Monthly 311 Communications/Dispatch Center
SERVICE REQUEST & STATISTICS REPORT

March 2024

SAC COUNTY 311 CONNECT

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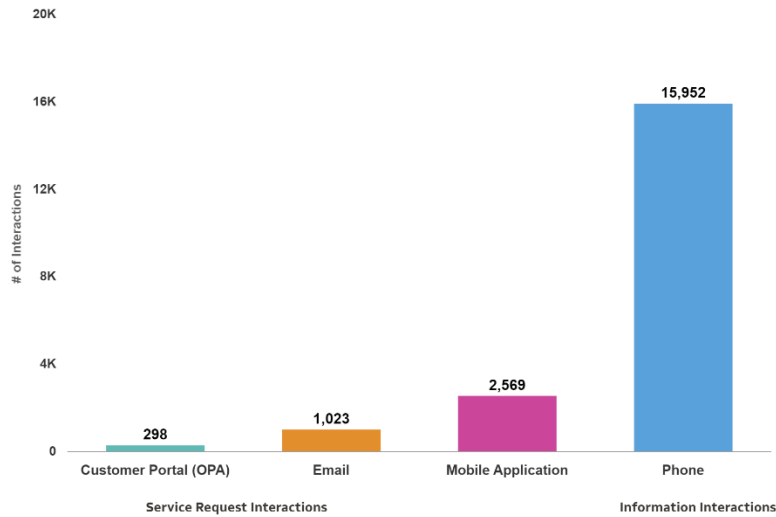**(916) 875-4311**
311.saccounty.gov

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

19,842

Incident Source Name	Service Request Count
Customer Portal (OPA)	298
Email	1,023
Mobile Application	2,569
Phone	15,952

Monthly Interactions by Source
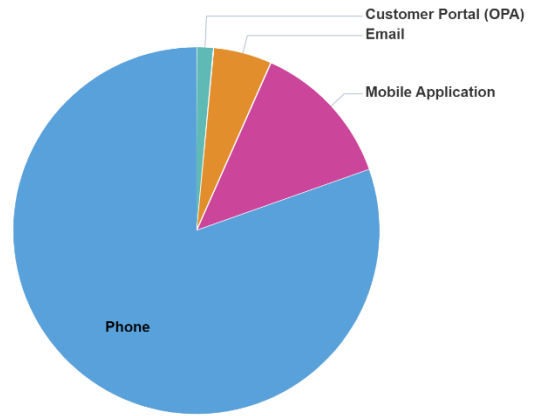
Service Request Interactions	Information Interactions	Transfer Interactions	Dispatch Interactions
5,919	5,373	5,514	3,036

Customer Service Report Interactions by Interaction Type
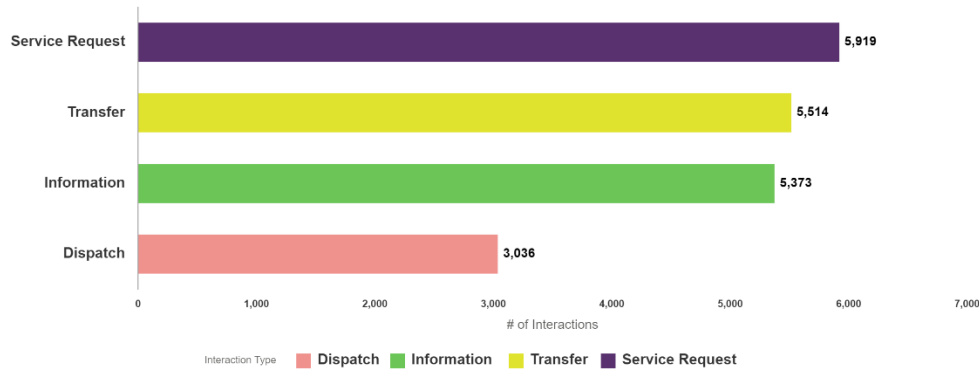
Monthly Interactions by Interaction Type

Service Request Interaction Totals

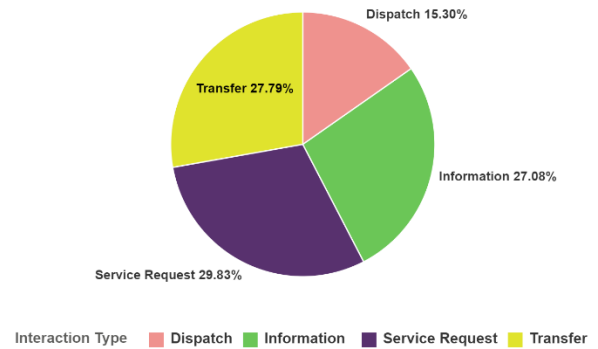Service Request Interaction Totals (>10 requests) by Category

Cat2, Cat3	Customer Service Report Interactions
Missed Service, Garbage	933
Illegal Dumping, Illegal Dumping	746
Missed Service, Organics	479
Missed Service, Recycling	424
Pavement/Pothole, Pothole/Chuckhole Repair	418
Stray, Roam	141
Dead Animal, Roadside	114
Investigation, Barking (Dogs Only)	101
Stray, Injured	93
Private Property Complaint, Junk/Rubbish	91
Shopping Cart by Vendor, Shopping Cart by Vendor	78
Investigation, Negligence	74
Private Property Vehicle, Parked on Lawn	73
Environmental Health (All Jurisidictions), Food Facility Complaint	71
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	66
Notify Supervisor, Garbage	58
Owned, Aggressive	58

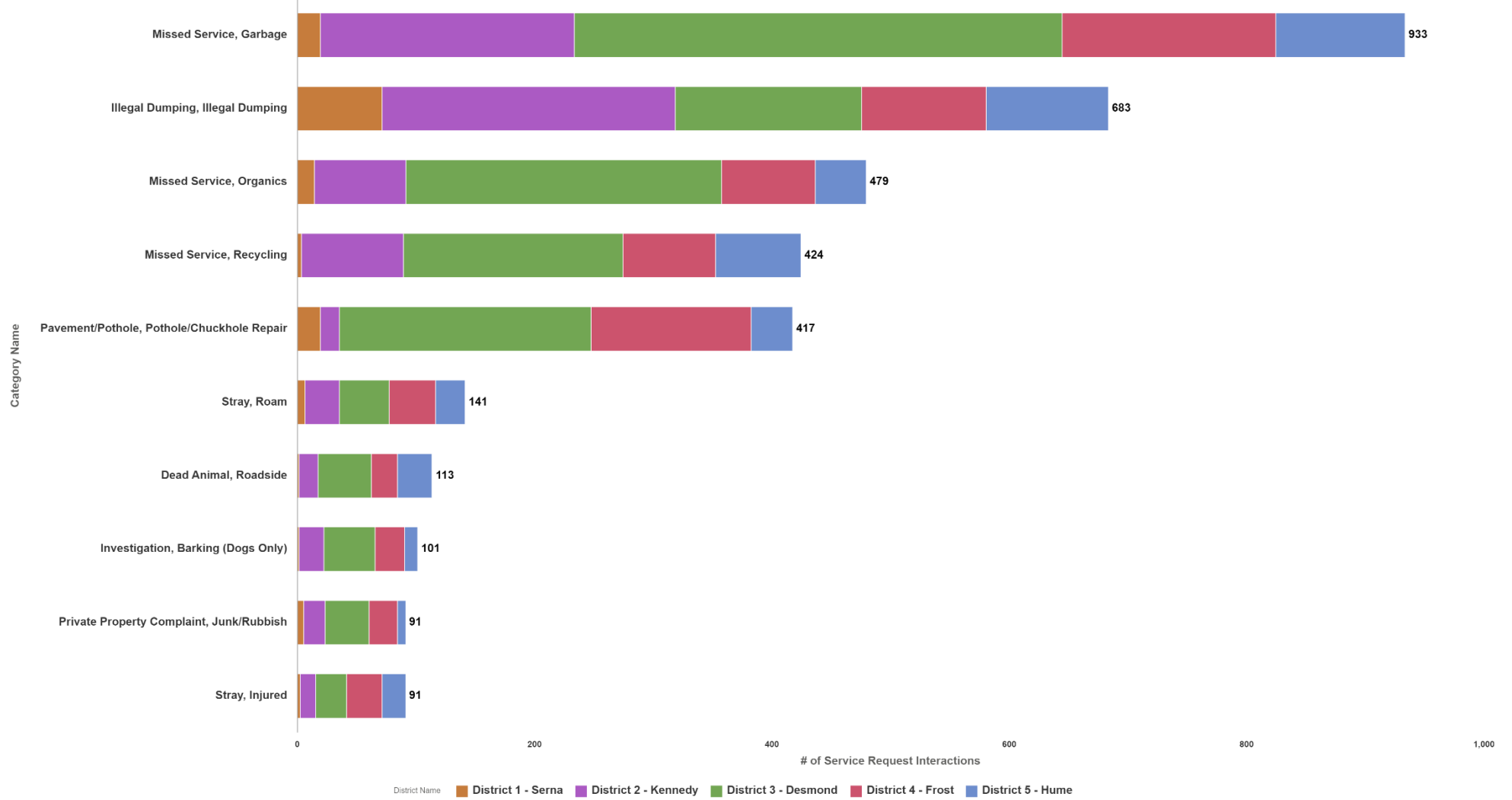| Cat2, Cat3	Customer Service Report Interactions
Stray, Aggressive	56
Pavement/Pothole, Paving Needs on Street	54
Owned, Nuisance (No Cats)	53
Traffic Sign, Non-Emergency	49
Missed Service, Bulky Waste Pickup	44
Traffic Signal, Cycling/Detection Problem	42
Stray, Sick	41
Dead Animal, Wild	41
Abandoned Vehicles, Inoperable	41
Street Lights, Light Out	40
Stray, Traffic	40
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	40
Wild, Injured	38
Private Property Complaint, Unmaintained Property (Landscaping)	38
Graffiti, Public Right-of-Way	38
Stray, Confined	37
Sidewalk, Curb, Gutter, and Sidewalk Repair	37
Dead Animal, Domestic	37

Cat2, Cat3	Customer Service Report Interactions
Encroachment Violation, Basketball Hoop/Garbage Cans	36
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	34
Zoning, Other	33
Notify Supervisor, Recycling	31
Dead Animal, In Traffic	28
Private Property Vehicle, Non-Operable (Commercial Included)	28
Maintenance Request, Maintenance Request	27
Trash and Debris, Trash and Debris	26
Assist (On-Scene Only), Police/Sheriff	25
Graffiti, Private Property	25
Notify Supervisor, Organics	25
Sweeper Request, Sweeper	25
Wild, Sick	25
Investigation, Bite - NOT Happening NOW	24
Investigation, Cruelty	23
Illegal Camp, Occupied	22

Cat2, Cat3	Customer Service Report Interactions
Sub-Standard Housing, Other	21
Investigation, Abandoned Animal	21
Traffic Investigations, Request	20
Traffic Signal, Pedestrian Signal Inoperative	16
Traffic Signal, Long Red/Short Green	16
Traffic Signal, All Signals Dark	16
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	15
Traffic Investigations, Traffic Safety Related Issues	15
Stray, Vet/Business Confined	14
Abandoned Vehicles, Wrecked	14
Traffic Signal, Light Out	13
Traffic Signal, Flashing Red	13
Business Licenses, Operating without License	13
Zoning, Fence Residential	12
Owned, Animal Feces Complaint	12
Calendar Request, Calendar Request	12
Tree Complaint, Broken/Hanging Tree Limb	11
Sidewalk, Tree Trimming Needed	11
Investigation, Tethered	11

Total Service Requests Opened

Top 10 Service Requests Categories Opened | With Districts

Top 10 Service Request Categories Opened with Districts

Category Name (y-axis):
- Missed Service, Garbage — 933
- Illegal Dumping, Illegal Dumping — 683
- Missed Service, Organics — 479
- Missed Service, Recycling — 424
- Pavement/Pothole, Pothole/Chuckhole Repair — 417
- Stray, Roam — 141
- Dead Animal, Roadside — 113
- Investigation, Barking (Dogs Only) — 101
- Private Property Complaint, Junk/Rubbish — 91
- Stray, Injured — 91

# of Service Request Interactions

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

Cat2, Cat3 ■ Missed Service, Garbage ■ Illegal Dumping, Illegal Dumping ■ Missed Service, Organics ■ Missed Service, Recycling ■ Pavement/Pothole, Pothole/Chuckhole Repair
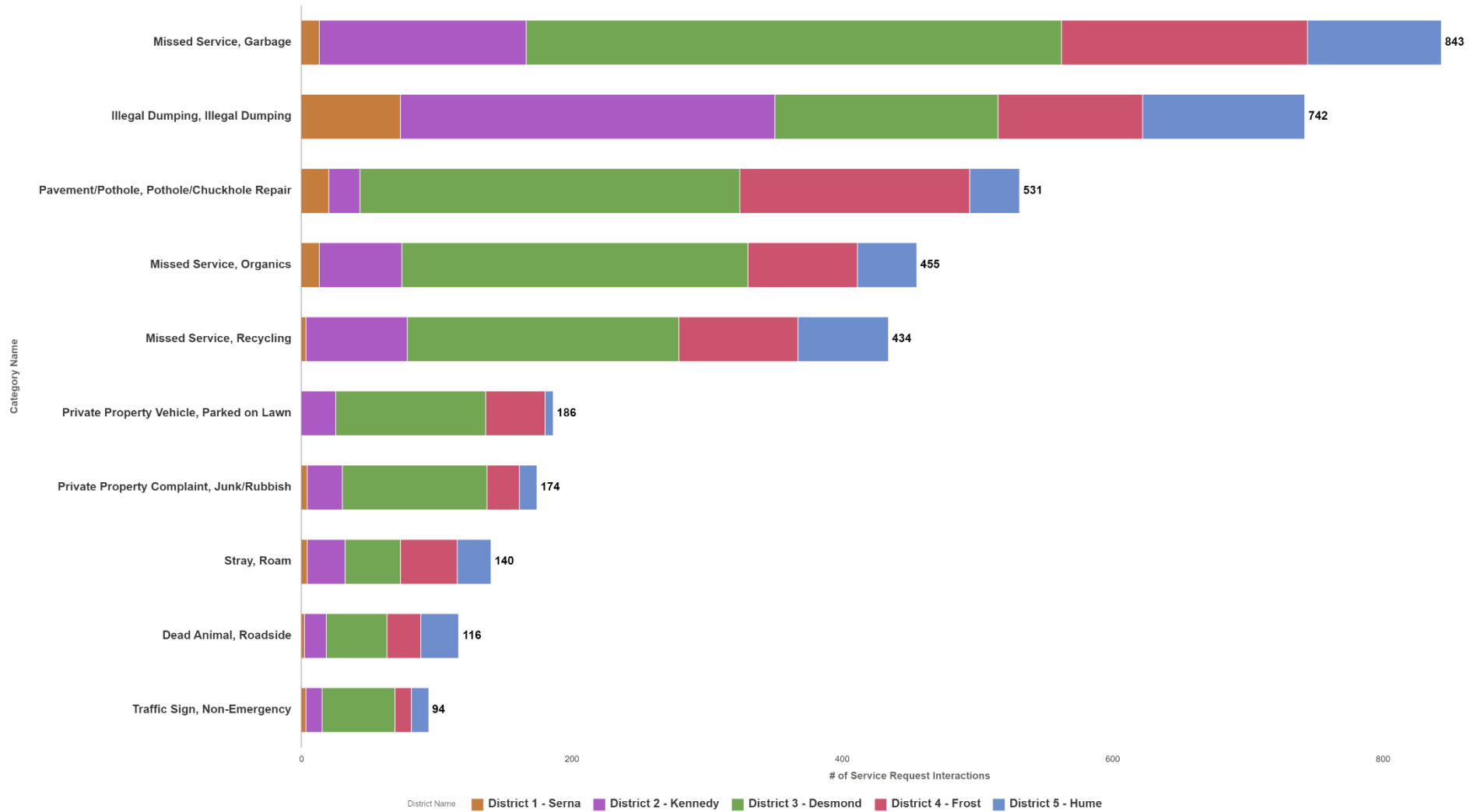
# of Service Request Interactions
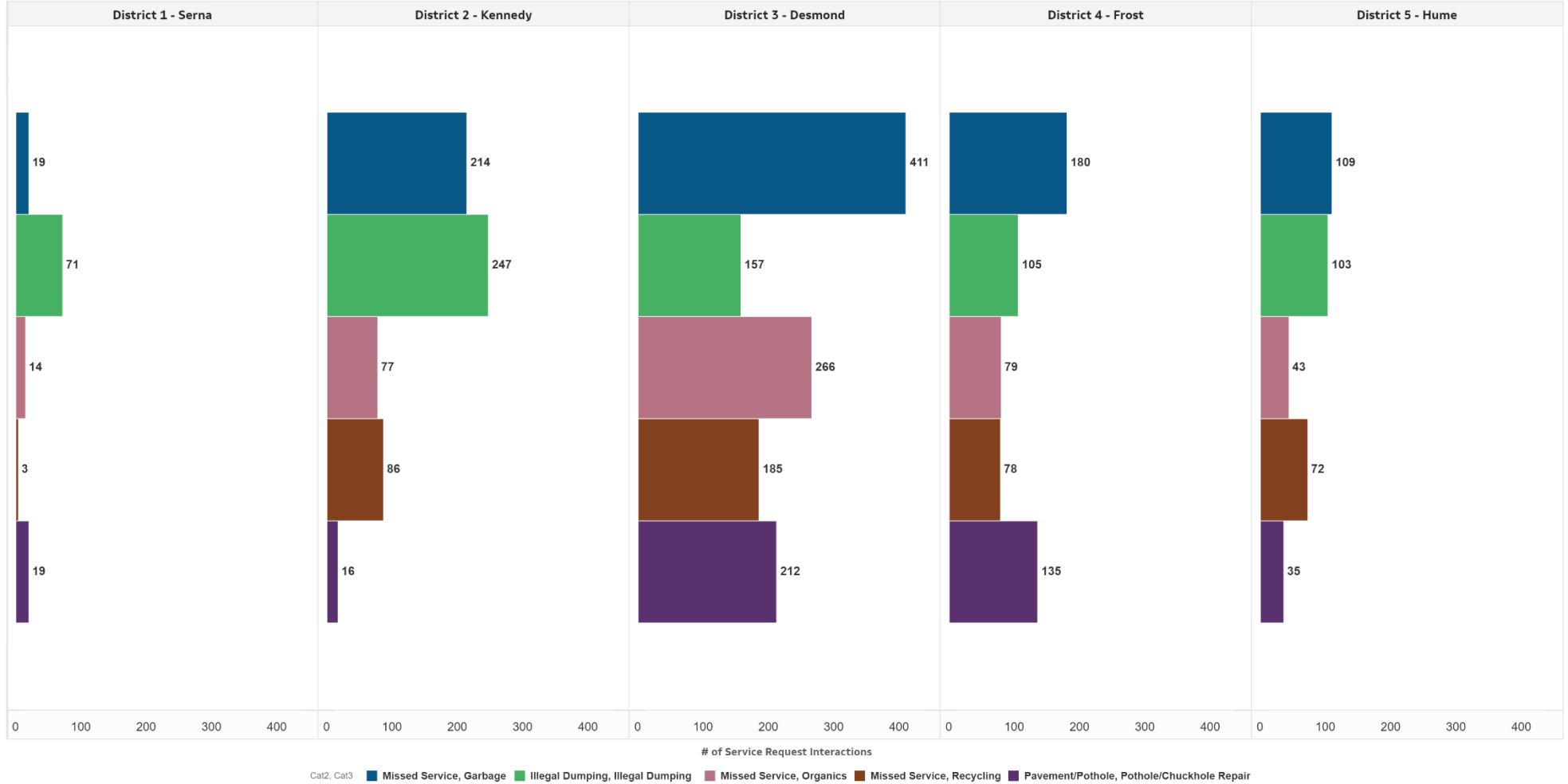
Top Service Requests Closed

Top 10 Service Requests Categories Closed | With Districts

Top 10 Service Request Categories Closed with Districts

Category	Total
Missed Service, Garbage	843
Illegal Dumping, Illegal Dumping	742
Pavement/Pothole, Pothole/Chuckhole Repair	531
Missed Service, Organics	455
Missed Service, Recycling	434
Private Property Vehicle, Parked on Lawn	186
Private Property Complaint, Junk/Rubbish	174
Stray, Roam	140
Dead Animal, Roadside	116
Traffic Sign, Non-Emergency	94

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

Top Service Requests Closed

Top 5 Service Requests Categories Closed | by Districts

Top 5 Service Request Categories Closed by District

	District 1 - Serna	District 2 - Kennedy	District 3 - Desmond	District 4 - Frost	District 5 - Hume
Missed Service, Garbage	13	153	396	182	99
Illegal Dumping, Illegal Dumping	73	277	165	107	120
Pavement/Pothole, Pothole/Chuckhole Repair	20	23	281	170	37
Missed Service, Organics	13	61	256	81	44
Missed Service, Recycling	3	75	201	88	67

# of Service Request Interactions

Cat2, Cat3 ■ Missed Service, Garbage ■ Illegal Dumping, Illegal Dumping ■ Pavement/Pothole, Pothole/Chuckhole Repair ■ Missed Service, Organics ■ Missed Service, Recycling

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	71
Missed Service, Garbage	19
Pavement/Pothole, Pothole/Chuckhole Repair	19
Missed Service, Organics	14
Encroachment Violation, Basketball Hoop/Garbage Cans	10

District 2 - Kennedy

Category	Value
Illegal Dumping, Illegal Dumping	247
Missed Service, Garbage	214
Missed Service, Organics	77
Missed Service, Recycling	86
Stray, Roam	29

District 3 - Desmond

Category	Value
Missed Service, Garbage	411
Missed Service, Organics	266
Pavement/Pothole, Pothole/Chuckhole Repair	212
Missed Service, Recycling	185
Illegal Dumping, Illegal Dumping	157

District 4 - Frost

Category	Value
Missed Service, Garbage	180
Pavement/Pothole, Pothole/Chuckhole Repair	135
Illegal Dumping, Illegal Dumping	105
Missed Service, Organics	79
Missed Service, Recycling	78

District 5 - Hume

Category	Value
Missed Service, Garbage	109
Illegal Dumping, Illegal Dumping	103
Missed Service, Recycling	72
Missed Service, Organics	43
Pavement/Pothole, Pothole/Chuckhole Repair	35

Top Unresolved Service Request

Top 10 Unresolved Service Request Categories

Top 10 Unresolved Service Request Categories

Category Name	# of Service Request Interactions
Sidewalk, Curb, Gutter, and Sidewalk Repair	351
Private Property Complaint, Junk/Rubbish	299
Private Property Vehicle, Parked on Lawn	194
Private Property Vehicle, Non-Operable (Commercial Included)	119
Pavement/Pothole, Pothole/Chuckhole Repair	118
Zoning, Other	113
Maintenance Request, Maintenance Request	89
Business Licenses, Operating without License	81
Missed Service, Garbage	72
Report Scavenging, Report Scavenging	65

Unresolved Service Requests Through March 31st	Interactions Closed this Month	Monthly Interactions Not Closed
2,869	20,303	899

Monthly Interactions Not Closed by Status

Monthly Interactions Not Closed by Status
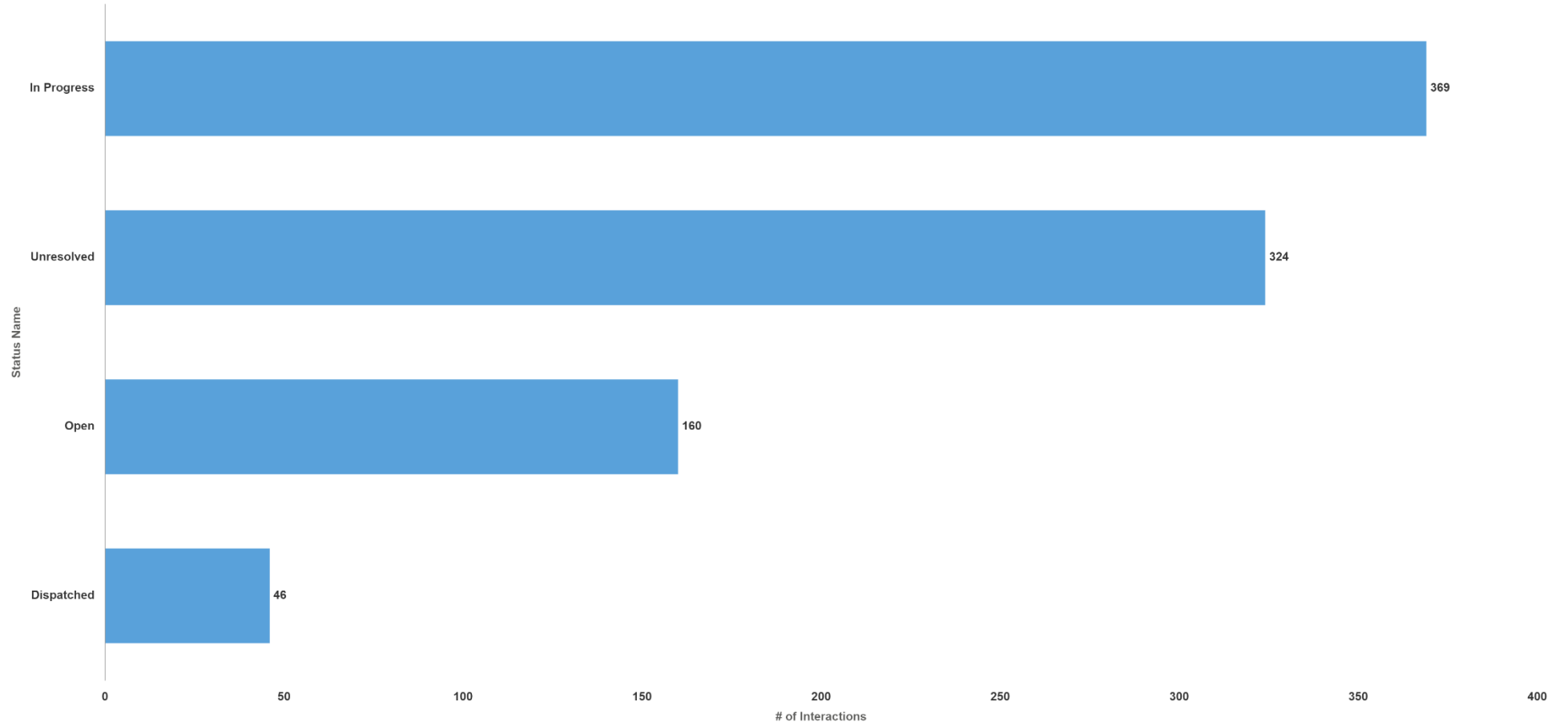
Board of Supervisor District Information

Service Requests Opened by District

March 2024

Monthly Service Request Interactions Opened

5,839

| District 1 Serna	District 2 Kennedy	District 3 Desmond	District 4 Frost	District 5 Hume
243	1,124	2,481	1,220	771
Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions

Service Request Interactions by District
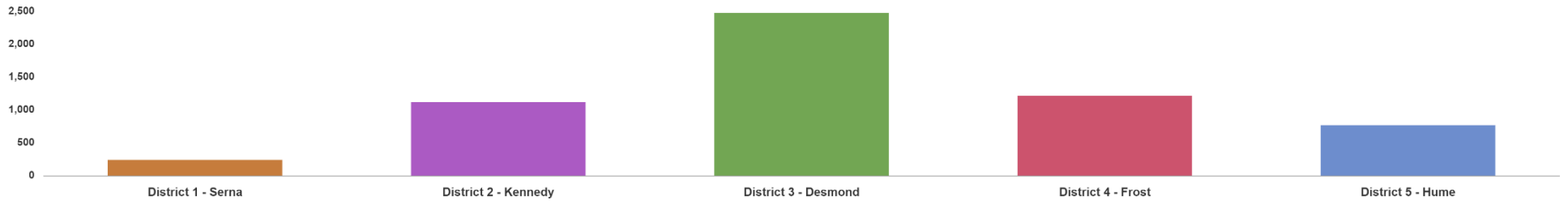
Service Request Interactions by District Map
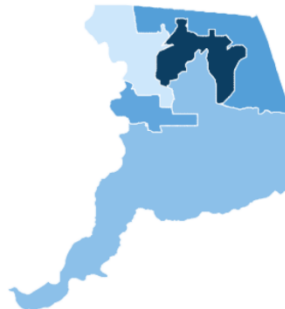
District Name
Customer Service Repo
80   2K

Service Request Interactions Created by Day of Month

Service Requests Closed by District

March 2024

Monthly Service Request Interactions Closed

6,288

District 1 Serna	District 2 Kennedy	District 3 Desmond	District 4 Frost	District 5 Hume
237	1,109	2,777	1,354	811
Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions

Service Request Interactions by District
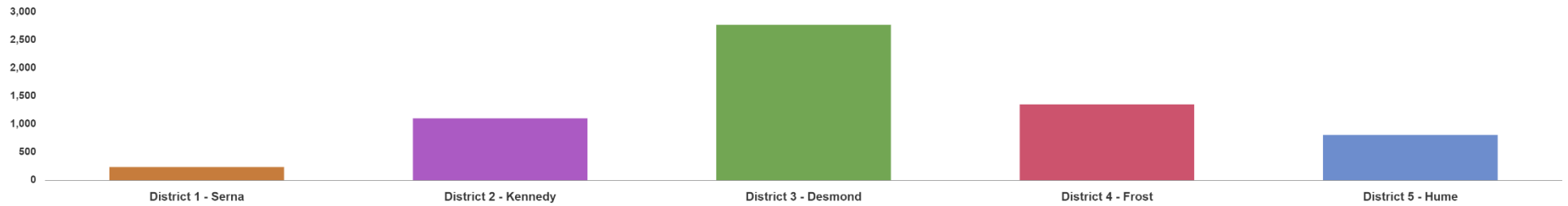
Service Request Interactions by District Map
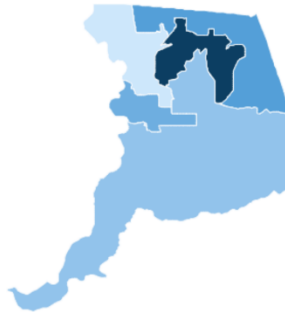
District Name
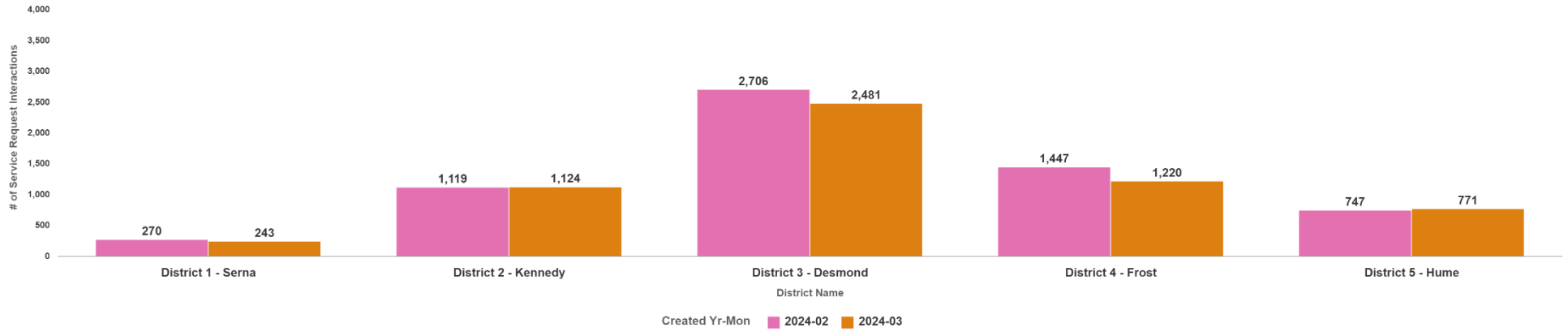Customer Service Repo
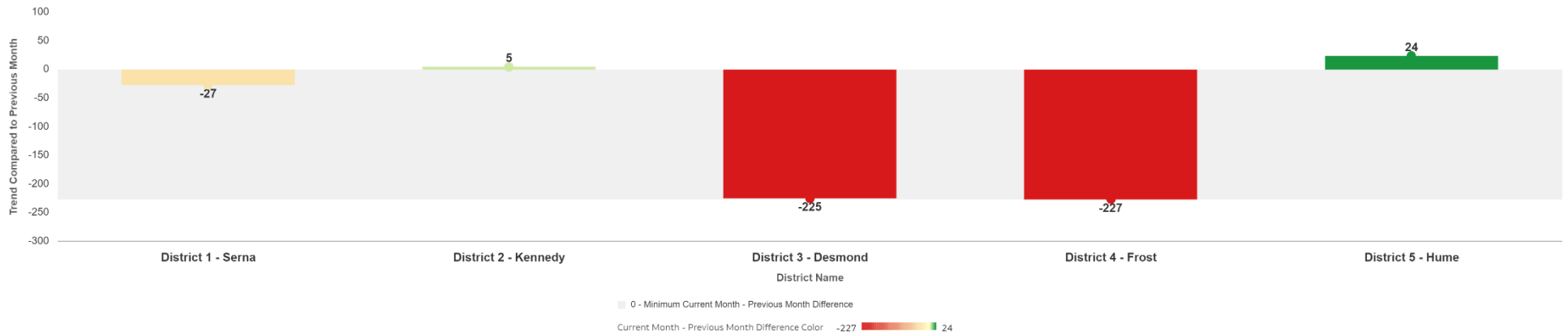77   3K

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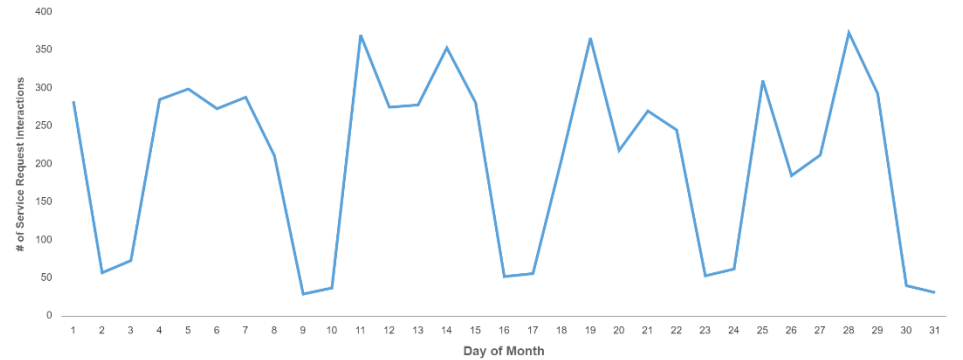
Board of Supervisors District Information

Previous Month Comparison of Service Request

Previous Month Comparison of Service Request interactions

Previous Month Trend of Service Request Interactions Per District

Monthly Comparison: Service Requests by District

District Name	2024-02 Service Request Map Count	2024-03 Service Request Map Count
District 1 - Serna	270	243
District 2 - Kennedy	1,119	1,124
District 3 - Desmond	2,706	2,481
District 4 - Frost	1,447	1,220
District 5 - Hume	747	771

Difference in Interaction Totals From Previous Month by District for Top 10 Categories Opened
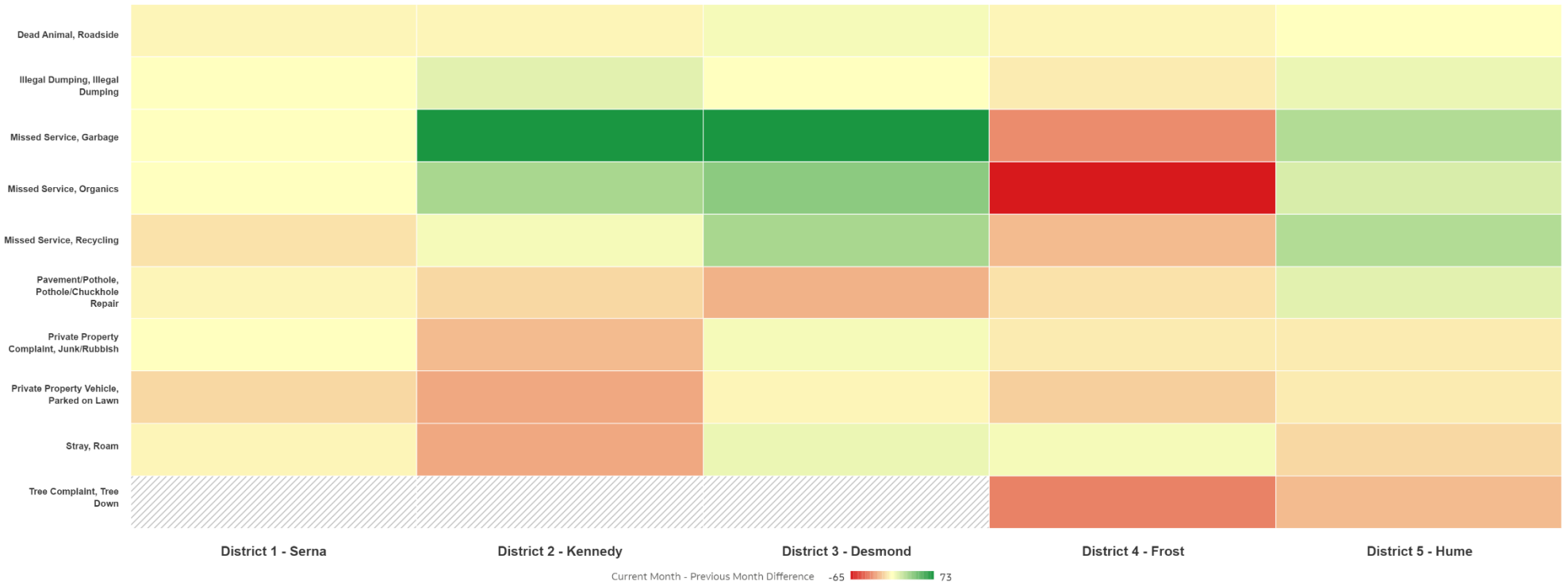
Current Month - Previous Month Difference   -65 ▮▮▮▮▮ ▮▮▮▮▮ 73

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	Current Month - Previous Month Difference	Current Month - Previous Month Difference	Current Month - Previous Month Difference	Current Month - Previous Month Difference	
Missed Service, Garbage	2	73	73	-31	27	**144**
Missed Service, Recycling	-5	7	30	-18	28	**42**
Illegal Dumping, Illegal Dumping	6	13	2	-4	10	**27**
Missed Service, Organics	4	30	38	-65	16	**23**
Dead Animal, Roadside	-1	0	8	1	3	**11**
Stray, Roam	1	-24	10	9	-8	**-12**
Private Property Complaint, Junk/Rubbish	2	-16	7	-4	-2	**-13**
Pavement/Pothole, Pothole/Chuckhole Repair	-1	-10	-21	-6	13	**-25**
Private Property Vehicle, Parked on Lawn	-8	-24	0	-11	-2	**-45**
Tree Complaint, Tree Down				-35	-16	**-194**
Grand Total	**-4**	**37**	**20**	**-164**	**69**	**-42**

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

Board of Supervisor District Analysis
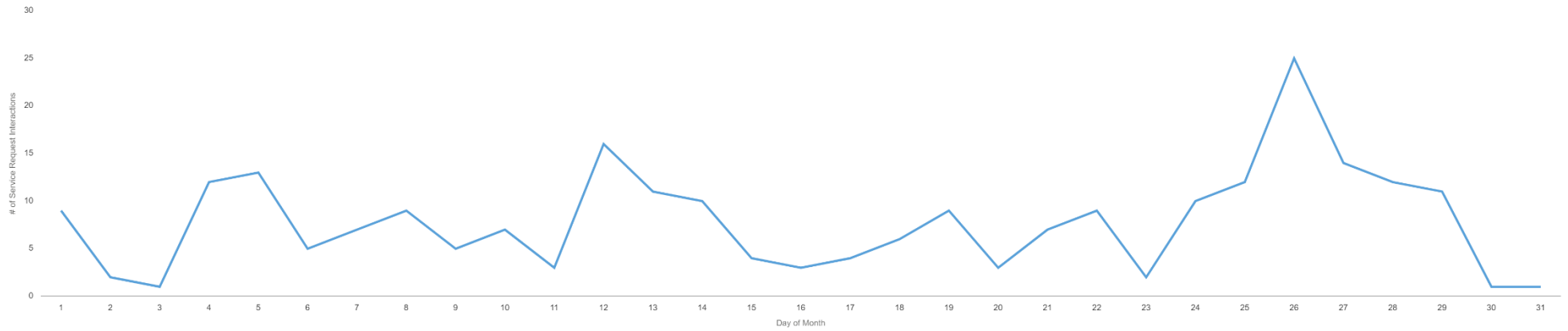### District 1

Service Requests Created

243

Service Requests Closed

190

Service Request Interactions Created by Day of Month

District Name, Customer Service Report Interactions

# of Service Requests

243   243

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

1,124

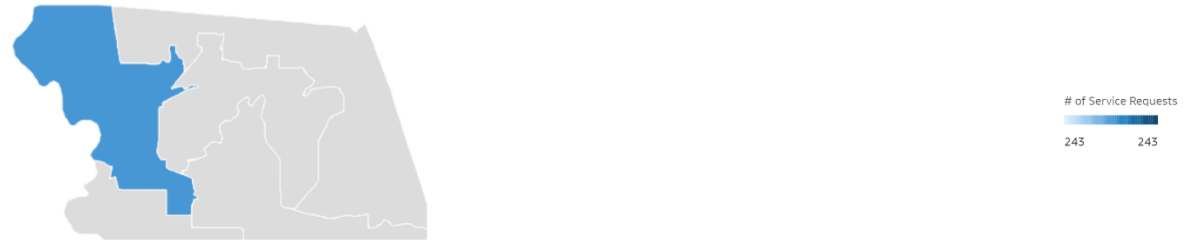Service Requests Closed
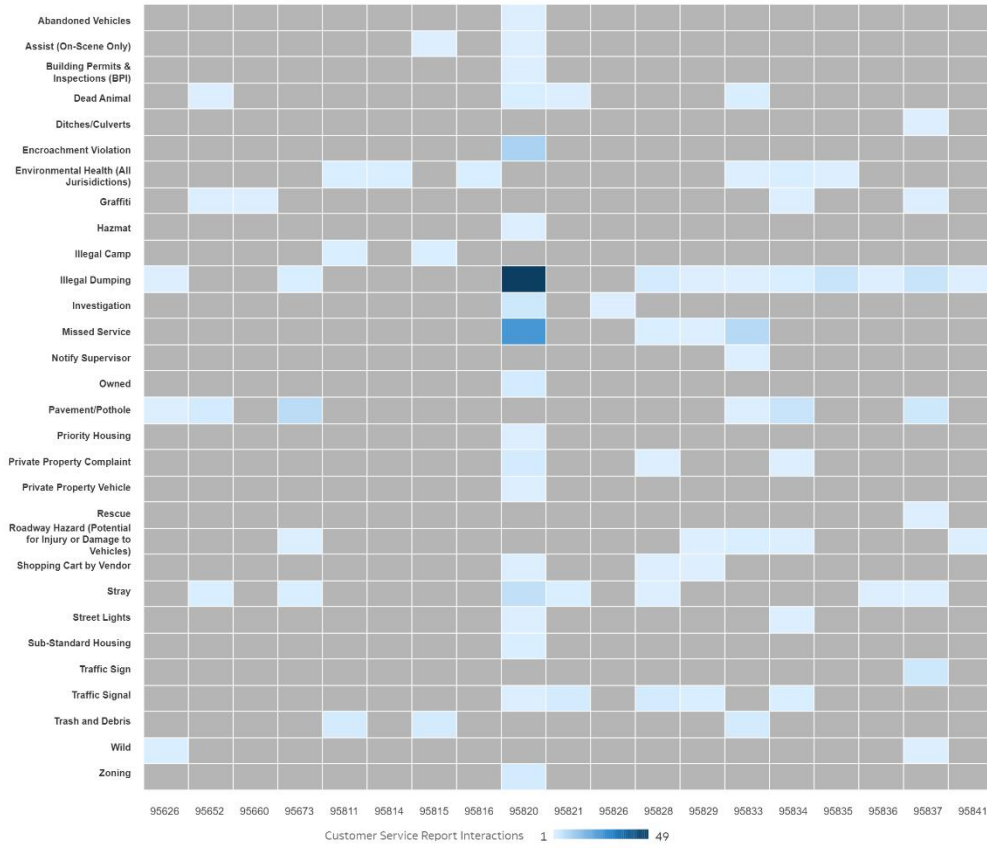
910

Service Request Interactions Created by Day of Month

District Name, Customer Service Report Interactions

# of Service Requests

1.124K   1.124K

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

2,481

Service Requests Closed

1,987

Service Request Interactions Created by Day of Month
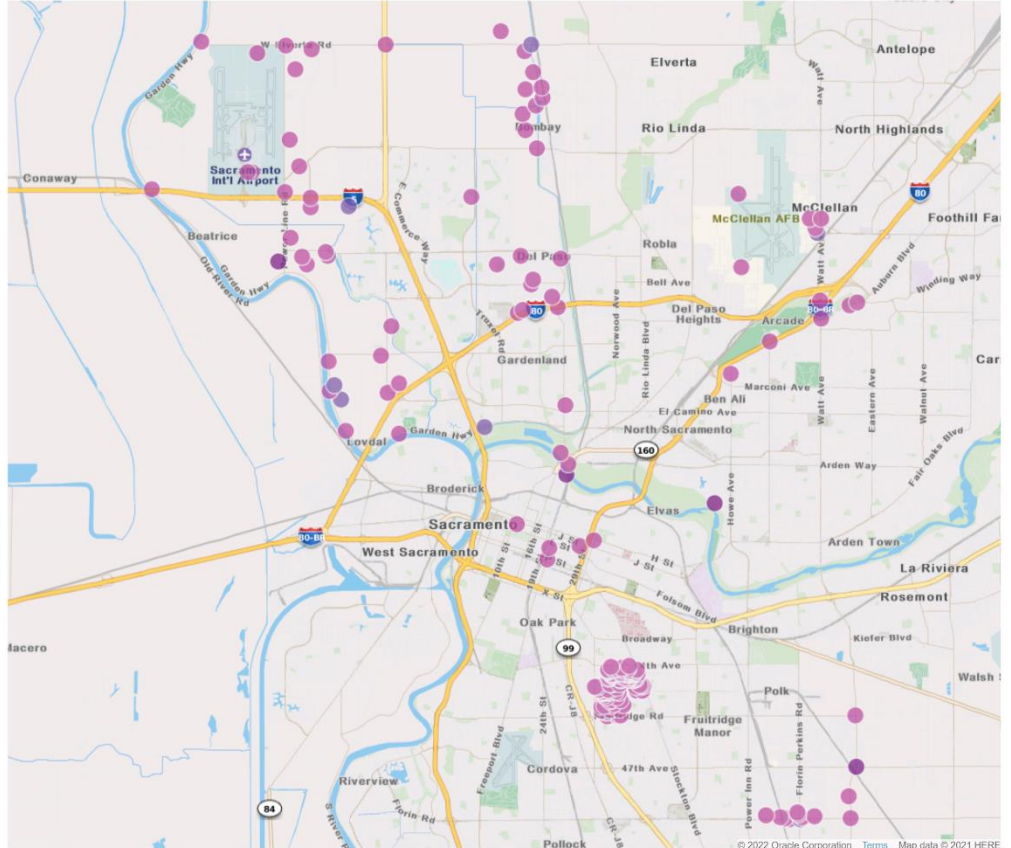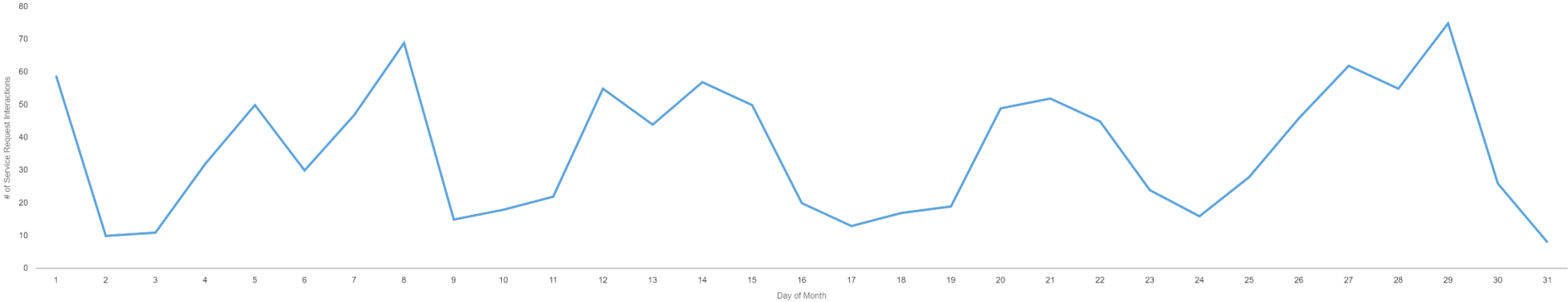

District Name, Customer Service Report Interactions

# of Service Requests

2.481K   2.481K

District 3 (continued)

Service Request Interactions by Category Per Zip Code
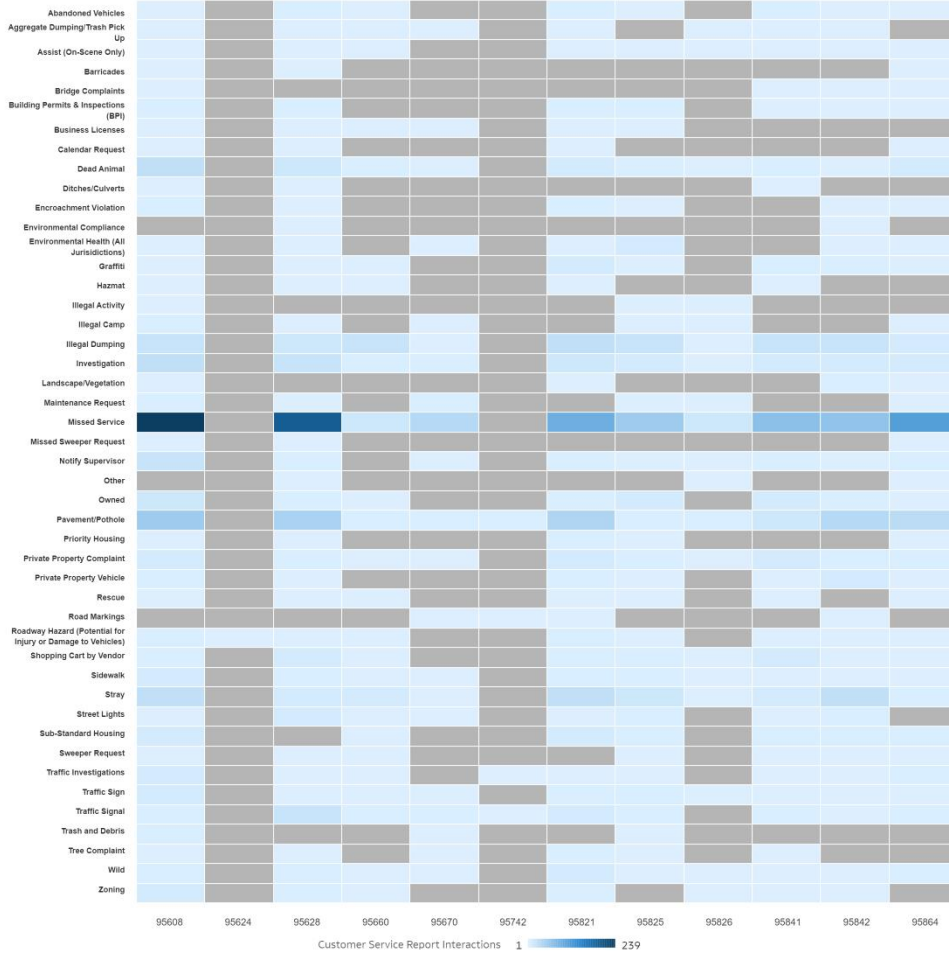
Service Request Interactions Mapped by Selected Zip Code
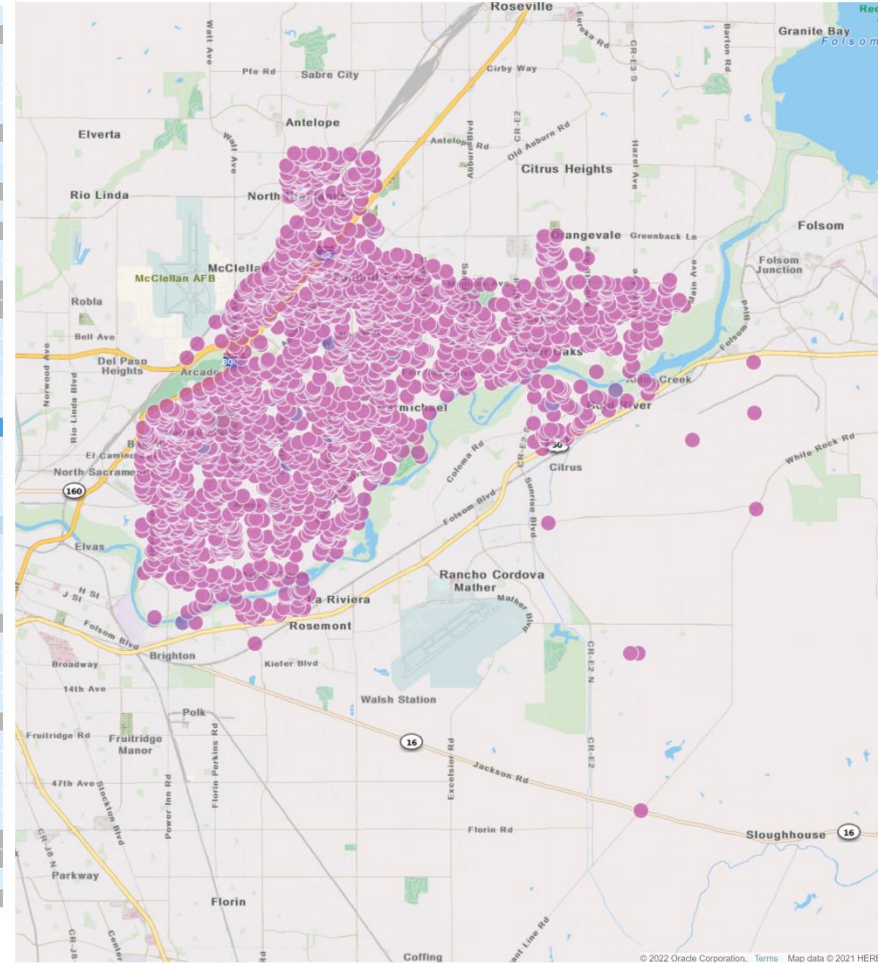
Customer Service Report Interactions 1 — 239
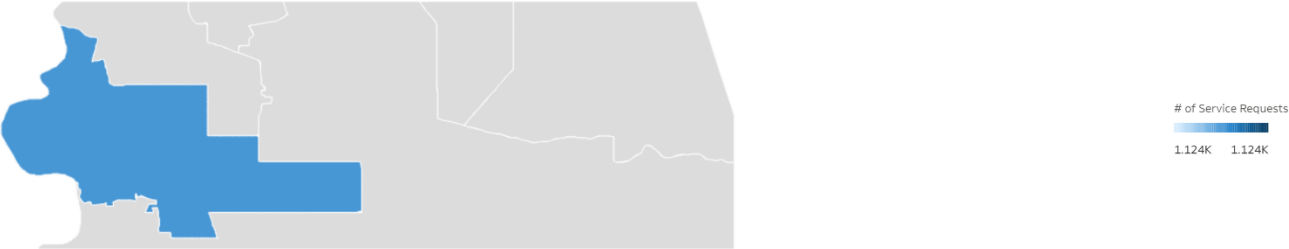
District 4

Service Requests Created

1,220

Service Requests Closed

1,026

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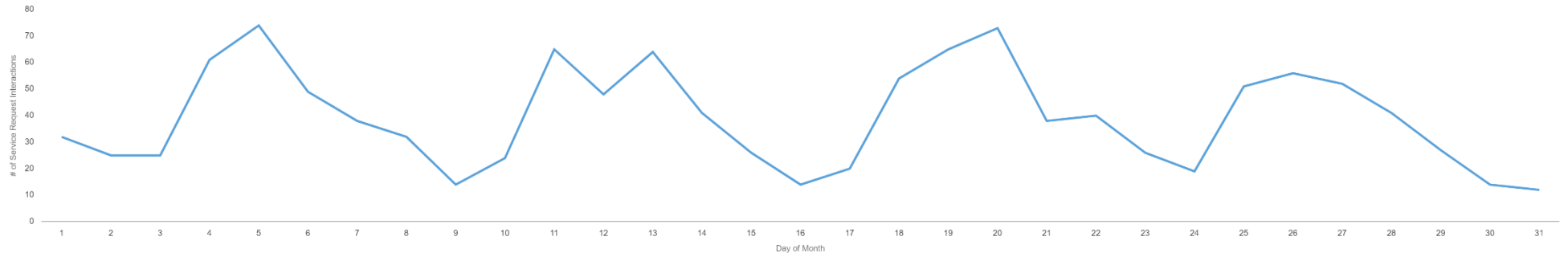
District Name, Customer Service Report Interactions

# of Service Requests

1.22K   1.22K

District 4 (continued)

Service Request Interactions by Category Per Zip Code
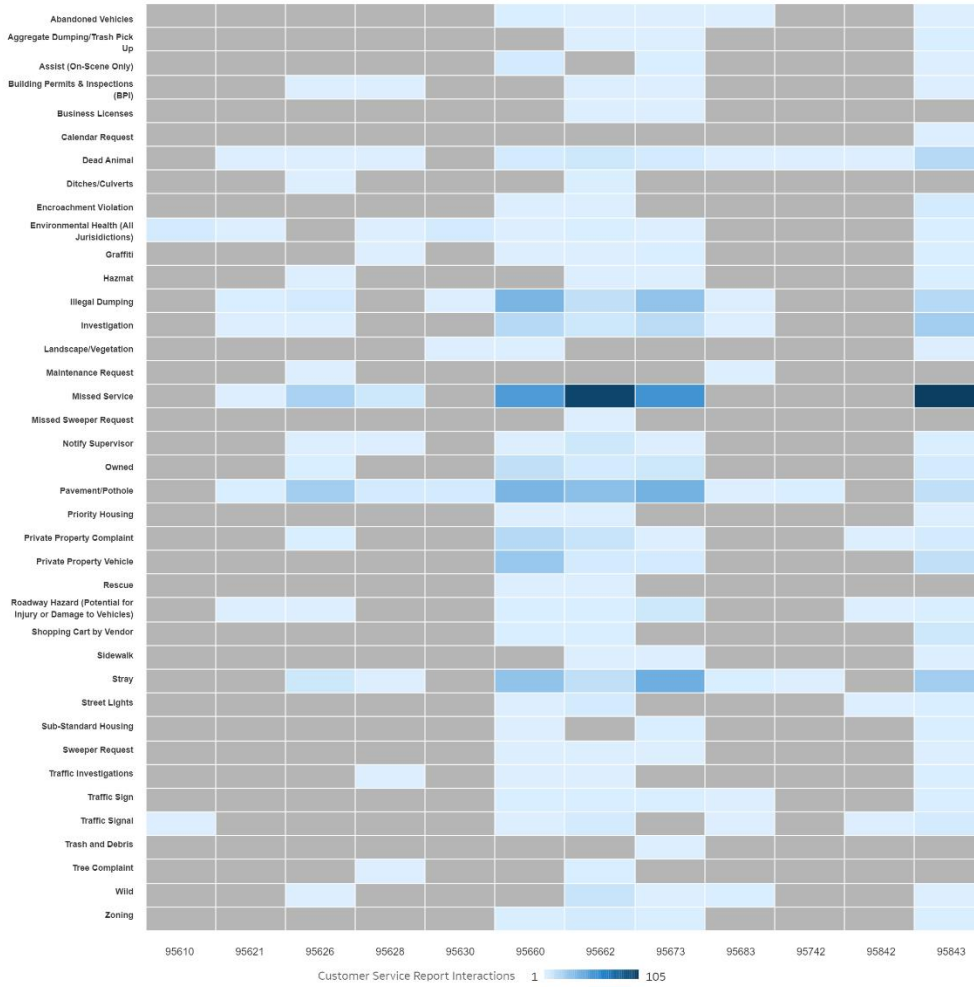
Customer Service Report Interactions 1 ▬▬▬ 105

Service Request Interactions Mapped by Selected Zip Code

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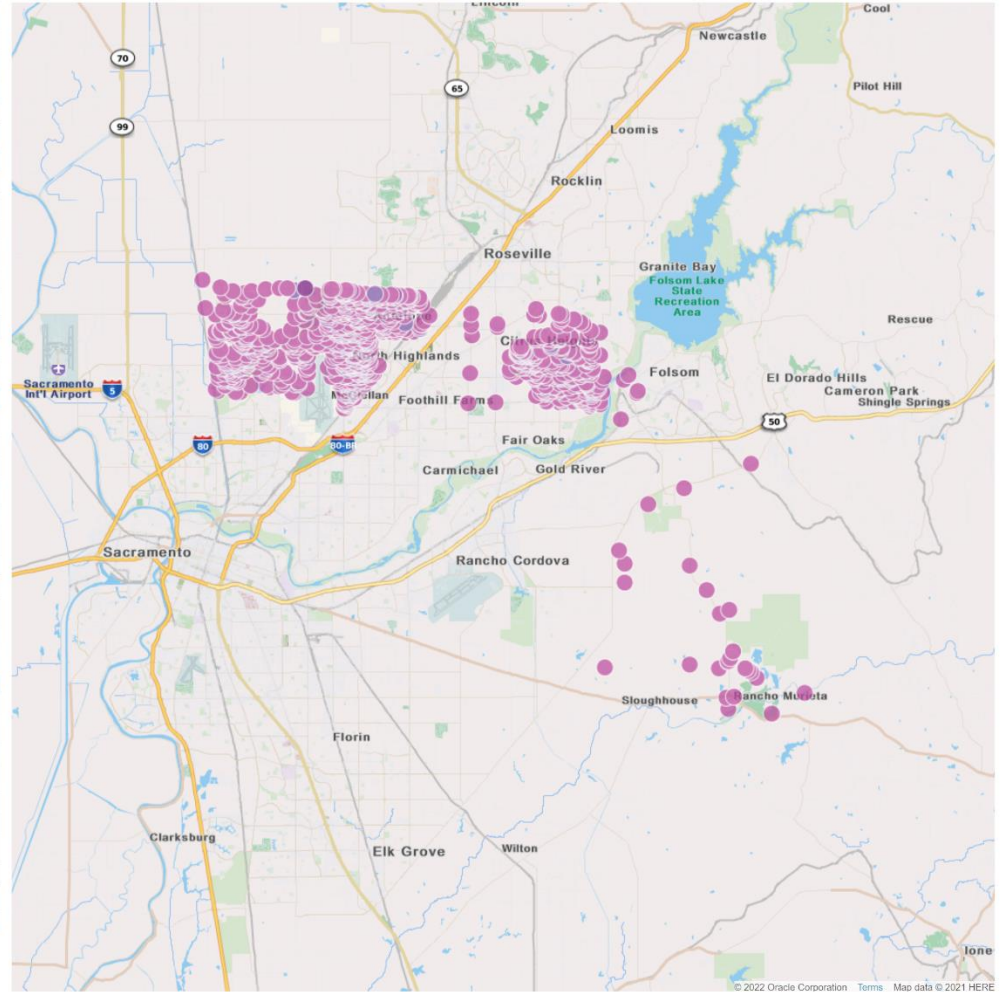
Board of Supervisor District Analysis

District 5

Service Requests Created

771

Service Requests Closed
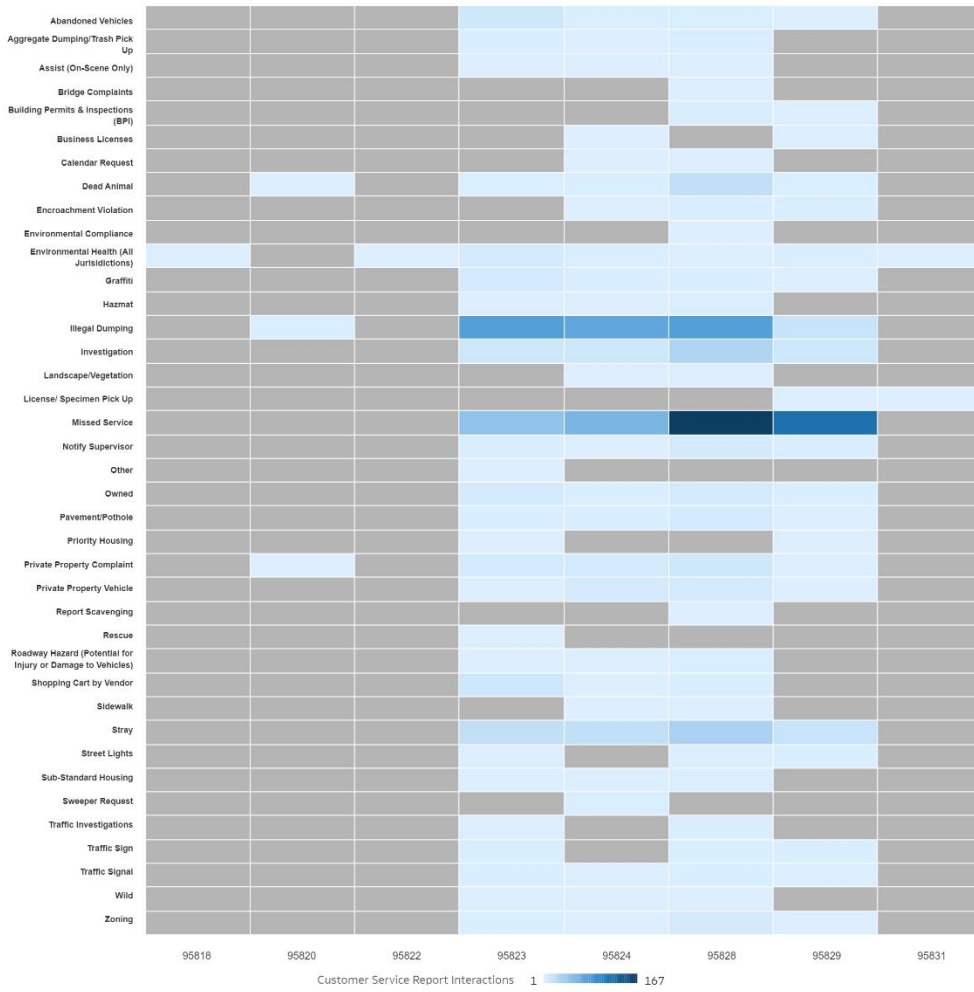
656

Service Request Interactions Created by Day of Month
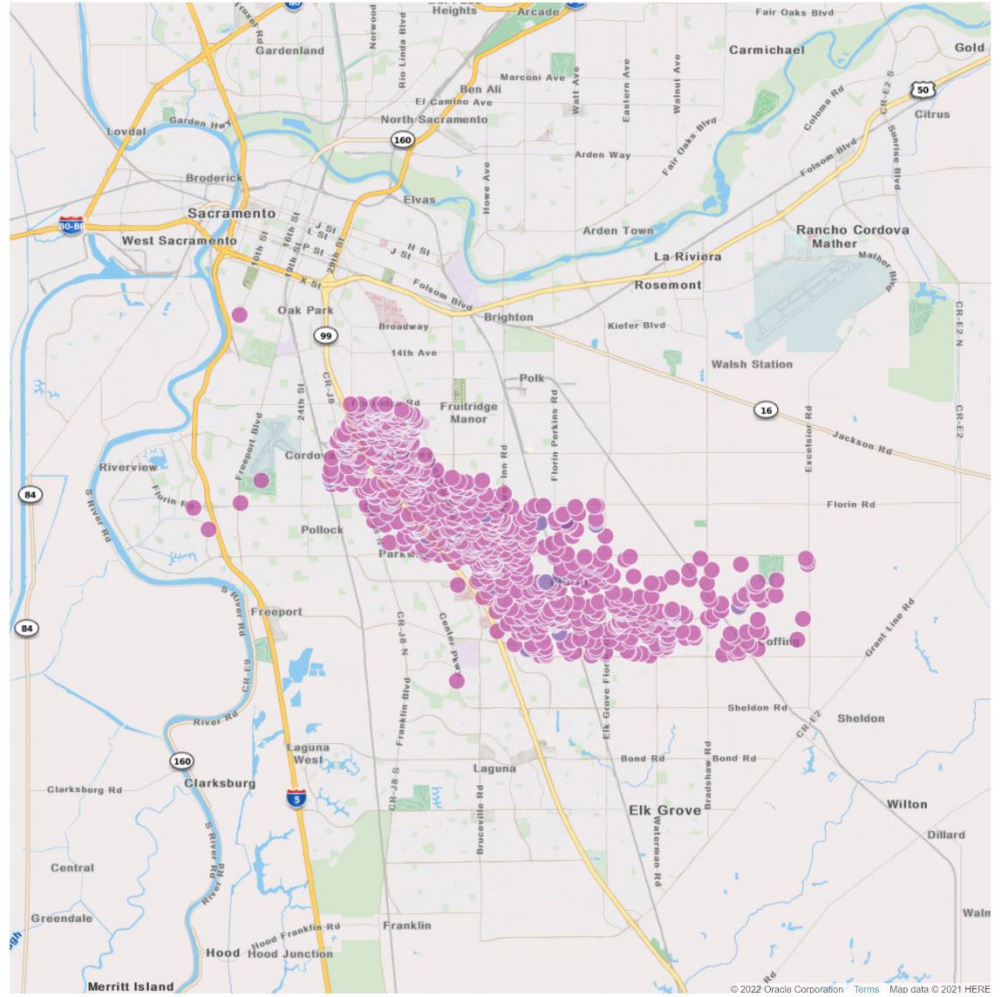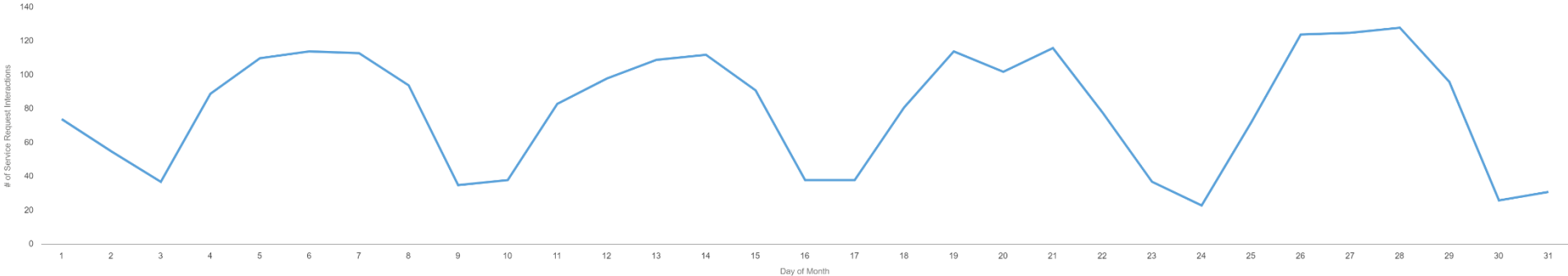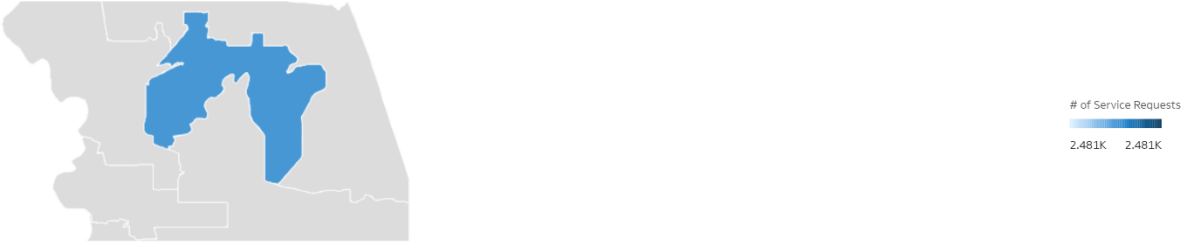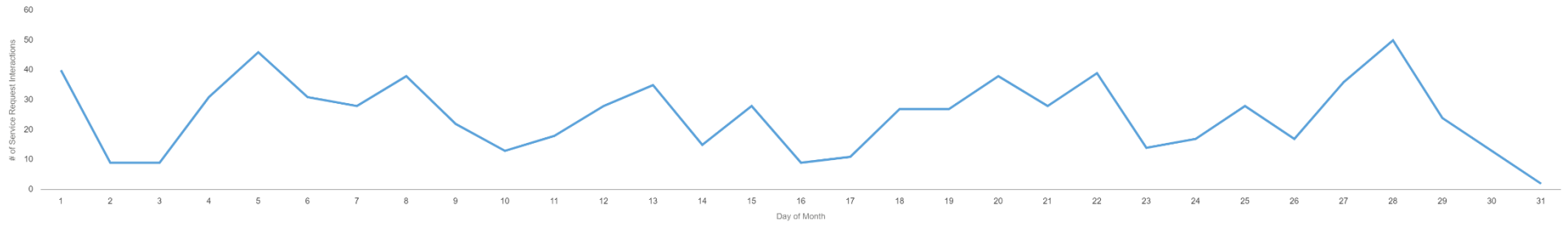

District Name, Customer Service Report Interactions

# of Service Requests

771   771

District 5 (continued)

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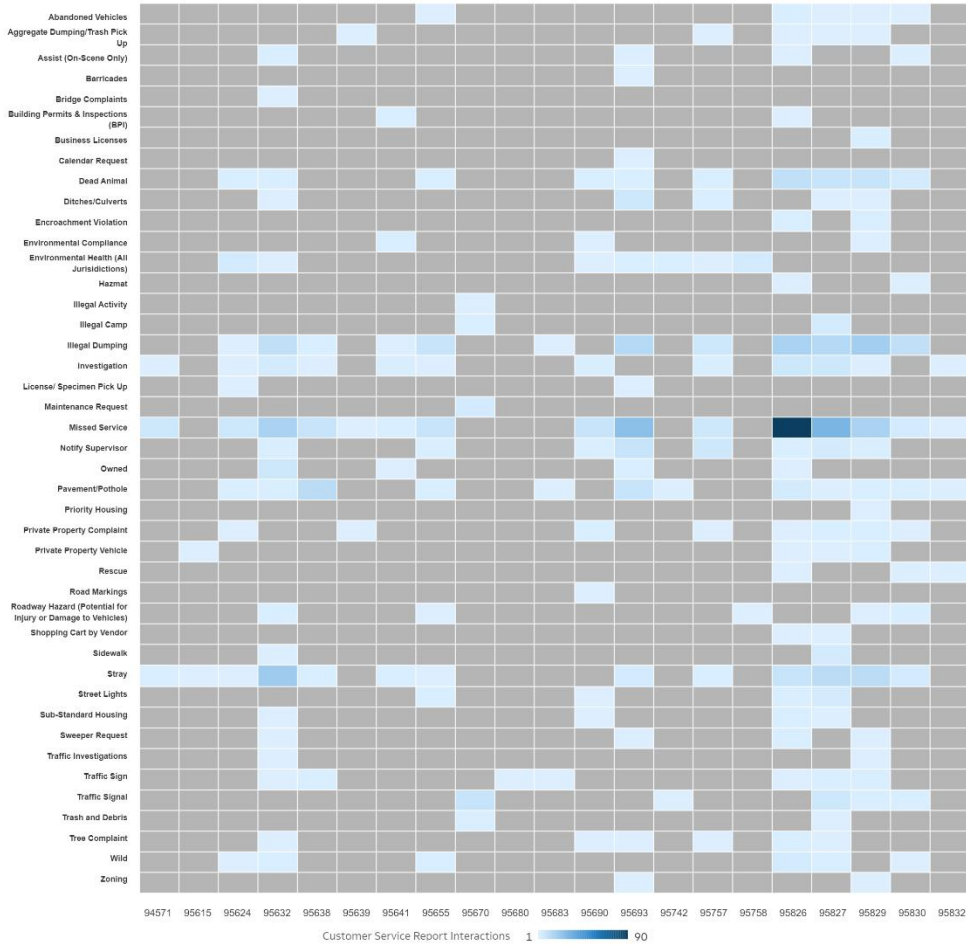
Service Request Interactions Mapped by Selected Zip Code

Customer Service Report Interactions 1 — 90
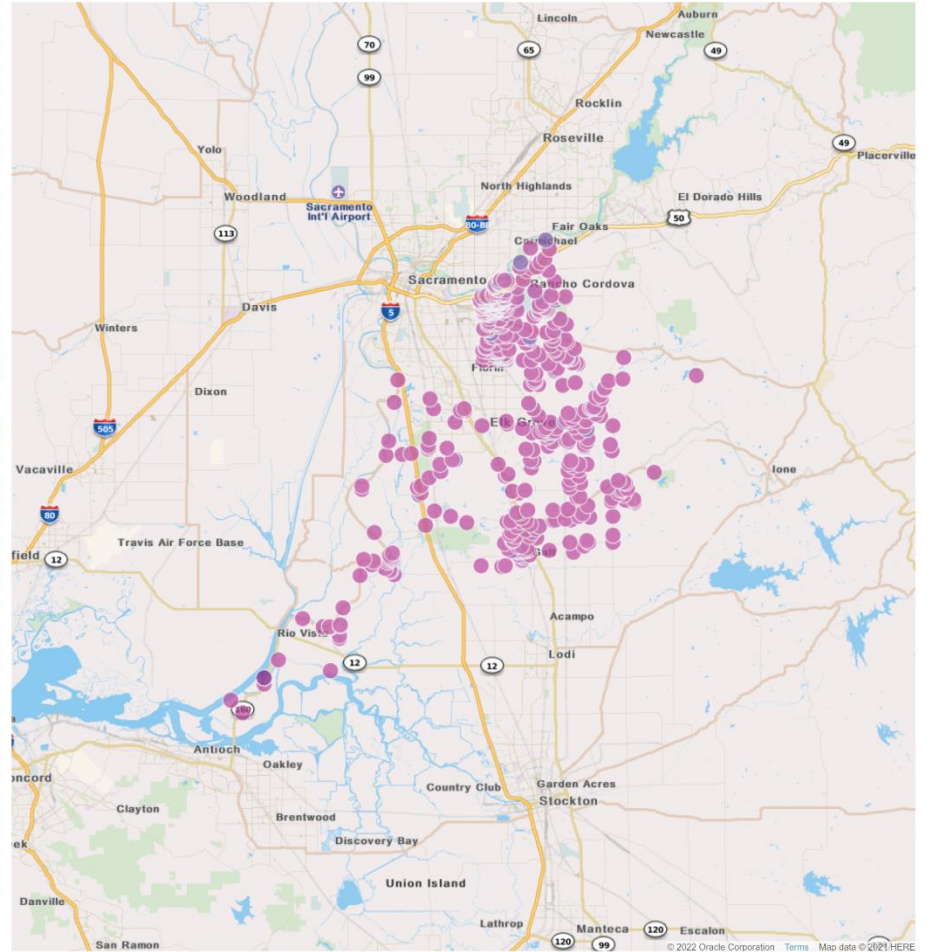
Aging of Open Requests

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, Organics							
Missed Service, Recycling							
Pavement/Pothole, Pothole/Chuckhole Repair							
Private Property Complaint, Junk/Rubbish							
Stray, Injured							
Stray, Roam							

Customer Service Report Interactions 3 ▬▬▬▬▬ 216
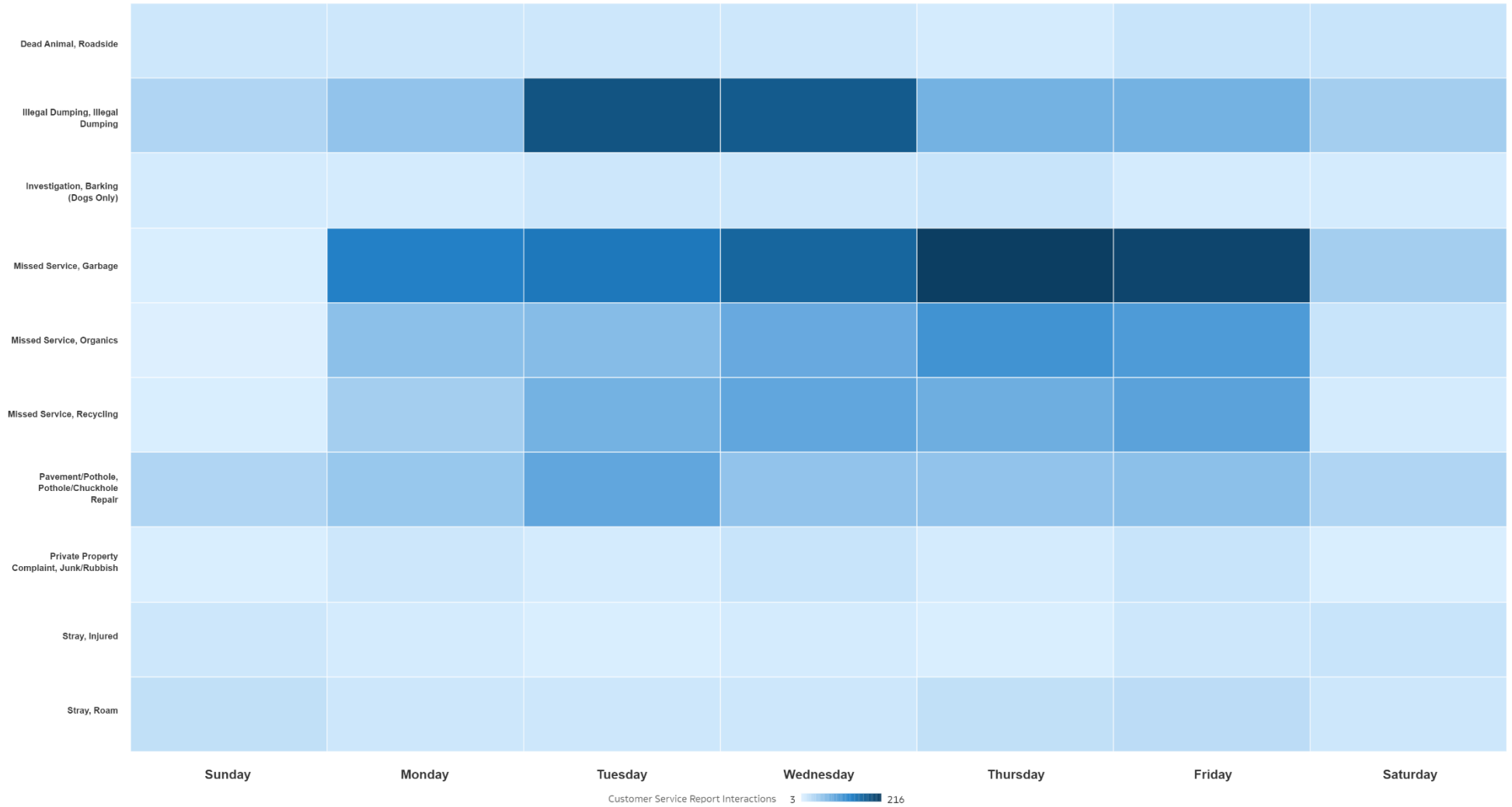
Aging of Open Requests

Top Service Requests Closed by Day

Closed Service Request Interactions by Category Per Day of Week

Customer Service Report Interactions   3 ▬▬▬▬▬ 227

Aging of Open Requests

Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division

Waste Management	2,772
Transportation	1,259
Animal Care	1,173
Code Enforcement	462
Environmental Management	95
Regional Parks	91
Building Permits & Inspection	47
Business License/Finance	13

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

Service Request Interactions Closed by Department, Division

Waste Management	2,496
Animal Care	1,119
Transportation	921
Code Enforcement	141
Environmental Management	69
Regional Parks	48
Building Permits & Inspection	38
Business License/Finance	4

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

Aging of Open Requests

Greater Than 10 Service Requests

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

Category Name	# of Service Request Interactions
Missed Service, Garbage	933
Illegal Dumping, Illegal Dumping	683
Missed Service, Organics	479
Missed Service, Recycling	424
Pavement/Pothole, Pothole/Chuckhole Repair	417
Stray, Roam	141
Dead Animal, Roadside	113
Investigation, Barking (Dogs Only)	101
Private Property Complaint, Junk/Rubbish	91
Stray, Injured	91
Shopping Cart by Vendor, Shopping Cart by Vendor	78
Investigation, Negligence	73
Private Property Vehicle, Parked on Lawn	73
Environmental Health (All Jurisidictions), Food Facility Complaint	71
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potentia...	66
Notify Supervisor, Garbage	58
Owned, Aggressive	57
Stray, Aggressive	55
Pavement/Pothole, Paving Needs on Street	54
Owned, Nuisance (No Cats)	53
Traffic Sign, Non-Emergency	49
Missed Service, Bulky Waste Pickup	44
Traffic Signal, Cycling/Detection Problem	42
Abandoned Vehicles, Inoperable	41
Dead Animal, Wild	41
Stray, Sick	41
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	40
Stray, Traffic	40
Street Lights, Light Out	40
Graffiti, Public Right-of-Way	38
Private Property Complaint, Unmaintained Property (Landscaping)	38
Dead Animal, Domestic	37
Sidewalk, Curb, Gutter, and Sidewalk Repair	37
Stray, Confined	37
Wild, Injured	37
Encroachment Violation, Basketball Hoop/Garbage Cans	36
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garba...	33
Zoning, Other	33
Notify Supervisor, Recycling	31
Private Property Vehicle, Non-Operable (Commercial Included)	28
Dead Animal, In Traffic	27
Maintenance Request, Maintenance Request	26
Assist (On-Scene Only), Police/Sheriff	25
Graffiti, Private Property	25
Notify Supervisor, Organics	25
Sweeper Request, Sweeper	25
Wild, Sick	25
Investigation, Bite - NOT Happening NOW	24
Investigation, Cruelty	23
Trash and Debris, Trash and Debris	23
Investigation, Abandoned Animal	21
Sub-Standard Housing, Other	21
Illegal Camp, Occupied	20
Traffic Investigations, Request	20
Traffic Signal, All Signals Dark	16
Traffic Signal, Long Red/Short Green	16
Traffic Signal, Pedestrian Signal Inoperative	16
Traffic Investigations, Traffic Safety Related Issues	15
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	15
Abandoned Vehicles, Wrecked	14
Stray, Vet/Business Confined	14
Business Licenses, Operating without License	13
Traffic Signal, Flashing Red	13
Traffic Signal, Light Out	13
Owned, Animal Feces Complaint	12
Zoning, Fence Residential	12
Calendar Request, Calendar Request	11
Investigation, Tethered	11
Sidewalk, Tree Trimming Needed	11
Tree Complaint, Broken/Hanging Tree Limb	11

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

Aging of Open Requests

Average Days to Close Service Requests

Avg Days to Close by Category Name, Group

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

21.43

Avg Days to Close

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	12	0.00
Animal Care	Assist (On-Scene Only)	35	0.07
Animal Care	Wild	74	0.09
Animal Care	Rescue	18	0.15
Transportation	Shopping Cart by Vendor	78	0.16
Animal Care	License/ Specimen Pick Up	4	0.80
Animal Care	Stray	425	0.85
Animal Care	Investigation	257	1.08
Animal Care	Dead Animal	229	1.08
Animal Care	Owned	126	1.14
Environmental Compliance	Environmental Compliance	8	1.35
Waste Management	Notify Supervisor	121	1.98
Waste Management	Missed Service	1,787	2.25
Waste Management	Illegal Dumping	801	2.41
Waste Management	Missed Sweeper Request	5	3.39
Transportation	Traffic Signal	122	4.09
Regional Parks	Trash and Debris	28	4.25
Regional Parks	Illegal Activity	6	4.99
Transportation	Graffiti	69	6.77
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	50	7.46
Environmental Health	Environmental Health (All Jurisidictions)	74	7.83
Code Enforcement	Abandoned Vehicles	68	10.47
Transportation	Street Lights	48	13.42
Regional Parks	Illegal Camp	34	17.09

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Transportation	Traffic Sign	115	18.46
Transportation	Tree Complaint	44	18.83
Business Licensing	Business Licenses	8	21.99
Regional Parks	Graffiti	2	22.01
Transportation	Aggregate Dumping/Trash Pick Up	51	27.80
Transportation	Sweeper Request	28	29.84
Transportation	Pavement/Pothole	624	36.94
Transportation	Barricades	7	43.89
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	69	45.82
Transportation	Hazmat	22	45.90
Regional Parks	Maintenance Request	35	46.78
Code Enforcement	Priority Housing	21	48.13
Code Enforcement	Sub-Standard Housing	47	55.50
Code Enforcement	Private Property Vehicle	275	68.30
Transportation	Traffic Investigations	39	74.91
Code Enforcement	Private Property Complaint	213	78.21
Code Enforcement	Zoning	68	82.46
Transportation	Encroachment Violation	47	82.97
Transportation	Road Markings	14	89.17
Regional Parks	Other	3	89.64
Transportation	Landscape/Vegetation	19	94.35
Transportation	Sidewalk	47	148.70
Transportation	Ditches/Culverts	78	315.57
Transportation	Bridge Complaints	10	414.29

Aging of Open Requests

Select As Of Date

No Variables found in this project.

Aging Service Requests
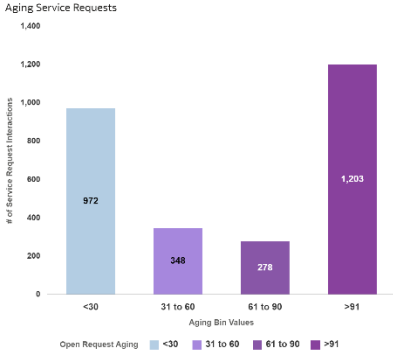
Open Request Aging	Customer Service Report Interactions
<30	972
31 to 60	348
61 to 90	278
>91	1,203

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
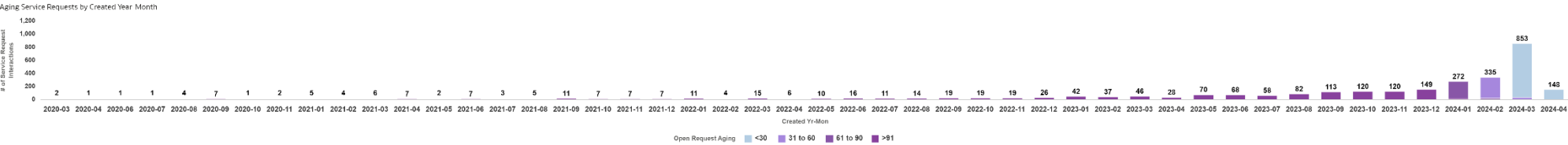
Aging of Open Requests

Department Aging Requests by Month Created Per District
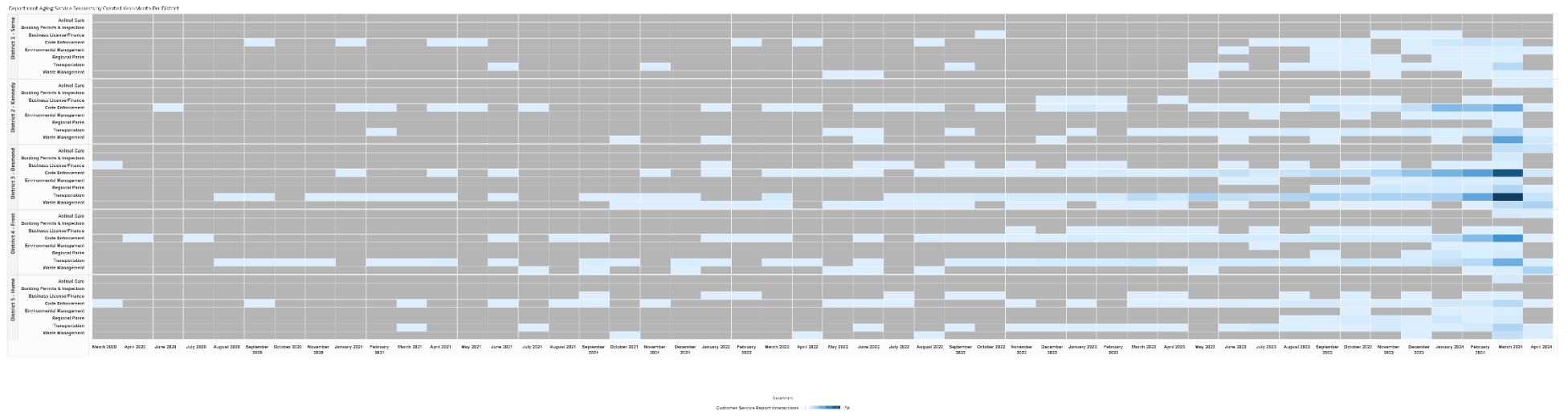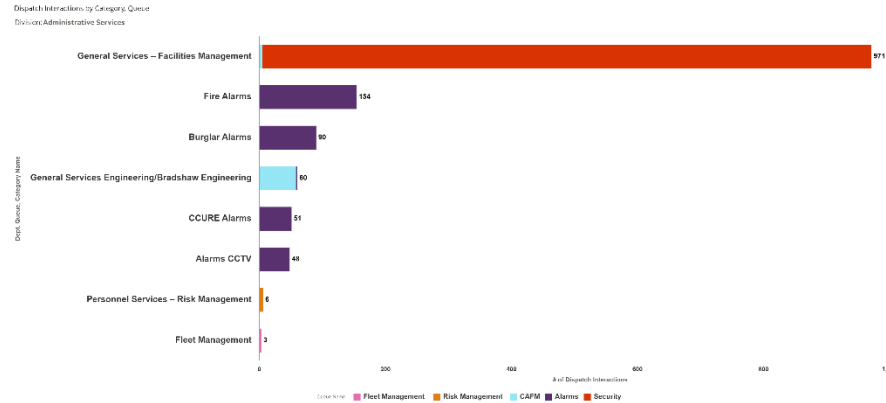
Dispatch Service Definition

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

Dispatch Interactions by Category, Queue
Division: Administrative Services

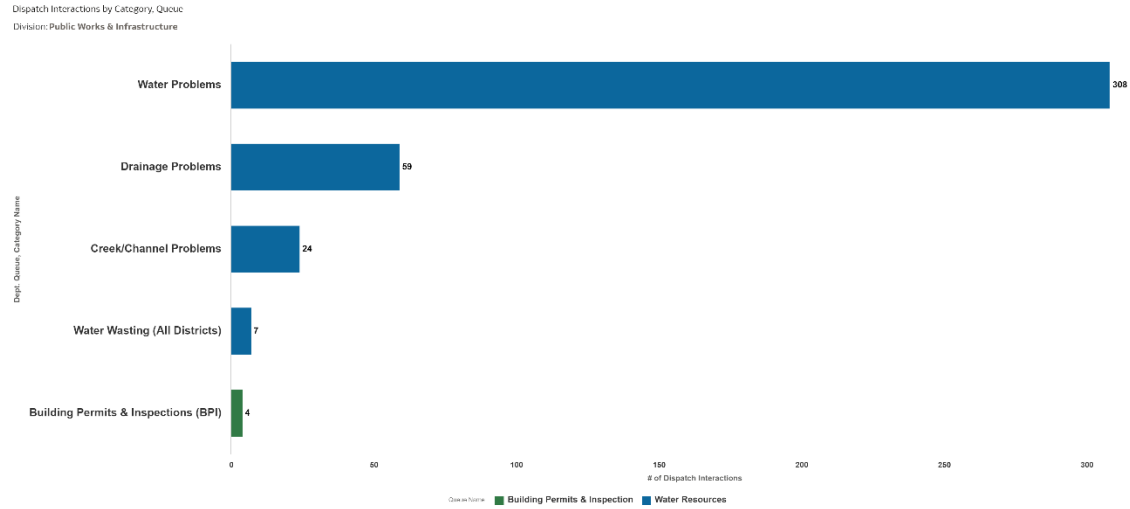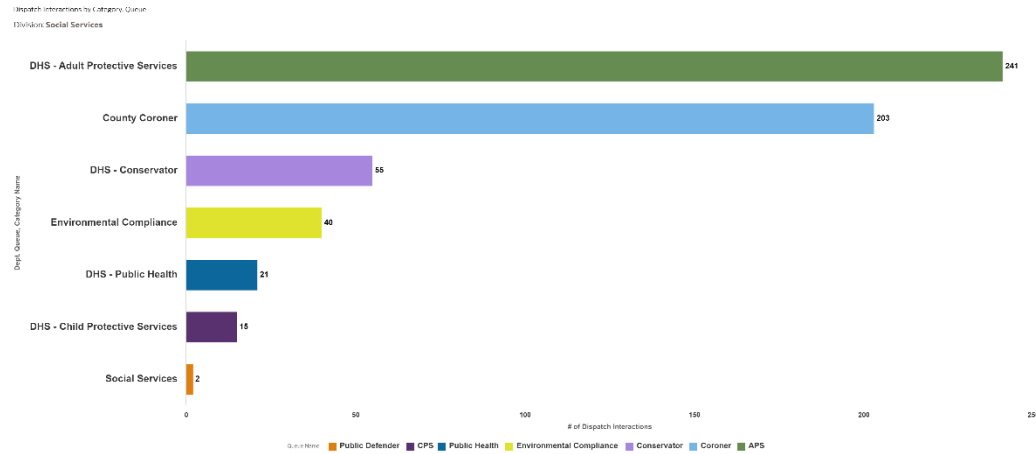| Service Definitions	
General Services Engineering/Bradshaw Engineering	Dispatch Services for Downtown and Bradshaw Facility Engineers to respond for fire/environmental alarms, generator testing, electrical, plumbing issues in county maintained buildings, etc.
General Services Facilities Management	Dispatch Services for Facilities Management staff such as engineer (alarms, reported issues), janitorial, electrical, plumbing, CCURE card readers, etc.
Fleet Management	Dispatch Services for Fleet Management regarding County employees in County issued vehicles and Emergency/Non-Emergency Fuel Pump Stations
Fire Alarms	Dispatch Services for fire alarm/activation or system testing within county-owned/leased facilities for engineer/alarm technician response
CCURE Alarms	Dispatch Services for CCURE alarm/activation or badging issues within county-owned buildings, CCURE card reader, badge access, panic alarms, etc.
Burglar Alarms	Dispatch Services for burglary alarm/activation or system testing within county-owned leased facilities for security unit response
Alarms CCTV	Dispatch Services for Law Enforcement, Alarm Technicians, Property Responsible based on received audible alarms or visual video footage being monitored by the call center staff 24/7 for site intrusions or strange activity observed.
Personnel Services Risk Management	Dispatch Services for county vehicle accident/towing services, claims, etc.

Dispatch Services Request

Community Service

Dispatch Interactions by Category, Queue
Division: **Public Works & Infrastructure**

Category	# of Dispatch Interactions
Water Problems	308
Drainage Problems	59
Creek/Channel Problems	24
Water Wasting (All Districts)	7
Building Permits & Inspections (BPI)	4

Queue Name: ■ Building Permits & Inspection ■ Water Resources

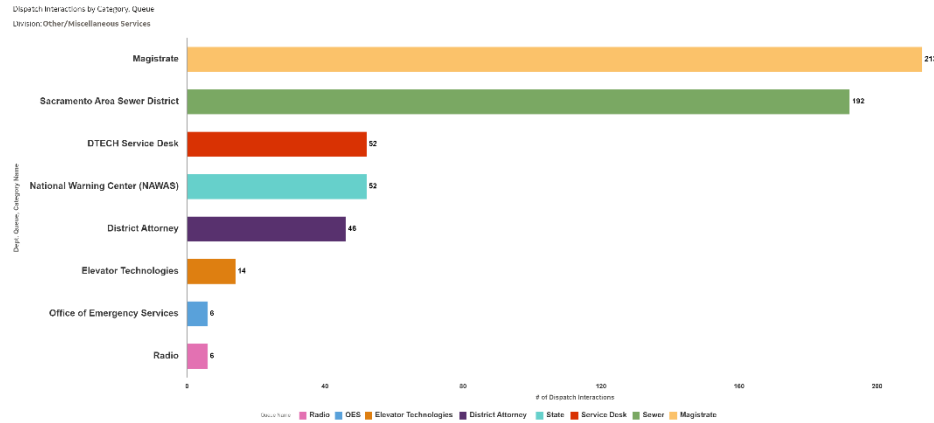| Service Definitions	
Building Permits and Inspections	On-Call Emergency Building Inspections for either Residential or Commercial properties in regard to Plumbing, Mechanical, Electrical, or Structural inspections
Water Resources Water Dispatch Form	Dispatch Services including fire hydrant, odor/taste/color, 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

Dept, Queue, Category Name	# of Dispatch Interactions
DHS - Adult Protective Services	241
County Coroner	203
DHS - Conservator	55
Environmental Compliance	40
DHS - Public Health	21
DHS - Child Protective Services	15
Social Services	2

Queue Name: Public Defender, CPS, Public Health, Environmental Compliance, Conservator, 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

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.