

Monthly 311 Communications/Dispatch Center

SERVICE REQUEST & STATISTICS REPORT

June 2025



SAC COUNTY
311
CONNECT

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

SACRAMENTO
COUNTY

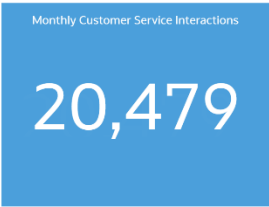
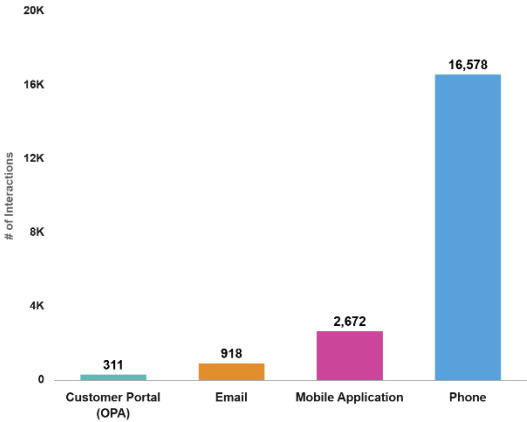
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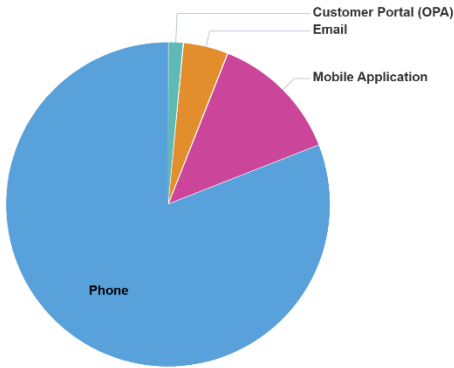
Monthly Statistics

Monthly Interactions by Source



Incident Source Name	Service Request Count
Customer Portal (OPA)	311
Email	918
Mobile Application	2,672
Phone	16,578

Monthly Interactions by Source



Service Request Interactions

6,494

Information Interactions

6,032

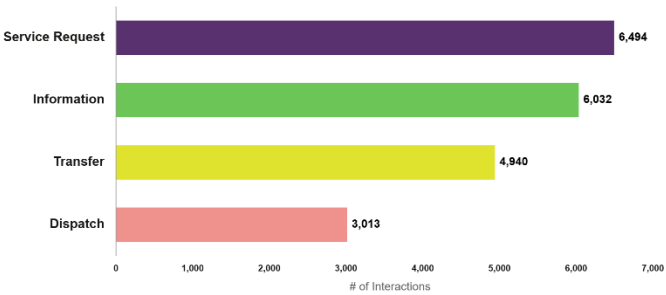
Transfer Interactions

4,940

Dispatch Interactions

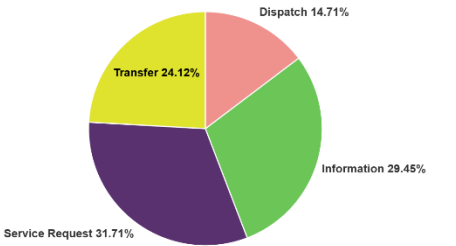
3,013

Customer Service Report Interactions by Interaction Type



Interaction Type Dispatch Transfer Information Service Request

Monthly Interactions by Interaction Type



Interaction Type Dispatch Information Service Request Transfer

Service Request Interaction Totals (>10 Requests) by Category

Service Request Interaction Totals

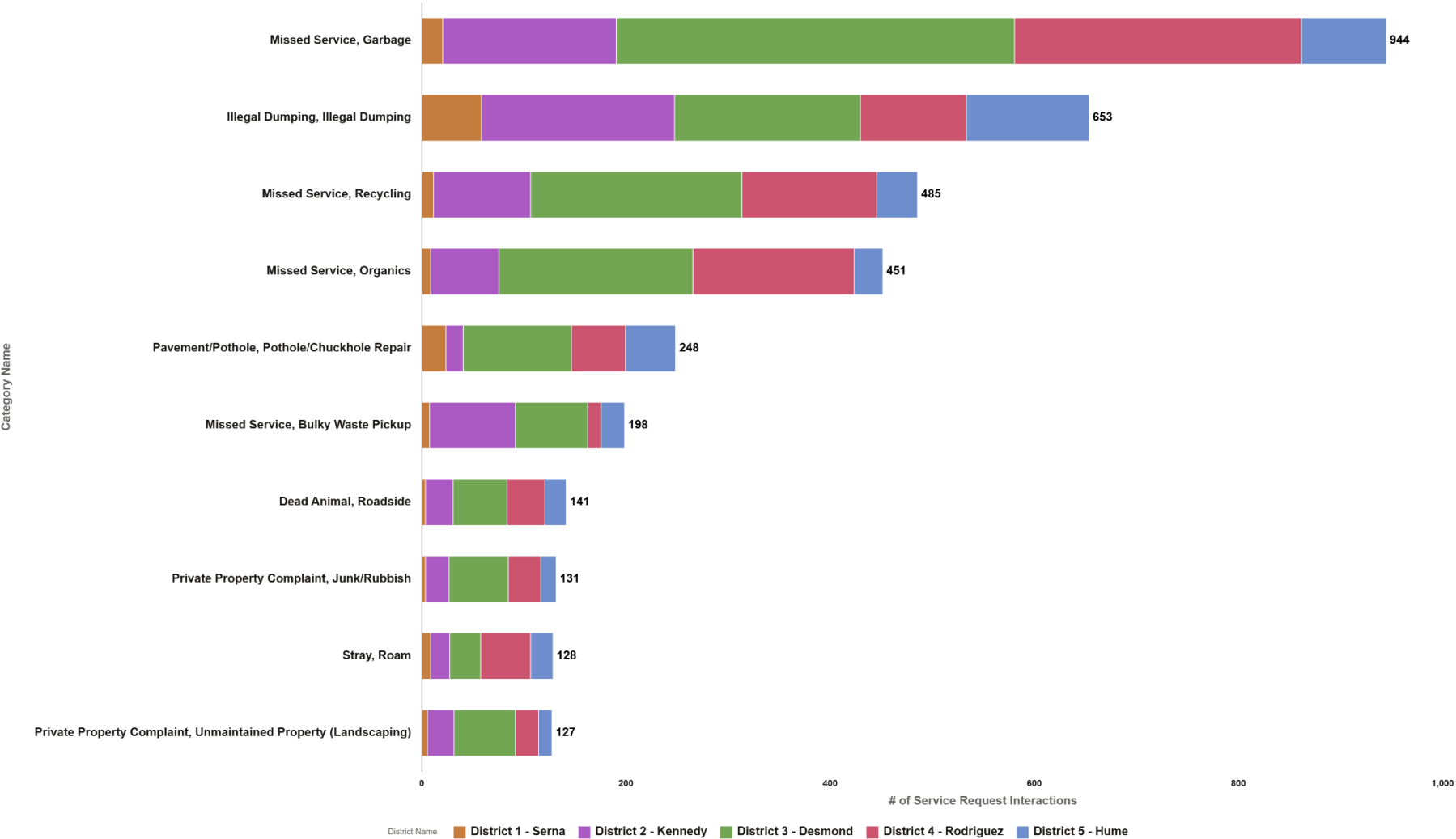
Service Request Interaction Totals (>10 requests) by Category

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	947	Environmental Health (All Jurisdictions), Food Facility Complaint	50	Maintenance Request, Maintenance Request	30	Stray, Vet/Business Confined	15
Illegal Dumping, Illegal Dumping	701	Stray, Aggressive	49	Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	29	Missed Service, Oil	15
Missed Service, Recycling	486	Owned, Nuisance (No Cats)	48	Traffic Signal, Cycling/Detection Problem	29	Landscape/Vegetation, Request	15
Missed Service, Organics	451	Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	46	Sidewalk, Curb, Gutter, and Sidewalk Repair	28	Graffiti, Sign	15
Pavement/Pothole, Pothole/Chuckhole Repair	248	Trash and Debris, Trash and Debris	45	Street Lights, Light Out	26	Zoning, Occupied Mobile Home/Motorhome/RV	14
Missed Service, Bulky Waste Pickup	198	Pavement/Pothole, Paving Needs on Street	44	Notify Supervisor, Organics	24	Zoning Complaint	14
Dead Animal, Roadside	141	Encroachment Violation, Basketball Hoop/Garbage Cans	44	Sweeper Request, Sweeper	24	Wild, Roam	14
Private Property Complaint, Junk/Rubbish	131	Dead Animal, Wild	44	Rescue, Other	22	Tree Complaint, Tree Limb Broken and Hanging Over	14
Stray, Roam	128	Zoning, Other	43	Traffic Investigations, Request	22	Tree Complaint, Tree Down	14
Private Property Complaint, Unmaintained Property (Landscaping)	127	Abandoned Vehicles, Inoperable	43	Missed Service, Non-Regular Service	21	Rescue, Vehicle	14
Stray, Injured	126	Investigation, Cruelty	42	Environmental Health (All Jurisdictions), Commercial Noise Complaint	20	Private Property Complaint, Illegal Signage	14
Wild, Injured	119	Dead Animal, In Traffic	42	Assist (On-Scene Only), Police/Sheriff	19	Investigation, Bite - Happening NOW	14
Stray, Sick	98	Stray, Confined	40	Encroachment Violation, Other Encroachment Types	18	Sub-Standard Housing, HVAC Issues (must be part of a heating and cooling unit)	12
Investigation, Barking (Dogs Only)	96	Traffic Sign, Non-Emergency	39	Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	18	Other, Other	12
Investigation, Negligence	87	Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	39	Notify Supervisor, Bulky Waste Pickup	17	Investigation, Abandoned Animal	12
Owned, Aggressive	72	Wild, Sick	38	Rescue, Drain	17	Ditches/Culverts, Ditch Cleaning	12
Notify Supervisor, Garbage	70	Notify Supervisor, Recycling	38	Stray, Tied	17	Traffic Signal, Long Red/Short Green	11
Shopping Cart by Vendor, Shopping Cart by Vendor	64	Stray, Traffic	37	Traffic Signal, All Signals Dark	17	Traffic Sign, New Sign Request	11
Private Property Vehicle, Parked on Lawn	60	Investigation, Bite - NOT Happening NOW	36	Tree Complaint, Tree Obstructing	17	Pavement/Pothole, Pavement-Other Unknown	11
Dead Animal, Domestic	59	Sidewalk, Tree Trimming Needed	35	Abandoned Vehicles, Dismantled	16	Maintenance Needs	11
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	55	Private Property Vehicle, Non-Operable (Commercial Included)	35	Abandoned Vehicles, Wrecked	16	Business Licenses, Operating without License	11
		Graffiti, Public Right-of-Way	35	Traffic Investigations, Traffic Safety Related Issues	16		
				Traffic Signal, Flashing Red	16		
				Traffic Signal, Light Out	16		

Total Service Requests Opened

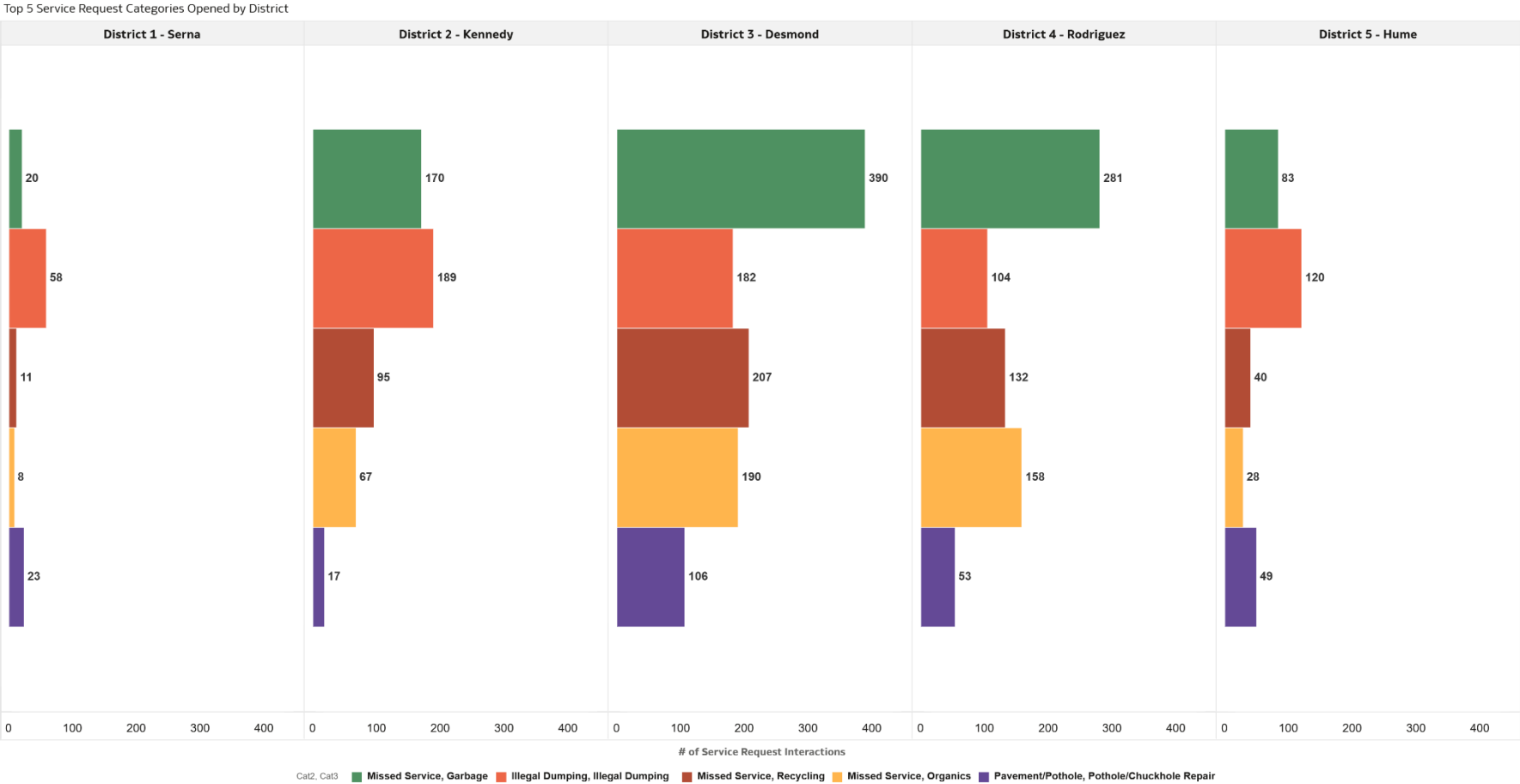
Top 10 Service Requests Categories Opened | With Districts

Top 10 Service Request Categories Opened with Districts



Top Service Requests Opened

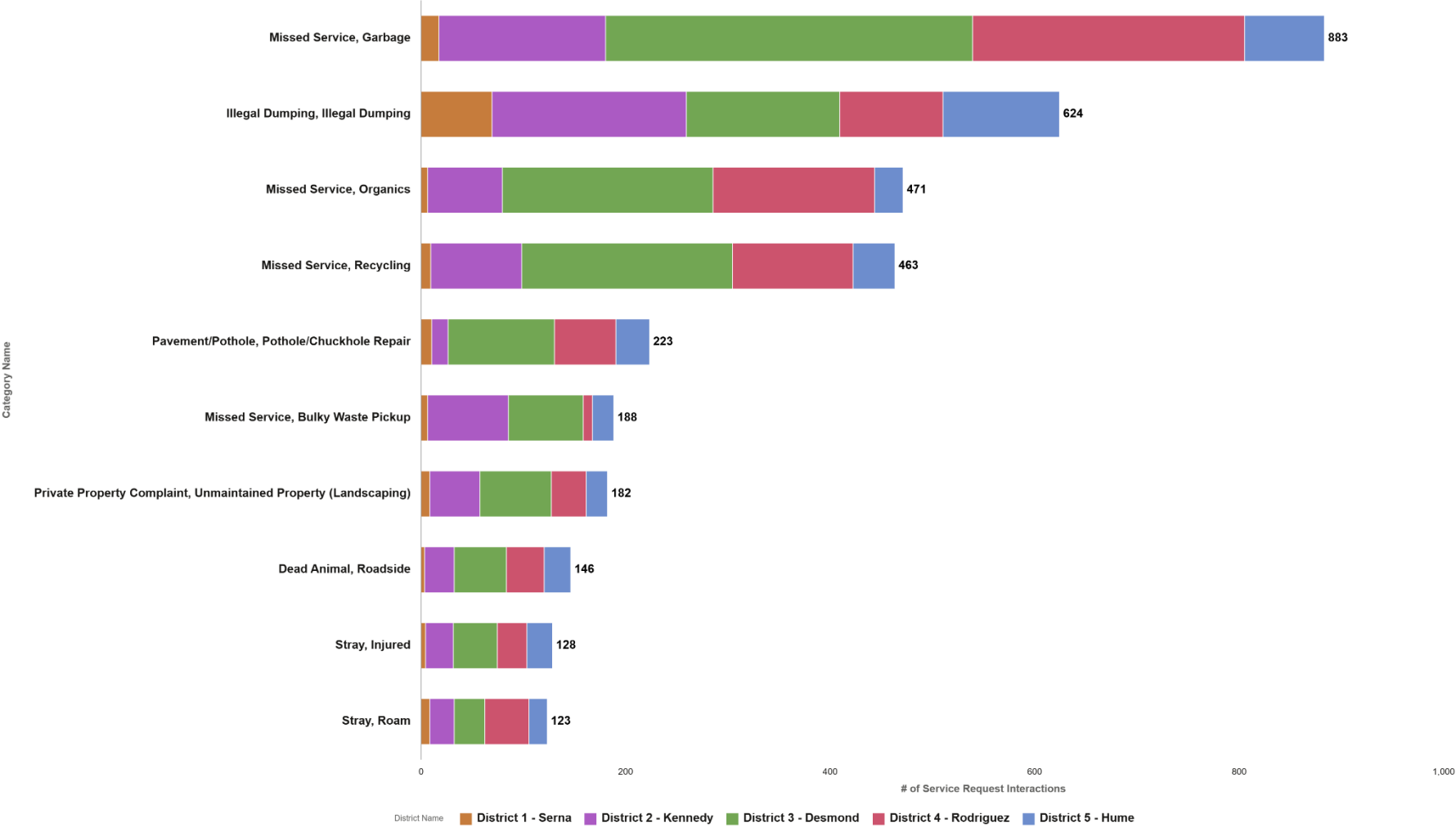
Top 5 Service Requests Opened | by Districts



Top Service Requests Closed

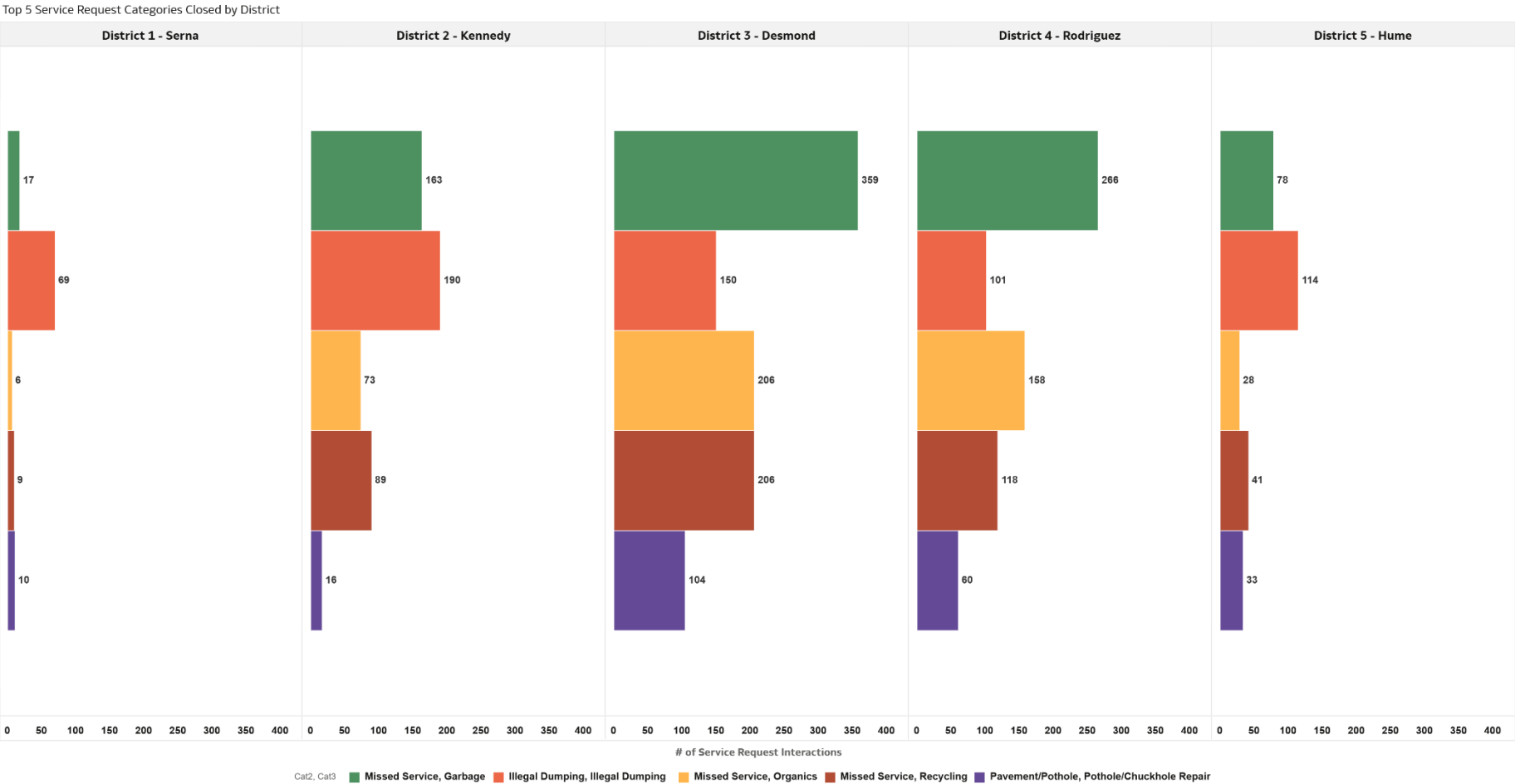
Top 10 Service Requests Categories Closed | With Districts

Top 10 Service Request Categories Closed with Districts



Top Service Requests Closed

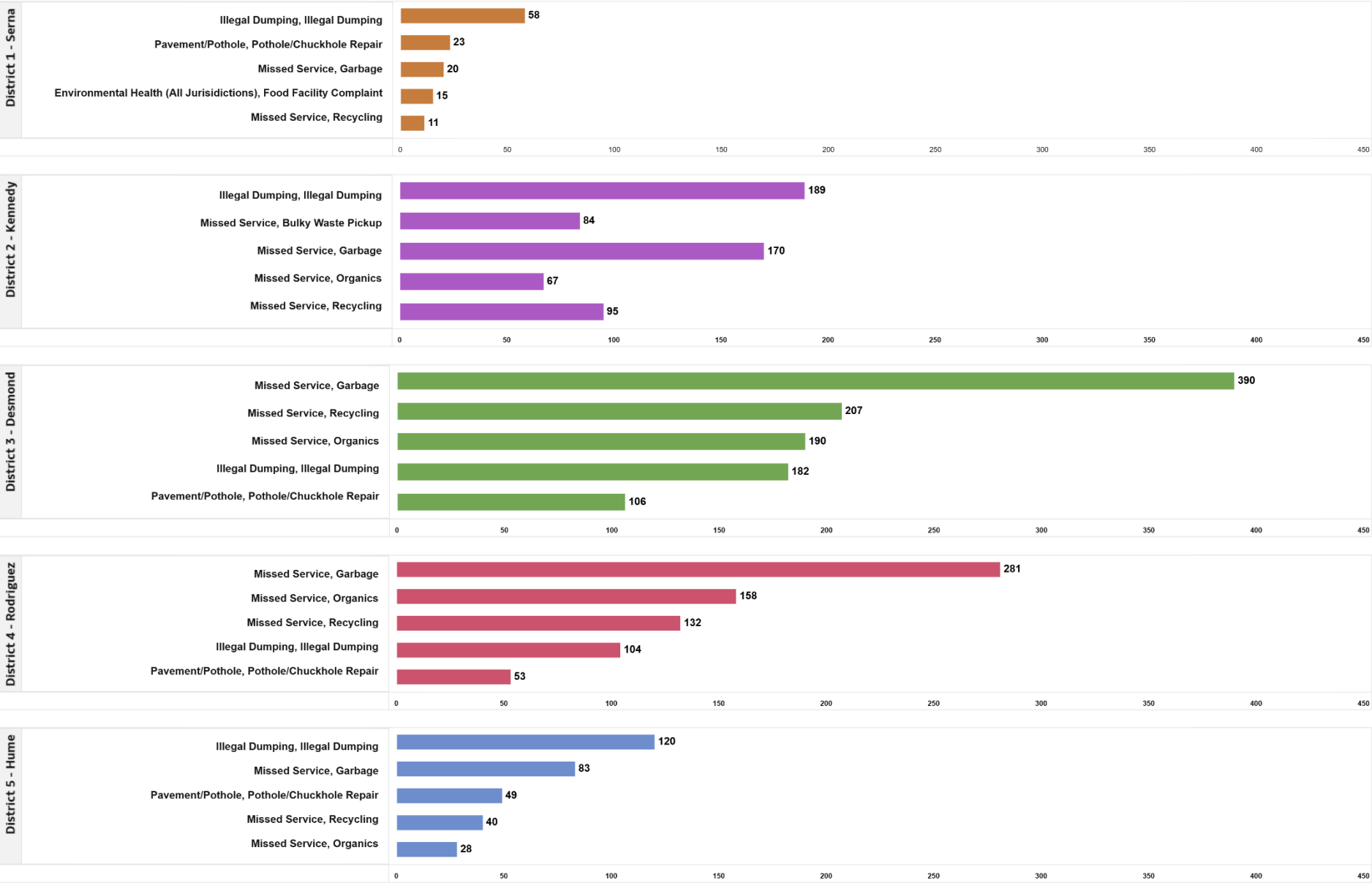
Top 5 Service Requests Categories Closed | by Districts



Top Unresolved Service Request

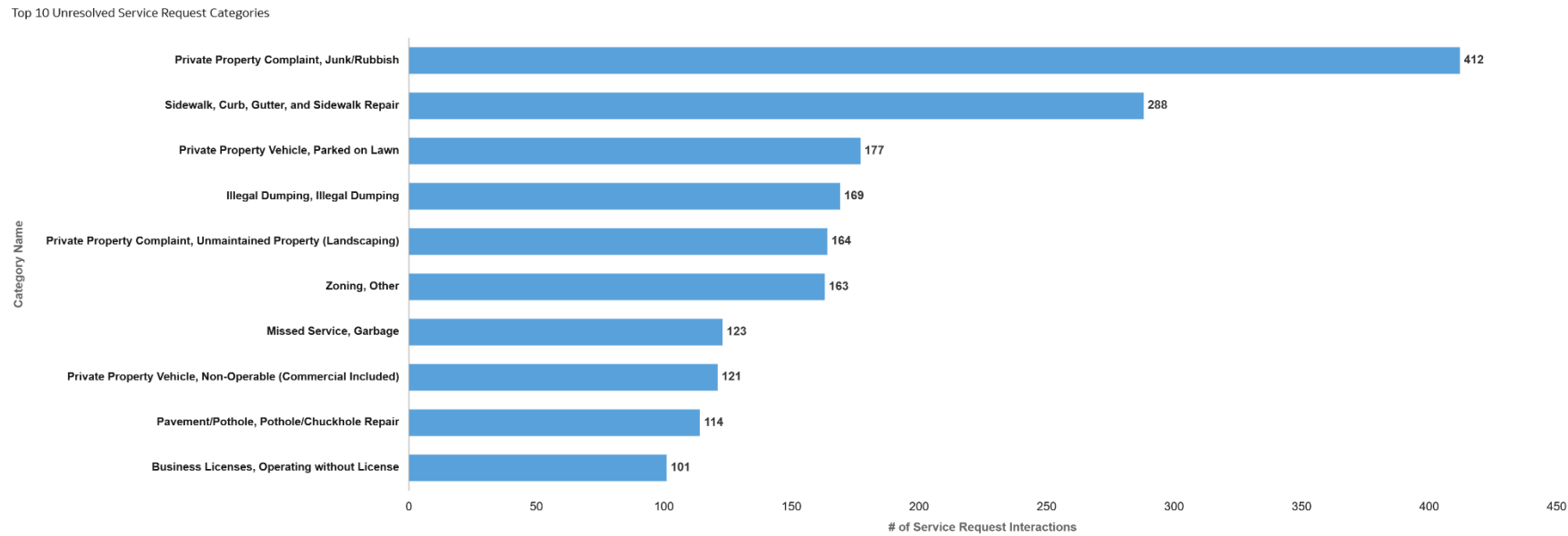
Top Unresolved Service Request Categories | by Districts

Top Unresolved Service Request Categories by District



Top Unresolved Service Request

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through June 30th

3,360

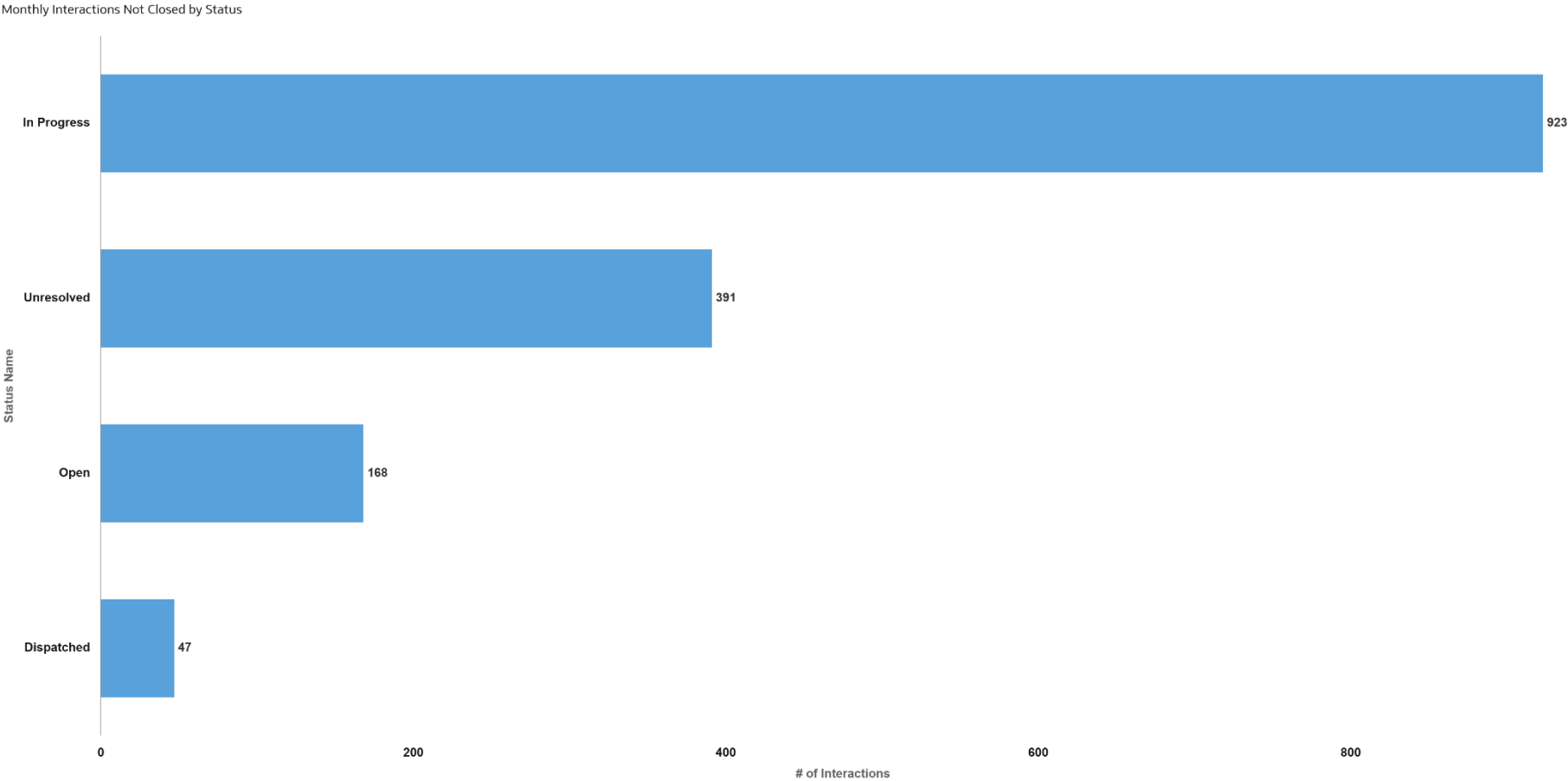
Interactions Closed this Month

20,334

Monthly Interactions Not Closed

1,529

Monthly Interactions Not Closed by Status



Board of Supervisor District Information

Service Requests Opened by District

June 2025

Monthly Service Request Interactions Opened

6,424

District 1 Serna

258

Service Request Interactions

District 2 Kennedy

1,150

Service Request Interactions

District 3 Desmond

2,618

Service Request Interactions

District 4 Rodriguez

1,596

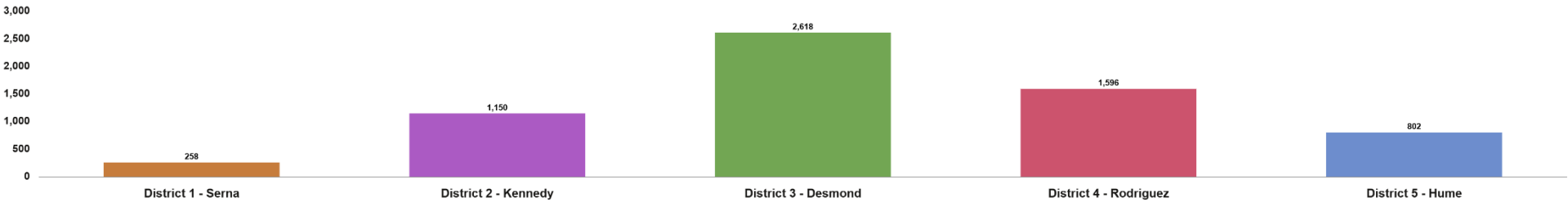
Service Request Interactions

District 5 Hume

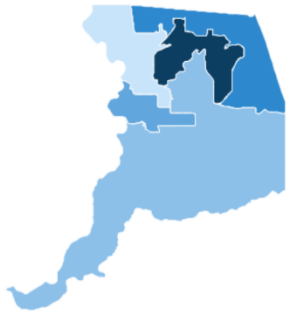
802

Service Request Interactions

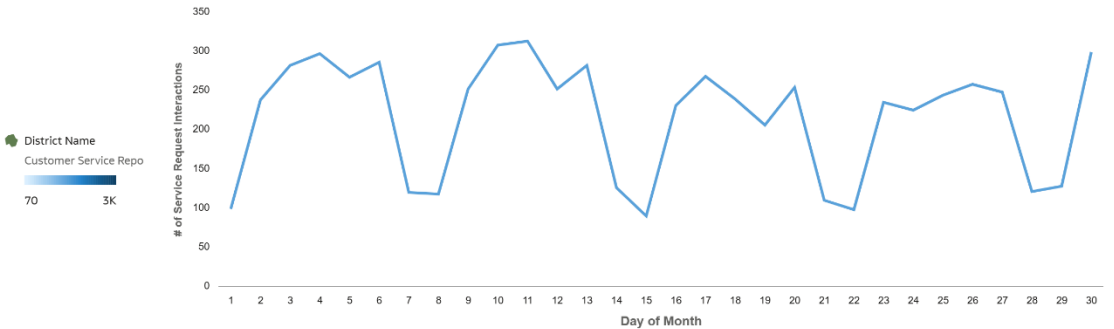
Service Request Interactions by District



Service Request Interactions by District Map



Service Request Interactions Created by Day of Month



Board of Supervisor District Information

Service Requests Closed by District

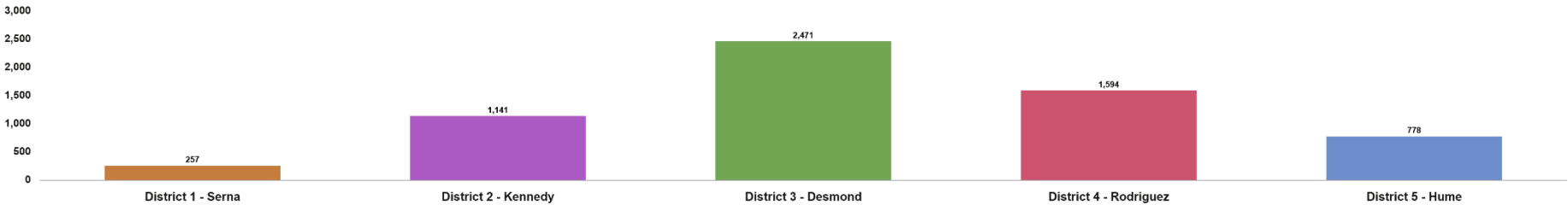
June 2025

Monthly Service Request Interactions Closed

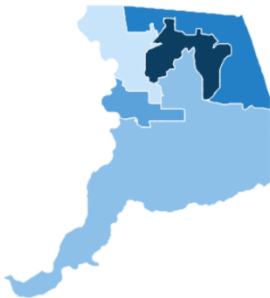
6,241



Service Request Interactions by District

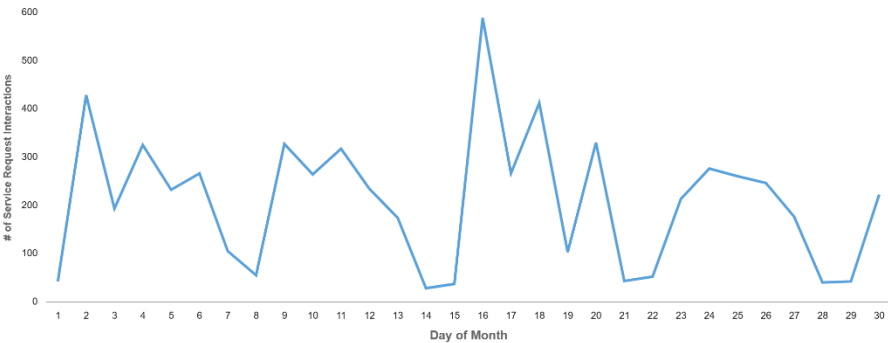


Service Request Interactions by District Map



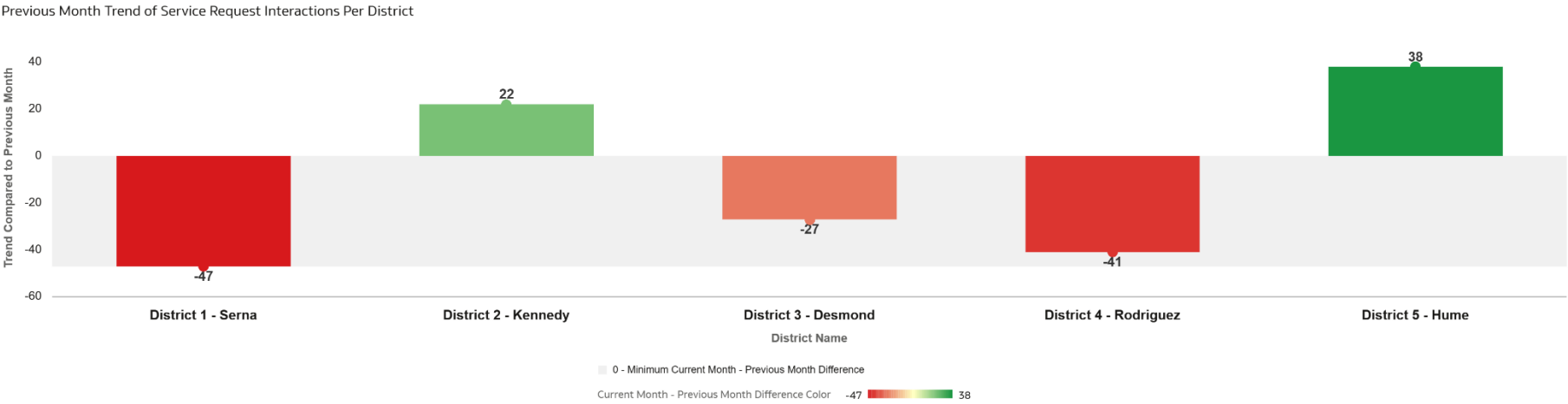
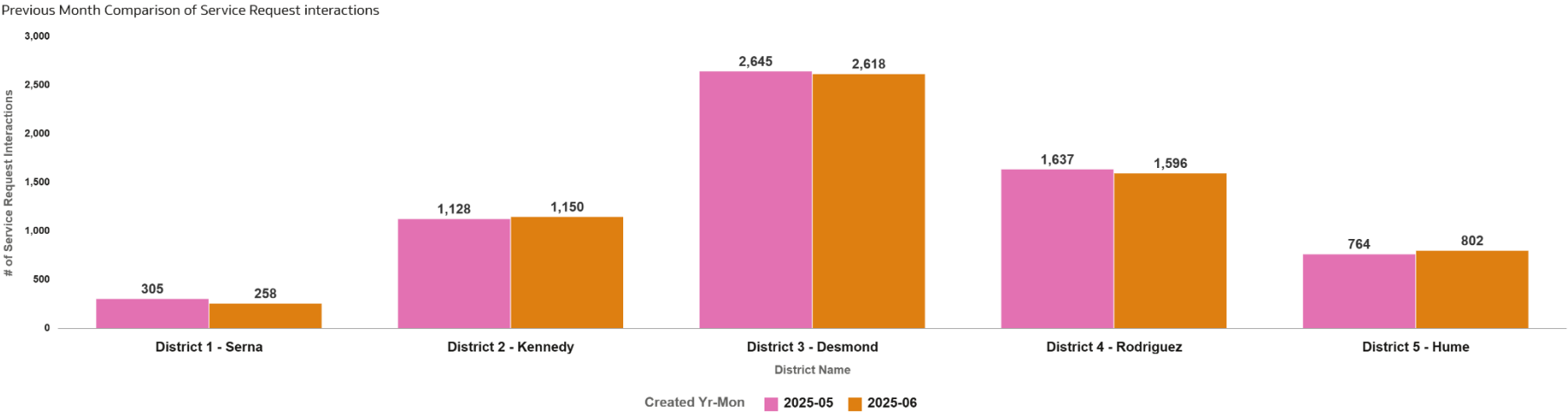
District Name
Customer Service Repo
85 2K

Service Request Interactions Closed by Day of Month



Board of Supervisors District Information

Previous Month Comparison of Service Request



Previous Month Comparison (continued)

Monthly Comparison: Service Requests by District

District Name	2025-05	2025-06
	Service Request Map Count	Service Request Map Count
District 1 - Serna	305	258
District 2 - Kennedy	1,128	1,150
District 3 - Desmond	2,645	2,618
District 4 - Rodriguez	1,637	1,596
District 5 - Hume	764	802

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						
Pavement/Pothole, Pothole/Chuckhole Repair	16	12	14	4	32	78
Missed Service, Garbage	-2	-2	-2	30	31	55
Missed Service, Recycling	-7	-11	28	48	-30	28
SASD Dispatch Log, SASD Dispatch Log	-5	-3	5	8	3	8
Water Problems, Water Shut Off/Turn Back On	-30		51		-12	6
Illegal Dumping, Illegal Dumping	-27	3	23	-1	-4	-6
Dead Animal, Roadside	-1	6	-32	-7	-4	-38
Transfer, Sheriff Illegal Parking Report	-11	3	-14	-18	0	-40
Missed Service, Organics	5	6	-69	-17	4	-71
Information, Other Information	-68	-20	-69	45	-3	-115
Grand Total	-130	-9	-65	92	17	-95

Board of Supervisor District Analysis

District 1

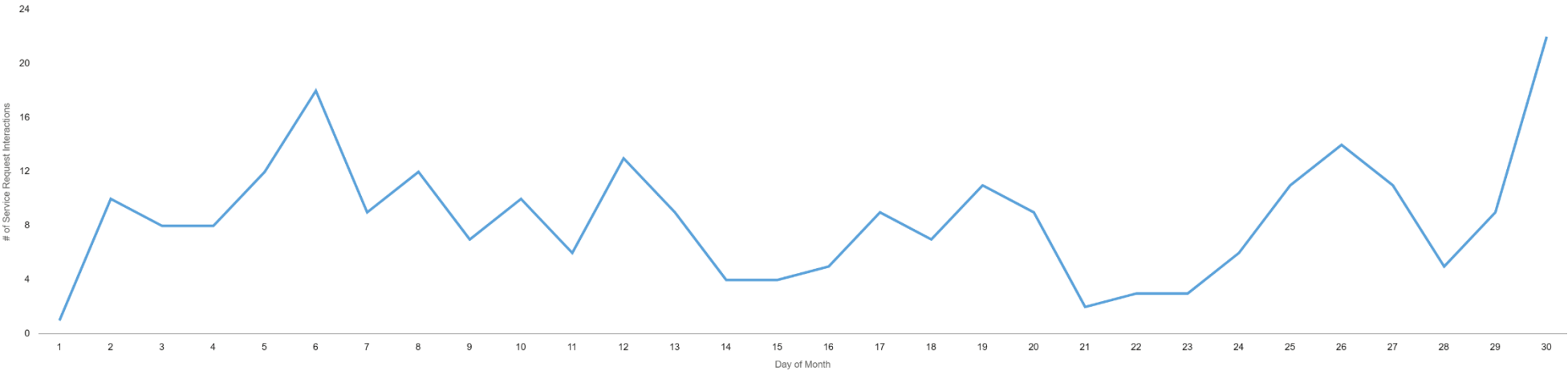
Service Requests Created

258

Service Requests Closed

185

Service Request Interactions Created by Day of Month



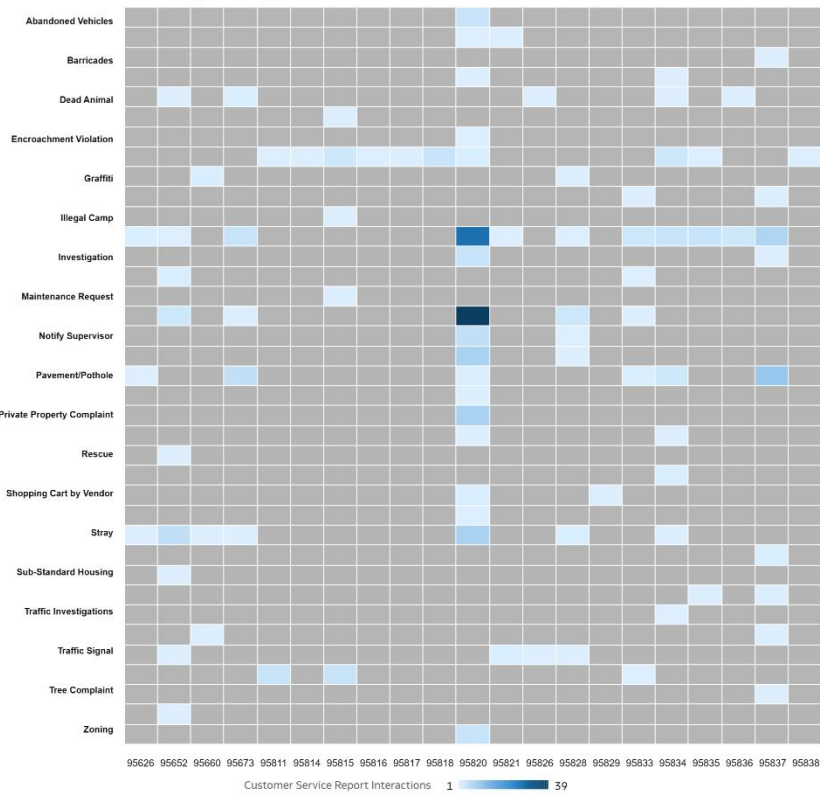
District Name, Customer Service Report Interactions



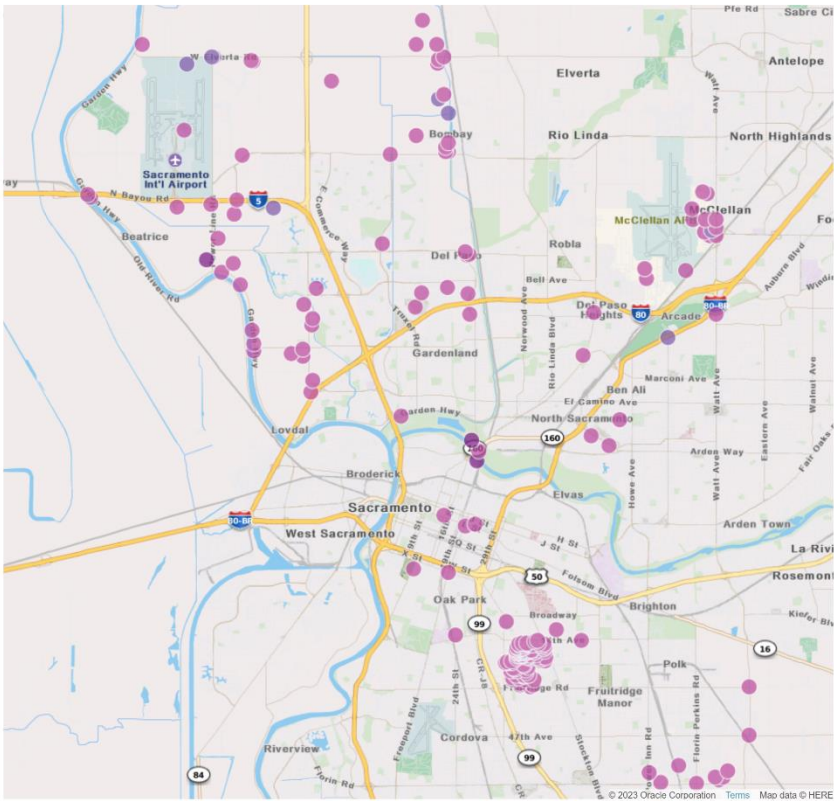
Board of Supervisor District Analysis

District 1 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code

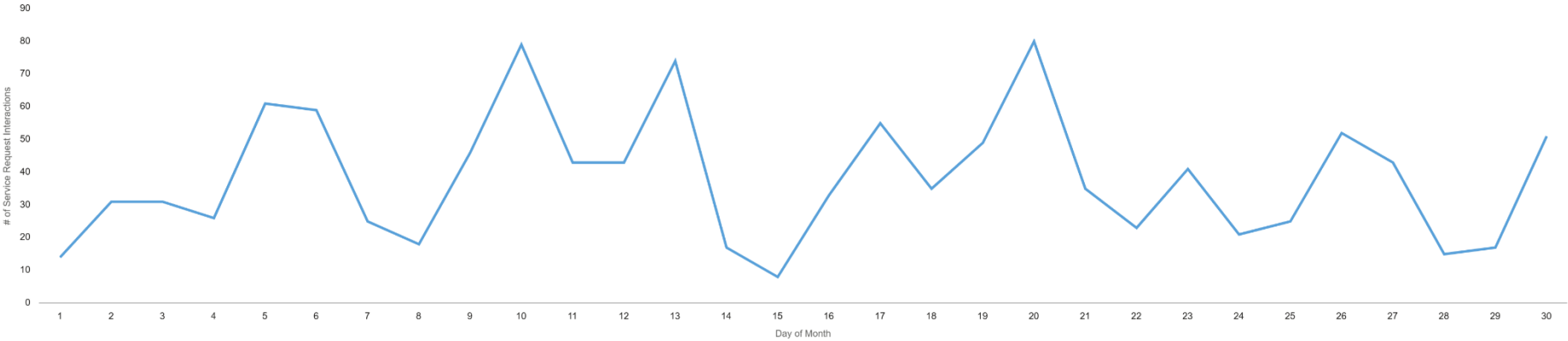


Board of Supervisor District Analysis

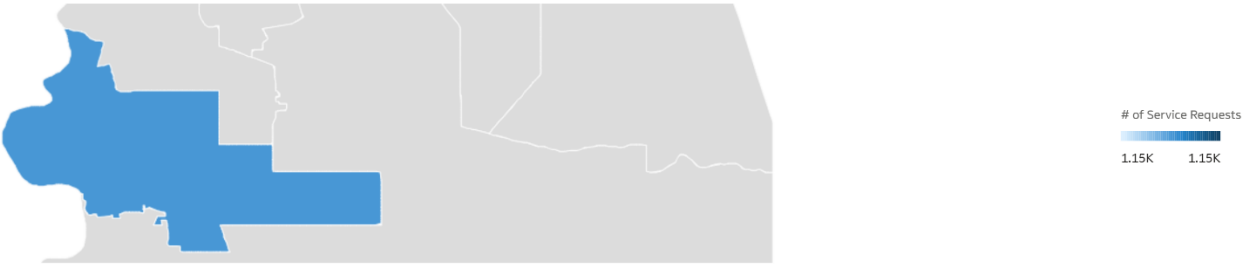
District 2



Service Request Interactions Created by Day of Month



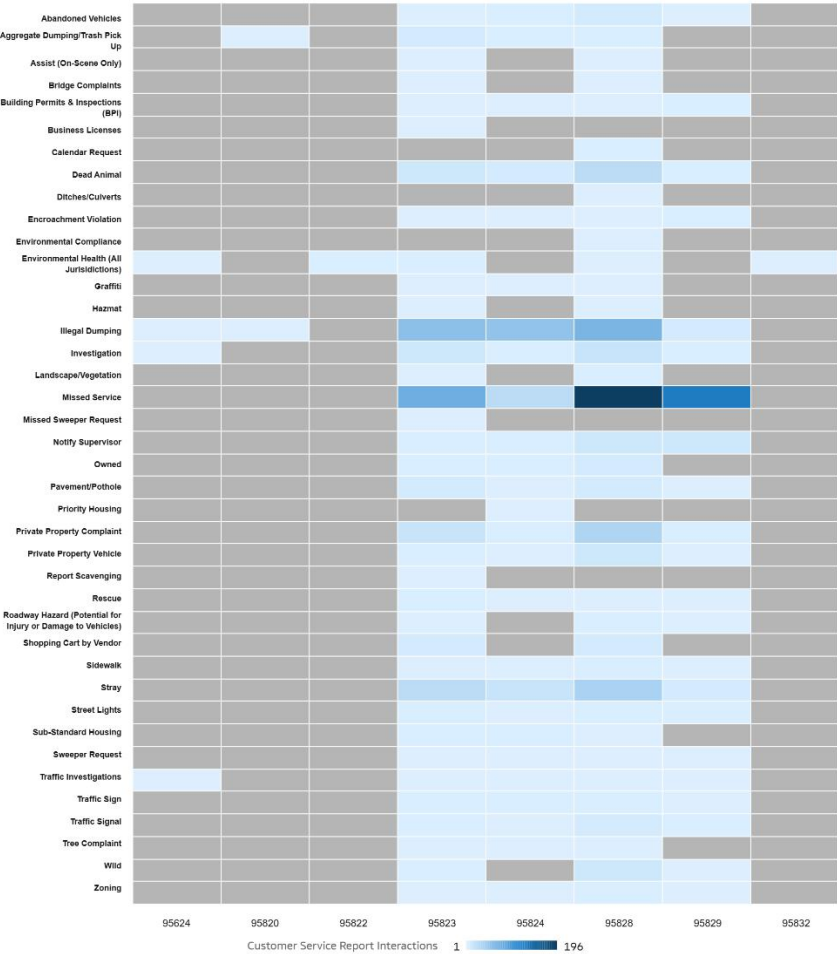
District Name, Customer Service Report Interactions



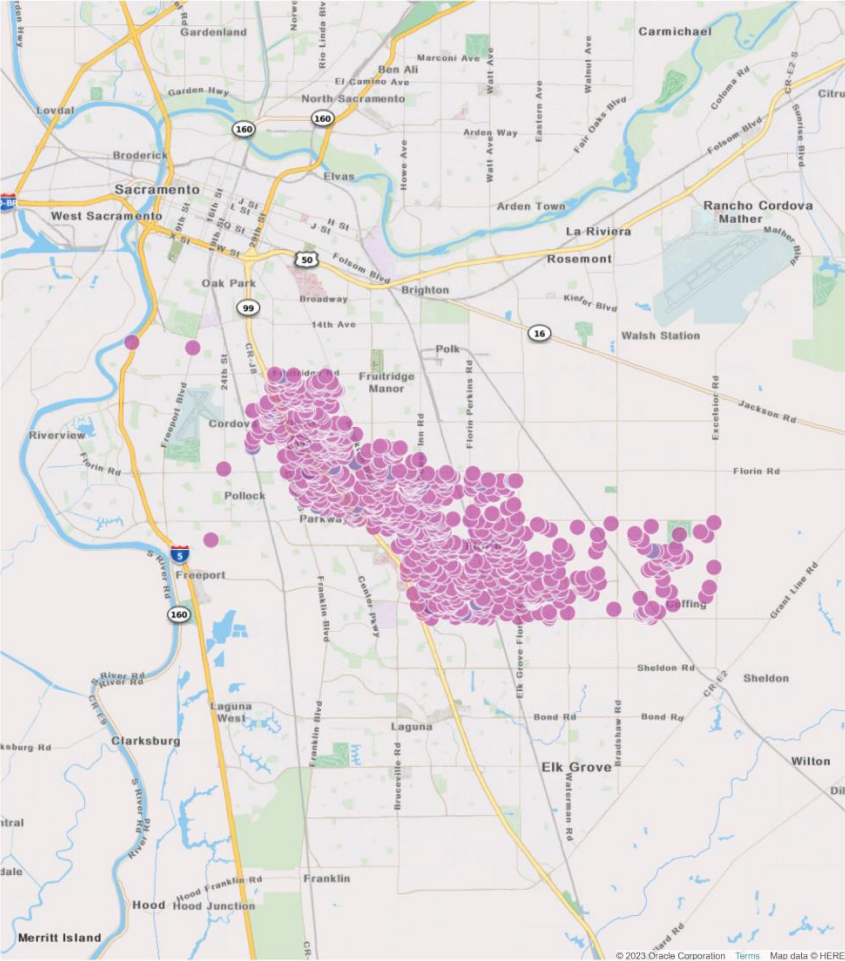
Board of Supervisor District Analysis

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

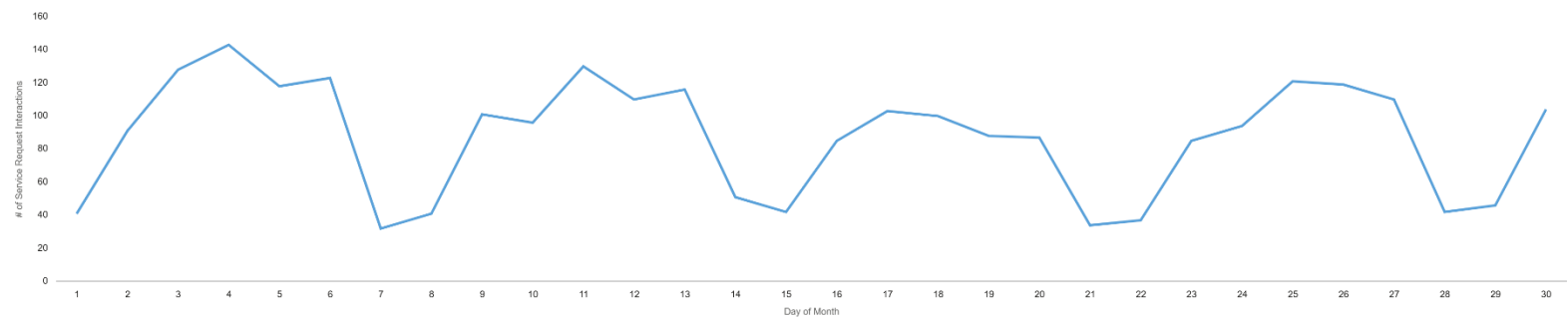
Service Requests Created

2,618

Service Requests Closed

1,919

Service Request Interactions Created by Day of Month



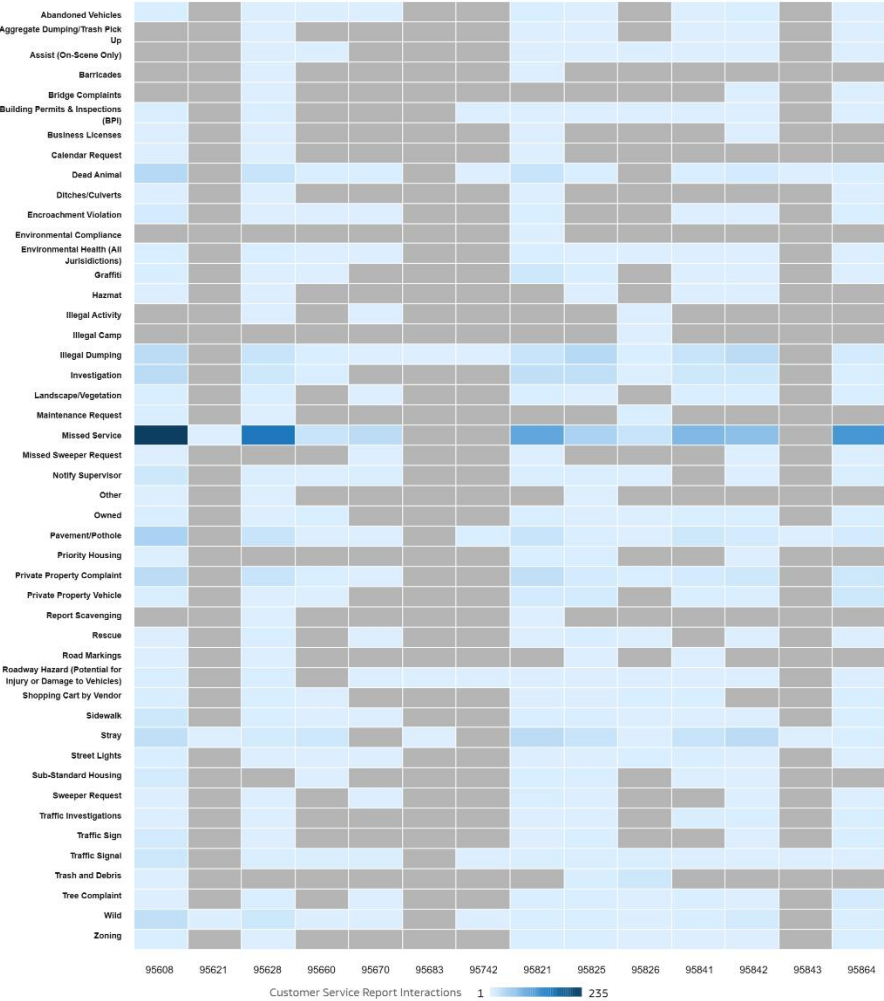
District Name, Customer Service Report Interactions



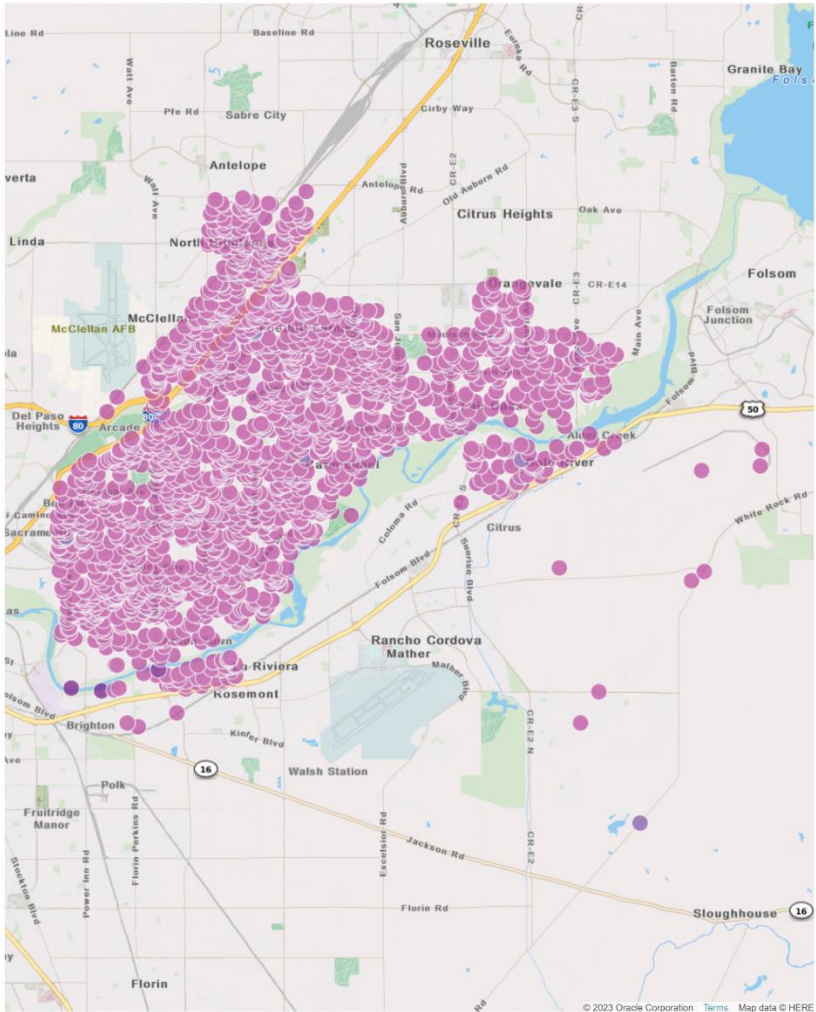
Board of Supervisor District Analysis

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

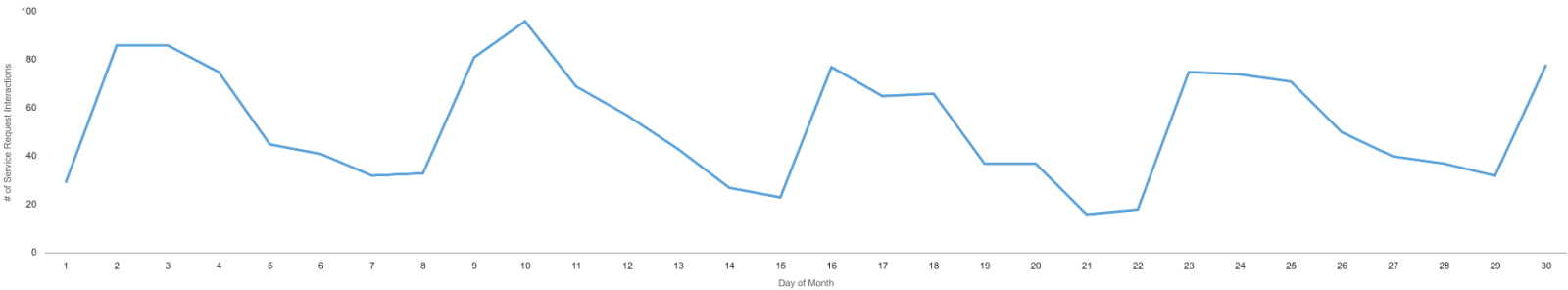
Service Requests Created

1,596

Service Requests Closed

1,290

Service Request Interactions Created by Day of Month



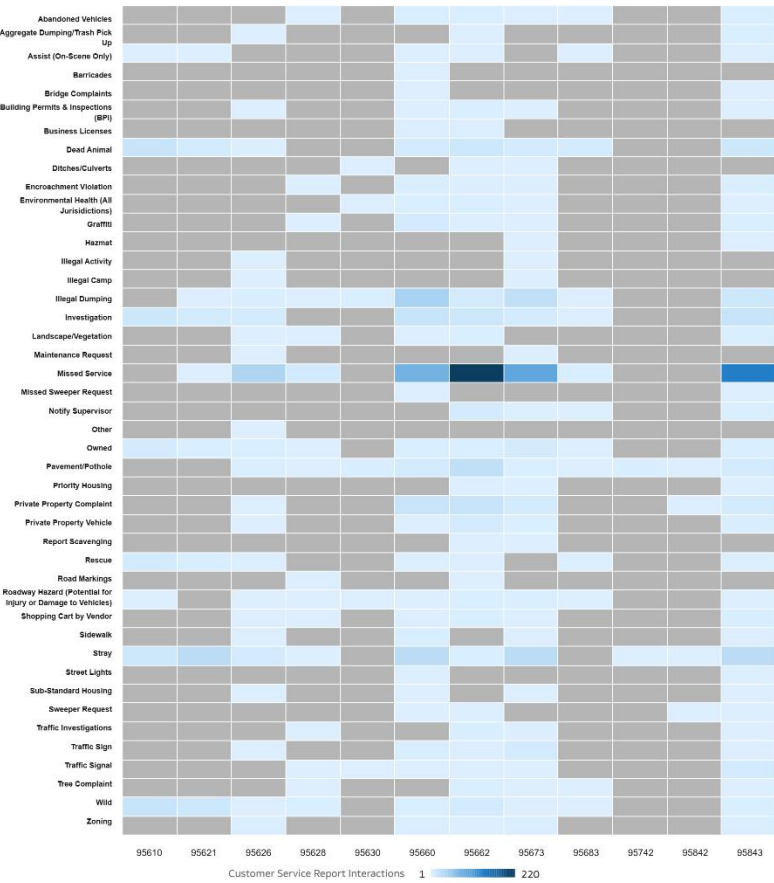
District Name, Customer Service Report Interactions



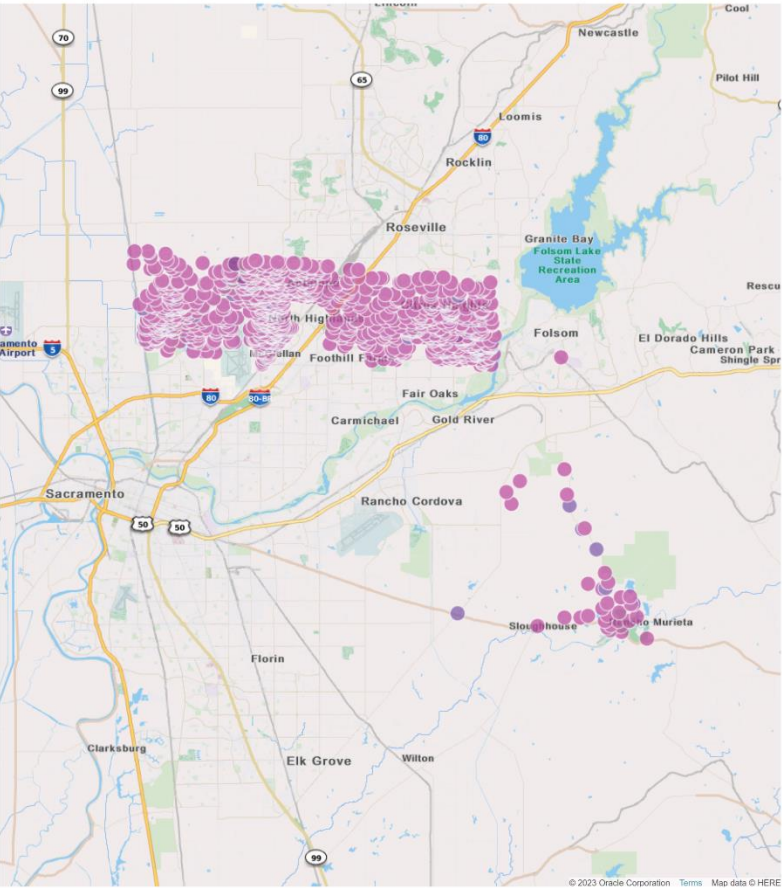
Board of Supervisor District Analysis

District 4 (continued)

Service Request Interactions by Category Per Zip Code

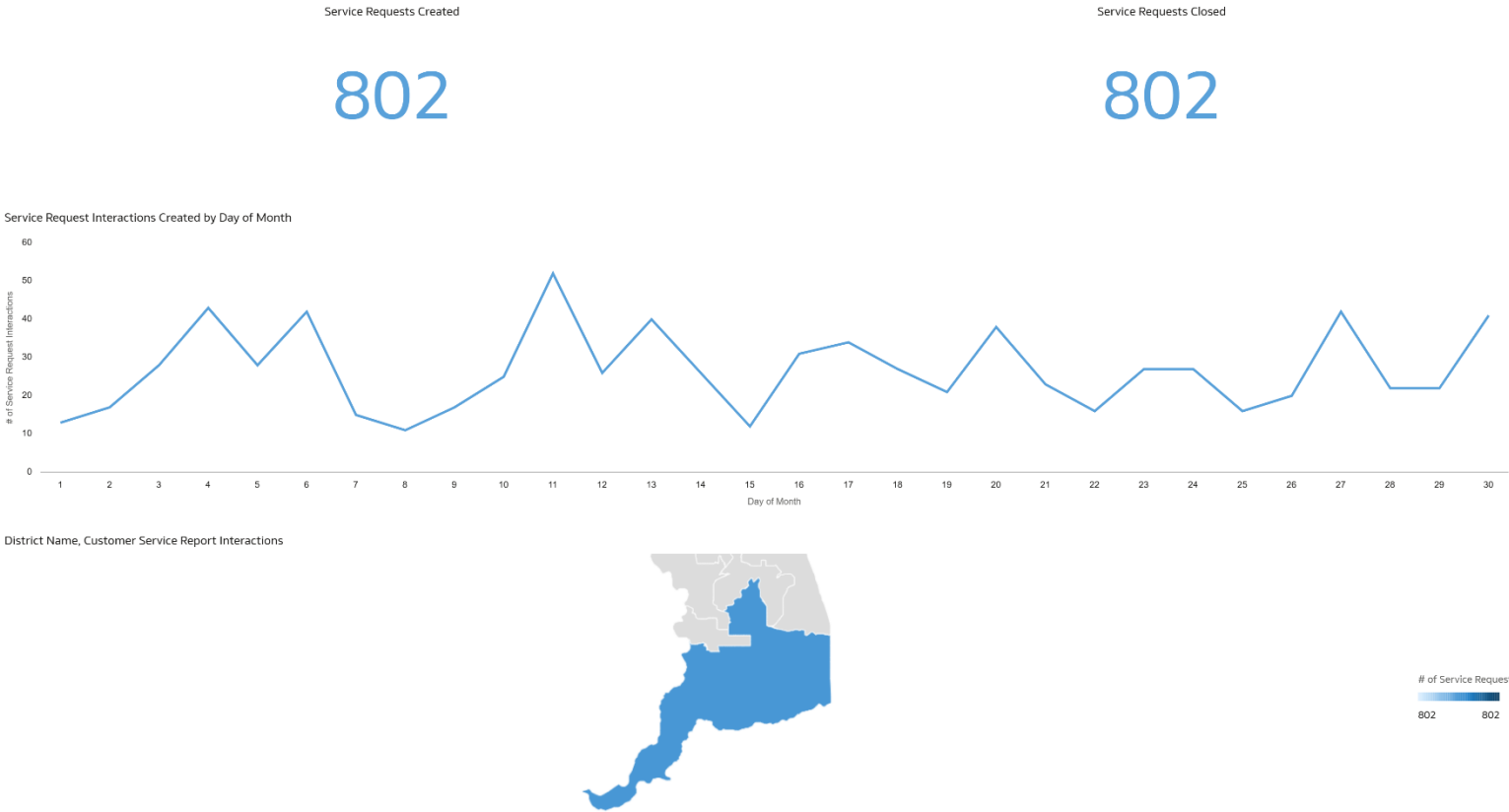


Service Request Interactions Mapped by Selected Zip Code



Board of Supervisor District Analysis

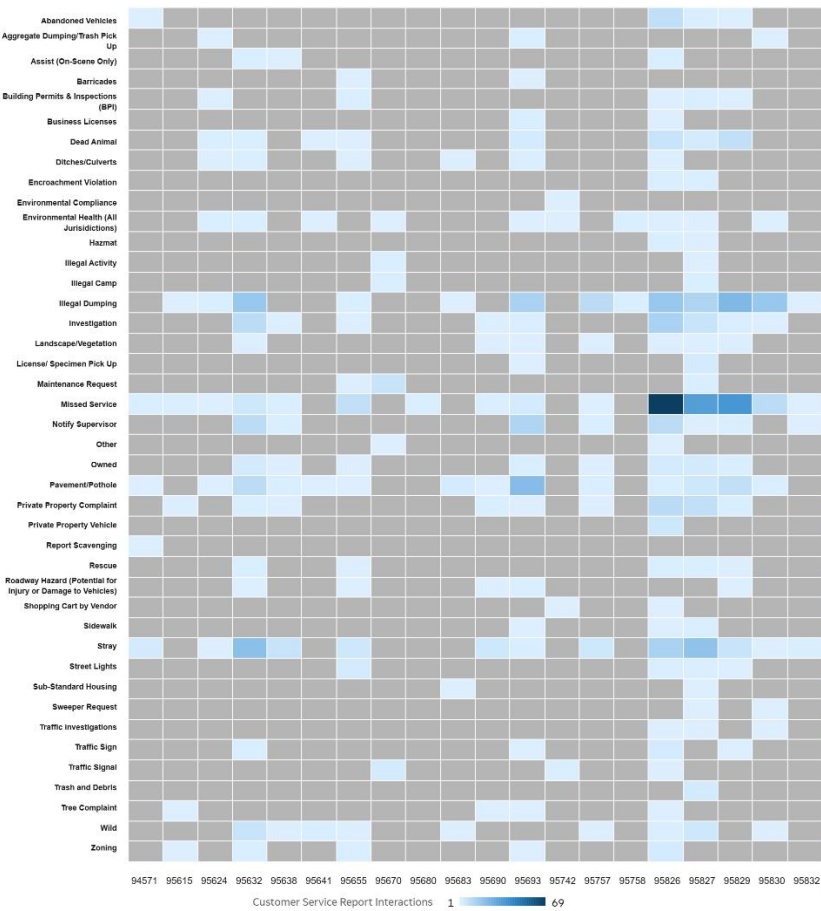
District 5



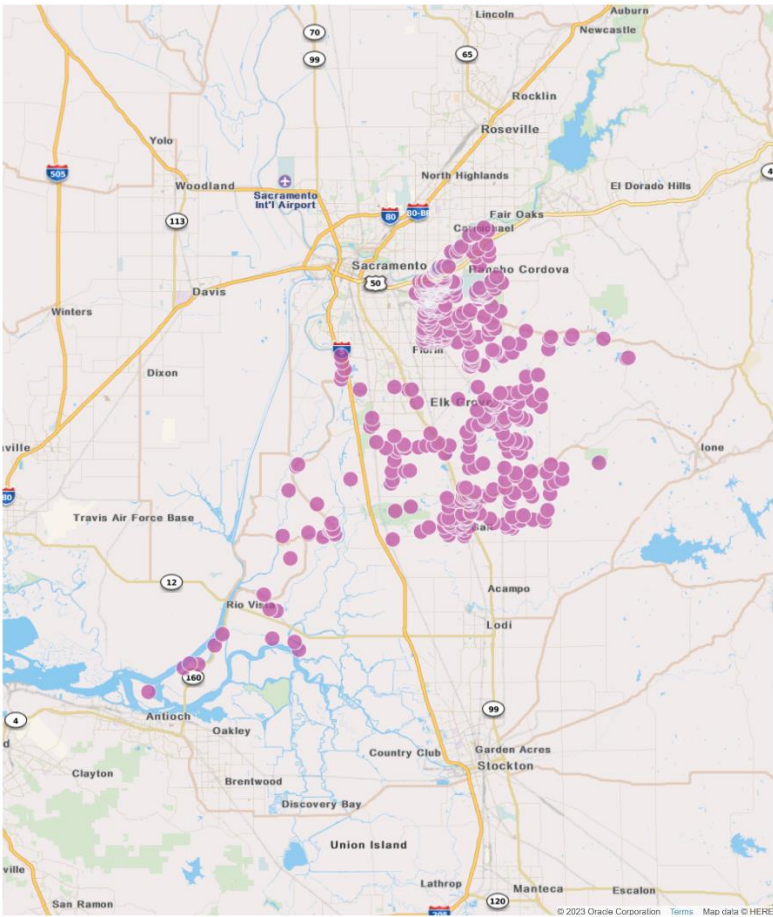
Board of Supervisor District Analysis

District 5 (continued)

Service Request Interactions by Category Per Zip Code

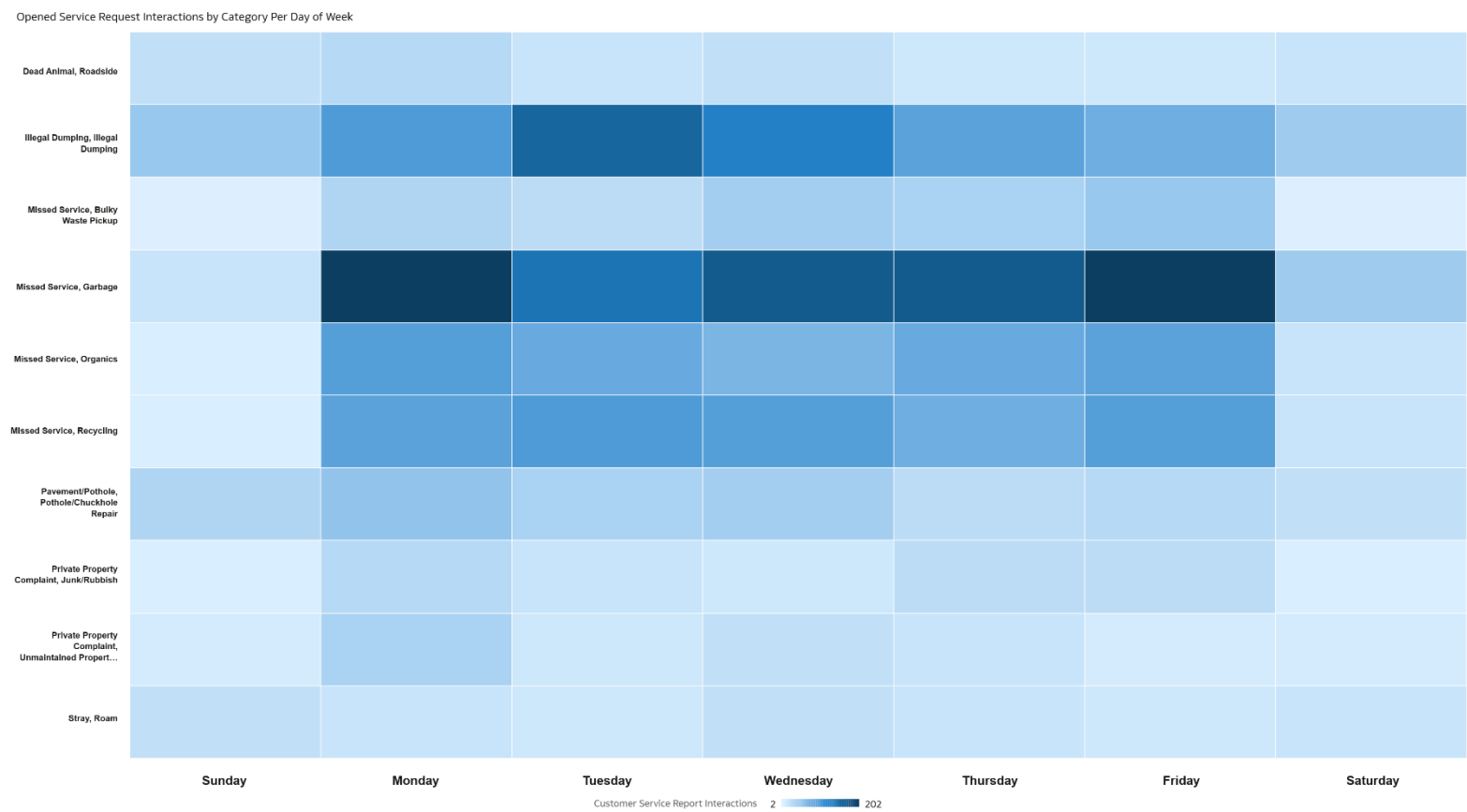


Service Request Interactions Mapped by Selected Zip Code



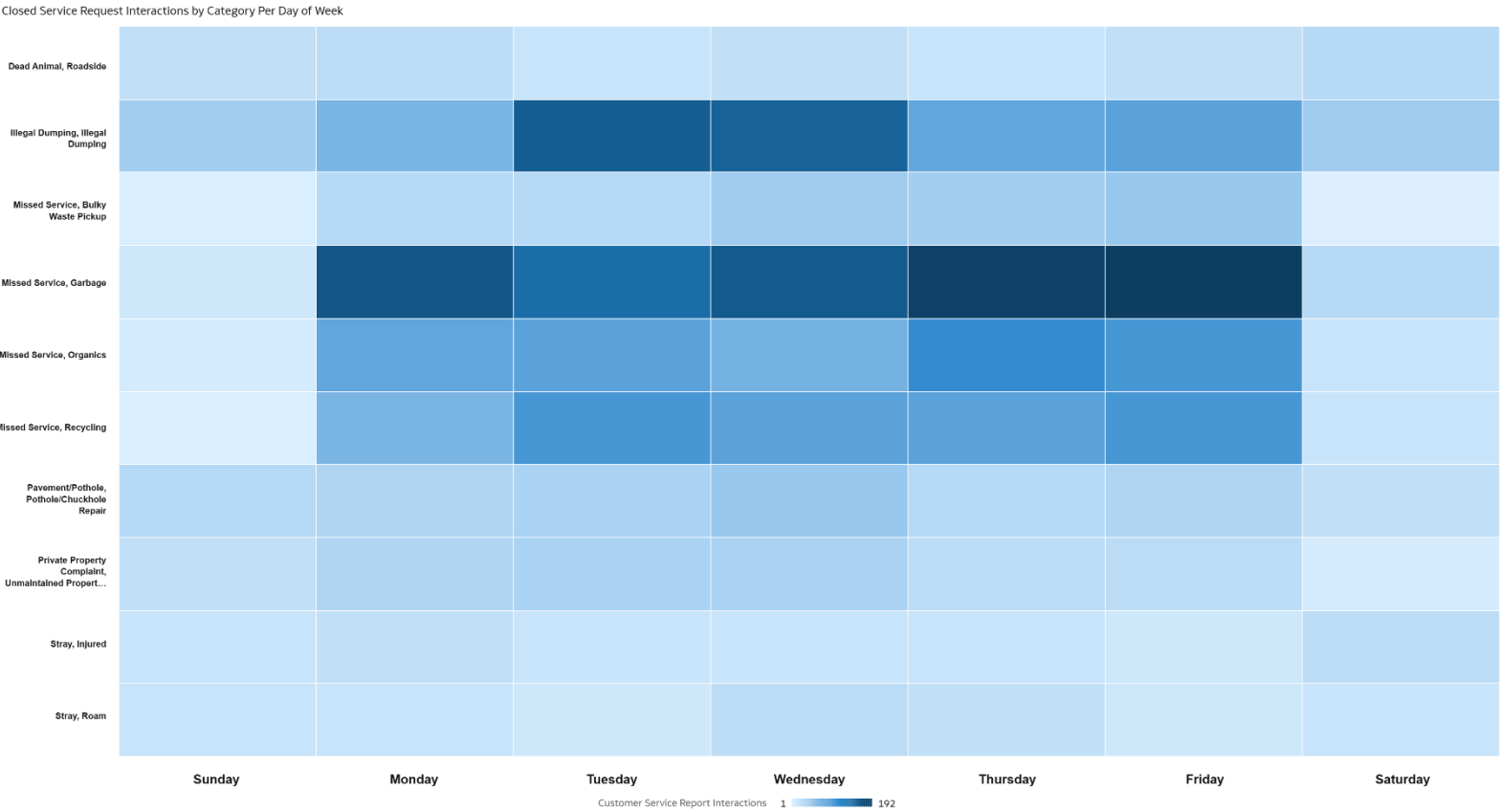
Aging of Open Requests

Top Service Requests Open by Day



Aging of Open Requests

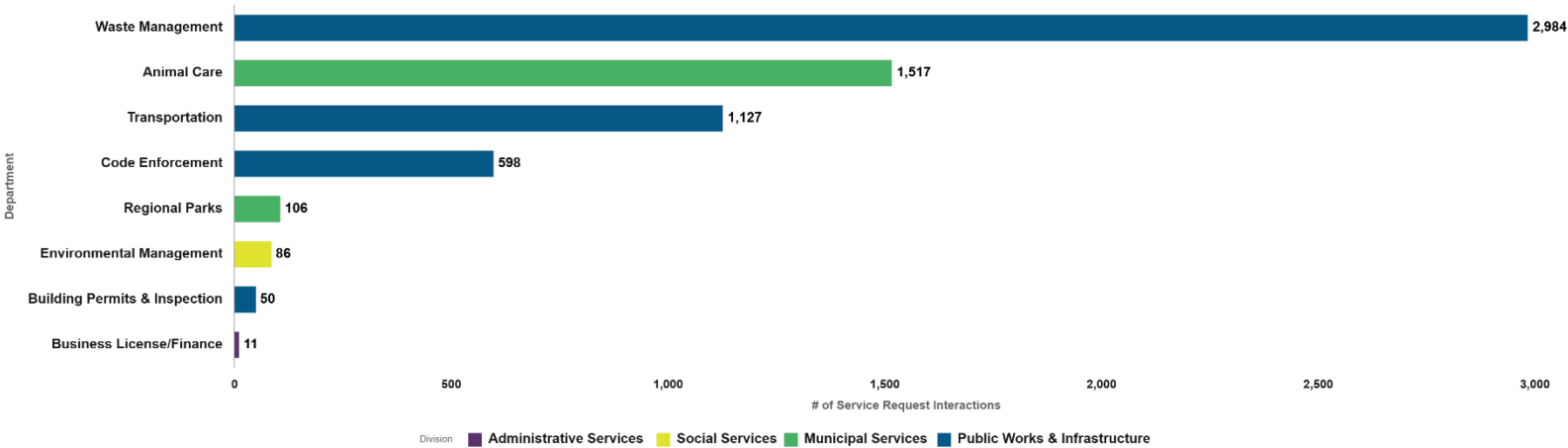
Top Service Requests Closed by Day



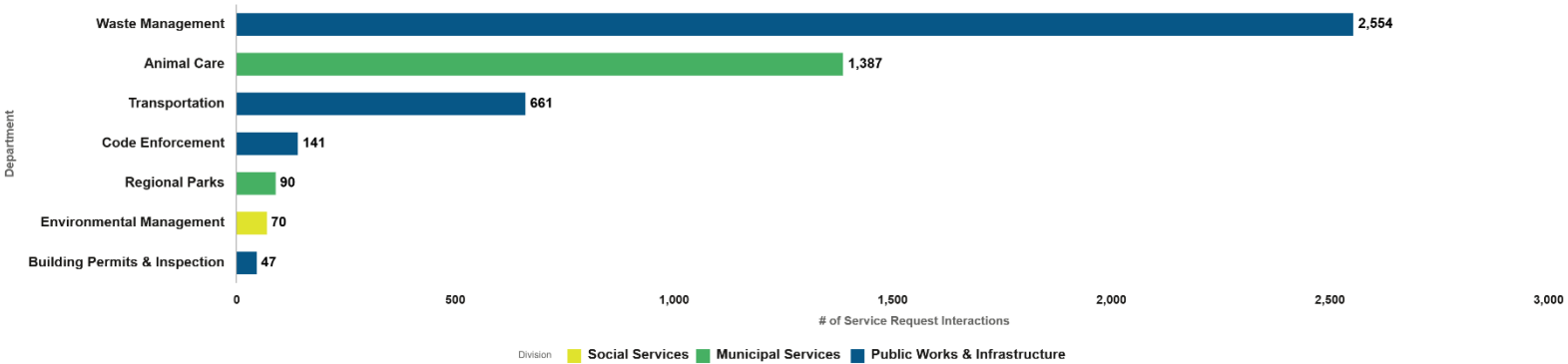
Aging of Open Requests

Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



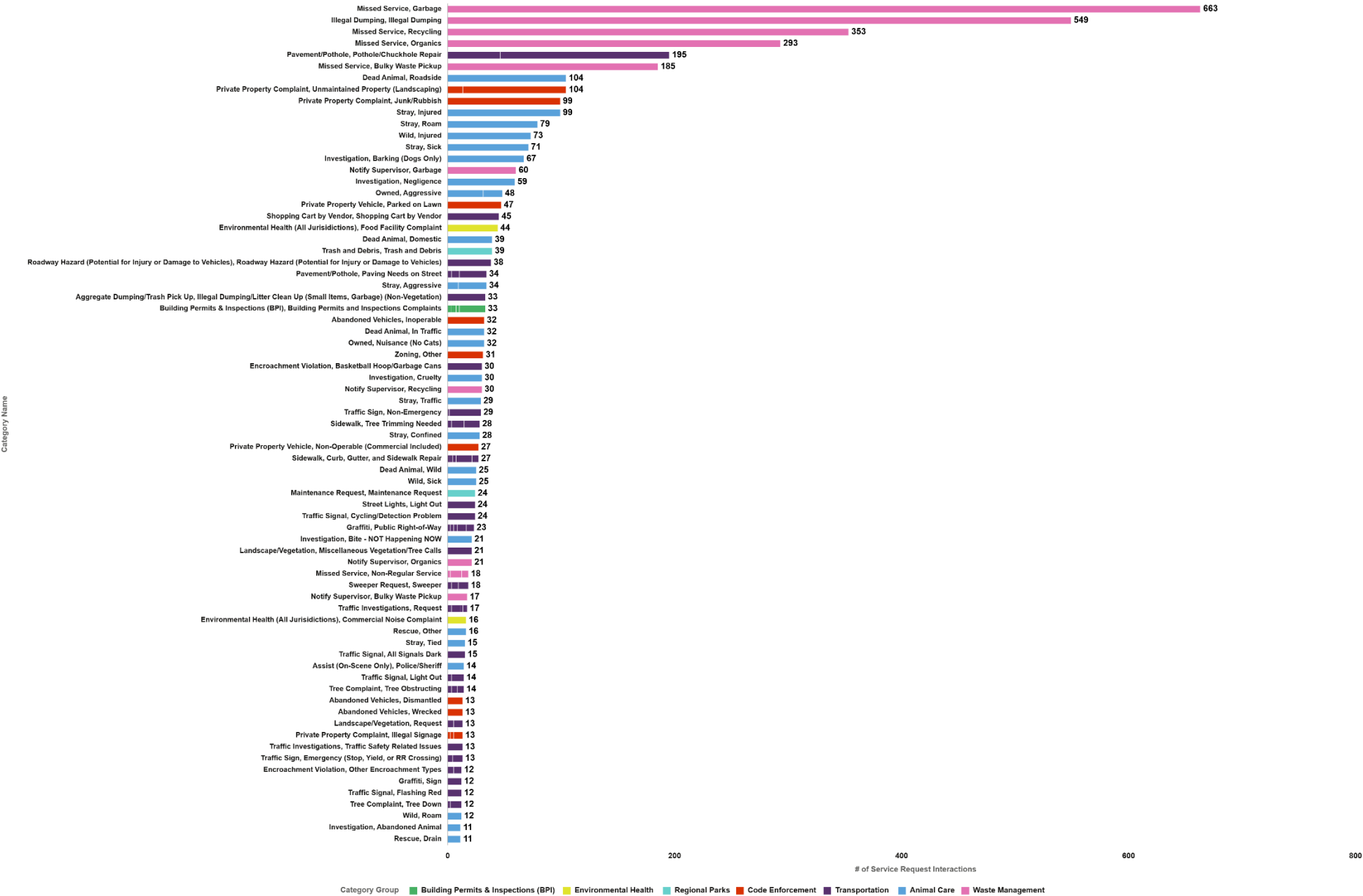
Service Request Interactions Closed by Department, Division



Aging of Open Requests

Greater Than 10 Service Requests

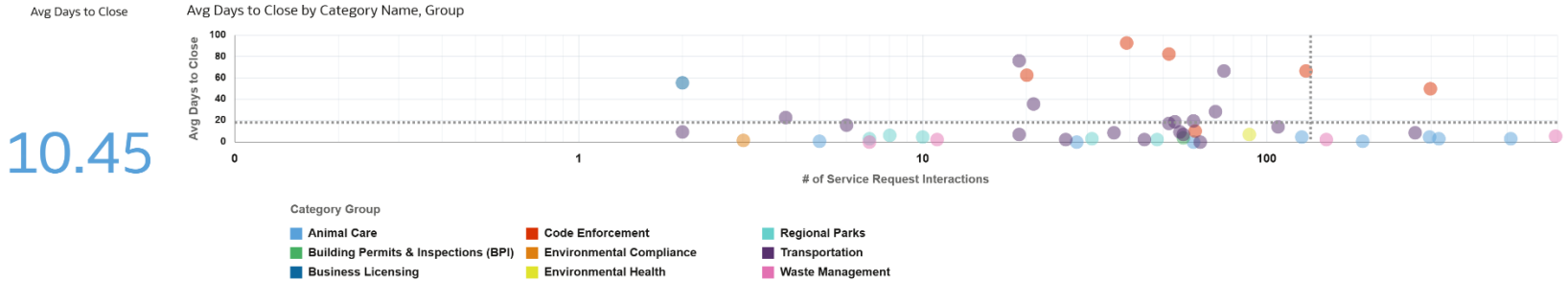
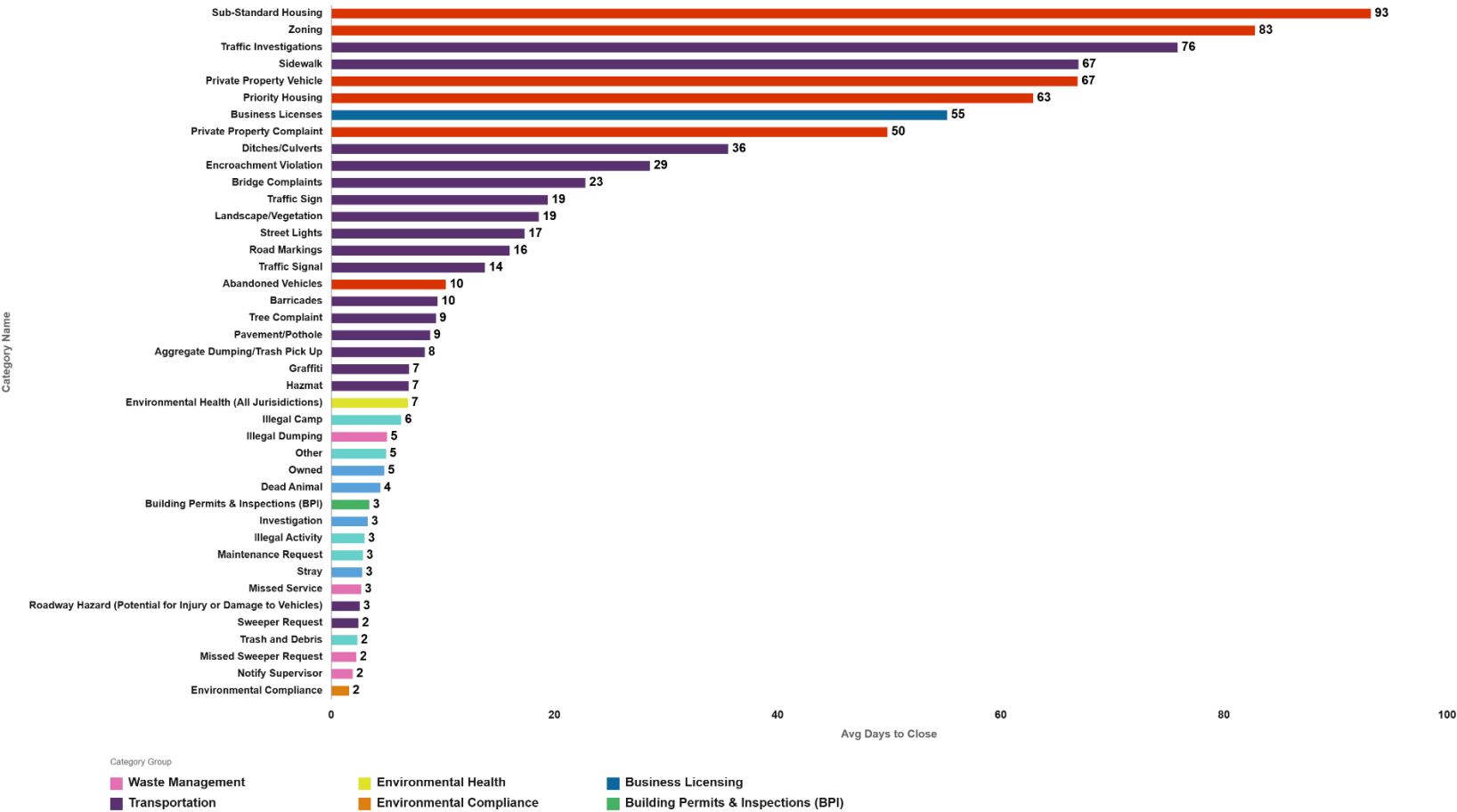
Service Request Interactions (>10 requests) by Category, Group



Aging of Open Requests

Average Days to Close Service Requests

Avg Days to Close by Category Name, Group



Aging of Open Requests

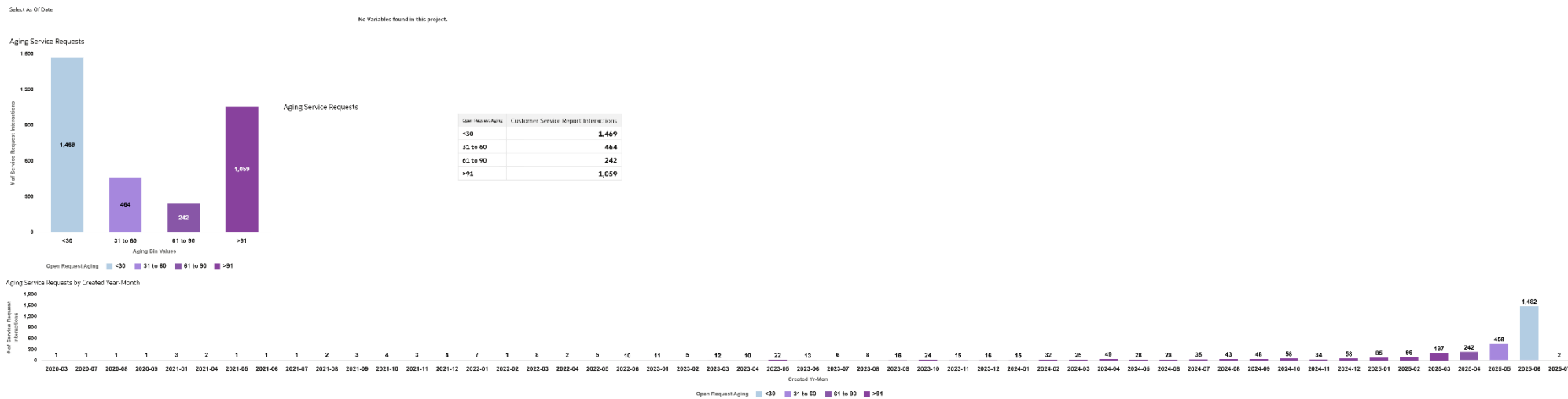
Number of Service Request Interactions Per Category with Average Days to Close

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	7	0.00
Transportation	Shopping Cart by Vendor	64	0.10
Animal Care	Rescue	61	0.12
Animal Care	Assist (On-Scene Only)	28	0.13
Animal Care	Wild	190	0.20
Animal Care	License/ Specimen Pick Up	5	0.27
Environmental Compliance	Environmental Compliance	3	1.58
Waste Management	Notify Supervisor	149	1.91
Waste Management	Missed Sweeper Request	11	2.22
Regional Parks	Trash and Debris	48	2.33
Transportation	Sweeper Request	26	2.42
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	44	2.53
Waste Management	Missed Service	2,036	2.66
Animal Care	Stray	511	2.75
Regional Parks	Maintenance Request	31	2.82
Regional Parks	Illegal Activity	7	2.96
Animal Care	Investigation	316	3.26
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	57	3.40
Animal Care	Dead Animal	297	4.39
Animal Care	Owned	126	4.74
Regional Parks	Other	10	4.90
Waste Management	Illegal Dumping	689	4.98
Regional Parks	Illegal Camp	8	6.26
Environmental Health	Environmental Health (All Jurisdictions)	89	6.86

Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Transportation	Hazmat	19	6.92
Transportation	Graffiti	57	6.96
Transportation	Aggregate Dumping/Trash Pick Up	36	8.36
Transportation	Pavement/Pothole	269	8.85
Transportation	Tree Complaint	56	9.37
Transportation	Barricades	2	9.50
Code Enforcement	Abandoned Vehicles	62	10.24
Transportation	Traffic Signal	108	13.77
Transportation	Road Markings	6	15.97
Transportation	Street Lights	52	17.31
Transportation	Landscape/Vegetation	54	18.58
Transportation	Traffic Sign	61	19.39
Transportation	Bridge Complaints	4	22.76
Transportation	Encroachment Violation	71	28.53
Transportation	Ditches/Culverts	21	35.55
Code Enforcement	Private Property Complaint	298	49.83
Business Licensing	Business Licenses	2	55.18
Code Enforcement	Priority Housing	20	62.88
Code Enforcement	Private Property Vehicle	130	66.87
Transportation	Sidewalk	75	66.95
Transportation	Traffic Investigations	19	75.84
Code Enforcement	Zoning	52	82.77
Code Enforcement	Sub-Standard Housing	39	93.15

Aging of Open Requests



Aging of Open Requests

Department Aging Requests by Month Created Per District



Dispatch Service Definition

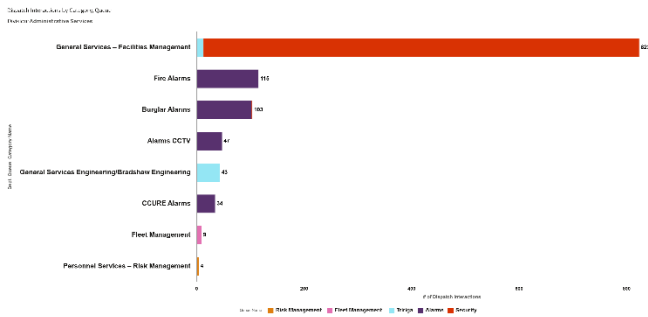
The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides immediate notification to departmental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

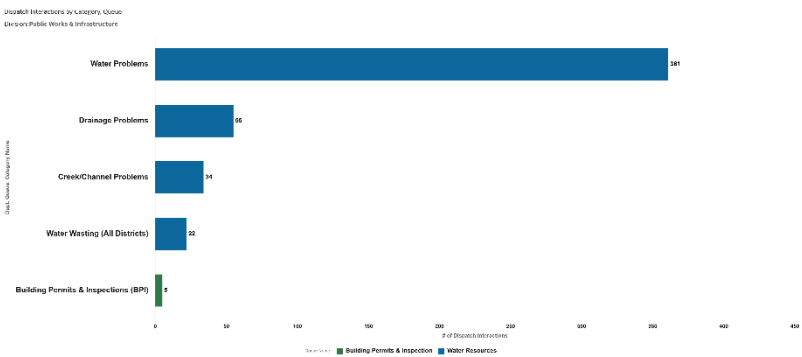
Administrative Services



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

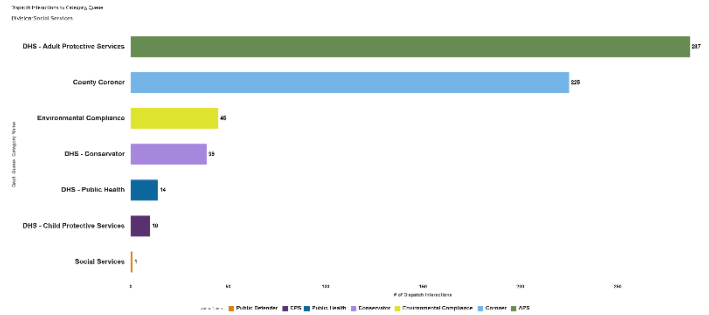


Service Definitions

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

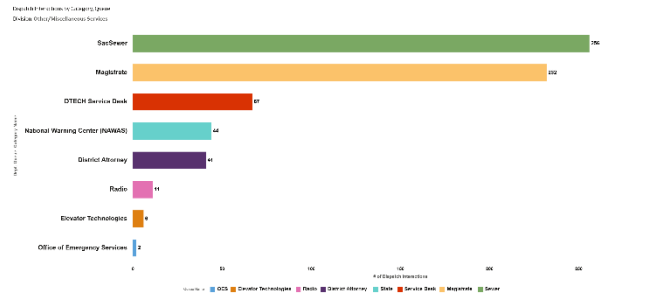


Service Definitions

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.