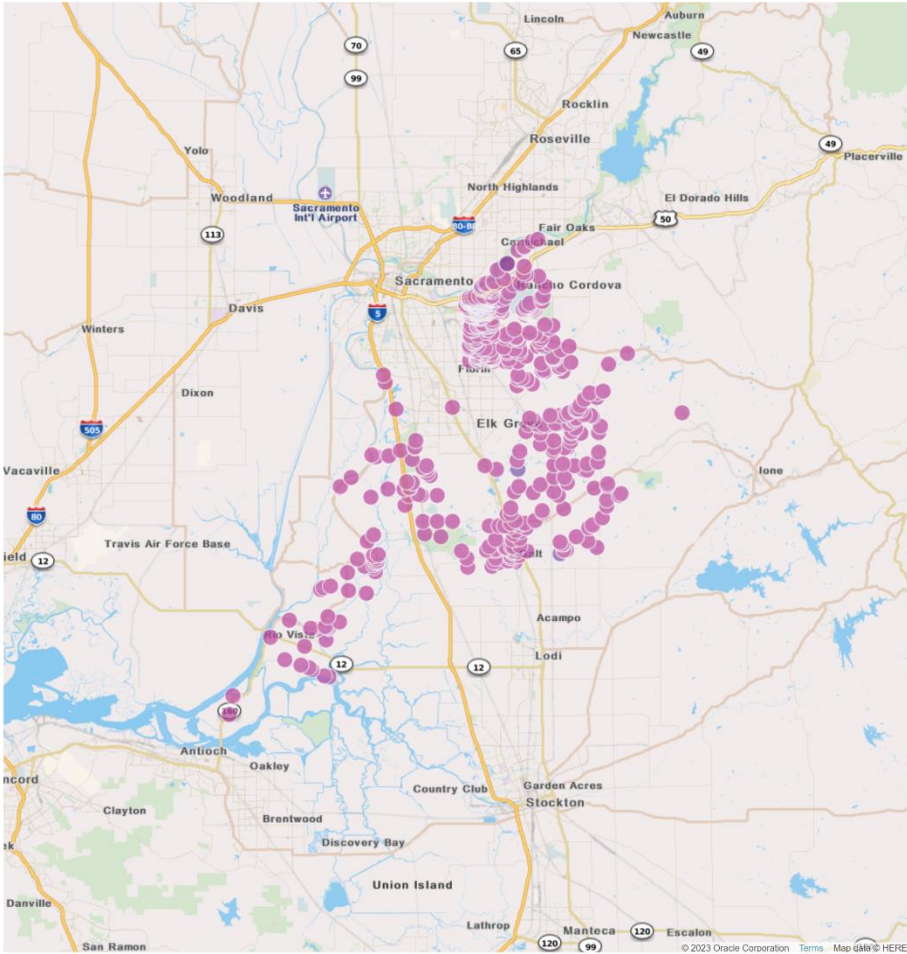
Board of Supervisor District Analysis

District 5 (continued)

Service Request Interactions by Category Per Zip Code

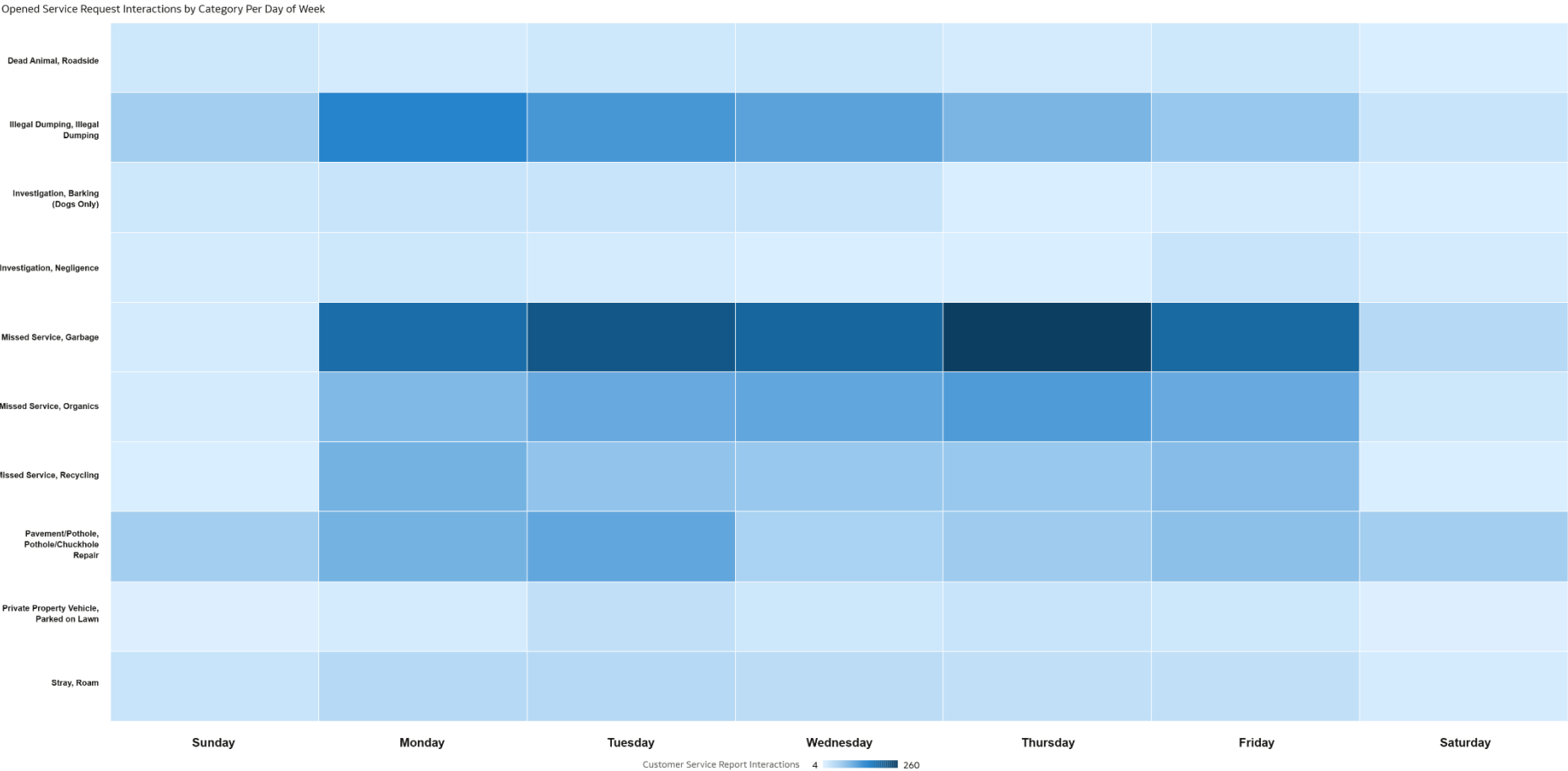


Service Request Interactions Mapped by Selected Zip Code



Aging of Open Requests

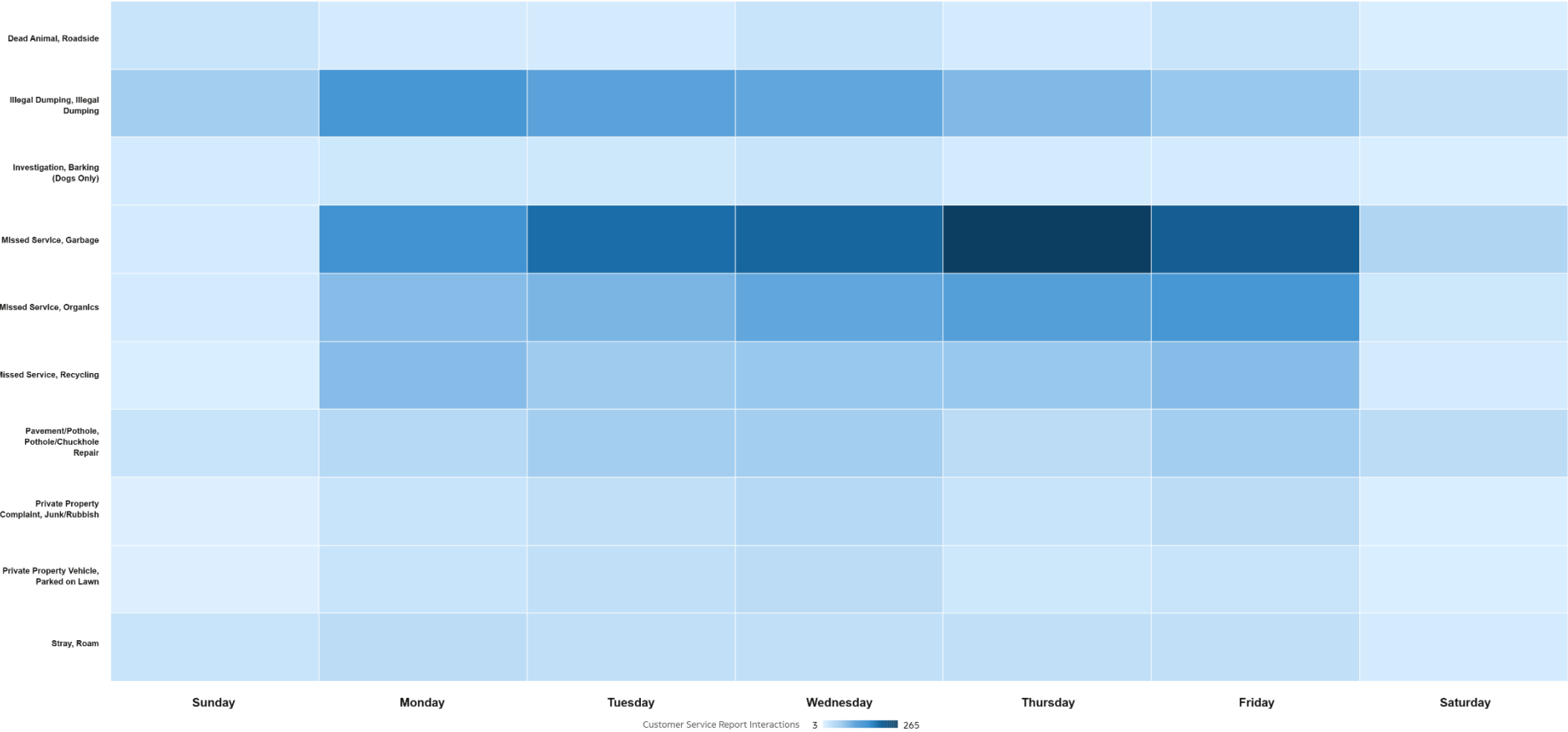
Top Service Requests Open by Day



Aging of Open Requests

Top Service Requests Closed by Day

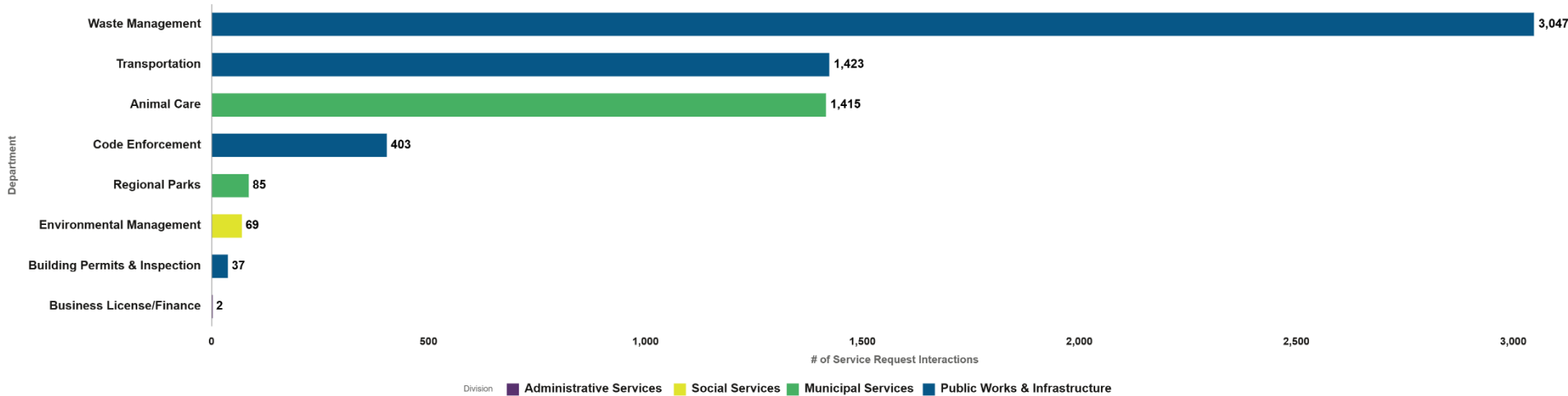
Closed Service Request Interactions by Category Per Day of Week



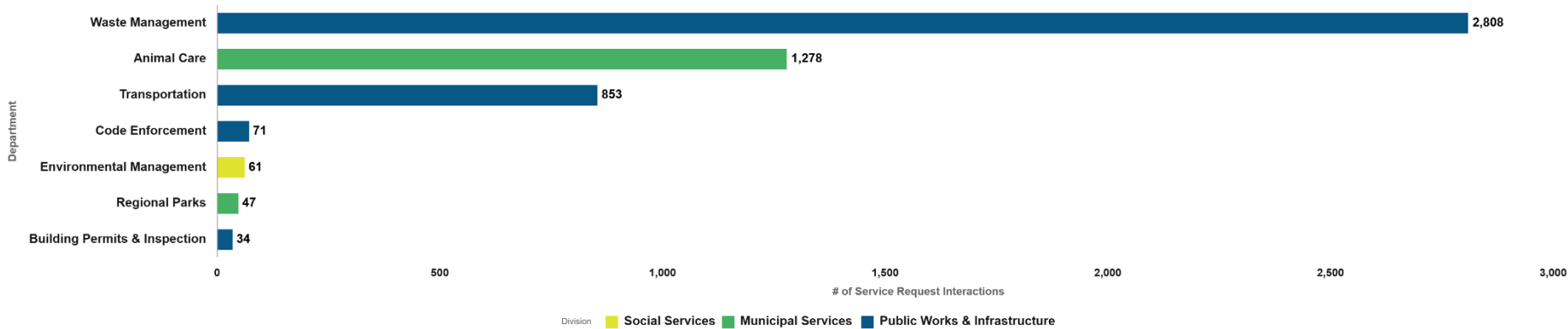
Aging of Open Requests

Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



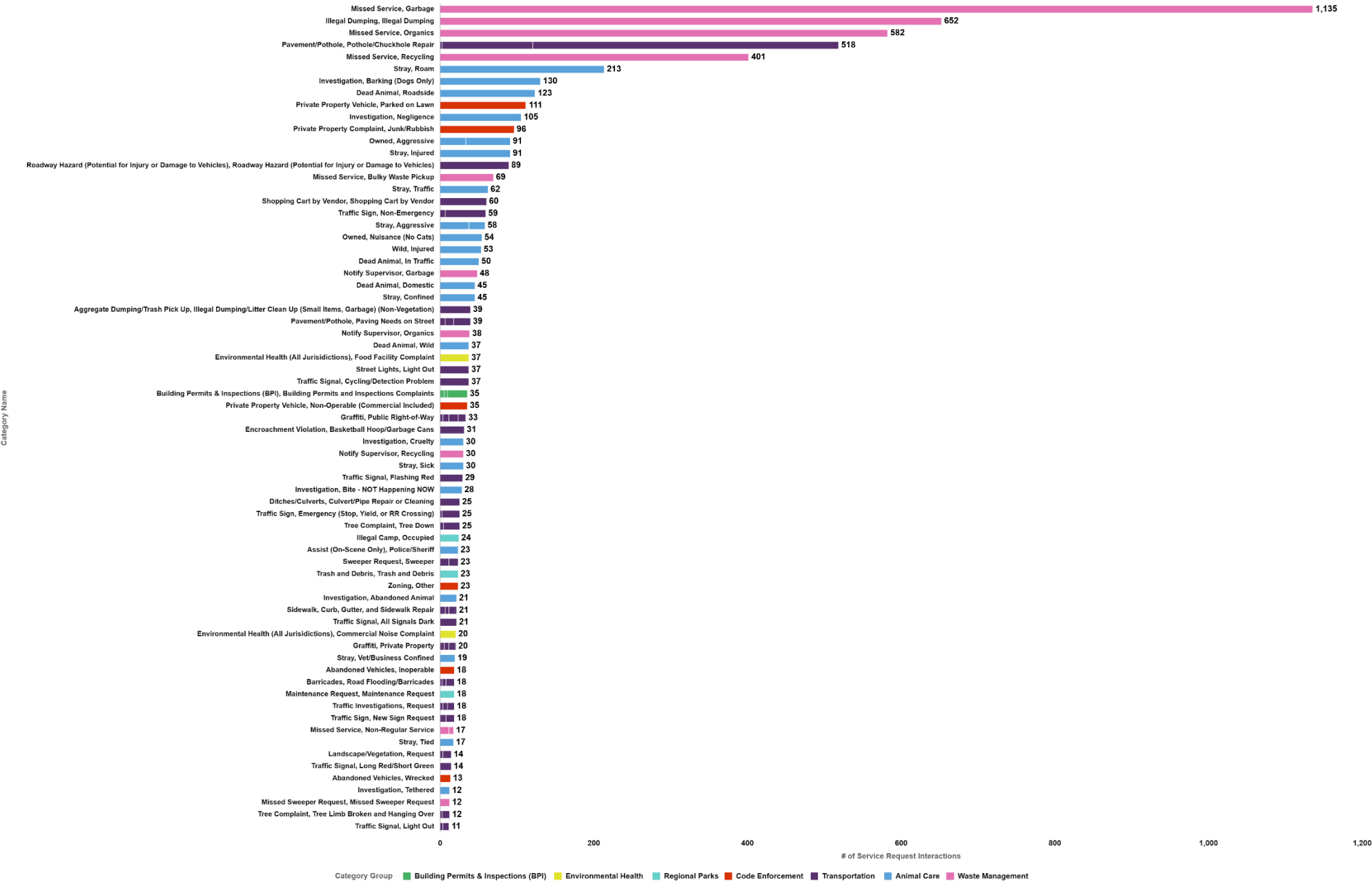
Service Request Interactions Closed by Department, Division



Aging of Open Requests

Greater Than 10 Service Requests

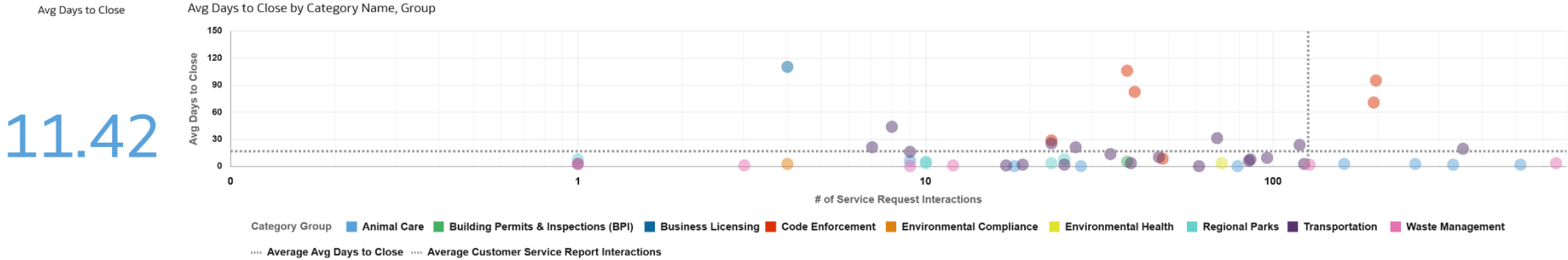
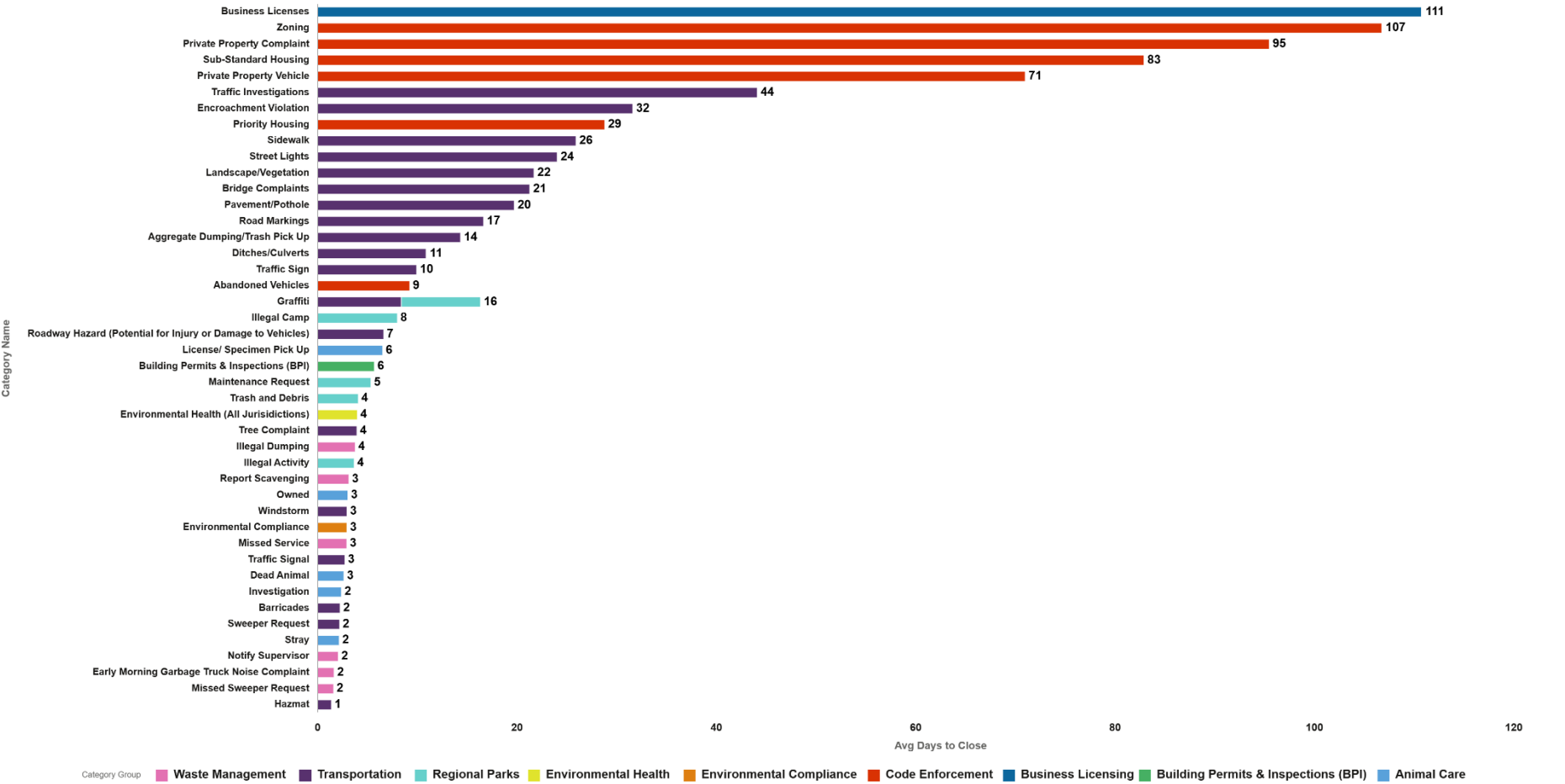
Service Request Interactions (>10 requests) by Category, Group



Aging of Open Requests

Average Days to Close Service Requests

Avg Days to Close by Category Name, Group



Aging of Open Requests

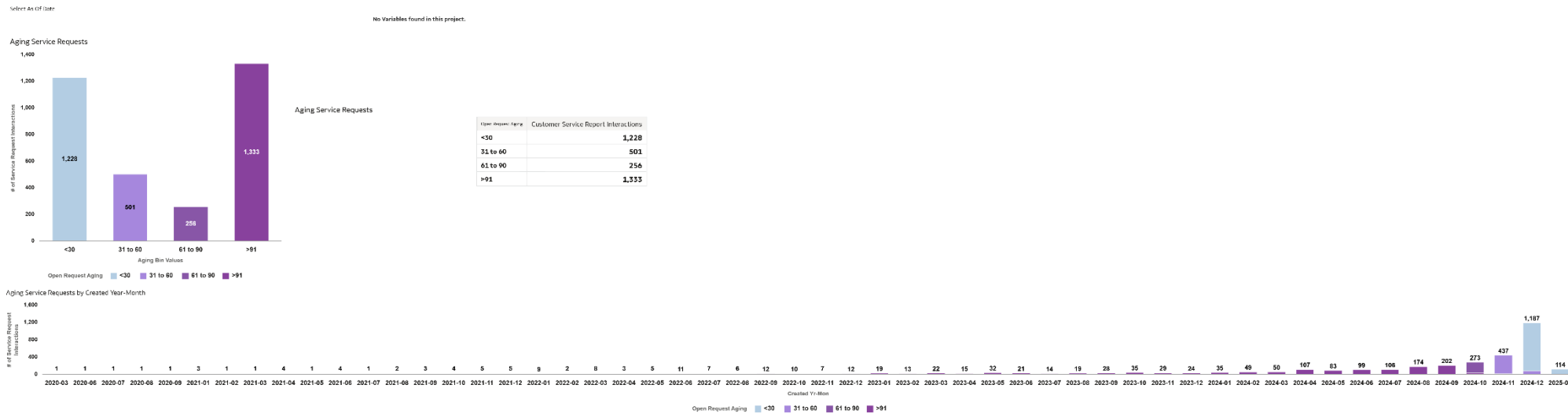
Number of Service Request Interactions Per Category with Average Days to Close

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	9	0.09
Animal Care	Assist (On-Scene Only)	28	0.11
Transportation	Shopping Cart by Vendor	61	0.12
Animal Care	Wild	79	0.38
Animal Care	Rescue	18	0.39
Transportation	Hazmat	17	1.33
Waste Management	Missed Sweeper Request	12	1.56
Waste Management	Early Morning Garbage Truck Noise Complaint	3	1.60
Waste Management	Notify Supervisor	127	2.03
Animal Care	Stray	515	2.12
Transportation	Sweeper Request	25	2.14
Transportation	Barricades	19	2.20
Animal Care	Investigation	330	2.34
Animal Care	Dead Animal	257	2.58
Transportation	Traffic Signal	123	2.68
Waste Management	Missed Service	2,140	2.87
Environmental Compliance	Environmental Compliance	4	2.88
Transportation	Windstorm	1	2.90
Animal Care	Owned	160	2.99
Waste Management	Report Scavenging	1	3.08
Regional Parks	Illegal Activity	10	3.61
Waste Management	Illegal Dumping	653	3.72
Transportation	Tree Complaint	39	3.89
Environmental Health	Environmental Health (All Jurisdictions)	71	3.93
Regional Parks	Trash and Debris	23	4.03

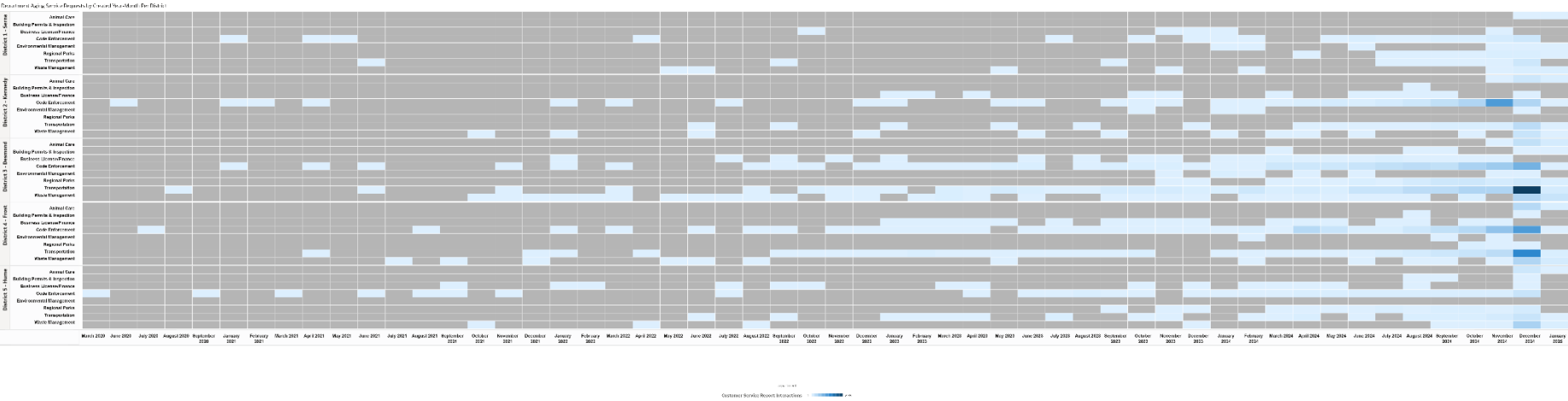
Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Regional Parks	Maintenance Request	10	5.30
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	38	5.64
Animal Care	License/ Specimen Pick Up	9	6.47
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	85	6.58
Regional Parks	Graffiti	1	7.95
Regional Parks	Illegal Camp	25	7.95
Transportation	Graffiti	86	8.33
Code Enforcement	Abandoned Vehicles	48	9.20
Transportation	Traffic Sign	96	9.87
Transportation	Ditches/Culverts	47	10.83
Transportation	Aggregate Dumping/Trash Pick Up	34	14.28
Transportation	Road Markings	9	16.59
Transportation	Pavement/Pothole	352	19.67
Transportation	Bridge Complaints	7	21.22
Transportation	Landscape/Vegetation	27	21.65
Transportation	Street Lights	119	23.98
Transportation	Sidewalk	23	25.86
Code Enforcement	Priority Housing	23	28.74
Transportation	Encroachment Violation	69	31.57
Transportation	Traffic Investigations	8	44.06
Code Enforcement	Private Property Vehicle	195	70.94
Code Enforcement	Sub-Standard Housing	40	82.85
Code Enforcement	Private Property Complaint	198	95.42
Code Enforcement	Zoning	38	106.71
Business Licensing	Business Licenses	4	110.66

Aging of Open Requests



Aging of Open Requests

Department Aging Requests by Month Created Per District



Dispatch Service Definition

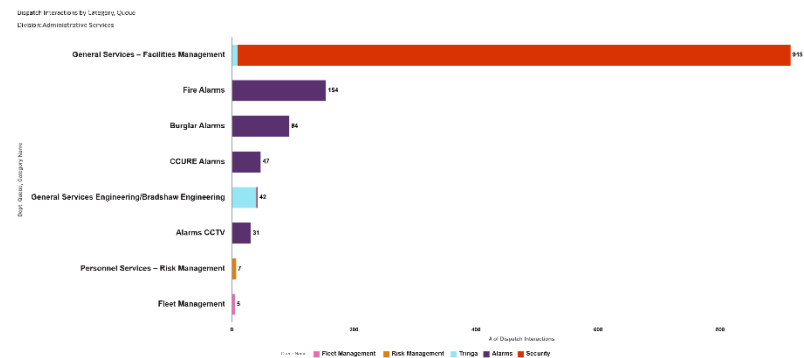
The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides immediate notification to departmental 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

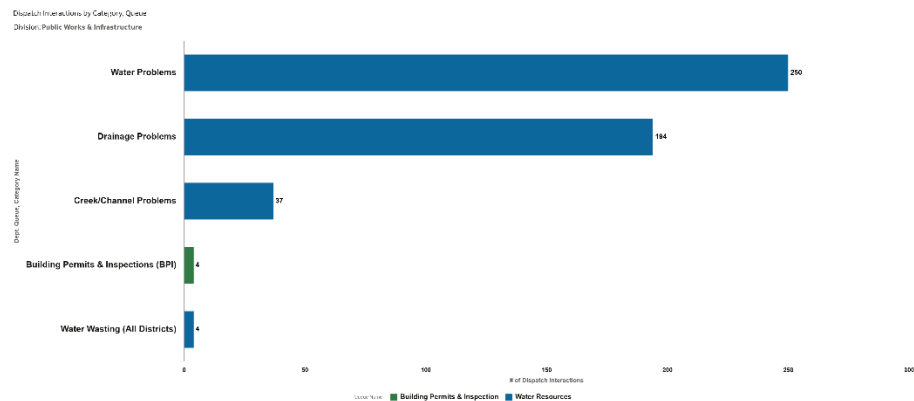


Service Definitions

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

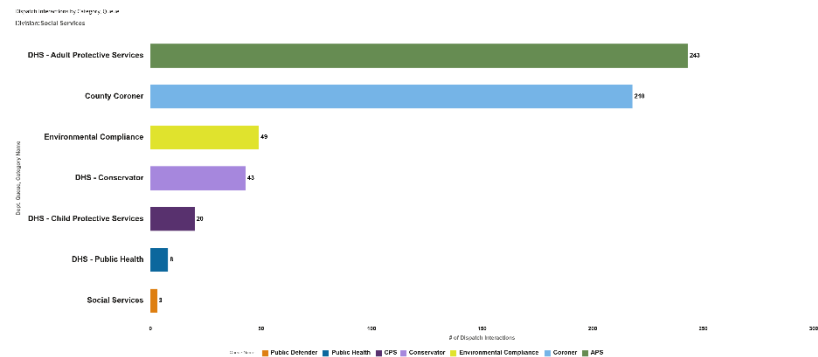


Service Definitions

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

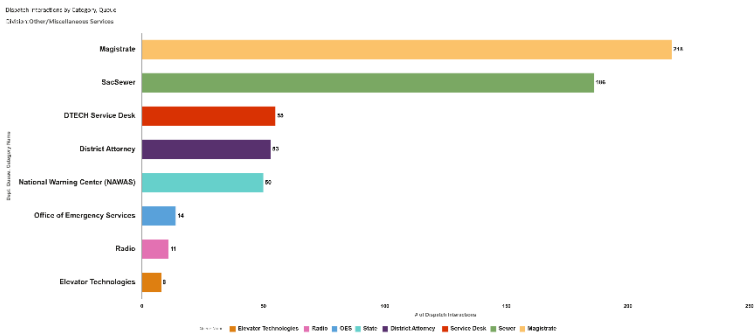


Service Definitions

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.