Monthly 311 Communications/Dispatch Center
SERVICE REQUEST & STATISTICS REPORT

May 2024

SAC COUNTY 311 CONNECT

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

SACRAMENTO COUNTY

Table of Contents

VISION
To be a County that is safe, prosperous and provides quality public services

MISSION
Improve residents' quality of life by providing cost-effective public services while fostering economic health, regional cooperation and stewardship of community assets

VALUES
- Honesty, integrity and respect for the individual
- Quality Customer Service
- Respect for cultural and ethnic diversity
- Clear communication and transparency
- Efficiency and fiscal responsibility
- Recognition of employee contributions
- Exploration of partnerships and collaboration

SACRAMENTO COUNTY

Monthly Statistics

Monthly Interactions by Source

Incident Source Name	Service Request Count
Customer Portal (OPA)	342
Email	898
Mobile Application	3,567
Phone	16,913

Monthly Customer Service Interactions

21,720

Monthly Interactions by Source
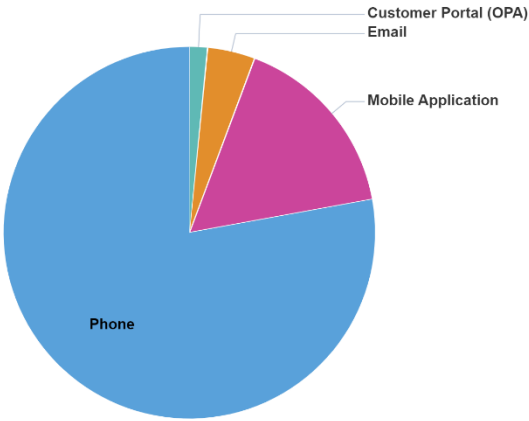
Service Request Interactions	Information Interactions	Transfer Interactions	Dispatch Interactions
6,987	6,012	5,763	2,958

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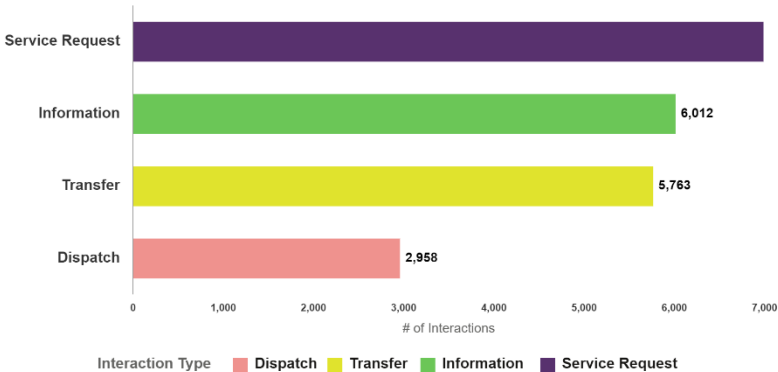
Monthly Interactions by Interaction Type

Service Request Interaction Totals (>10 Requests) by Category

Service Request Interaction Totals

Service Request Interaction Totals (>10 requests) by Category

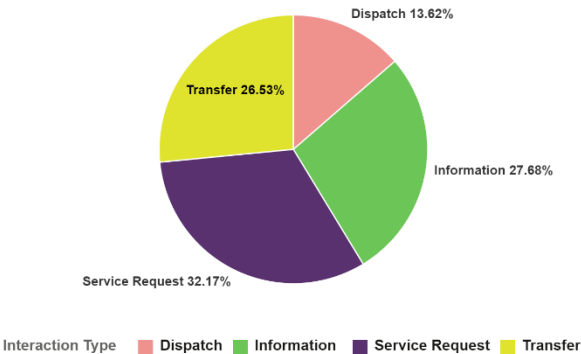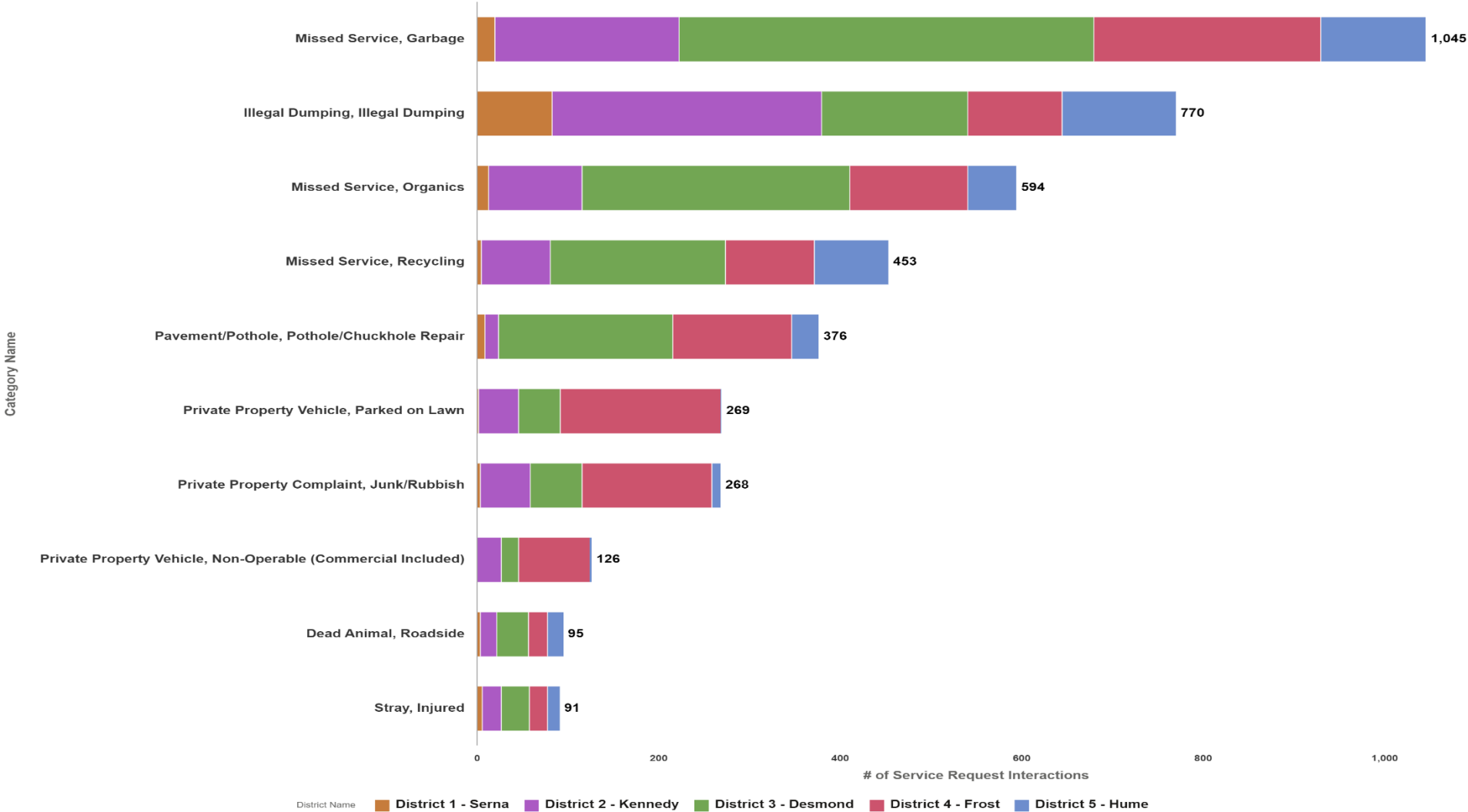| Cat2, Cat3	Customer Service Report Interactions
Missed Service, Garbage	1,045
Illegal Dumping, Illegal Dumping	811
Missed Service, Organics	594
Missed Service, Recycling	453
Pavement/Pothole, Pothole/Chuckhole Repair	377
Private Property Vehicle, Parked on Lawn	269
Private Property Complaint, Junk/Rubbish	268
Private Property Vehicle, Non-Operable (Commercial Included)	126
Dead Animal, Roadside	95
Stray, Injured	92
Shopping Cart by Vendor, Shopping Cart by Vendor	91
Stray, Roam	90
Investigation, Barking (Dogs Only)	87
Notify Supervisor, Garbage	76
Stray, Sick	74
Environmental Health (All Jurisidictions), Food Facility Complaint	71
Traffic Sign, Non-Emergency	70
Private Property Complaint, Unmaintained Property (Landscaping)	67
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	67
Owned, Aggressive	66

Cat2, Cat3	Customer Service Report Interactions
Zoning, Other	62
Wild, Injured	59
Owned, Nuisance (No Cats)	56
Investigation, Negligence	53
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	53
Dead Animal, Domestic	52
Missed Service, Bulky Waste Pickup	48
Sidewalk, Tree Trimming Needed	47
Pavement/Pothole, Paving Needs on Street	45
Stray, Aggressive	44
Graffiti, Public Right-of-Way	44
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	44
Notify Supervisor, Recycling	39
Abandoned Vehicles, Inoperable	39
Street Lights, Light Out	38
Maintenance Request, Maintenance Request	38
Dead Animal, Wild	38
Traffic Signal, Cycling/Detection Problem	36
Stray, Confined	35
Sidewalk, Curb, Gutter, and Sidewalk Repair	33
Tree Complaint, Tree Down	32
Investigation, Cruelty	31

Cat2, Cat3	Customer Service Report Interactions
Illegal Camp, Occupied	30
Landscape/Vegetation, Request	30
Sub-Standard Housing, Other	30
Encroachment Violation, Basketball Hoop/Garbage Cans	29
Sweeper Request, Sweeper	29
Notify Supervisor, Organics	28
Wild, Sick	25
Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	22
Stray, Traffic	21
Traffic Investigations, Request	21
Traffic Signal, Flashing Red	21
Assist (On-Scene Only), Police/Sheriff	20
Environmental Health (All Jurisidictions), Commercial Noise Complaint	20
Stray, Vet/Business Confined	20
Traffic Signal, All Signals Dark	20
Dead Animal, In Traffic	19
Investigation, Bite - NOT Happening NOW	19
Traffic Sign, New Sign Request	19
Tree Complaint, Broken/Hanging Tree Limb	19
Abandoned Vehicles, Dismantled	18
Abandoned Vehicles, Wrecked	18
Trash and Debris, Trash and Debris	18

Cat2, Cat3	Customer Service Report Interactions
Investigation, Abandoned Animal	17
Zoning, Fence Residential	16
Graffiti, Private Property	16
Zoning, Occupied Mobile Home/Motorhome/RV Zoning Complaint	15
Graffiti, Sign	15
Traffic Signal, Pedestrian Signal Inoperative	14
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	14
Tree Complaint, Tree Obstructing	13
Traffic Signal, Long Red/Short Green	13
Traffic Signal, Light Out	13
Investigation, Tethered	13
Ditches/Culverts, Culvert/Pipe Repair or Cleaning	13
Business Licenses, Operating without License	13
Pavement/Pothole, Sink Hole in Roadway	12
Tree Complaint, Request	11
Traffic Investigations, Speeding	11
Owned, Animal Feces Complaint	11
Notify Supervisor, Bulky Waste Pickup	11
Landscape/Vegetation, Maintenance Request for Oleanders and Other Plants on Frontages and Roadside	11
Investigation, Kennel	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	1,045
Illegal Dumping, Illegal Dumping	770
Missed Service, Organics	594
Missed Service, Recycling	453
Pavement/Pothole, Pothole/Chuckhole Repair	376
Private Property Vehicle, Parked on Lawn	269
Private Property Complaint, Junk/Rubbish	268
Private Property Vehicle, Non-Operable (Commercial Included)	126
Dead Animal, Roadside	95
Stray, Injured	91

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
19	203	457	250	116
82	297	161	104	126
12	103	295	130	54
4	76	193	98	82
8	15	192	131	30

# of Service Request Interactions

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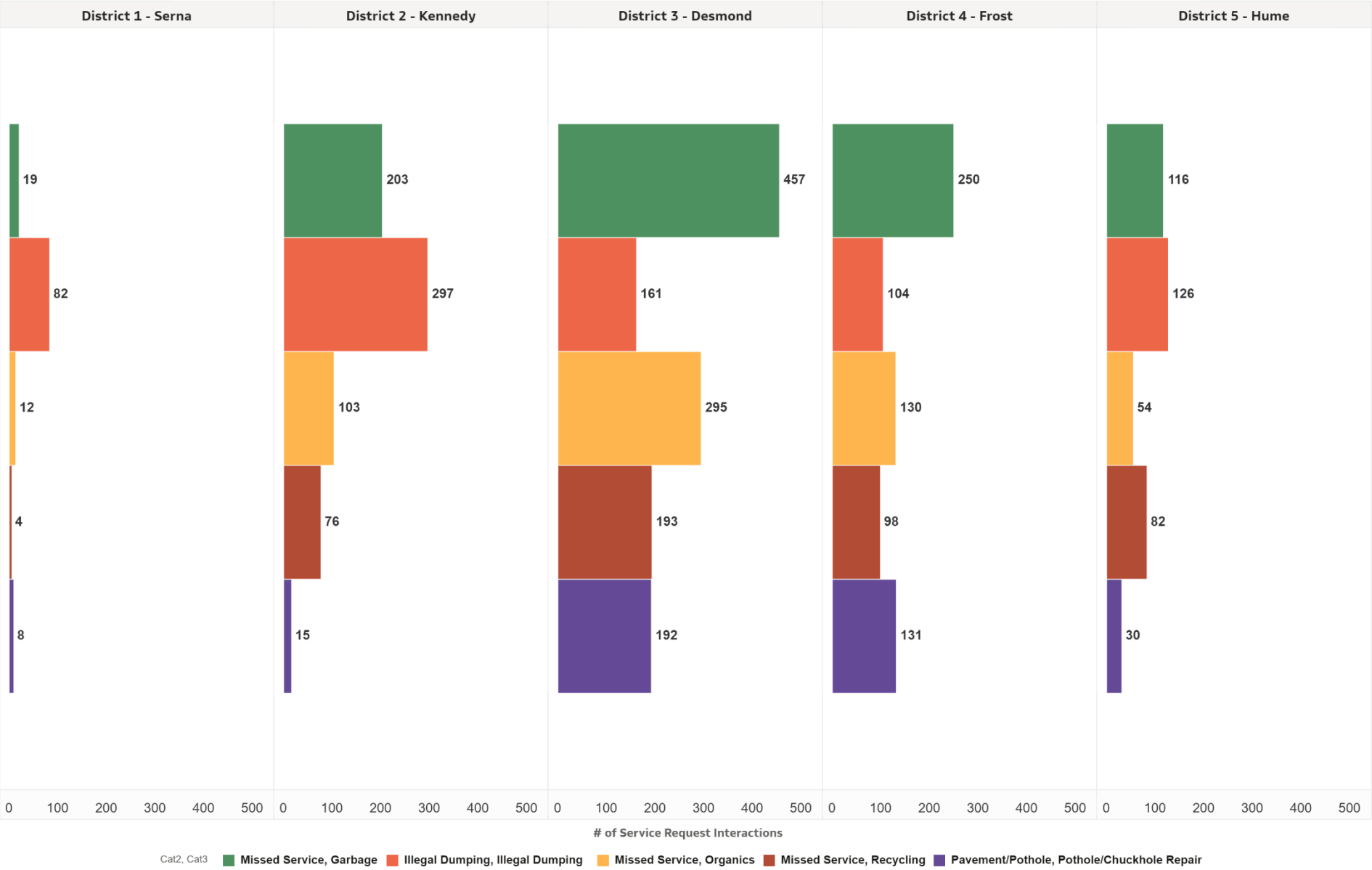
Top Service Requests Closed

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
Missed Service, Garbage	27	225	381	192	75
Illegal Dumping, Illegal Dumping	54	173	148	120	93
Missed Service, Organics	4	98	263	112	63
Missed Service, Recycling	7	65	165	68	67
Pavement/Pothole, Pothole/Chuckhole Repair	10	26	142	87	50

# of Service Request Interactions

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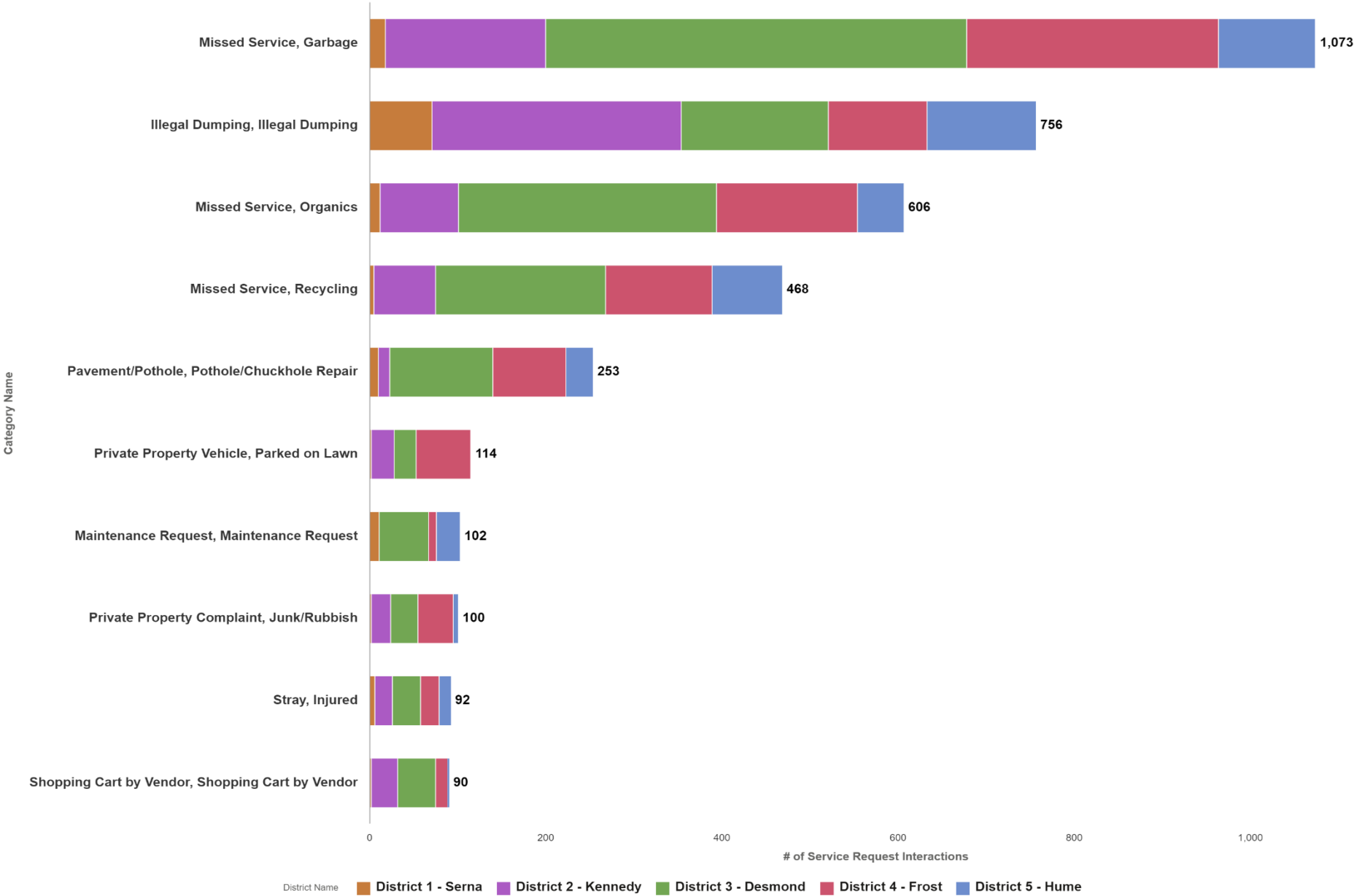
Top Unresolved Service Request

Top Unresolved Service Request Categories | by Districts

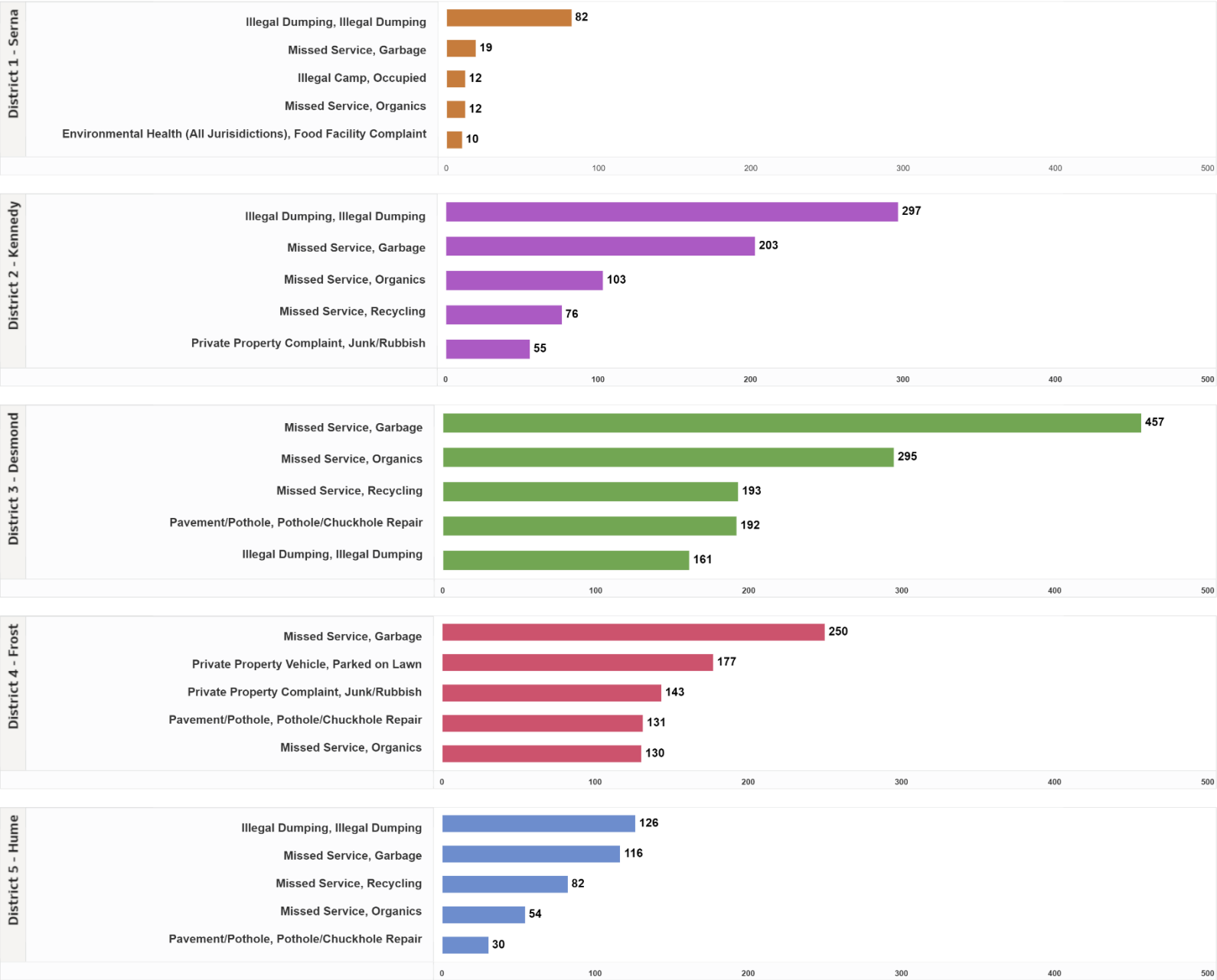**Top Unresolved Service Request Categories by District**

District 1 - Serna

Category	Value
Illegal Dumping, Illegal Dumping	82
Missed Service, Garbage	19
Illegal Camp, Occupied	12
Missed Service, Organics	12
Environmental Health (All Jurisidictions), Food Facility Complaint	10

District 2 - Kennedy

Category	Value
Illegal Dumping, Illegal Dumping	297
Missed Service, Garbage	203
Missed Service, Organics	103
Missed Service, Recycling	76
Private Property Complaint, Junk/Rubbish	55

District 3 - Desmond

Category	Value
Missed Service, Garbage	457
Missed Service, Organics	295
Missed Service, Recycling	193
Pavement/Pothole, Pothole/Chuckhole Repair	192
Illegal Dumping, Illegal Dumping	161

District 4 - Frost

Category	Value
Missed Service, Garbage	250
Private Property Vehicle, Parked on Lawn	177
Private Property Complaint, Junk/Rubbish	143
Pavement/Pothole, Pothole/Chuckhole Repair	131
Missed Service, Organics	130

District 5 - Hume

Category	Value
Illegal Dumping, Illegal Dumping	126
Missed Service, Garbage	116
Missed Service, Recycling	82
Missed Service, Organics	54
Pavement/Pothole, Pothole/Chuckhole Repair	30

Top Unresolved Service Request

Top 10 Unresolved Service Request Categories

Top 10 Unresolved Service Request Categories

Category Name	# of Service Request Interactions
Private Property Complaint, Junk/Rubbish	567
Private Property Vehicle, Parked on Lawn	517
Pavement/Pothole, Pothole/Chuckhole Repair	345
Sidewalk, Curb, Gutter, and Sidewalk Repair	345
Private Property Vehicle, Non-Operable (Commercial Included)	244
Zoning, Other	167
Private Property Complaint, Unmaintained Property (Landscaping)	128
Illegal Dumping, Illegal Dumping	110
Business Licenses, Operating without License	87
Pavement/Pothole, Paving Needs on Street	71

Unresolved Service Requests Through May 31st	Interactions Closed this Month	Monthly Interactions Not Closed
4,272	21,011	1,829

Monthly Interactions Not Closed by Status

Monthly Interactions Not Closed by Status

Service Requests Opened by District

May 2024

Monthly Service Request Interactions Opened

6,925

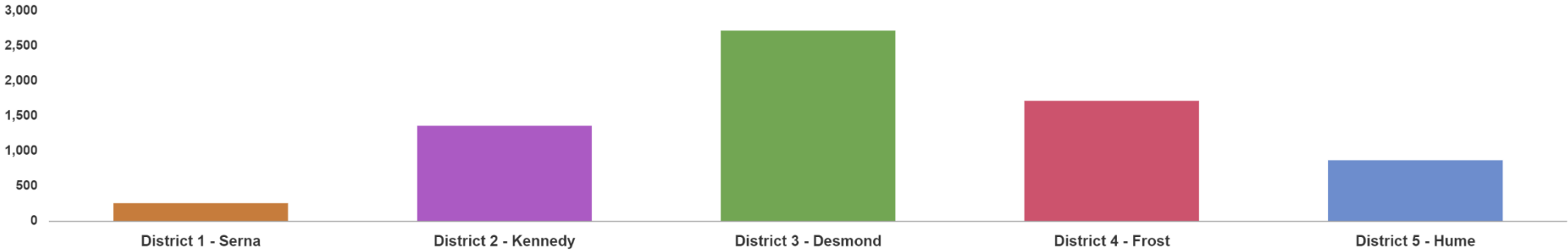| District 1 Serna	District 2 Kennedy	District 3 Desmond	District 4 Frost	District 5 Hume
259	**1,361**	**2,718**	**1,718**	**869**
Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions

Service Request Interactions by District

Service Request Interactions by District Map

Service Request Interactions Created by Day of Month

Board of Supervisor District Information

Service Requests Closed by District

May 2024

Monthly Service Request Interactions Closed

6,202

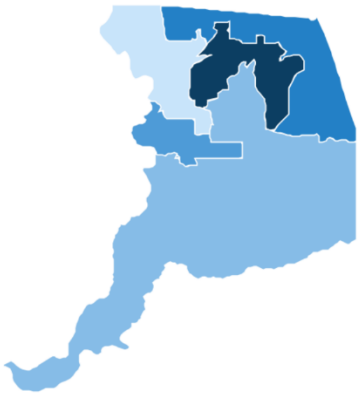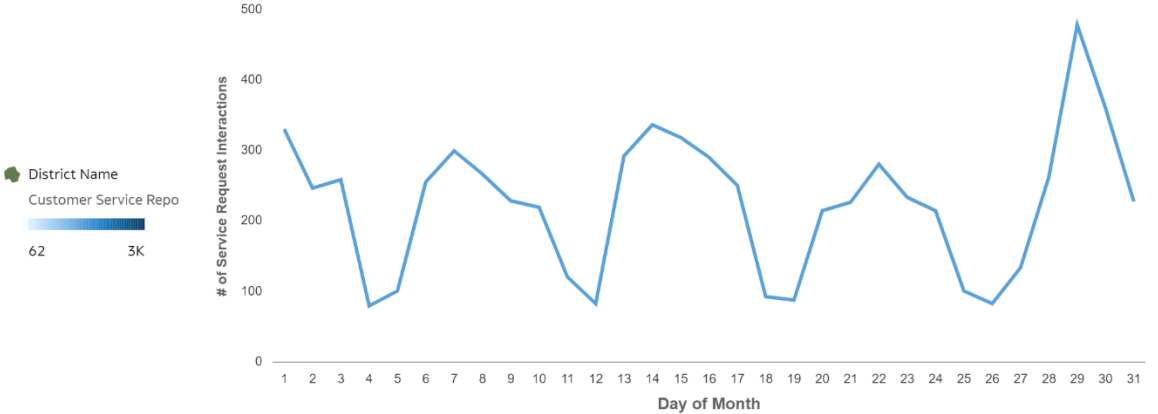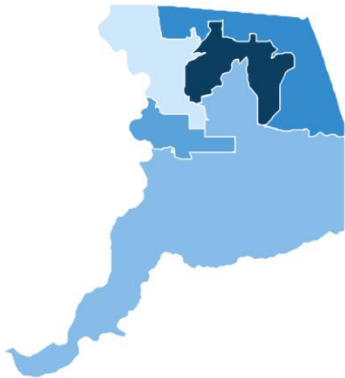| District 1 Serna	District 2 Kennedy	District 3 Desmond	District 4 Frost	District 5 Hume
237	**1,181**	**2,514**	**1,442**	**828**
Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions

Service Request Interactions by District

Service Request Interactions by District Map

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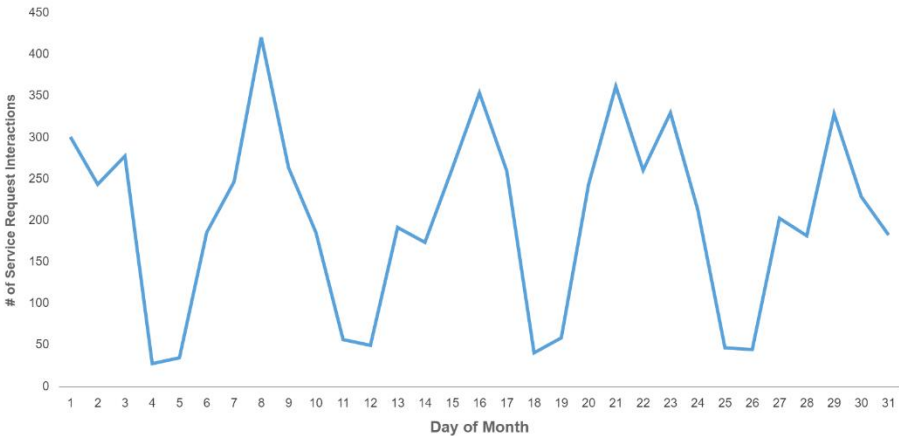
Board of Supervisors District Information

Previous Month Comparison of Service Request

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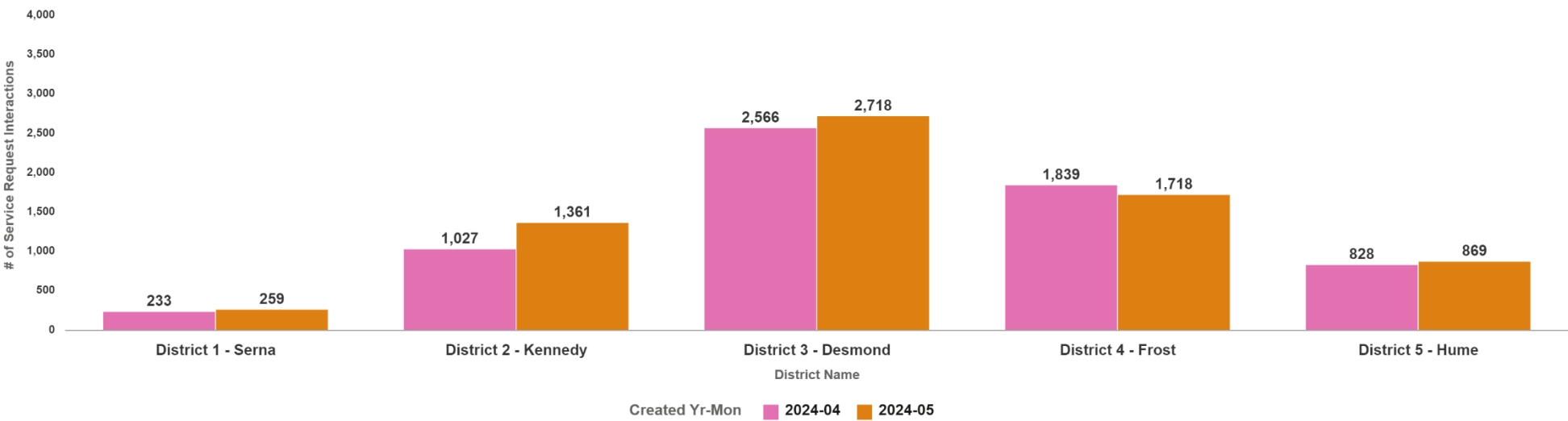
Previous Month Trend of Service Request Interactions Per District
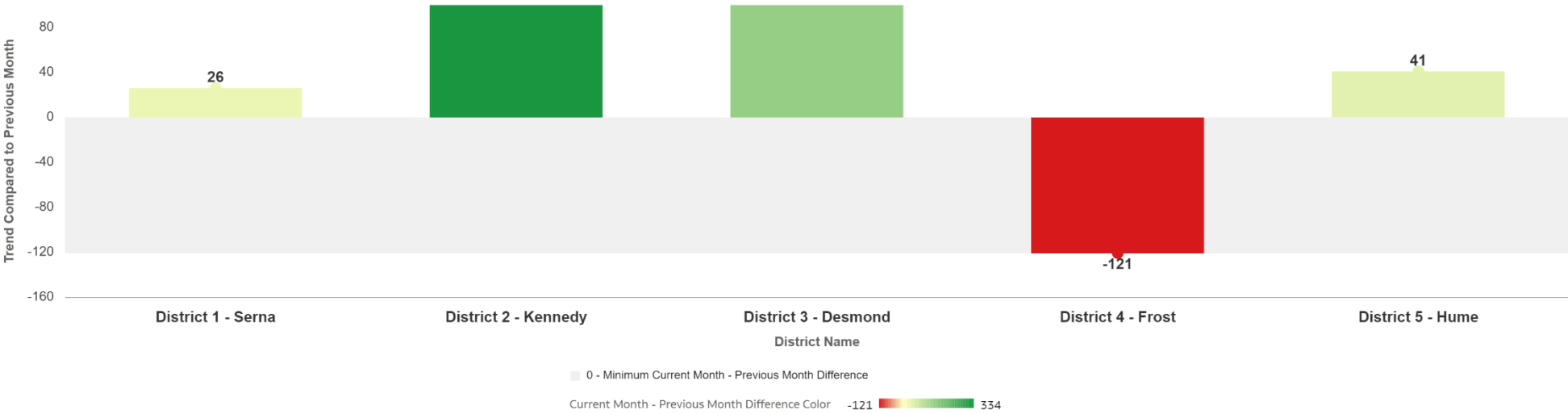
Previous Month Comparison (continued)

Monthly Comparison: Service Requests by District

District Name	2024-04 Service Request Map Count	2024-05 Service Request Map Count
District 1 - Serna	233	259
District 2 - Kennedy	1,027	1,361
District 3 - Desmond	2,566	2,718
District 4 - Frost	1,839	1,718
District 5 - Hume	828	869

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

Current Month - Previous Month Difference Color   -24 ▮▮▮ 108

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	-3	40	83	17	53	**190**
Illegal Dumping, Illegal Dumping	20	108	0	-24	19	**123**
Missed Service, Recycling	-3	21	21	3	26	**68**
Missed Service, Organics	10	20	51	-11	-13	**57**
Private Property Complaint, Junk/Rubbish		31	10	-3	-2	**39**
Private Property Vehicle, Non-Operable (Commercial Included)		21	-4	4	-2	**18**
Private Property Vehicle, Parked on Lawn	0	34	-14	-18	-2	**0**
Pavement/Pothole, Pothole/Chuckhole Repair	-4	-8	6	-20	-19	**-45**
Stray, Roam	-3	-20	-8	-3	-15	**-49**
Investigation, Barking (Dogs Only)		-7	-23	-16	-3	**-51**
Grand Total	**17**	**240**	**122**	**-71**	**42**	**350**

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

District 1

Service Requests Created

259

Service Requests Closed

195

Service Request Interactions Created by Day of Month

District Name, Customer Service Report Interactions

# of Service Requests

259   259

Board of Supervisor District Analysis

District 1 (continued)

Service Request Interactions by Category Per Zip Code

Service Request Interactions Mapped by Selected Zip Code

Customer Service Report Interactions 1 ▭▭▭▭▭ 55

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Board of Supervisor District Analysis

District 2

Service Requests Created

2,718

Service Requests Closed

2,039

Service Request Interactions Created by Day of Month

District Name, Customer Service Report Interactions

# of Service Requests

2.718K   2.718K

District 2 (continued)

Service Request Interactions by Category Per Zip Code

Service Request Interactions Mapped by Selected Zip Code

Category	95624	95820	95822	95823	95824	95828	95829	95831
Abandoned Vehicles								
Aggregate Dumping/Trash Pick Up								
Assist (On-Scene Only)								
Barricades								
Building Permits & Inspections (BPI)								
Business Licenses								
Calendar Request								
Dead Animal								
Encroachment Violation								
Environmental Compliance								
Environmental Health (All Jurisdictions)								
Graffiti								
Hazmat								
Illegal Dumping								
Investigation								
Landscape/Vegetation								
Missed Service								
Missed Sweeper Request								
Notify Supervisor								
Owned								
Pavement/Pothole								
Priority Housing								
Private Property Complaint								
Private Property Vehicle								
Rescue								
Road Markings								
Roadway Hazard (Potential for Injury or Damage to Vehicles)								
Shopping Cart by Vendor								
Sidewalk								
Stray								
Street Lights								
Sub-Standard Housing								
Sweeper Request								
Traffic Investigations								
Traffic Sign								
Traffic Signal								
Tree Complaint								
Wild								
Zoning								

Customer Service Report Interactions   1 ▬▬▬ 172

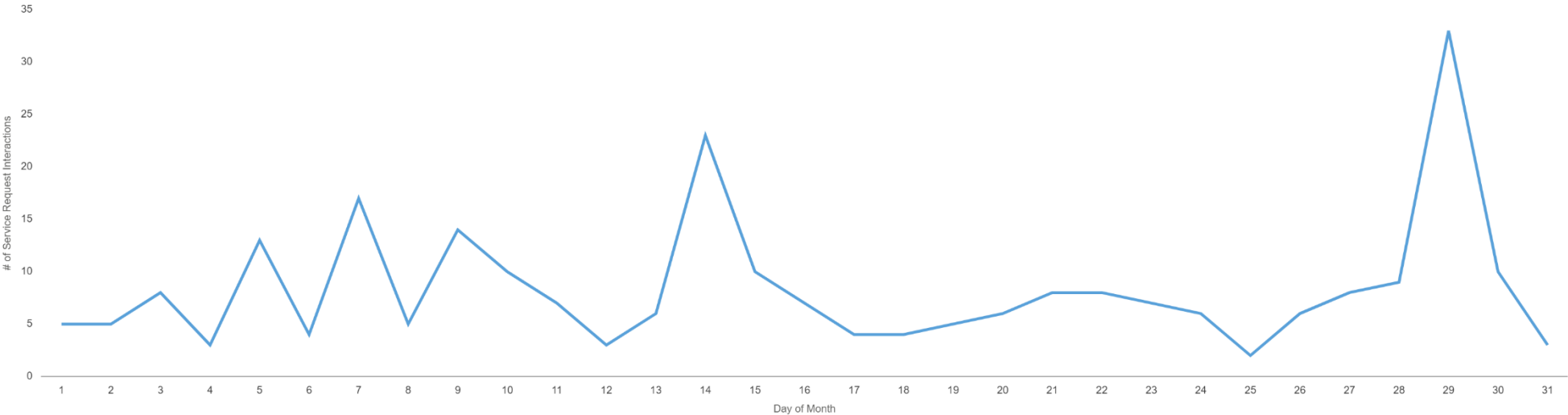# Board of Supervisor District Analysis

District 3

Service Requests Created

2,718

Service Requests Closed

2,039

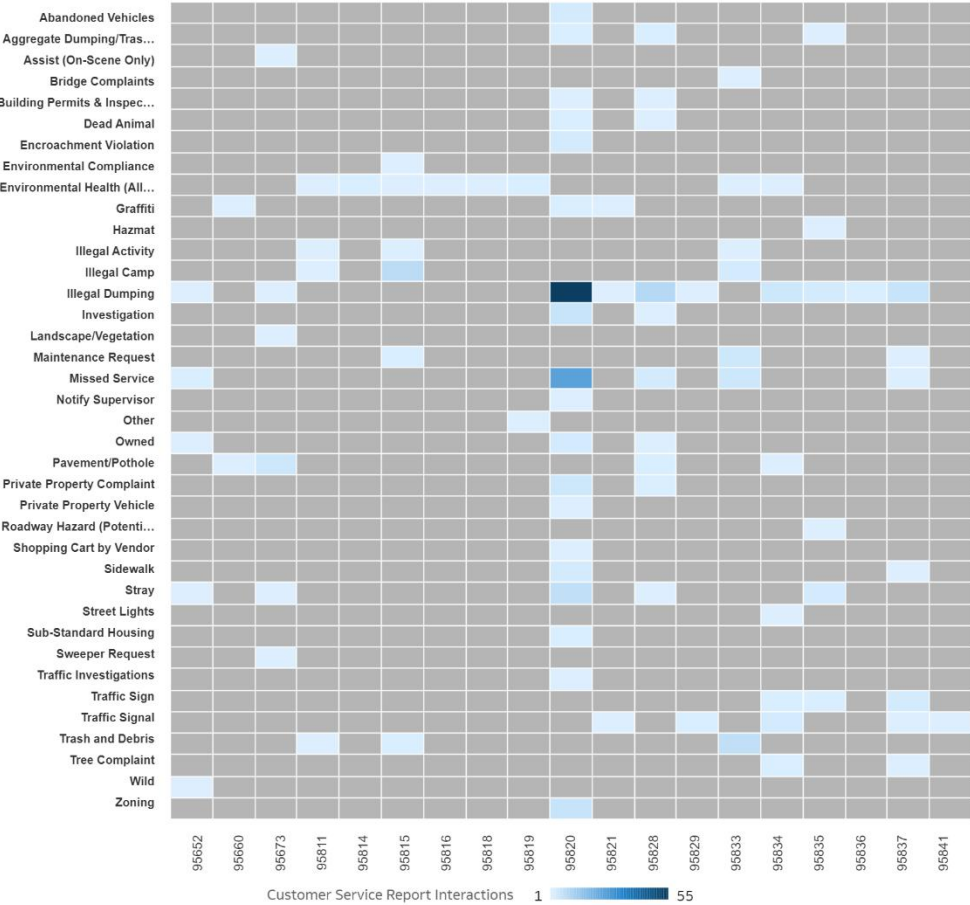Service Request Interactions Created by Day of Month

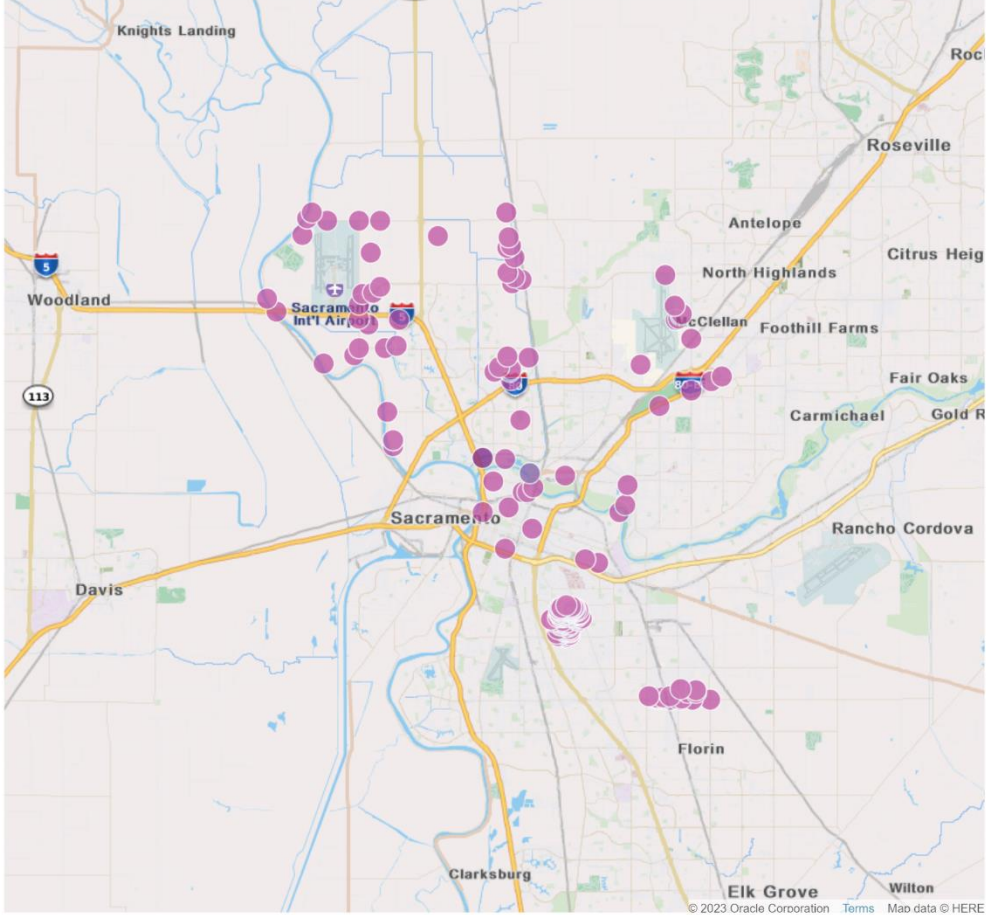District Name, Customer Service Report Interactions

# of Service Requests

2.718K   2.718K

District 3 (continued)

Service Request Interactions by Category Per Zip Code

Customer Service Report Interactions 1 — 235

Service Request Interactions Mapped by Selected Zip Code

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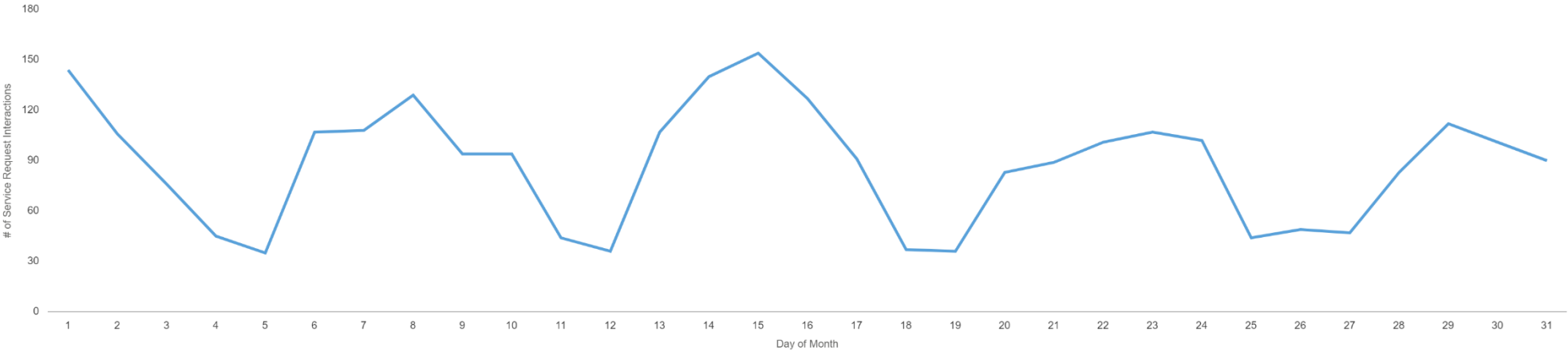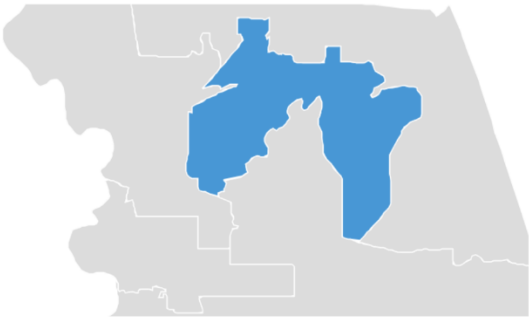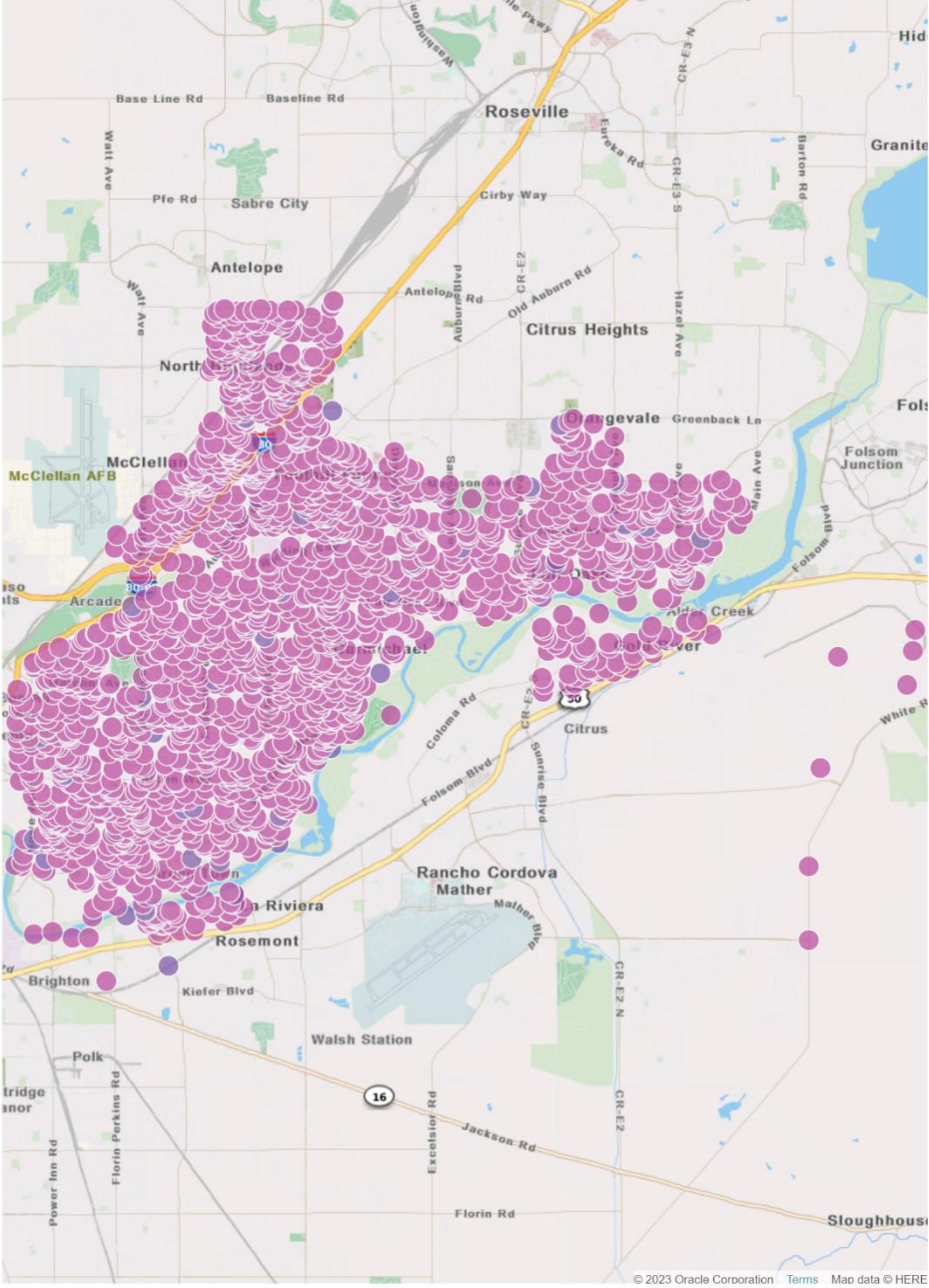
District 4

Service Requests Created

1,718

Service Requests Closed

1,049

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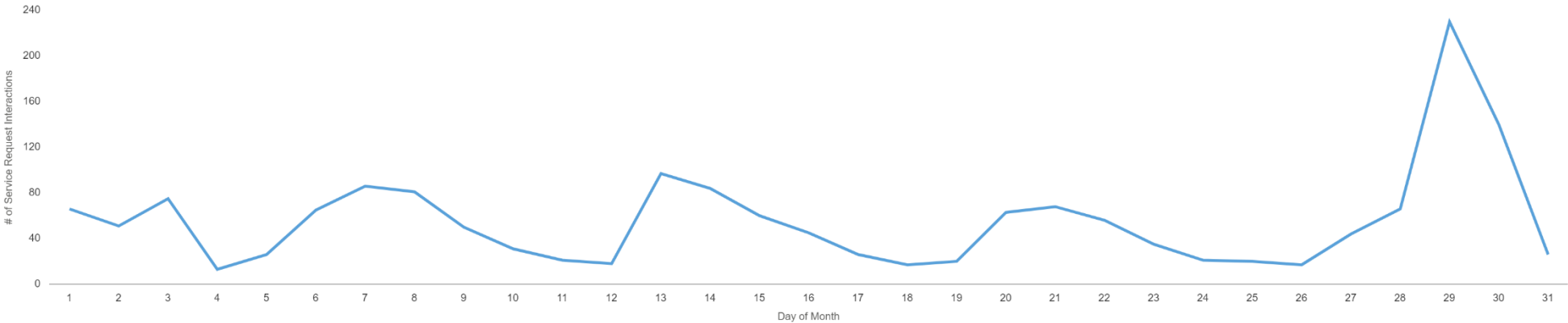
District Name, Customer Service Report Interactions

# of Service Requests

1.718K   1.718K

District 4 (continued)

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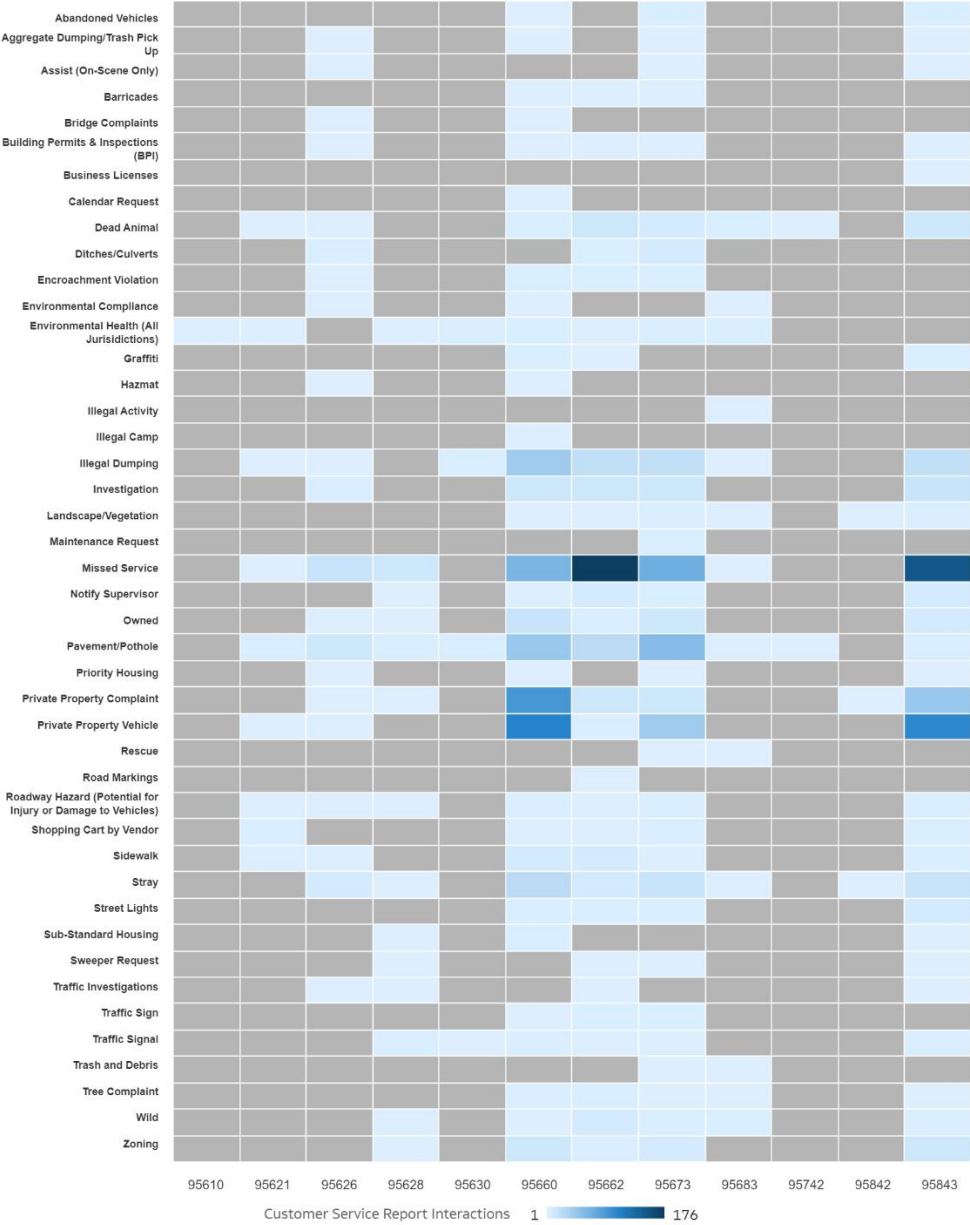
Service Request Interactions Mapped by Selected Zip Code

Customer Service Report Interactions 1 ▭▭▭ 176
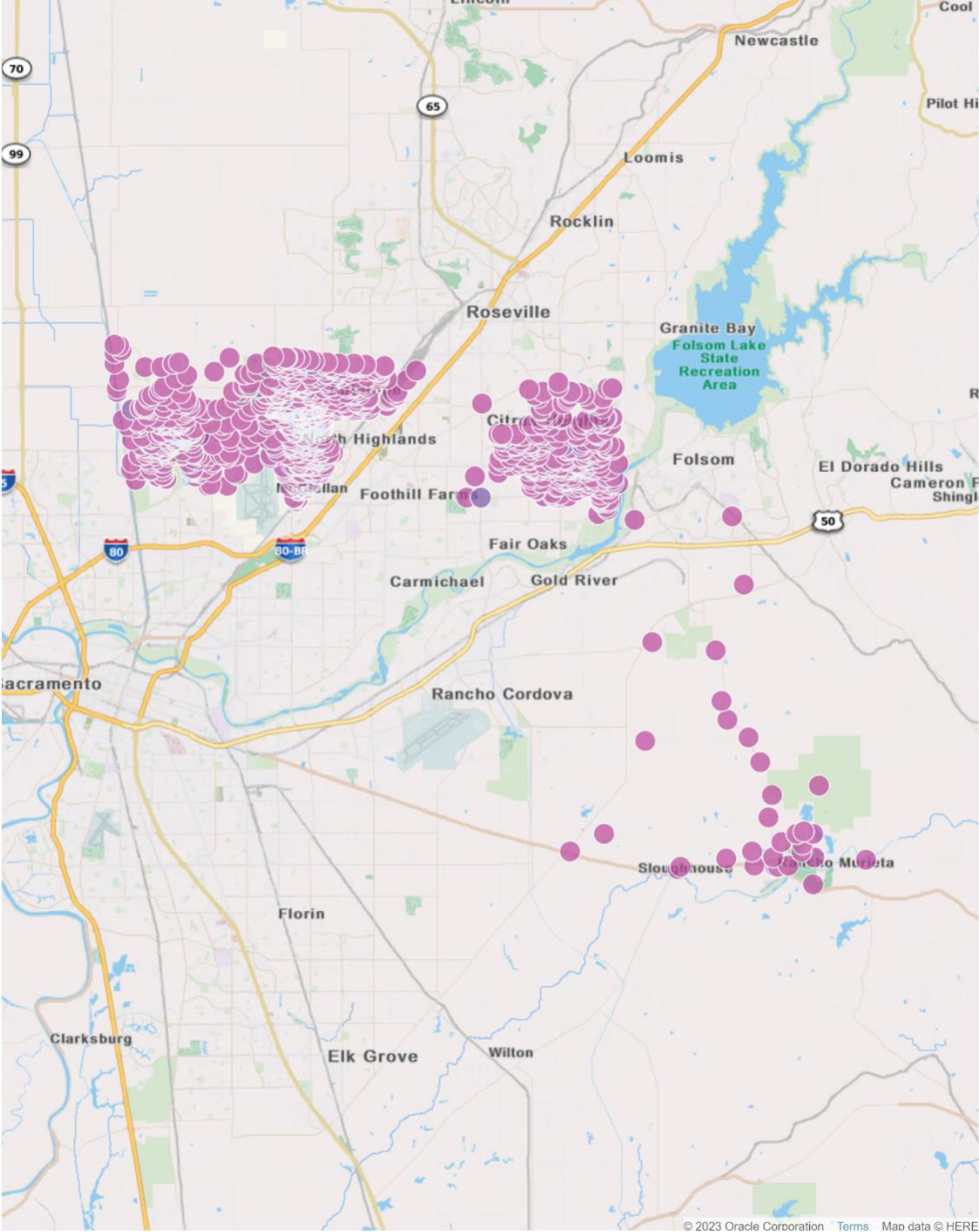
Board of Supervisor District Analysis

District 5

Service Requests Created

869

Service Requests Closed

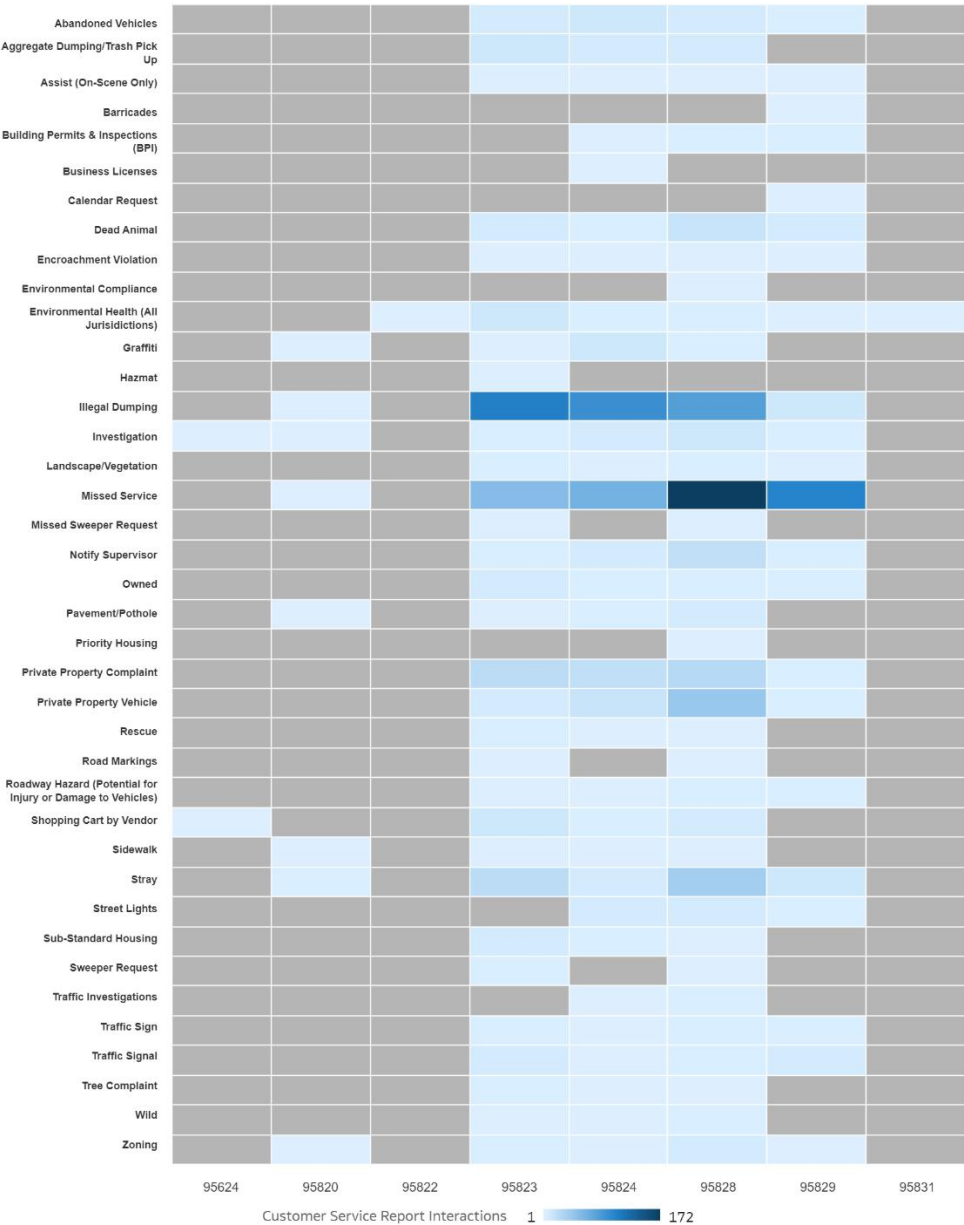## 706

Service Request Interactions Created by Day of Month
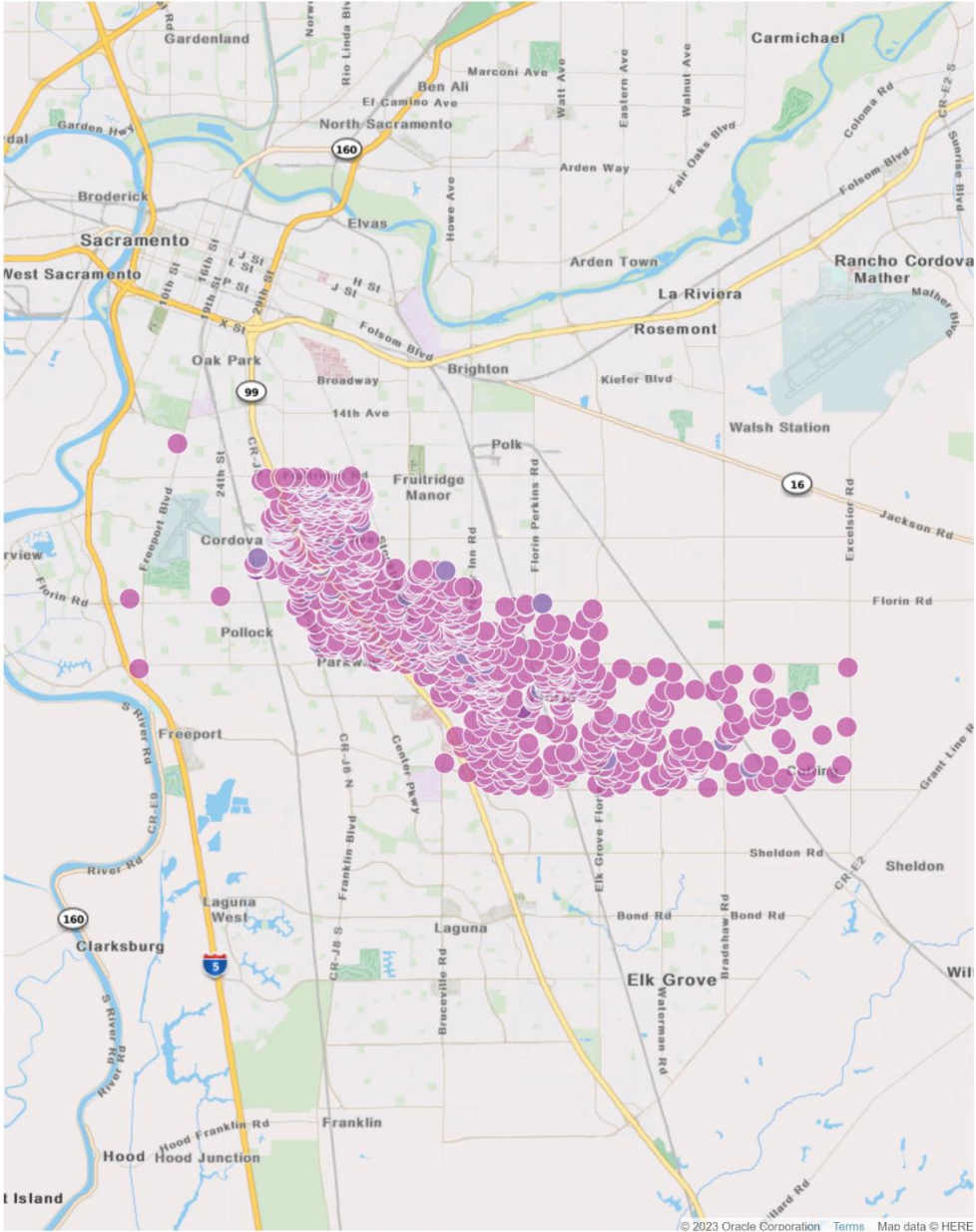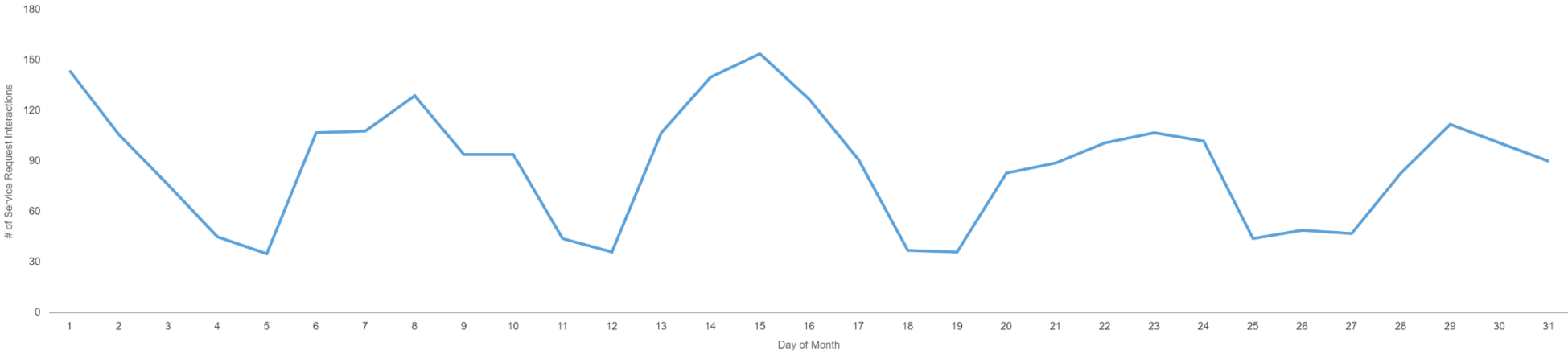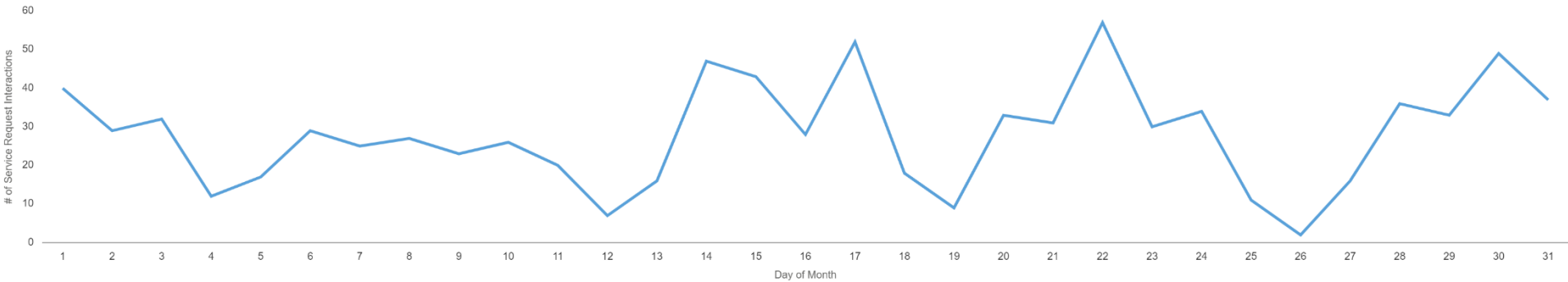

District Name, Customer Service Report Interactions

# of Service Requests

869   869

Service Request Interactions by Category Per Zip Code

Service Request Interactions Mapped by Selected Zip Code

Customer Service Report Interactions 1 ▭▭▭ 69

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, Non-Operable (Commercial Included)							
Private Property Vehicle, Parked on Lawn							
Stray, Injured							

Customer Service Report Interactions   1 ▭▭▭▭▭ 243
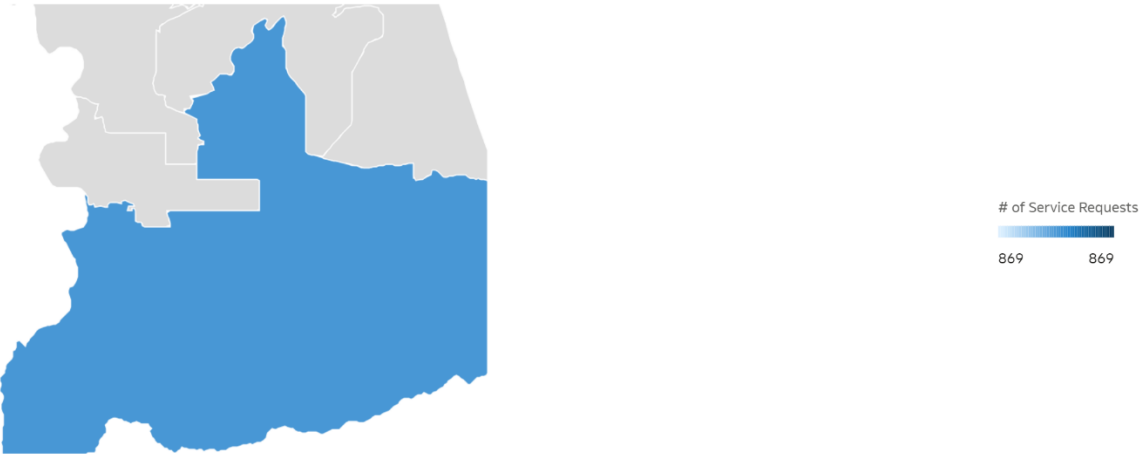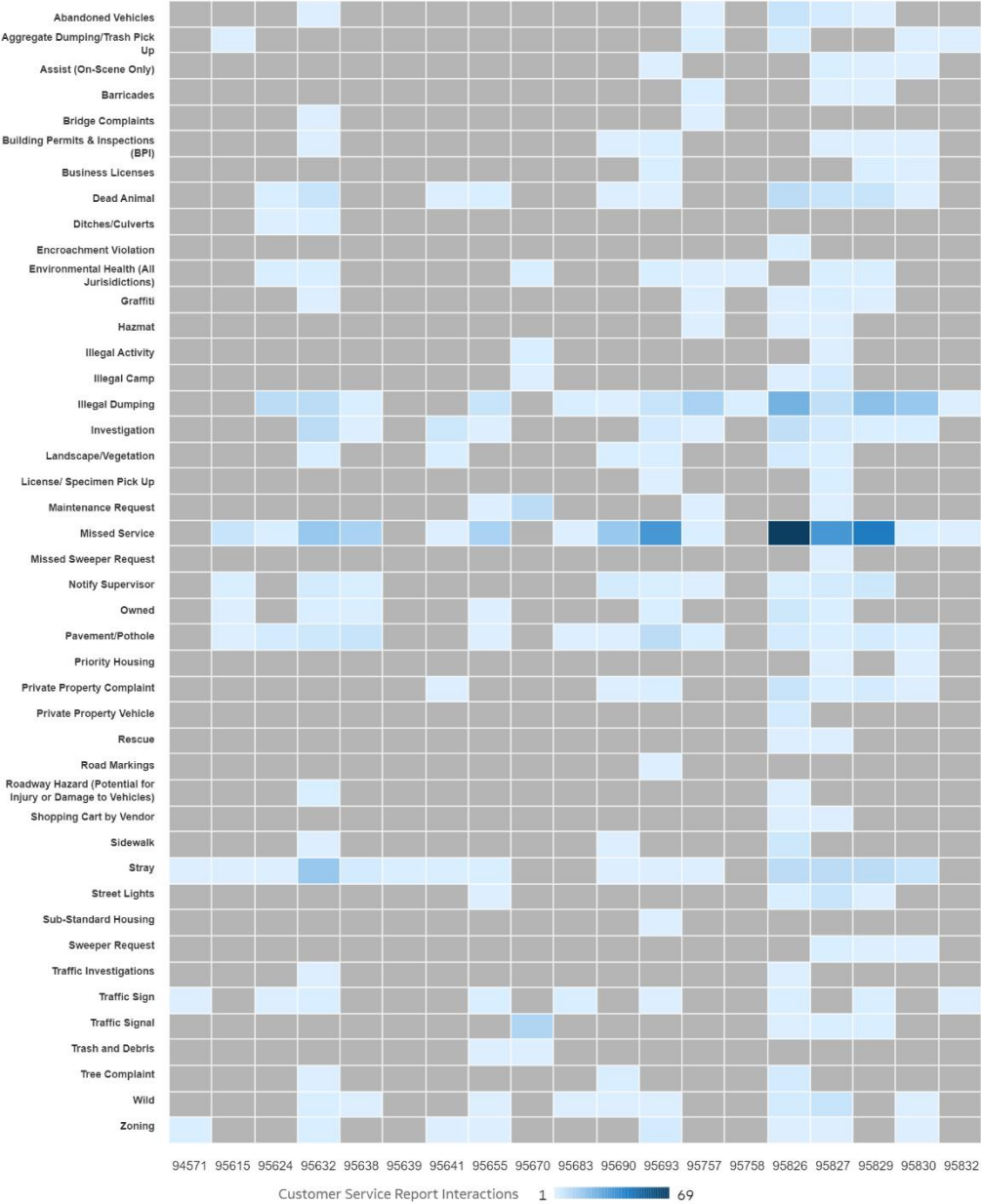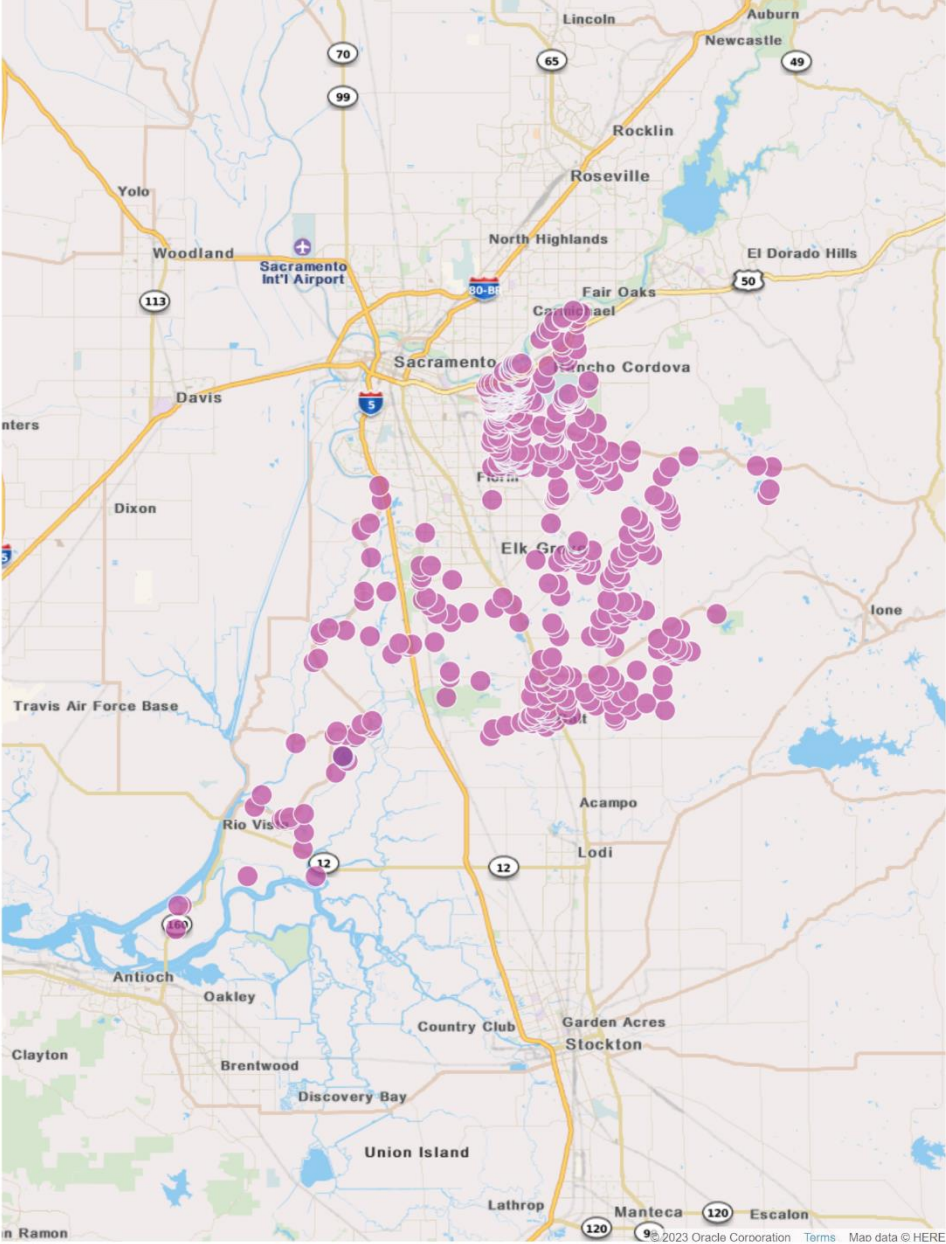
Aging of Open Requests

Top Service Requests Closed by Day

Closed Service Request Interactions by Category Per Day of Week

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Illegal Dumping, Illegal Dumping							
Maintenance Request, Maintenance Request							
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, Injured							

Customer Service Report Interactions   3 ▬▬▬ 266

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

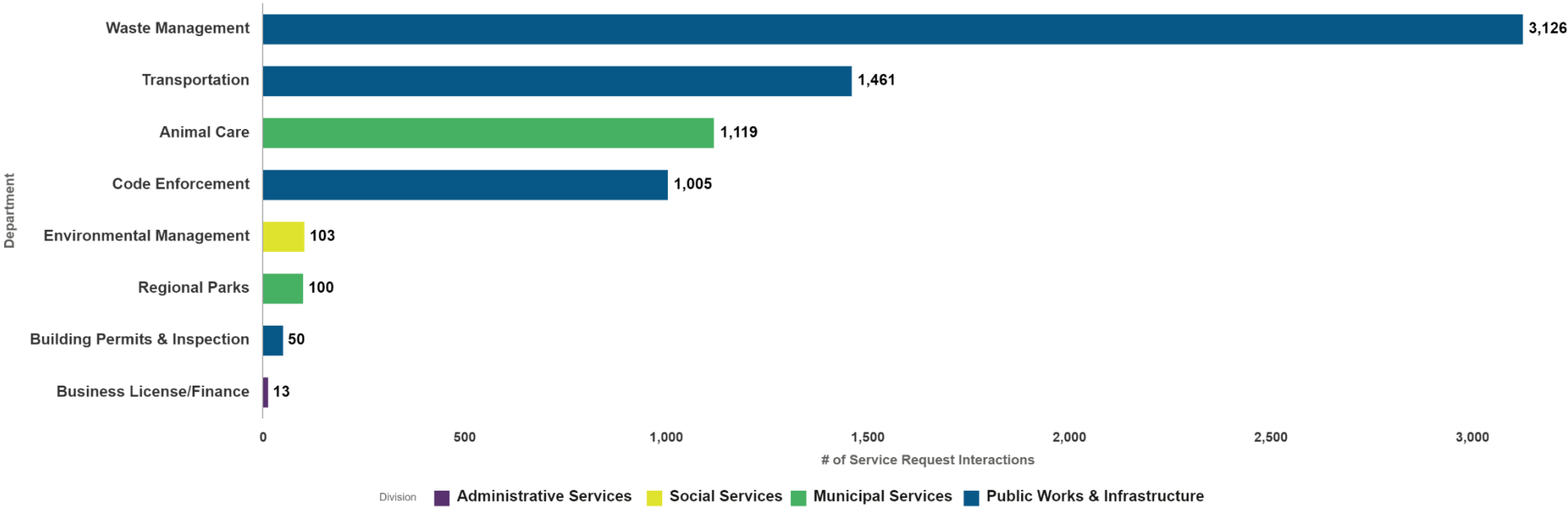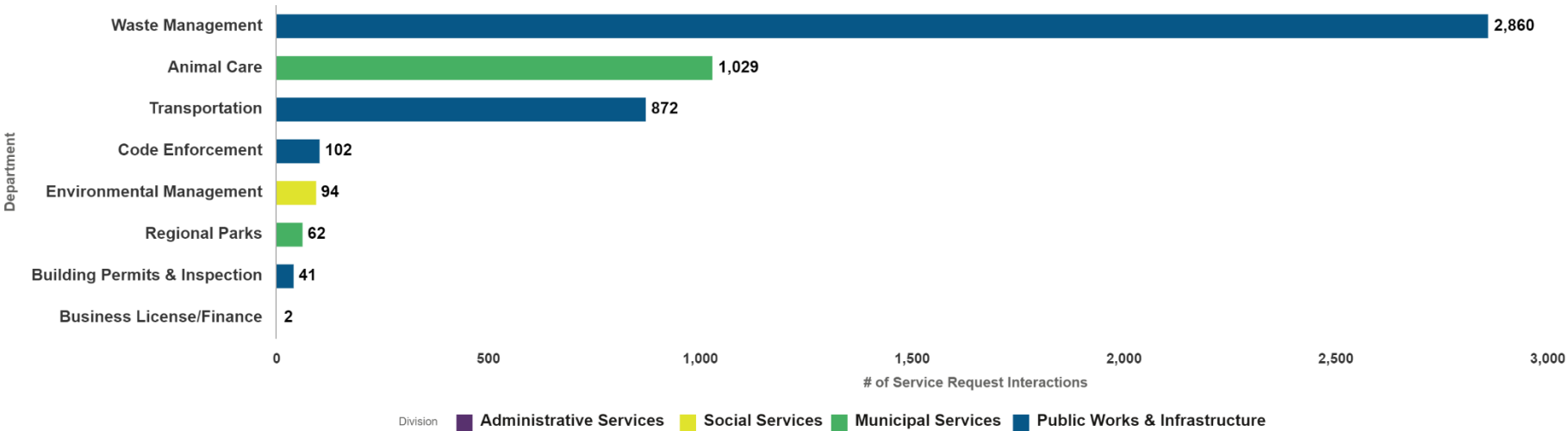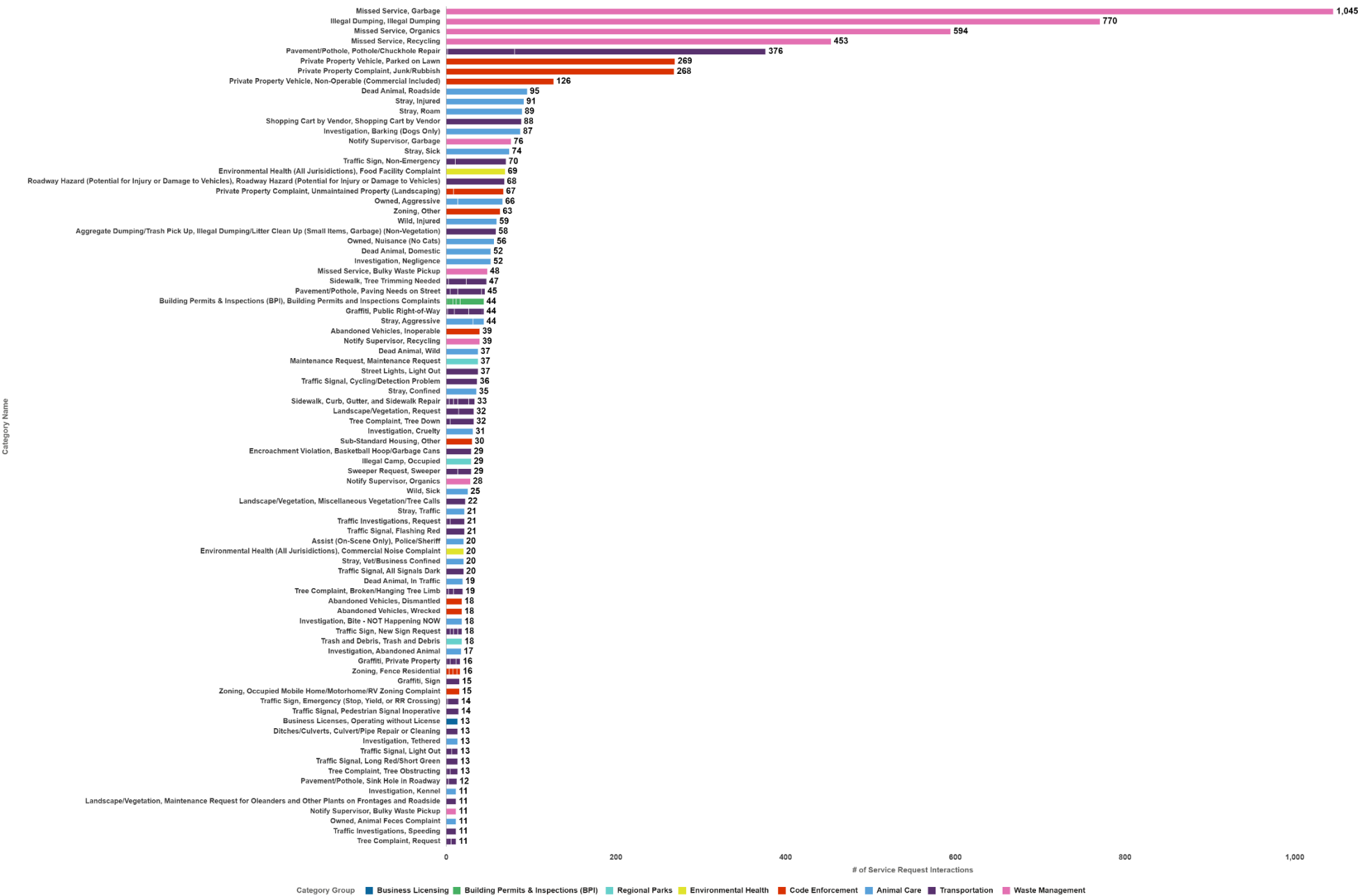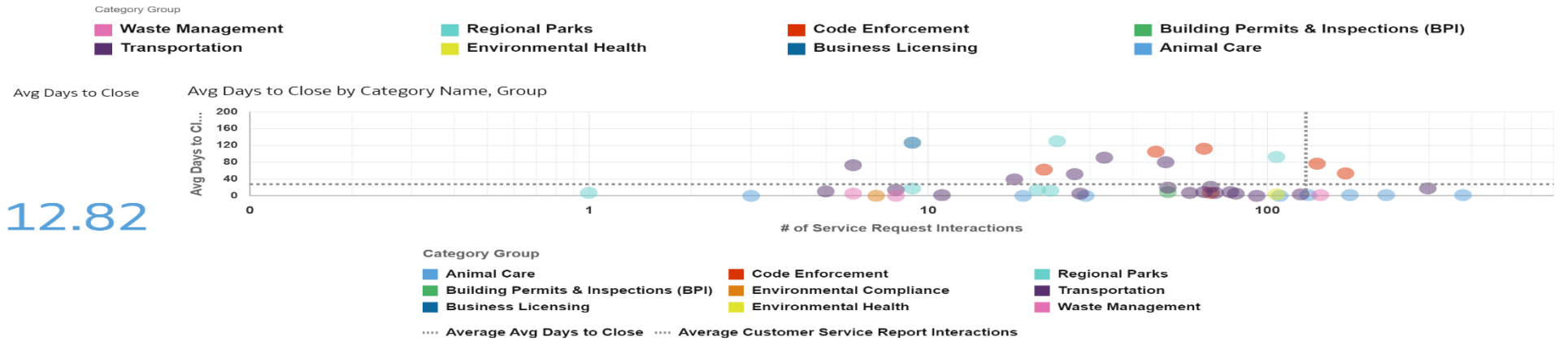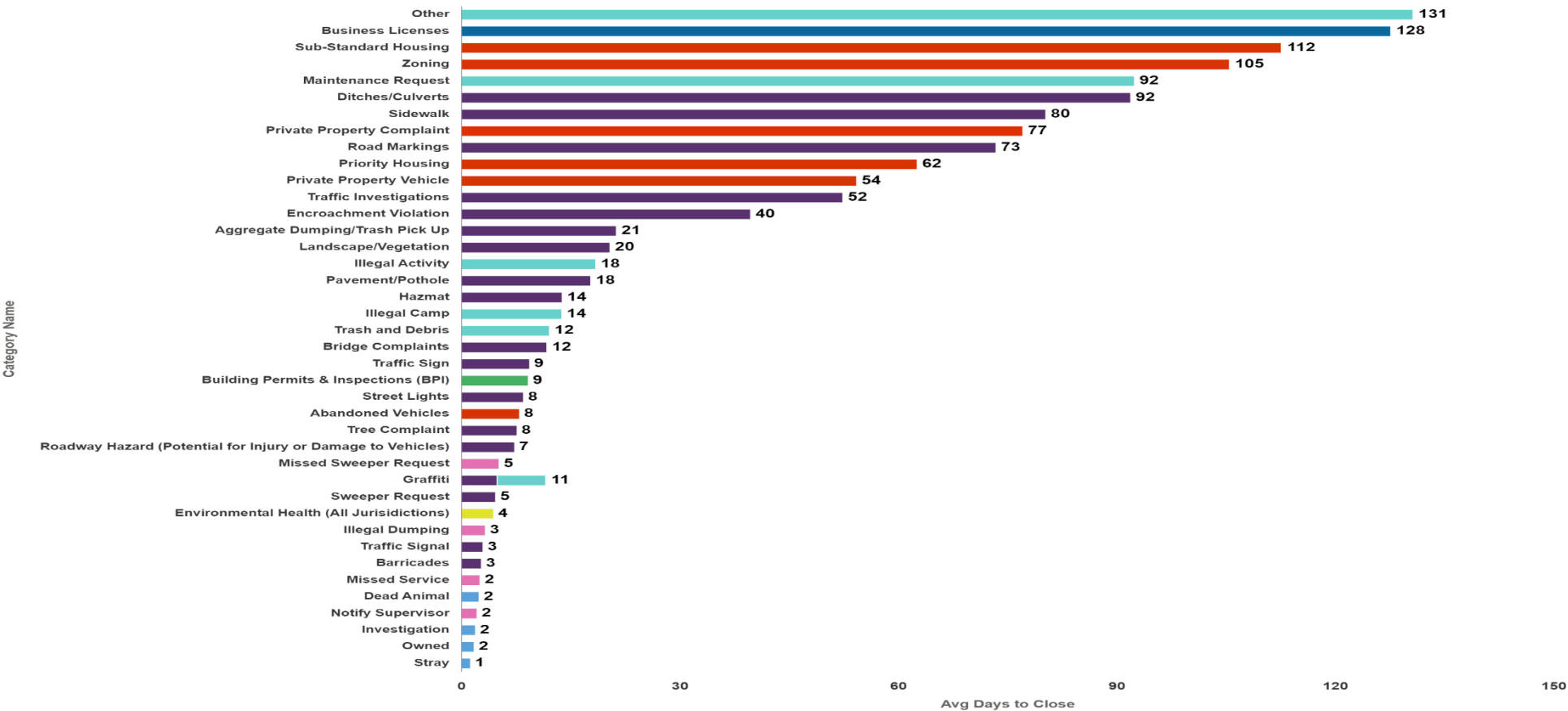| Category Name	# of Service Request Interactions
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Private Property Vehicle, Parked on Lawn	269
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Private Property Vehicle, Non-Operable (Commercial Included)	126
Dead Animal, Roadside	95
Stray, Injured	91
Stray, Roam	89
Shopping Cart by Vendor, Shopping Cart by Vendor	88
Investigation, Barking (Dogs Only)	87
Notify Supervisor, Garbage	76
Stray, Sick	74
Traffic Sign, Non-Emergency	70
Environmental Health (All Jurisdictions), Food Facility Complaint	69
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	68
Private Property Complaint, Unmaintained Property (Landscaping)	67
Owned, Aggressive	66
Zoning, Other	63
Wild, Injured	59
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	58
Owned, Nuisance (No Cats)	56
Dead Animal, Domestic	52
Investigation, Negligence	52
Missed Service, Bulky Waste Pickup	48
Sidewalk, Tree Trimming Needed	47
Pavement/Pothole, Paving Needs on Street	45
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	44
Graffiti, Public Right-of-Way	44
Stray, Aggressive	44
Abandoned Vehicles, Inoperable	39
Notify Supervisor, Recycling	39
Dead Animal, Wild	37
Maintenance Request, Maintenance Request	37
Street Lights, Light Out	37
Traffic Signal, Cycling/Detection Problem	36
Stray, Confined	35
Sidewalk, Curb, Gutter, and Sidewalk Repair	33
Landscape/Vegetation, Request	32
Tree Complaint, Tree Down	32
Investigation, Cruelty	31
Sub-Standard Housing, Other	30
Encroachment Violation, Basketball Hoop/Garbage Cans	29
Illegal Camp, Occupied	29
Sweeper Request, Sweeper	29
Notify Supervisor, Organics	28
Wild, Sick	25
Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	22
Stray, Traffic	21
Traffic Investigations, Request	21
Traffic Signal, Flashing Red	21
Assist (On-Scene Only), Police/Sheriff	20
Environmental Health (All Jurisdictions), Commercial Noise Complaint	20
Stray, Vet/Business Confined	20
Traffic Signal, All Signals Dark	20
Dead Animal, In Traffic	19
Tree Complaint, Broken/Hanging Tree Limb	19
Abandoned Vehicles, Dismantled	18
Abandoned Vehicles, Wrecked	18
Investigation, Bite - NOT Happening NOW	18
Traffic Sign, New Sign Request	18
Trash and Debris, Trash and Debris	18
Investigation, Abandoned Animal	17
Graffiti, Private Property	16
Zoning, Fence Residential	16
Graffiti, Sign	15
Zoning, Occupied Mobile Home/Motorhome/RV Zoning Complaint	15
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	14
Traffic Signal, Pedestrian Signal Inoperative	14
Business Licenses, Operating without License	13
Ditches/Culverts, Culvert/Pipe Repair or Cleaning	13
Investigation, Tethered	13
Traffic Signal, Light Out	13
Traffic Signal, Long Red/Short Green	13
Tree Complaint, Tree Obstructing	13
Pavement/Pothole, Sink Hole in Roadway	12
Investigation, Kennel	11
Landscape/Vegetation, Maintenance Request for Oleanders and Other Plants on Frontages and Roadside	11
Notify Supervisor, Bulky Waste Pickup	11
Owned, Animal Feces Complaint	11
Traffic Investigations, Speeding	11
Tree Complaint, Request	11

Category Group: ■ Business Licensing ■ Building Permits & Inspections (BPI) ■ Regional Parks ■ Environmental Health ■ 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
Other	131
Business Licenses	128
Sub-Standard Housing	112
Zoning	105
Maintenance Request	92
Ditches/Culverts	92
Sidewalk	80
Private Property Complaint	77
Road Markings	73
Priority Housing	62
Private Property Vehicle	54
Traffic Investigations	52
Encroachment Violation	40
Aggregate Dumping/Trash Pick Up	21
Landscape/Vegetation	20
Illegal Activity	18
Pavement/Pothole	18
Hazmat	14
Illegal Camp	14
Trash and Debris	12
Bridge Complaints	12
Traffic Sign	9
Building Permits & Inspections (BPI)	9
Street Lights	8
Abandoned Vehicles	8
Tree Complaint	8
Roadway Hazard (Potential for Injury or Damage to Vehicles)	7
Missed Sweeper Request	5
Graffiti	11
Sweeper Request	5
Environmental Health (All Jurisidictions)	4
Illegal Dumping	3
Traffic Signal	3
Barricades	3
Missed Service	2
Dead Animal	2
Notify Supervisor	2
Investigation	2
Owned	2
Stray	1

Category Group

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

Avg Days to Close

12.82

Avg Days to Close by Category Name, Group

Category Group

- Animal Care
- Code Enforcement
- Regional Parks
- Building Permits & Inspections (BPI)
- Environmental Compliance
- Transportation
- Business Licensing
- Environmental Health
- 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	8	0.00
Animal Care	Assist (On-Scene Only)	29	0.08
Animal Care	Wild	109	0.11
Animal Care	Rescue	19	0.23
Transportation	Shopping Cart by Vendor	93	0.26
Animal Care	License/ Specimen Pick Up	3	0.87
Environmental Compliance	Environmental Compliance	7	0.90
Animal Care	Stray	377	1.15
Animal Care	Owned	132	1.66
Animal Care	Investigation	224	1.83
Waste Management	Notify Supervisor	143	2.06
Animal Care	Dead Animal	175	2.34
Waste Management	Missed Service	2,202	2.47
Transportation	Barricades	11	2.64
Transportation	Traffic Signal	125	2.87
Waste Management	Illegal Dumping	800	3.20
Environmental Health	Environmental Health (All Jurisidictions)	106	4.34
Transportation	Sweeper Request	28	4.59
Transportation	Graffiti	81	4.81
Waste Management	Missed Sweeper Request	6	5.09
Regional Parks	Graffiti	1	6.66
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	59	7.22
Transportation	Tree Complaint	70	7.55
Code Enforcement	Abandoned Vehicles	68	7.89

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Transportation	Street Lights	65	8.43
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	51	9.10
Transportation	Traffic Sign	78	9.28
Transportation	Bridge Complaints	5	11.64
Regional Parks	Trash and Debris	23	12.01
Regional Parks	Illegal Camp	21	13.70
Transportation	Hazmat	8	13.74
Transportation	Pavement/Pothole	297	17.67
Regional Parks	Illegal Activity	9	18.34
Transportation	Landscape/Vegetation	51	20.31
Transportation	Aggregate Dumping/Trash Pick Up	68	21.20
Transportation	Encroachment Violation	18	39.62
Transportation	Traffic Investigations	27	52.29
Code Enforcement	Private Property Vehicle	170	54.17
Code Enforcement	Priority Housing	22	62.49
Transportation	Road Markings	6	73.31
Code Enforcement	Private Property Complaint	140	77.00
Transportation	Sidewalk	50	80.15
Transportation	Ditches/Culverts	33	91.80
Regional Parks	Maintenance Request	106	92.34
Code Enforcement	Zoning	47	105.37
Code Enforcement	Sub-Standard Housing	65	112.48
Business Licensing	Business Licenses	9	127.51
Regional Parks	Other	24	130.57

# Aging of Open Requests

No Variables found in this project.

Aging Service Requests
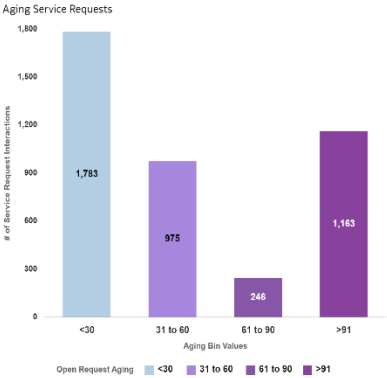
Open Request Aging	Customer Service Report Interactions
<30	1,783
31 to 60	975
61 to 90	246
>91	1,163

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
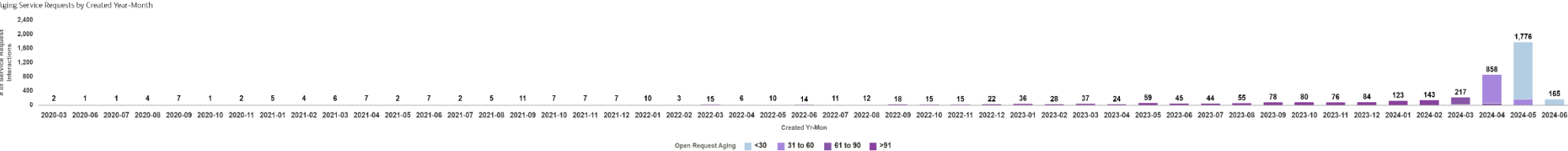
Aging of Open Requests

Department Aging Requests by Month Created Per District

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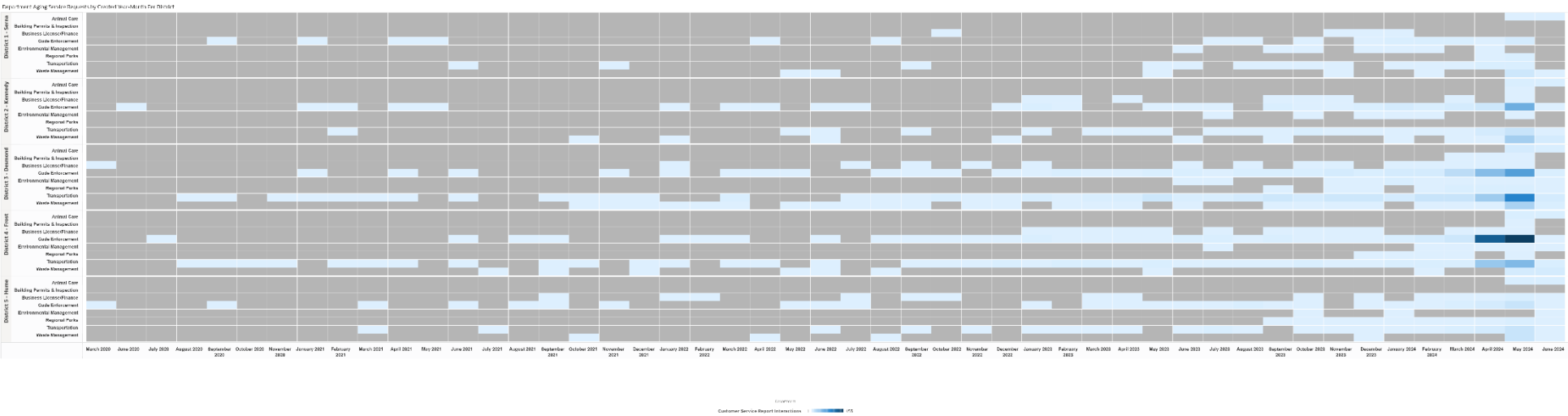
Dispatch Service Definition

The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides immediate notification to departmental on-call staff by radio, telephone, or text message. Departmental staff acknowledge receipt of the request and respond by providing the specific requested service, even after-hours and on holidays. Departments determine what requires an immediate dispatch and which staff members to contact outside of their regular business hours.

Acronym Glossary

|	
CCURE	Computer Coordinated Universal Retrieval Entry
DTECH	Department of Technology
DHS	Department of Health Services
SASD	Sacramento Area Sewer District
JIRA	Proprietary issue tracking product that allows bug tracking and agile project management.
NAWAS	National Warning System

Dispatch Service Request

Administrative Services

Dispatch Interactions by Category, Queue
Division: Administrative Services

Dept, Queue, Category Name	# of Dispatch Interactions
General Services – Facilities Management	887
Burglar Alarms	118
Fire Alarms	88
Alarms CCTV	59
CCURE Alarms	47
General Services Engineering/Bradshaw Enginee...	34
Personnel Services – Risk Management	8
Fleet Management	4

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

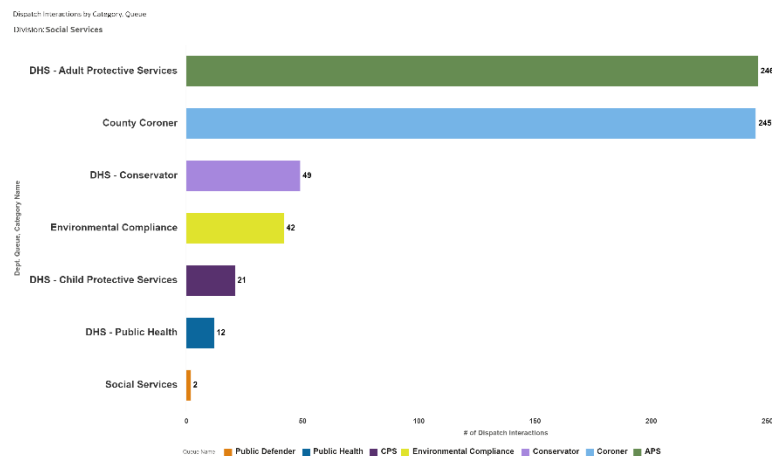| Service Definitions	
General Services Engineering/Bradshaw Engineering	Dispatch Services for Downtown and Bradshaw Facility Engineers to respond for fire/environmental alarms, generator testing, electrical, plumbing issues in county maintained buildings, etc.
General Services Facilities Management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

Dispatch Services Request

Community Service

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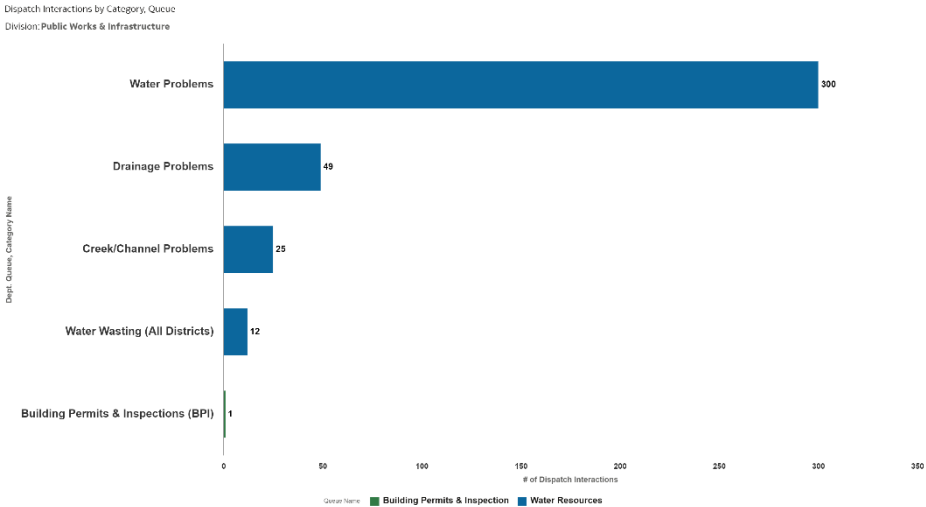
Service Definitions	
Building Permits and Inspections	On-Call Emergency Building Inspections for either Residential or Commercial properties in regard to Plumbing, Mechanical, Electrical, or Structural inspections
Water Resources Water Dispatch Form	Dispatch Services including fire hydrant, odor/taste/color,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

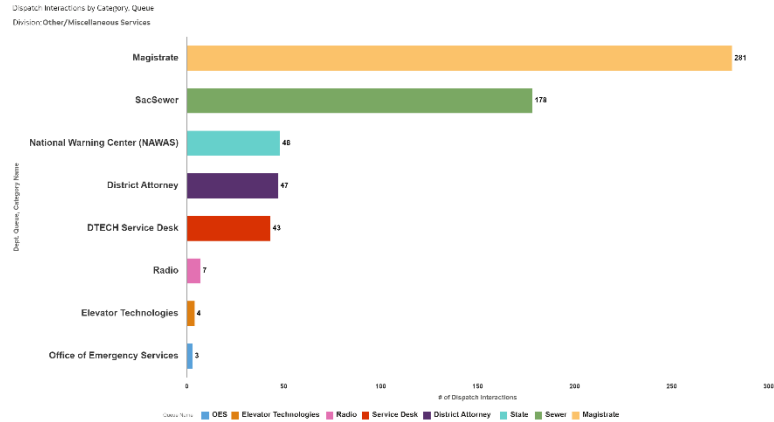# Dispatch Services Request

Social Services

Dispatch Interactions by Category, Queue
Division: Social Services

Category	# of Dispatch Interactions
DHS - Adult Protective Services	246
County Coroner	245
DHS - Conservator	49
Environmental Compliance	42
DHS - Child Protective Services	21
DHS - Public Health	12
Social Services	2

Queue Name: Public Defender | Public Health | CPS | 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.