

Monthly 311 Communications/Dispatch Center

SERVICE REQUEST & STATISTICS REPORT

May 2025



SAC COUNTY
311
CONNECT

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

SACRAMENTO
COUNTY

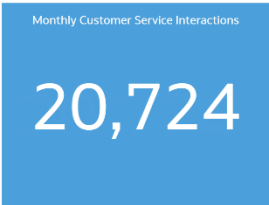
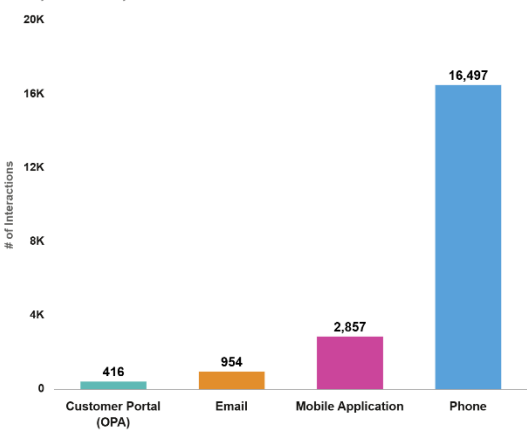
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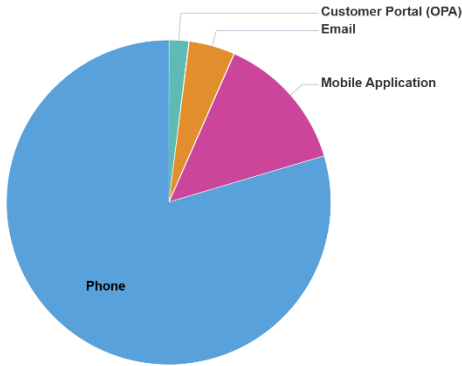
Monthly Statistics

Monthly Interactions by Source



Incident Source Name	Service Request Count
Customer Portal (OPA)	416
Email	954
Mobile Application	2,857
Phone	16,497

Monthly Interactions by Source



Service Request Interactions

6,611

Information Interactions

6,048

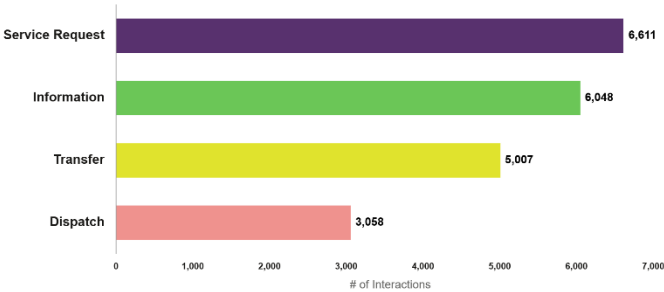
Transfer Interactions

5,007

Dispatch Interactions

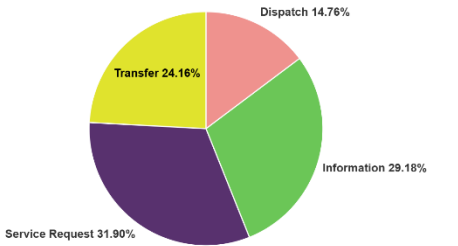
3,058

Customer Service Report Interactions by Interaction Type



Interaction Type

Monthly Interactions by Interaction Type



Interaction Type

Service Request Interaction Totals (>10 Requests) by Category

Service Request Interaction Totals

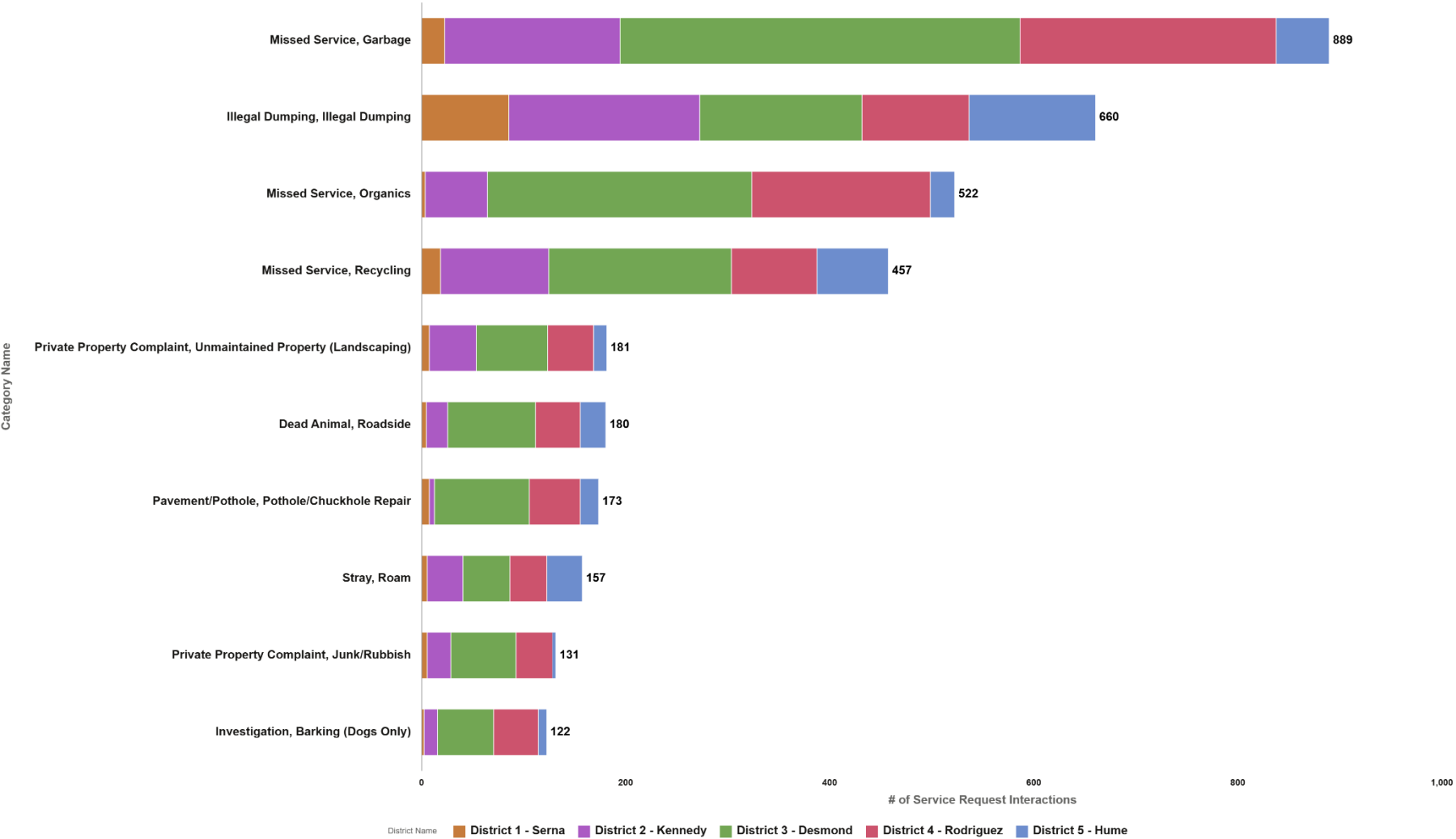
Service Request Interaction Totals (>10 requests) by Category

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	891	Private Property Vehicle, Non-Operable (Commercial Included)	57	Notify Supervisor, Organics	35	Wild, Roam	17
Illegal Dumping, Illegal Dumping	723	Dead Animal, Wild	56	Abandoned Vehicles, Inoperable	34	Rescue, Other	17
Missed Service, Organics	524	Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	55	Notify Supervisor, Recycling	33	Landscape/Vegetation, Miscellaneous Vegetation/Tree Calls	17
Missed Service, Recycling	460	Owned, Nuisance (No Cats)	55	Traffic Signal, Cycling/Detection Problem	33	Abandoned Vehicles, Wrecked	17
Private Property Complaint, Unmaintained Property (Landscaping)	181	Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	54	Stray, Vet/Business Confined	30	Traffic Signal, All Signals Dark	16
Dead Animal, Roadside	180	Encroachment Violation, Basketball Hoop/Garbage Cans	52	Assist (On-Scene Only), Police/Sheriff	29	Tree Complaint, Request	15
Pavement/Pothole, Pothole/Chuckhole Repair	173	Sidewalk, Curb, Gutter, and Sidewalk Repair	51	Maintenance Request, Maintenance Request	29	Tree Complaint, Tree Obstructing	14
Stray, Roam	157	Dead Animal, In Traffic	51	Tree Complaint, Tree Down	29	Rescue, Vehicle	14
Private Property Complaint, Junk/Rubbish	131	Stray, Aggressive	44	Investigation, Bite - NOT Happening NOW	28	Sub-Standard Housing, Other	13
Investigation, Barking (Dogs Only)	122	Zoning, Other	39	Traffic Signal, Long Red/Short Green	27	Encroachment Violation, Other Encroachment Types	13
Stray, Injured	109	Wild, Sick	39	Landscape/Vegetation, Request	25	Zoning, Occupied Mobile Home/Motorhome/RV Zoning Complaint	12
Wild, Injured	109	Stray, Confined	39	Traffic Investigations, Request	25	Illegal Camp, Occupied	12
Private Property Vehicle, Parked on Lawn	100	Pavement/Pothole, Paving Needs on Street	39	Missed Service, Non-Regular Service	24	Business Licenses, Operating without License	12
Investigation, Negligence	97	Graffiti, Public Right-of-Way	39	Environmental Health (All Jurisdictions), Commercial Noise Complaint	22	Traffic Signal, Pedestrian Signal Inoperative	11
Stray, Sick	88	Trash and Debris, Trash and Debris	38	Traffic Signal, Flashing Red	22	Traffic Investigations, Traffic Safety Related Issues	11
Missed Service, Bulky Waste Pickup	84	Traffic Sign, Non-Emergency	38	Investigation, Abandoned Animal	21	Sweeper Request, Sweeper	11
Dead Animal, Domestic	74	Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	38	Traffic Signal, Light Out	21	Private Property Complaint, Rooster (in Residential Zone)	11
Shopping Cart by Vendor, Shopping Cart by Vendor	70	Street Lights, Light Out	37	Graffiti, Private Property	20	Pavement/Pothole, Sink Hole in Roadway	11
Environmental Health (All Jurisdictions), Food Facility Complaint	69	Sidewalk, Tree Trimming Needed	37	Ditches/Culverts, Ditch Cleaning	18	Pavement/Pothole, Pavement-Other Unknown Maintenance Needs	11
Owned, Aggressive	67	Investigation, Cruelty	37	Stray, Tied	18	Investigation, Tethered	11
Notify Supervisor, Garbage	61	Stray, Traffic	36	Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	18		
				Tree Complaint, Tree Limb Broken and Hanging Over	18		

Total Service Requests Opened

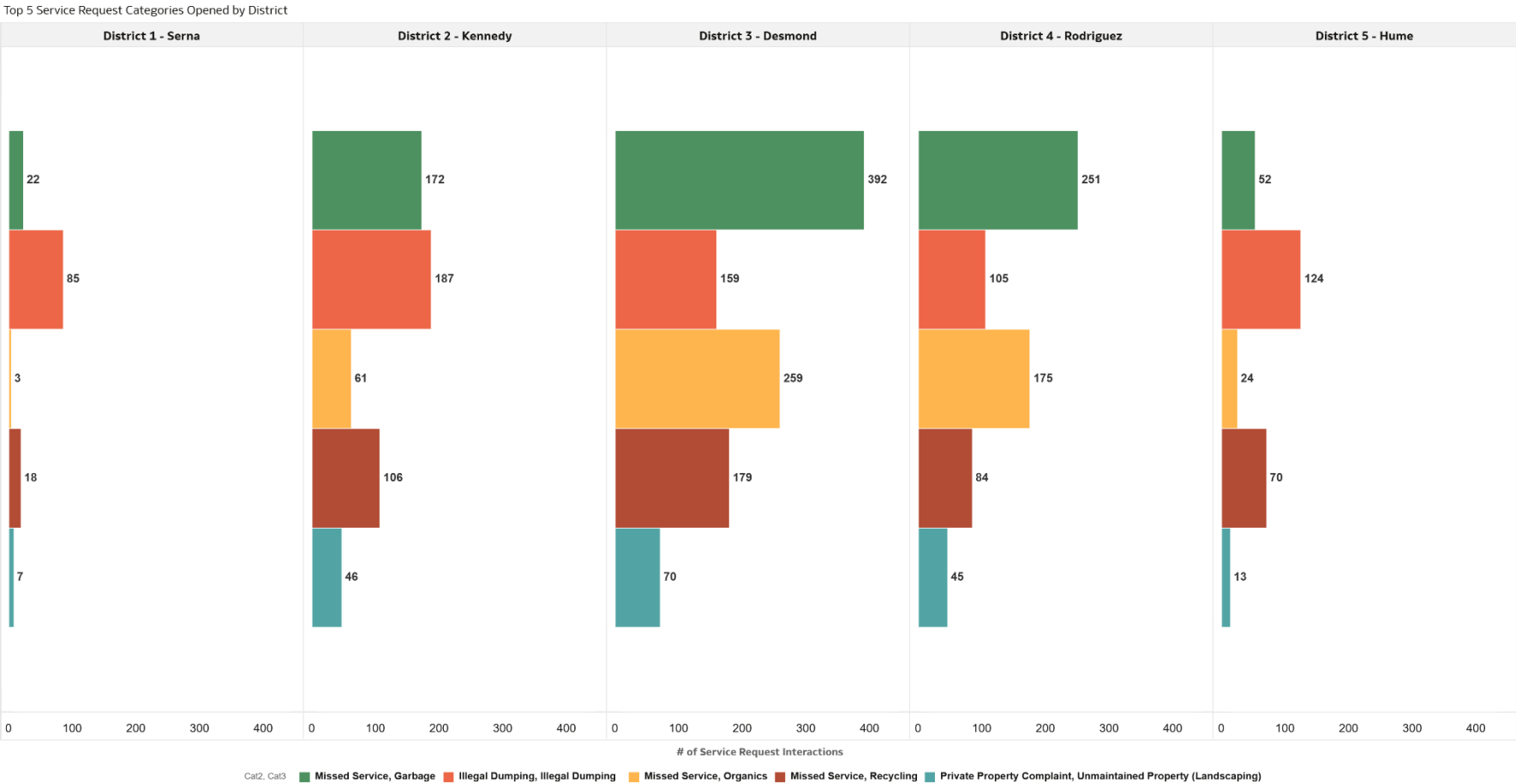
Top 10 Service Requests Categories Opened | With Districts

Top 10 Service Request Categories Opened with Districts



Top Service Requests Opened

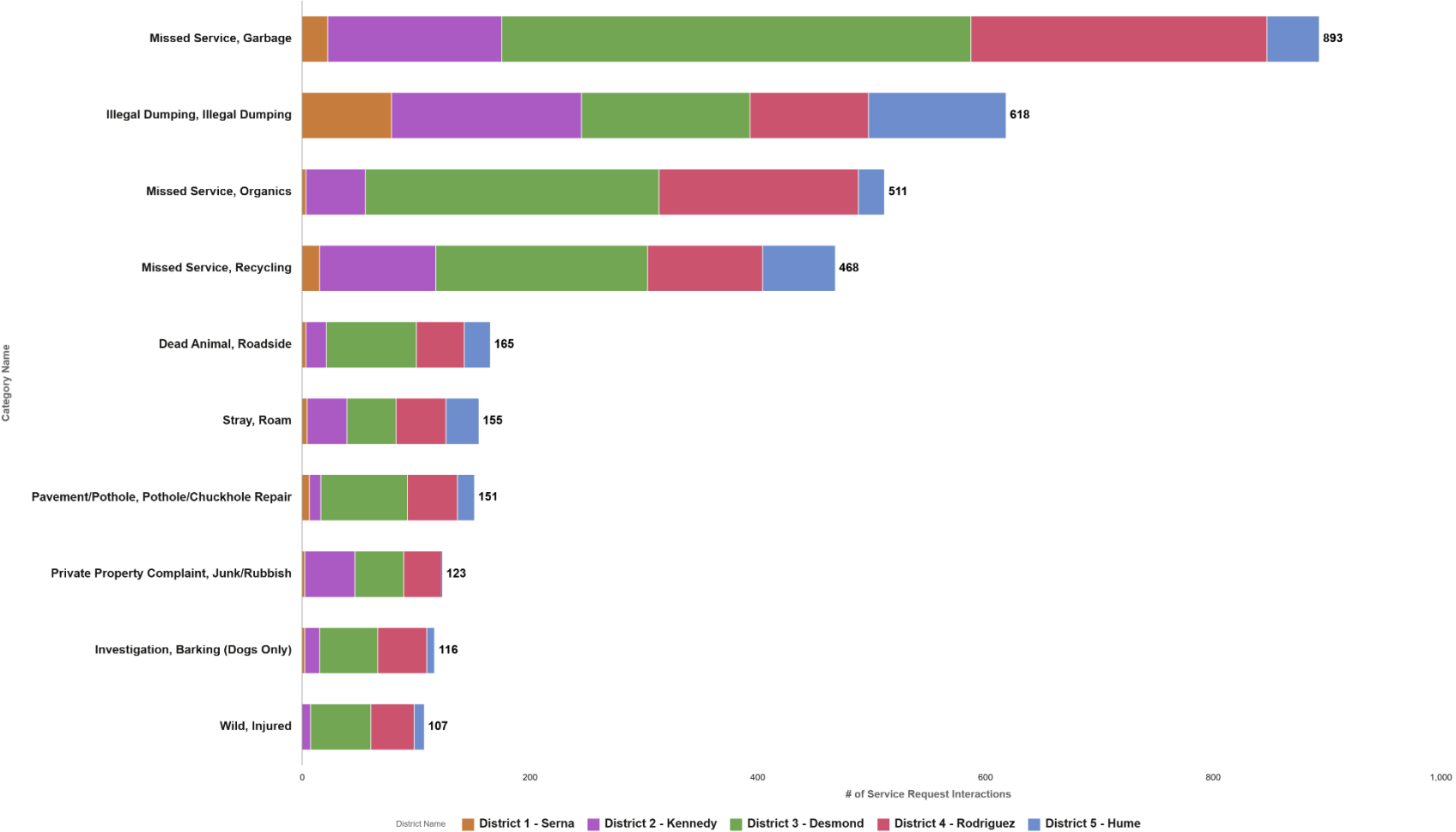
Top 5 Service Requests Opened | by Districts



Top Service Requests Closed

Top 10 Service Requests Categories Closed | With Districts

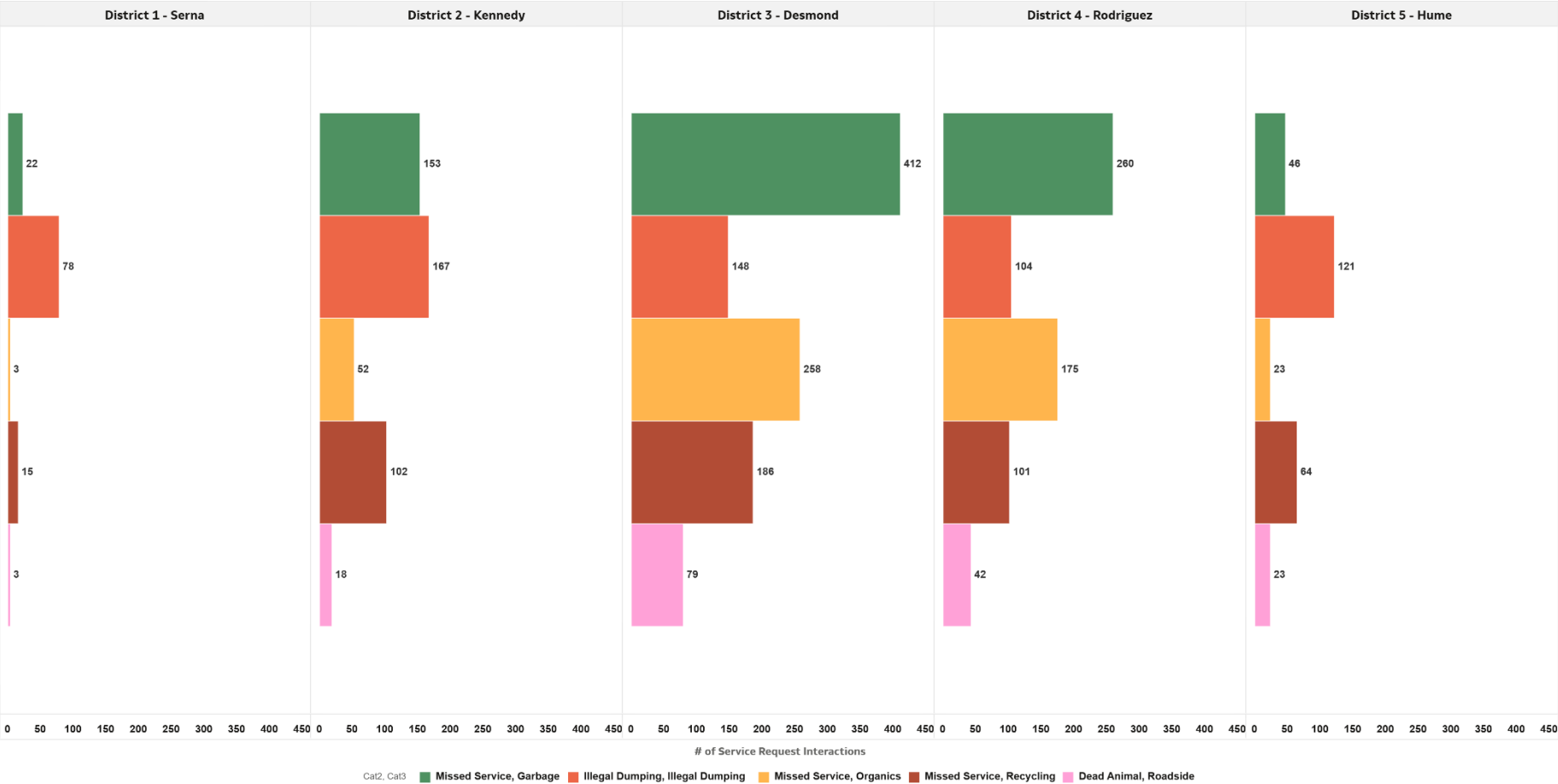
Top 10 Service Request Categories Closed with Districts



Top Service Requests Closed

Top 5 Service Requests Categories Closed | by Districts

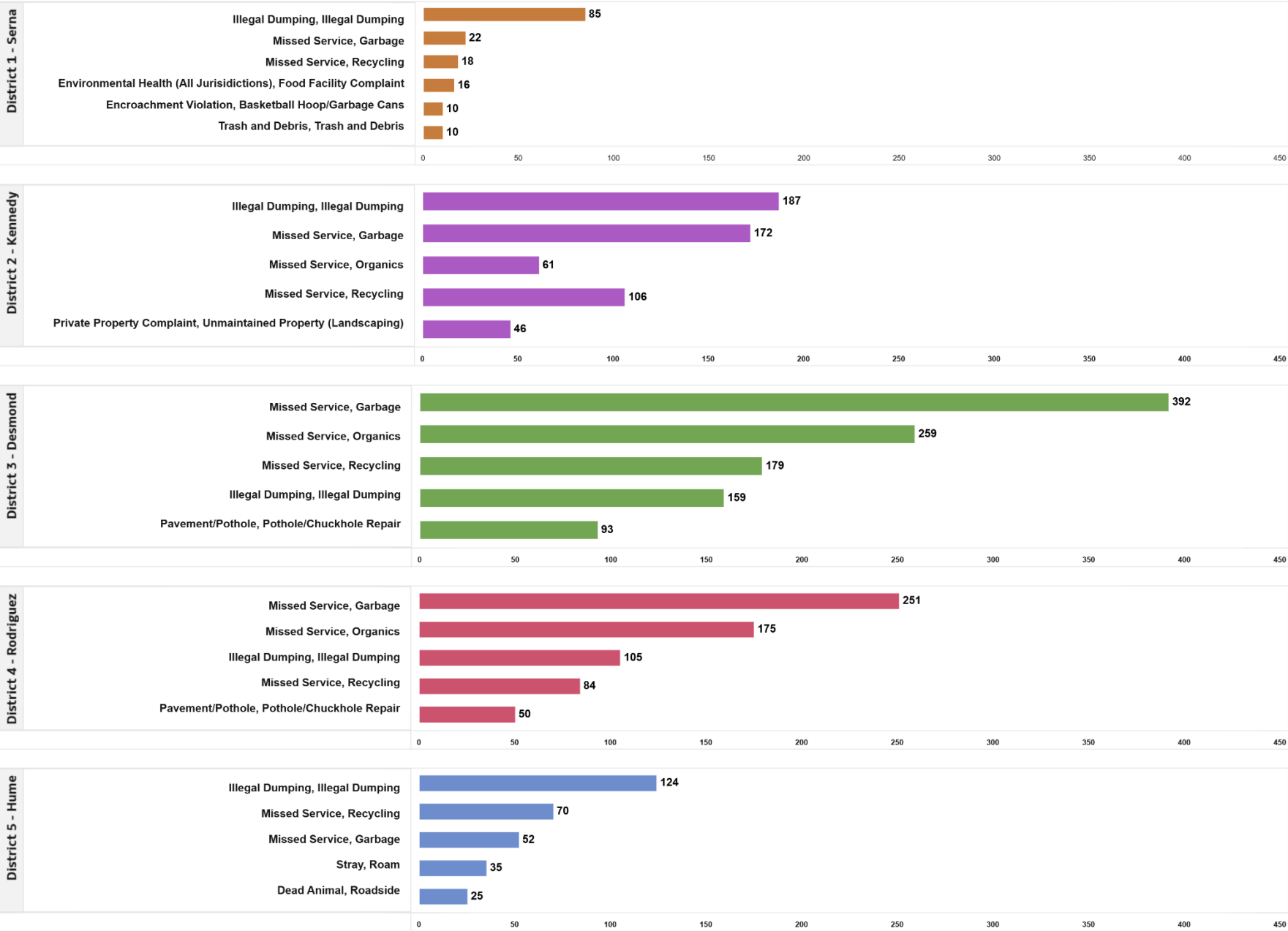
Top 5 Service Request Categories Closed by District



Top Unresolved Service Request

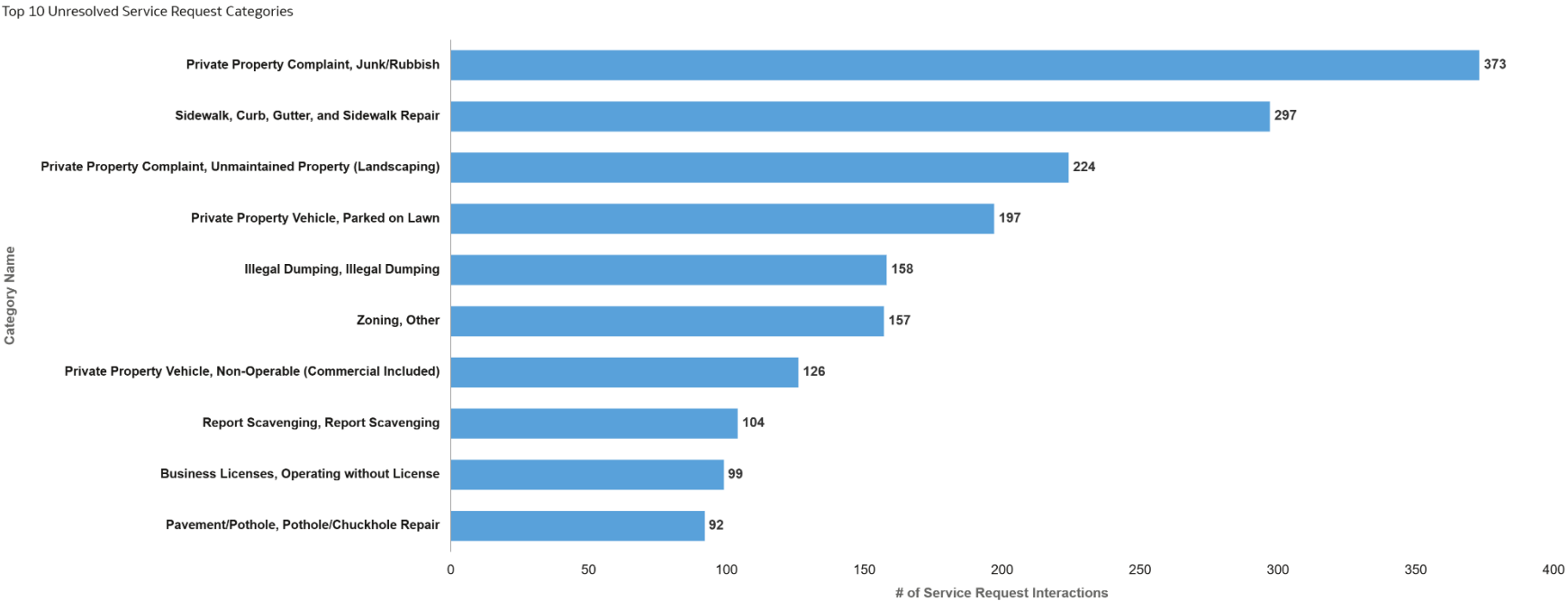
Top Unresolved Service Request Categories | by Districts

Top Unresolved Service Request Categories by District



Top Unresolved Service Request

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through May 31st

3,339

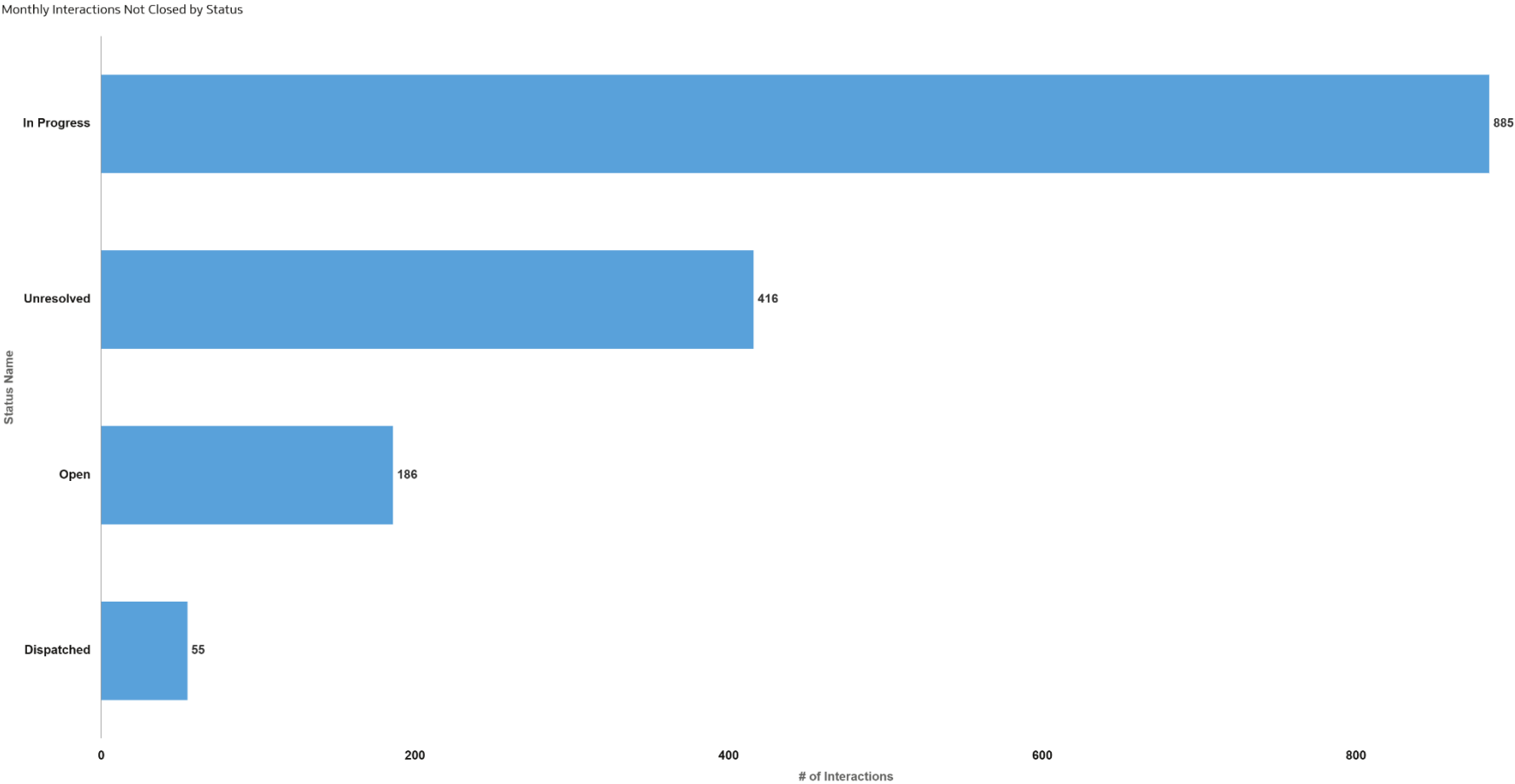
Interactions Closed this Month

20,396

Monthly Interactions Not Closed

1,542

Monthly Interactions Not Closed by Status



Board of Supervisor District Information

Service Requests Opened by District

May 2025

Monthly Service Request Interactions Opened

6,523

District 1 Serna

309

Service Request Interactions

District 2 Kennedy

1,133

Service Request Interactions

District 3 Desmond

2,666

Service Request Interactions

District 4 Rodriguez

1,642

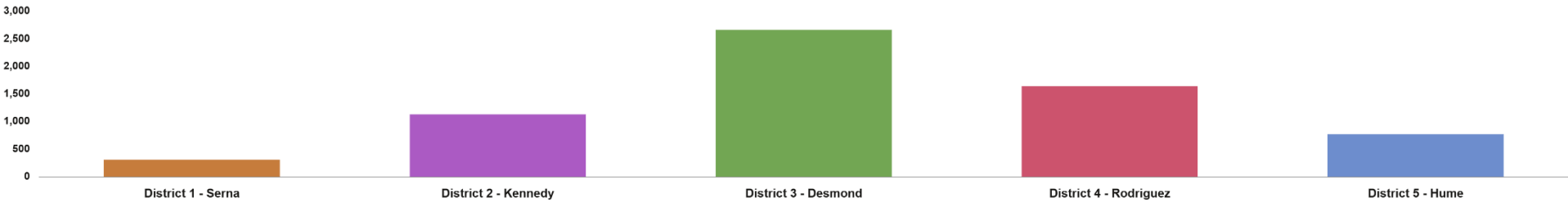
Service Request Interactions

District 5 Hume

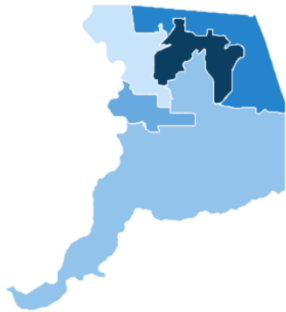
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Service Request Interactions

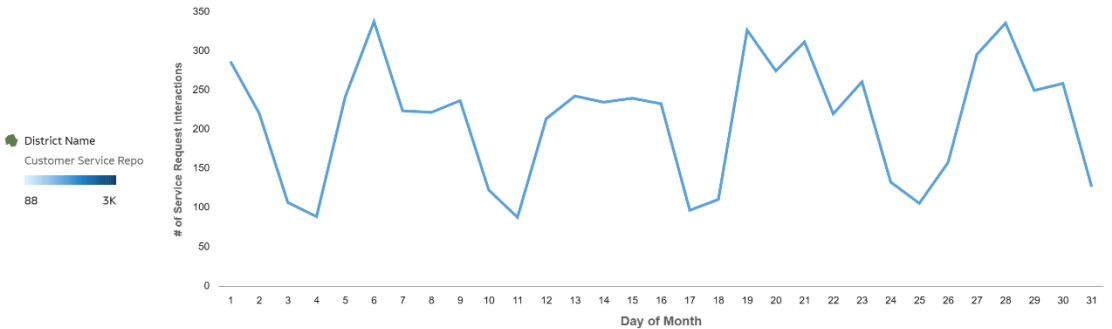
Service Request Interactions by District



Service Request Interactions by District Map



Service Request Interactions Created by Day of Month



Board of Supervisor District Information

Service Requests Closed by District

May 2025

Monthly Service Request Interactions Closed

6,029

District 1 Serna

260

Service Request Interactions

District 2 Kennedy

1,061

Service Request Interactions

District 3 Desmond

2,474

Service Request Interactions

District 4 Rodriguez

1,544

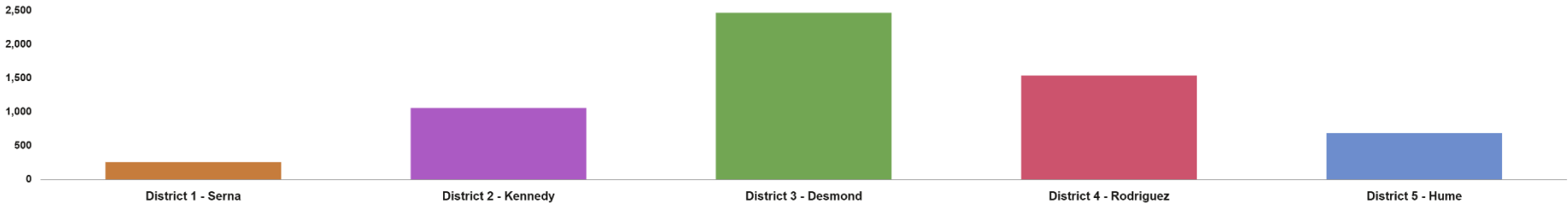
Service Request Interactions

District 5 Hume

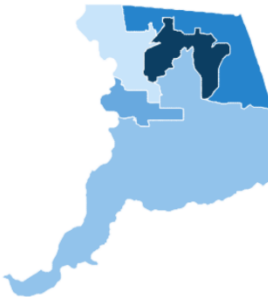
690

Service Request Interactions

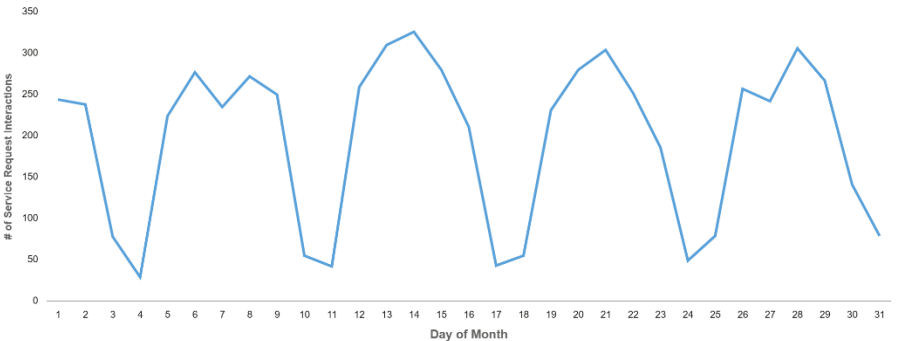
Service Request Interactions by District



Service Request Interactions by District Map



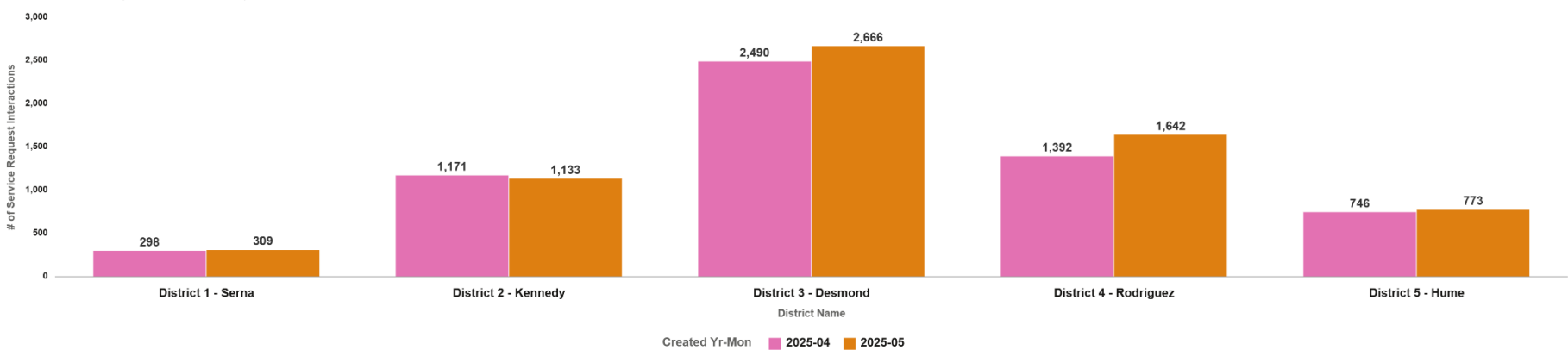
Service Request Interactions Closed by Day of Month



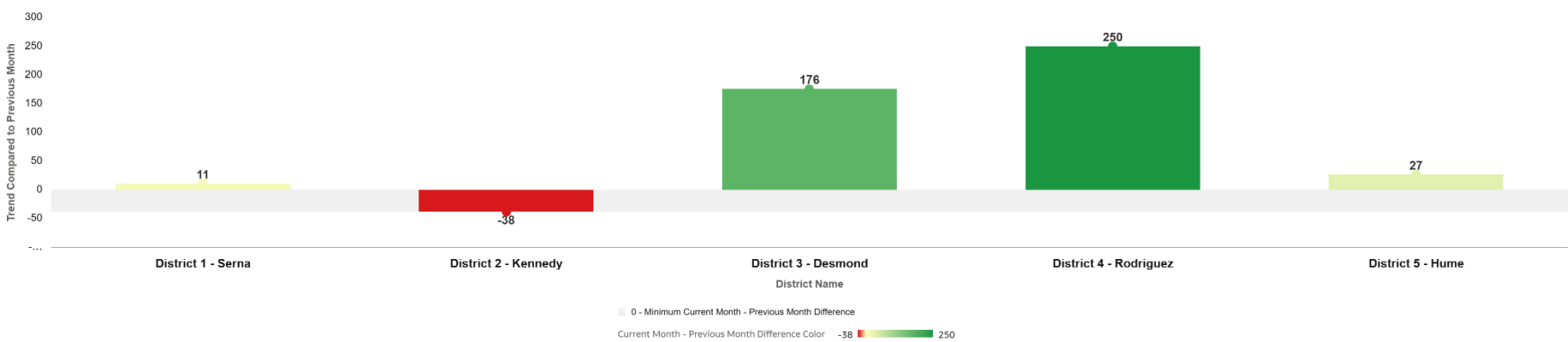
Board of Supervisors District Information

Previous Month Comparison of Service Request

Previous Month Comparison of Service Request Interactions



Previous Month Trend of Service Request Interactions Per District

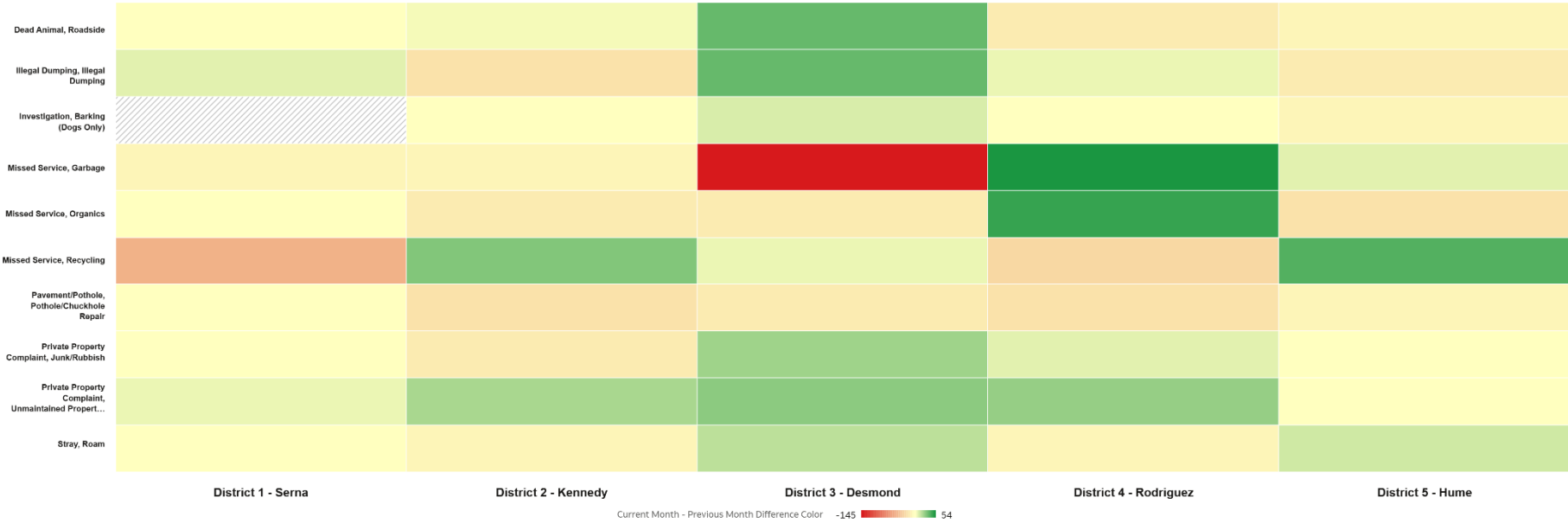


Previous Month Comparison (continued)

Monthly Comparison: Service Requests by District

District Name	2025-04	2025-05
	Service Request Map Count	Service Request Map Count
District 1 - Serna	298	309
District 2 - Kennedy	1,171	1,133
District 3 - Desmond	2,490	2,666
District 4 - Rodriguez	1,392	1,642
District 5 - Hume	746	773

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						
SASD Dispatch Log, SASD Dispatch Log	21	3	26	14	29	93
Information, Other Information	50	-18	79	-30	-22	59
Transfer, Sheriff Illegal Parking Report	8	2	12	21	8	51
Dead Animal, Roadside	0	2	37	-13	-7	19
Illegal Dumping, Illegal Dumping	6	-17	36	4	-11	18
Missed Service, Organics	-3	-11	-12	47	-16	5
Missed Service, Recycling	-46	29	4	-22	40	5
Pavement/Pothole, Pothole/Chuckhole Repair	1	-17	-10	-17	-7	-50
Water Problems, Water Shut Off/Turn Back On	30	-6	-36		-66	-78
Missed Service, Garbage	-4	-4	-145	54	6	-93
Grand Total	63	-37	-9	58	-46	29

Board of Supervisor District Analysis

District 1

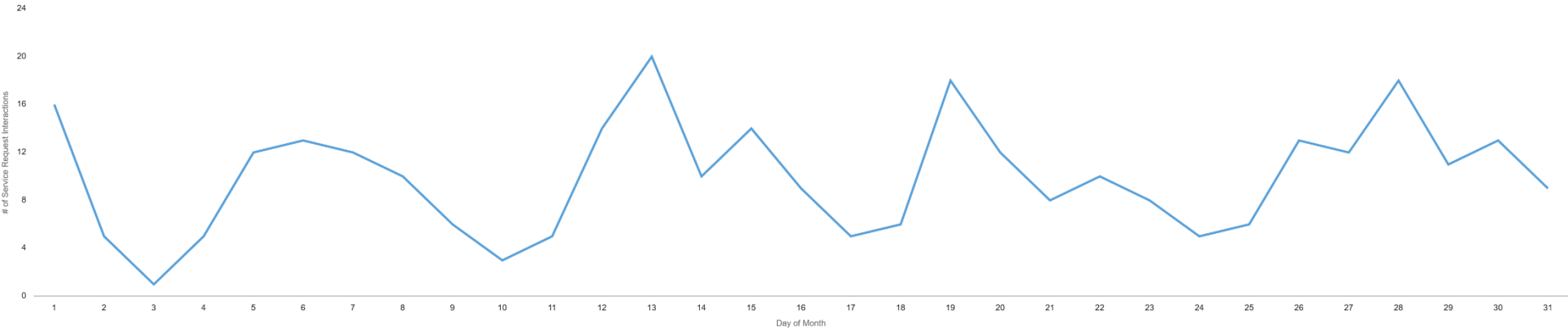
Service Requests Created

309

Service Requests Closed

222

Service Request Interactions Created by Day of Month



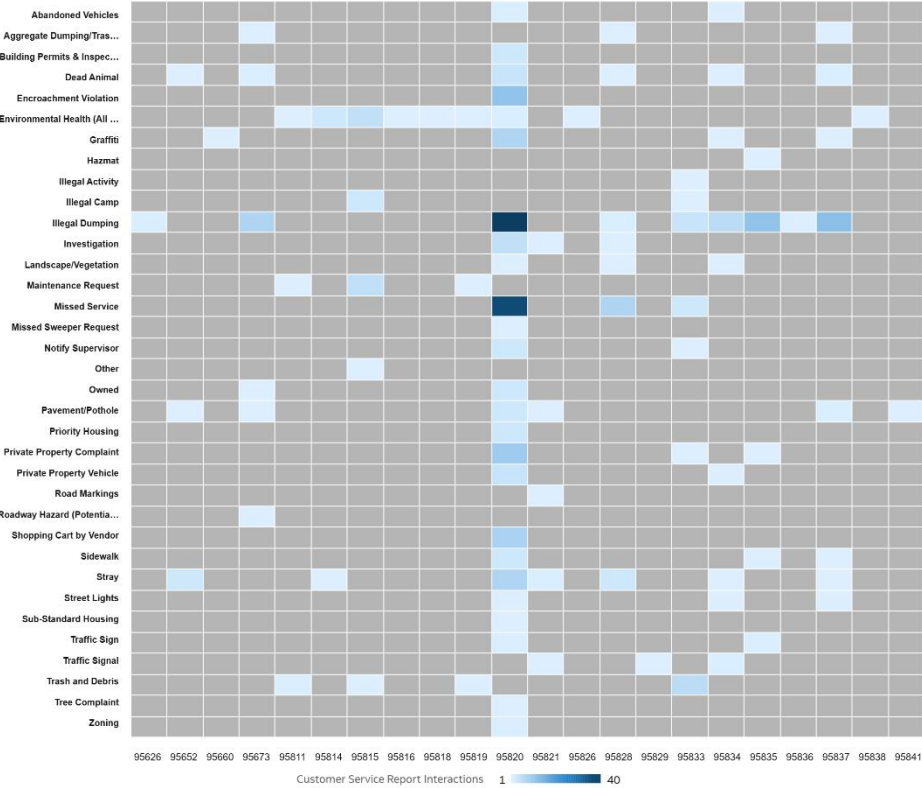
District Name, Customer Service Report Interactions



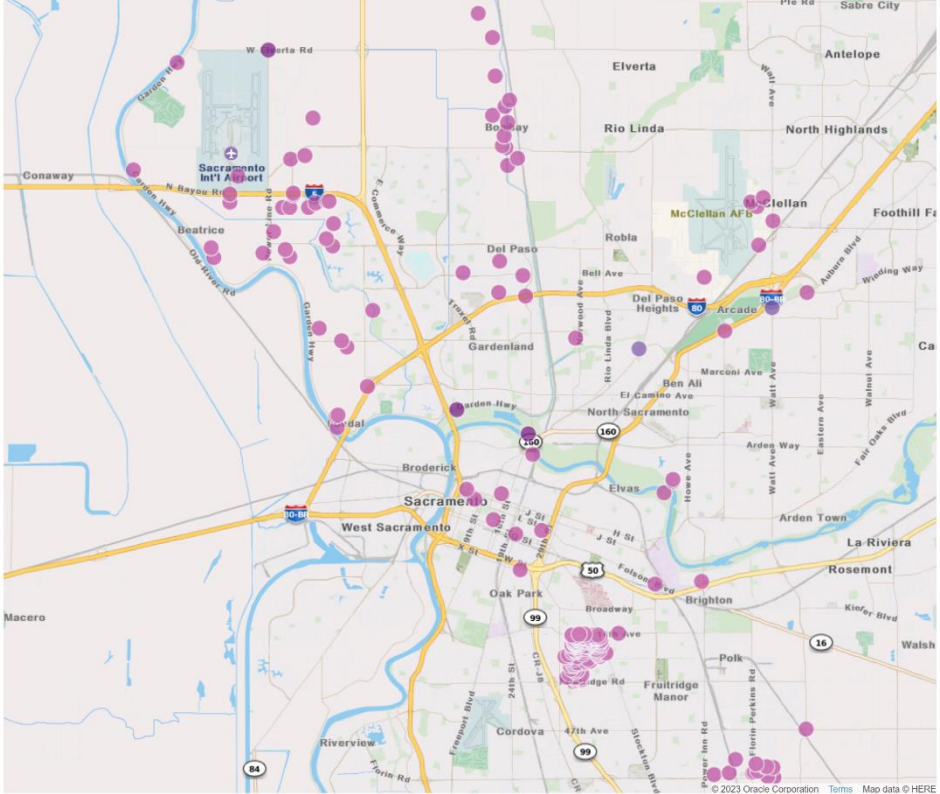
Board of Supervisor District Analysis

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

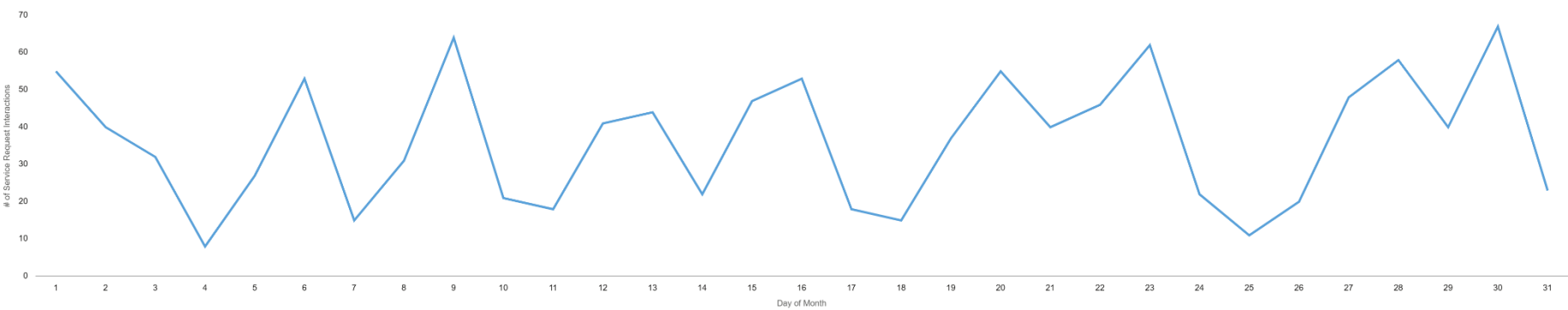
Service Requests Created

1,133

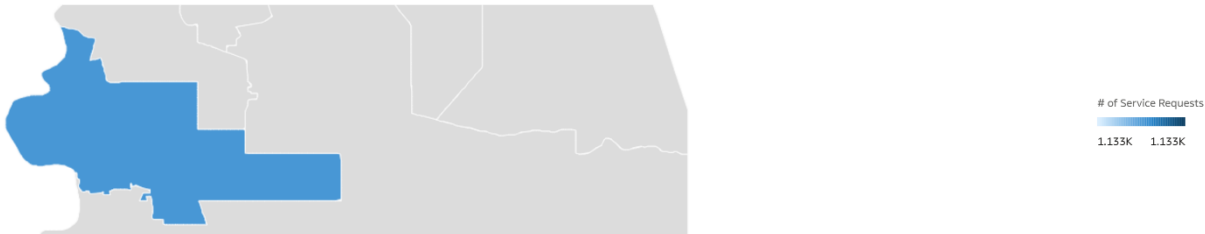
Service Requests Closed

842

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions



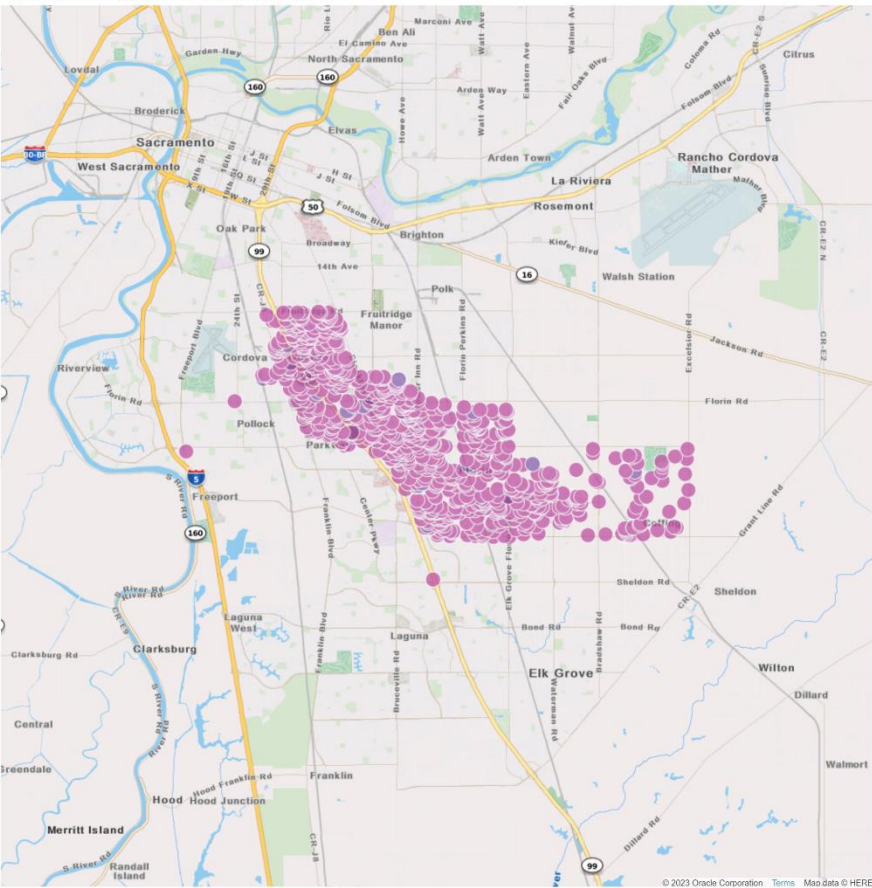
Board of Supervisor District Analysis

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

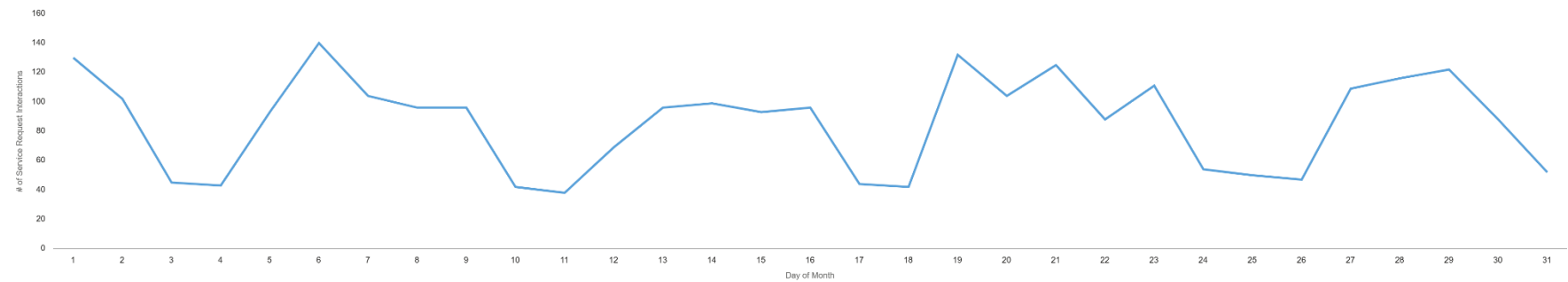
Service Requests Created

2,666

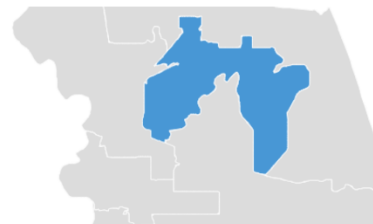
Service Requests Closed

2,019

Service Request Interactions Created by Day of Month



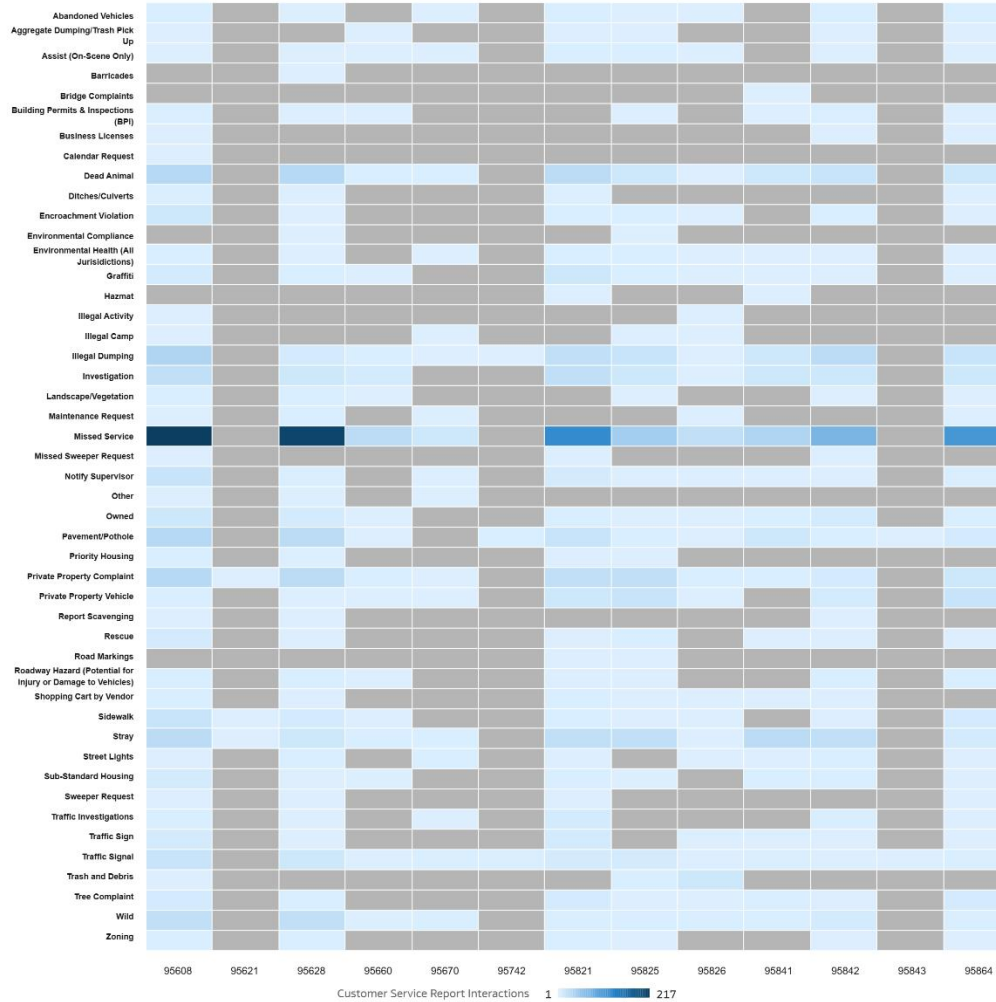
District Name, Customer Service Report Interactions



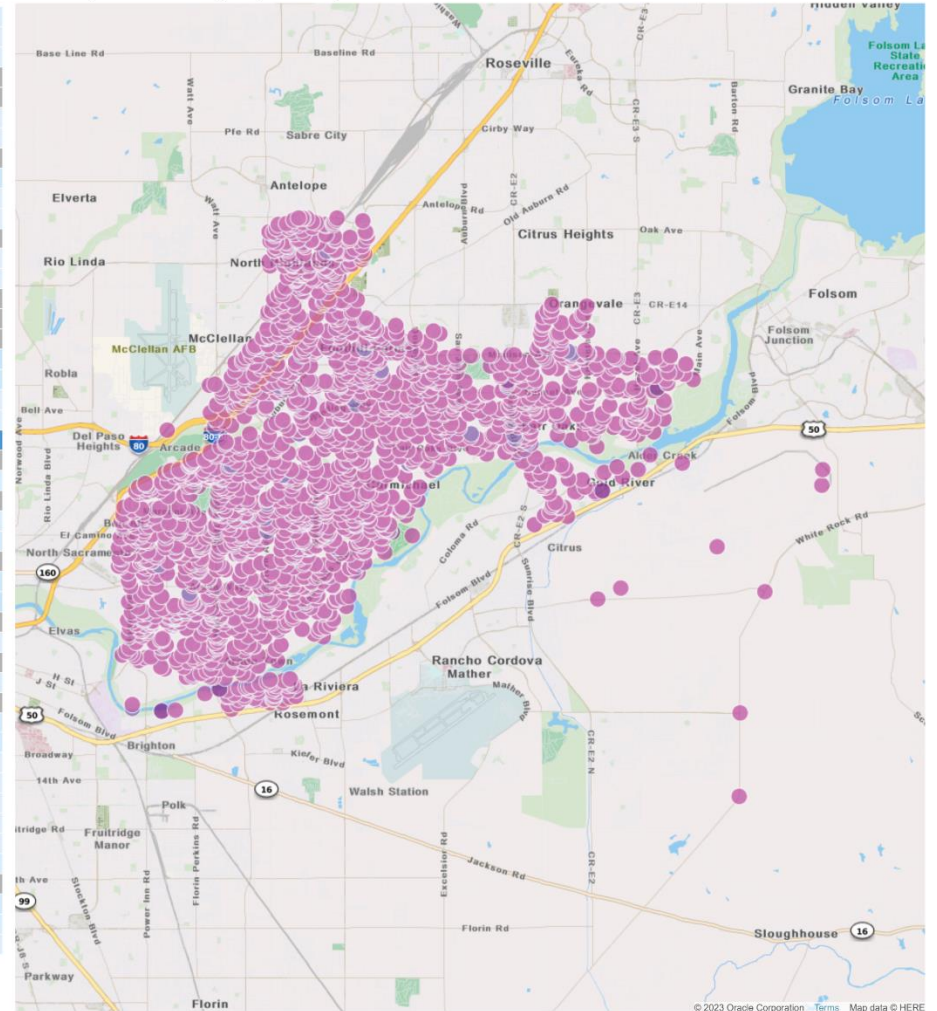
of Service Requests
2.666K 2.666K

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

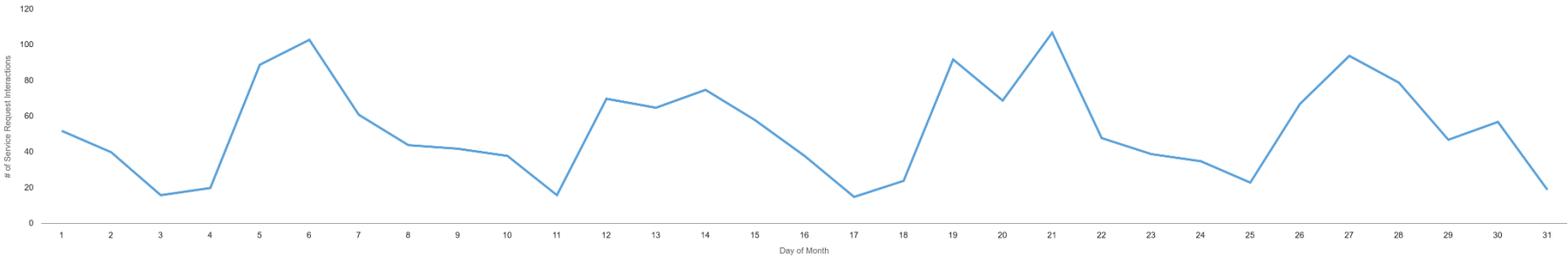
Service Requests Created

1,642

Service Requests Closed

1,308

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions

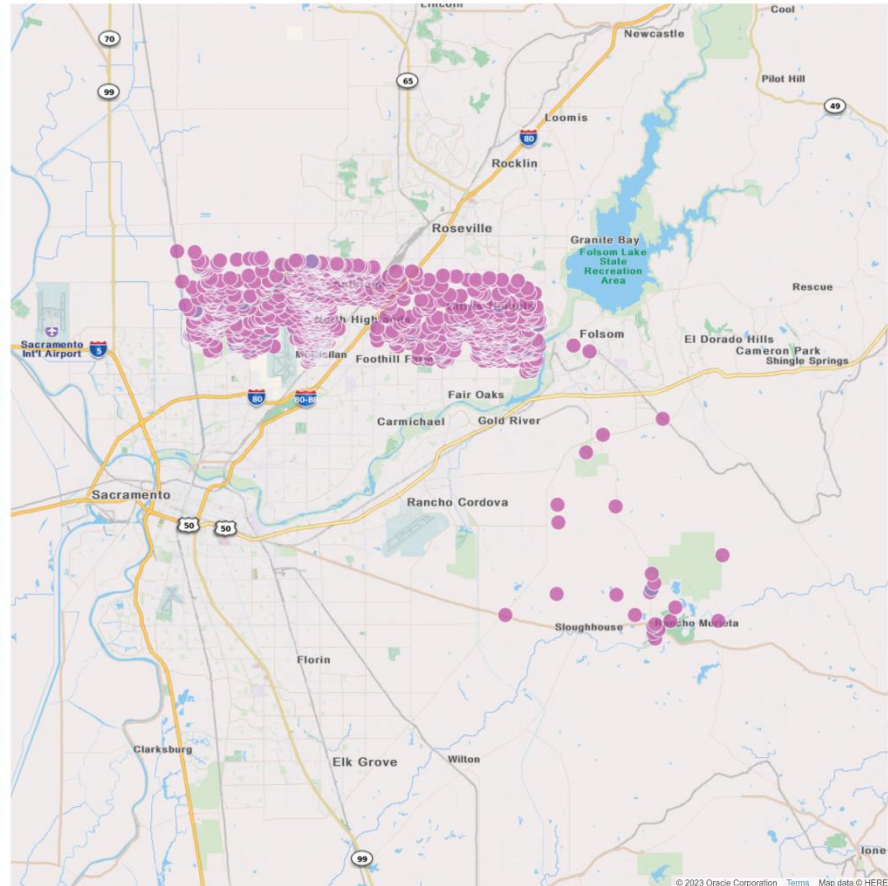


District 4 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



Board of Supervisor District Analysis

District 5

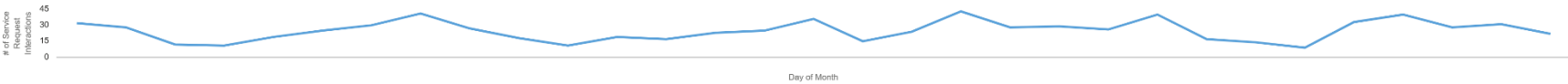
Service Requests Created

773

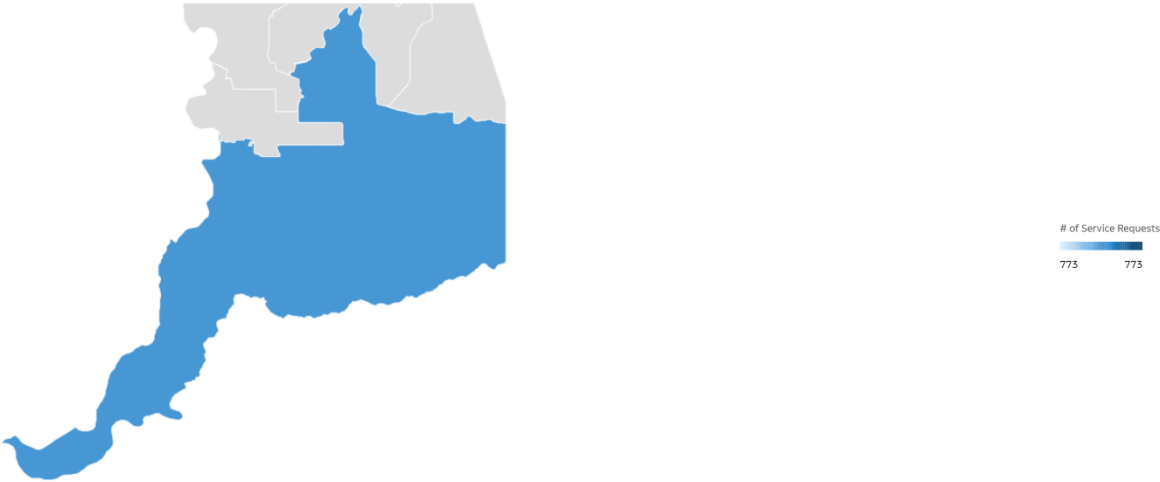
Service Requests Closed

770

Service Request Interactions Created by Day of Month

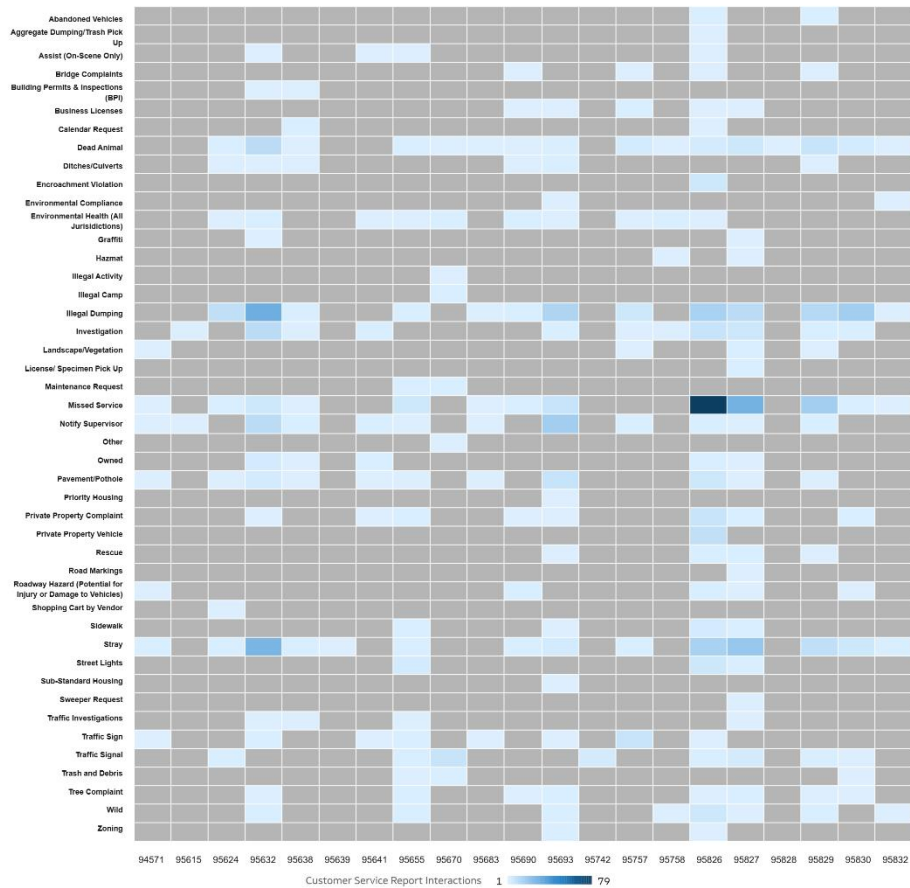


District Name, Customer Service Report Interactions

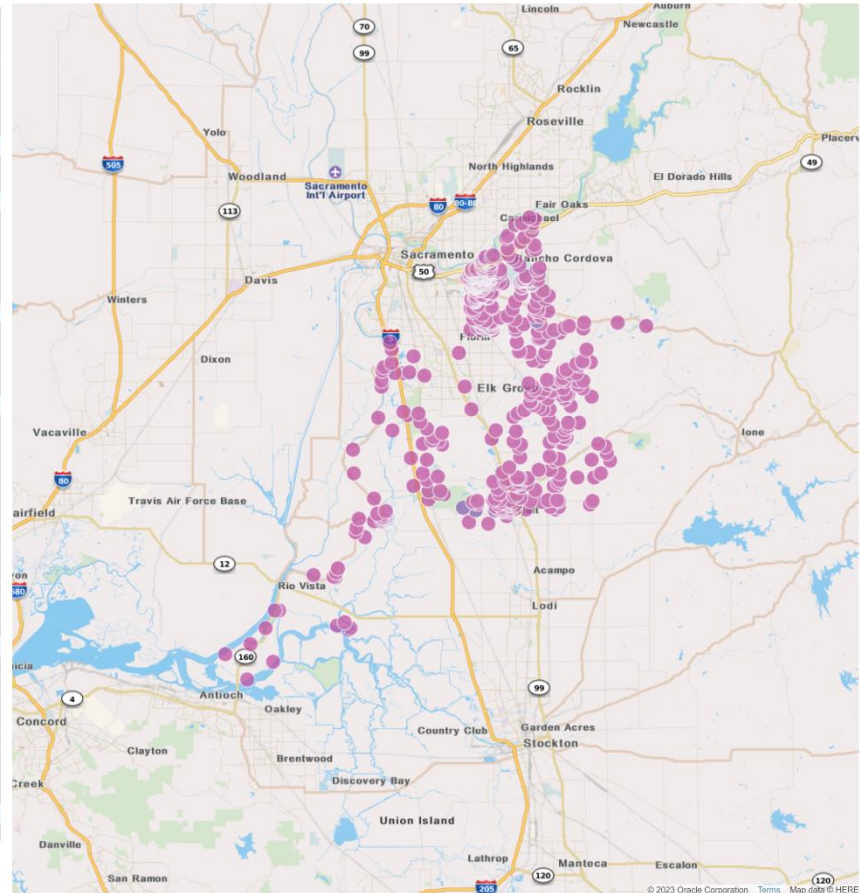


District 5 (continued)

Service Request Interactions by Category Per Zip Code

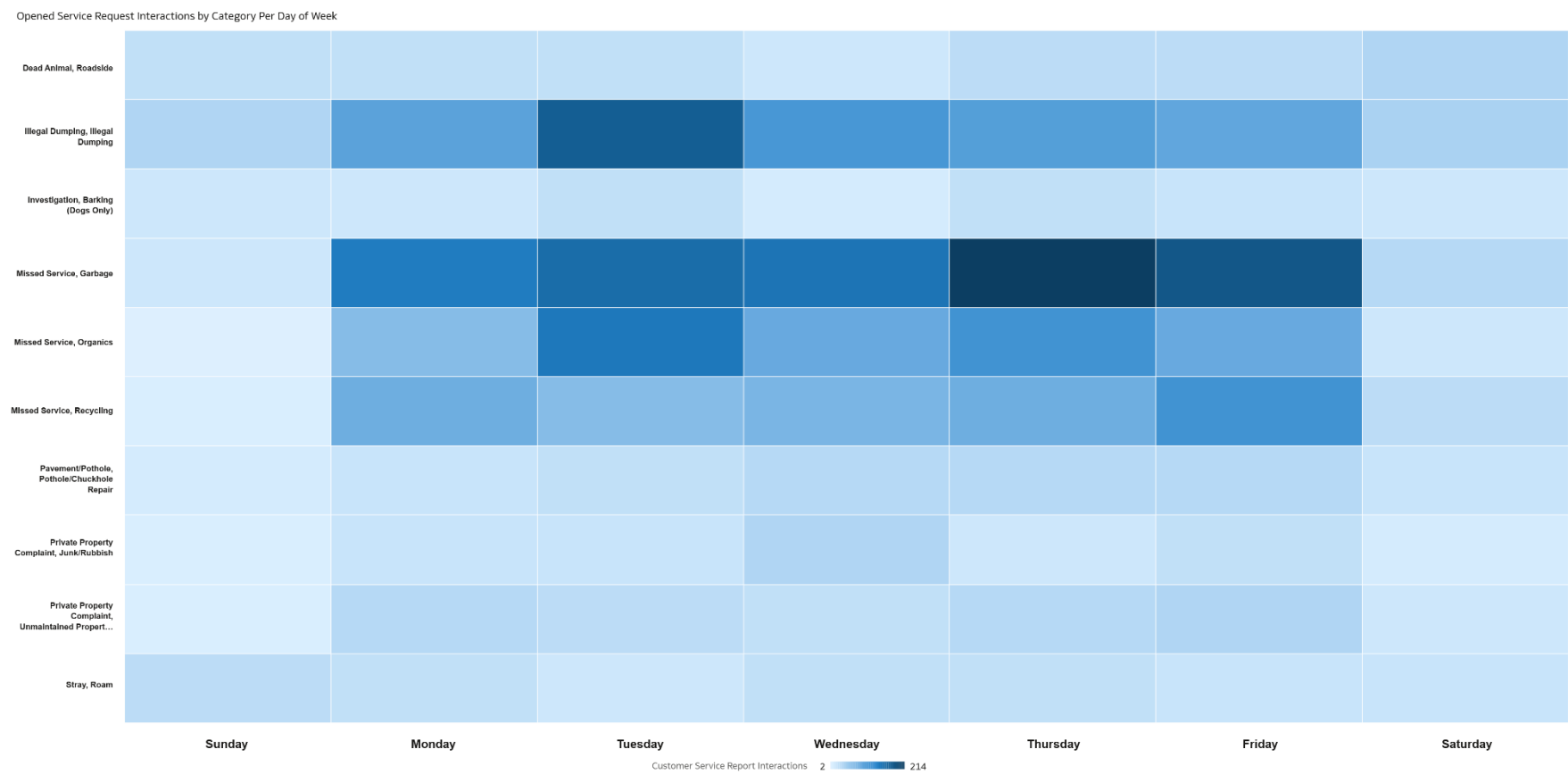


Service Request Interactions Mapped by Selected Zip Code



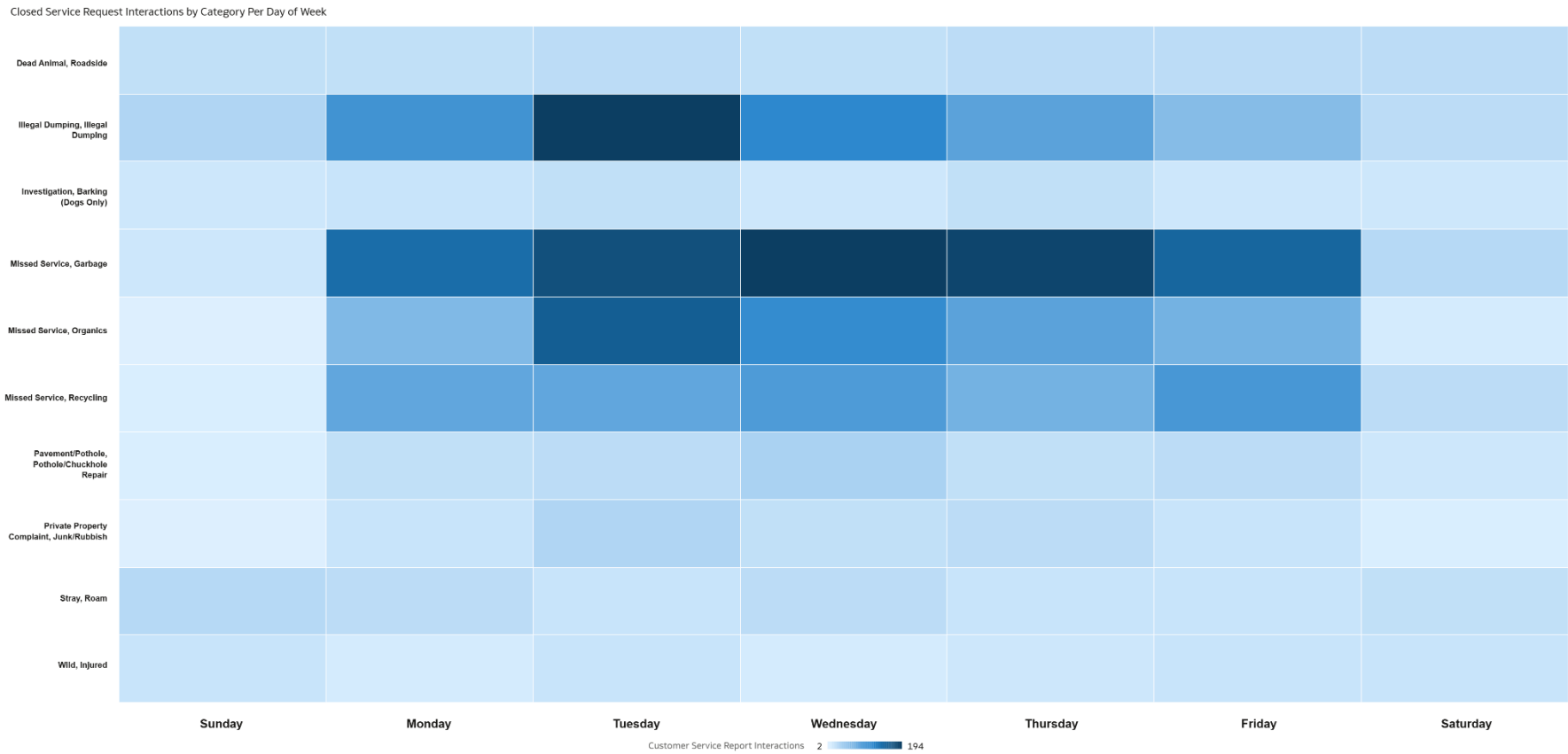
Aging of Open Requests

Top Service Requests Open by Day



Aging of Open Requests

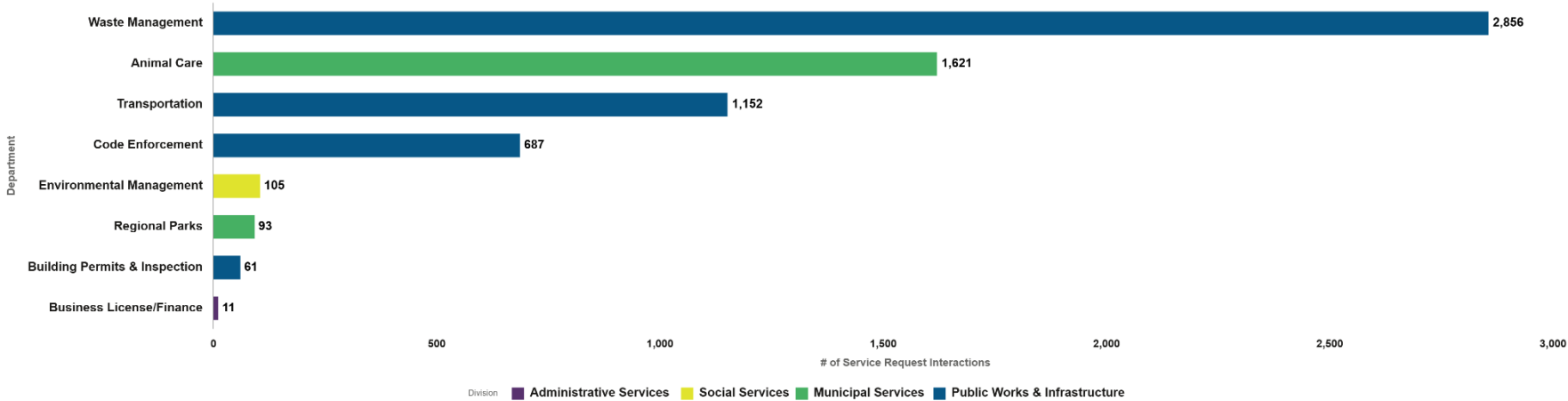
Top Service Requests Closed by Day



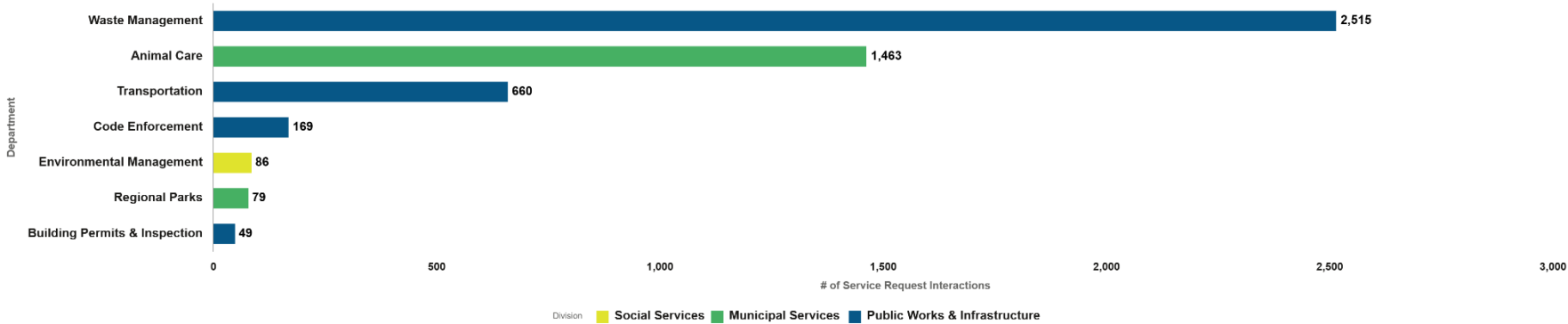
Aging of Open Requests

Opened/Closed by Department/Division

Service Request Interactions Opened by Department, Division



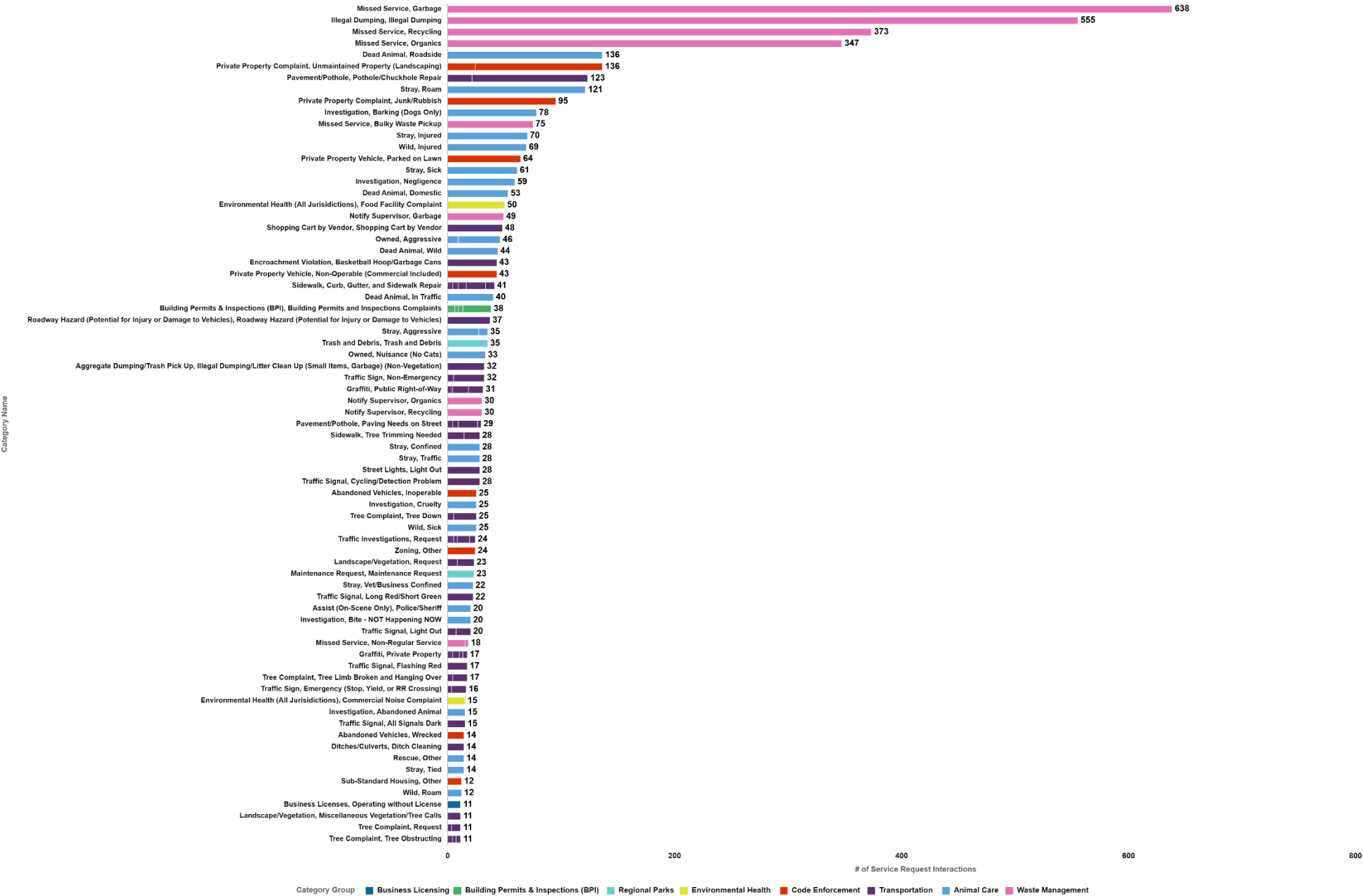
Service Request Interactions Closed by Department, Division



Aging of Open Requests

Greater Than 10 Service Requests

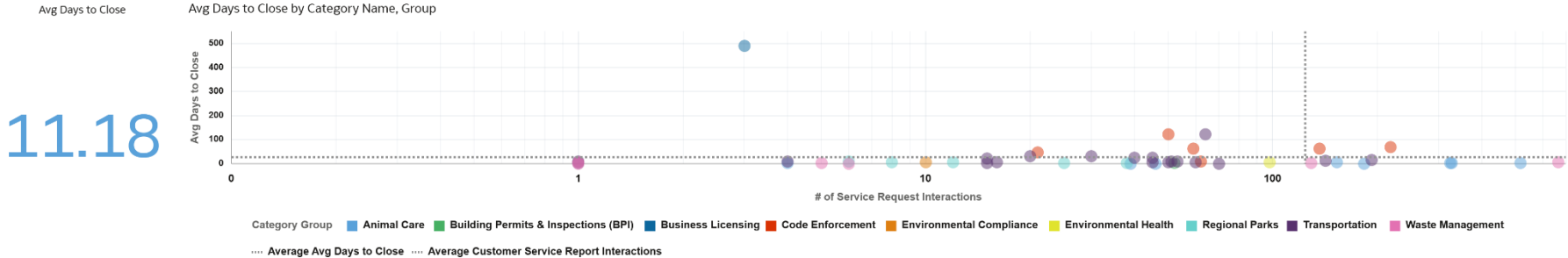
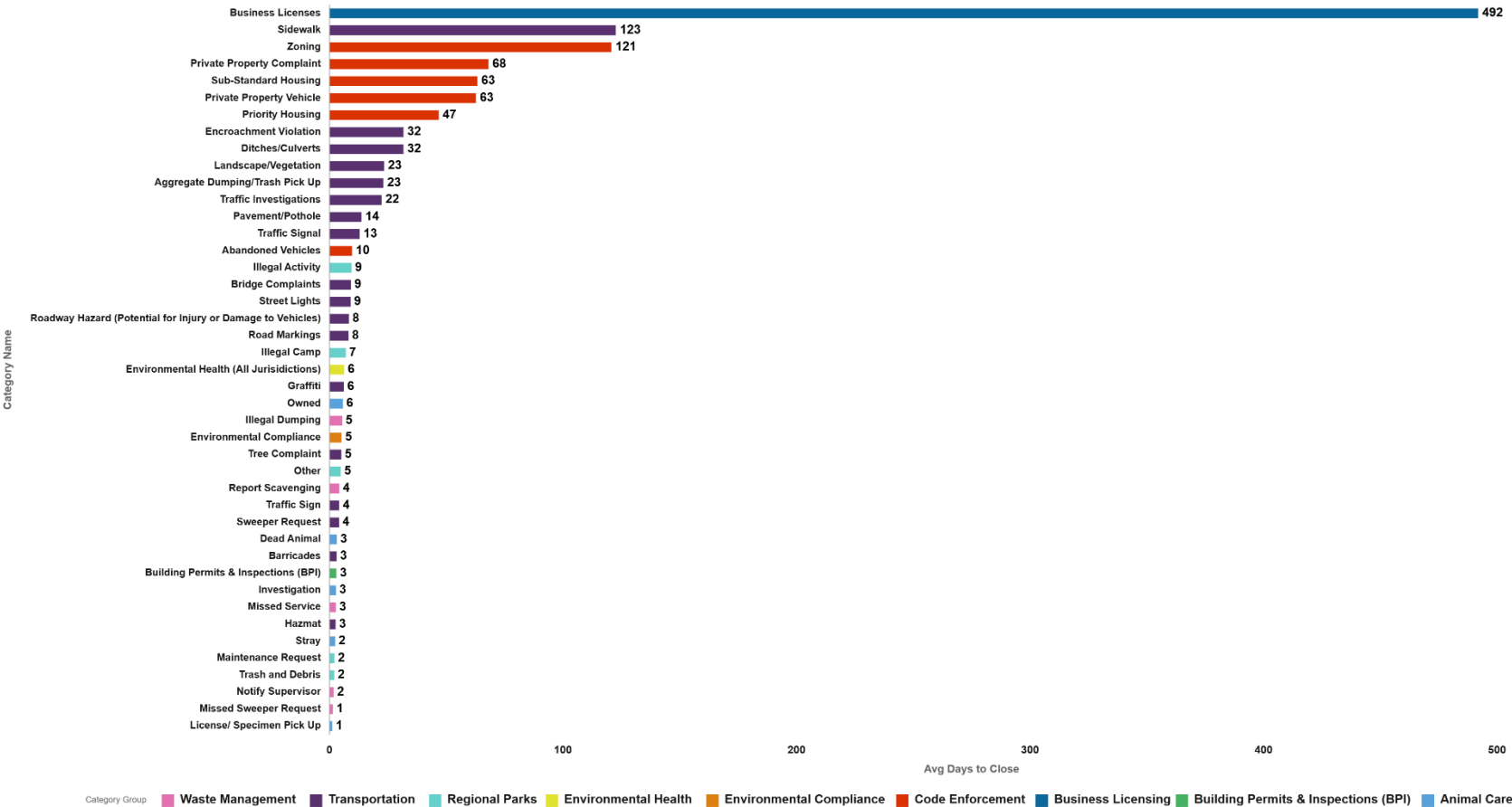
Service Request Interactions (>10 requests) by Category, Group



Aging of Open Requests

Average Days to Close Service Requests

Avg Days to Close by Category Name, Group



Aging of Open Requests

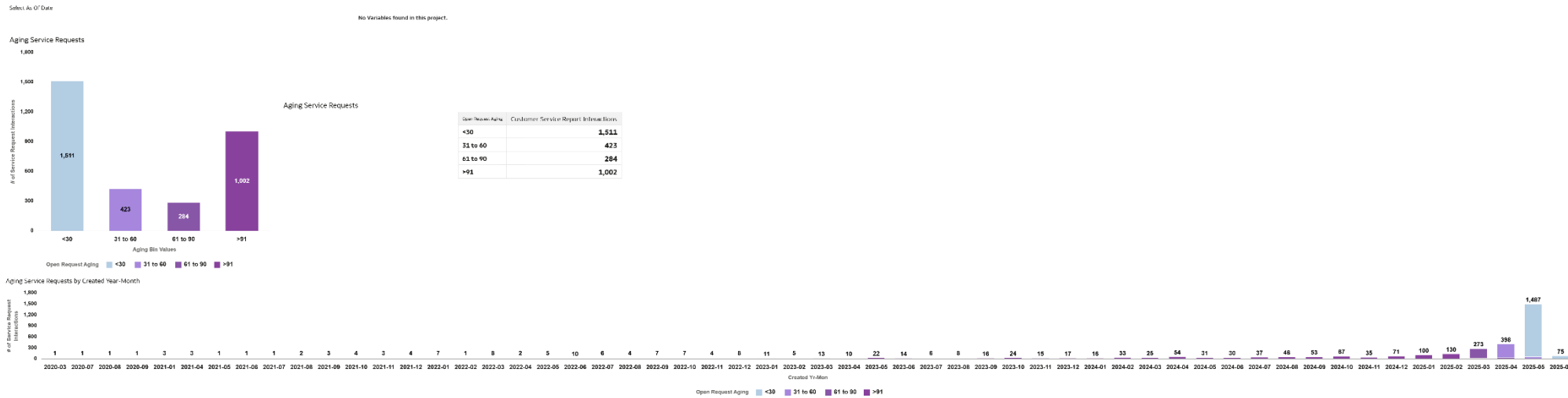
Number of Service Request Interactions Per Category with Average Days to Close

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	6	0.00
Animal Care	Assist (On-Scene Only)	39	0.06
Animal Care	Rescue	46	0.17
Animal Care	Wild	183	0.18
Transportation	Shopping Cart by Vendor	70	0.22
Animal Care	License/ Specimen Pick Up	4	1.12
Waste Management	Missed Sweeper Request	5	1.39
Waste Management	Notify Supervisor	129	1.70
Regional Parks	Trash and Debris	38	1.94
Regional Parks	Maintenance Request	25	2.02
Animal Care	Stray	516	2.34
Transportation	Hazmat	15	2.54
Waste Management	Missed Service	1,988	2.61
Animal Care	Investigation	328	2.66
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	52	2.86
Transportation	Barricades	1	2.94
Animal Care	Dead Animal	325	3.05
Transportation	Sweeper Request	16	4.00
Transportation	Traffic Sign	45	4.12
Waste Management	Report Scavenging	1	4.16
Regional Parks	Other	8	4.73
Transportation	Tree Complaint	60	4.93
Environmental Compliance	Environmental Compliance	10	5.12
Waste Management	Illegal Dumping	664	5.35

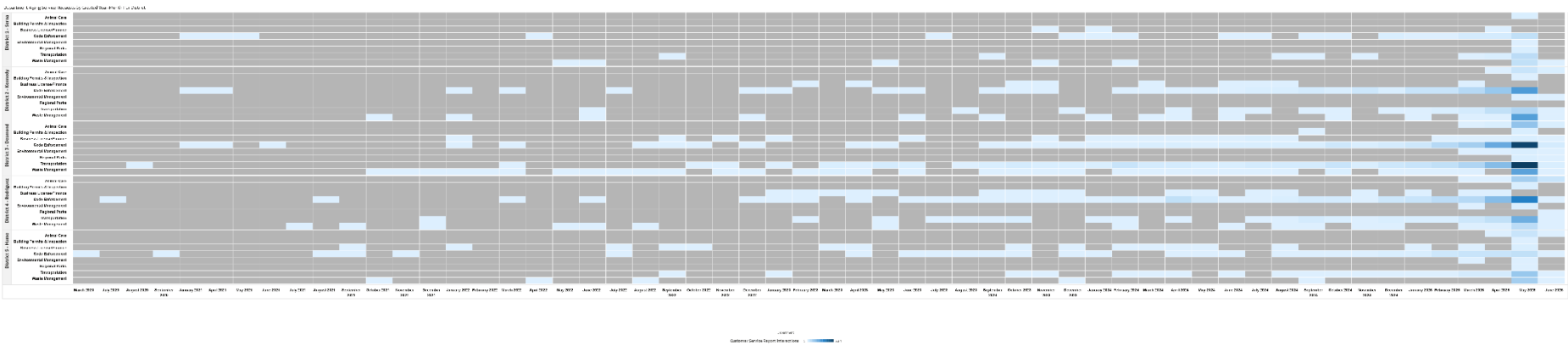
Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Transportation	Graffiti	50	6.03
Environmental Health	Environmental Health (All Jurisdictions)	98	6.19
Regional Parks	Illegal Camp	12	6.91
Transportation	Road Markings	1	8.06
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	51	8.23
Transportation	Street Lights	53	8.97
Transportation	Bridge Complaints	4	9.14
Regional Parks	Illegal Activity	6	9.35
Code Enforcement	Abandoned Vehicles	62	9.58
Transportation	Traffic Signal	142	12.80
Transportation	Pavement/Pothole	193	13.63
Transportation	Traffic Investigations	15	22.23
Transportation	Aggregate Dumping/Trash Pick Up	45	22.96
Transportation	Landscape/Vegetation	40	23.32
Transportation	Ditches/Culverts	30	31.56
Transportation	Encroachment Violation	20	31.58
Code Enforcement	Priority Housing	21	46.71
Code Enforcement	Private Property Vehicle	136	62.66
Code Enforcement	Sub-Standard Housing	59	63.30
Code Enforcement	Private Property Complaint	218	68.04
Code Enforcement	Zoning	50	120.62
Transportation	Sidewalk	64	122.52
Business Licensing	Business Licenses	3	491.77

Aging of Open Requests



Aging of Open Requests

Department Aging Requests by Month Created Per District



Dispatch Service Definition

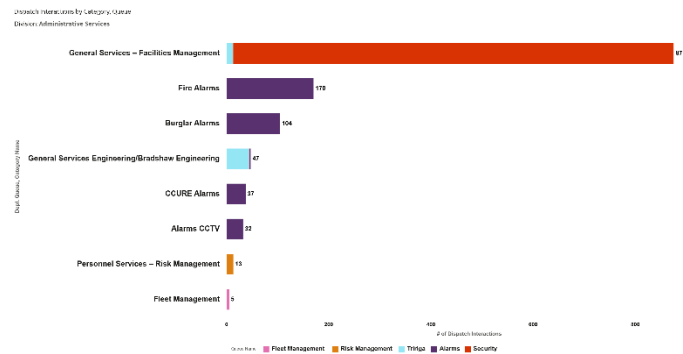
The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides immediate notification to departmental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

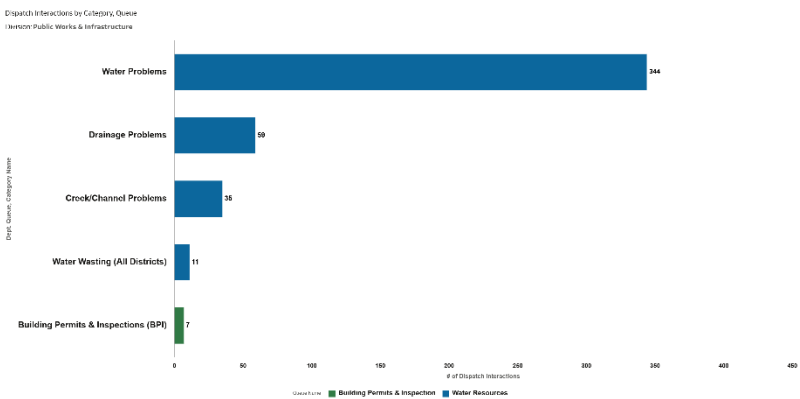


Service Definitions

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

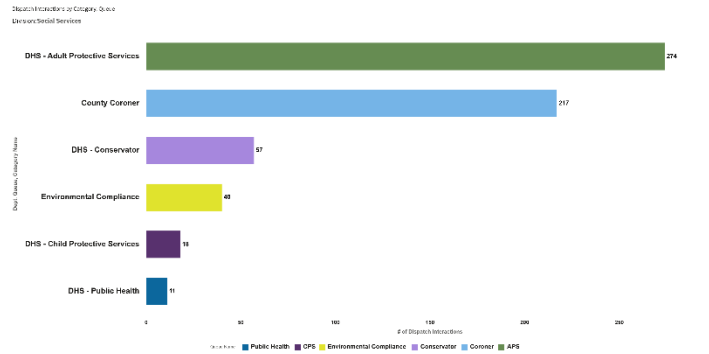


Service Definitions

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

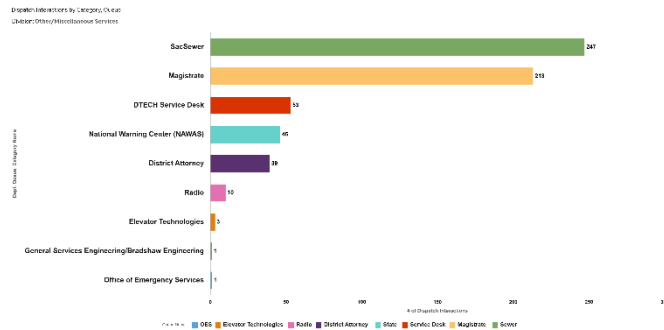


Service Definitions

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.