Monthly 311 Communications/Dispatch Center

SERVICE REQUEST & STATISTICS REPORT

March 2025

SAC COUNTY 311 CONNECT

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

SACRAMENTO COUNTY

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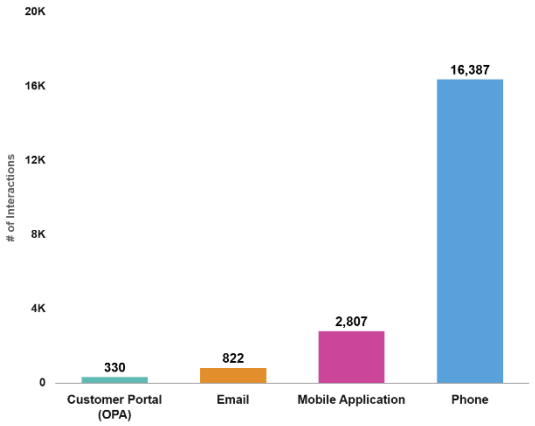
Dispatch Service Request 34

SACRAMENTO COUNTY

Monthly Statistics

Monthly Interactions by Source

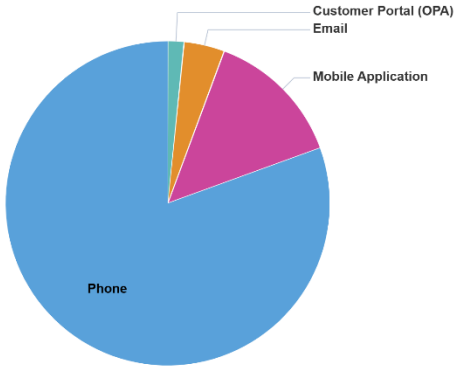


Monthly Customer Service Interactions

20,346

Incident Source Name	Service Request Count
Customer Portal (OPA)	330
Email	822
Mobile Application	2,807
Phone	16,387

Monthly Interactions by Source



Service Request Interactions

6,098

Information Interactions

5,587

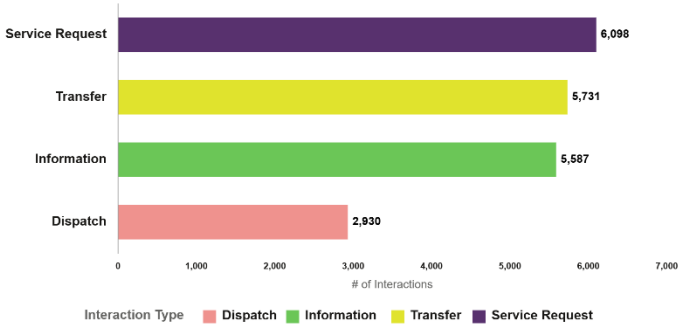
Transfer Interactions

5,731

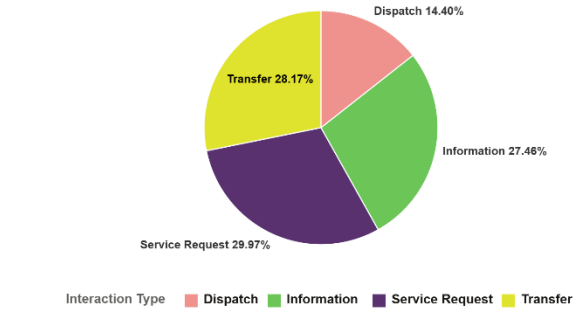
Dispatch Interactions

2,930

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	831
Illegal Dumping, Illegal Dumping	675
Pavement/Pothole, Pothole/Chuckhole Repair	465
Missed Service, Recycling	406
Missed Service, Organics	390
Stray, Roam	181
Dead Animal, Roadside	163
Private Property Complaint, Junk/Rubbish	139
Investigation, Barking (Dogs Only)	137
Private Property Vehicle, Parked on Lawn	120
Stray, Injured	98
Investigation, Negligence	80
Missed Service, Bulky Waste Pickup	72
Owned, Nuisance (No Cats)	72
Pavement/Pothole, Paving Needs on Street	69
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	65
Wild, Injured	65
Private Property Vehicle, Non-Operable (Commercial Included)	63

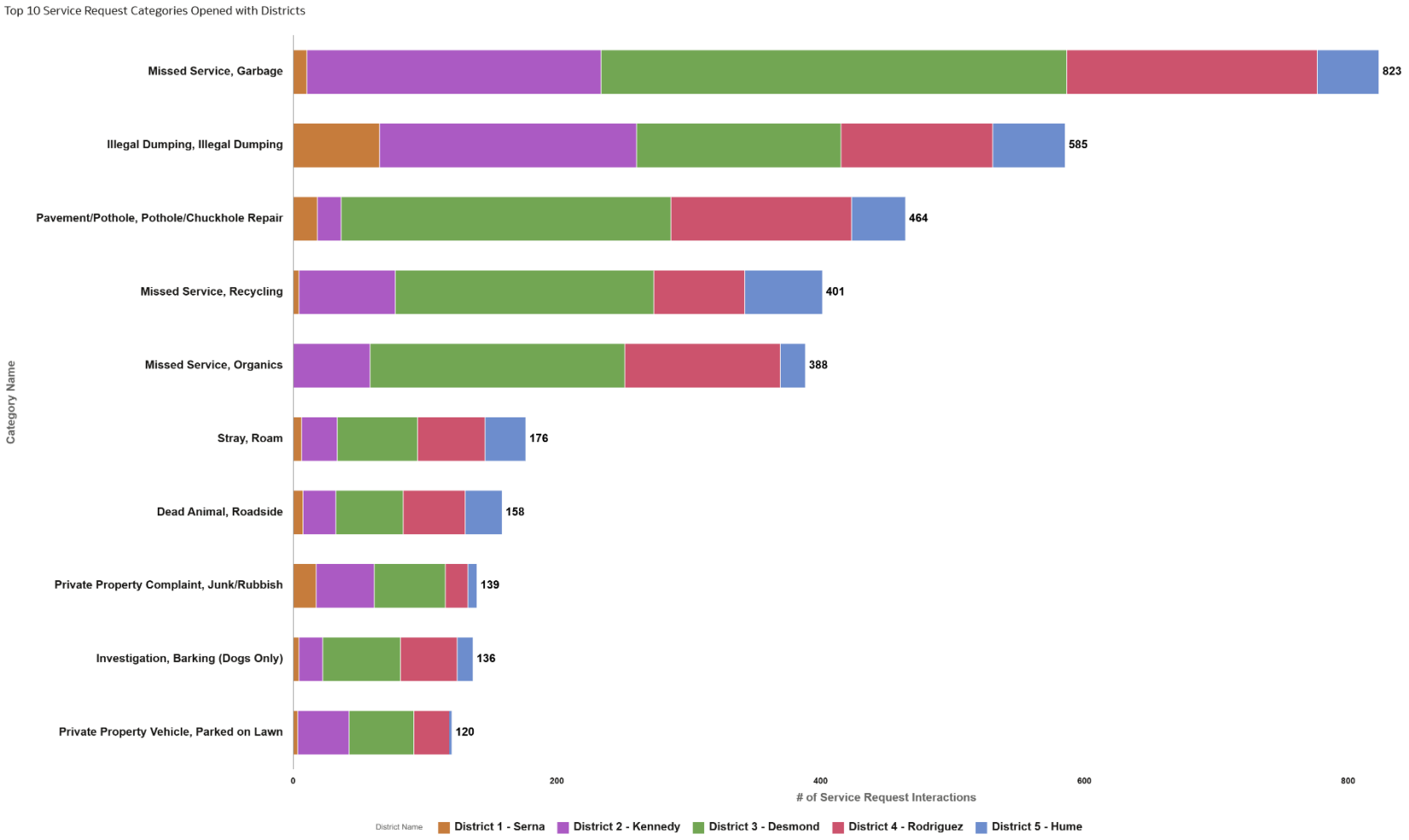
Cat2, Cat3	Customer Service Report Interactions
Owned, Aggressive	59
Dead Animal, Wild	59
Stray, Traffic	51
Stray, Sick	50
Notify Supervisor, Garbage	49
Trash and Debris, Trash and Debris	48
Environmental Health (All Jurisidictions), Food Facility Complaint	47
Zoning, Other	44
Shopping Cart by Vendor, Shopping Cart by Vendor	44
Investigation, Cruelty	44
Graffiti, Public Right-of-Way	44
Traffic Sign, Non-Emergency	43
Dead Animal, In Traffic	42
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	38
Stray, Confined	37
Maintenance Request, Maintenance Request	37
Encroachment Violation, Basketball Hoop/Garbage Cans	37
Street Lights, Light Out	36
Stray, Aggressive	36

Cat2, Cat3	Customer Service Report Interactions
Traffic Signal, All Signals Dark	34
Sidewalk, Curb, Gutter, and Sidewalk Repair	33
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	31
Notify Supervisor, Recycling	31
Dead Animal, Domestic	29
Investigation, Bite - NOT Happening NOW	27
Graffiti, Private Property	26
Missed Service, Non-Regular Service	26
Traffic Signal, Cycling/Detection Problem	26
Sub-Standard Housing, Other	25
Traffic Investigations, Request	25
Abandoned Vehicles, Inoperable	24
Notify Supervisor, Organics	22
Stray, Vet/Business Confined	22
Assist (On-Scene Only), Police/Sheriff	21
Environmental Health (All Jurisidictions), Commercial Noise Complaint	21
Illegal Activity, Loitering	21
Traffic Signal, Flashing Red	21
Tree Complaint, Tree Down	21

Cat2, Cat3	Customer Service Report Interactions
Traffic Signal, Light Out	20
Traffic Signal, Long Red/Short Green	19
Sweeper Request, Sweeper	19
Investigation, Abandoned Animal	19
Wild, Sick	18
Abandoned Vehicles, Dismantled	18
Stray, Tied	17
Abandoned Vehicles, Wrecked	15
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	14
Pavement/Pothole, Pavement-Other Unknown Maintenance Needs	14
Landscape/Vegetation, Request	14
Traffic Signal, Pedestrian Signal Inoperative	13
Traffic Investigations, Traffic Safety Related Issues	13
Sidewalk, Tree Trimming Needed	12
Investigation, Tethered	12
Encroachment Violation, Other Encroachment Types	12
Private Property Complaint, Unmaintained Property (Landscaping)	11
Illegal Camp, Occupied	11
Business Licenses, Operating without License	11

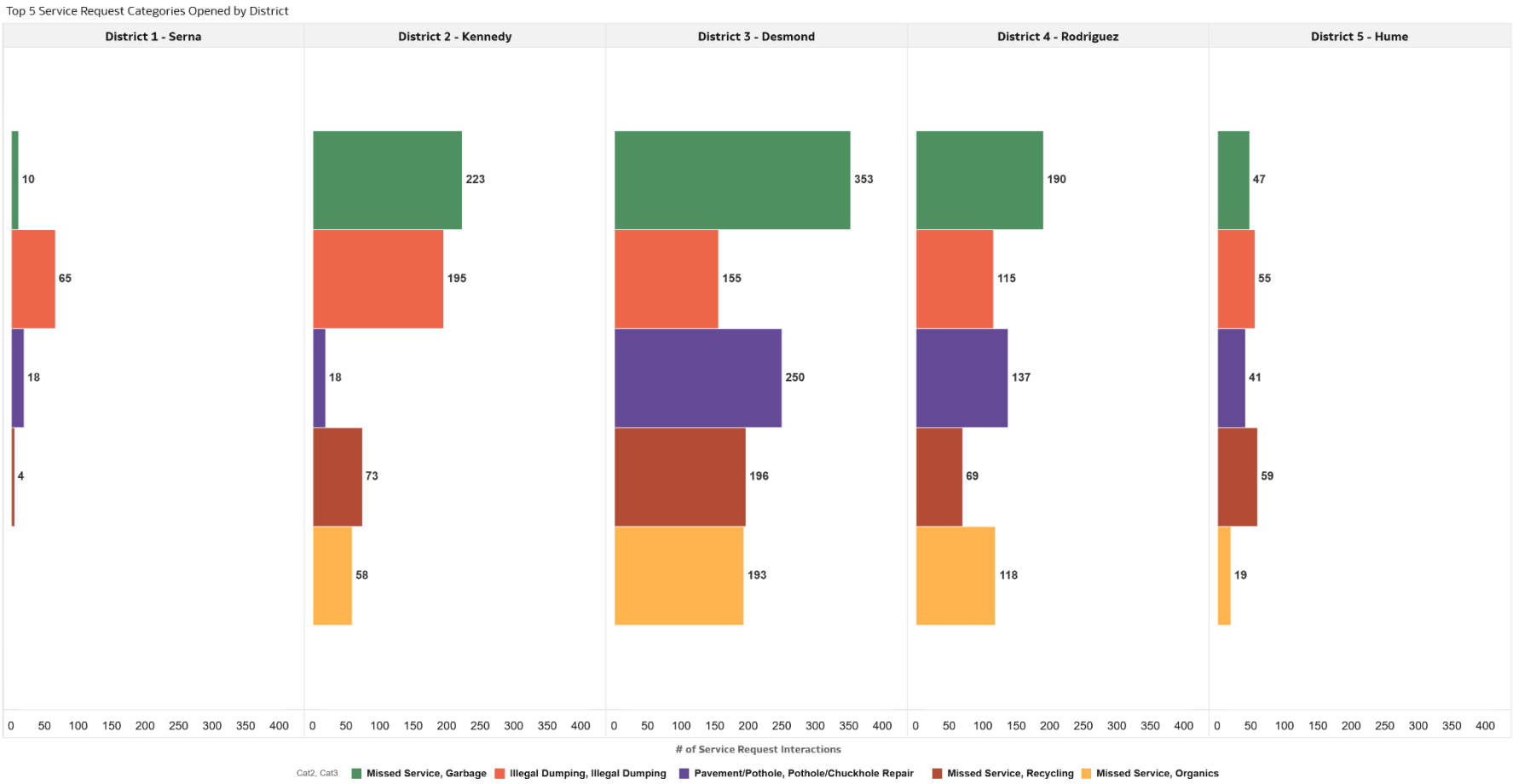
Total Service Requests Opened

Top 10 Service Requests Categories Opened | With Districts



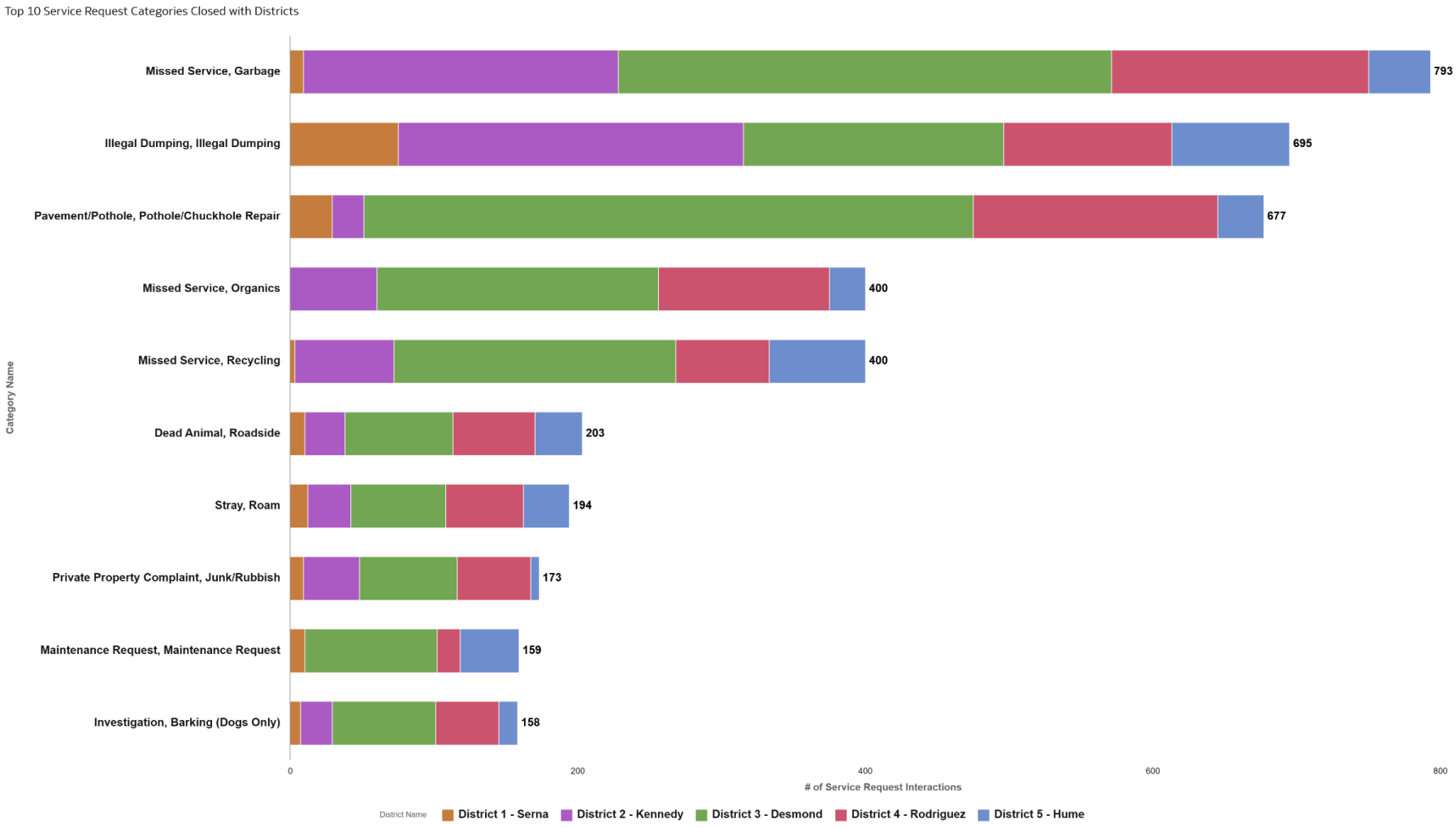
Top Service Requests Opened

Top 5 Service Requests Opened | by Districts



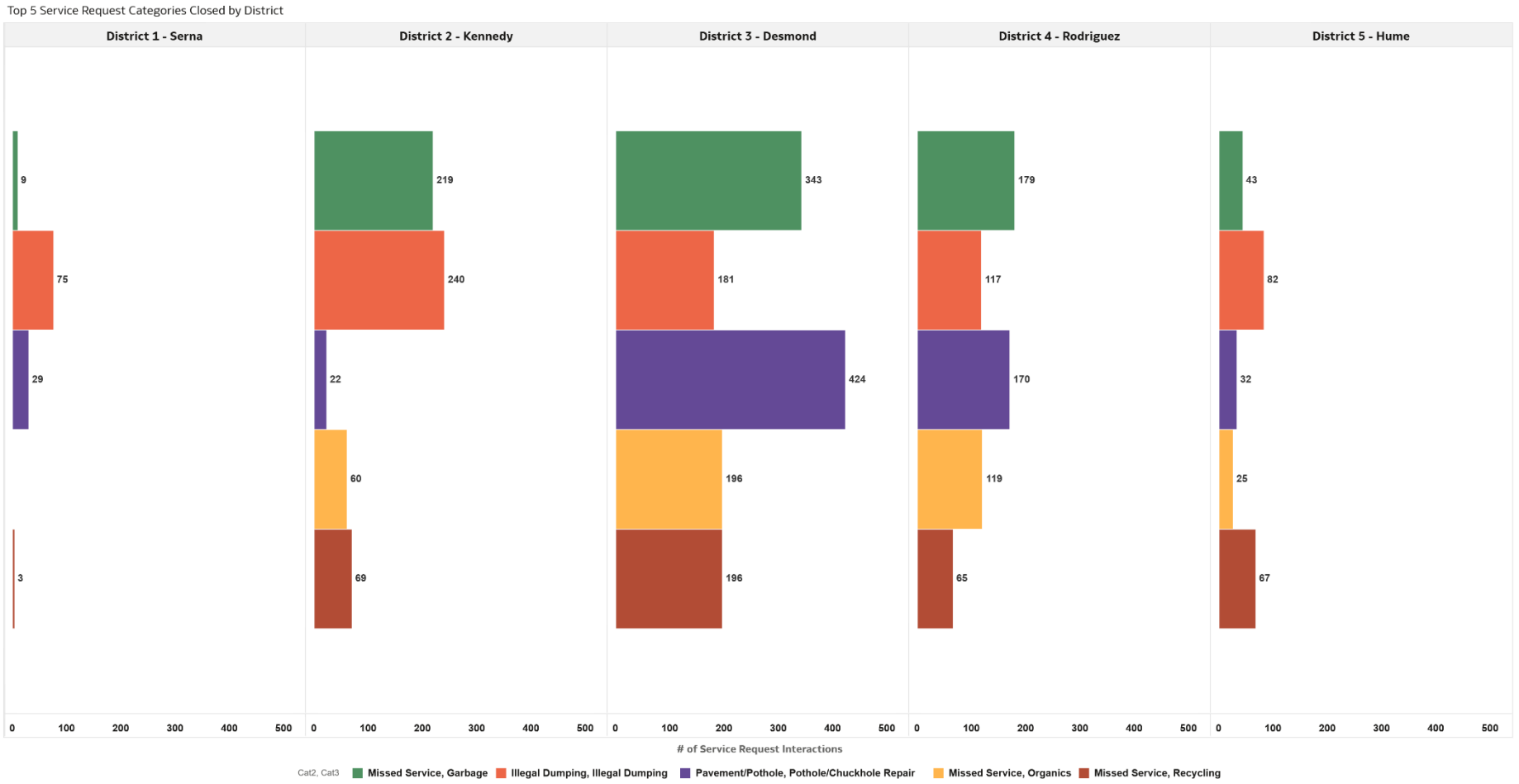
Top Service Requests Closed

Top 10 Service Requests Categories Closed | With Districts



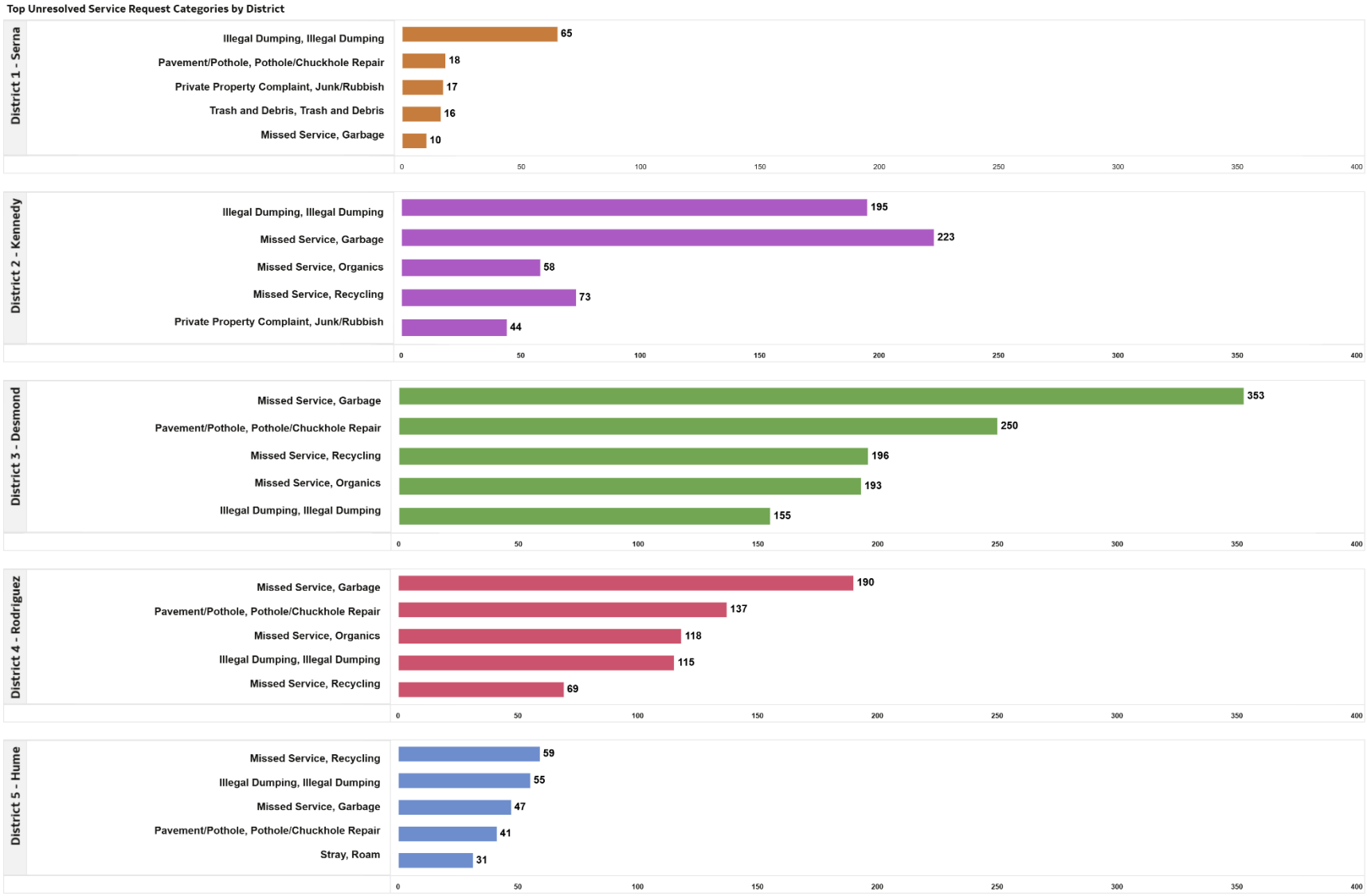
Top Service Requests Closed

Top 5 Service Requests Categories Closed | by Districts



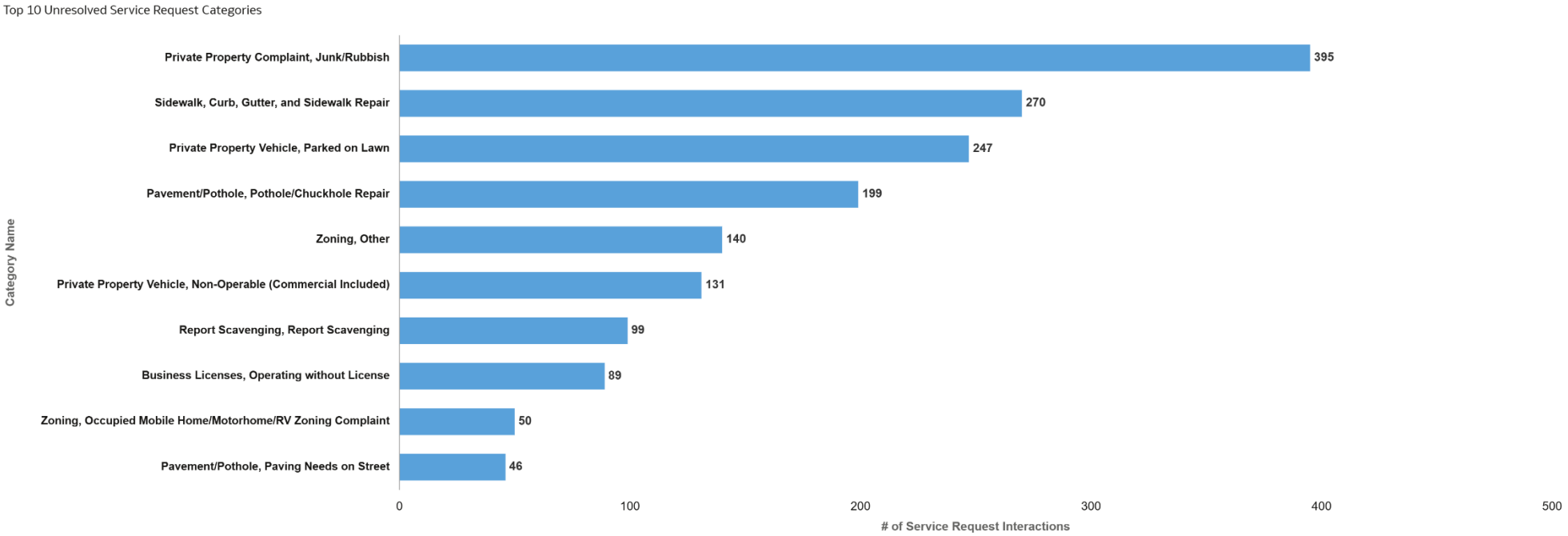
Top Unresolved Service Request

Top Unresolved Service Request Categories | by Districts



Top Unresolved Service Request

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through March 31st

2,832

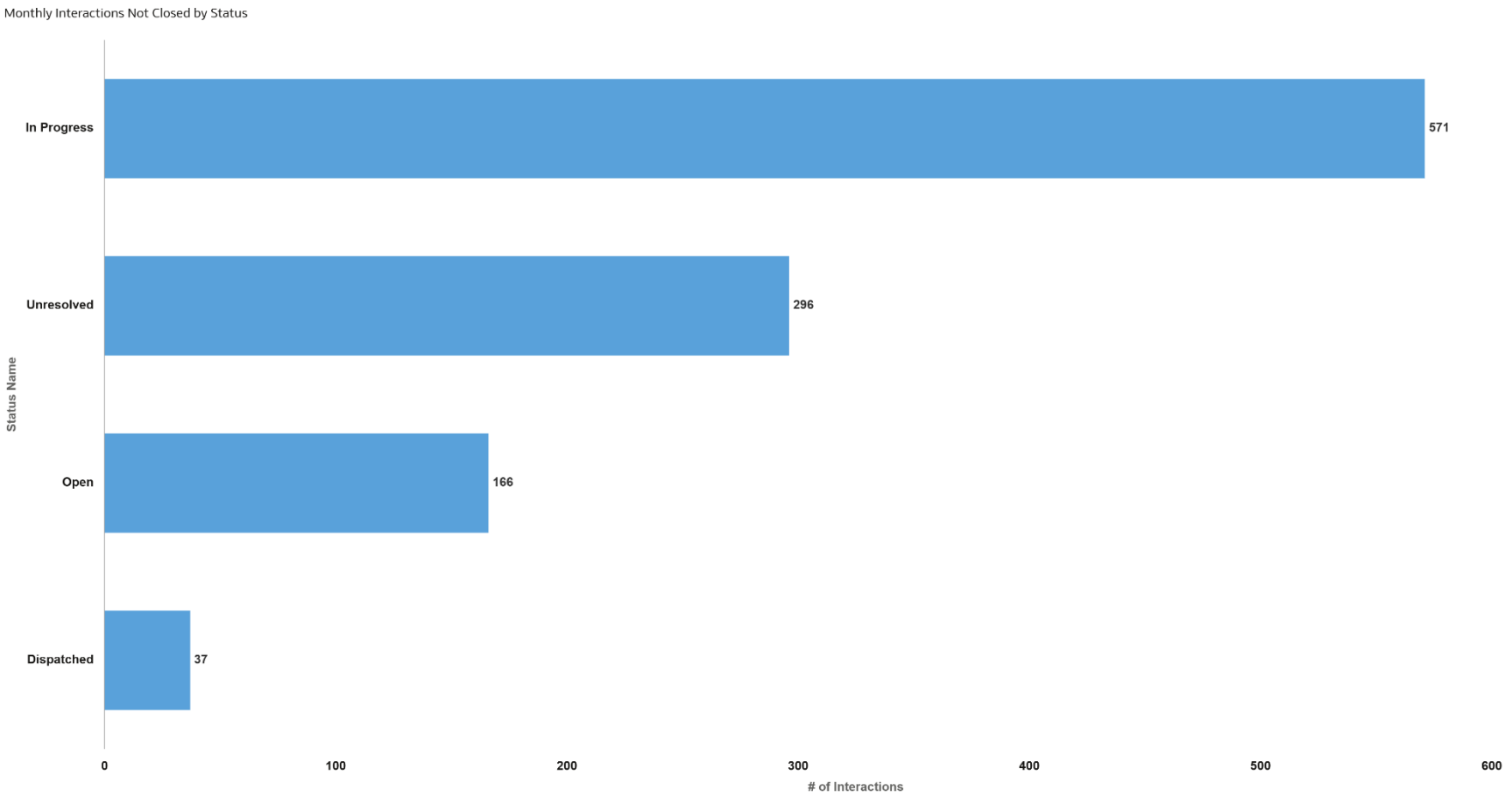
Interactions Closed this Month

20,985

Monthly Interactions Not Closed

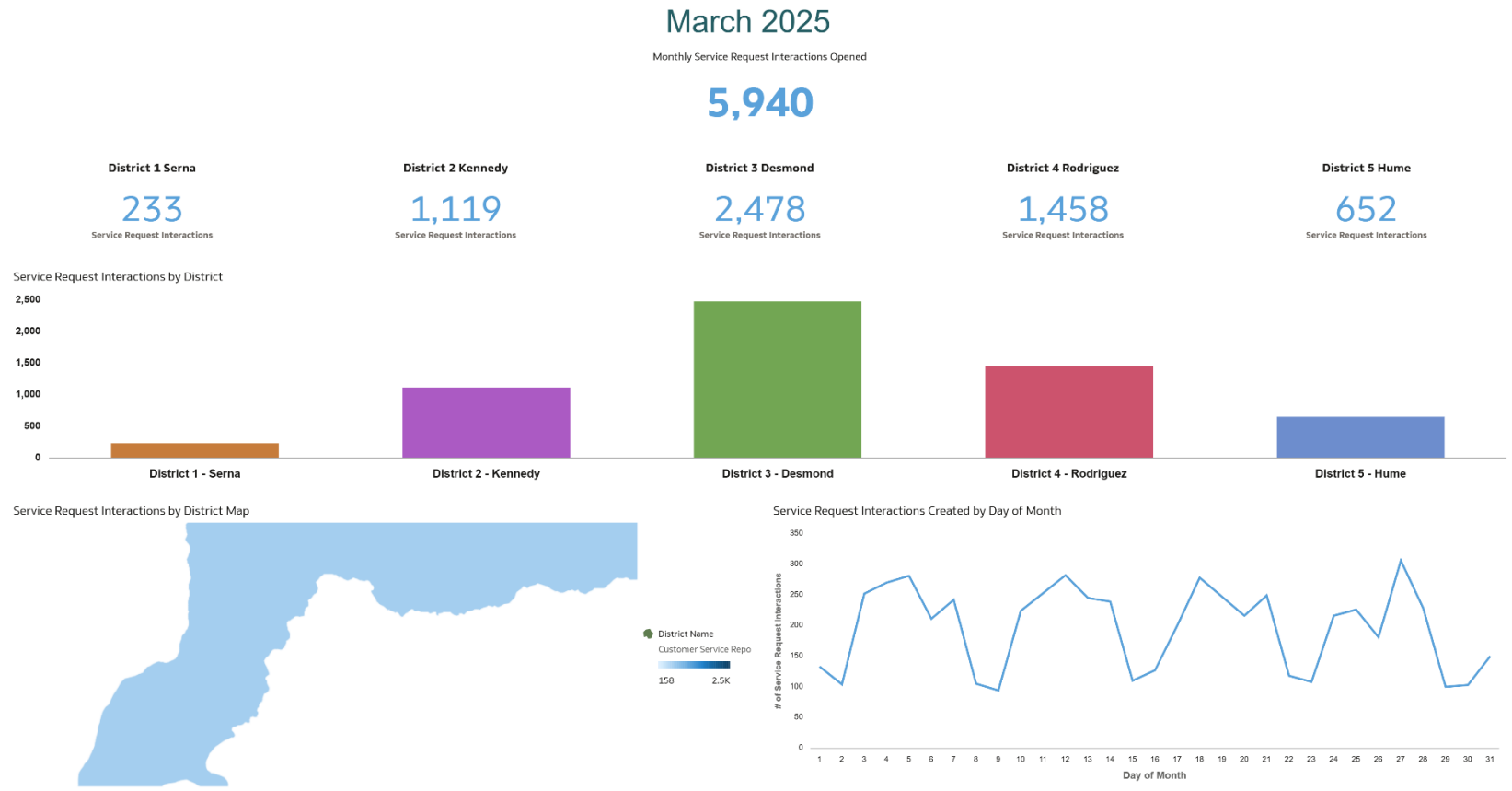
1,070

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

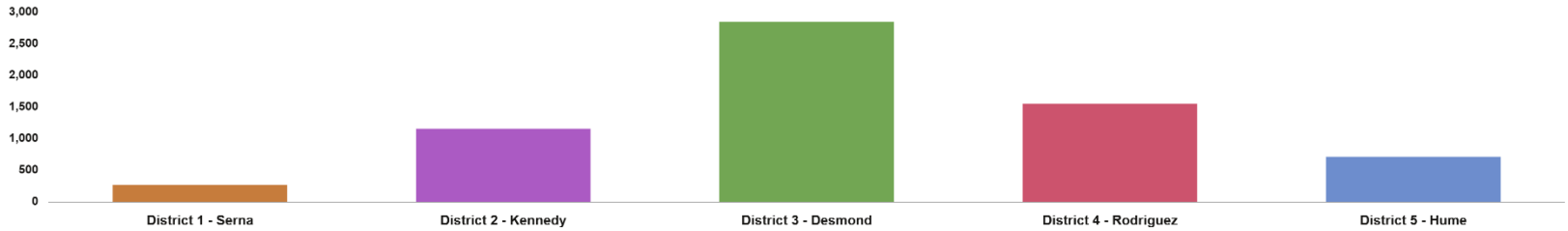
March 2025

Monthly Service Request Interactions Closed

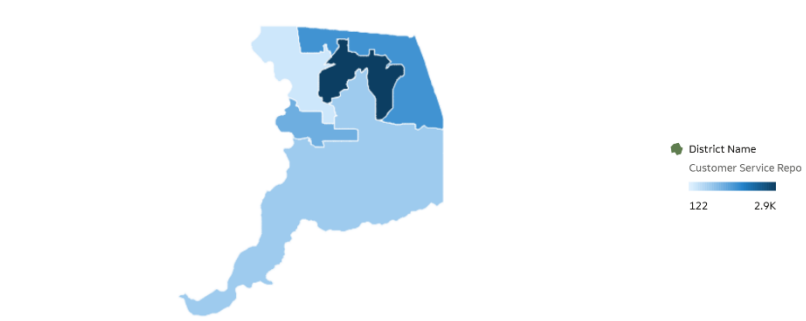
6,560

District 1 Serna	District 2 Kennedy	District 3 Desmond	District 4 Rodriguez	District 5 Hume
273	1,161	2,855	1,555	716
Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions

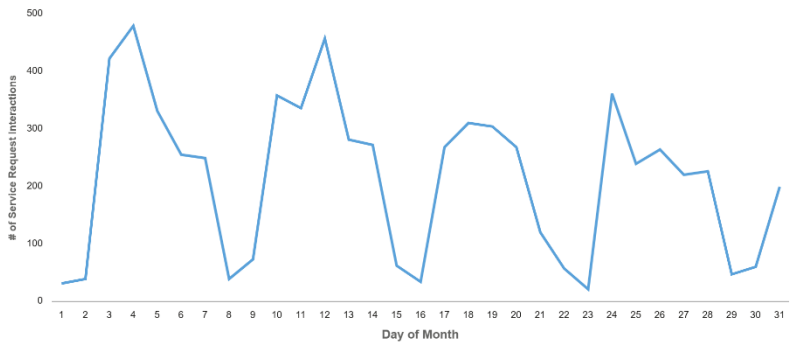
Service Request Interactions by District



Service Request Interactions by District Map

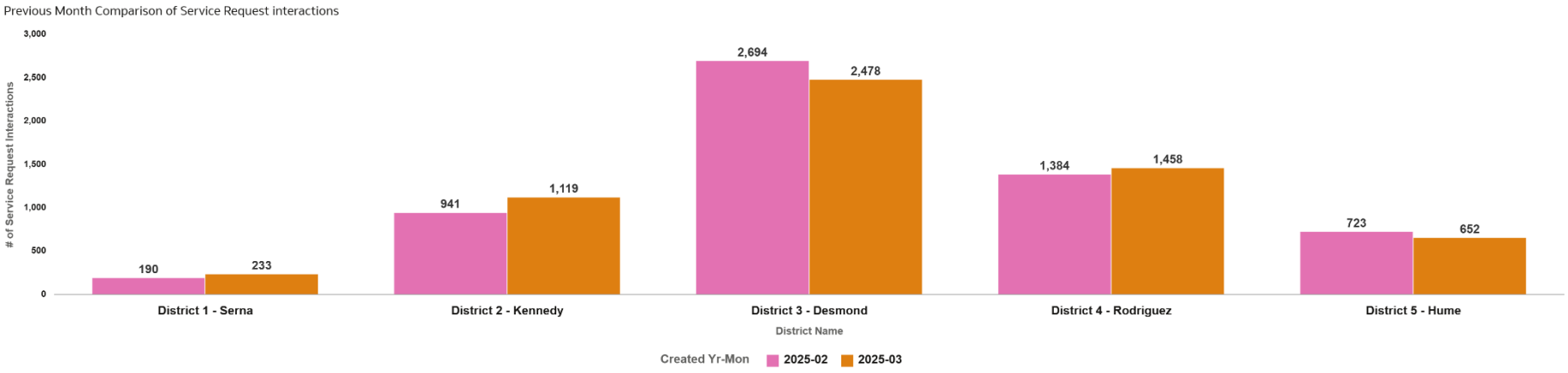


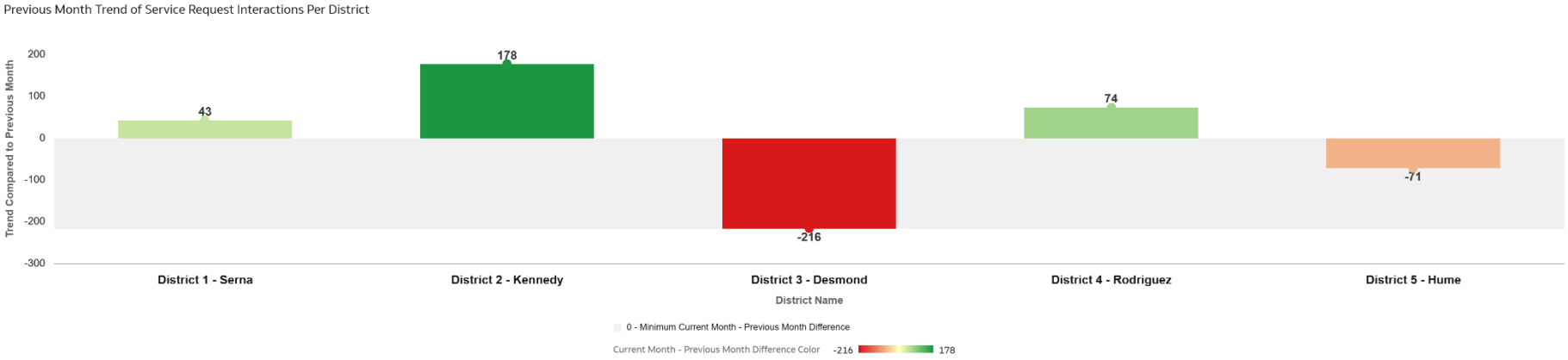
Service Request Interactions Closed by Day of Month



Board of Supervisors District Information

Previous Month Comparison of Service Request

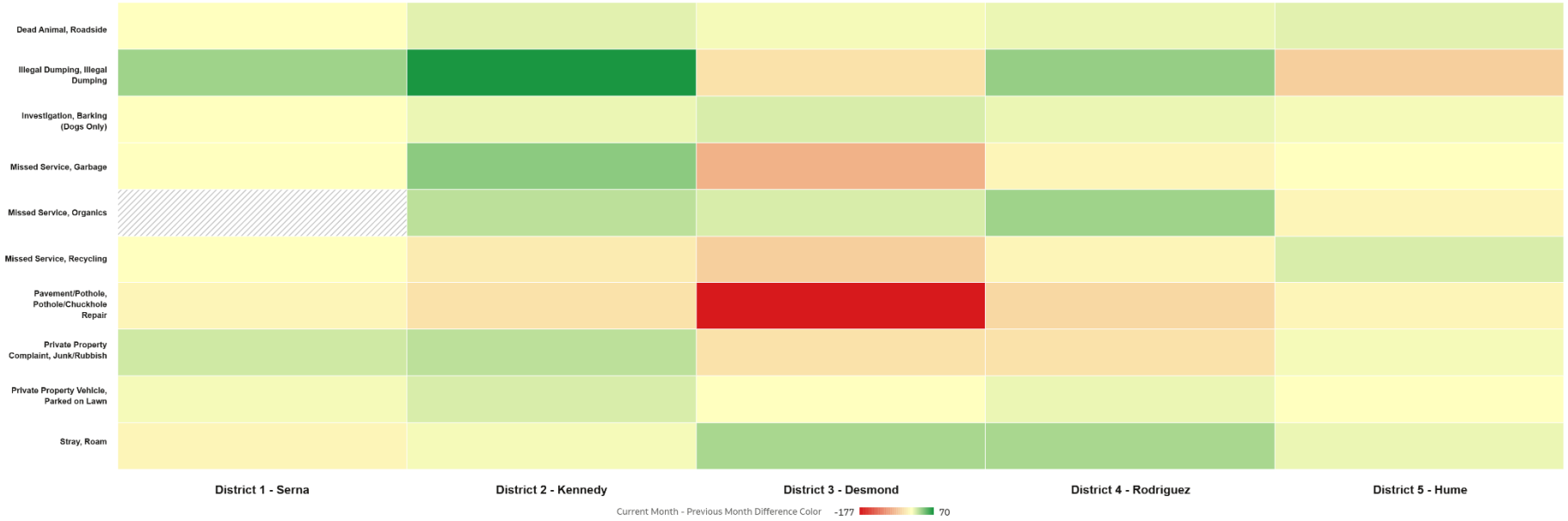




Monthly Comparison: Service Requests by District

	2025-02	2025-03
District Name	Service Request Map Count	Service Request Map Count
District 1 - Serna	190	233
District 2 - Kennedy	941	1,119
District 3 - Desmond	2,694	2,478
District 4 - Rodriguez	1,384	1,458
District 5 - Hume	723	652

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
Information, Other Information	13	27	-46	67	30	91
Illegal Dumping, Illegal Dumping	29	70	-24	31	-40	66
Transfer, Sheriff Illegal Parking Report	5	10	19	19	11	64
Stray, Roam	-5	2	27	26	6	56
Missed Service, Organics		19	12	28	-8	50
SASD Dispatch Log, SASD Dispatch Log	-5	-1	0	2	3	-1
Water Problems, Water Shut Off/Turn Back On	6	15	-18		-27	-24
Missed Service, Garbage	1	36	-57	-7	-3	-30
Missed Service, Recycling	-3	-16	-35	-10	13	-51
Pavement/Pothole, Pothole/Chuckhole Repair	-6	-24	-177	-29	-6	-242
Grand Total	**34**	**138**	**-299**	**127**	**-21**	**-21**

Board of Supervisor District Analysis

District 1

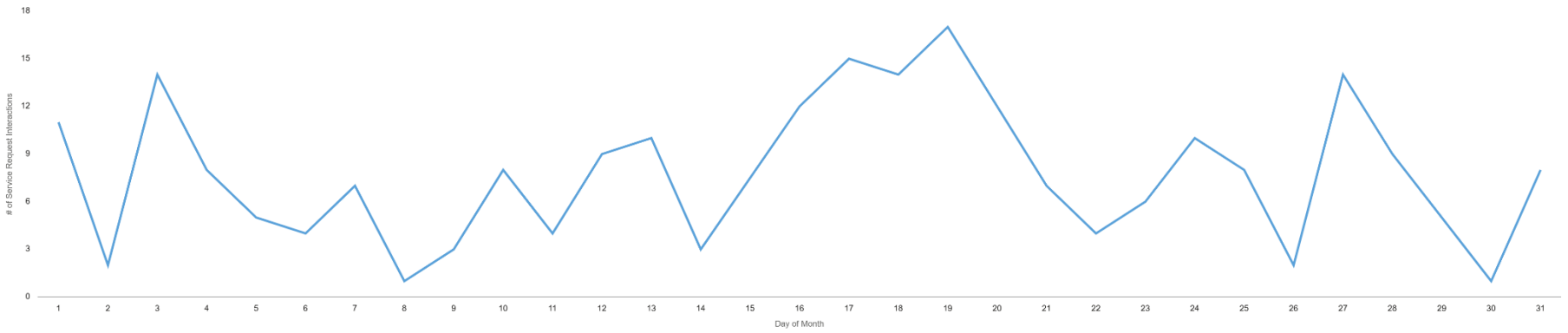
Service Requests Created

233

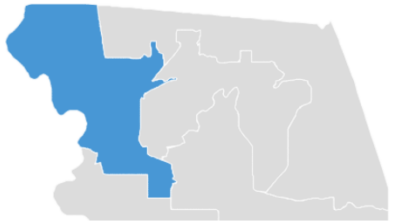
Service Requests Closed

186

Service Request Interactions Created by Day of Month



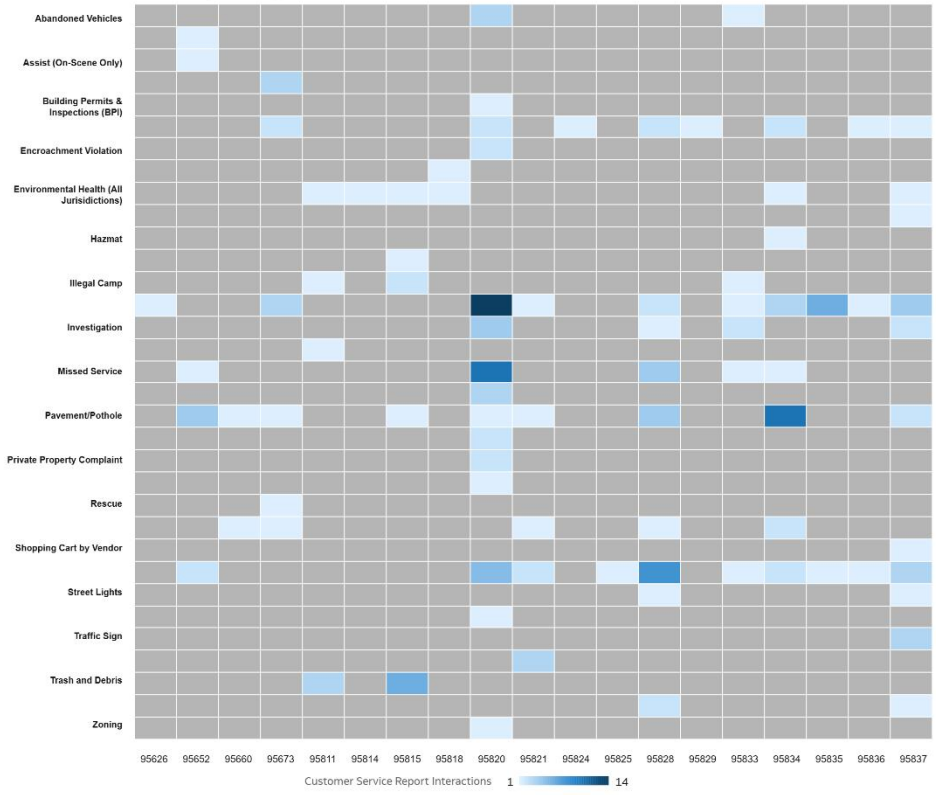
District Name, Customer Service Report Interactions



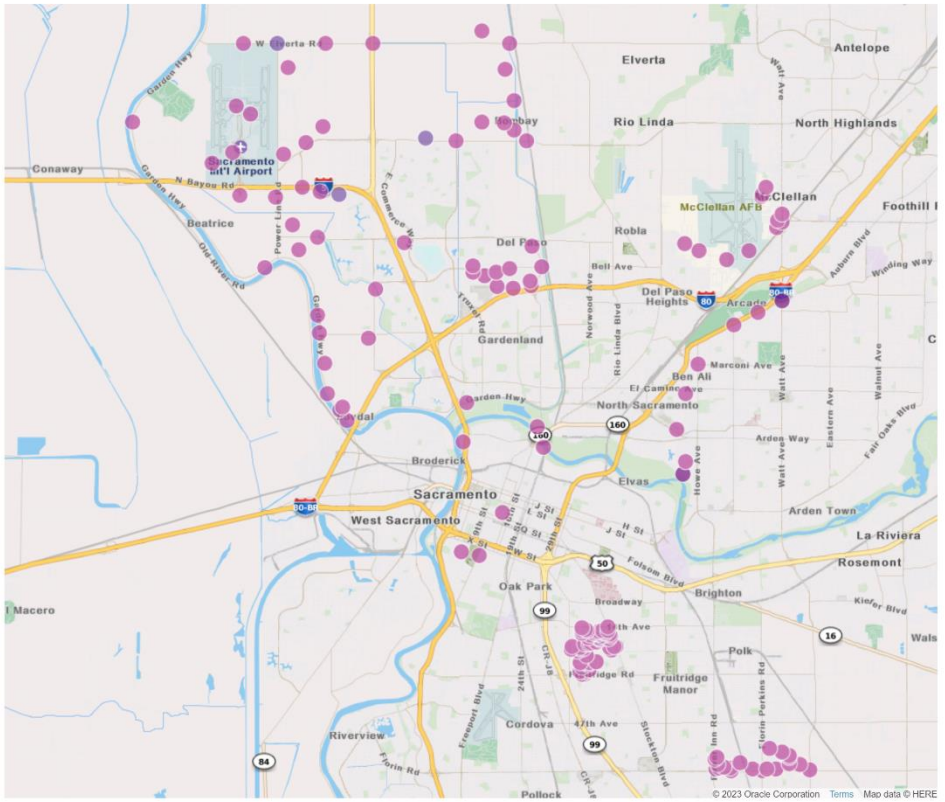
Board of Supervisor District Analysis

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

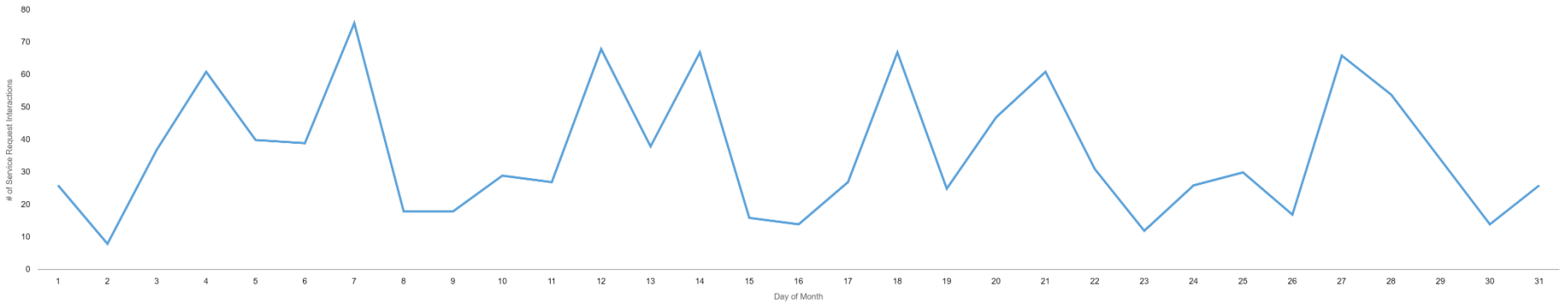
Service Requests Created

1,119

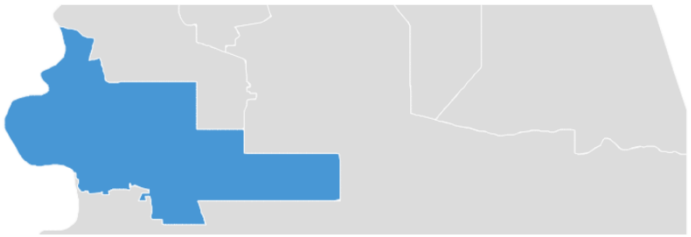
Service Requests Closed

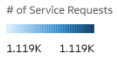
868

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions

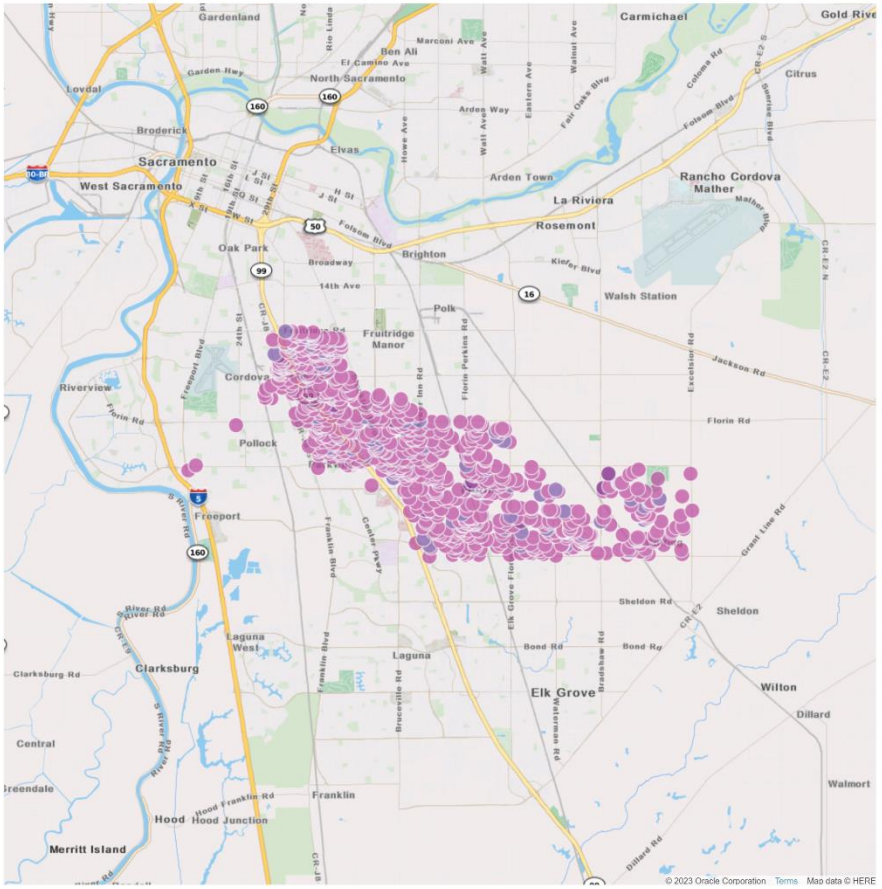




District 2 (continued)

Service Request Interactions by Category Per Zip Code

Service Request Interactions Mapped by Selected Zip Code



Board of Supervisor District Analysis

District 3

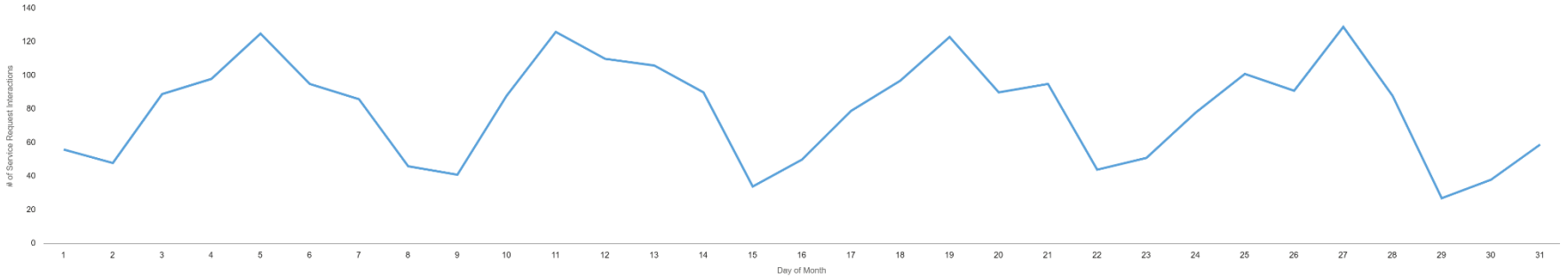
Service Requests Created

2,478

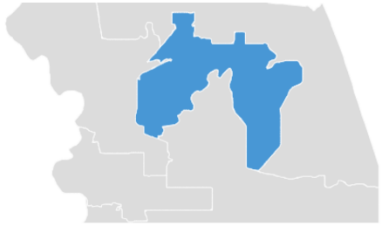
Service Requests Closed

1,937

Service Request Interactions Created by Day of Month



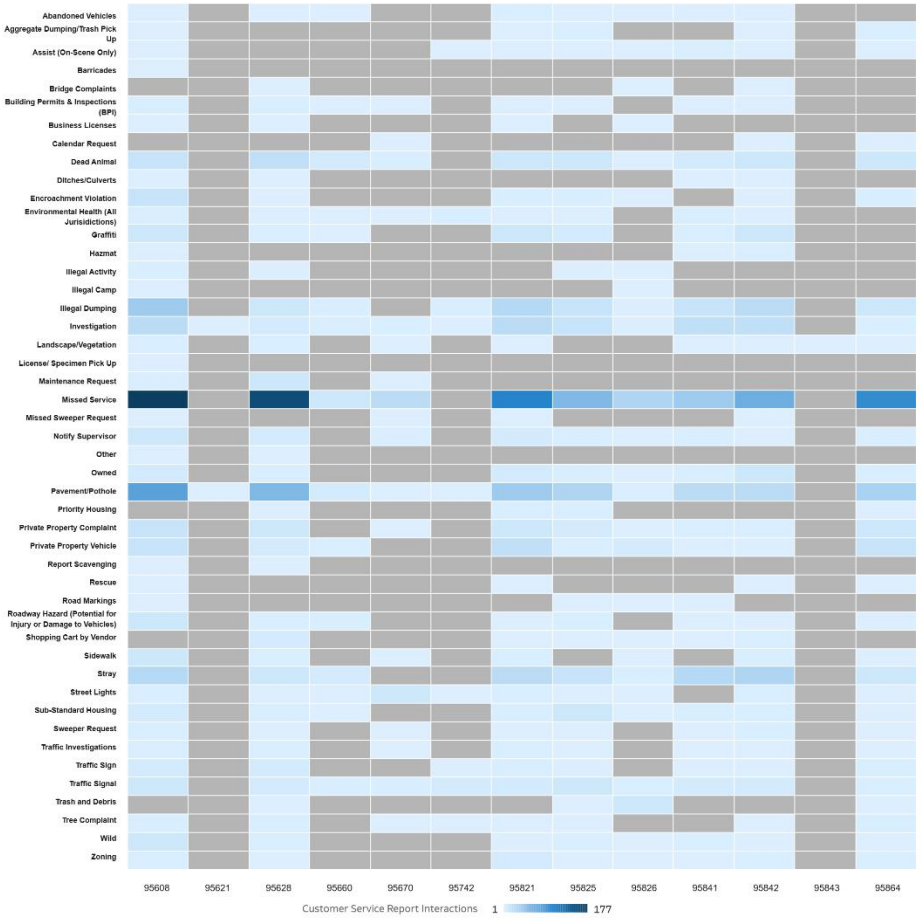
District Name, Customer Service Report Interactions



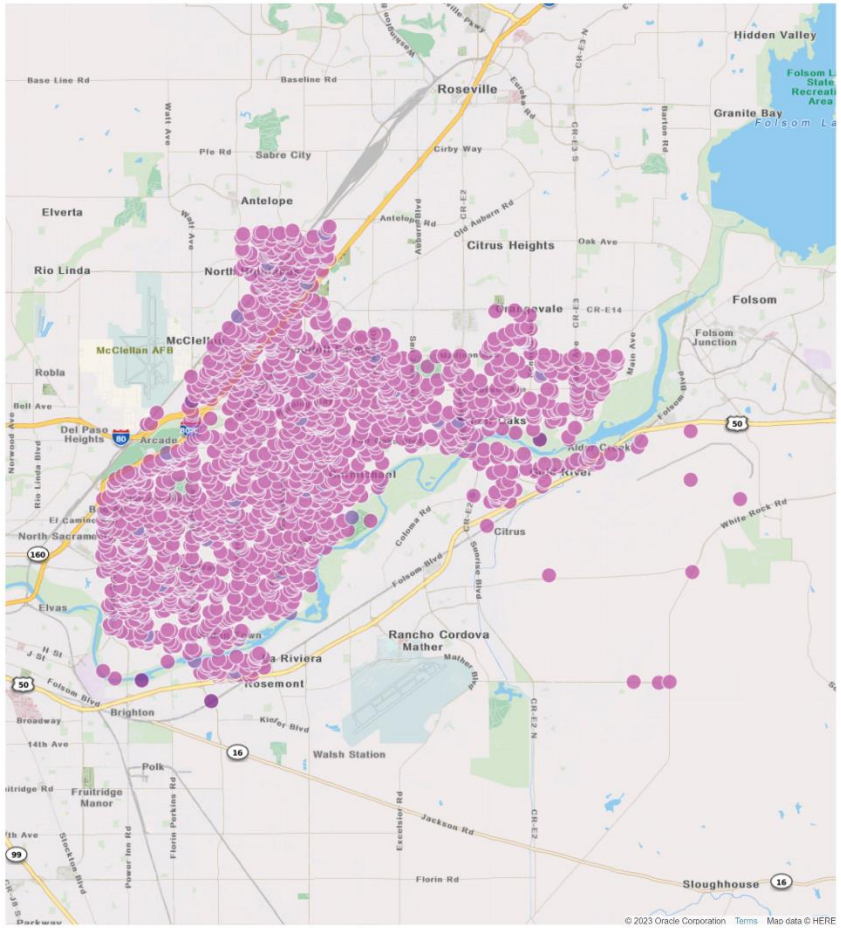
Board of Supervisor District Analysis

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

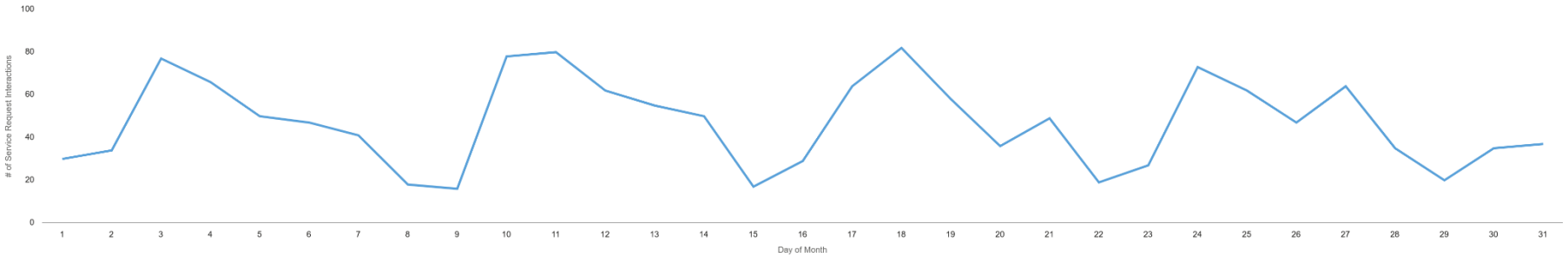
Service Requests Created

1,458

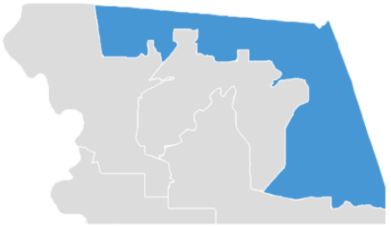
Service Requests Closed

1,168

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions

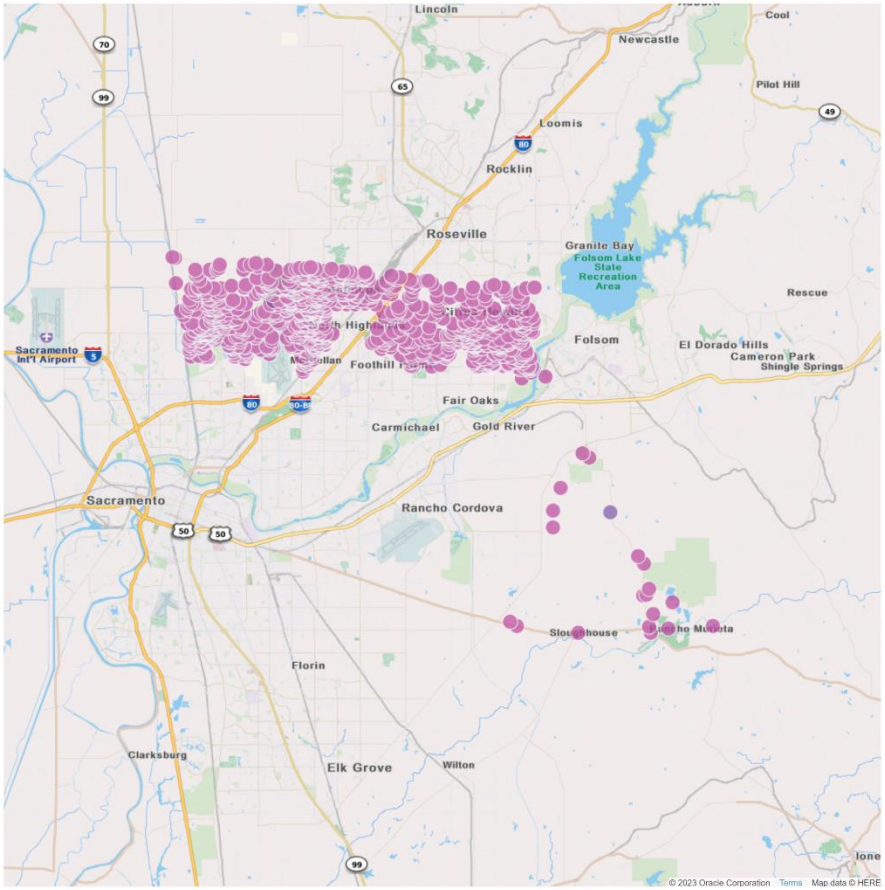


Board of Supervisor District Analysis

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

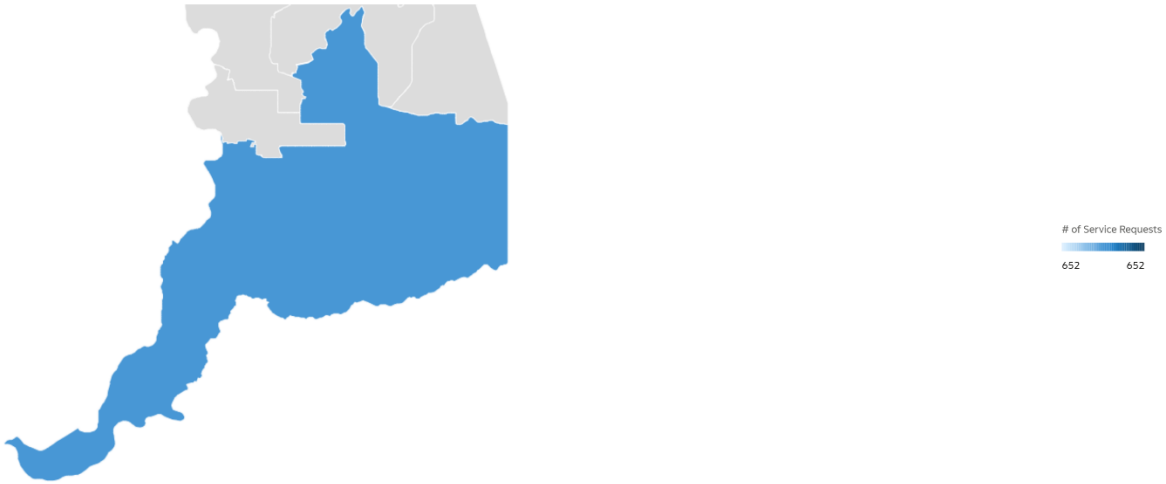
652

Service Requests Closed

628

Service Request Interactions Created by Day of Month

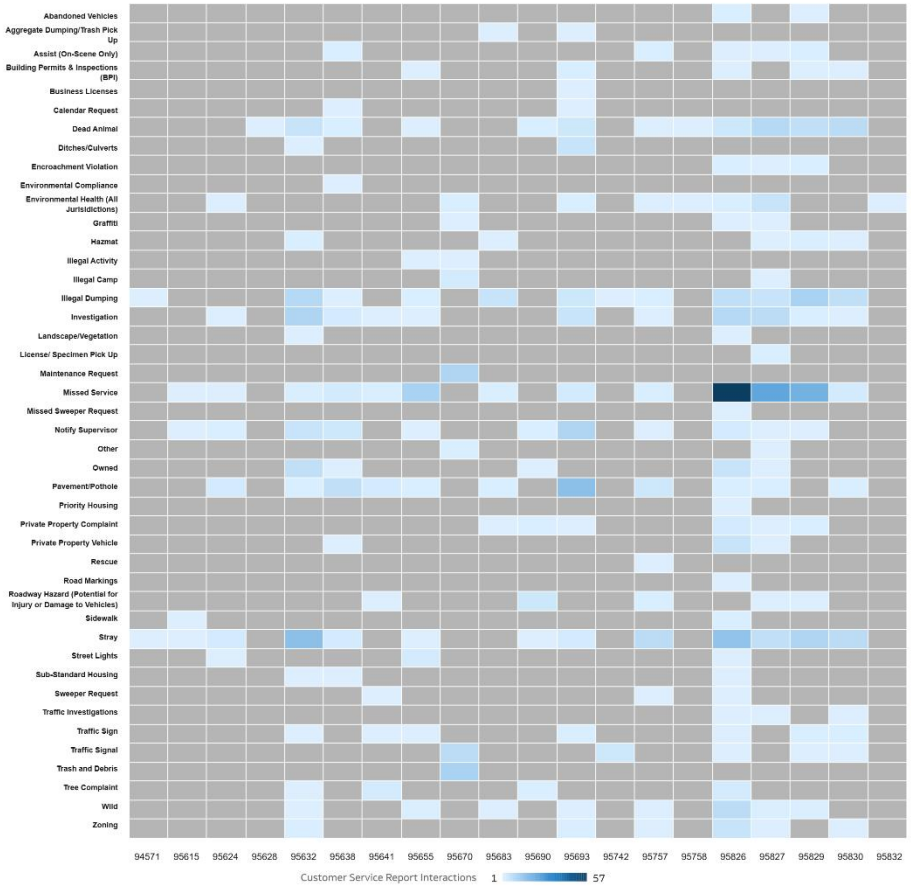
District Name, Customer Service Report Interactions



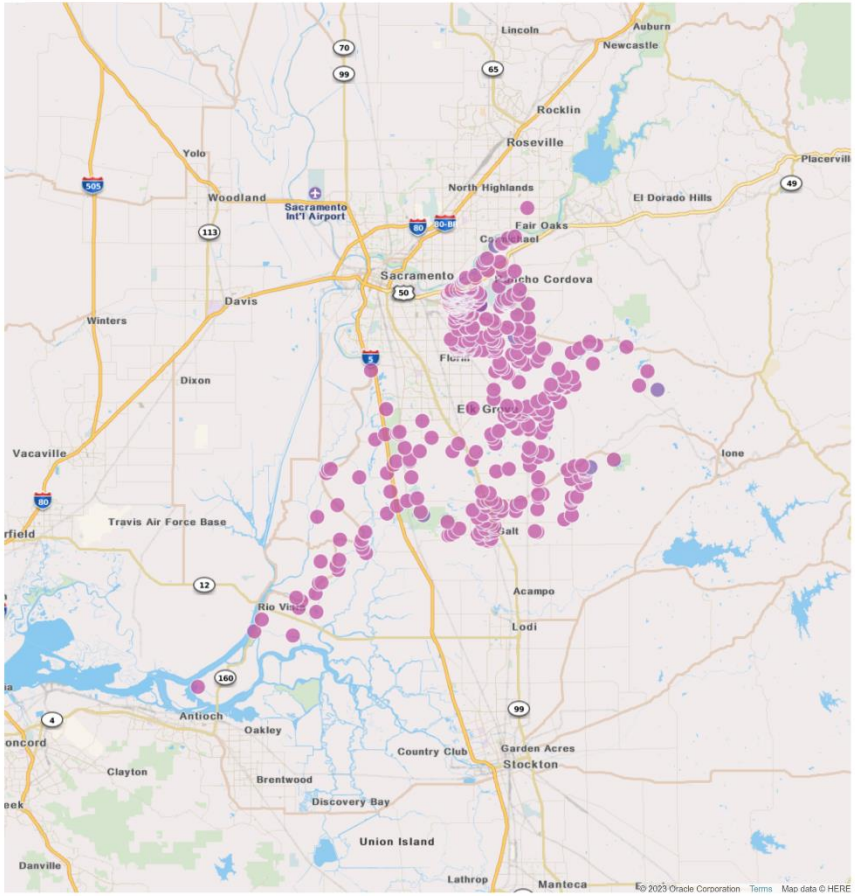
Board of Supervisor District Analysis

District 5 (continued)

Service Request Interactions by Category Per Zip Code

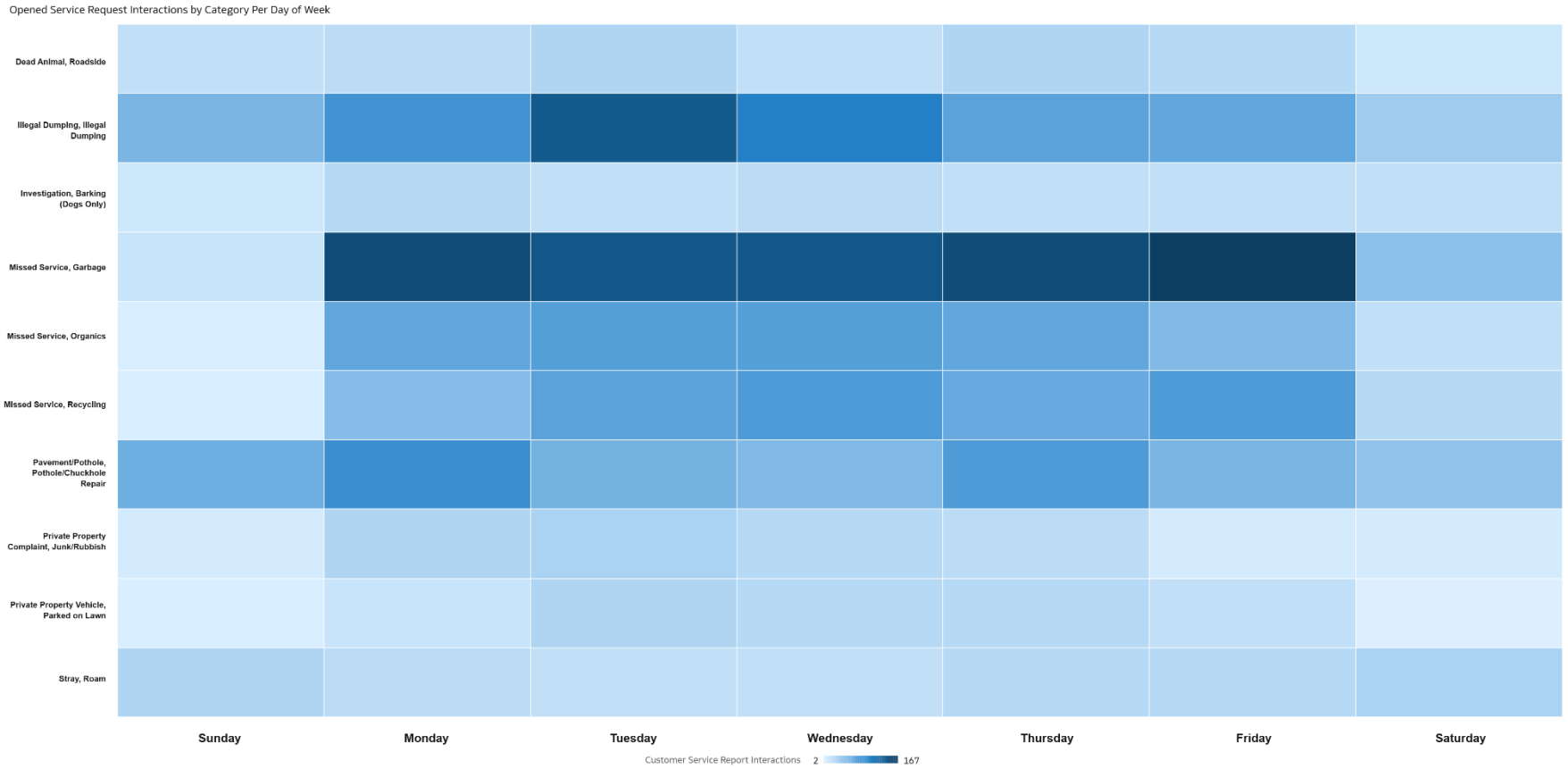


Service Request Interactions Mapped by Selected Zip Code



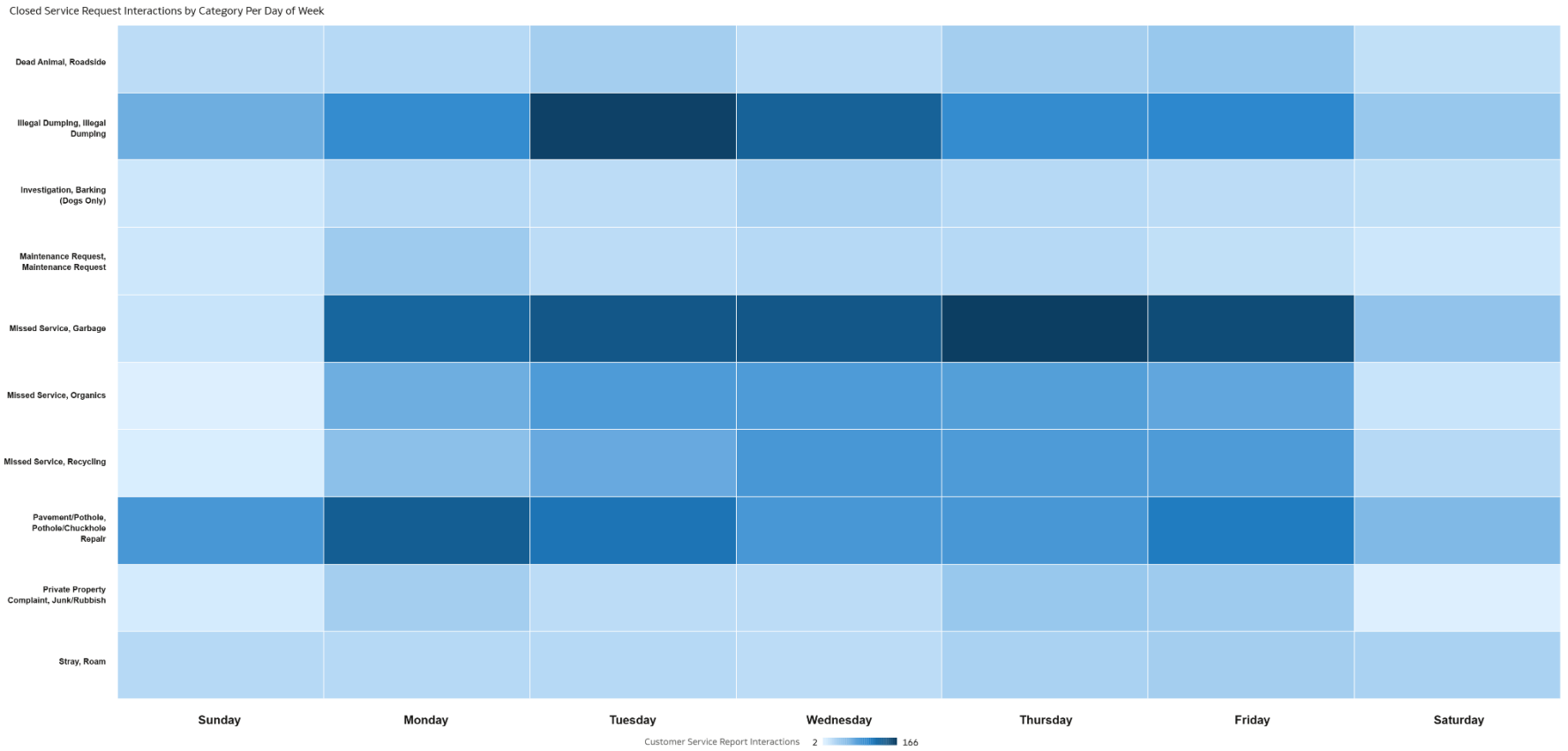
Aging of Open Requests

Top Service Requests Open by Day



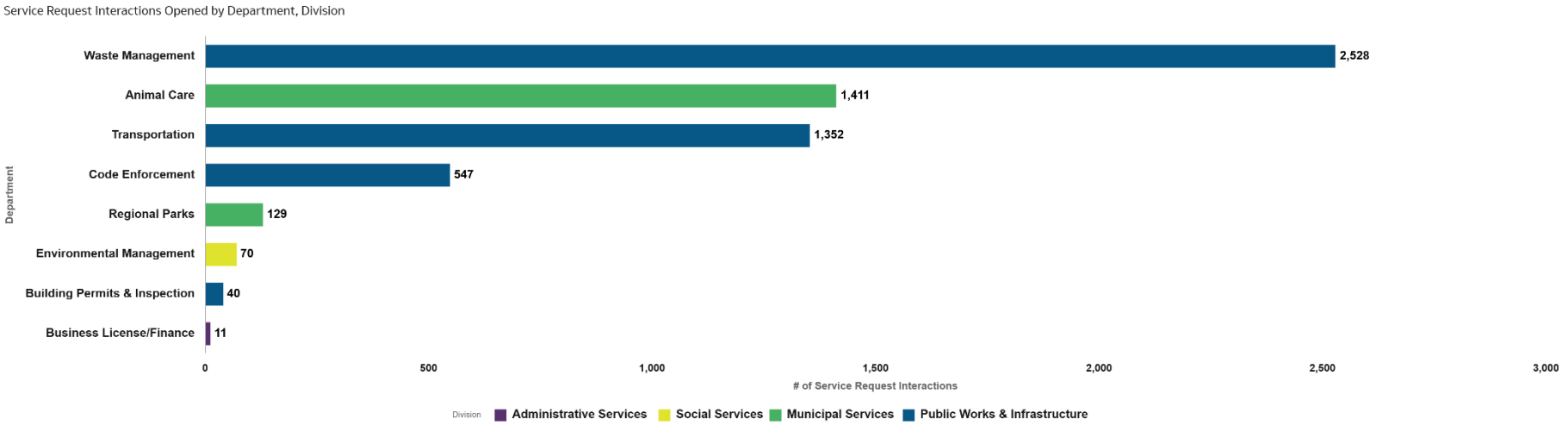
Aging of Open Requests

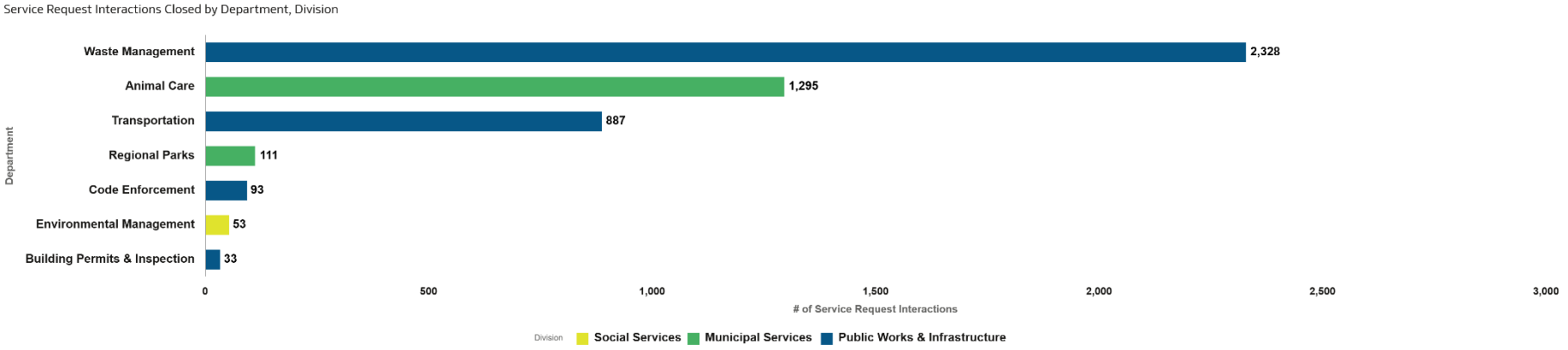
Top Service Requests Closed by Day



Aging of Open Requests

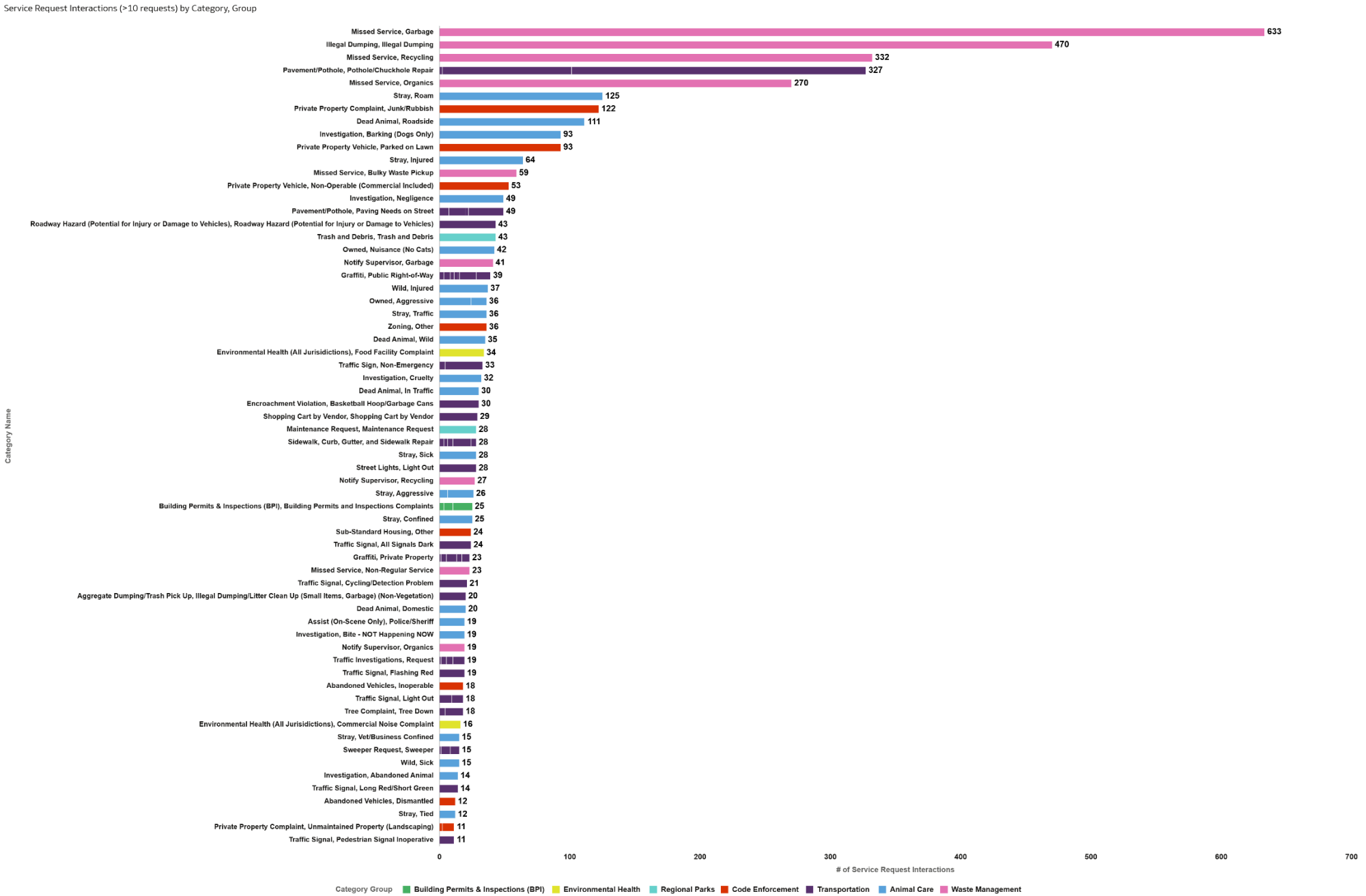
Opened/Closed by Department/Division





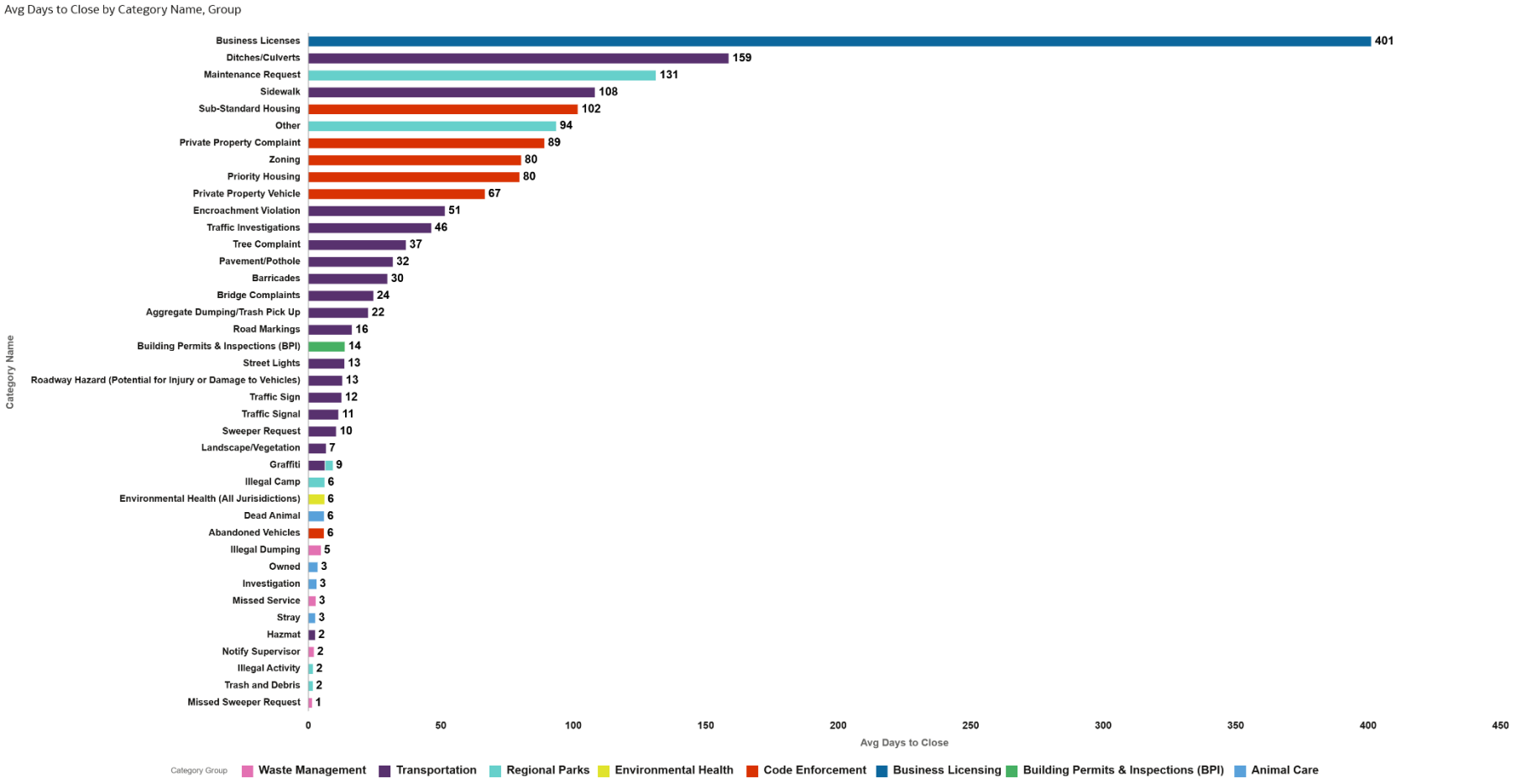
Aging of Open Requests

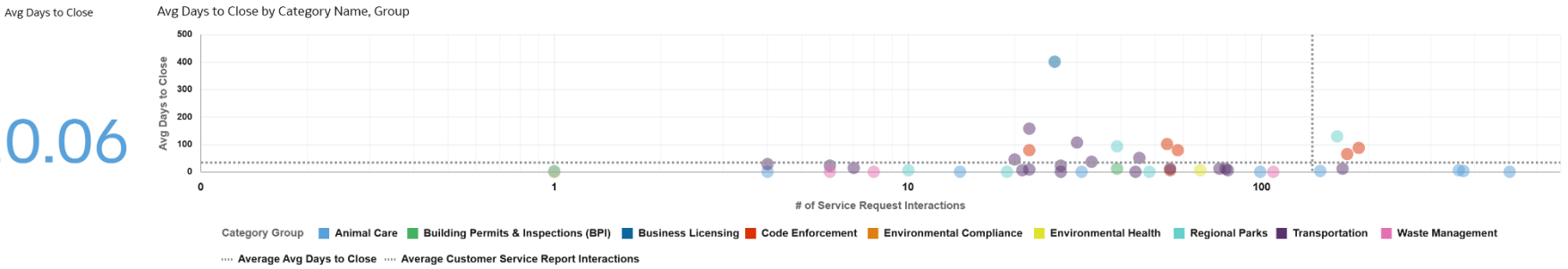
Greater Than 10 Service Requests



Aging of Open Requests

Average Days to Close Service Requests





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

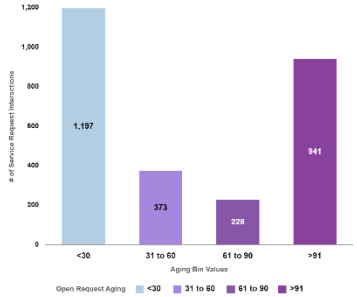
Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Waste Management	Calendar Request	22	0.00
Waste Management	Early Morning Garbage Truck Noise Complaint	1	0.00
Animal Care	Assist (On-Scene Only)	62	0.17
Animal Care	Wild	182	0.18
Animal Care	Rescue	38	0.18
Transportation	Shopping Cart by Vendor	109	0.23
Animal Care	License/ Specimen Pick Up	7	1.34
Waste Management	Missed Sweeper Request	15	1.59
Regional Parks	Illegal Activity	29	1.62
Waste Management	Notify Supervisor	224	1.98
Regional Parks	Trash and Debris	78	2.19
Animal Care	Stray	897	2.25
Waste Management	Missed Service	3,506	2.70
Transportation	Hazmat	39	2.75
Animal Care	Investigation	634	2.77
Regional Parks	Graffiti	1	3.05
Animal Care	Owned	264	3.18
Environmental Compliance	Environmental Compliance	21	4.07
Transportation	Graffiti	148	5.28
Animal Care	Dead Animal	552	5.30
Environmental Health	Environmental Health (All Jurisidictions)	114	5.41
Transportation	Barricades	43	5.69
Code Enforcement	Abandoned Vehicles	110	6.25
Waste Management	Illegal Dumping	1,284	6.73
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	82	7.26
Regional Parks	Illegal Camp	26	8.20
Transportation	Sweeper Request	33	8.73
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	192	9.00
Transportation	Traffic Signal	302	11.98
Transportation	Street Lights	140	12.67
Transportation	Traffic Sign	139	13.36
Transportation	Tree Complaint	66	21.19
Transportation	Pavement/Pothole	1,433	25.48
Transportation	Road Markings	14	26.95
Transportation	Aggregate Dumping/Trash Pick Up	45	27.34
Transportation	Encroachment Violation	99	34.24
Transportation	Landscape/Vegetation	41	39.29
Transportation	Traffic Investigations	46	47.95
Transportation	Bridge Complaints	12	64.48
Code Enforcement	Priority Housing	41	65.17
Code Enforcement	Private Property Vehicle	329	71.78
Code Enforcement	Sub-Standard Housing	86	82.07
Transportation	Sidewalk	50	91.36
Regional Parks	Other	40	91.63
Code Enforcement	Private Property Complaint	349	104.45
Code Enforcement	Zoning	117	111.47
Regional Parks	Maintenance Request	172	125.19
Transportation	Ditches/Culverts	79	153.60
Business Licensing	Business Licenses	26	401.05

Aging of Open Requests

Select As Of Date

No Variables found in this project.

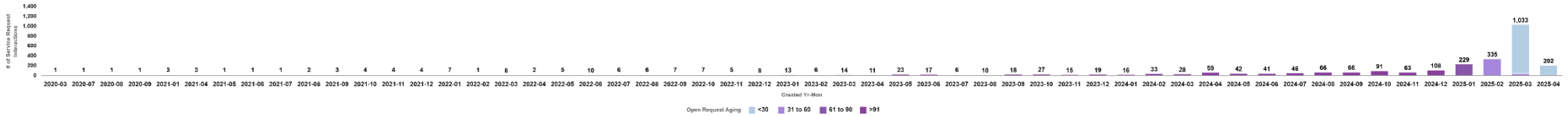
Aging Service Requests



Aging Service Requests

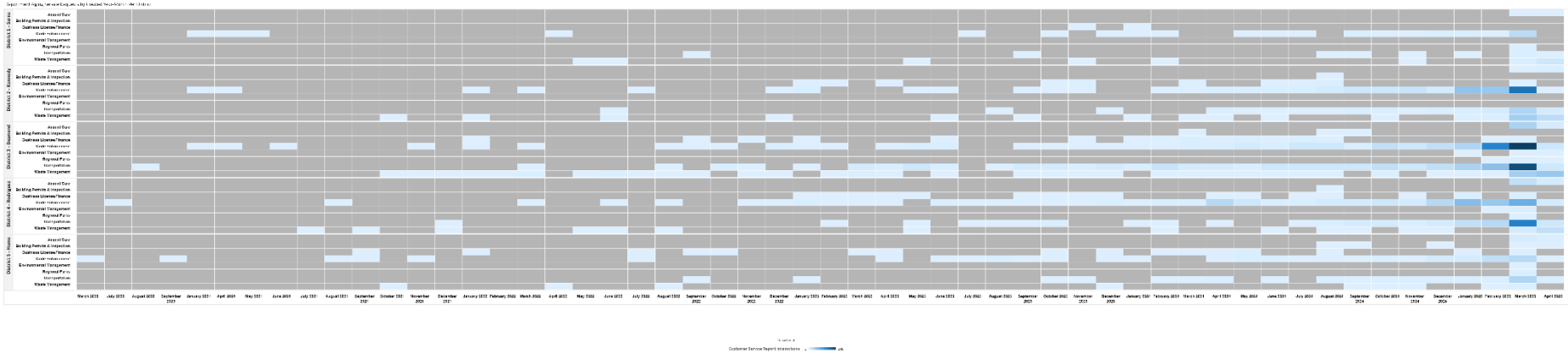
Open Request Aging	Customer Service Report Interactions
<30	1,197
31 to 60	373
61 to 90	228
>91	941

Aging Service Requests by Created Year-Month



Aging of Open Requests

Department Aging Requests by Month Created Per District



Dispatch Service Definition

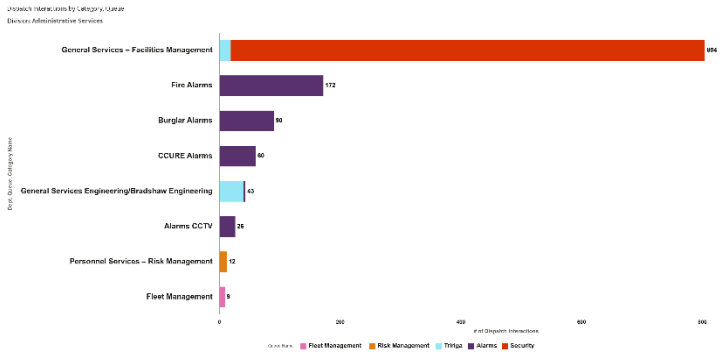
The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides immediate notification to departmental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

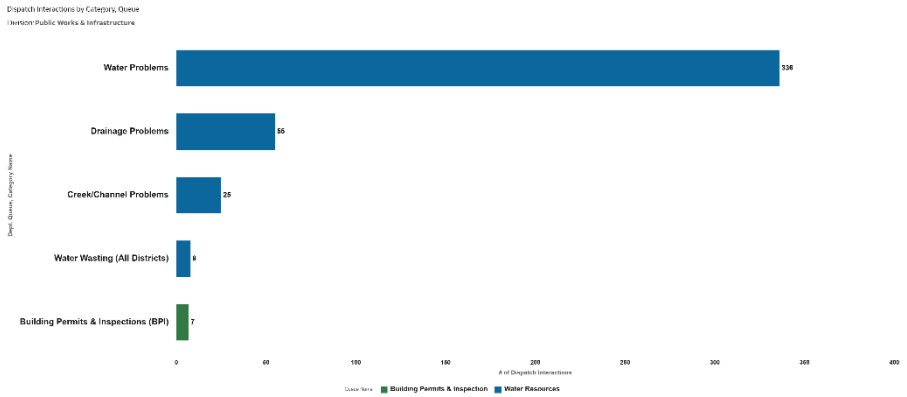
Administrative Services



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

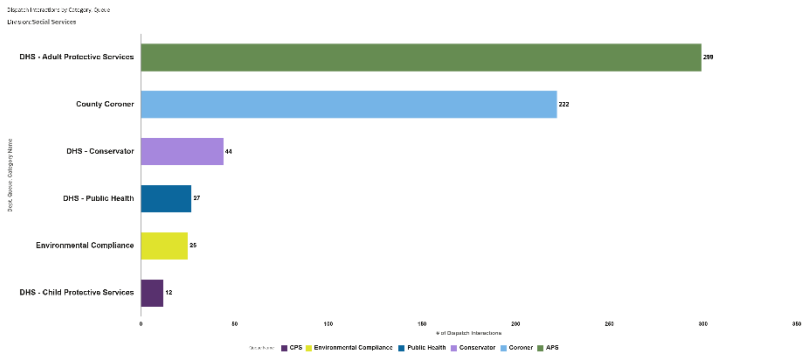
Community Service



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

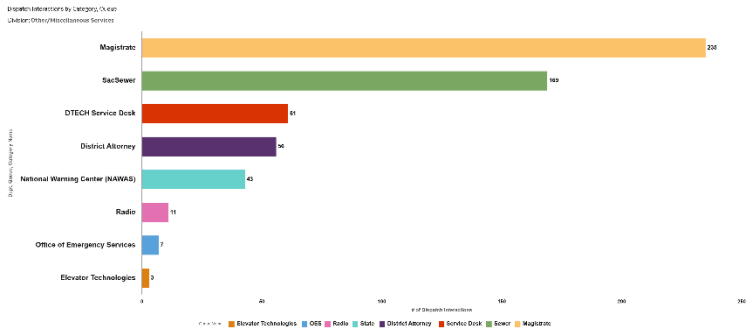
Social Services



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.