Monthly 311 Communications/Dispatch Center

SERVICE REQUEST & STATISTICS REPORT

February 2025

SAC COUNTY 311 CONNECT

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

SACRAMENTO COUNTY

Table of Contents

Monthly Statistics 1

Service Request Interaction Totals (>10 Requests) by Category 2

Service Request Interaction Totals 2

Total Service Requests Opened 3

Monthly Interactions Not Closed by Status 9

Board of Supervisor District Information 10

Service Requests Opened by District 10

Service Requests Closed by District 11

Previous Month Comparison of Service Request 12

Board of Supervisor District Analysis 15

Aging of Open Requests 25

Top Service Requests Open by Day 25

Top Service Requests Closed by Day 26

Opened/Closed by Department/Division 27

Greater Than 10 Service Requests 28

Average Days to Close Service Requests 29

Number of Service Request Interactions Per Category with Average Days to Close 30

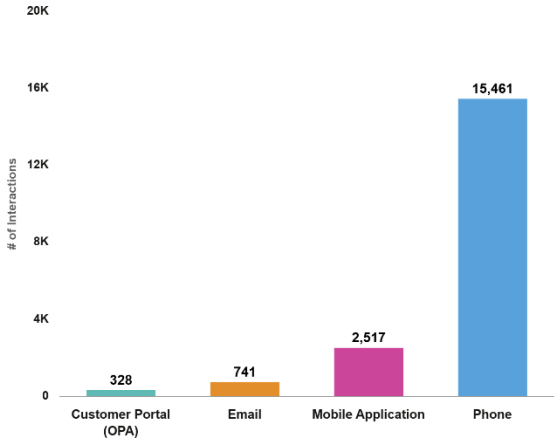
Department Aging Requests by Month Created Per District 32

Dispatch Service Request 34

SACRAMENTO COUNTY

Monthly Statistics

Monthly Interactions by Source

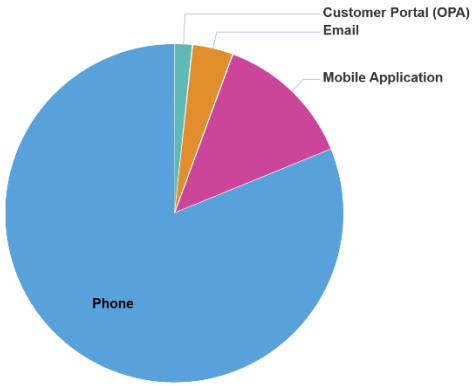


Monthly Customer Service Interactions

19,047

Incident Source Name	Service Request Count
Customer Portal (OPA)	328
Email	741
Mobile Application	2,517
Phone	15,461

Monthly Interactions by Source



Service Request Interactions

6,037

Information Interactions

5,094

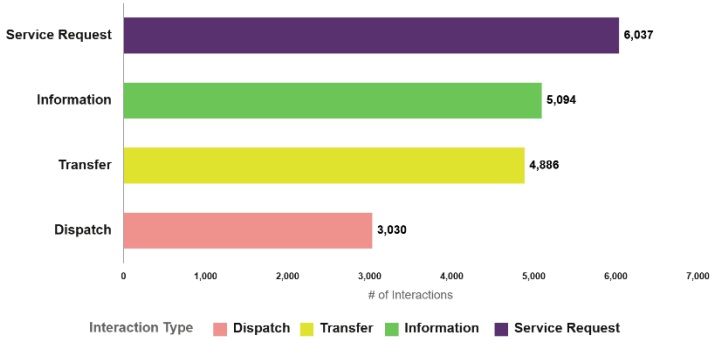
Transfer Interactions

4,886

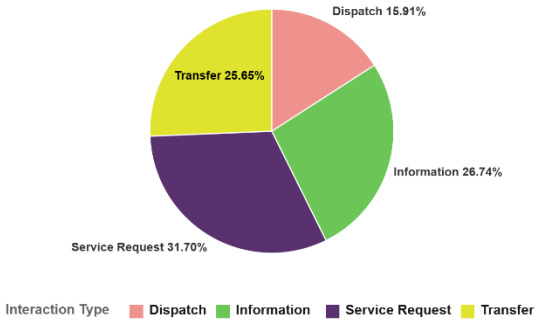
Dispatch Interactions

3,030

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	854
Pavement/Pothole, Pothole/Chuckhole Repair	722
Illegal Dumping, Illegal Dumping	549
Missed Service, Recycling	454
Missed Service, Organics	342
Private Property Complaint, Junk/Rubbish	149
Dead Animal, Roadside	138
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	123
Stray, Roam	120
Investigation, Barking (Dogs Only)	109
Private Property Vehicle, Parked on Lawn	102
Investigation, Negligence	89
Stray, Injured	79
Traffic Sign, Non-Emergency	72
Missed Service, Bulky Waste Pickup	69
Owned, Aggressive	69
Shopping Cart by Vendor, Shopping Cart by Vendor	65
Owned, Nuisance (No Cats)	61

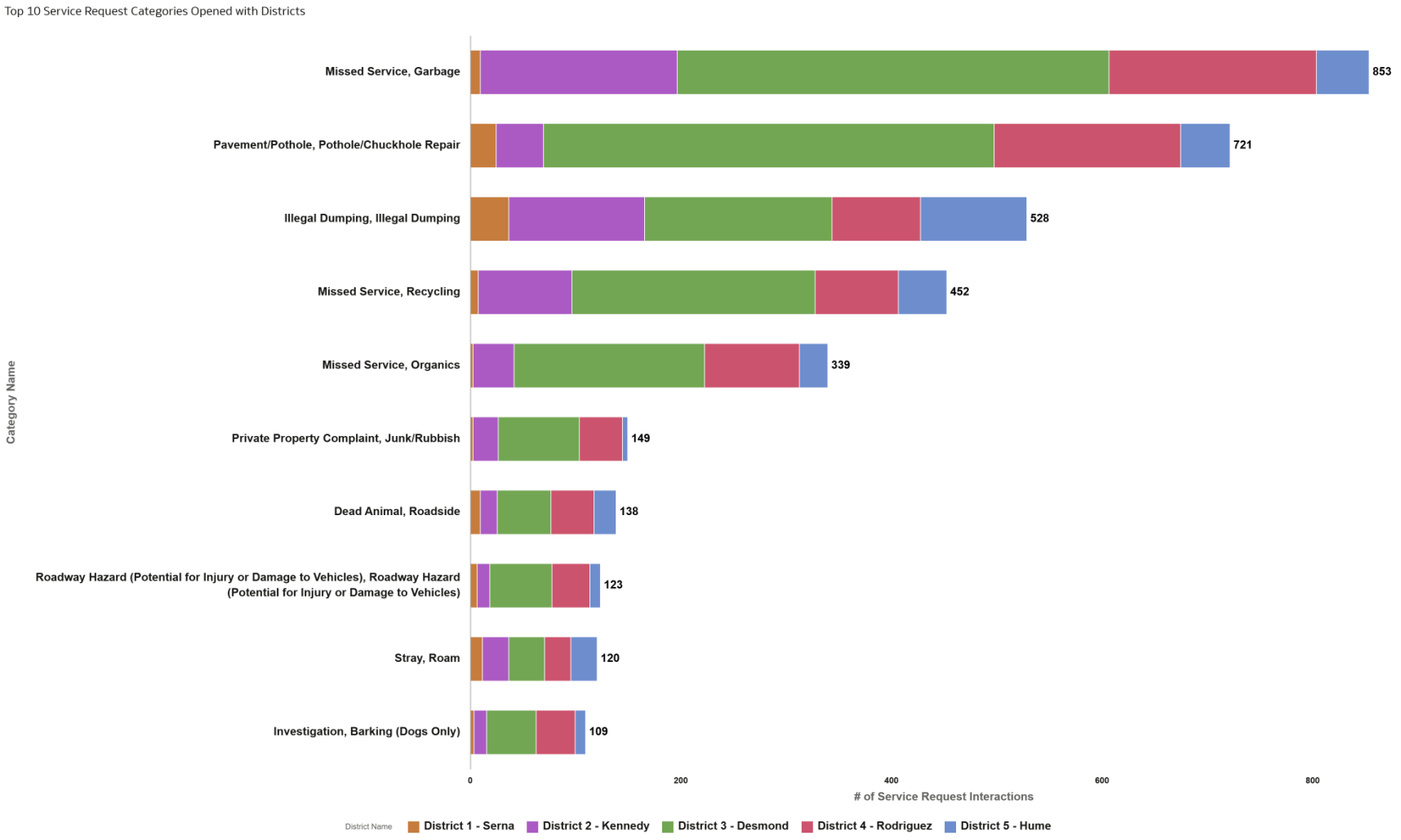
Cat2, Cat3	Customer Service Report Interactions
Pavement/Pothole, Paving Needs on Street	59
Stray, Traffic	53
Stray, Confined	52
Notify Supervisor, Garbage	52
Wild, Injured	49
Dead Animal, Wild	46
Stray, Aggressive	44
Traffic Signal, Flashing Red	42
Street Lights, Light Out	42
Stray, Sick	41
Encroachment Violation, Basketball Hoop/Garbage Cans	41
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	41
Private Property Vehicle, Non-Operable (Commercial Included)	40
Dead Animal, In Traffic	37
Notify Supervisor, Recycling	36
Barricades, Road Flooding/Barricades	34
Zoning, Other	33
Traffic Signal, All Signals Dark	33

Cat2, Cat3	Customer Service Report Interactions
Trash and Debris, Trash and Debris	32
Environmental Health (All Jurisidictions), Food Facility Complaint	31
Dead Animal, Domestic	30
Graffiti, Public Right-of-Way	30
Traffic Signal, Cycling/Detection Problem	27
Sidewalk, Curb, Gutter, and Sidewalk Repair	26
Ditches/Culverts, Culvert/Pipe Repair or Cleaning	25
Investigation, Cruelty	25
Graffiti, Private Property	24
Missed Service, Non-Regular Service	24
Notify Supervisor, Organics	23
Abandoned Vehicles, Inoperable	22
Investigation, Abandoned Animal	22
Investigation, Bite - NOT Happening NOW	22
Tree Complaint, Tree Down	22
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	20

Cat2, Cat3	Customer Service Report Interactions
Wild, Sick	19
Sub-Standard Housing, Other	19
Stray, Vet/Business Confined	19
Maintenance Request, Maintenance Request	19
Assist (On-Scene Only), Police/Sheriff	19
Traffic Signal, Light Out	18
Abandoned Vehicles, Dismantled	18
Ditches/Culverts, Ditch Cleaning	17
Calendar Request, Calendar Request	16
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	15
Abandoned Vehicles, Wrecked	15
Zoning, Occupied Mobile Home/Motorhome/RV Zoning Complaint	14
Investigation, Tethered	13
Stray, Tied	12
Private Property Vehicle, Commercial Vehicle on Property	12
Environmental Health (All Jurisidictions), Commercial Noise Complaint	12
Traffic Signal, Long Red/Short Green	11

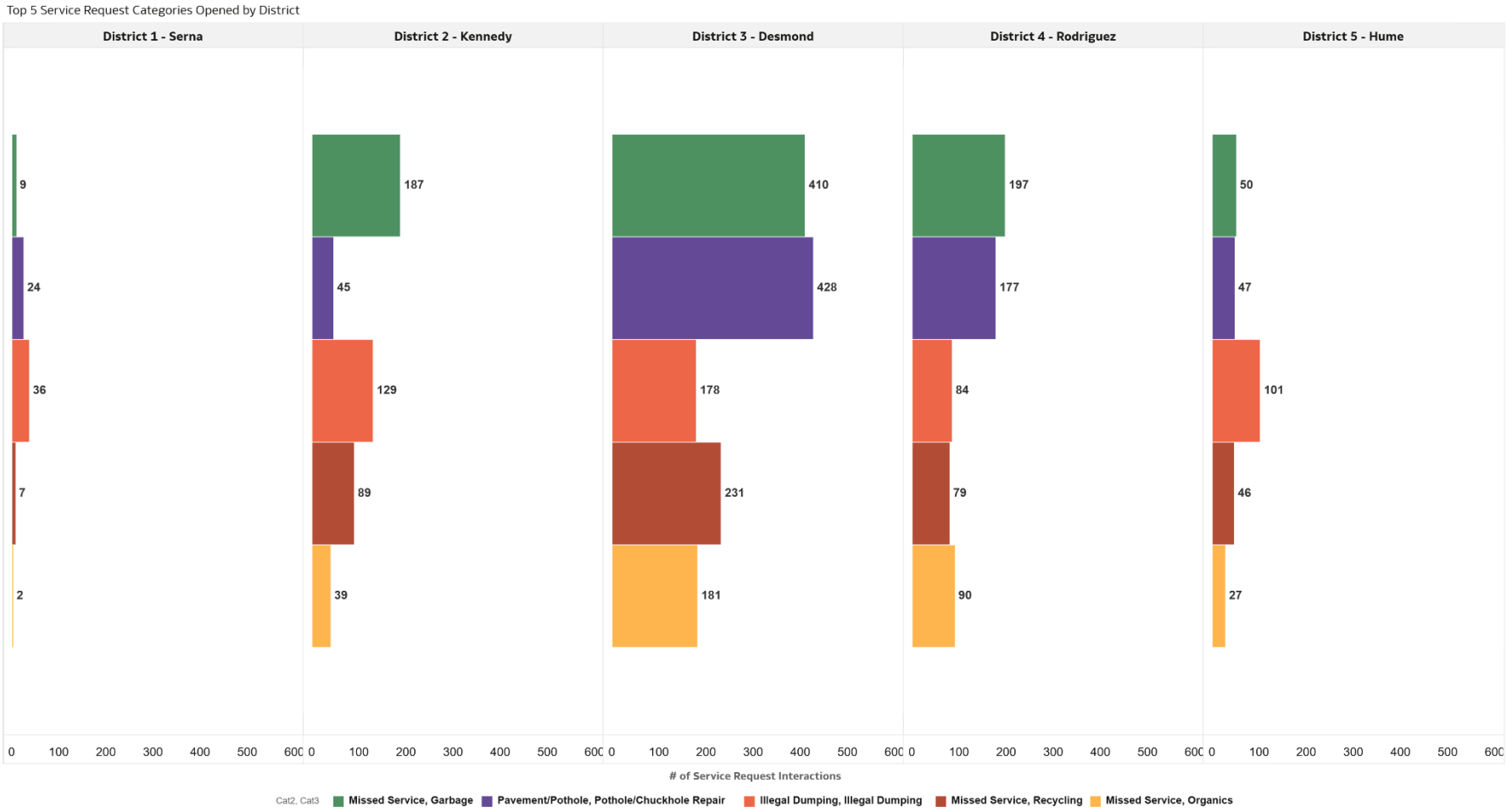
Total Service Requests Opened

Top 10 Service Requests Categories Opened | With Districts



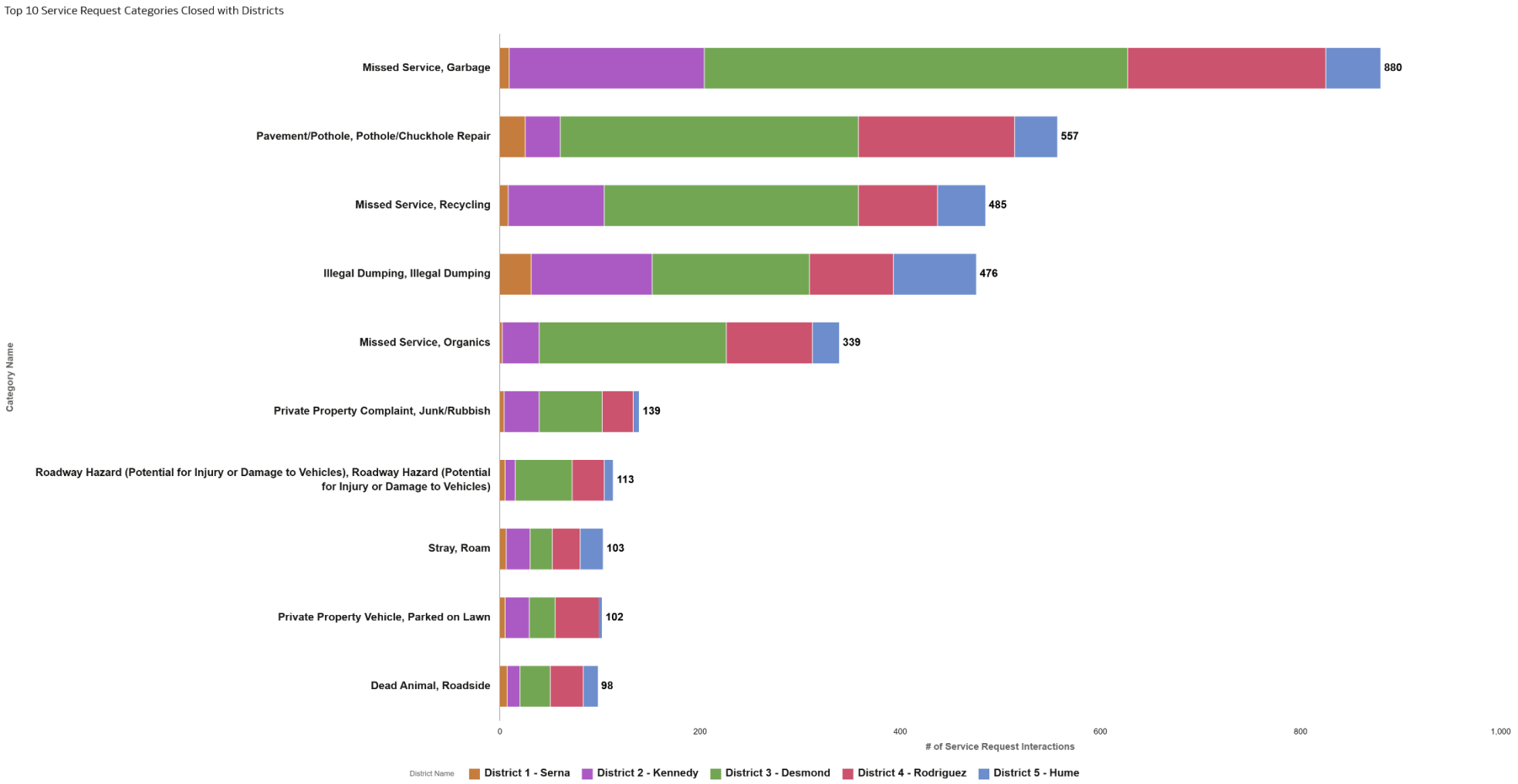
Top Service Requests Opened

Top 5 Service Requests Opened | by Districts



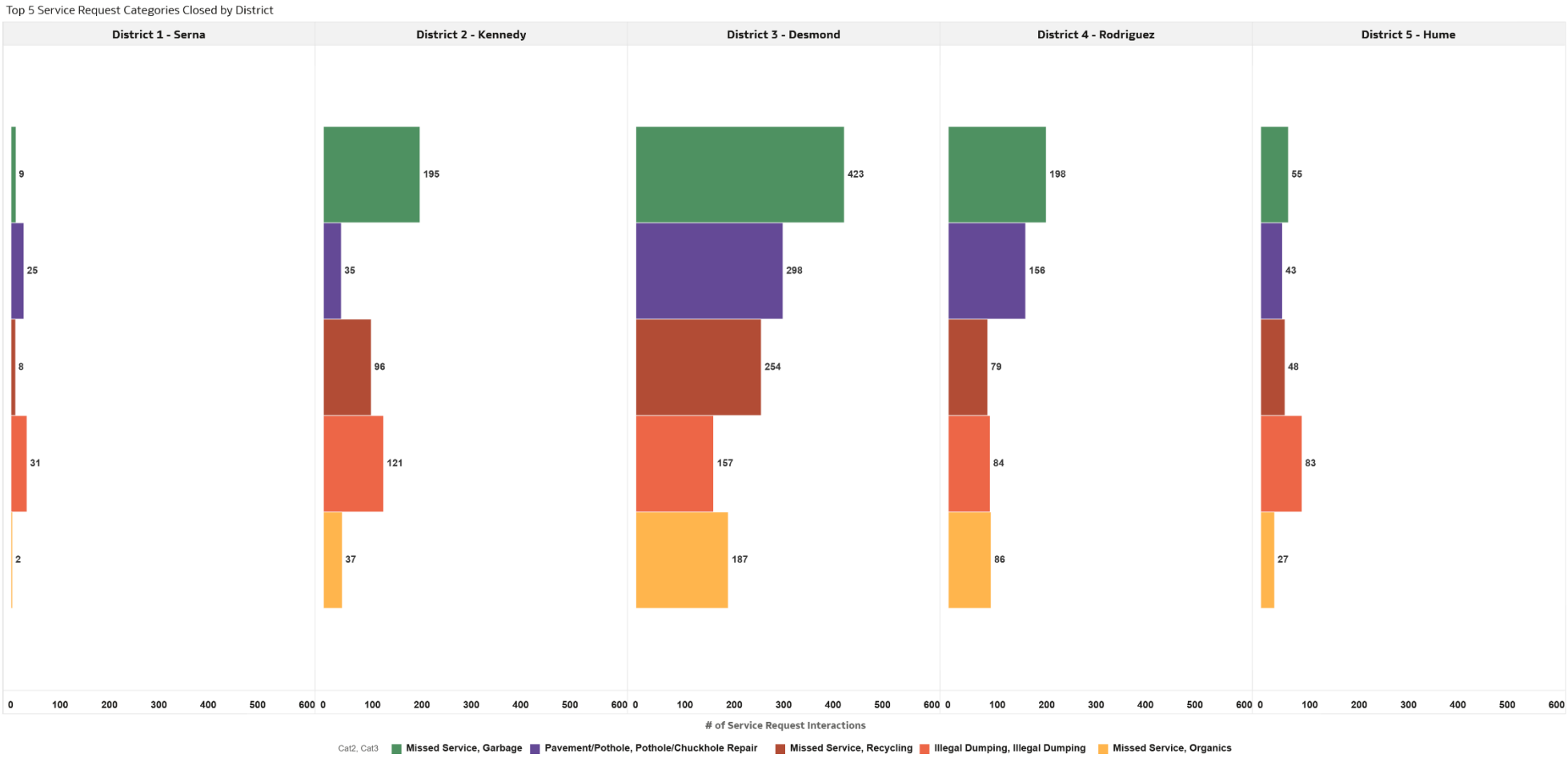
Top Service Requests Closed

Top 10 Service Requests Categories Closed | With Districts



Top Service Requests Closed

Top 5 Service Requests Categories Closed | by Districts

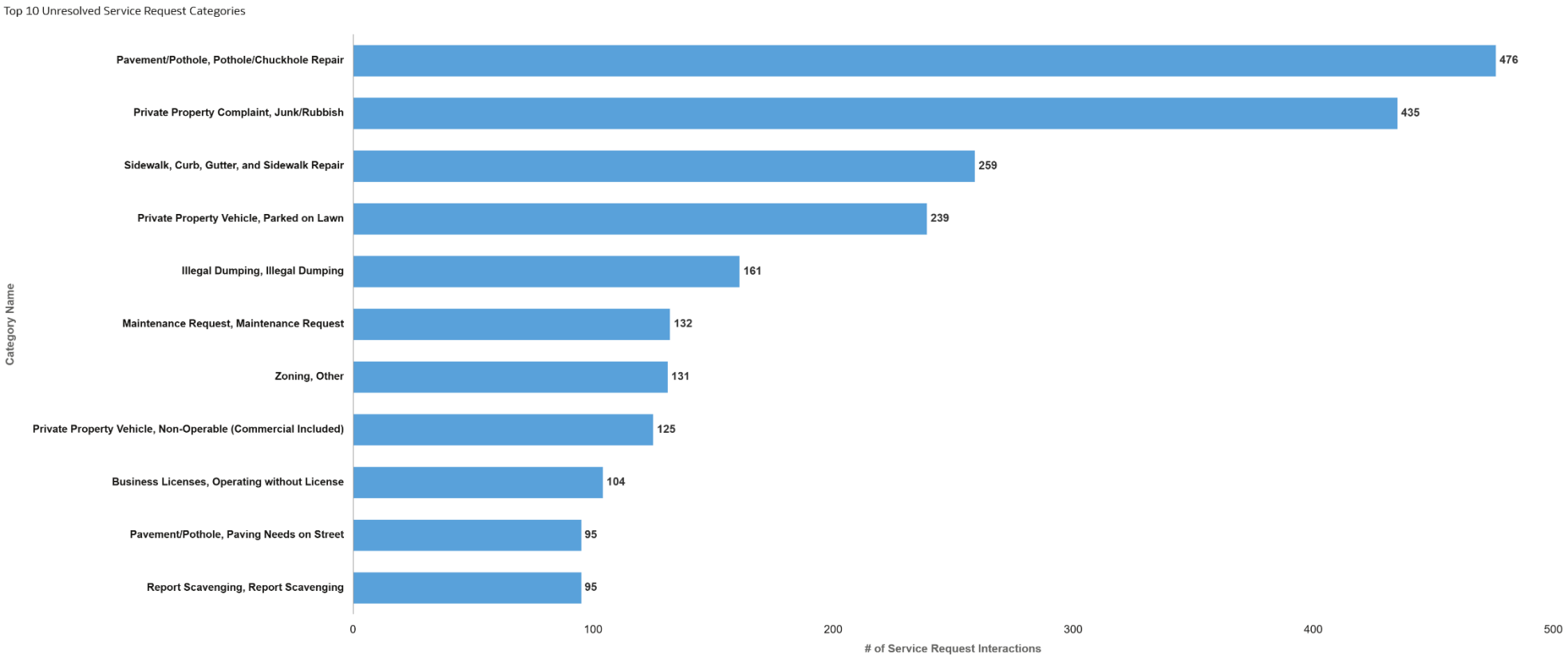


Top Unresolved Service Request

Top Unresolved Service Request Categories | by Districts

Top Unresolved Service Request

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through February 28th

3,735

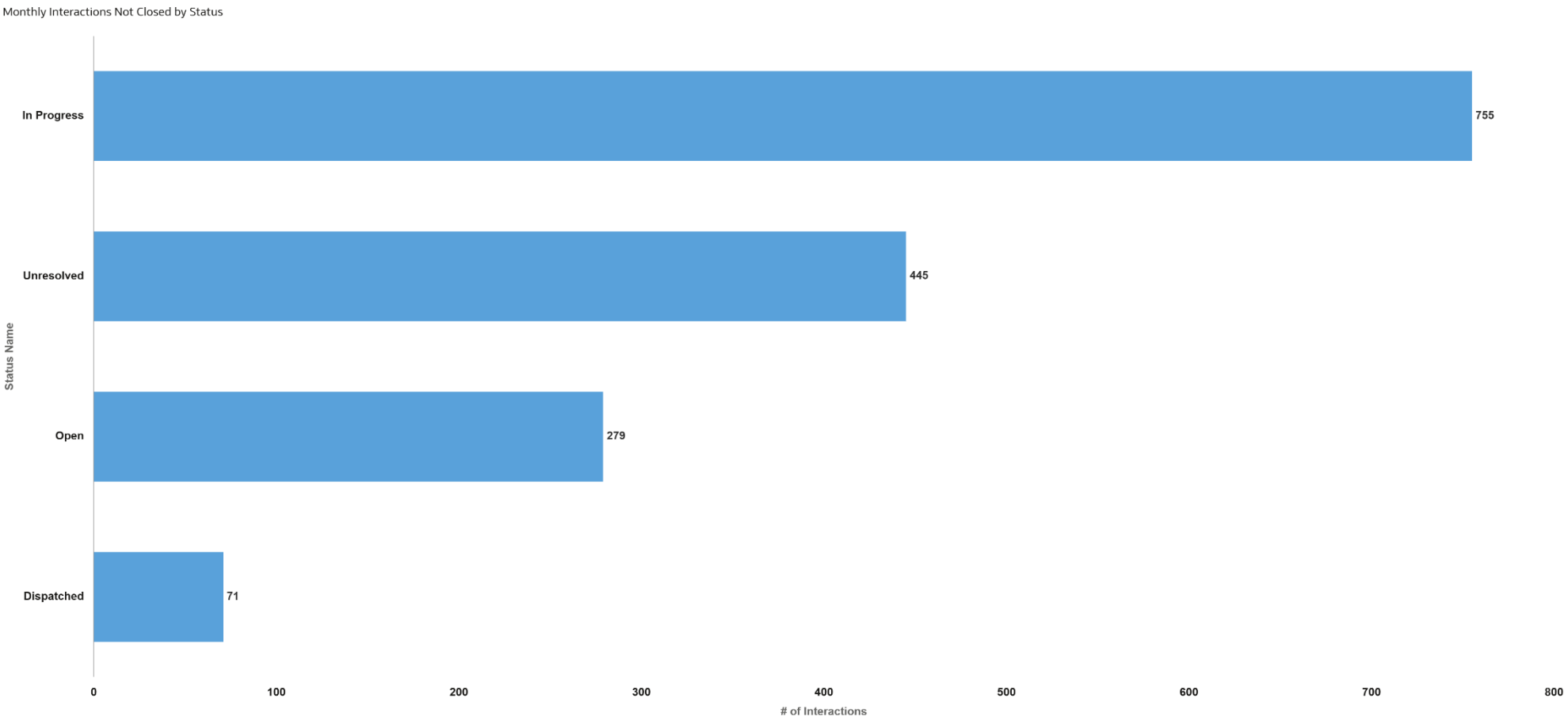
Interactions Closed this Month

18,581

Monthly Interactions Not Closed

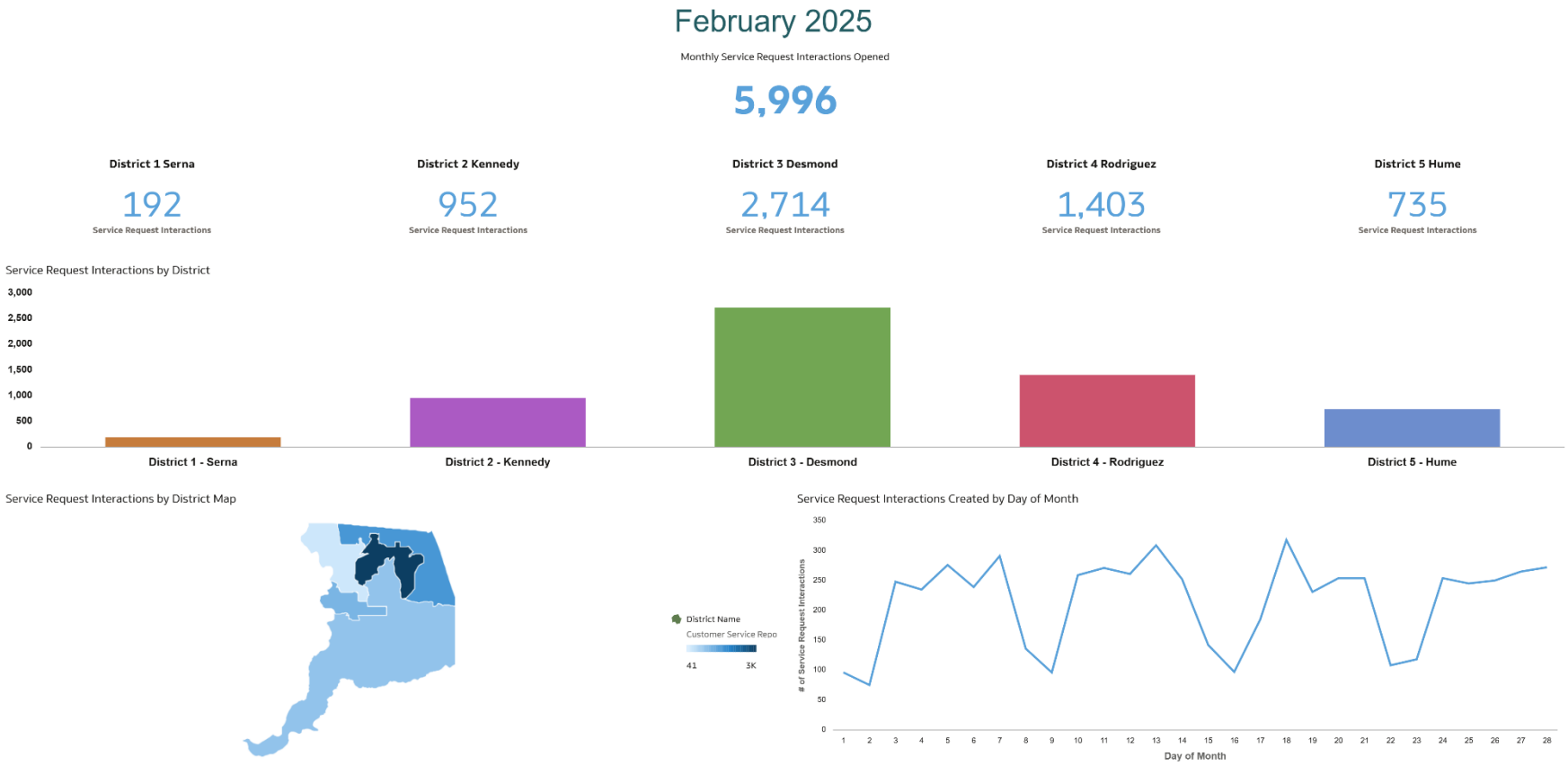
1,550

Monthly Interactions Not Closed by Status



Board of Supervisor District Information

Service Requests Opened by District



Board of Supervisor District Information

Service Requests Closed by District

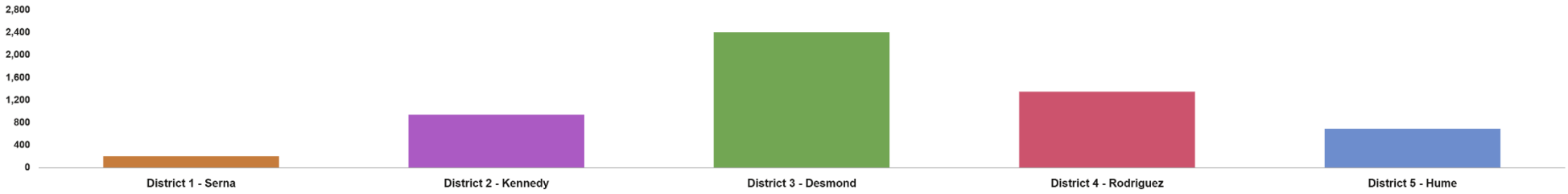
February 2025

Monthly Service Request Interactions Closed

5,612

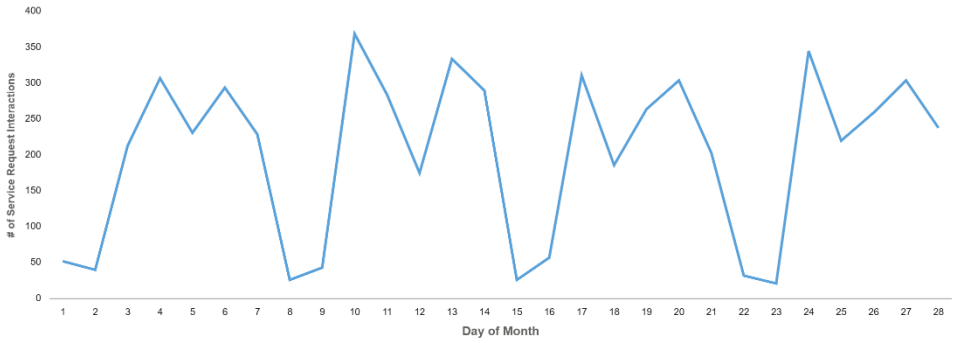
District 1 Serna	District 2 Kennedy	District 3 Desmond	District 4 Rodriguez	District 5 Hume
207	945	2,407	1,356	697
Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions

Service Request Interactions by District



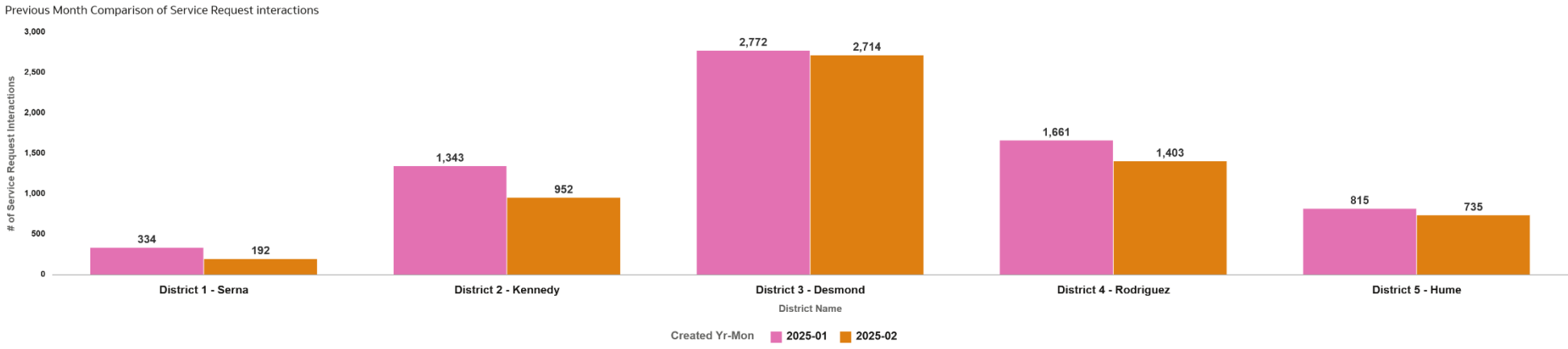
Service Request Interactions by District Map

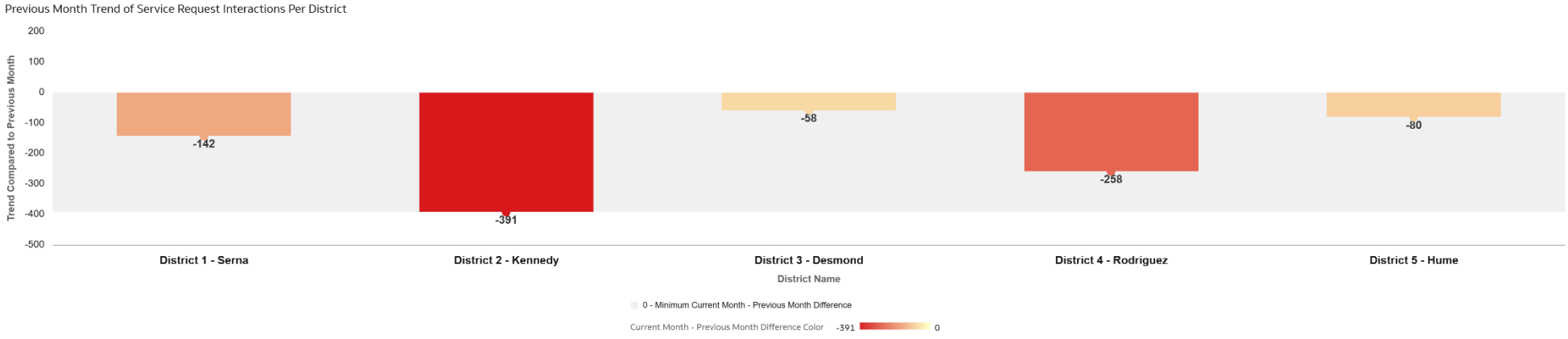
Service Request Interactions Closed by Day of Month



Board of Supervisors District Information

Previous Month Comparison of Service Request

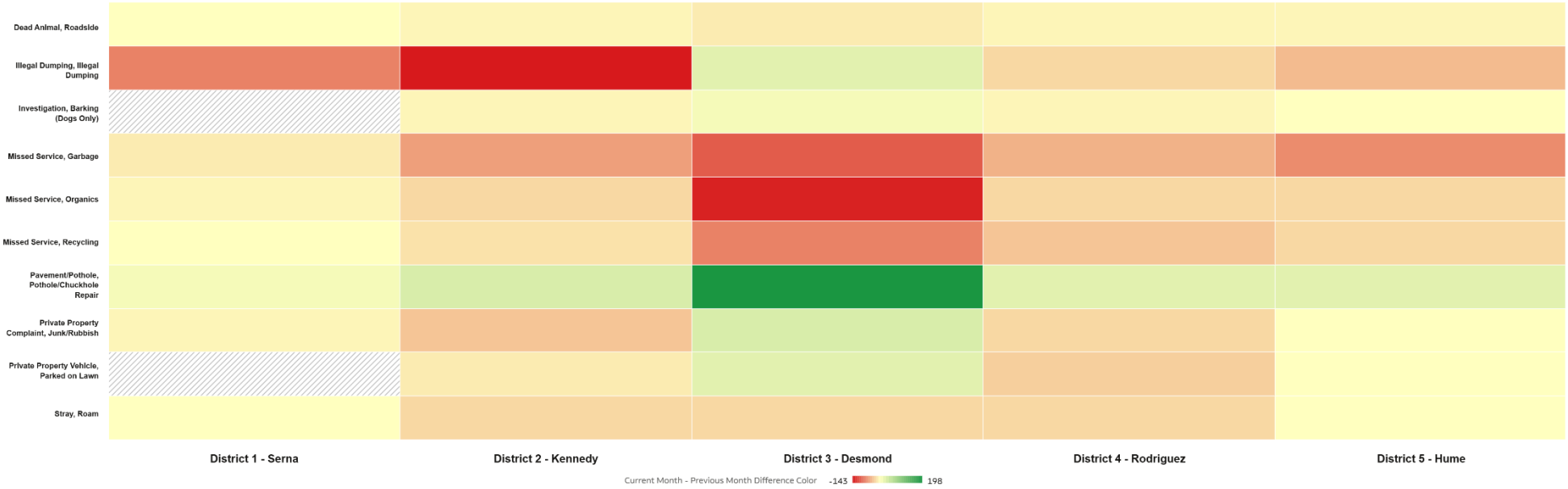




Monthly Comparison: Service Requests by District

	2025-01	2025-02
District Name	Service Request Map Count	Service Request Map Count
District 1 - Serna	**334**	**192**
District 2 - Kennedy	**1,343**	**952**
District 3 - Desmond	**2,772**	**2,714**
District 4 - Rodriguez	**1,661**	**1,403**
District 5 - Hume	**815**	**735**

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



Previous Month Comparison (continued)

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

Top 10 Customer Service Report Interactions by Category Level 2 Name,

Cat2, Cat3	District 1 - Serna Current Month - Previous Month Difference Color	District 2 - Kennedy Current Month - Previous Month Difference Color	District 3 - Desmond Current Month - Previous Month Difference Color	District 4 - Rodriguez Current Month - Previous Month Difference Color	District 5 - Hume Current Month - Previous Month Difference Color	Grand Total
Pavement/Pothole, Pothole/Chuckhole Repair	8	29	198	25	24	284
Investigation, Barking (Dogs Only)		-3	11	-7	1	5
Private Property Vehicle, Parked on Lawn		-12	25	-31	-1	-18
Dead Animal, Roadside	1	-4	-13	-4	-6	-26
Private Property Complaint, Junk/Rubbish	-3	-37	33	-22	-2	-31
Stray, Roam	0	-24	-26	-25	-1	-76
Missed Service, Recycling	1	-16	-75	-34	-21	-145
Missed Service, Organics	-6	-21	-137	-21	-21	-206
Illegal Dumping, Illegal Dumping	-75	-143	25	-23	-44	-260
Missed Service, Garbage	-10	-58	-100	-47	-71	-286
Grand Total	**-80**	**-289**	**-59**	**-189**	**-142**	**-759**

Board of Supervisor District Analysis

District 1

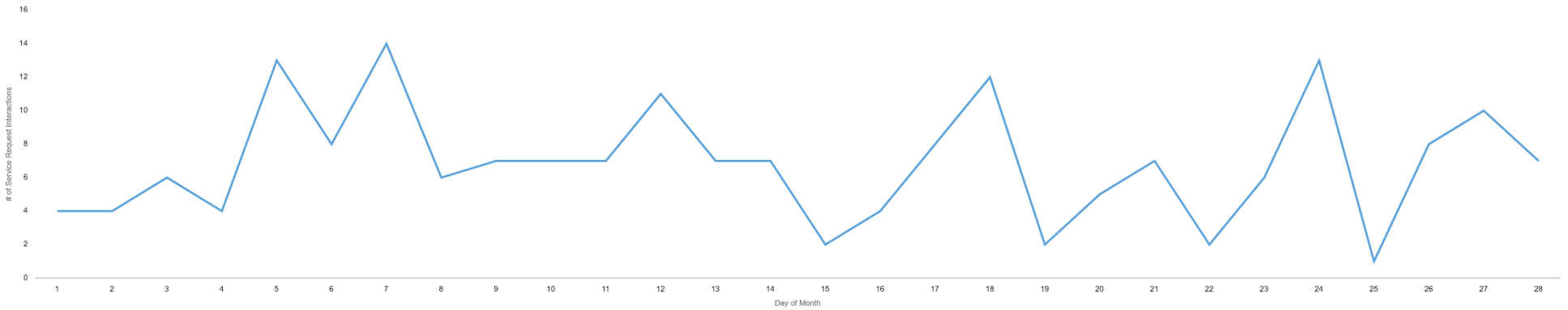
Service Requests Created

192

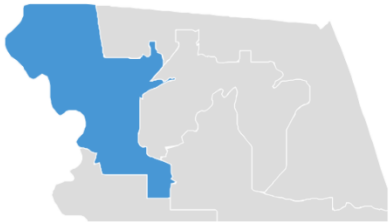
Service Requests Closed

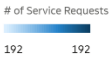
139

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions

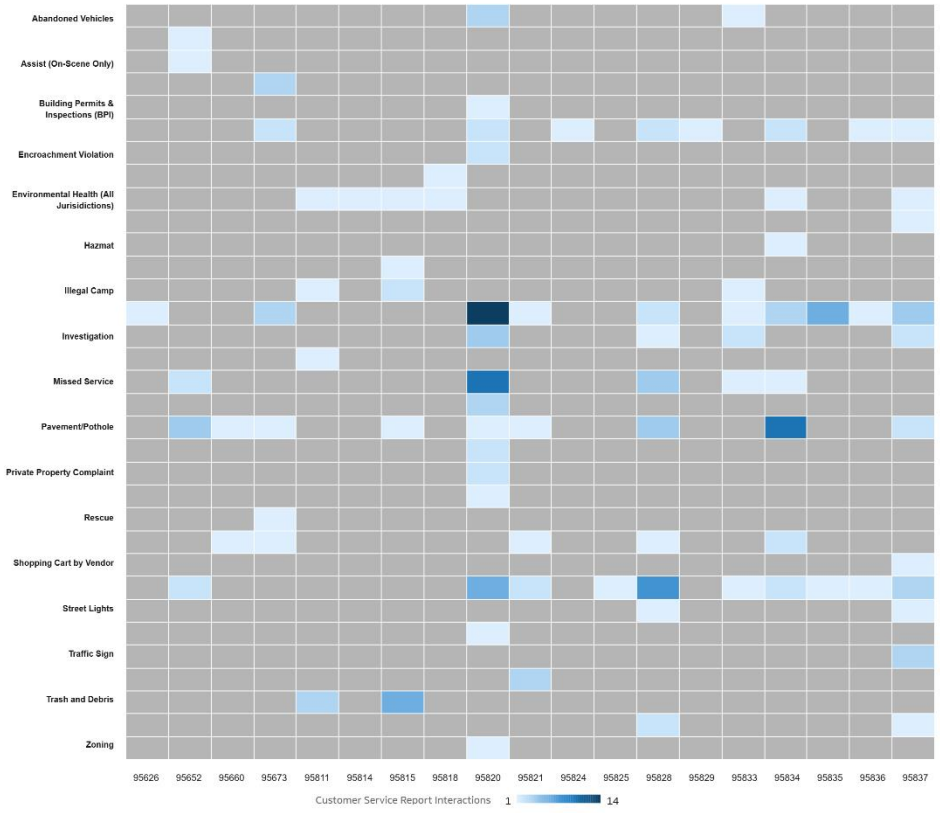




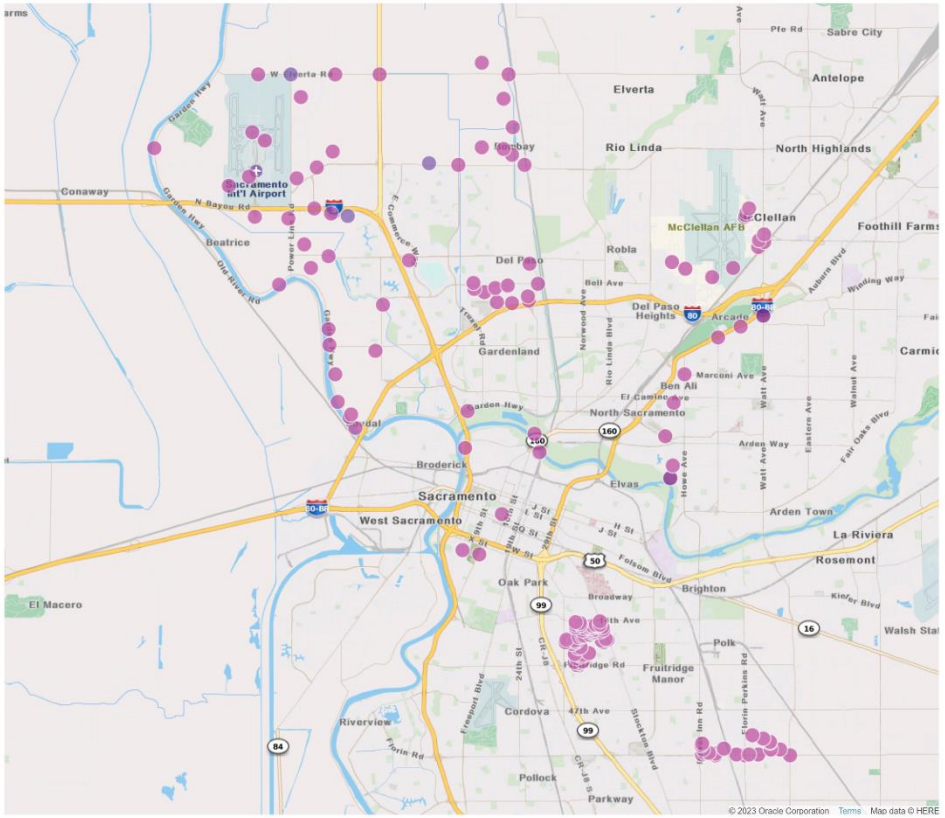
Board of Supervisor District Analysis

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

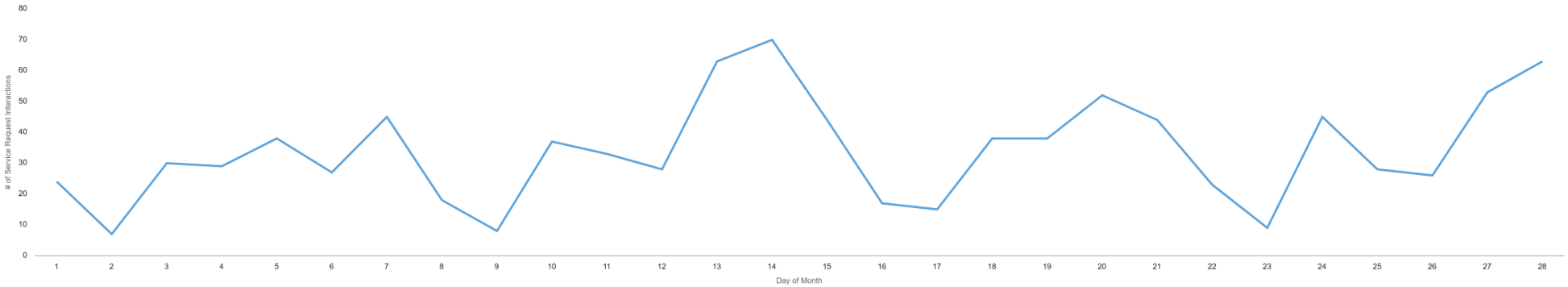
Service Requests Created

952

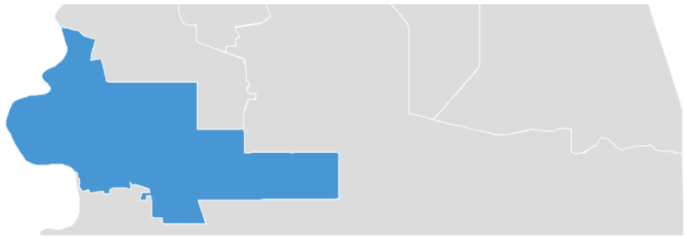
Service Requests Closed

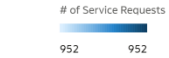
692

Service Request Interactions Created by Day of Month



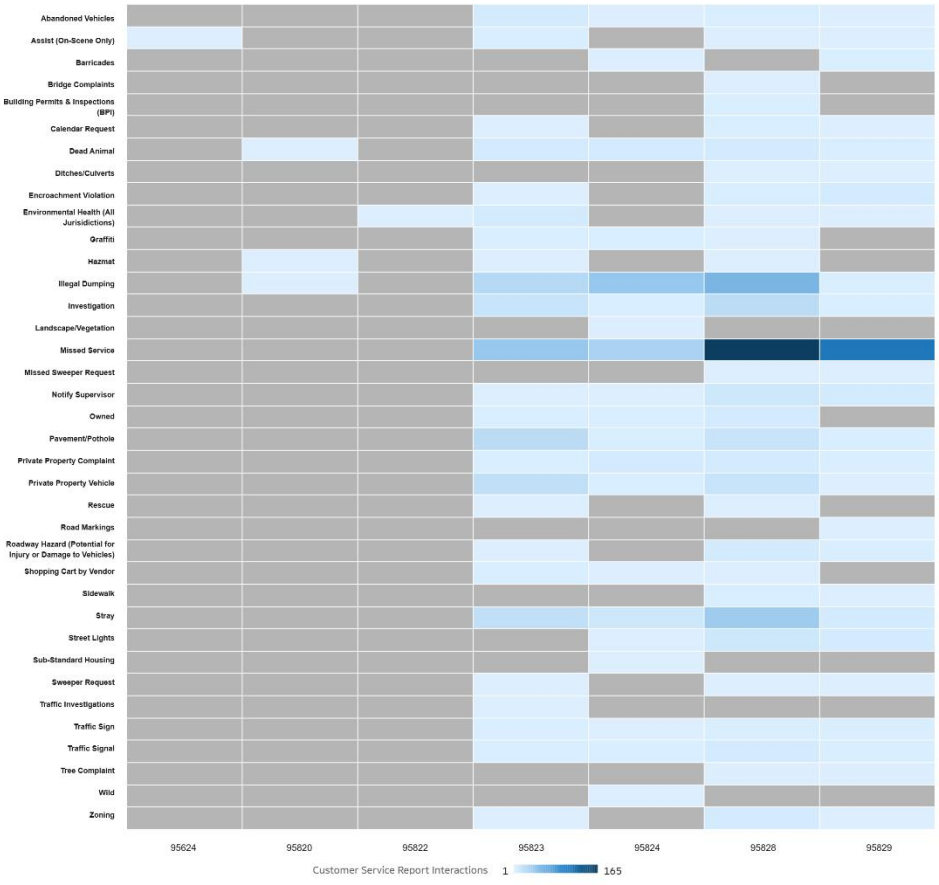
District Name, Customer Service Report Interactions



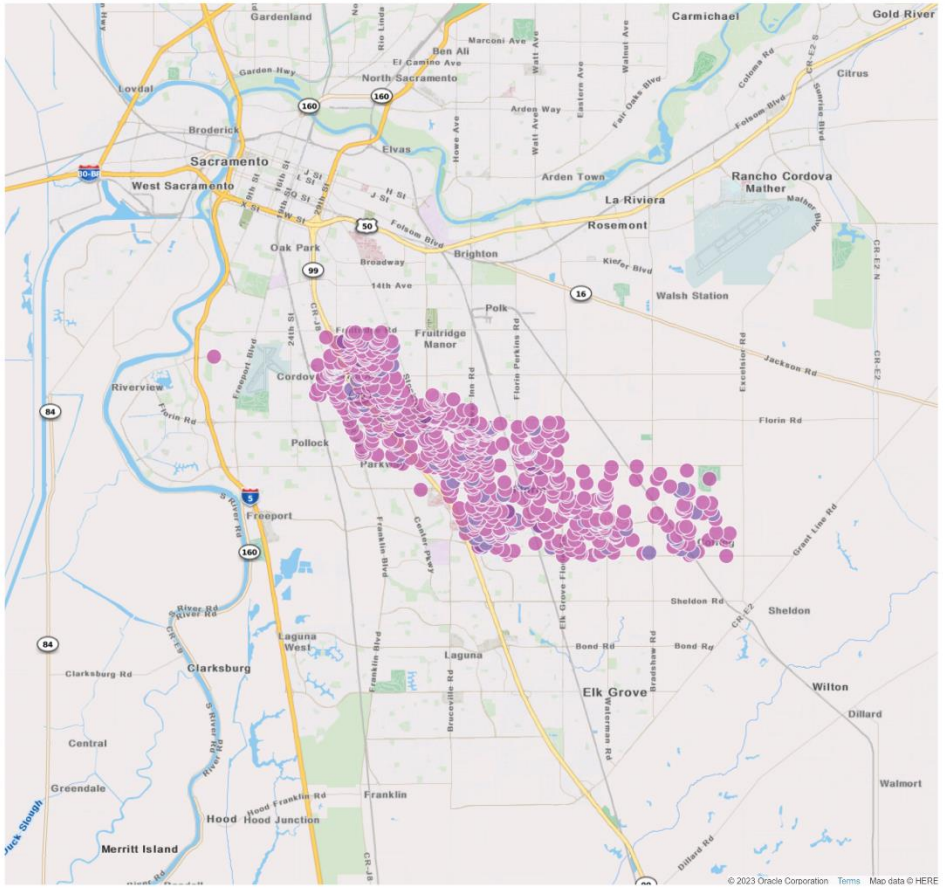


District 2 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



Board of Supervisor District Analysis

District 3

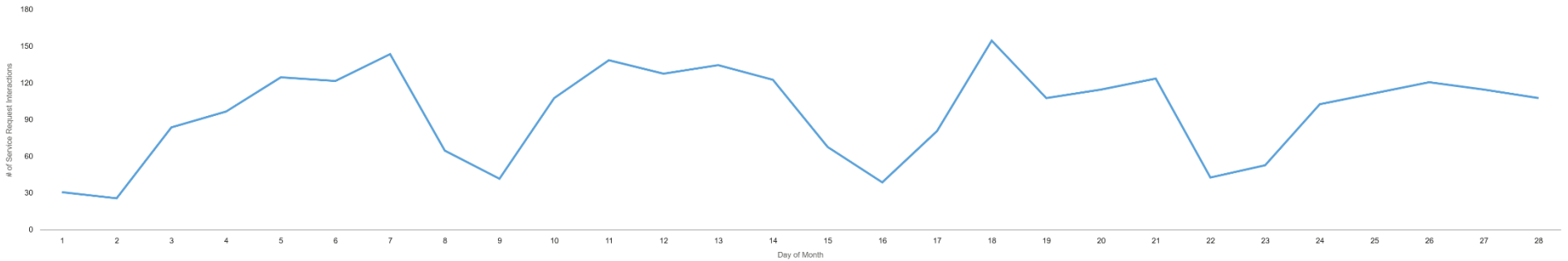
Service Requests Created

2,714

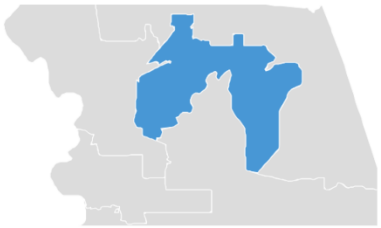
Service Requests Closed

1,937

Service Request Interactions Created by Day of Month



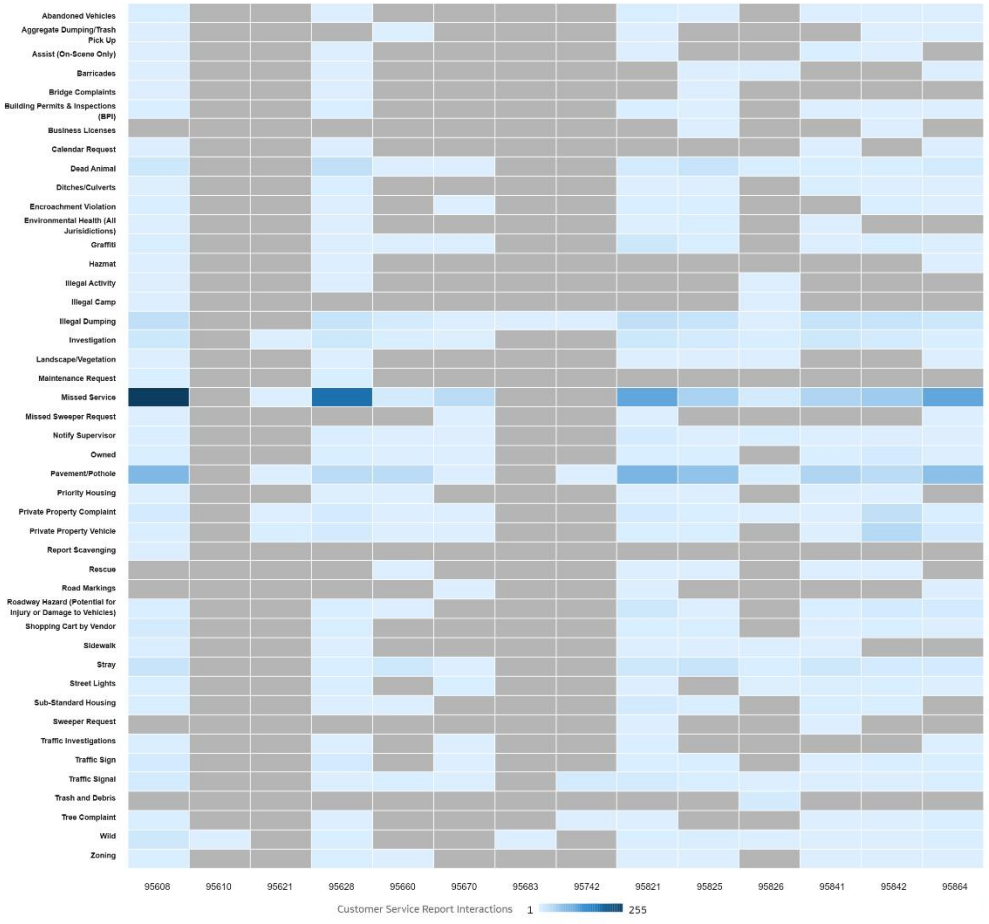
District Name, Customer Service Report Interactions



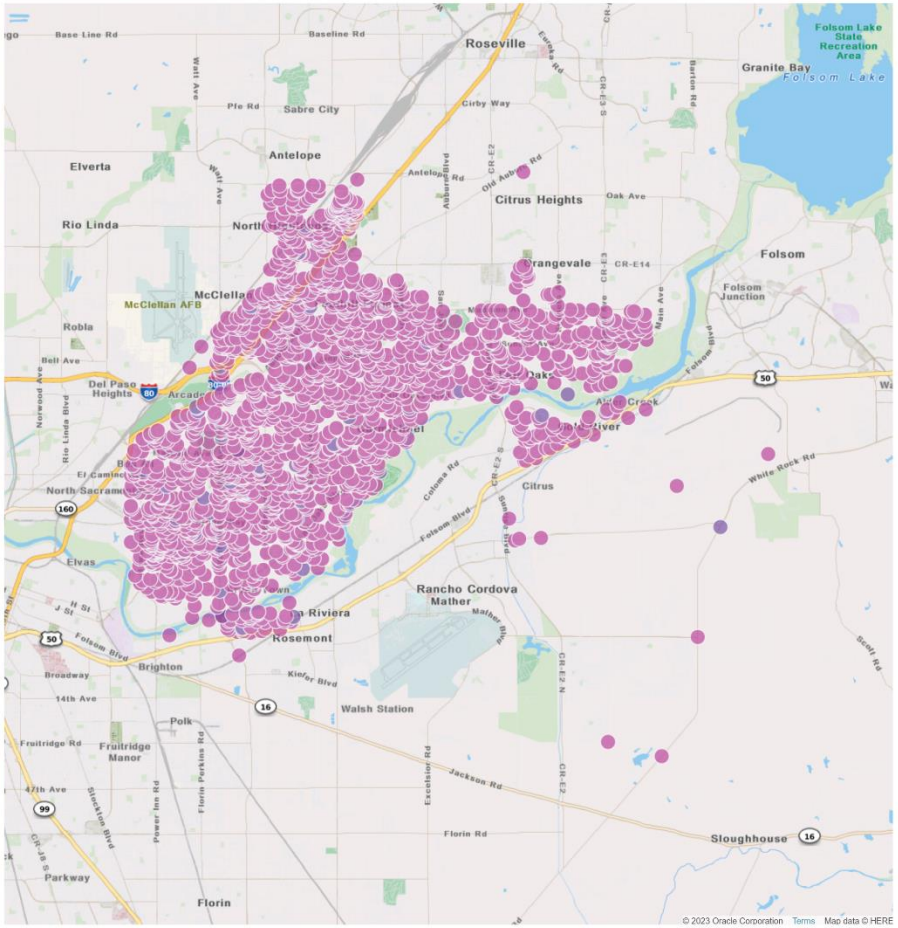
Board of Supervisor District Analysis

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

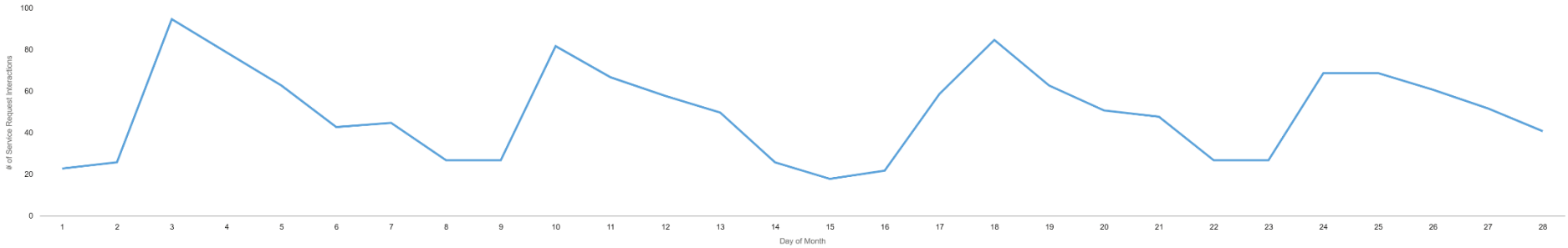
Service Requests Created

1,403

Service Requests Closed

1,067

Service Request Interactions Created by Day of Month

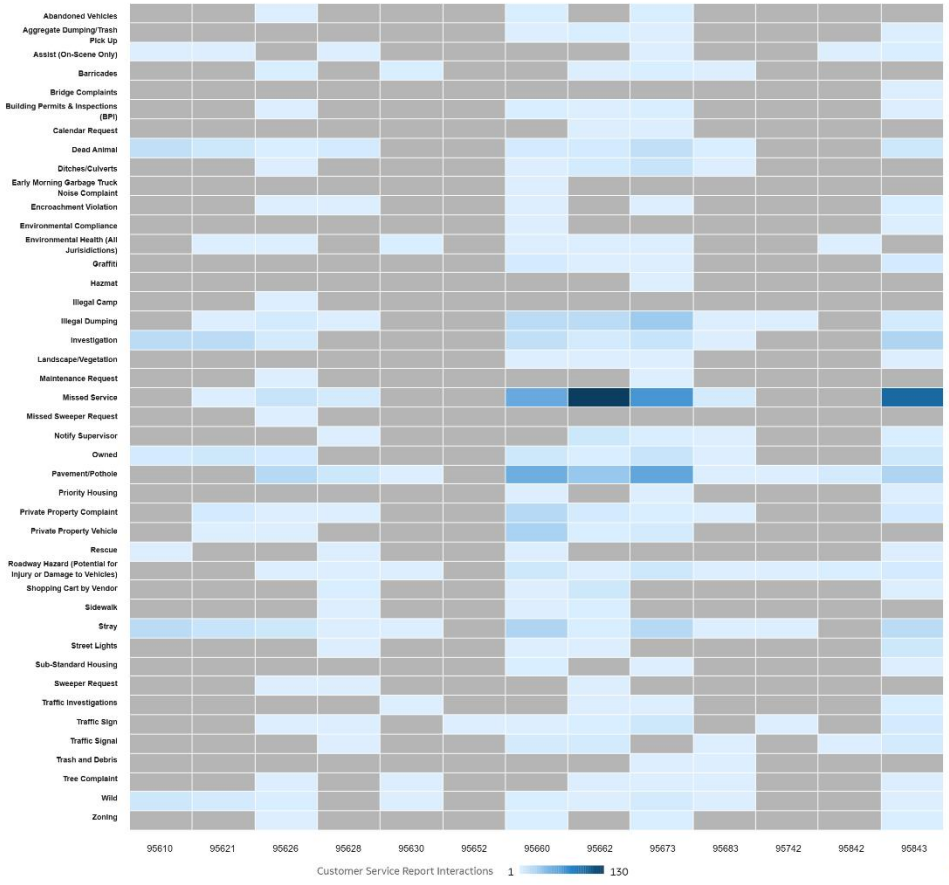


District Name, Customer Service Report Interactions

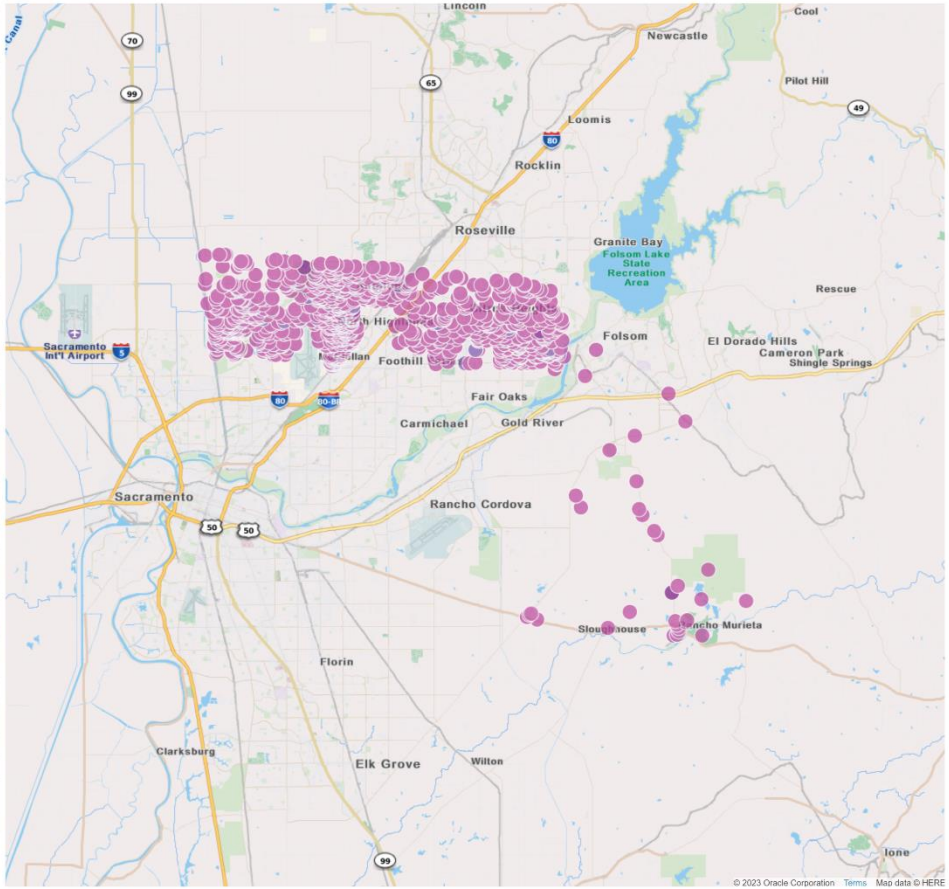
Board of Supervisor District Analysis

District 4 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



Board of Supervisor District Analysis

District 5

Service Requests Created

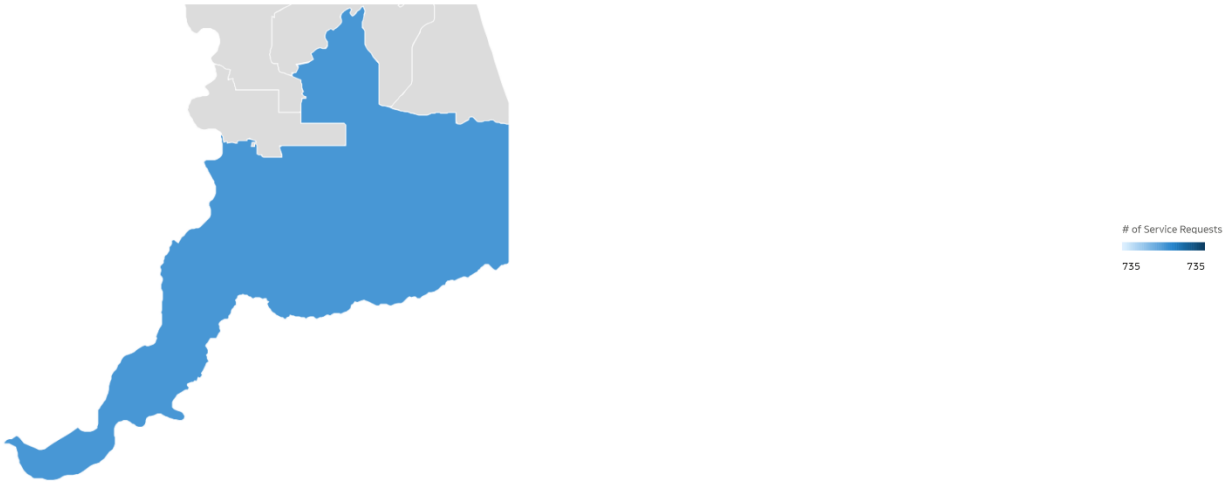
735

Service Requests Closed

576

Service Request Interactions Created by Day of Month

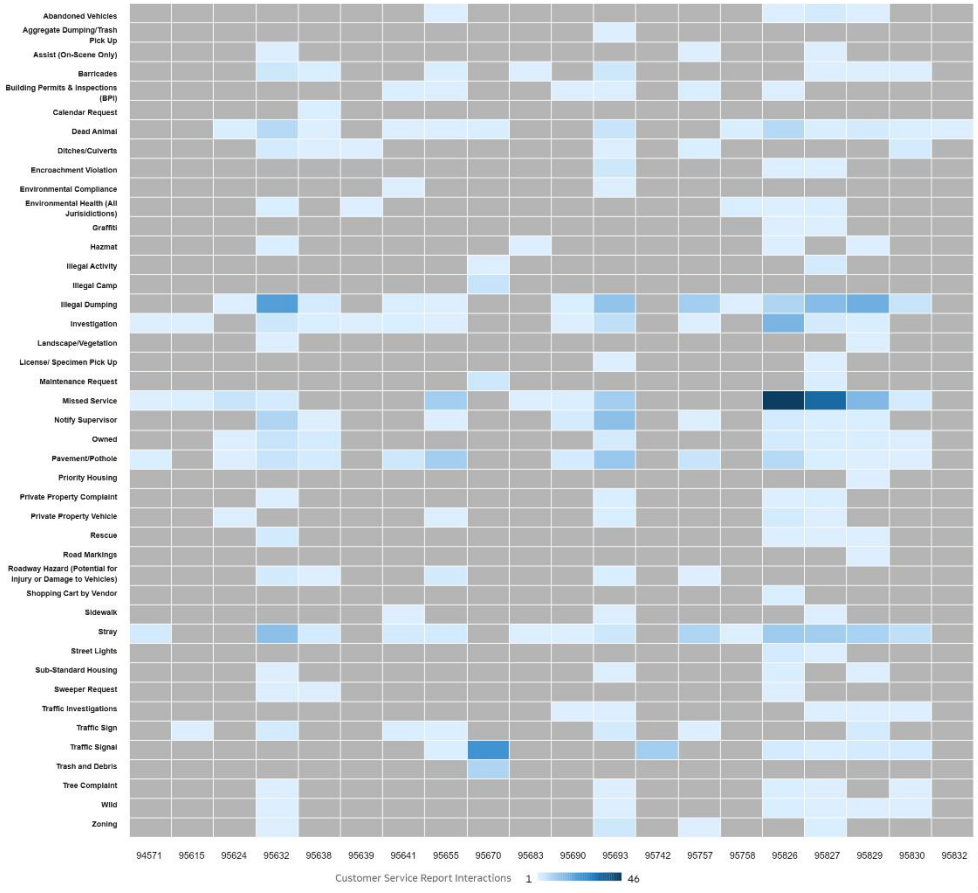
District Name, Customer Service Report Interactions



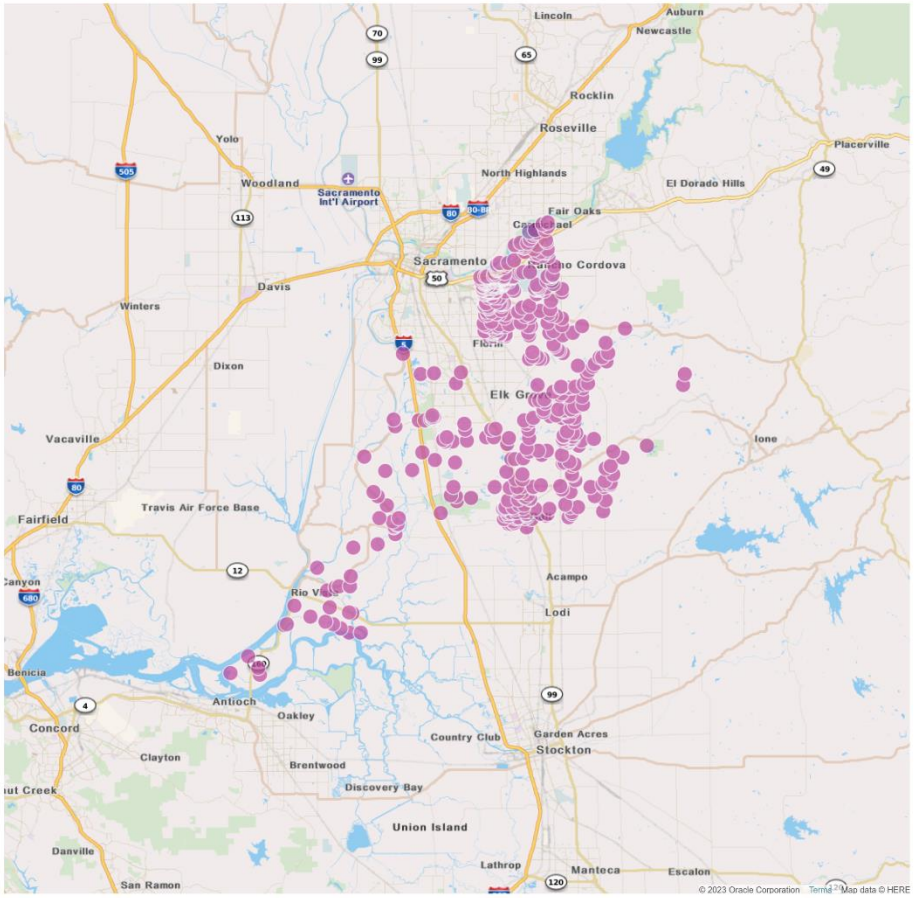
Board of Supervisor District Analysis

District 5 (continued)

Service Request Interactions by Category Per Zip Code

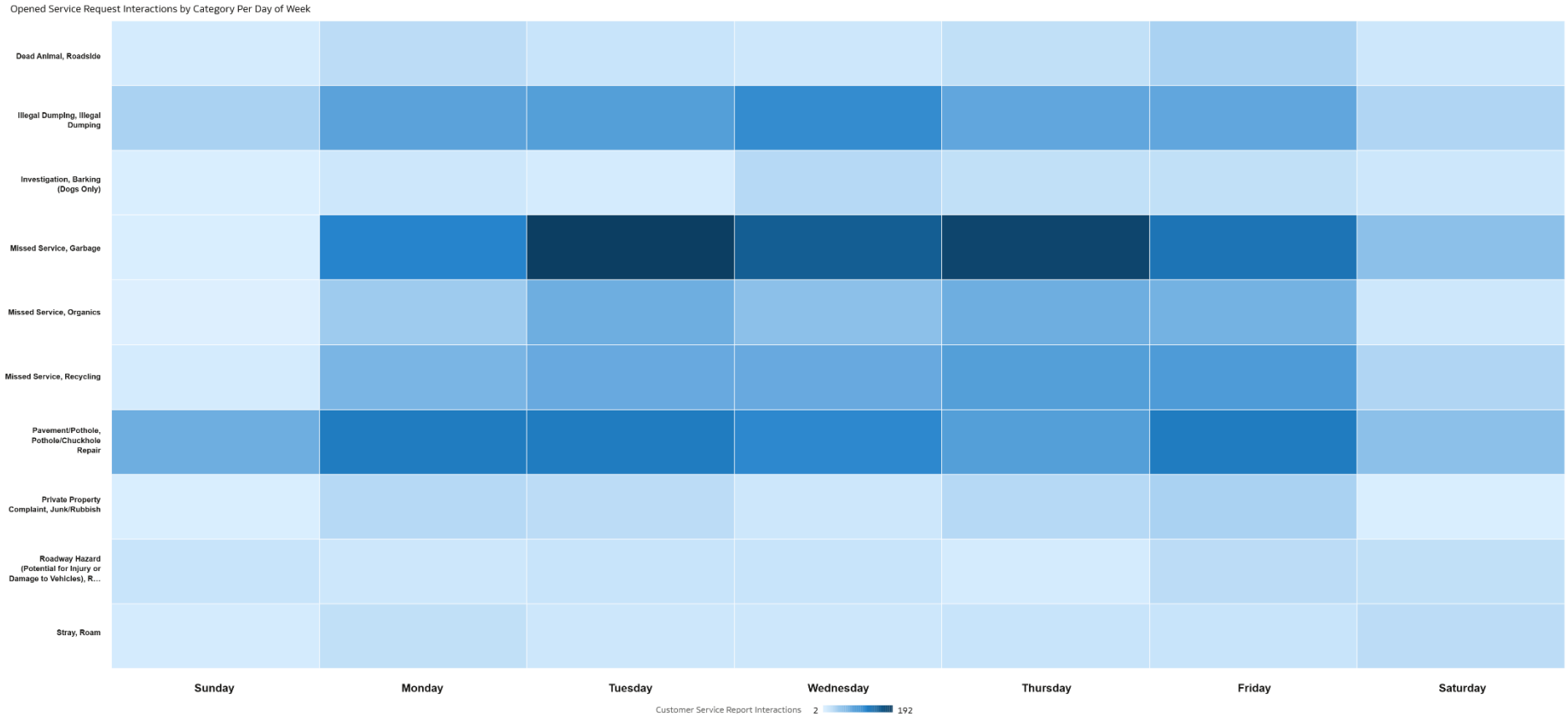


Service Request Interactions Mapped by Selected Zip Code



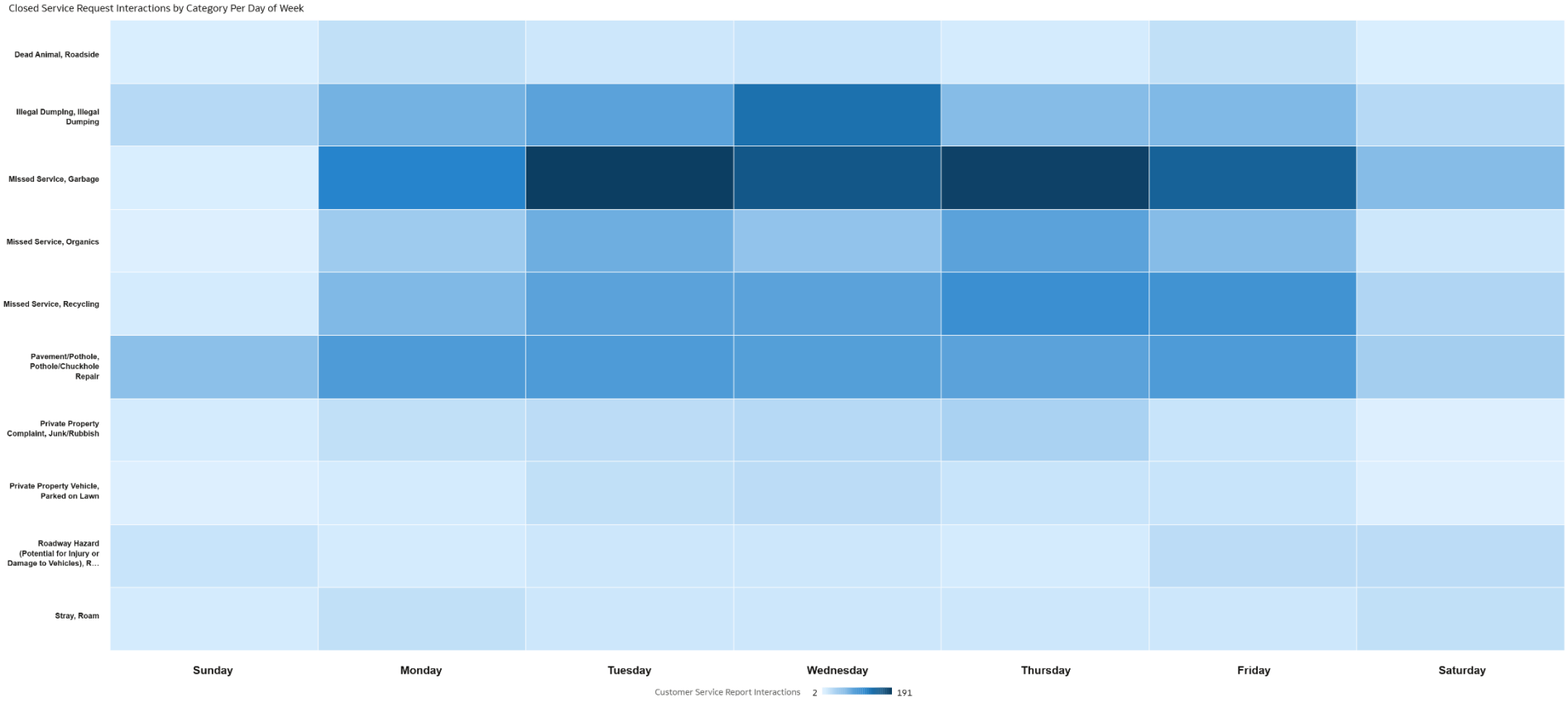
Aging of Open Requests

Top Service Requests Open by Day



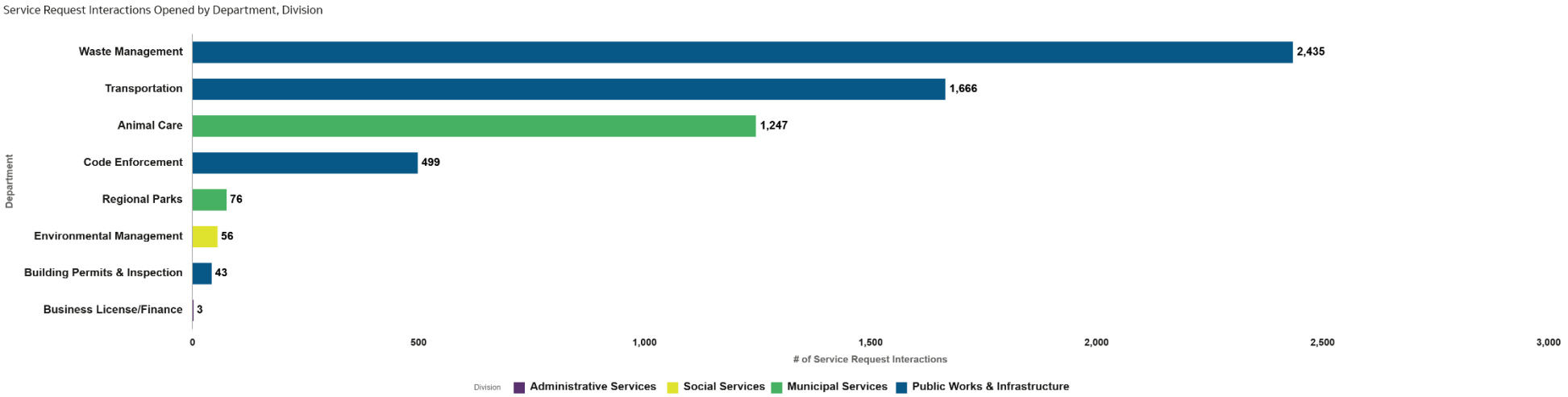
Aging of Open Requests

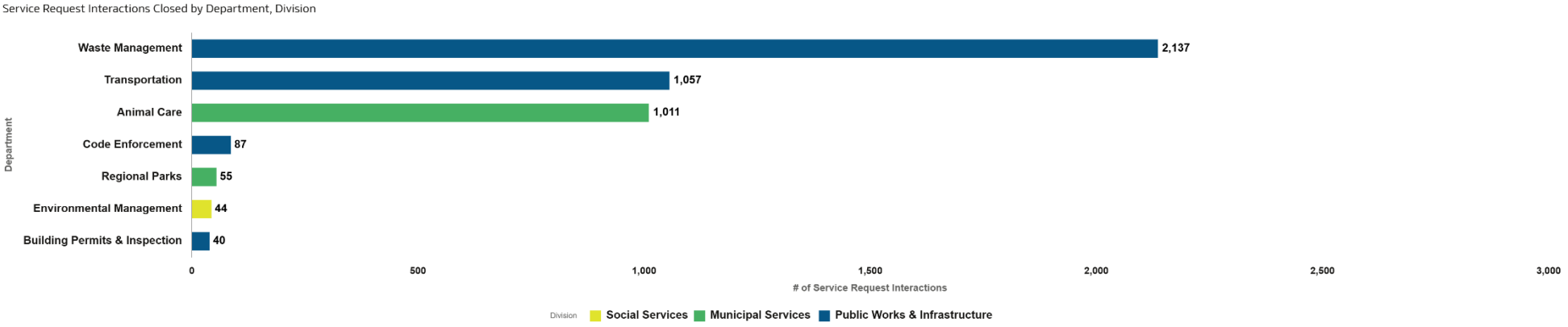
Top Service Requests Closed by Day



Aging of Open Requests

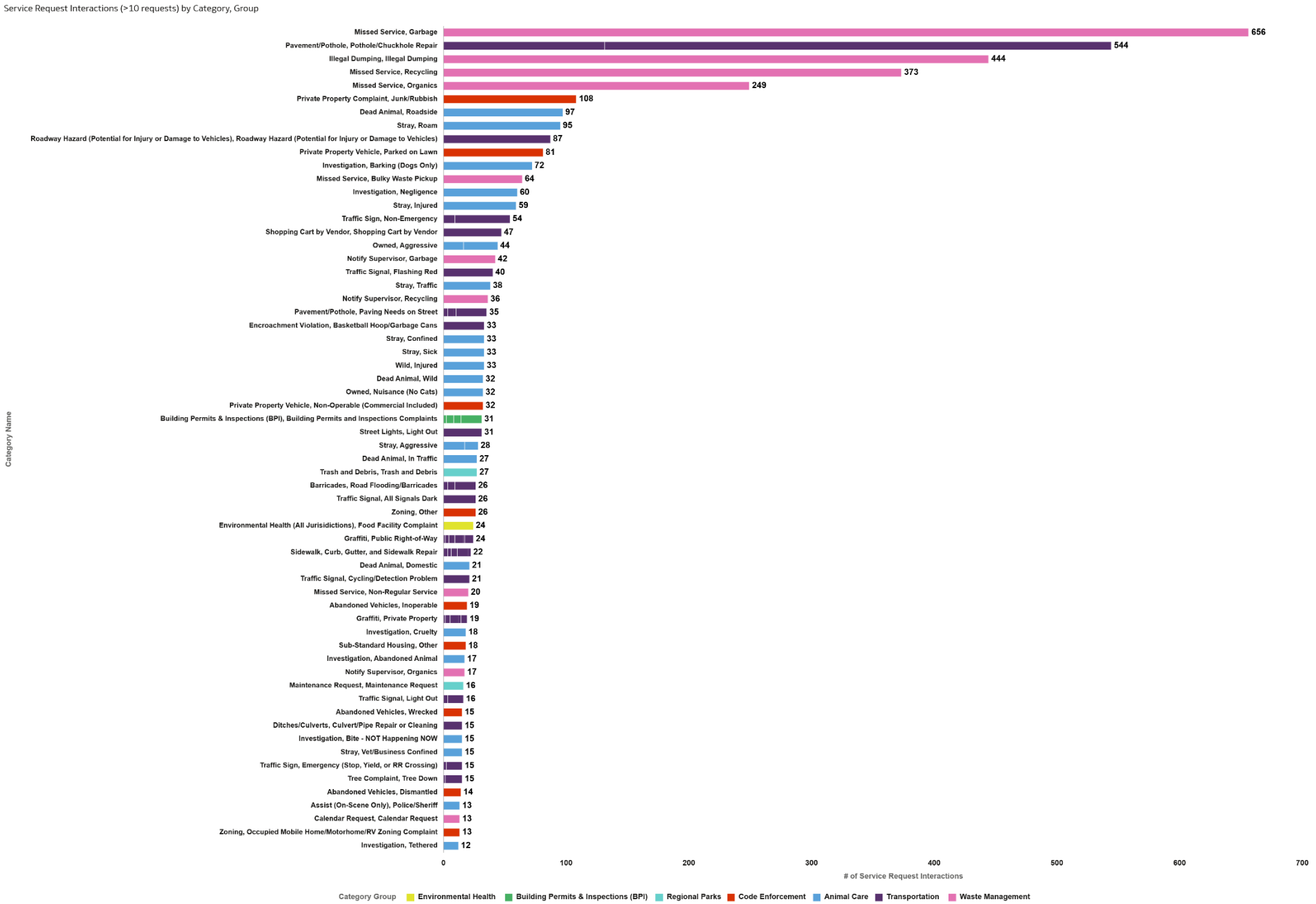
Opened/Closed by Department/Division





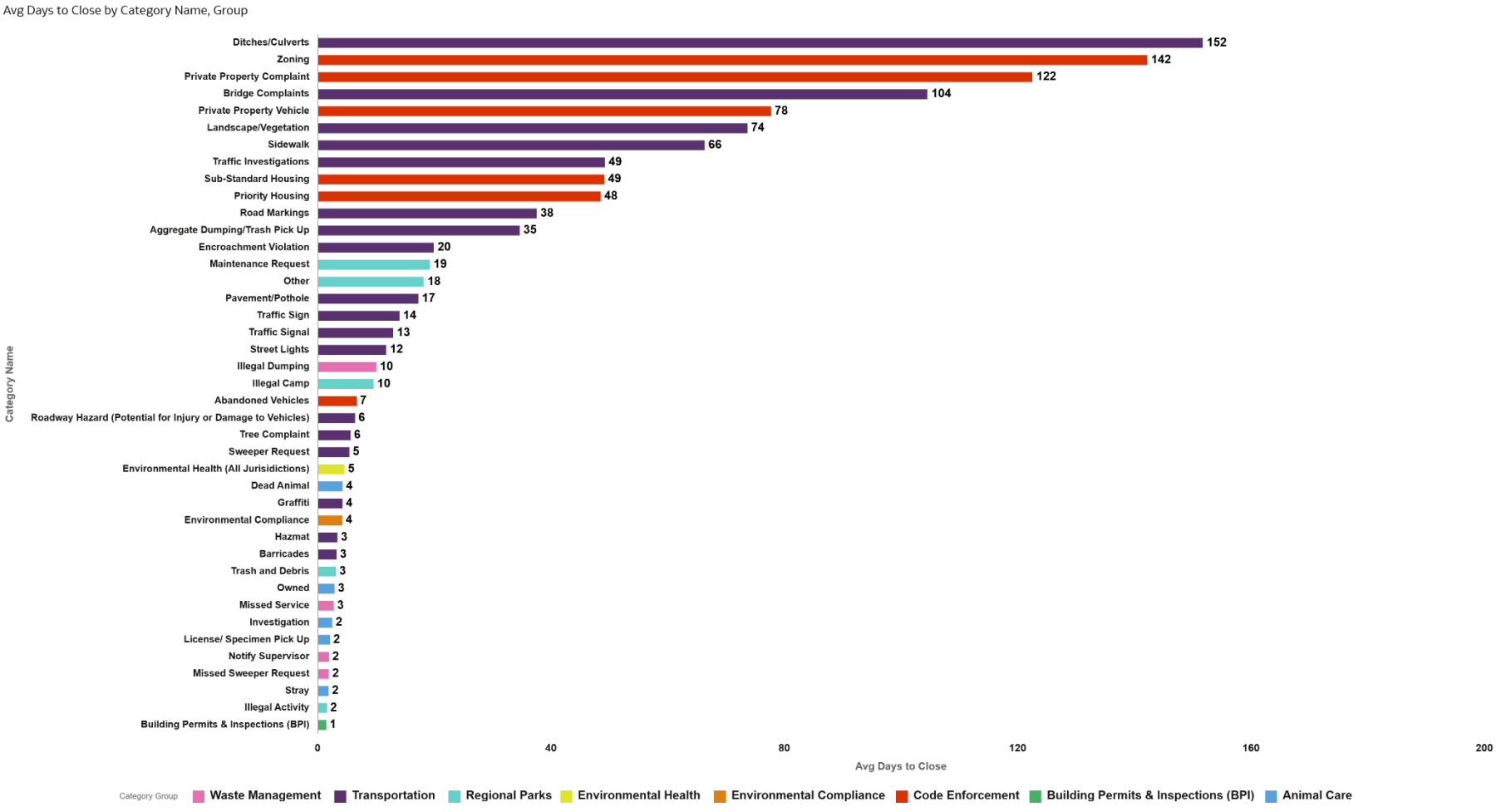
Aging of Open Requests

Greater Than 10 Service Requests



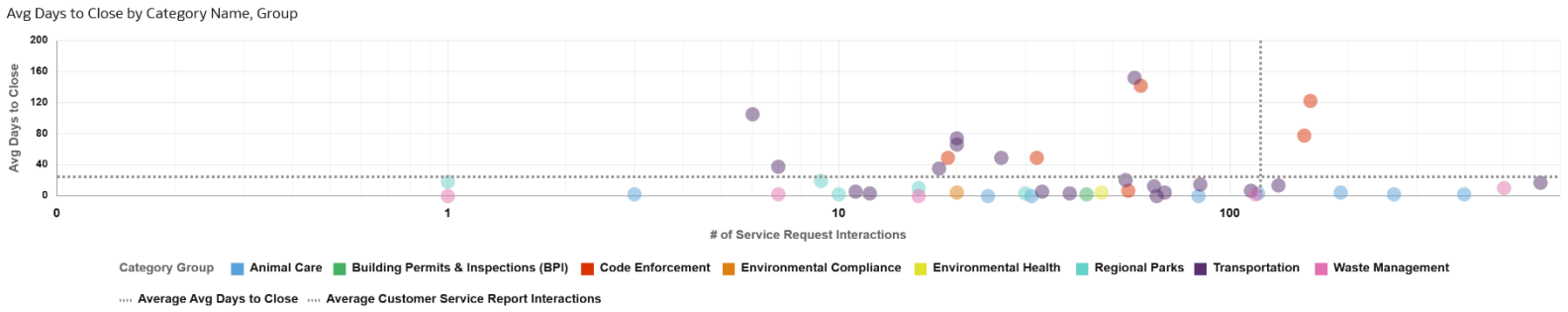
Aging of Open Requests

Average Days to Close Service Requests



Avg Days to Close

15.50



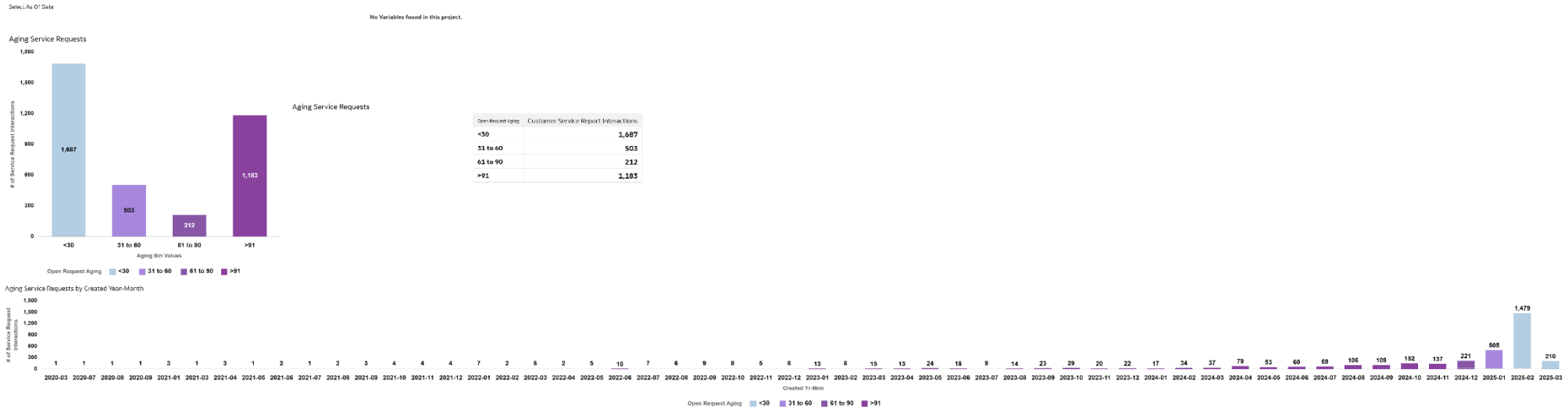
Aging of Open Requests

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	16	0.00
Waste Management	Early Morning Garbage Truck Noise Complaint	1	0.00
Animal Care	Assist (On-Scene Only)	31	0.07
Animal Care	Wild	83	0.12
Transportation	Shopping Cart by Vendor	65	0.14
Animal Care	Rescue	24	0.18
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	43	1.45
Regional Parks	Illegal Activity	10	1.55
Animal Care	Stray	396	1.85
Waste Management	Missed Sweeper Request	7	1.90
Waste Management	Notify Supervisor	116	1.91
Animal Care	License/ Specimen Pick Up	3	2.08
Animal Care	Investigation	262	2.48
Waste Management	Missed Service	1,796	2.74
Animal Care	Owned	118	2.87
Regional Parks	Trash and Debris	30	3.11
Transportation	Barricades	39	3.23
Transportation	Hazmat	12	3.36
Environmental Compliance	Environmental Compliance	20	4.22
Transportation	Graffiti	68	4.25
Animal Care	Dead Animal	192	4.26
Environmental Health	Environmental Health (All Jurisidictions)	47	4.60
Transportation	Sweeper Request	11	5.41
Transportation	Tree Complaint	33	5.61
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	113	6.38
Code Enforcement	Abandoned Vehicles	55	6.67
Regional Parks	Illegal Camp	16	9.55
Waste Management	Illegal Dumping	503	10.02
Transportation	Street Lights	64	11.71
Transportation	Traffic Signal	133	12.92
Transportation	Traffic Sign	84	14.01
Transportation	Pavement/Pothole	622	17.23
Regional Parks	Other	1	18.17
Regional Parks	Maintenance Request	9	19.22
Transportation	Encroachment Violation	54	19.90
Transportation	Aggregate Dumping/Trash Pick Up	18	34.61
Transportation	Road Markings	7	37.53
Code Enforcement	Priority Housing	19	48.48
Code Enforcement	Sub-Standard Housing	32	49.11
Transportation	Traffic Investigations	26	49.22
Transportation	Sidewalk	20	66.32
Transportation	Landscape/Vegetation	20	73.65
Code Enforcement	Private Property Vehicle	155	77.69
Transportation	Bridge Complaints	6	104.49
Code Enforcement	Private Property Complaint	161	122.50
Code Enforcement	Zoning	59	142.16
Transportation	Ditches/Culverts	57	151.69

Aging of Open Requests



Aging of Open Requests

Department Aging Requests by Month Created Per District

Dispatch Service Definition

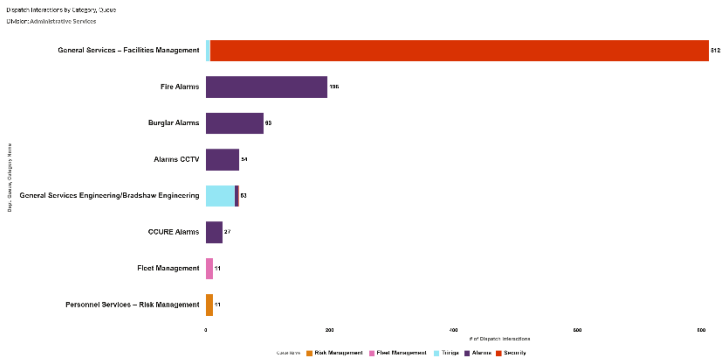
The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides immediate notification to departmental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

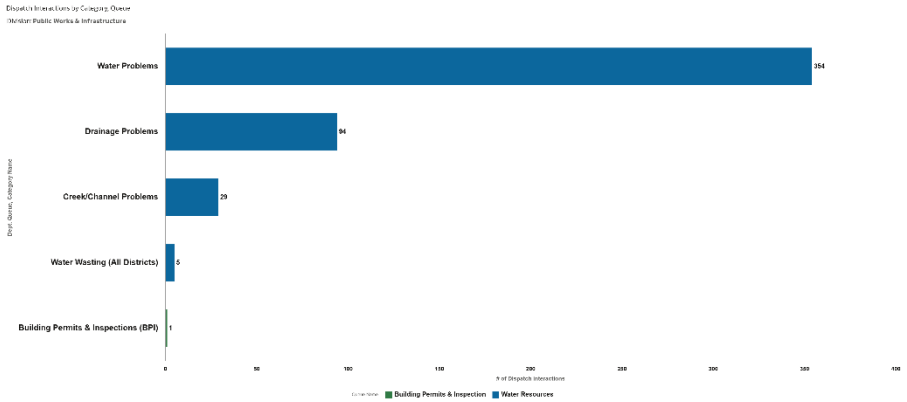
Administrative Services



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

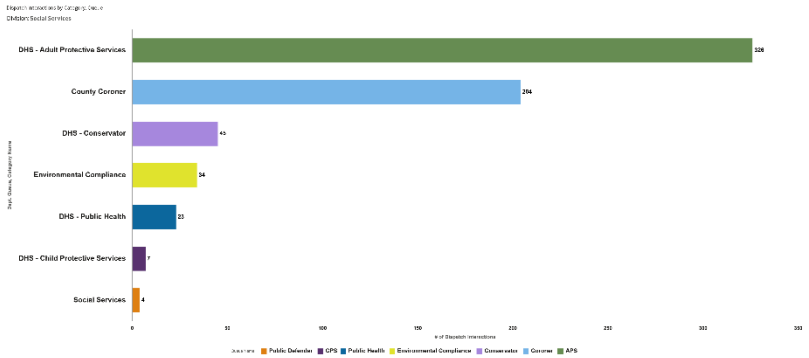
Community Service



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

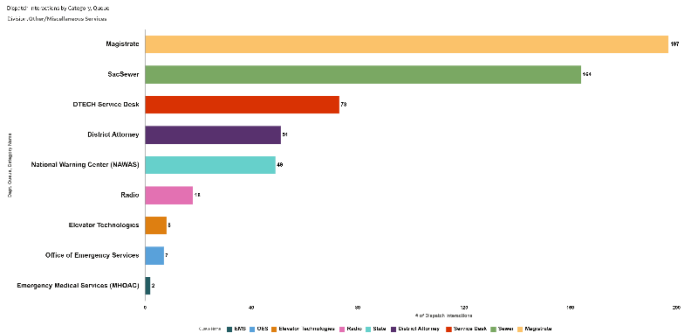
Social Services



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.