

# Monthly 311 Communications/Dispatch Center

## SERVICE REQUEST & STATISTICS REPORT

April 2025



SAC COUNTY  
**311**  
CONNECT

Department of Technology  
(916) 875-4311  
[311.sacounty.gov](http://311.sacounty.gov)

SACRAMENTO  
COUNTY

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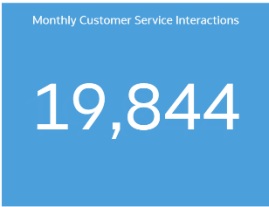
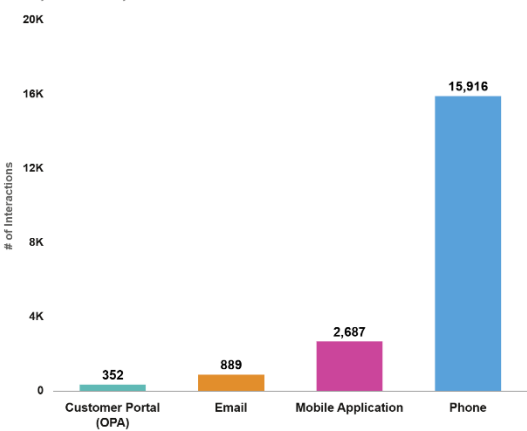
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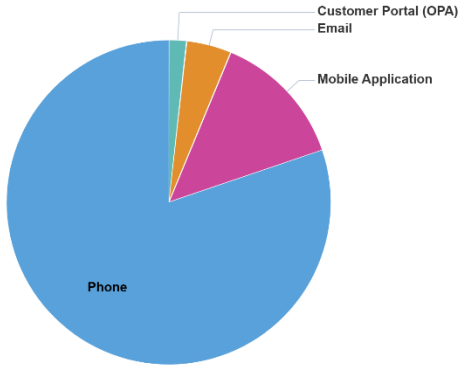
# Monthly Statistics

Monthly Interactions by Source



Incident Source Name	Service Request Count
Customer Portal (OPA)	352
Email	889
Mobile Application	2,687
Phone	15,916

Monthly Interactions by Source



Service Request Interactions

6,220

Information Interactions

5,665

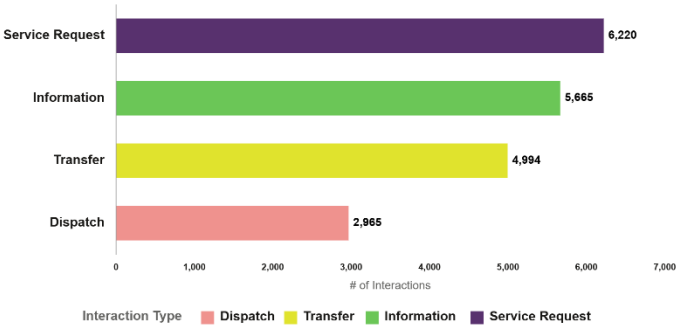
Transfer Interactions

4,994

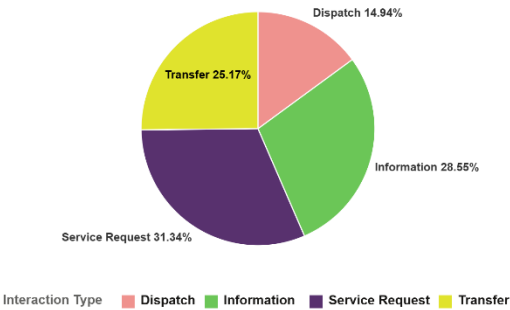
Dispatch Interactions

2,965

Customer Service Report Interactions by Interaction Type



Monthly Interactions by Interaction Type



# Service Request Interaction Totals (>10 Requests) by Category

## Service Request Interaction Totals

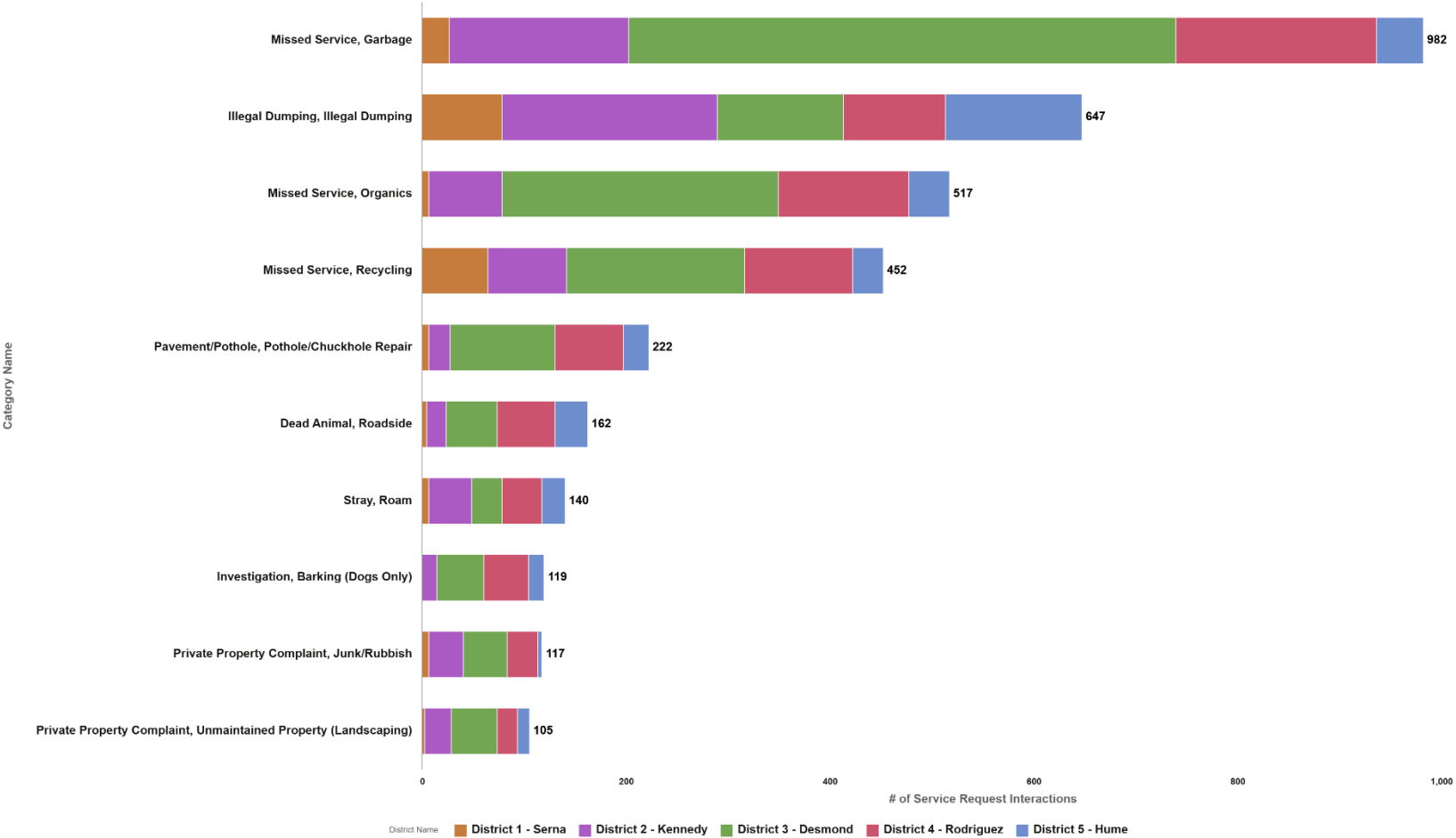
Service Request Interaction Totals (>10 requests) by Category

Cat2, Cat3	Customer Service Report Interactions	Cat2, Cat3	Customer Service Report Interactions	Cat2, Cat3	Customer Service Report Interactions	Cat2, Cat3	Customer Service Report Interactions
Missed Service, Garbage	985	Dead Animal, Wild	57	Abandoned Vehicles, Inoperable	34	Traffic Signal, Cycling/Detection Problem	18
Illegal Dumping, Illegal Dumping	717	Owned, Nuisance (No Cats)	56	Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	33	Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	18
Missed Service, Organics	519	Environmental Health (All Jurisdictions), Food Facility Complaint	55	Street Lights, Light Out	33	Graffiti, Private Property	18
Missed Service, Recycling	454	Dead Animal, In Traffic	50	Traffic Sign, Non-Emergency	32	Traffic Signal, Light Out	17
Pavement/Pothole, Pothole/Chuckhole Repair	222	Notify Supervisor, Organics	48	Trash and Debris, Trash and Debris	32	Ditches/Culverts, Ditch Cleaning	17
Dead Animal, Roadside	162	Encroachment Violation, Basketball Hoop/Garbage Cans	46	Investigation, Abandoned Animal	31	Abandoned Vehicles, Dismantled	17
Stray, Roam	140	Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	45	Landscape/Vegetation, Request	29	Zoning, Occupied Mobile Home/Motorhome/RV Zoning Complaint	16
Investigation, Barking (Dogs Only)	119	Wild, Sick	44	Graffiti, Public Right-of-Way	28	Traffic Investigations, Traffic Safety Related Issues	16
Private Property Complaint, Junk/Rubbish	117	Stray, Confined	44	Investigation, Bite - NOT Happening NOW	27	Traffic Sign, New Sign Request	15
Private Property Complaint, Unmaintained Property (Landscaping)	105	Dead Animal, Domestic	43	Notify Supervisor, Recycling	26	Sweeper Request, Sweeper	14
Missed Service, Bulky Waste Pickup	103	Zoning, Other	42	Assist (On-Scene Only), Police/Sheriff	23	Stray, Tied	14
Stray, Injured	103	Sidewalk, Curb, Gutter, and Sidewalk Repair	38	Environmental Health (All Jurisdictions), Commercial Noise Complaint	23	Illegal Camp, Occupied	14
Wild, Injured	95	Missed Service, Non-Regular Service	38	Traffic Investigations, Request	21	Encroachment Violation, Other Encroachment Types	13
Owned, Aggressive	74	Sidewalk, Tree Trimming Needed	37	Hazmat, Unknown Container	20	Ditches/Culverts, Culvert/Pipe Repair or Cleaning	12
Private Property Vehicle, Parked on Lawn	72	Investigation, Cruelty	37	Maintenance Request, Maintenance Request	20	Abandoned Vehicles, Wrecked	12
Notify Supervisor, Garbage	70	Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	37	Private Property Vehicle, Non-Operable (Commercial Included)	20	Wild, Roam	11
Stray, Sick	67	Pavement/Pothole, Paving Needs on Street	36	Stray, Vet/Business Confined	20	Tree Complaint, Tree Limb Broken and Hanging Over	11
Shopping Cart by Vendor, Shopping Cart by Vendor	65	Stray, Traffic	35	Traffic Signal, Flashing Red	20	Traffic Signal, Long Red/Short Green	11
Investigation, Negligence	63	Stray, Aggressive	35			Sub-Standard Housing, Other	11

# Total Service Requests Opened

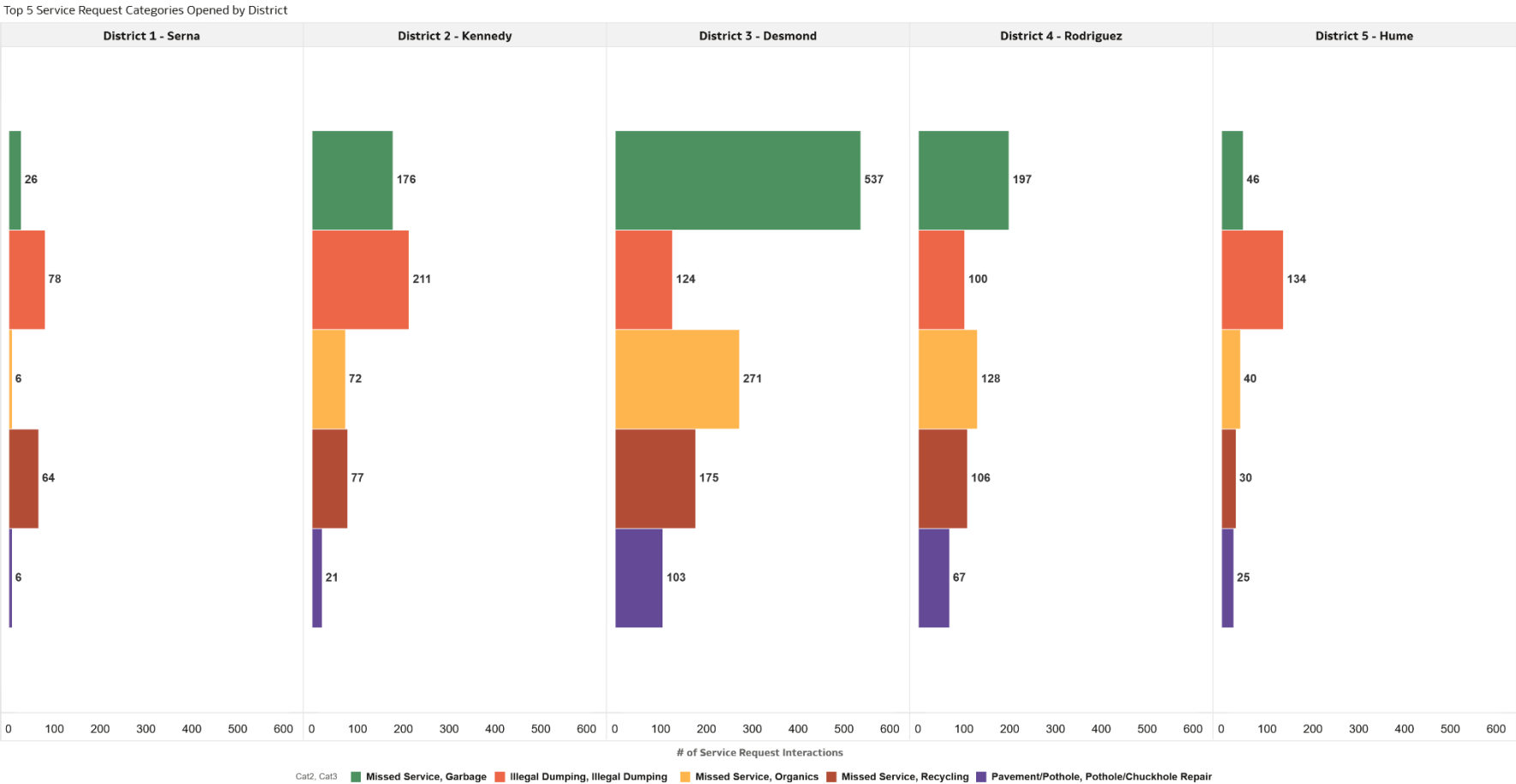
## Top 10 Service Requests Categories Opened | With Districts

Top 10 Service Request Categories Opened with Districts



# Top Service Requests Opened

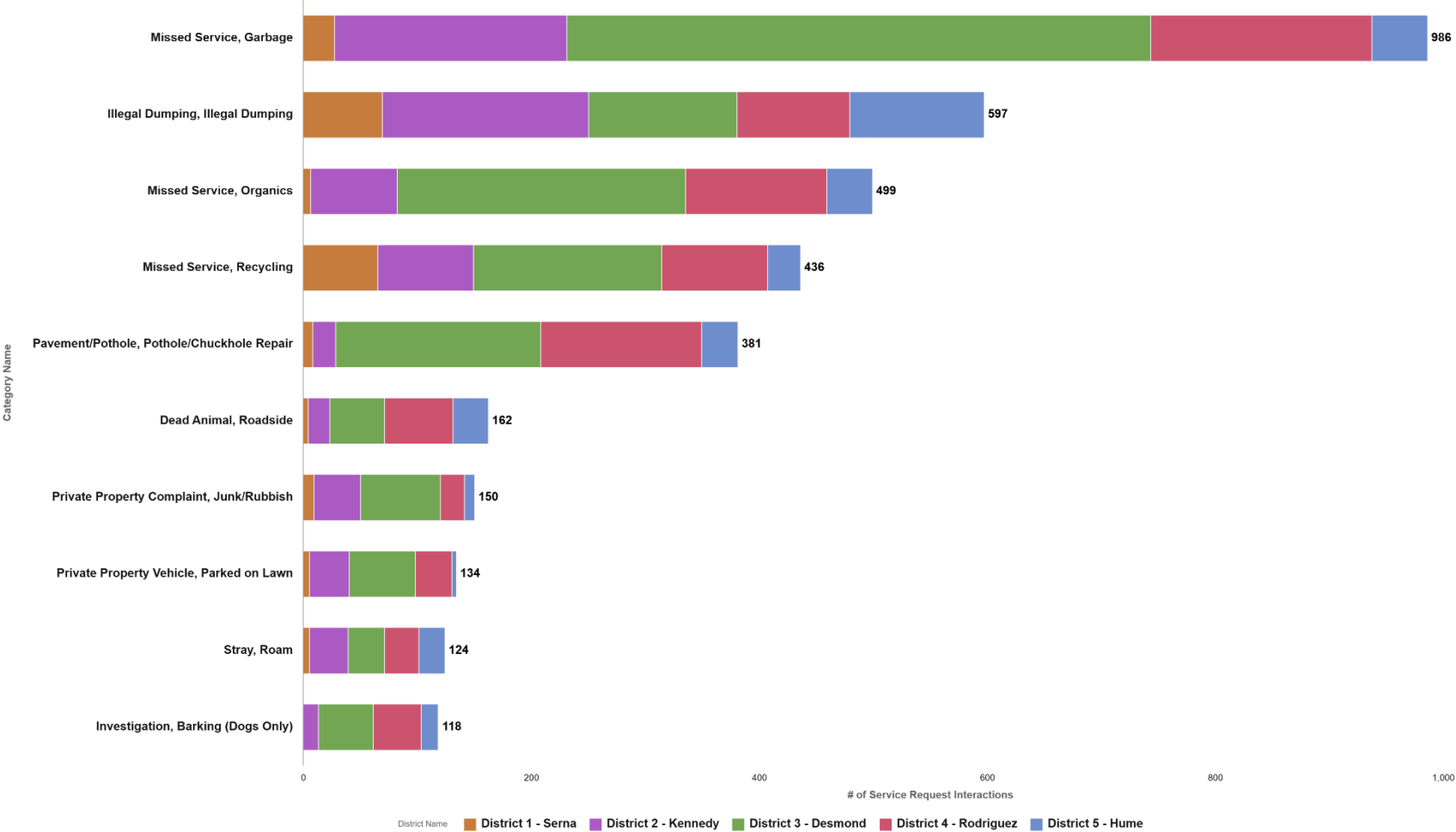
## Top 5 Service Requests Opened | by Districts



# Top Service Requests Closed

## Top 10 Service Requests Categories Closed | With Districts

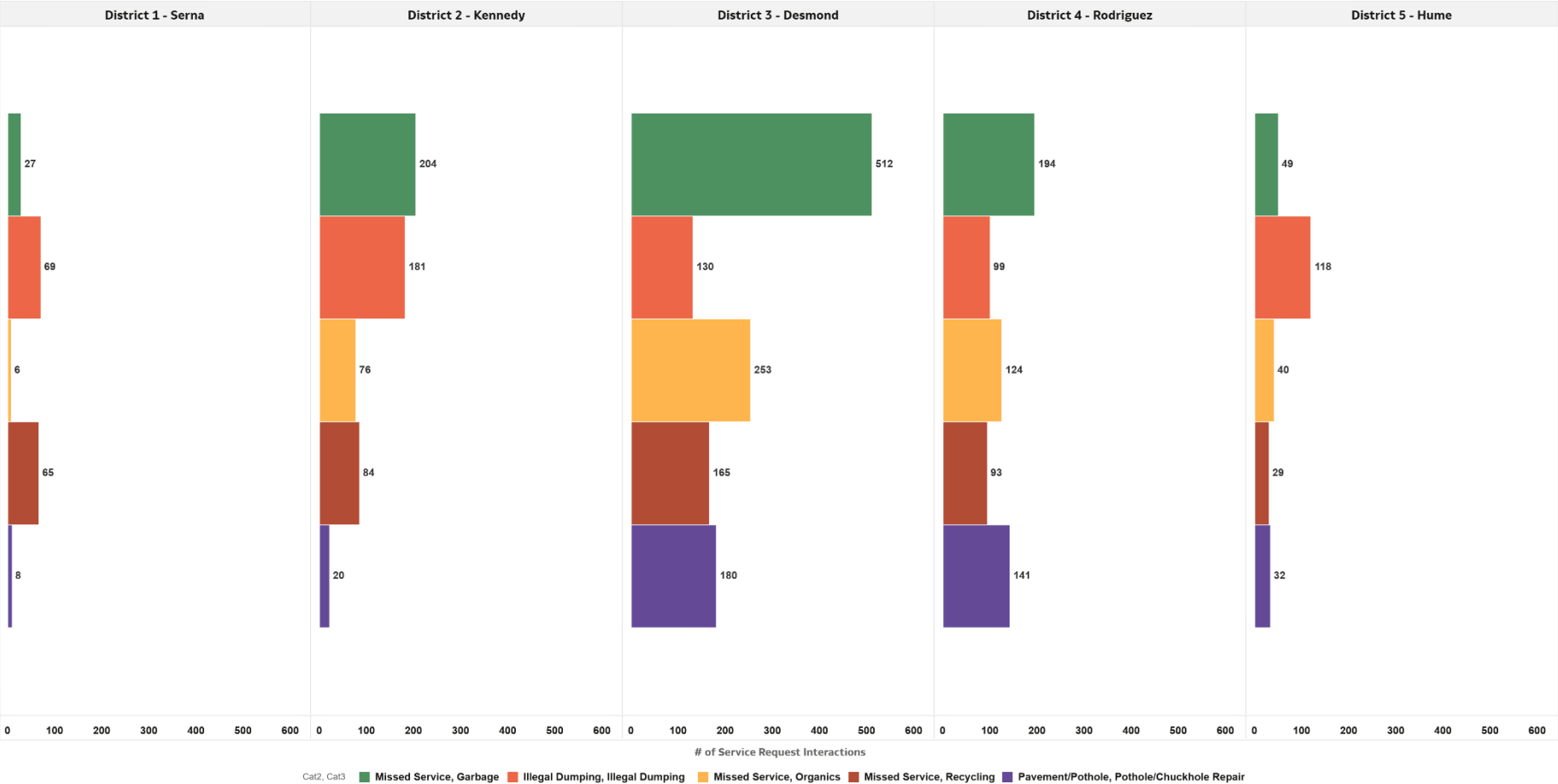
Top 10 Service Request Categories Closed with Districts



# Top Service Requests Closed

## Top 5 Service Requests Categories Closed | by Districts

Top 5 Service Request Categories Closed by District

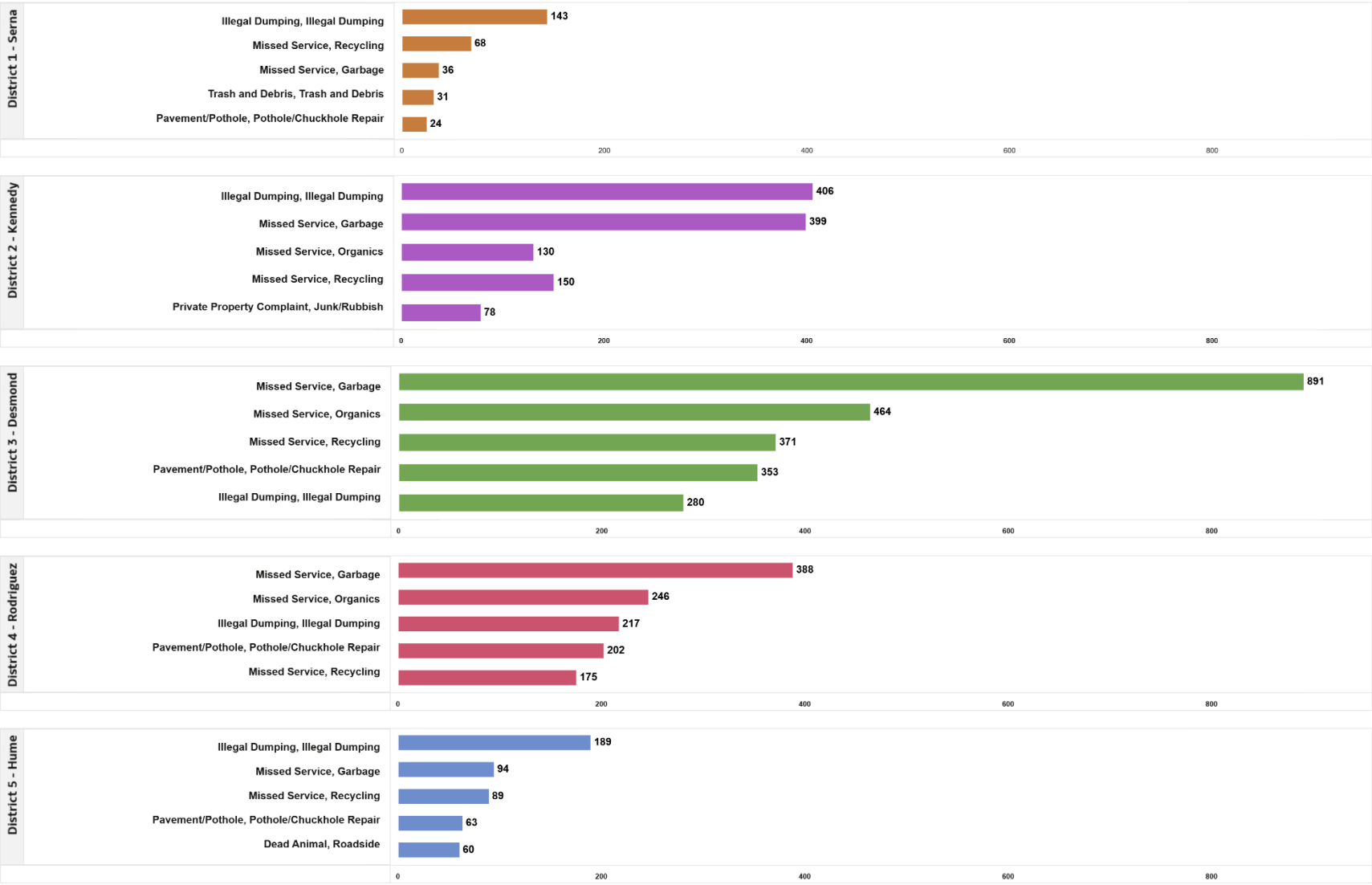




# Top Unresolved Service Request

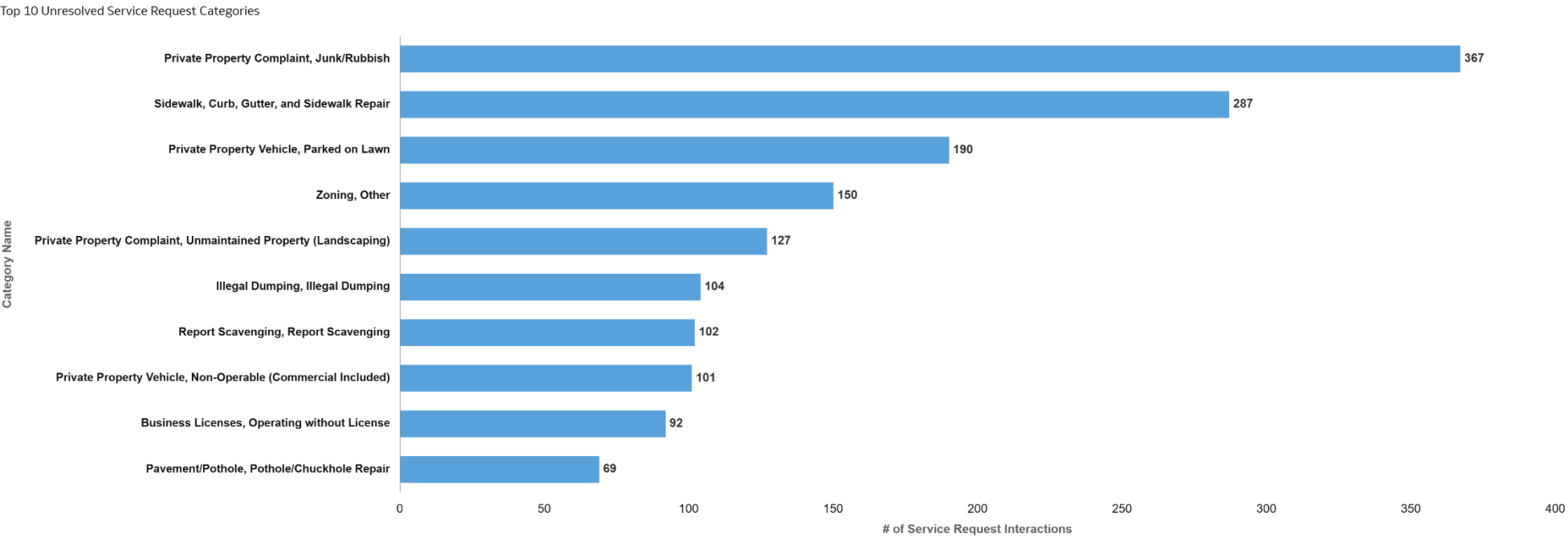
## Top Unresolved Service Request Categories | by Districts

Top Unresolved Service Request Categories by District



# Top Unresolved Service Request

## Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through April 30th

2,823

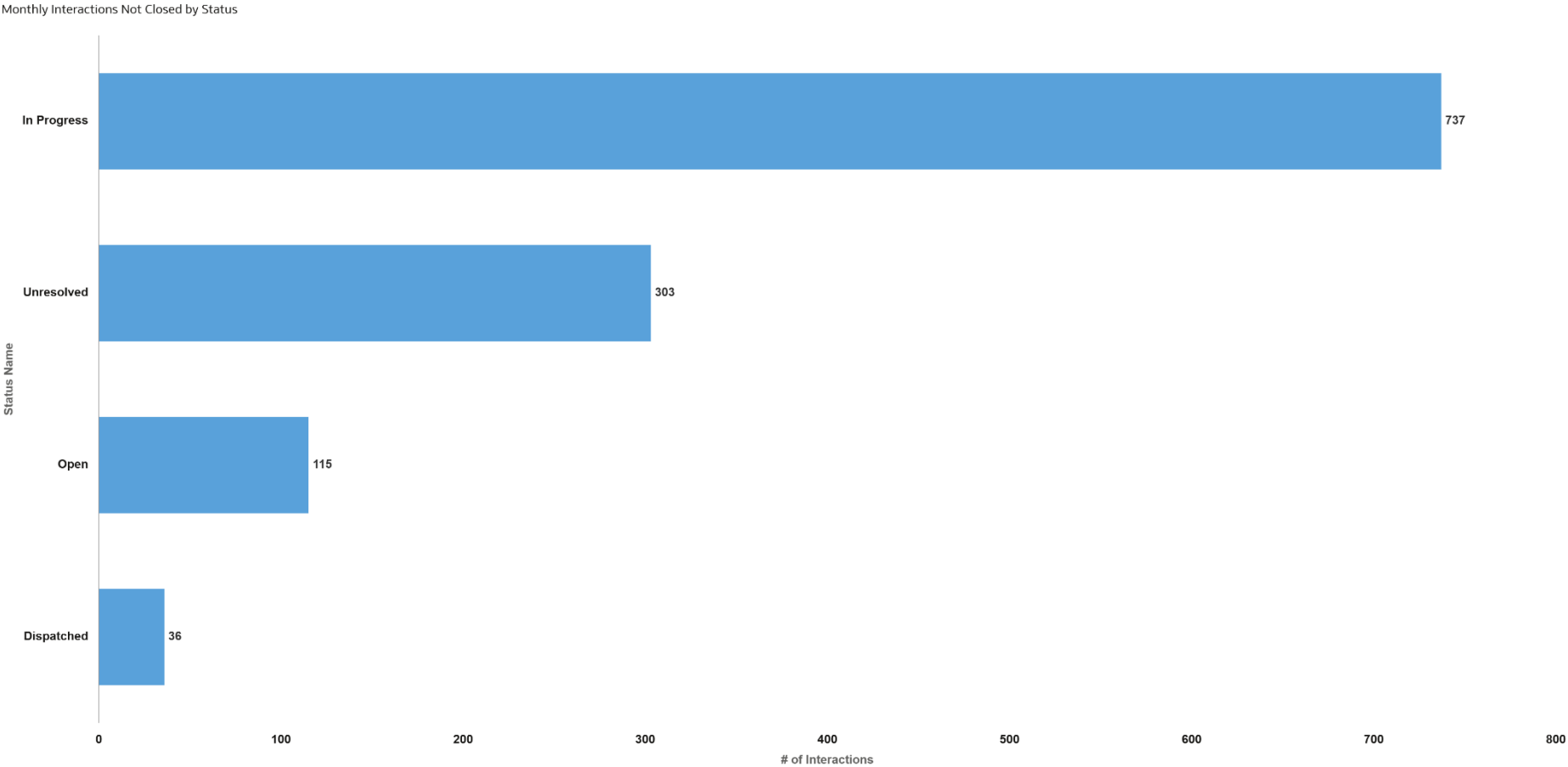
Interactions Closed this Month

19,940

Monthly Interactions Not Closed

1,191

# Monthly Interactions Not Closed by Status



# Board of Supervisor District Information

## Service Requests Opened by District

April 2025

Monthly Service Request Interactions Opened

6,126

District 1 Serna

299

Service Request Interactions

District 2 Kennedy

1,181

Service Request Interactions

District 3 Desmond

2,505

Service Request Interactions

District 4 Rodriguez

1,397

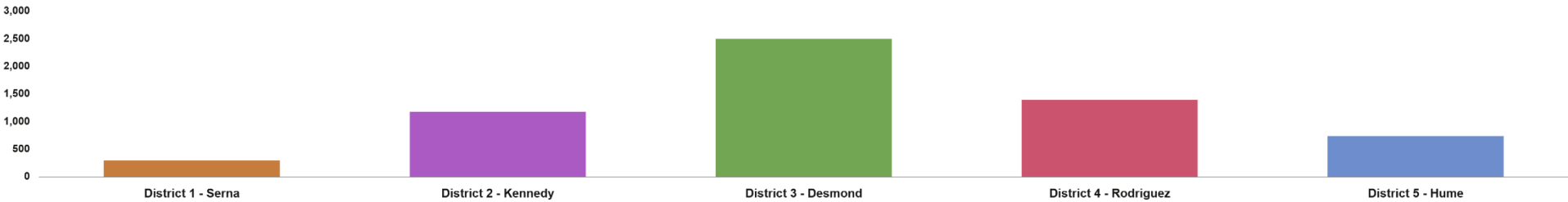
Service Request Interactions

District 5 Hume

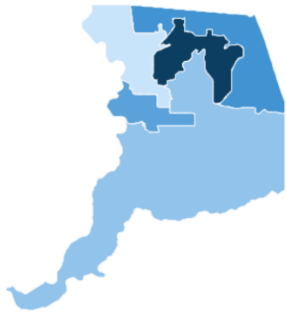
744

Service Request Interactions

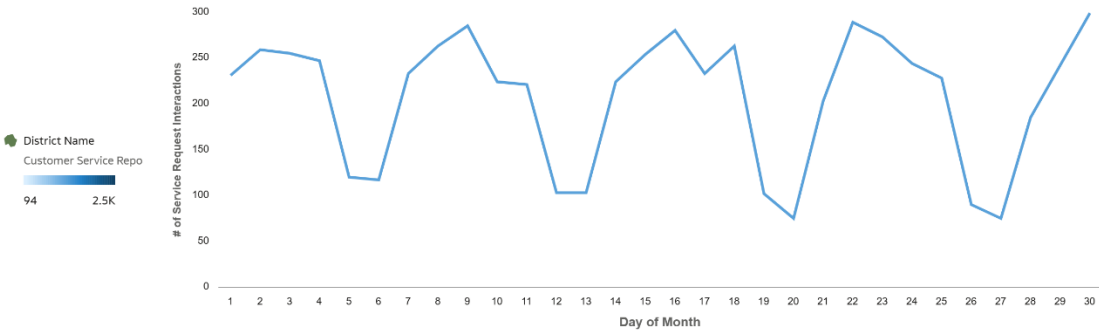
Service Request Interactions by District



Service Request Interactions by District Map

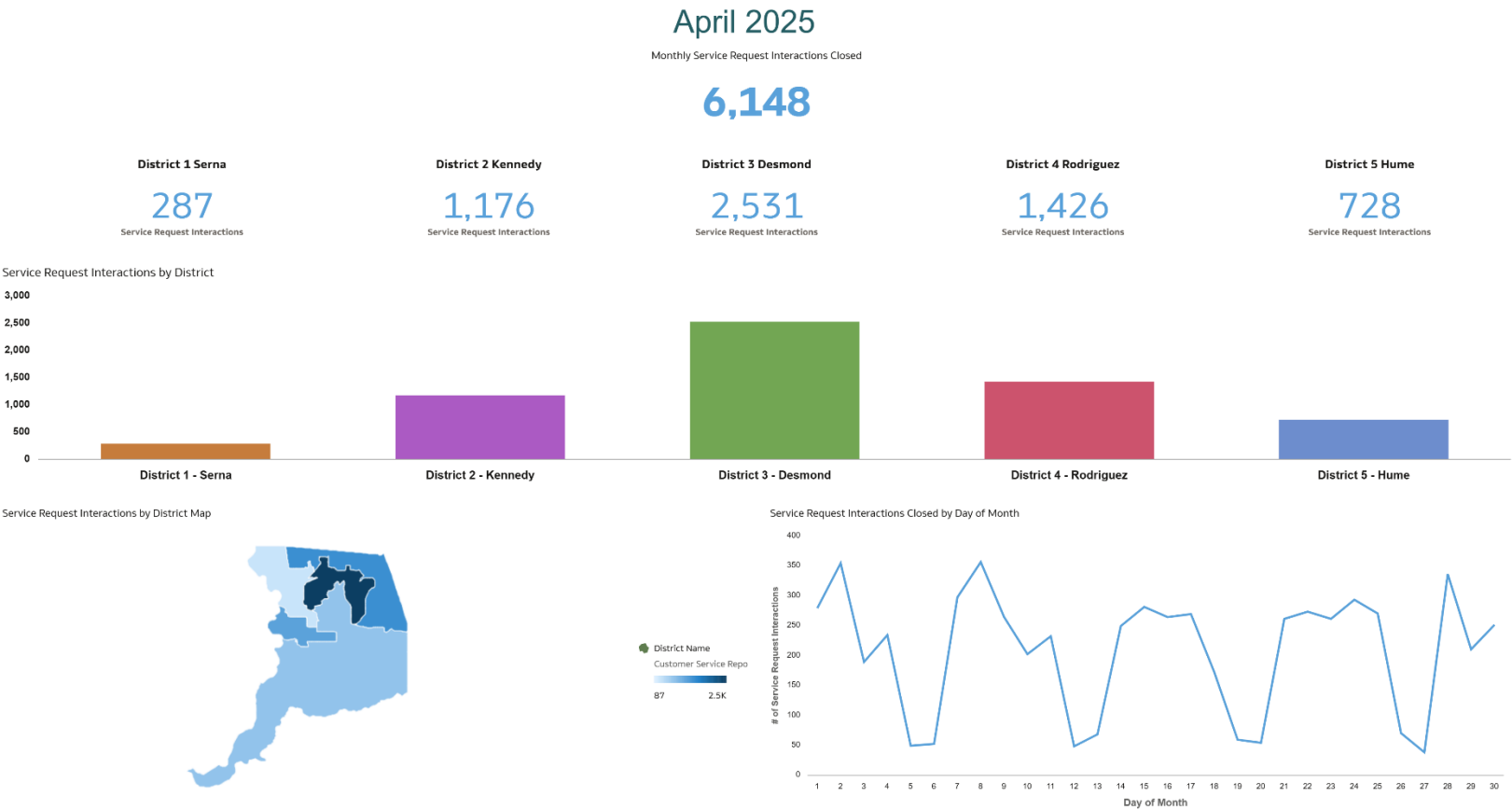


Service Request Interactions Created by Day of Month



# Board of Supervisor District Information

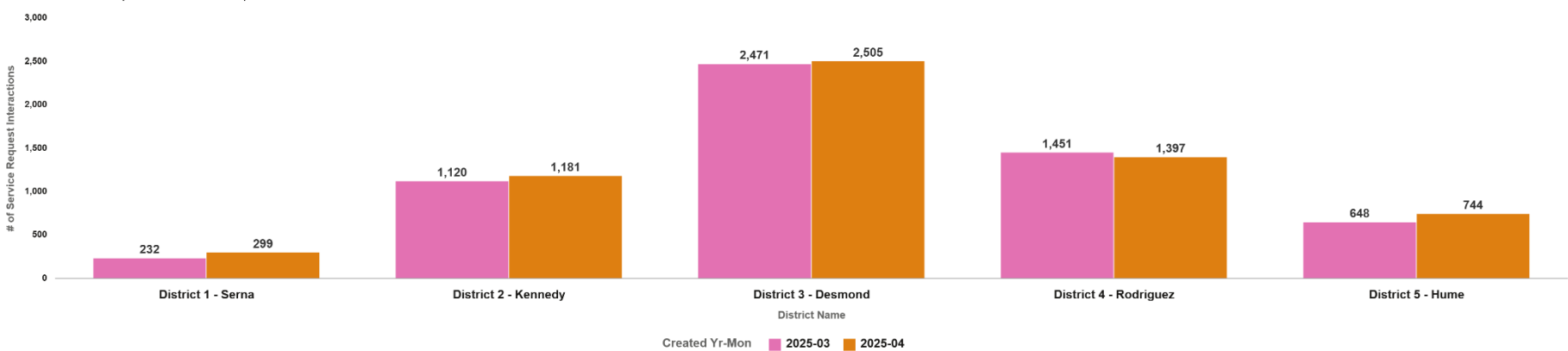
## Service Requests Closed by District



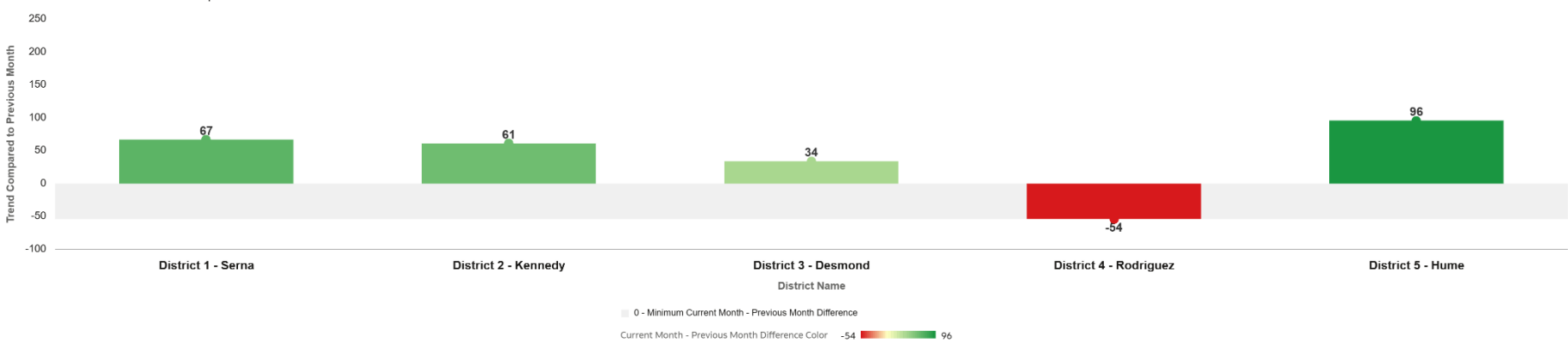
# Board of Supervisors District Information

## Previous Month Comparison of Service Request

Previous Month Comparison of Service Request Interactions



Previous Month Trend of Service Request Interactions Per District



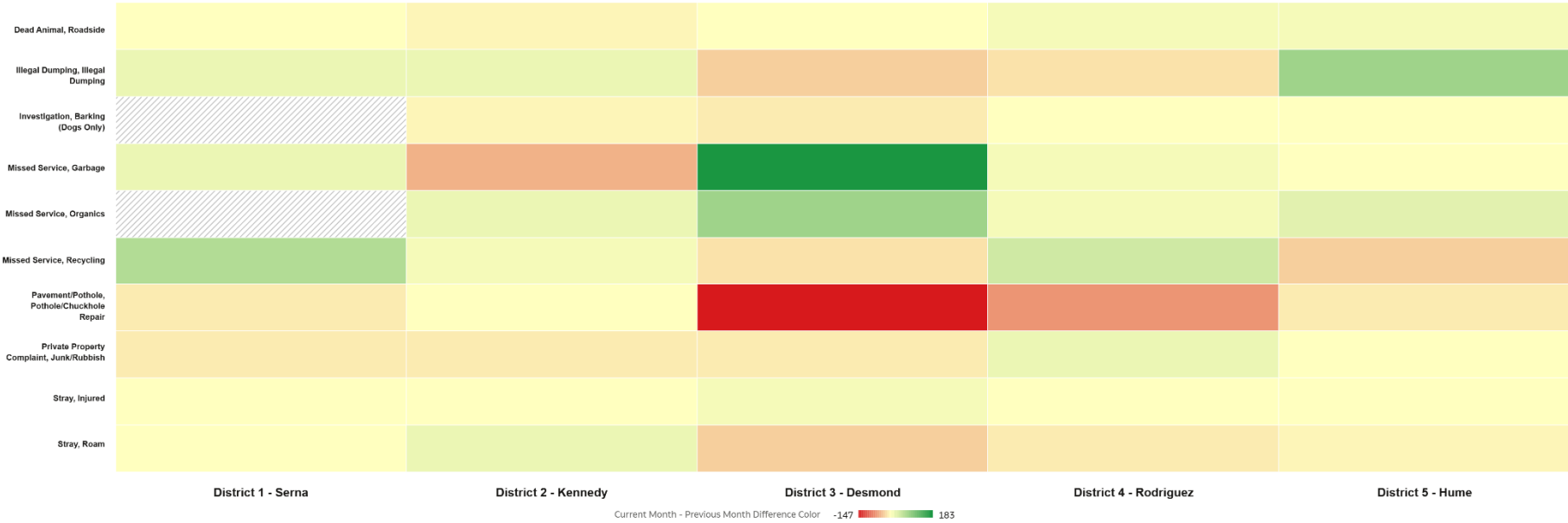


Previous Month Comparison (continued)

Monthly Comparison: Service Requests by District

District Name	2025-03	2025-04
	Service Request Map Count	Service Request Map Count
District 1 - Serna	232	299
District 2 - Kennedy	1,120	1,181
District 3 - Desmond	2,471	2,505
District 4 - Rodriguez	1,451	1,397
District 5 - Hume	648	744

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,

	District 1 - Serna	District 2 - Kennedy	District 3 - Desmond	District 4 - Rodriguez	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	
Cat2, Cat3						
Missed Service, Garbage	16	-47	183	6	-2	156
Missed Service, Organics		14	78	10	21	129
Water Problems, Water Shut Off/Turn Back On	-6	-9	-24		111	72
Illegal Dumping, Illegal Dumping	13	16	-32	-17	79	59
Missed Service, Recycling	60	4	-21	37	-29	51
Dead Animal, Roadside	-3	-6	-1	10	4	4
SASD Dispatch Log, SASD Dispatch Log	-10	9	-3	-13	11	-6
Transfer, Sheriff Illegal Parking Report	0	1	-14	-13	-9	-35
Stray, Roam	0	15	-31	-12	-8	-36
Information, Other Information	-14	9	-33	-53	7	-84
Pavement/Pothole, Pothole/Chuckhole Repair	-12	3	-147	-68	-13	-237
Grand Total	50	9	-45	-113	172	73

Board of Supervisor District Analysis

District 1

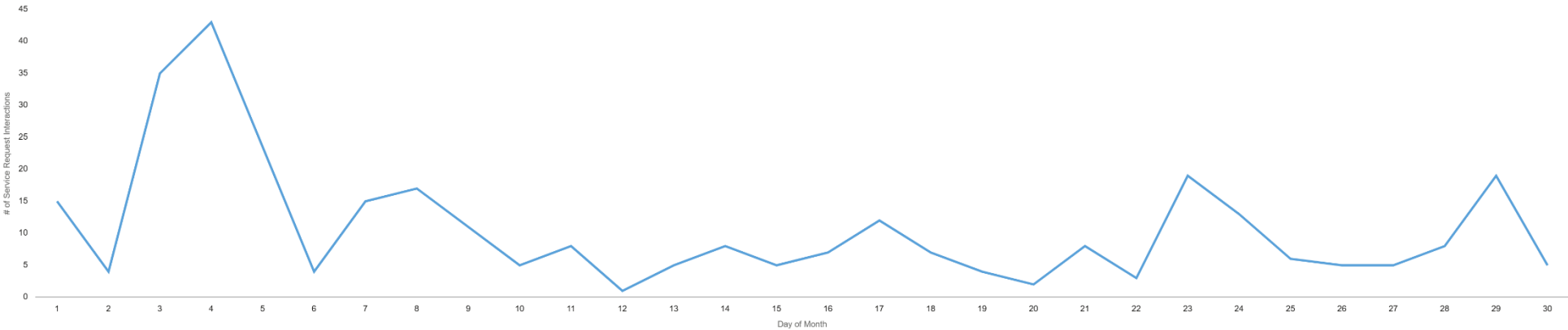
Service Requests Created

299

Service Requests Closed

249

Service Request Interactions Created by Day of Month



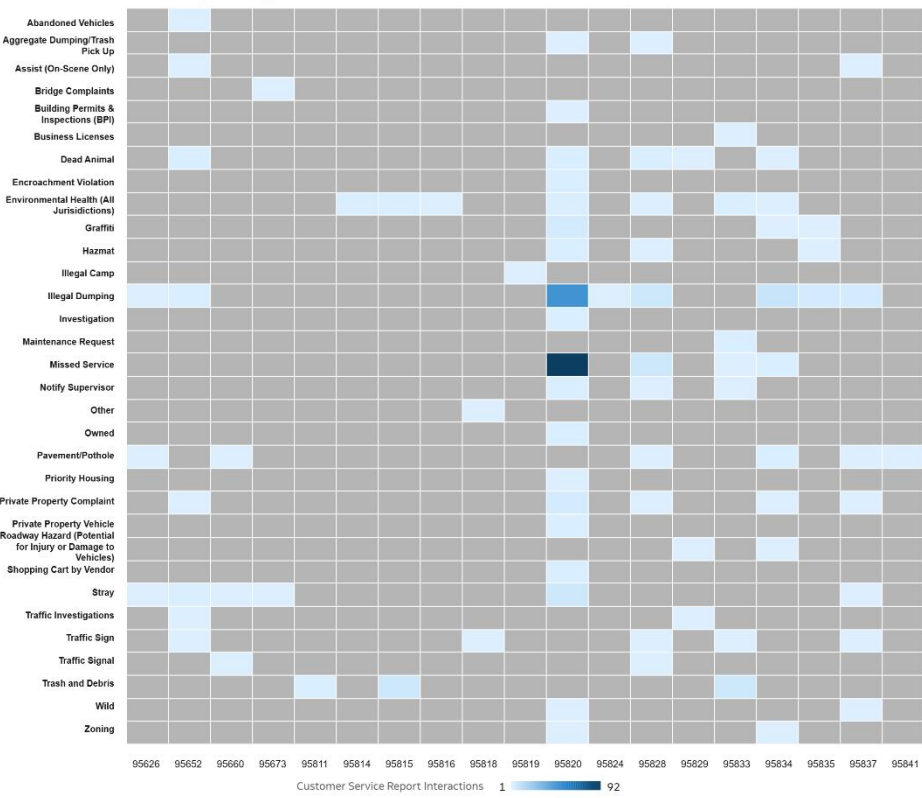
District Name, Customer Service Report Interactions



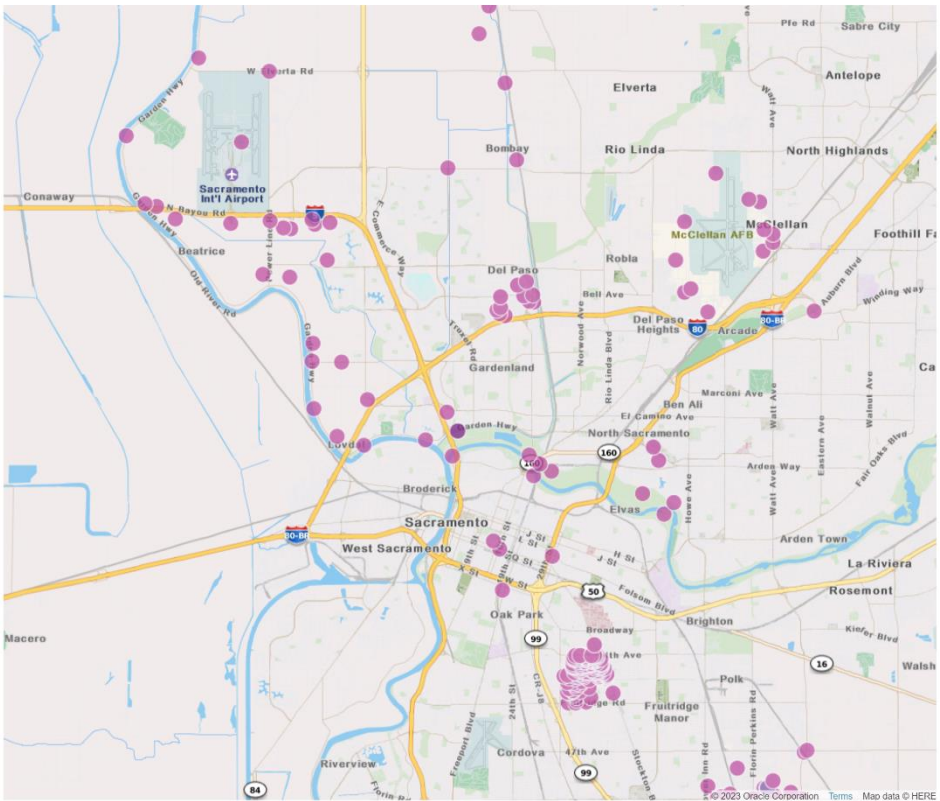
# Board of Supervisor District Analysis

## 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

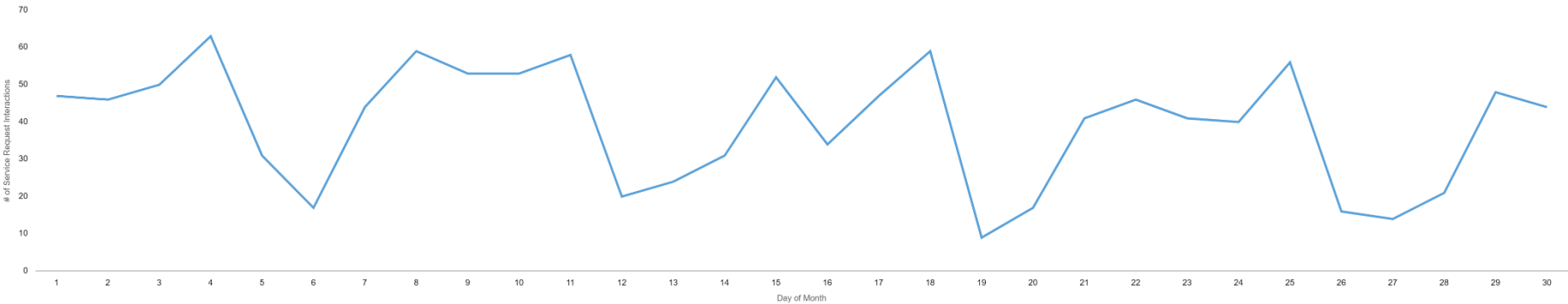
Service Requests Created

1,181

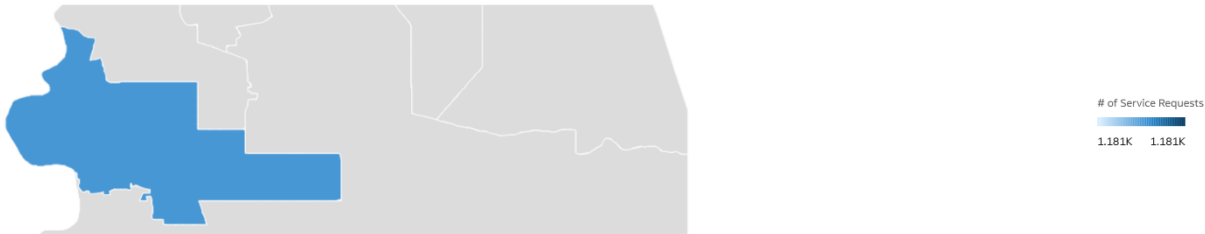
Service Requests Closed

954

Service Request Interactions Created by Day of Month



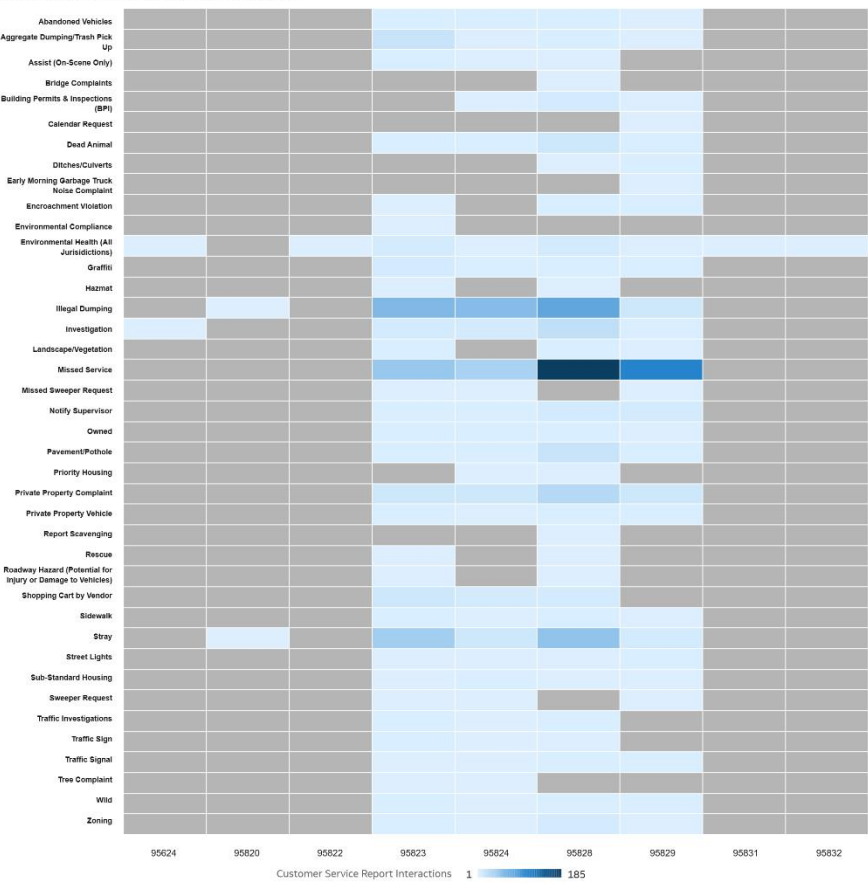
District Name, Customer Service Report Interactions



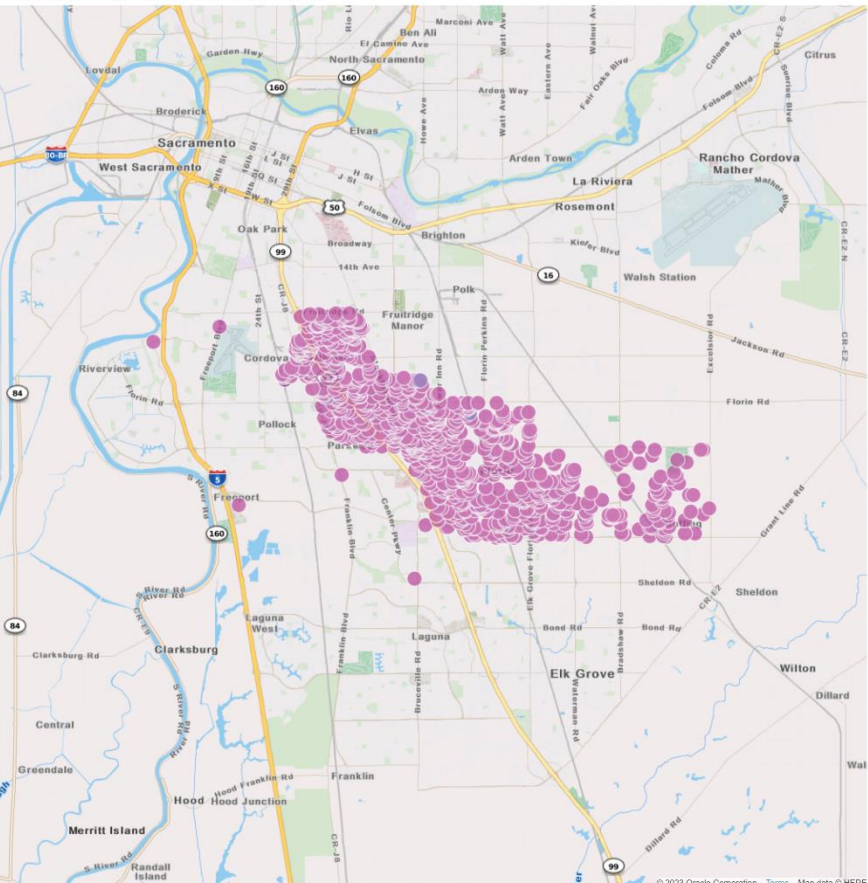
# Board of Supervisor District Analysis

## 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

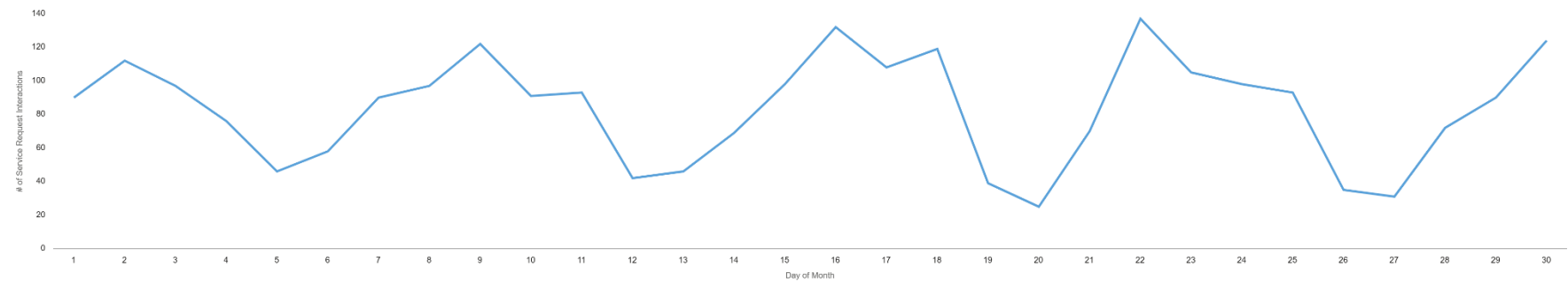
Service Requests Created

2,505

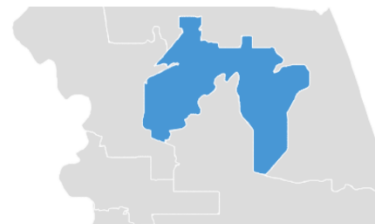
Service Requests Closed

1,990

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions

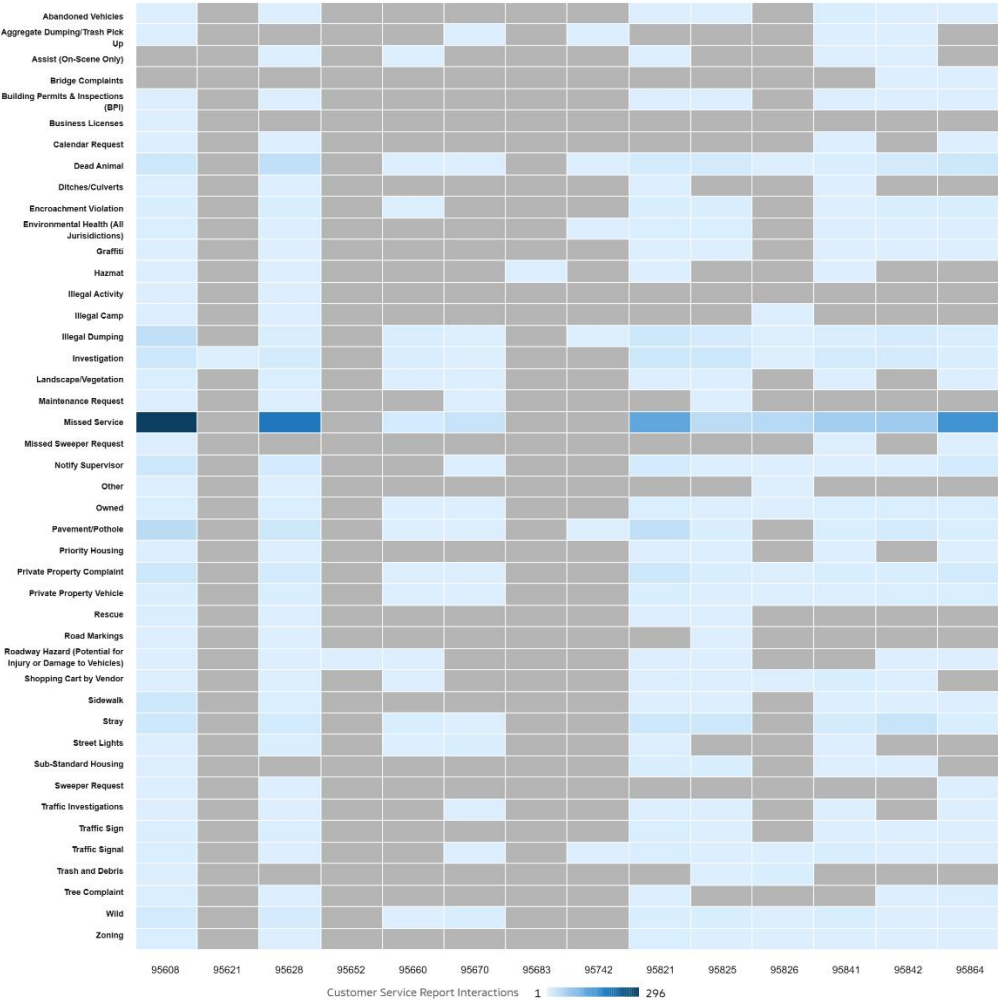


# of Service Requests  
2.505K 2.505K

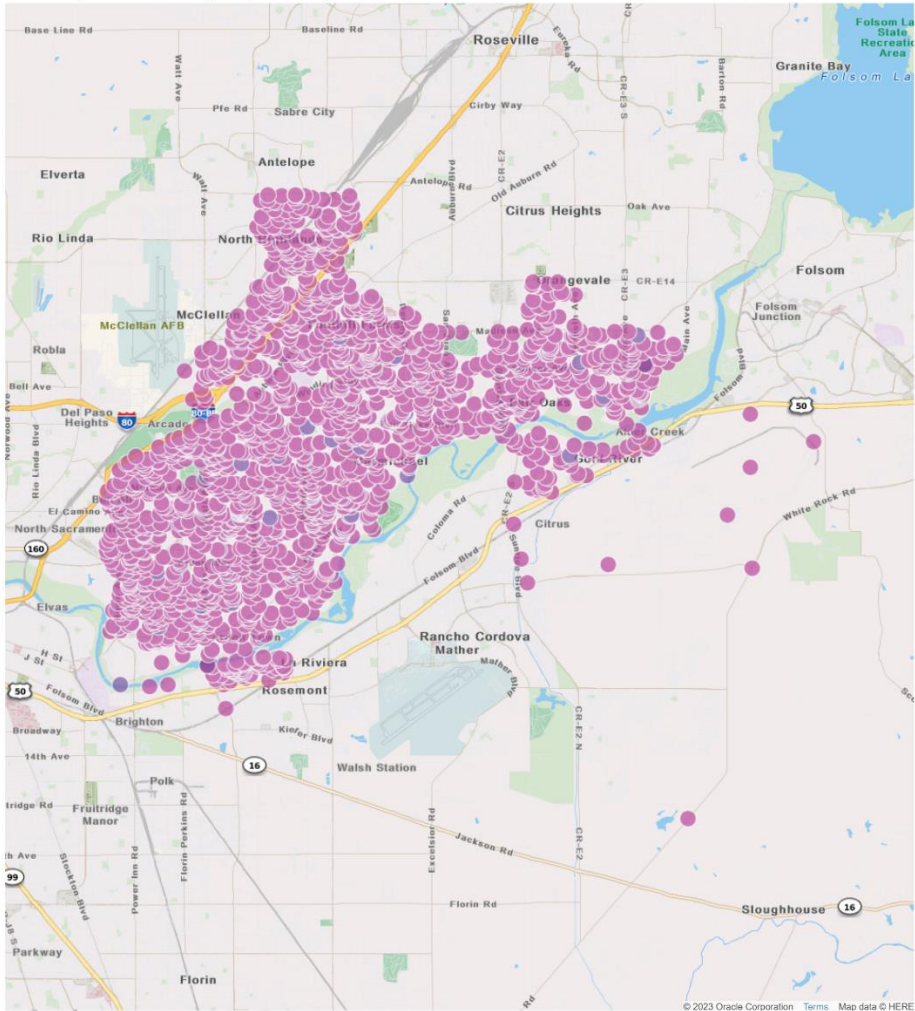
# Board of Supervisor District Analysis

## 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

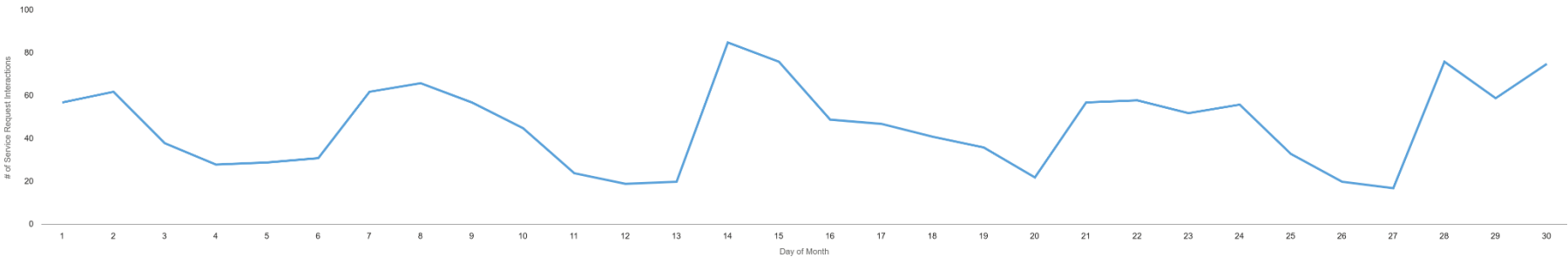
Service Requests Created

1,397

Service Requests Closed

1,125

Service Request Interactions Created by Day of Month

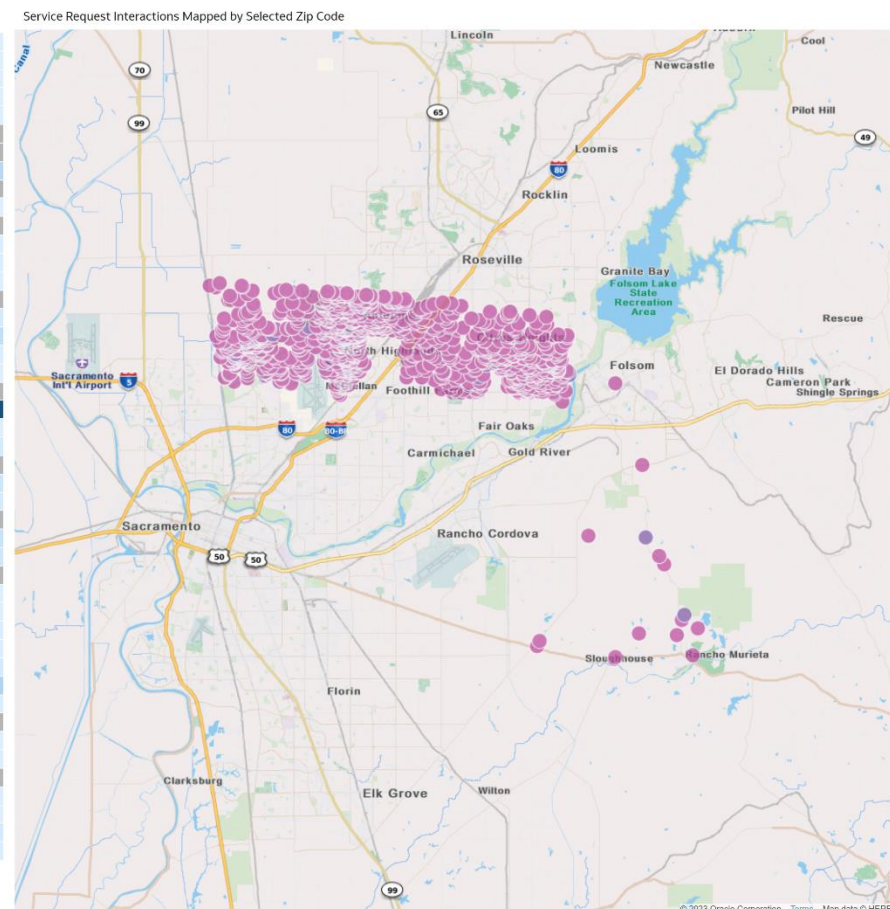


District Name, Customer Service Report Interactions



# Board of Supervisor District Analysis

## District 4 (continued)



# Board of Supervisor District Analysis

## District 5

Service Requests Created

744

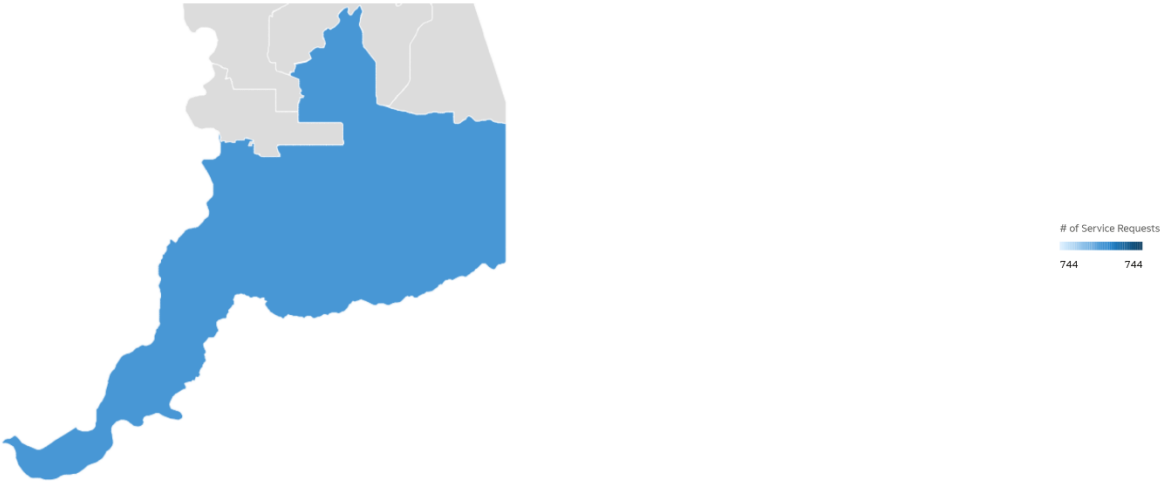
Service Requests Closed

743

Service Request Interactions Created by Day of Month



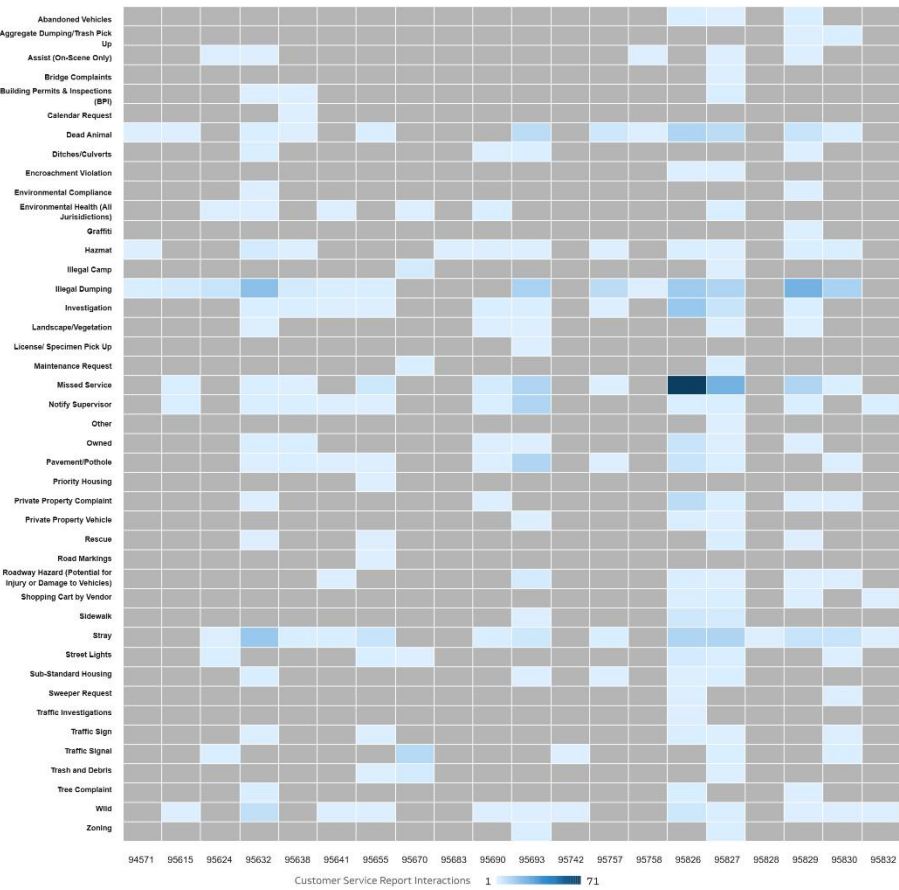
District Name, Customer Service Report Interactions



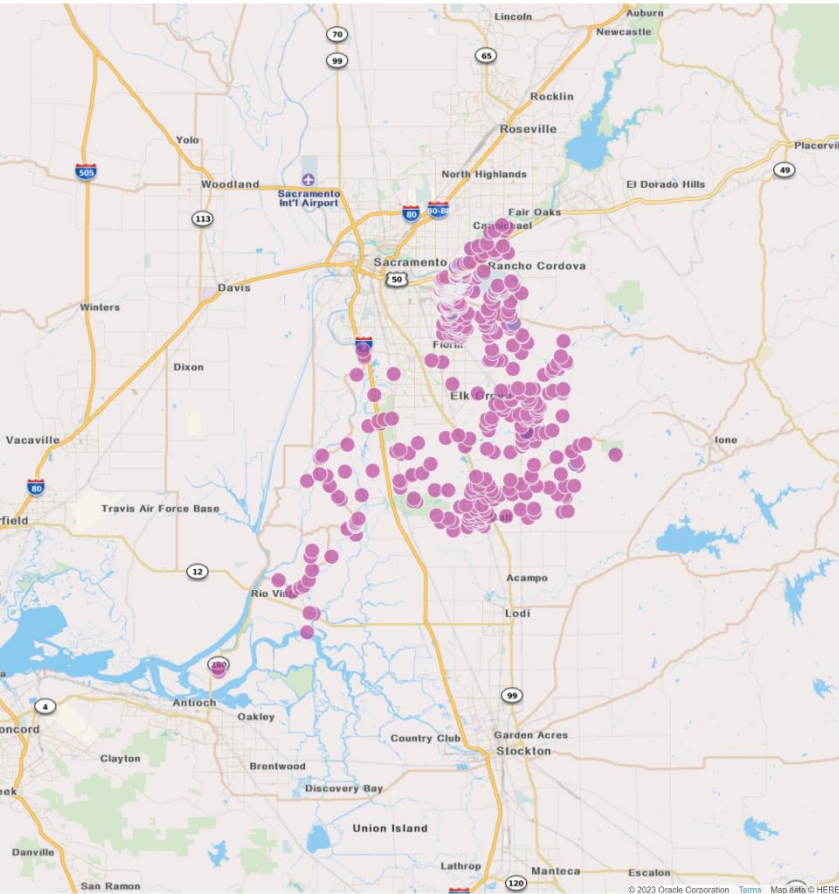
# Board of Supervisor District Analysis

## District 5 (continued)

Service Request Interactions by Category Per Zip Code



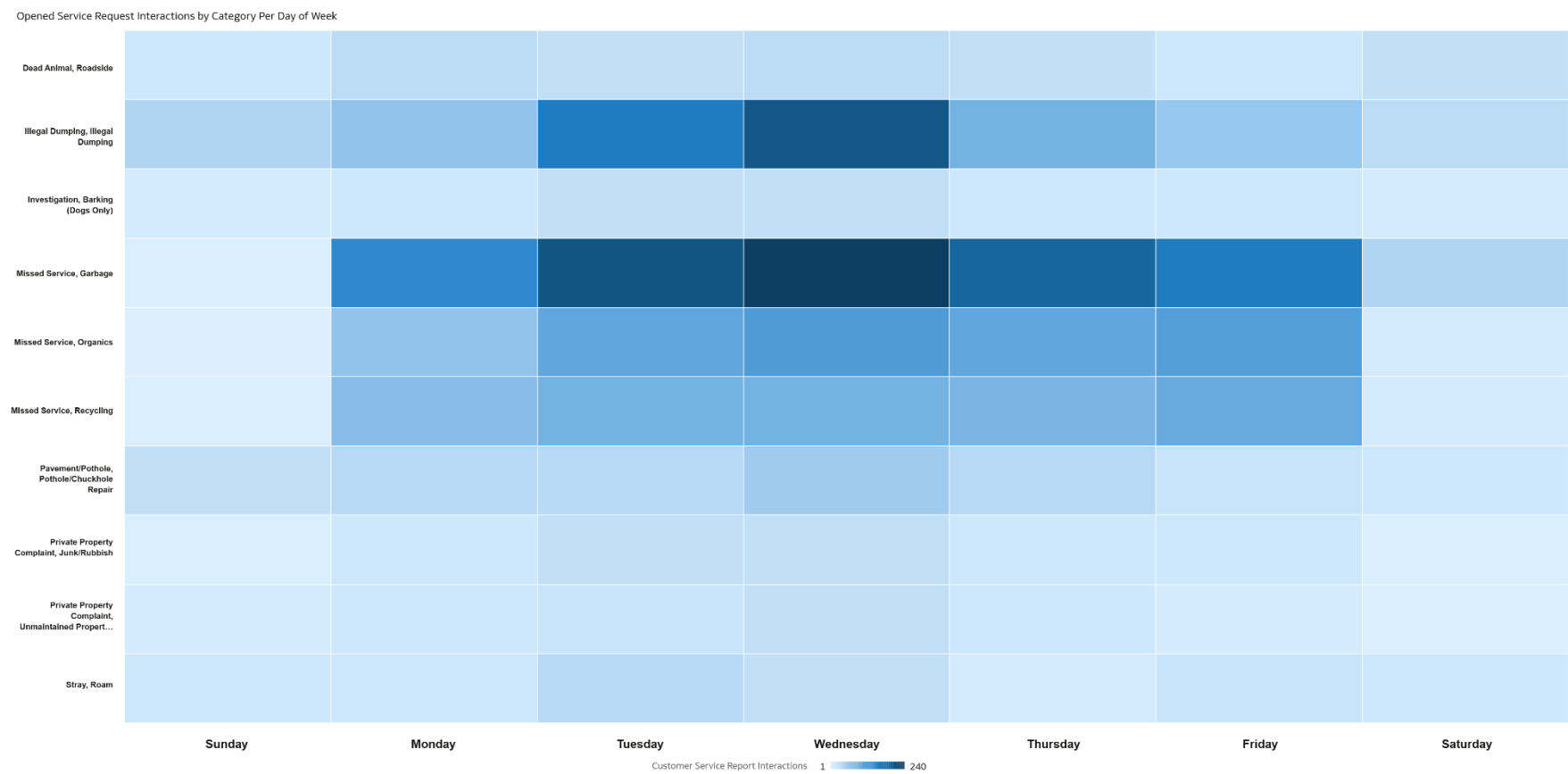
Service Request Interactions Mapped by Selected Zip Code





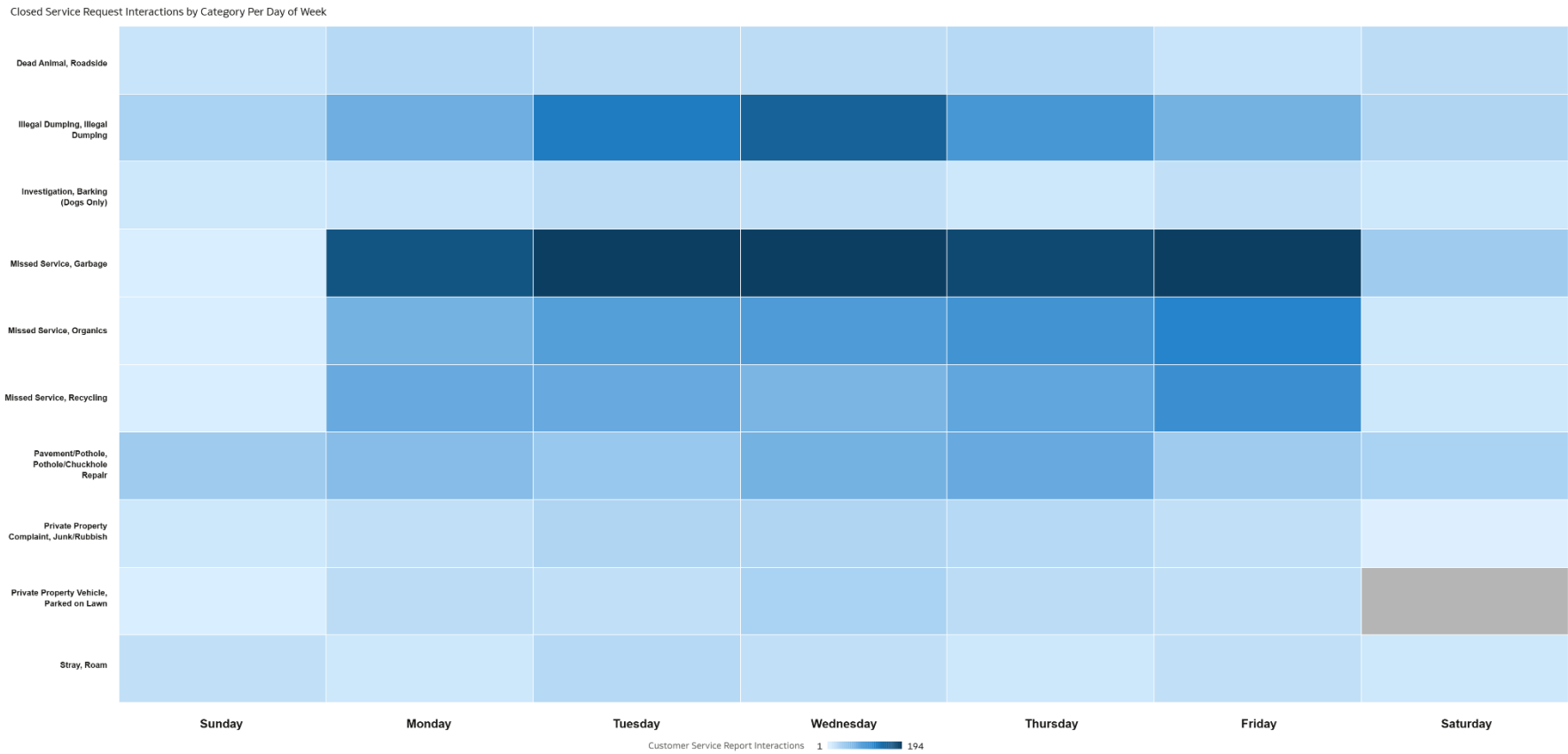
# Aging of Open Requests

## Top Service Requests Open by Day



# Aging of Open Requests

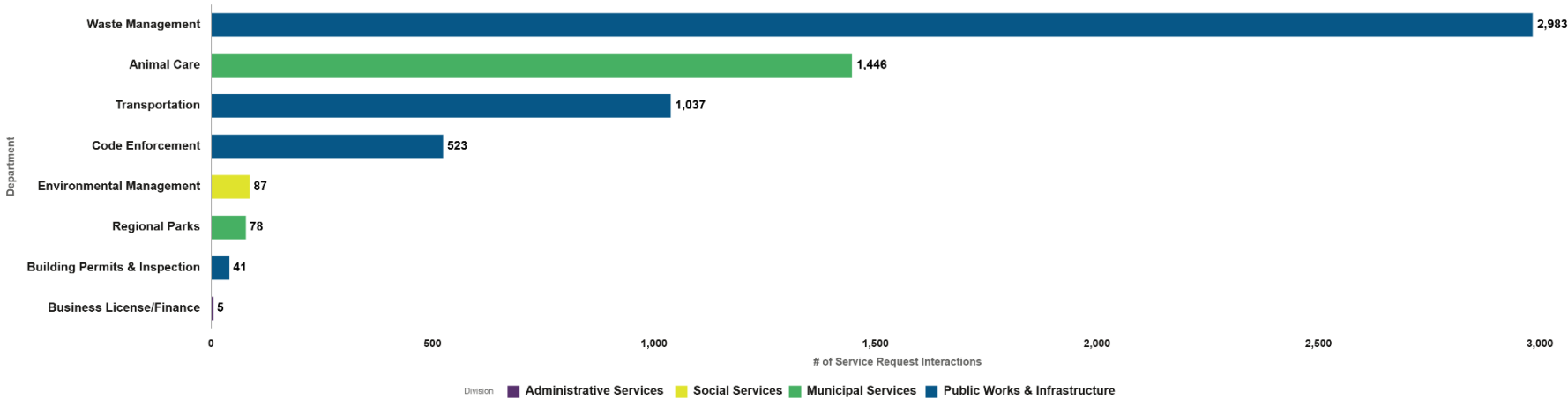
## Top Service Requests Closed by Day



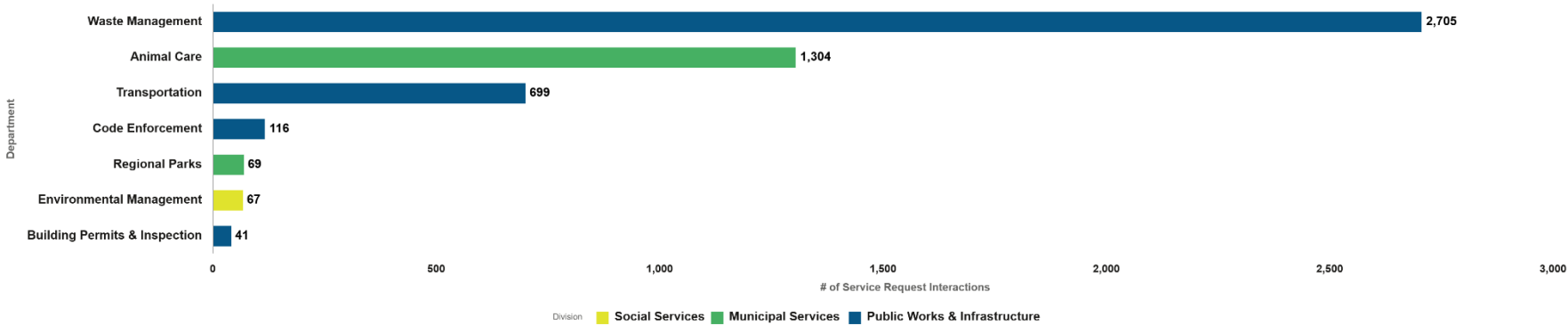
# Aging of Open Requests

## Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



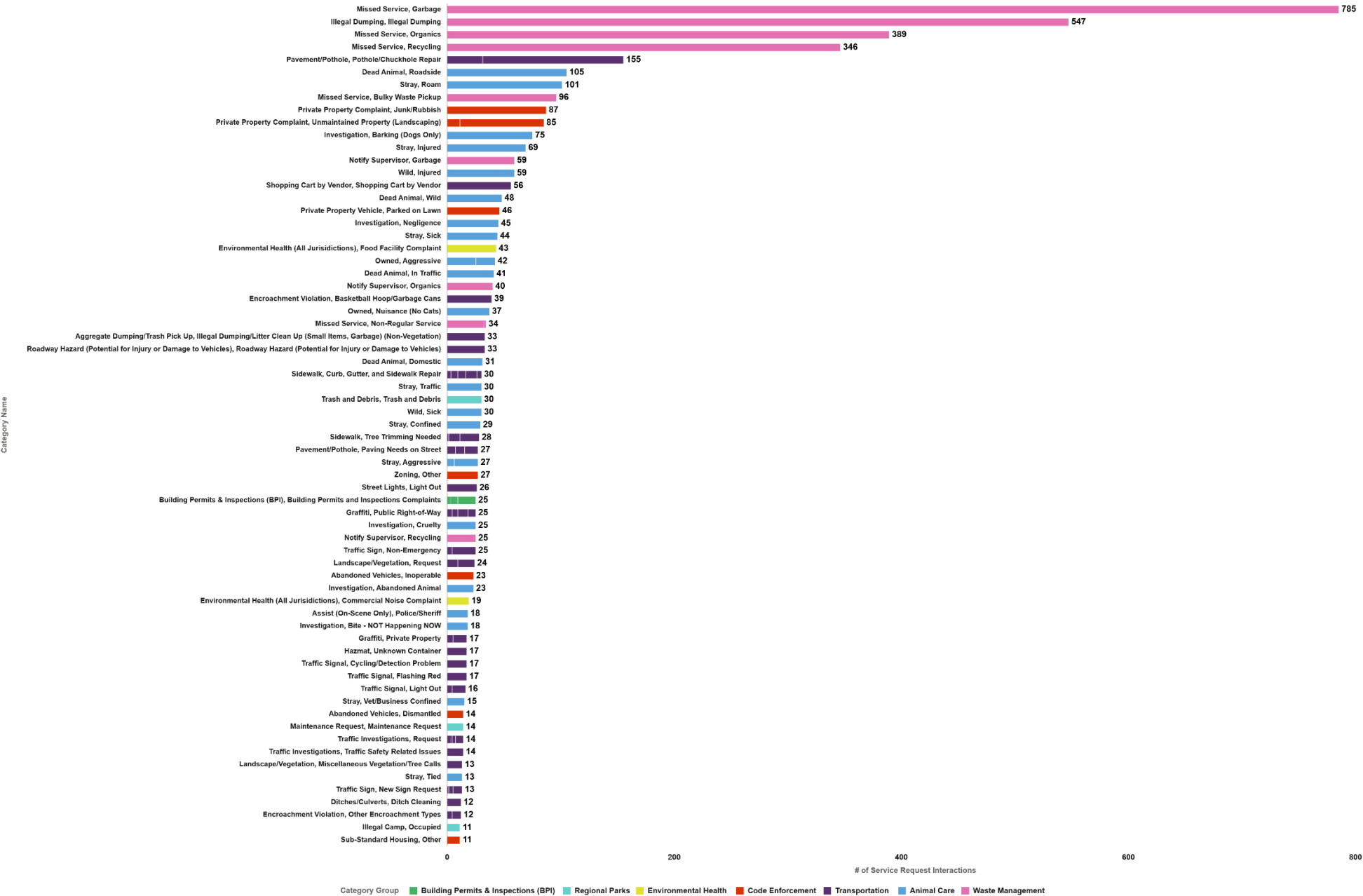
Service Request Interactions Closed by Department, Division



# Aging of Open Requests

## Greater Than 10 Service Requests

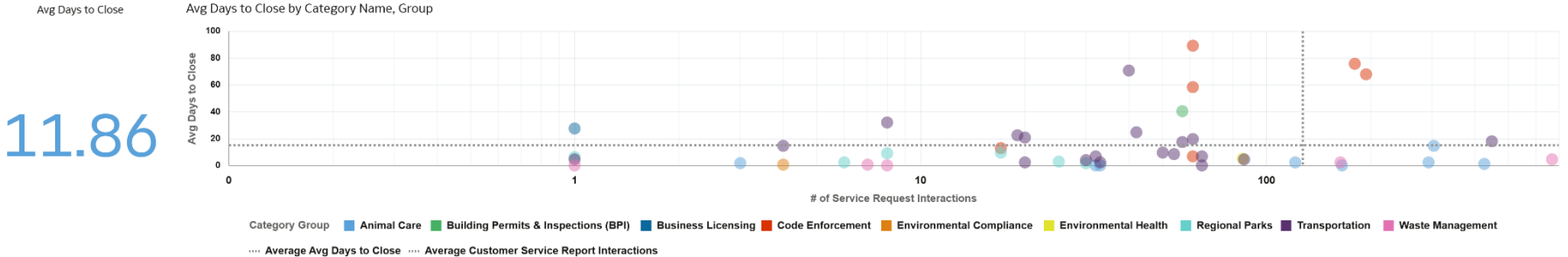
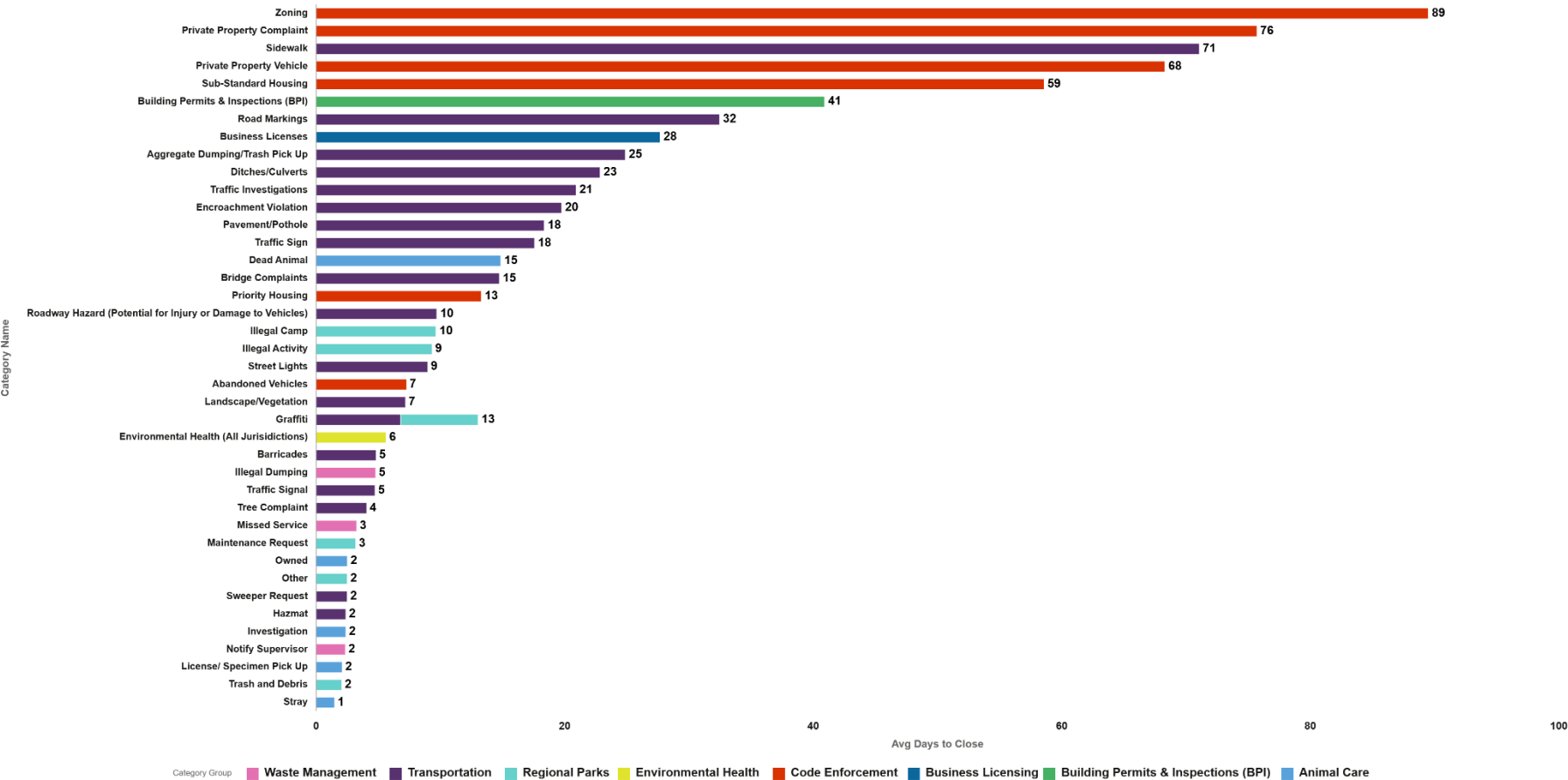
Service Request Interactions (>10 requests) by Category, Group



# Aging of Open Requests

## Average Days to Close Service Requests

Avg Days to Close by Category Name, Group



11.86

# Aging of Open Requests

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

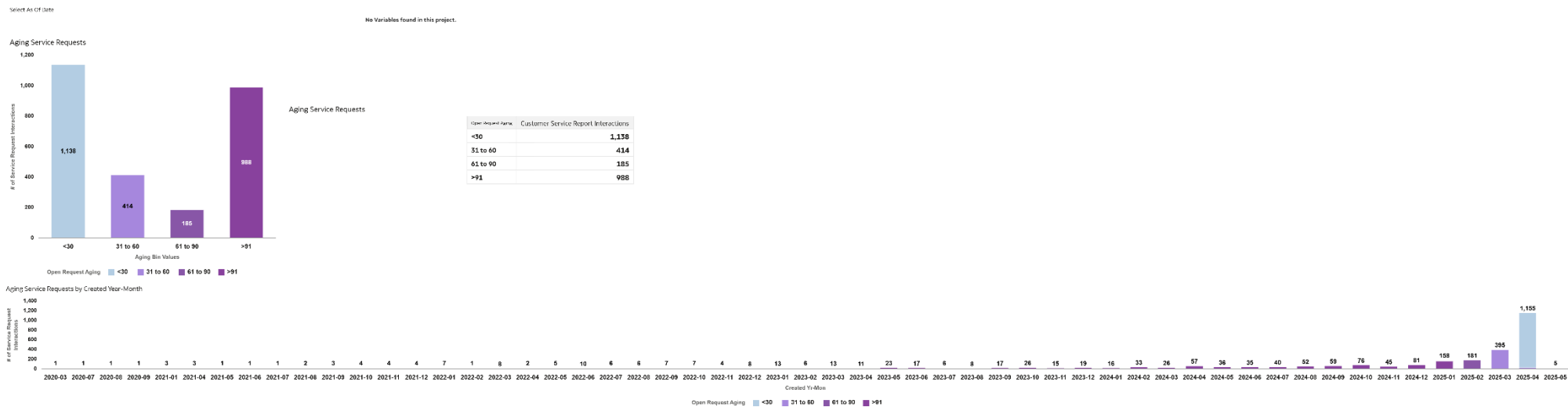
# of Service Request Interactions Per Category with Avg Days to Close

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Waste Management	Calendar Request	8	0.00
Waste Management	Early Morning Garbage Truck Noise Complaint	1	0.00
Animal Care	Assist (On-Scene Only)	33	0.05
Transportation	Shopping Cart by Vendor	65	0.12
Animal Care	Wild	165	0.16
Animal Care	Rescue	32	0.24
Environmental Compliance	Environmental Compliance	4	0.66
Waste Management	Missed Sweeper Request	7	0.91
Animal Care	Stray	425	1.45
Regional Parks	Trash and Debris	30	2.02
Animal Care	License/ Specimen Pick Up	3	2.06
Waste Management	Notify Supervisor	163	2.32
Animal Care	Investigation	294	2.36
Transportation	Hazmat	33	2.36
Transportation	Sweeper Request	20	2.46
Regional Parks	Other	6	2.47
Animal Care	Owned	121	2.48
Regional Parks	Maintenance Request	25	3.15
Waste Management	Missed Service	2,070	3.22
Transportation	Tree Complaint	30	4.03
Transportation	Traffic Signal	86	4.70
Waste Management	Illegal Dumping	667	4.75
Transportation	Barricades	1	4.79
Environmental Health	Environmental Health (All Jurisidictions)	85	5.59
Regional Parks	Graffiti	1	6.23

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Transportation	Graffiti	65	6.76
Transportation	Landscape/Vegetation	32	7.15
Code Enforcement	Abandoned Vehicles	61	7.24
Transportation	Street Lights	54	8.94
Regional Parks	Illegal Activity	8	9.30
Regional Parks	Illegal Camp	17	9.61
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	50	9.67
Code Enforcement	Priority Housing	17	13.25
Transportation	Bridge Complaints	4	14.71
Animal Care	Dead Animal	304	14.82
Transportation	Traffic Sign	57	17.54
Transportation	Pavement/Pothole	447	18.33
Transportation	Encroachment Violation	61	19.72
Transportation	Traffic Investigations	20	20.87
Transportation	Ditches/Culverts	19	22.82
Transportation	Aggregate Dumping/Trash Pick Up	42	24.85
Business Licensing	Business Licenses	1	27.64
Transportation	Road Markings	8	32.42
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	57	40.88
Code Enforcement	Sub-Standard Housing	61	58.53
Code Enforcement	Private Property Vehicle	194	68.26
Transportation	Sidewalk	40	71.03
Code Enforcement	Private Property Complaint	180	75.67
Code Enforcement	Zoning	61	89.47

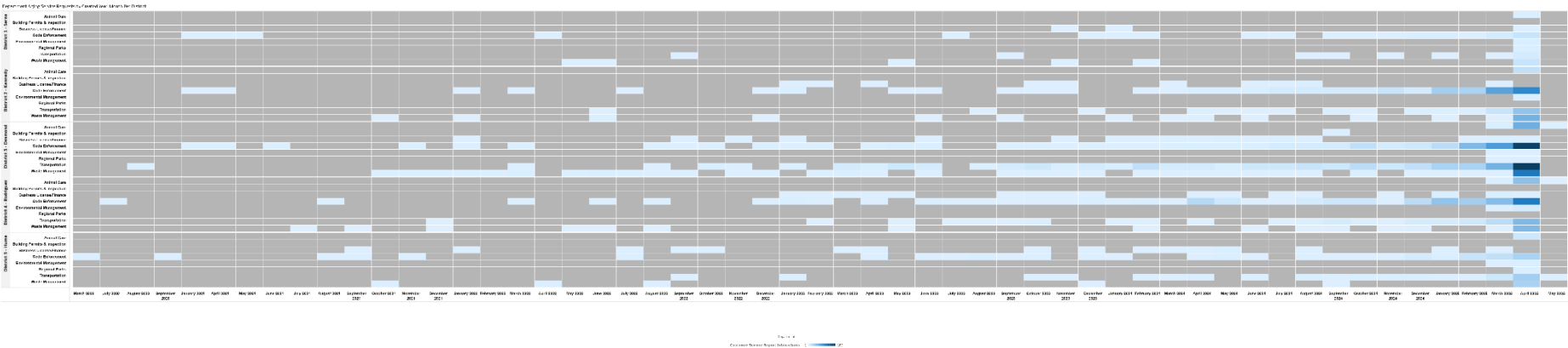


# Aging of Open Requests



# Aging of Open Requests

## Department Aging Requests by Month Created Per District



Dispatch Service Definition

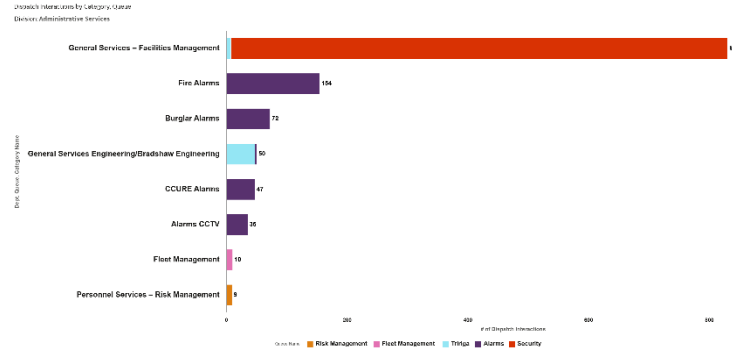
The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides immediate notification to departmental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

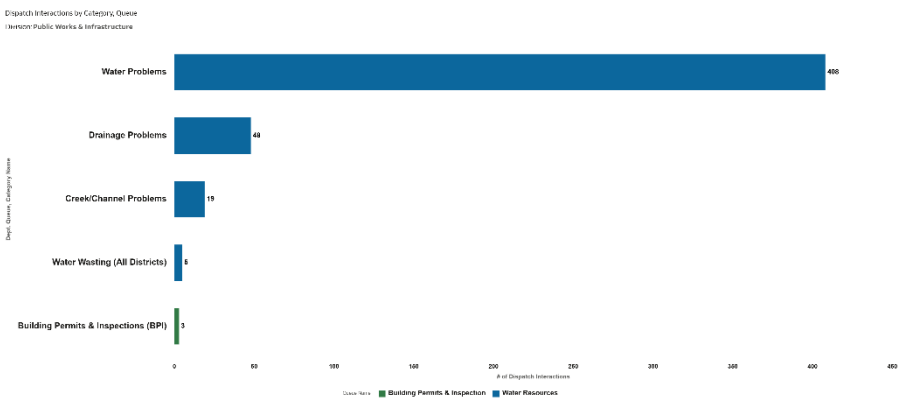


### Service Definitions

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

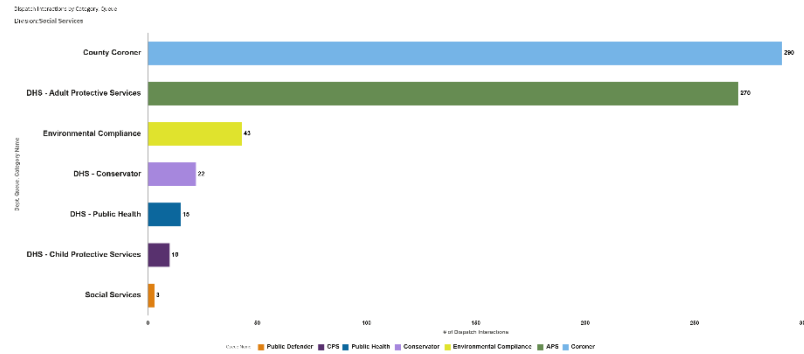


### Service Definitions

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

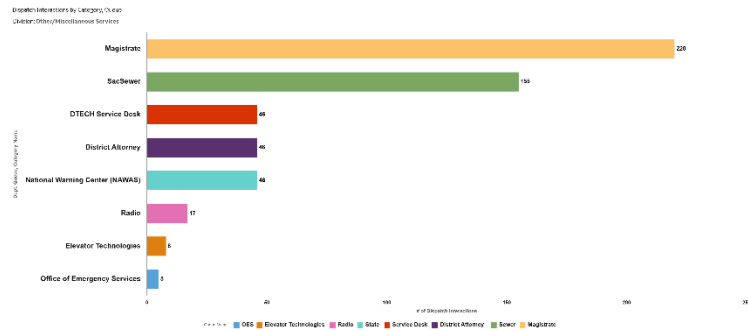


### Service Definitions

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.

