Monthly 311 Communications/Dispatch Center

SERVICE REQUEST & STATISTICS REPORT

January 2025

SAC COUNTY 311 CONNECT

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

SACRAMENTO COUNTY

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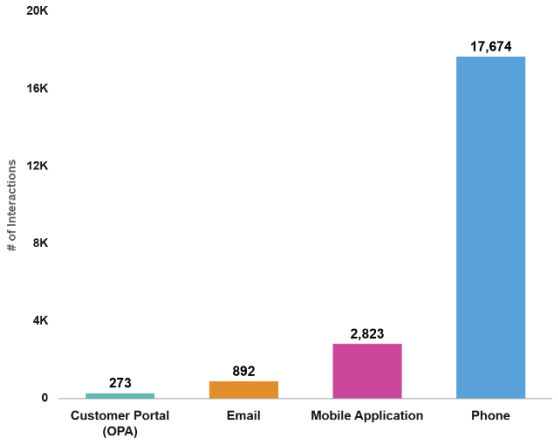
Department Aging Requests by Month Created Per District 32

Dispatch Service Request 34

SACRAMENTO COUNTY

Monthly Statistics

Monthly Interactions by Source

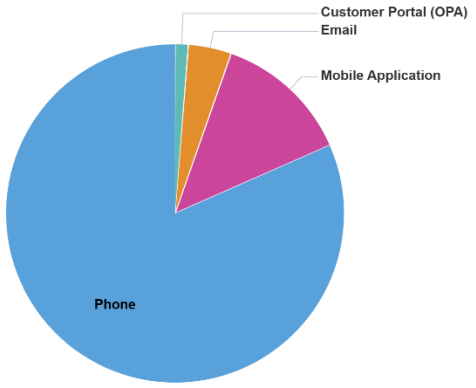


Monthly Customer Service Interactions

21,662

Incident Source Name	Service Request Count
Customer Portal (OPA)	273
Email	892
Mobile Application	2,823
Phone	17,674

Monthly Interactions by Source



Service Request Interactions

7,035

Information Interactions

5,326

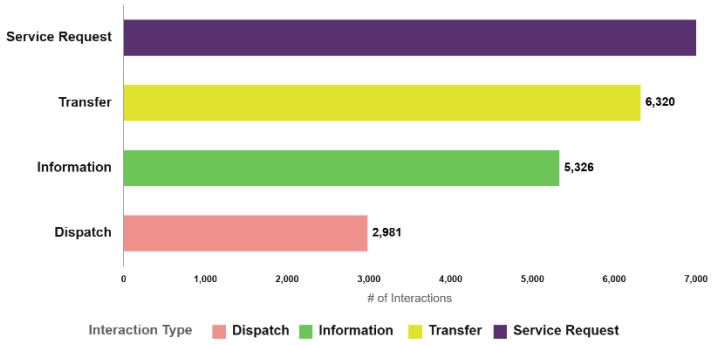
Transfer Interactions

6,320

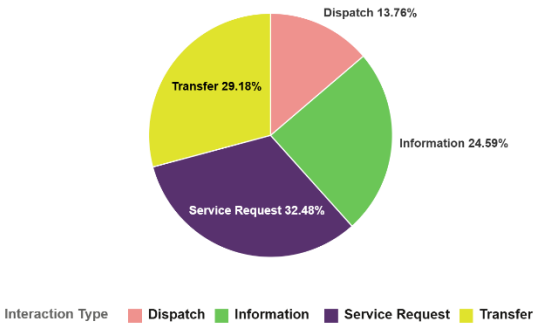
Dispatch Interactions

2,981

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	1,140
Illegal Dumping, Illegal Dumping	852
Missed Service, Recycling	598
Missed Service, Organics	545
Pavement/Pothole, Pothole/Chuckhole Repair	444
Stray, Roam	200
Private Property Complaint, Junk/Rubbish	180
Dead Animal, Roadside	164
Private Property Vehicle, Parked on Lawn	120
Investigation, Barking (Dogs Only)	104
Stray, Injured	101
Shopping Cart by Vendor, Shopping Cart by Vendor	88
Investigation, Negligence	87
Roadway Hazard (Potential for Injury or Damage to Vehicles), Roadway Hazard (Potential for Injury or Damage to Vehicles)	80
Street Lights, Light Out	75
Dead Animal, Wild	73
Notify Supervisor, Garbage	72
Owned, Nuisance (No Cats)	71
Missed Service, Bulky Waste Pickup	70
Owned, Aggressive	68

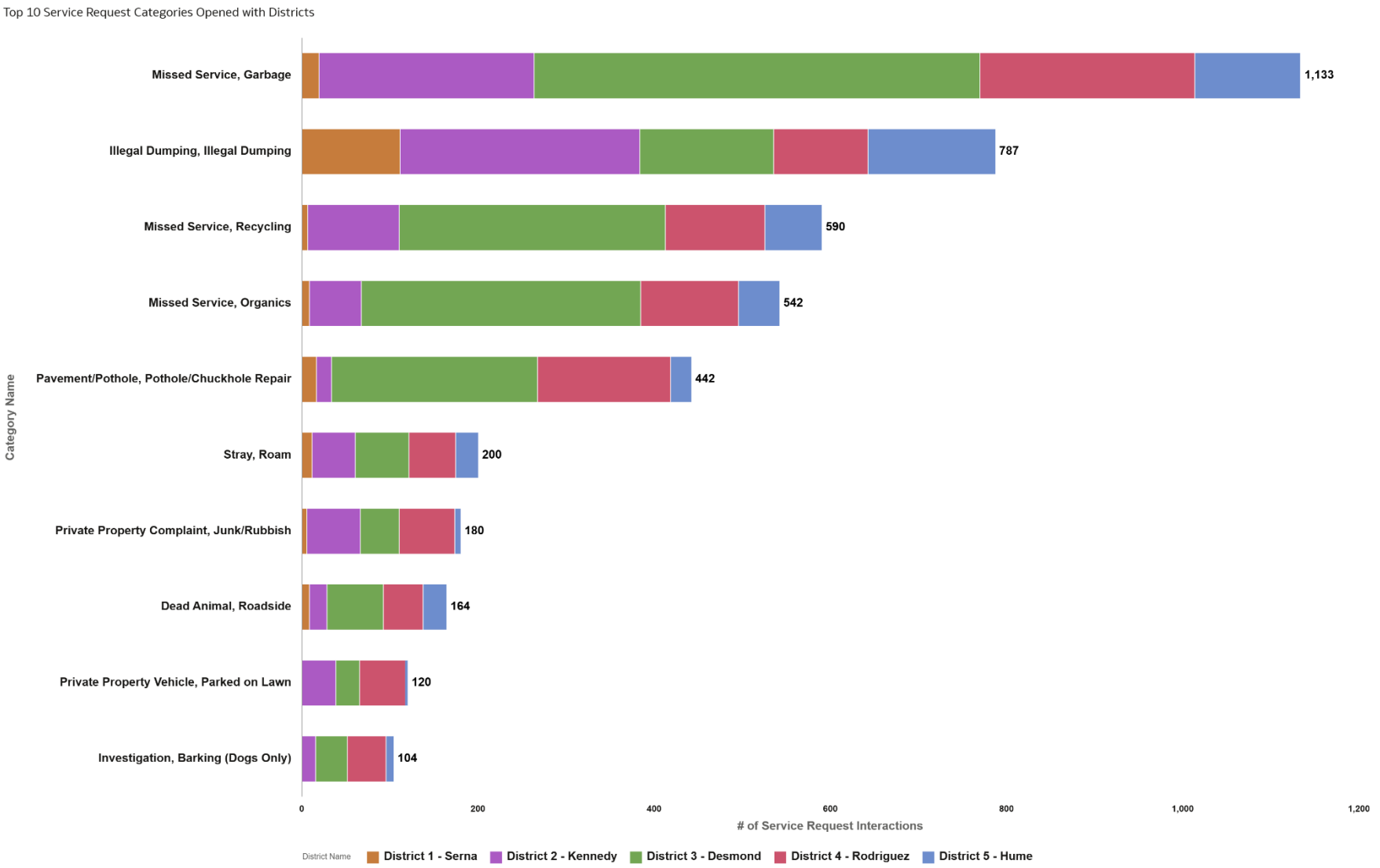
Cat2, Cat3	Customer Service Report Interactions
Pavement/Pothole, Paving Needs on Street	58
Stray, Aggressive	57
Stray, Confined	53
Environmental Health (All Jurisidictions), Food Facility Complaint	50
Private Property Vehicle, Non-Operable (Commercial Included)	47
Dead Animal, Domestic	46
Building Permits & Inspections (BPI), Building Permits and Inspections Complaints	45
Zoning, Other	44
Stray, Traffic	44
Aggregate Dumping/Trash Pick Up, Illegal Dumping/Litter Clean Up (Small Items, Garbage) (Non-Vegetation)	44
Traffic Sign, Non-Emergency	43
Wild, Injured	42
Investigation, Cruelty	41
Stray, Sick	40
Notify Supervisor, Recycling	40
Encroachment Violation, Basketball Hoop/Garbage Cans	38
Graffiti, Public Right-of-Way	37

Cat2, Cat3	Customer Service Report Interactions
Dead Animal, In Traffic	36
Graffiti, Private Property	36
Sidewalk, Curb, Gutter, and Sidewalk Repair	35
Traffic Investigations, Request	33
Traffic Signal, Cycling/Detection Problem	30
Trash and Debris, Trash and Debris	30
Abandoned Vehicles, Inoperable	29
Investigation, Abandoned Animal	28
Assist (On-Scene Only), Police/Sheriff	23
Abandoned Vehicles, Wrecked	22
Wild, Sick	22
Investigation, Bite - NOT Happening NOW	21
Private Property Vehicle, Other	21
Sub-Standard Housing, Other	21
Missed Sweeper Request, Missed Sweeper Request	20
Sweeper Request, Sweeper	20
Notify Supervisor, Organics	19
Traffic Signal, Light Out	19

Cat2, Cat3	Customer Service Report Interactions
Environmental Compliance, Hazardous Substances	18
Illegal Camp, Occupied	17
Traffic Investigations, Traffic Safety Related Issues	15
Maintenance Request, Maintenance Request	15
Traffic Signal, Flashing Red	14
Traffic Sign, Emergency (Stop, Yield, or RR Crossing)	14
Stray, Tied	14
Sidewalk, Tree Trimming Needed	14
Missed Service, Non-Regular Service	13
Stray, Vet/Business Confined	12
Graffiti, Sign	12
Calendar Request, Calendar Request	12
Abandoned Vehicles, Dismantled	12
Traffic Signal, All Signals Dark	11
Pavement/Pothole, Sink Hole in Roadway	11
Other, Other	11
Ditches/Culverts, Ditch Cleaning	11

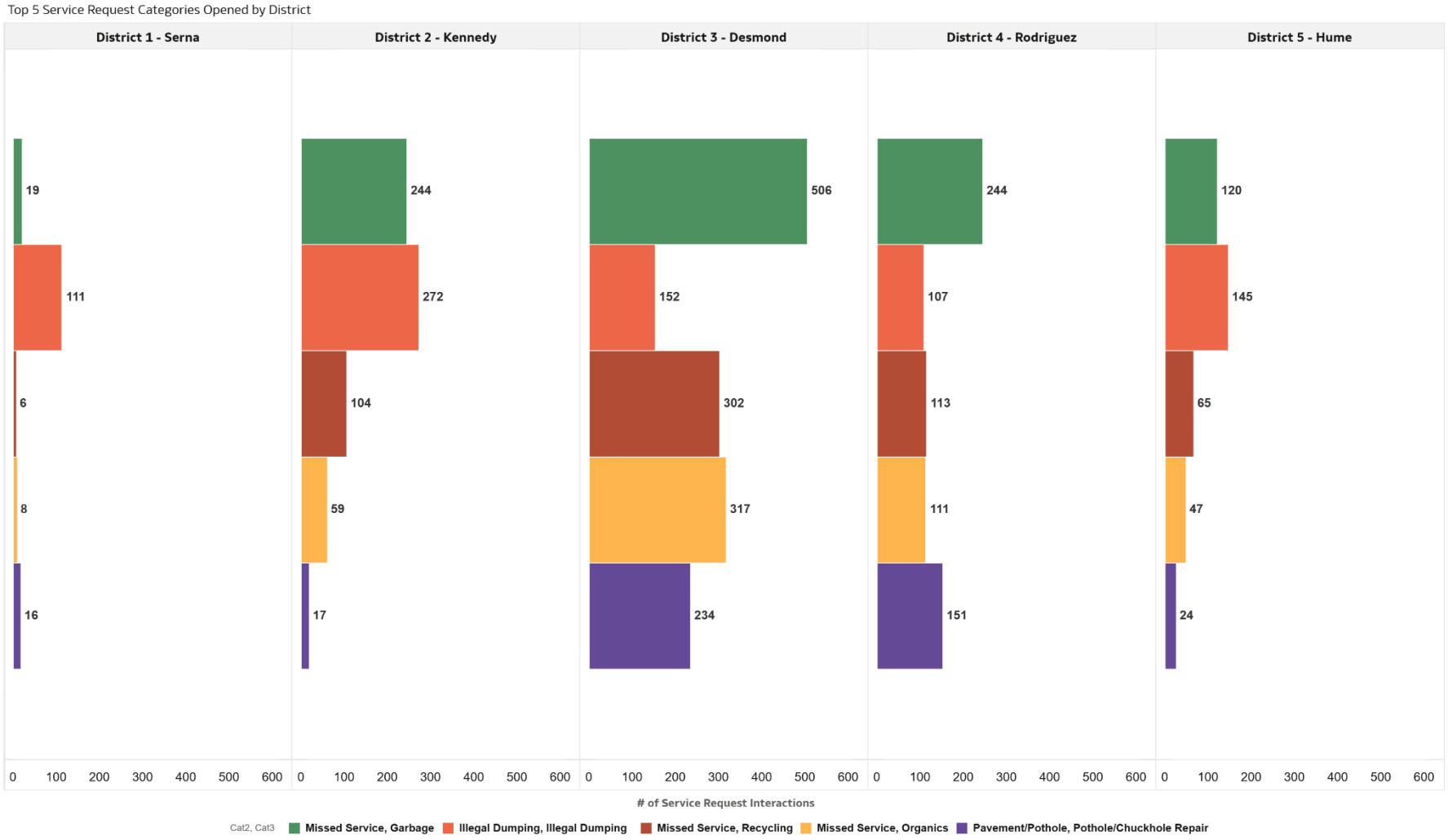
Total Service Requests Opened

Top 10 Service Requests Categories Opened | With Districts



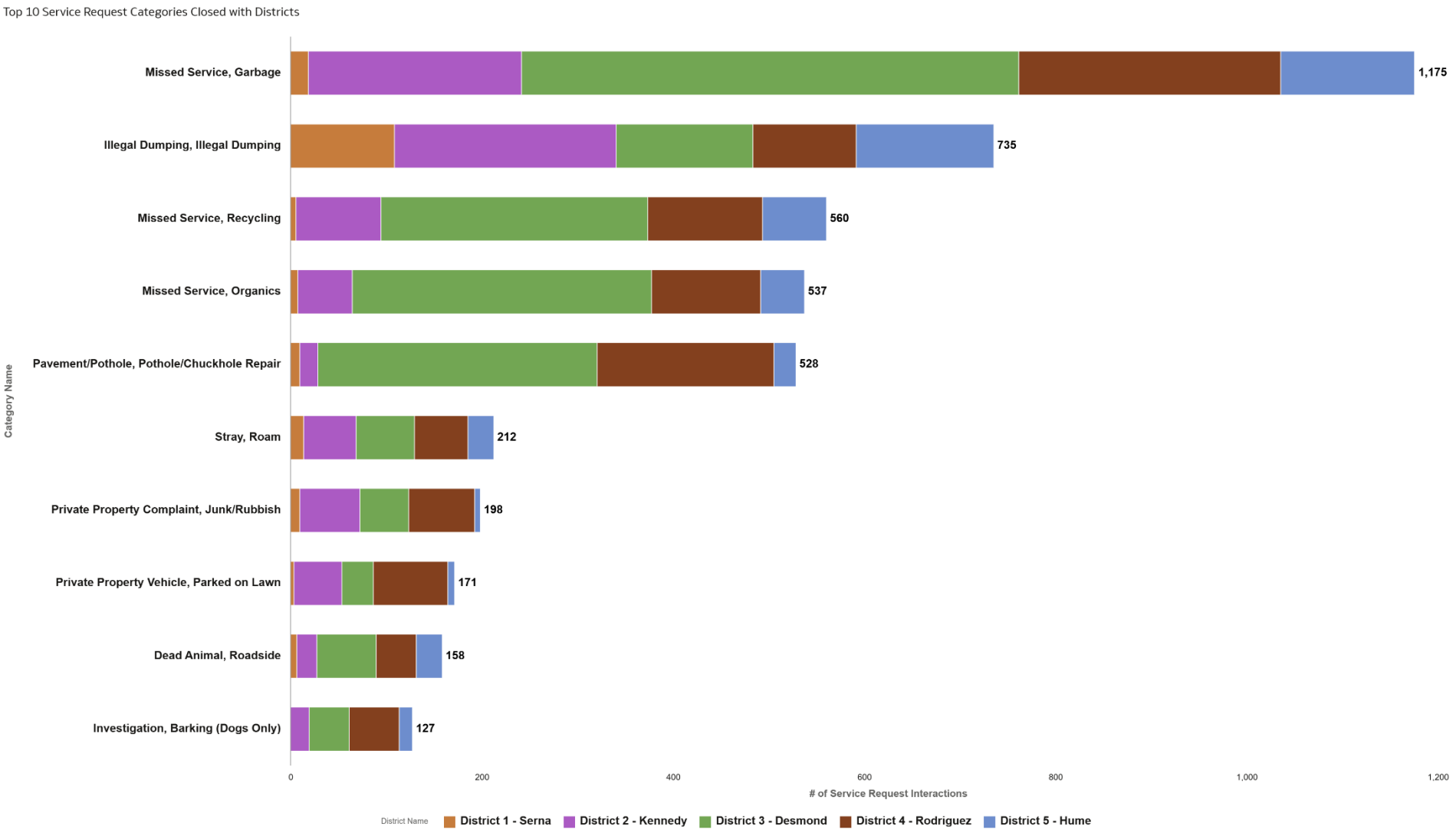
Top Service Requests Opened

Top 5 Service Requests Opened | by Districts



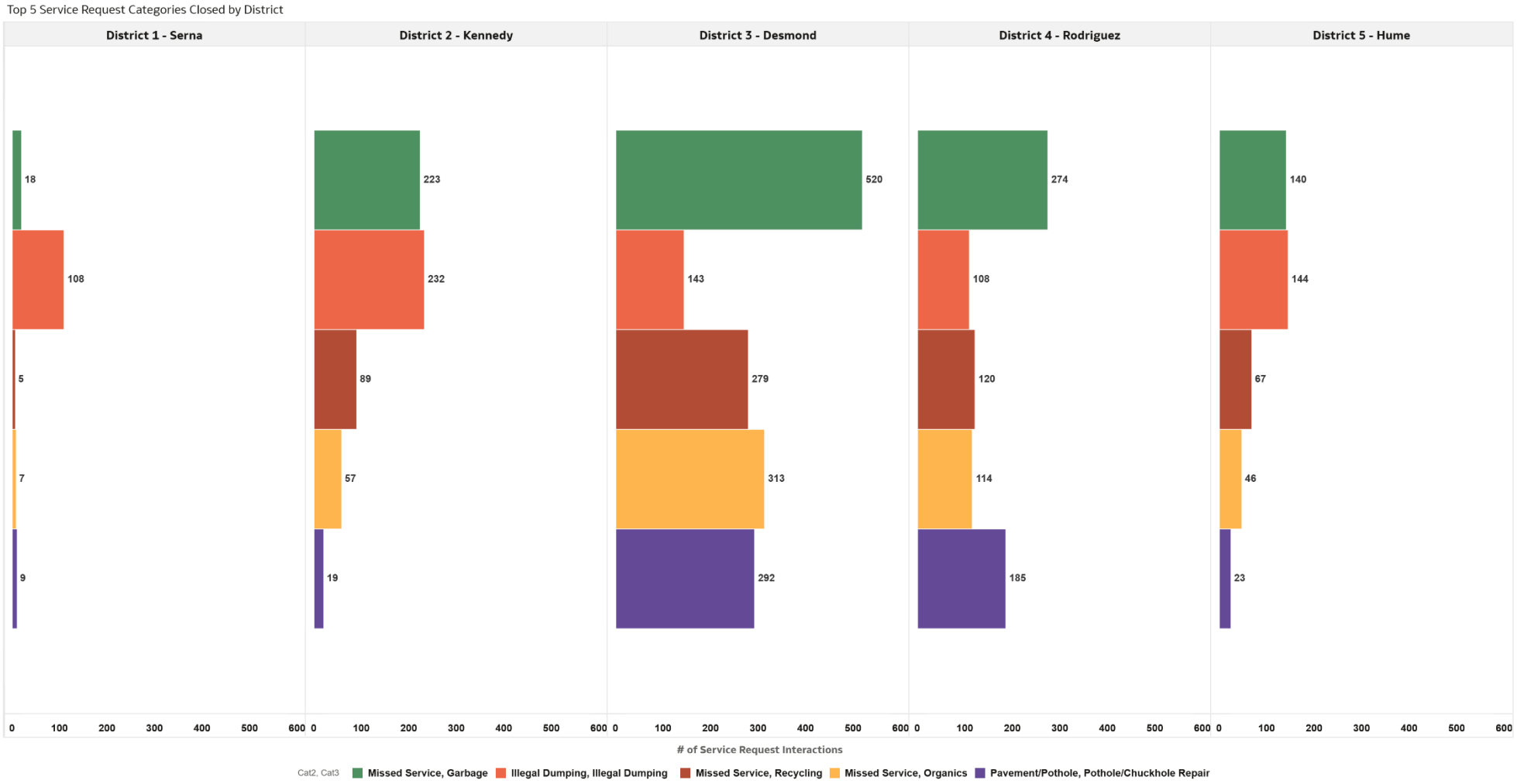
Top Service Requests Closed

Top 10 Service Requests Categories Closed | With Districts



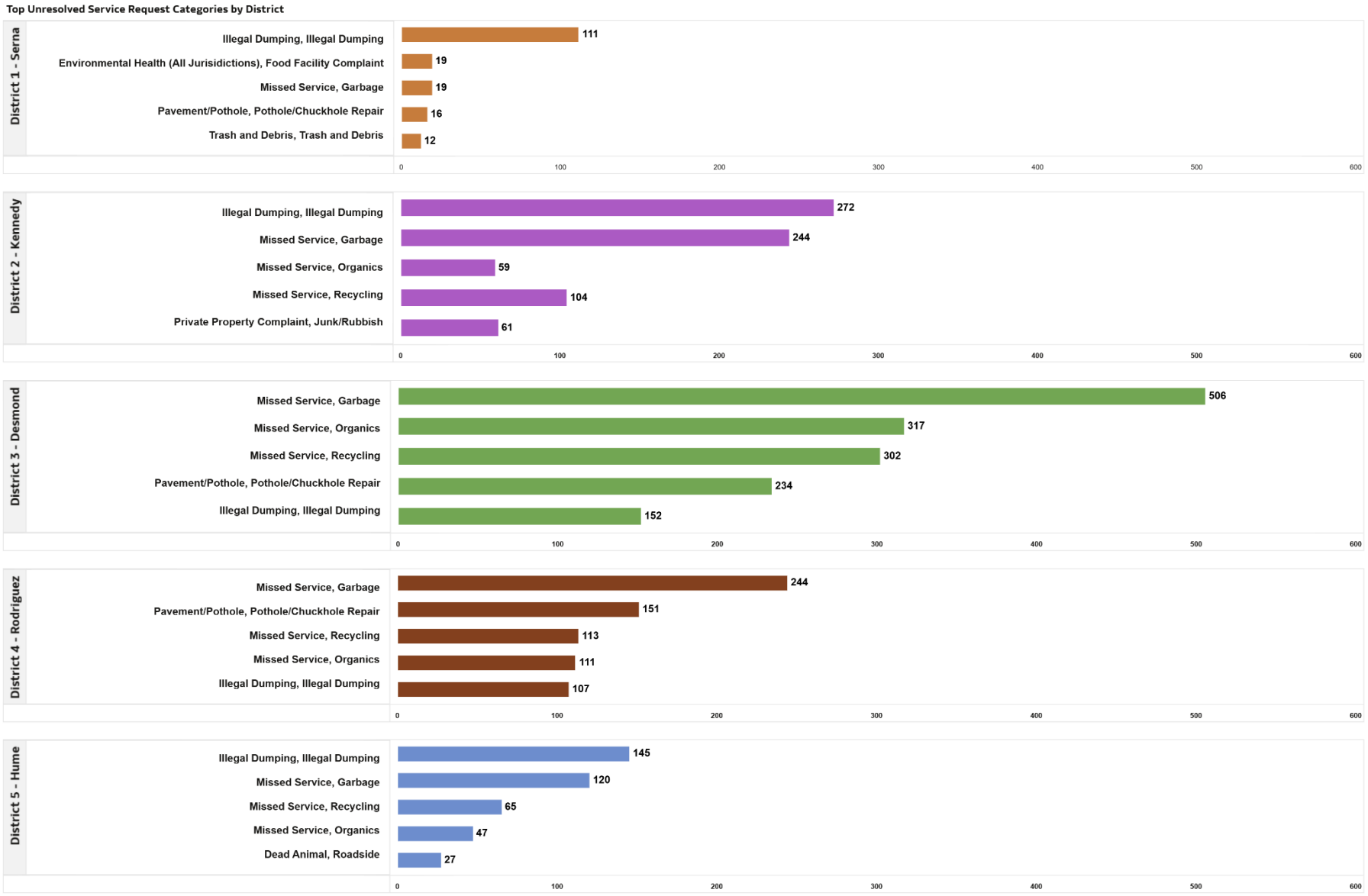
Top Service Requests Closed

Top 5 Service Requests Categories Closed | by Districts



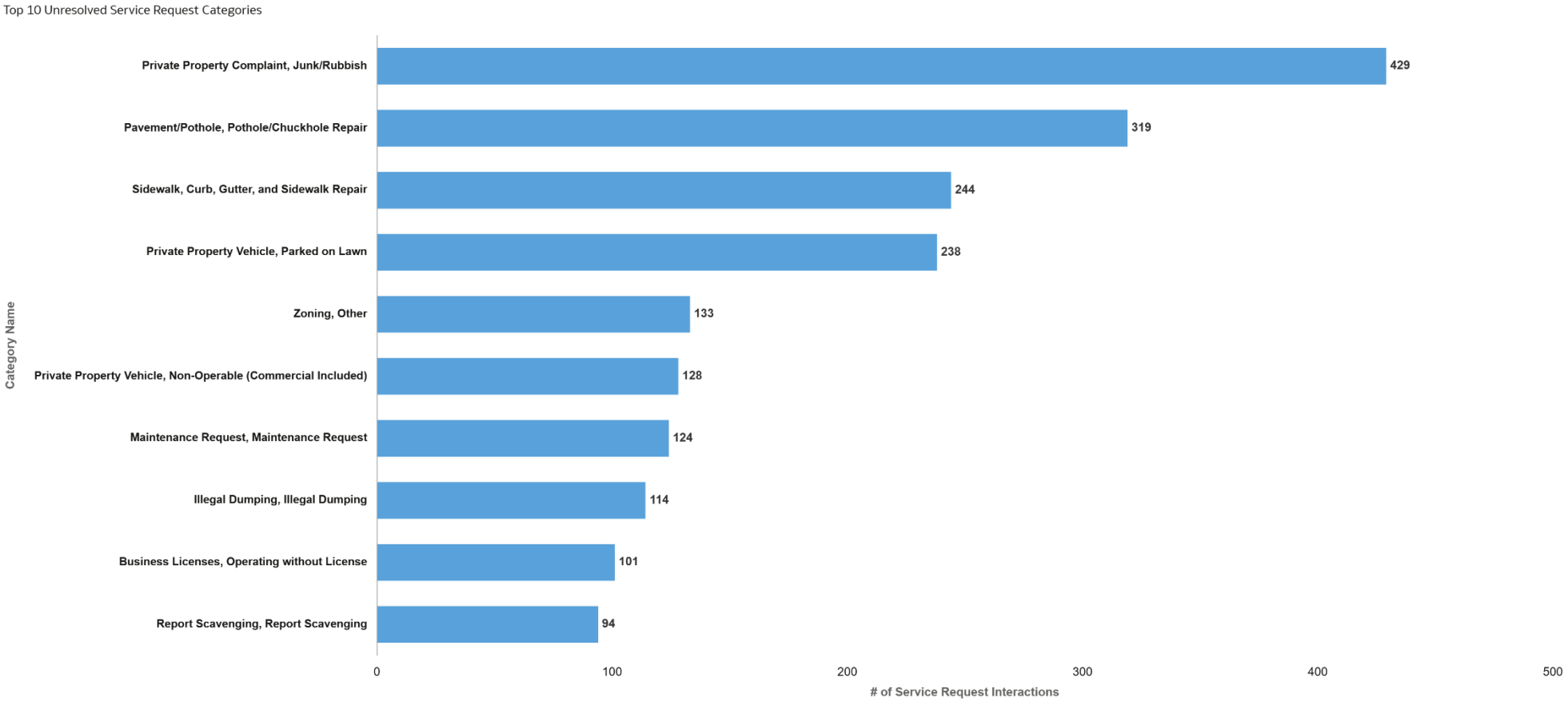
Top Unresolved Service Request

Top Unresolved Service Request Categories | by Districts



Top Unresolved Service Request

Top 10 Unresolved Service Request Categories



Unresolved Service Requests Through January 31st

3,347

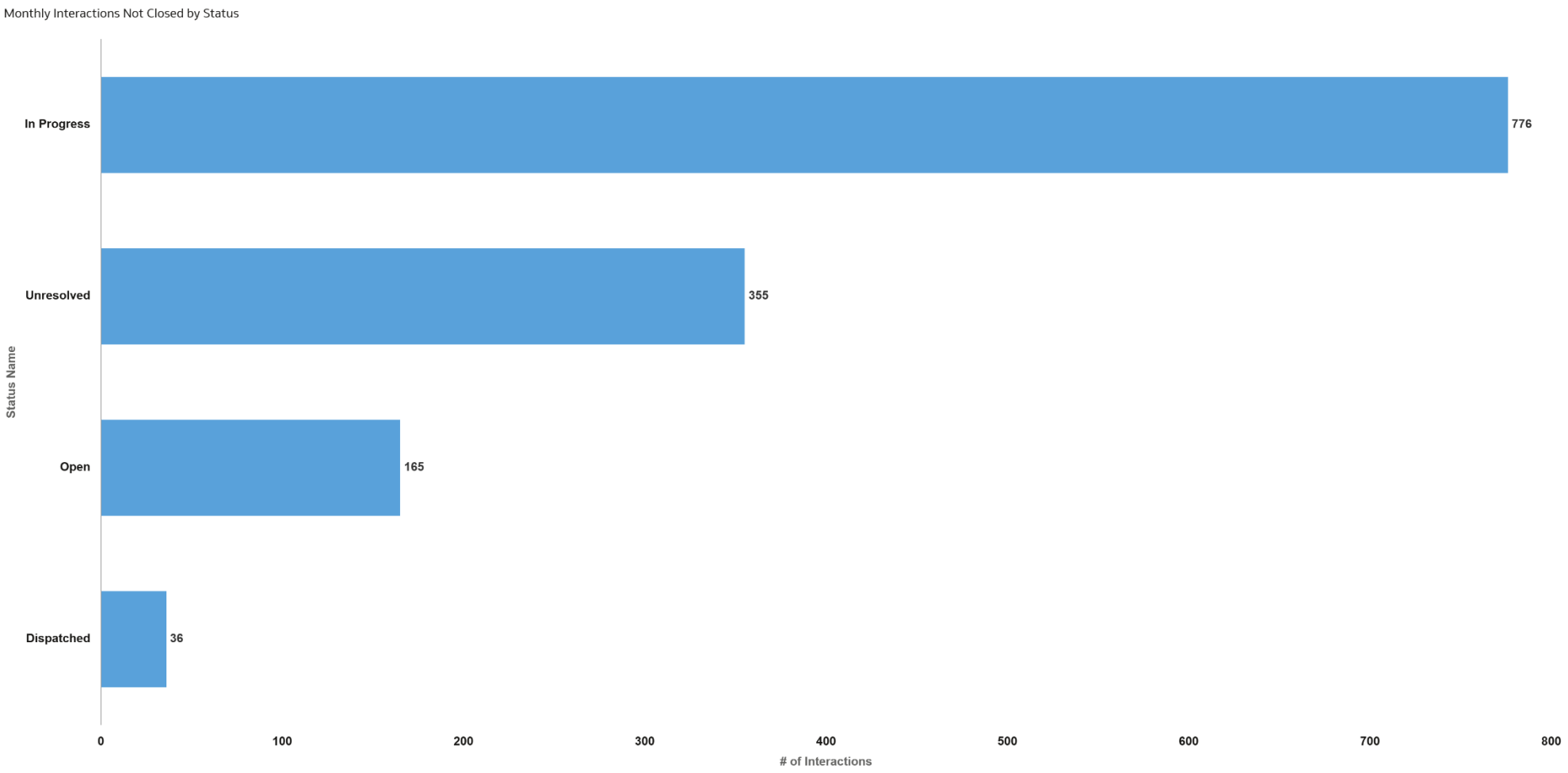
Interactions Closed this Month

21,847

Monthly Interactions Not Closed

1,332

Monthly Interactions Not Closed by Status



Board of Supervisor District Information

Service Requests Opened by District

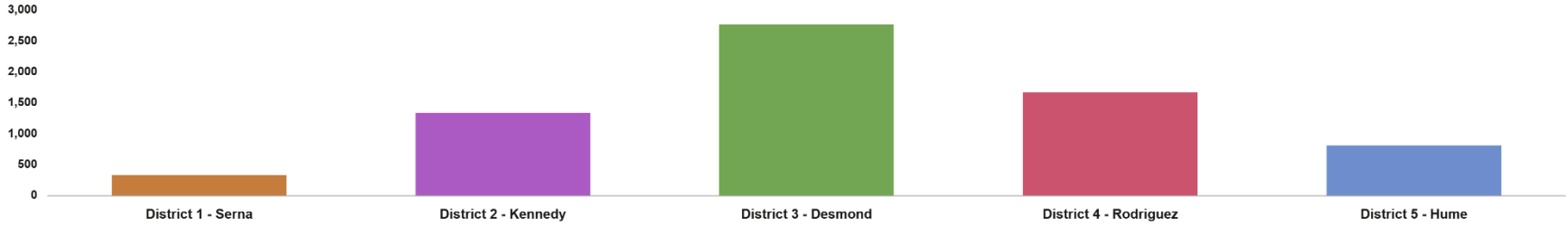
January 2025

Monthly Service Request Interactions Opened

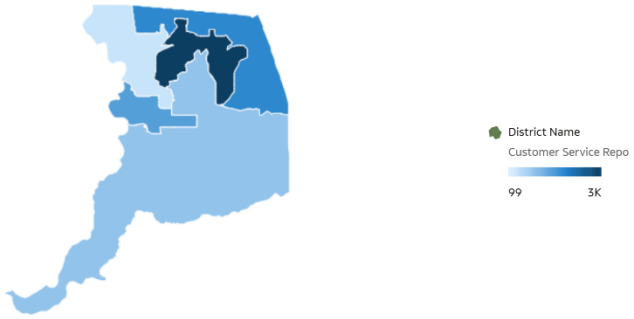
6,936

District 1 Serna	District 2 Kennedy	District 3 Desmond	District 4 Rodriguez	District 5 Hume
335	1,344	2,770	1,673	814
Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions

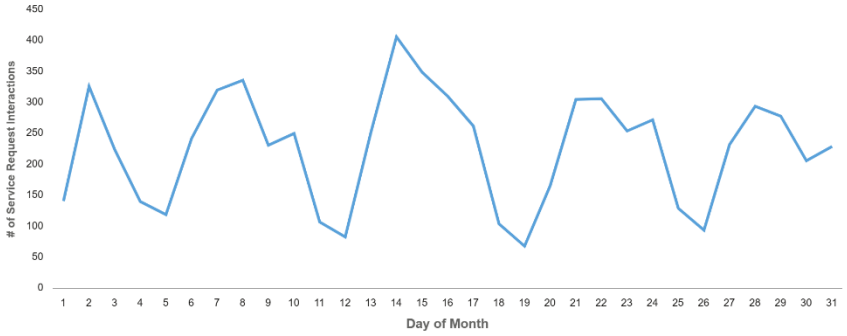
Service Request Interactions by District



Service Request Interactions by District Map



Service Request Interactions Created by Day of Month



Board of Supervisor District Information

Service Requests Closed by District

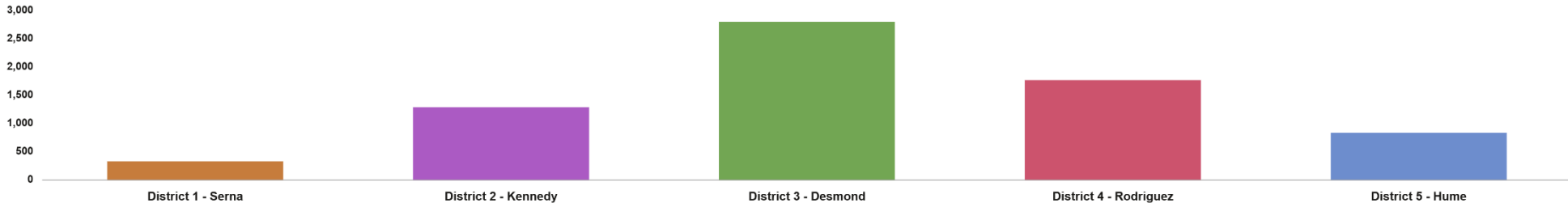
January 2025

Monthly Service Request Interactions Closed

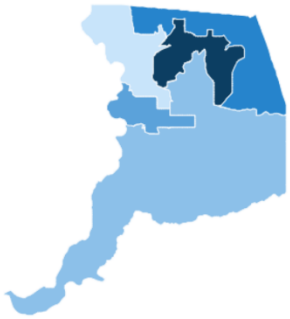
7,031

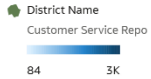
District 1 Serna	District 2 Kennedy	District 3 Desmond	District 4 Rodriguez	District 5 Hume
7,115	7,115	2,804	1,770	838
Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions	Service Request Interactions

Service Request Interactions by District

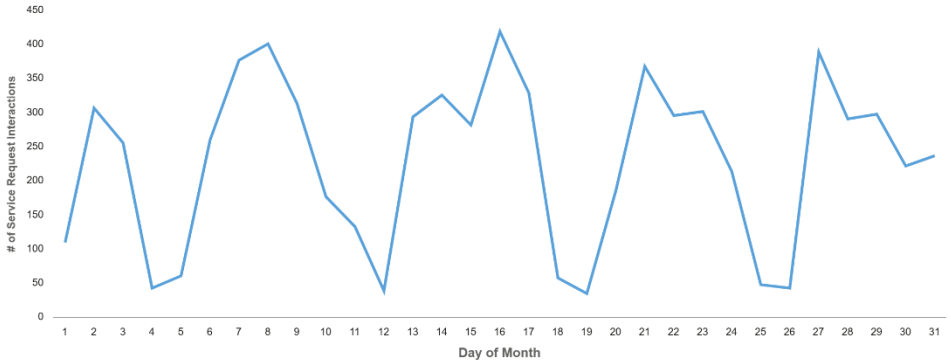


Service Request Interactions by District Map



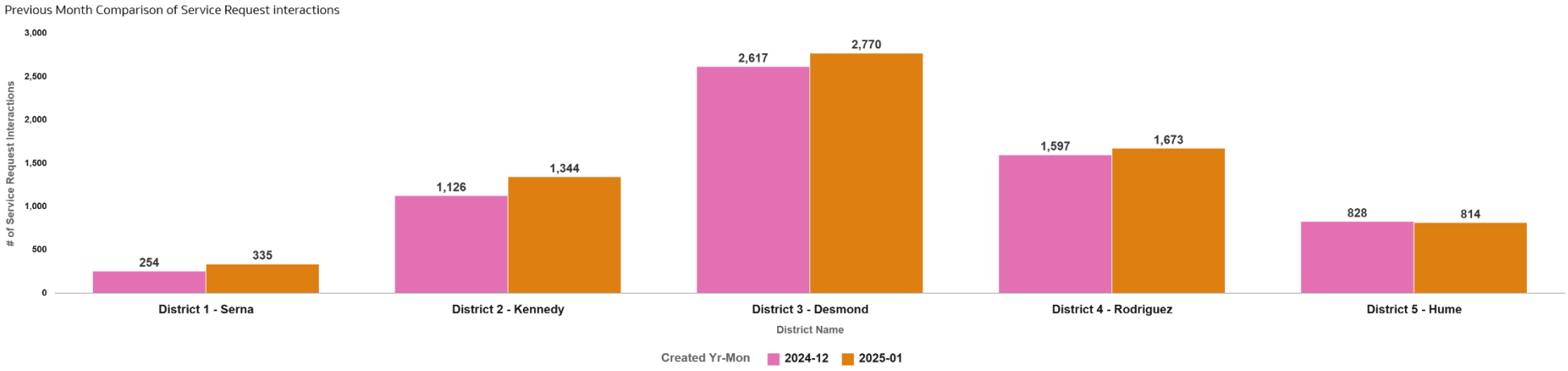


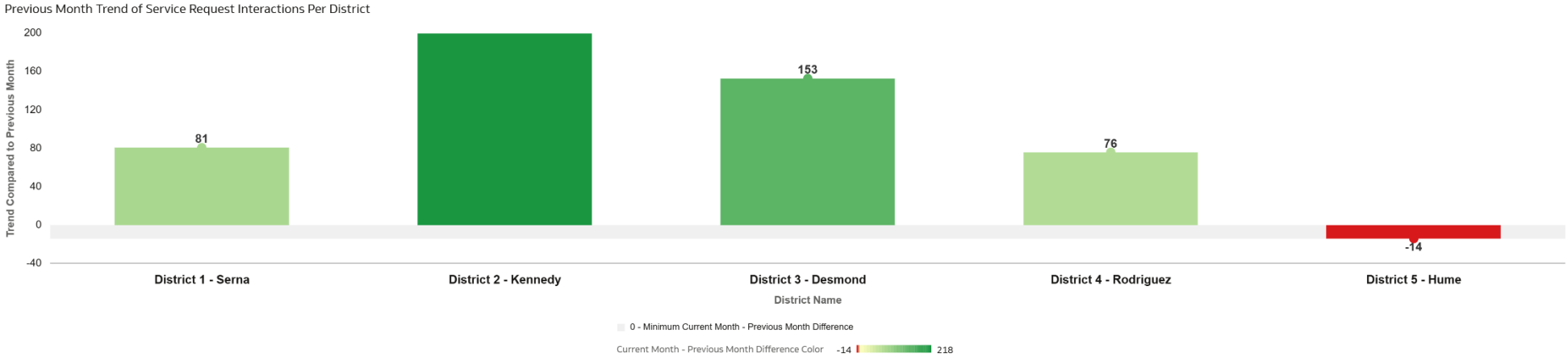
Service Request Interactions Closed by Day of Month



Board of Supervisors District Information

Previous Month Comparison of Service Request

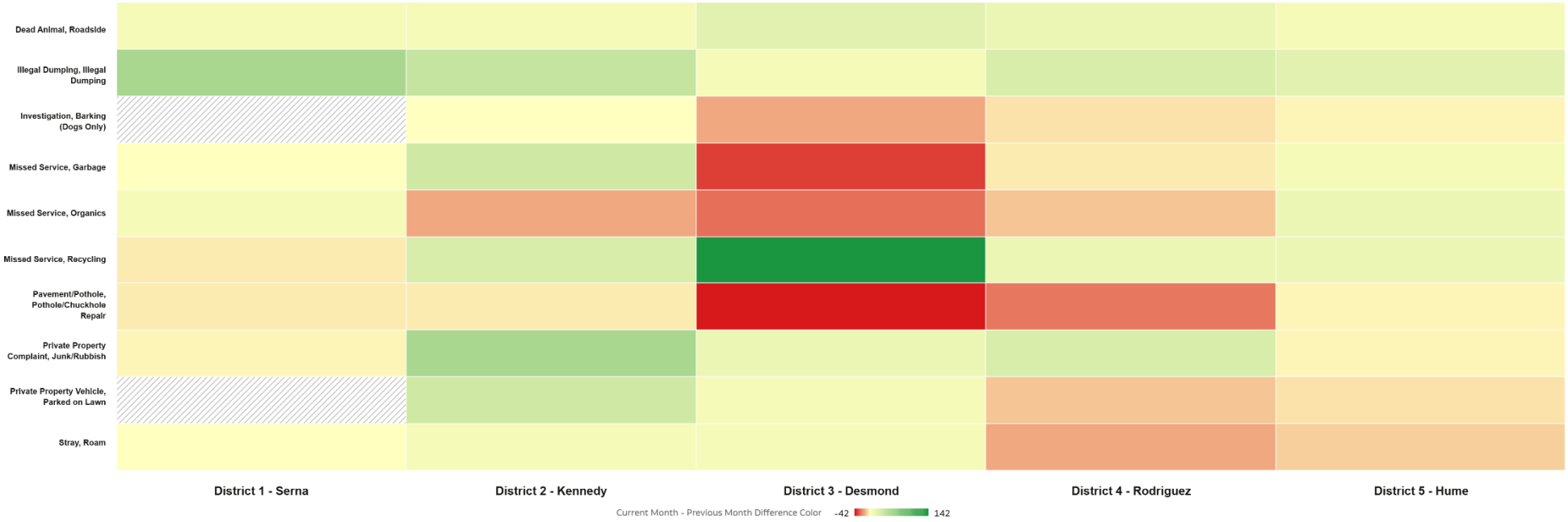




Monthly Comparison: Service Requests by District

	2024-12	2025-01
District Name	Service Request Map Count	Service Request Map Count
District 1 - Serna	**254**	**335**
District 2 - Kennedy	**1,126**	**1,344**
District 3 - Desmond	**2,617**	**2,770**
District 4 - Rodriguez	**1,597**	**1,673**
District 5 - Hume	**828**	**814**

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
Missed Service, Recycling	-3	23	142	13	14	**189**
Illegal Dumping, Illegal Dumping	53	34	3	23	19	**132**
Private Property Complaint, Junk/Rubbish	-1	51	13	22	-2	**83**
Dead Animal, Roadside	3	3	17	12	6	**41**
Private Property Vehicle, Parked on Lawn		27	3	-10	-5	**9**
Missed Service, Garbage	1	31	-35	-4	5	**-2**
Stray, Roam	0	6	8	-15	-9	**-10**
Investigation, Barking (Dogs Only)		0	-15	-5	-2	**-23**
Missed Service, Organics	3	-15	-27	-10	9	**-40**
Pavement/Pothole, Pothole/Chuckhole Repair	-3	-4	-42	-24	-1	**-74**
Grand Total	**46**	**156**	**67**	**2**	**34**	**305**

Board of Supervisor District Analysis

District 1

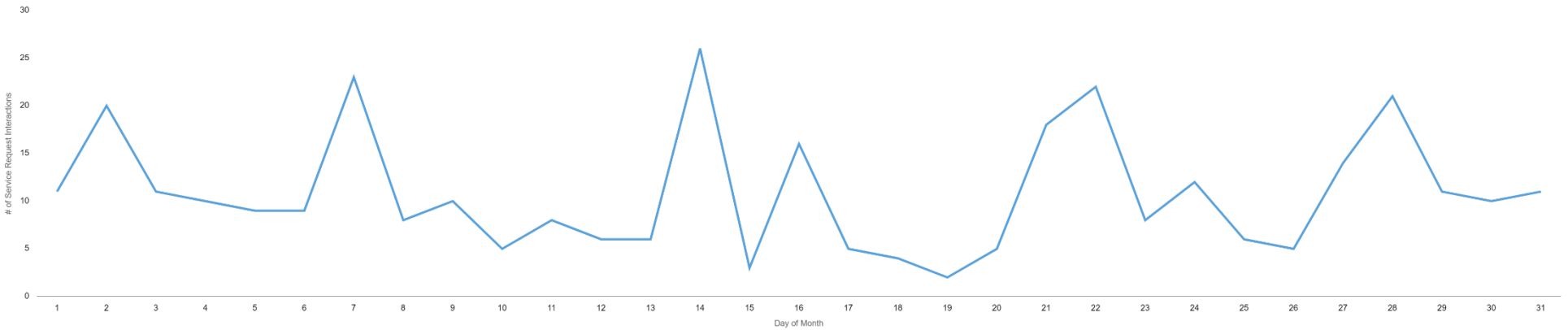
Service Requests Created

335

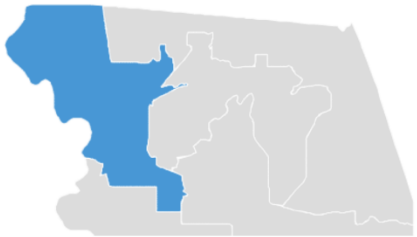
Service Requests Closed

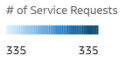
268

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions

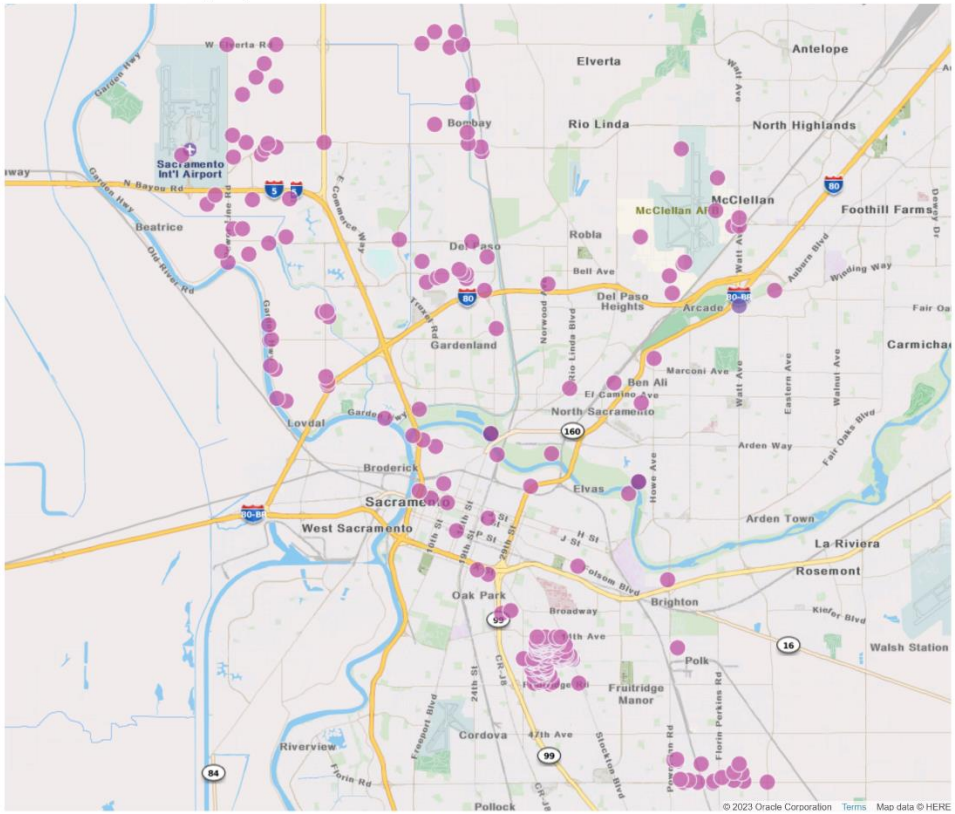




District 1 (continued)

Service Request Interactions by Category Per Zip Code

Service Request Interactions Mapped by Selected Zip Code



Board of Supervisor District Analysis

District 2

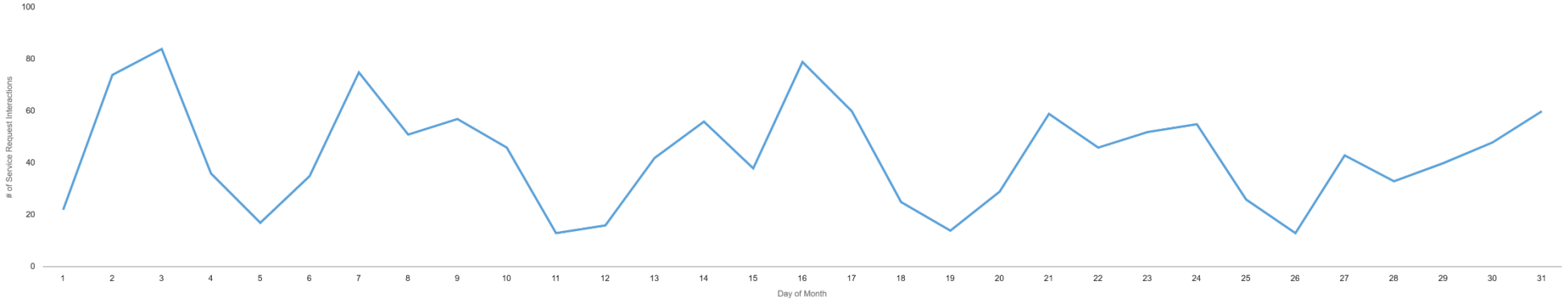
Service Requests Created

1,344

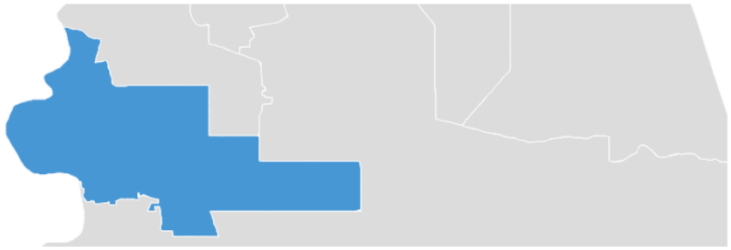
Service Requests Closed

1,029

Service Request Interactions Created by Day of Month

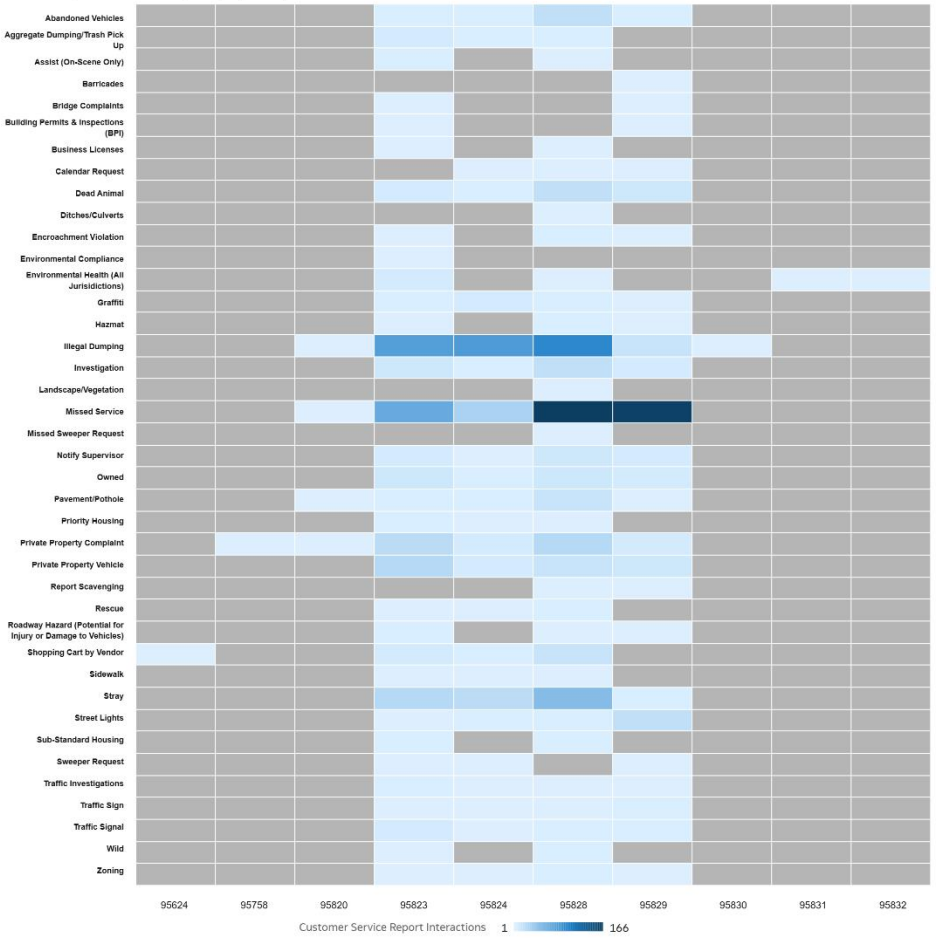


District Name, Customer Service Report Interactions

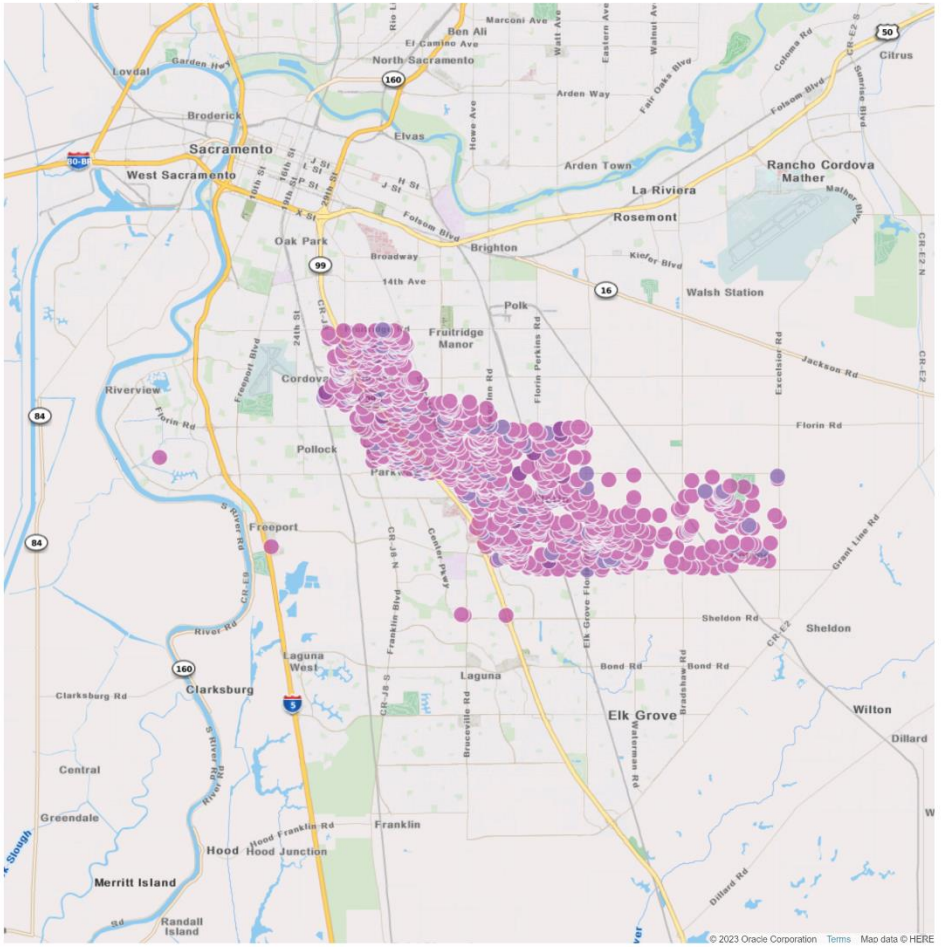


District 2 (continued)

Service Request Interactions by Category Per Zip Code



Service Request Interactions Mapped by Selected Zip Code



Board of Supervisor District Analysis

District 3

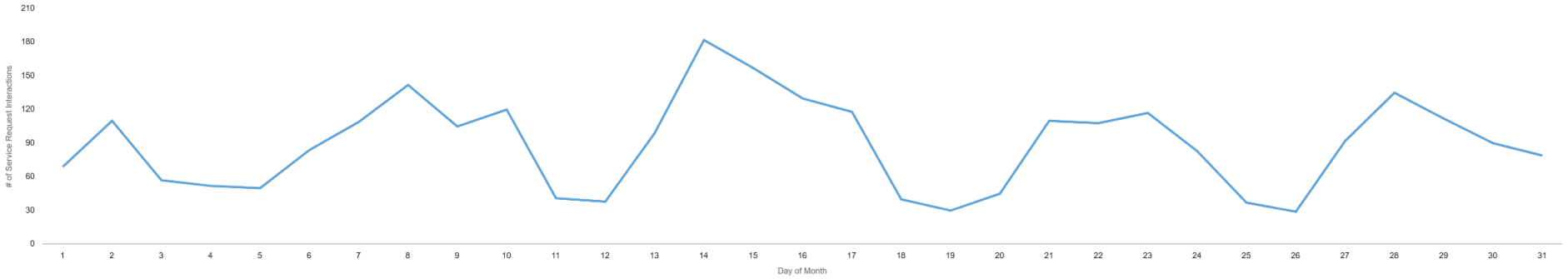
Service Requests Created

2,770

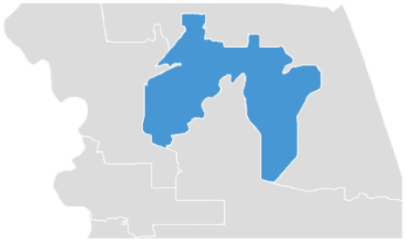
Service Requests Closed

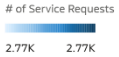
2,252

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions

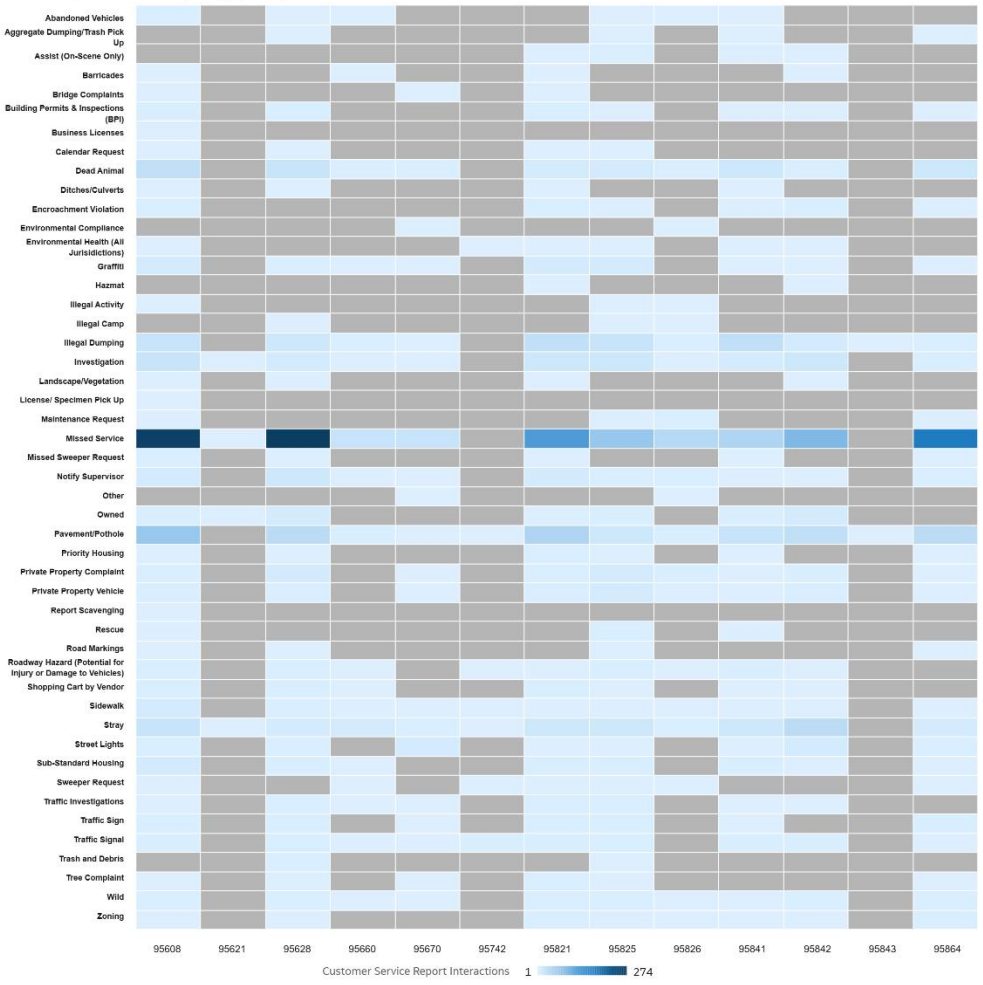




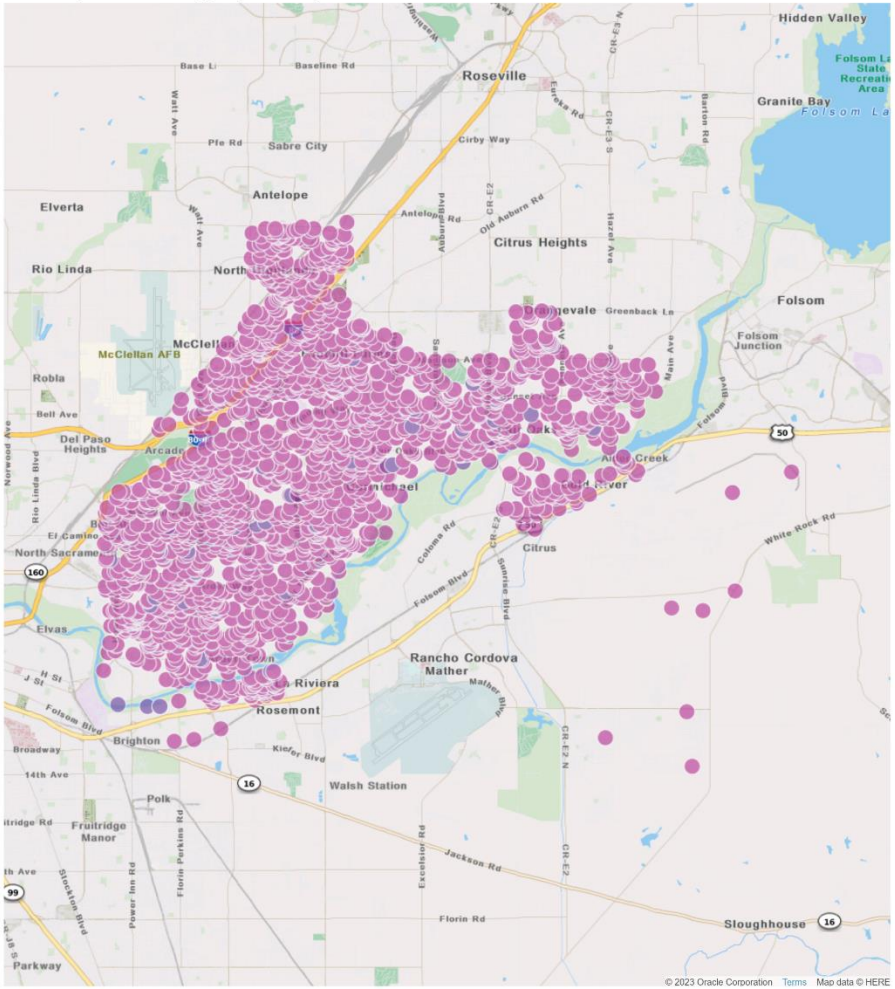
Board of Supervisor District Analysis

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

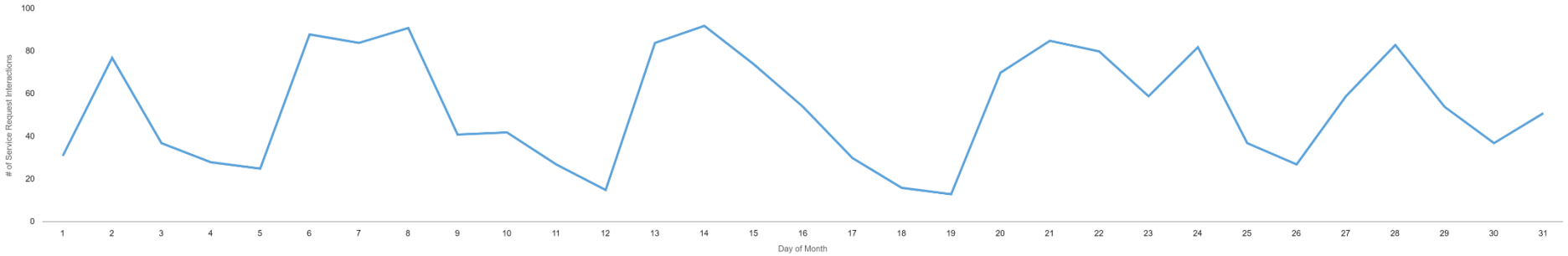
Service Requests Created

1,673

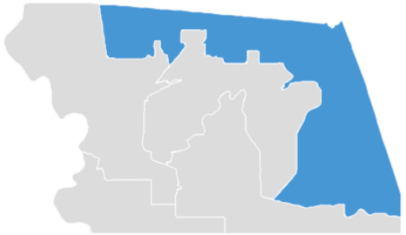
Service Requests Closed

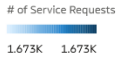
1,319

Service Request Interactions Created by Day of Month



District Name, Customer Service Report Interactions

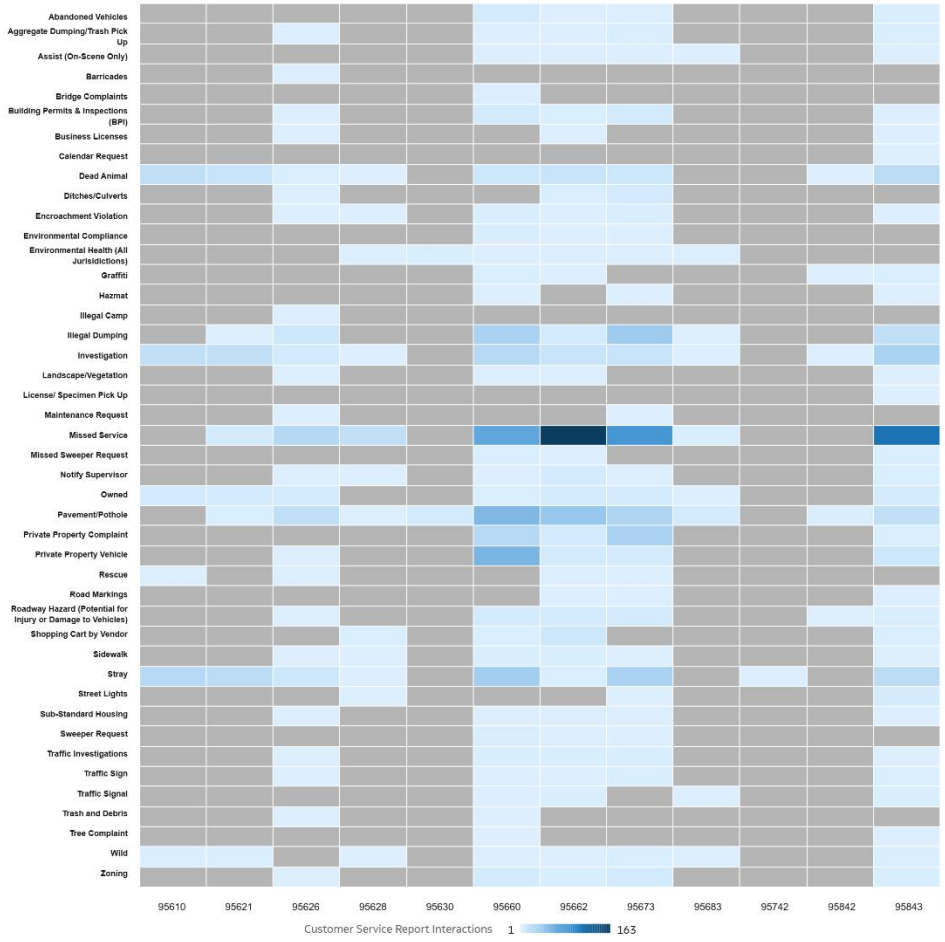




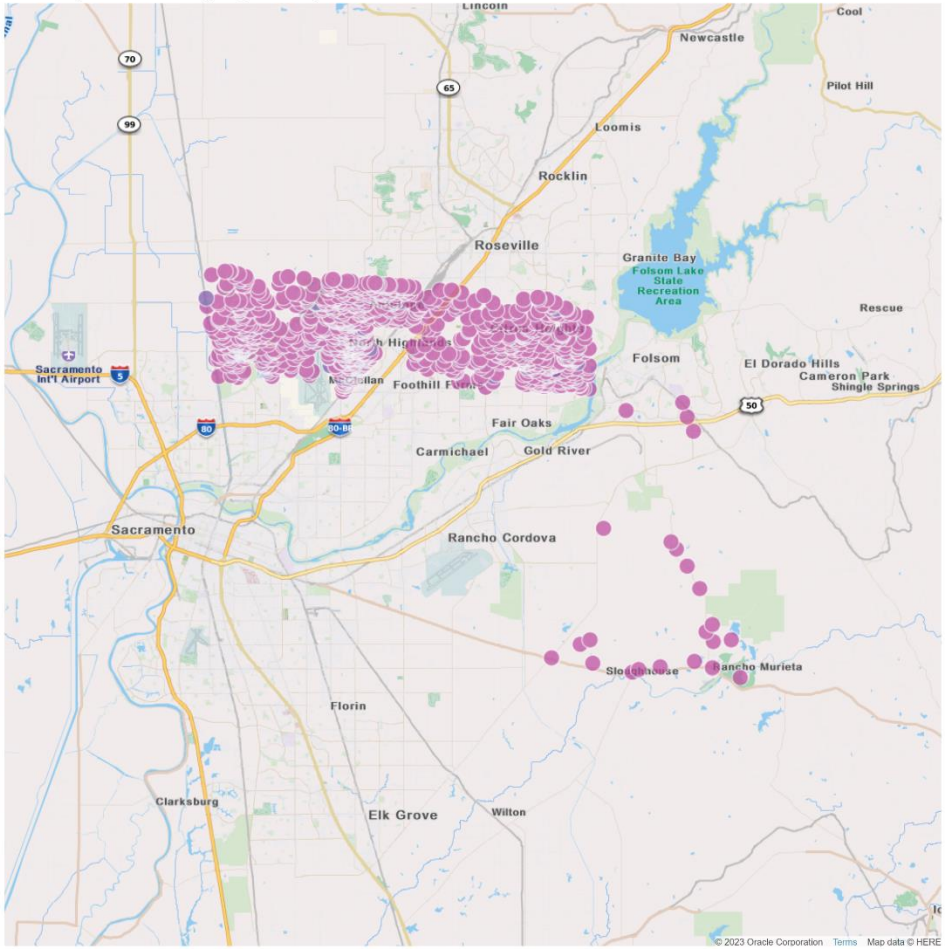
Board of Supervisor District Analysis

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

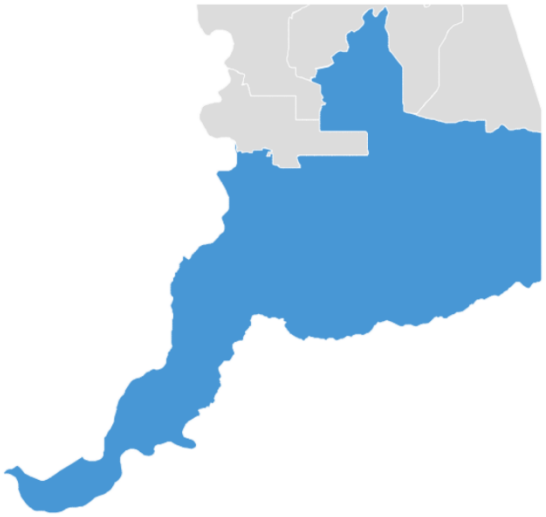
814

Service Requests Closed

692

Service Request Interactions Created by Day of Month

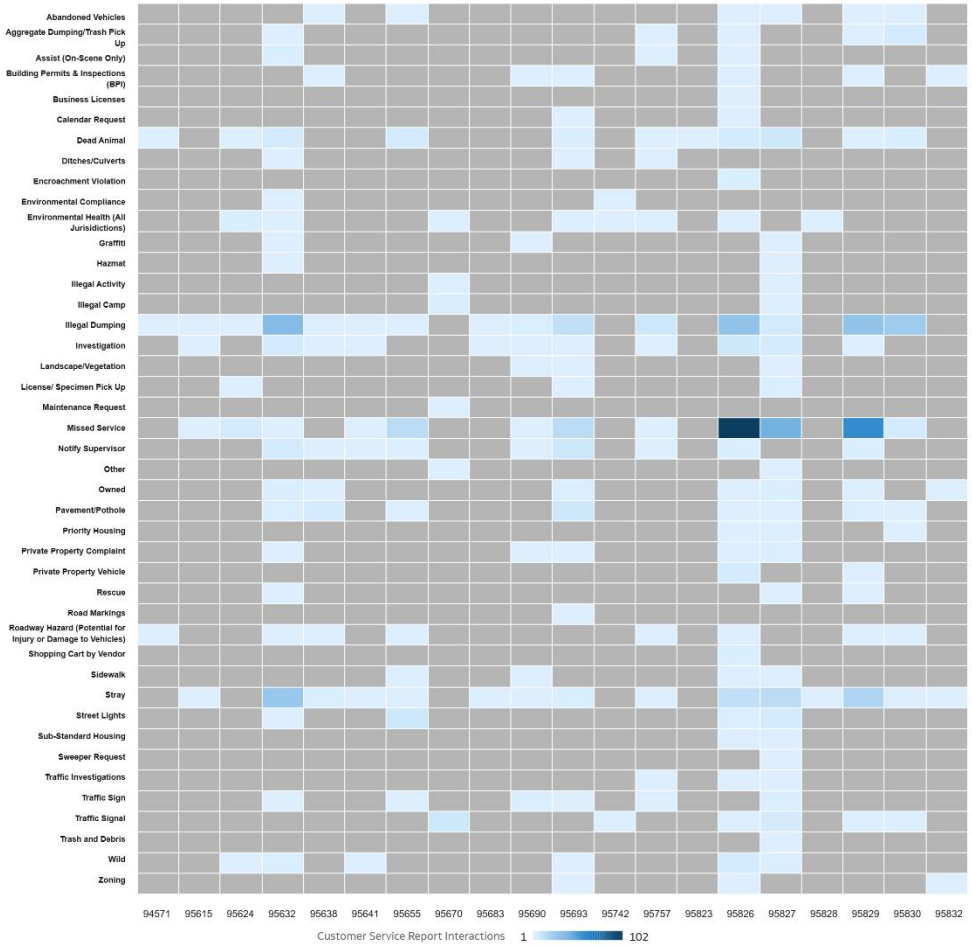
District Name, Customer Service Report Interactions



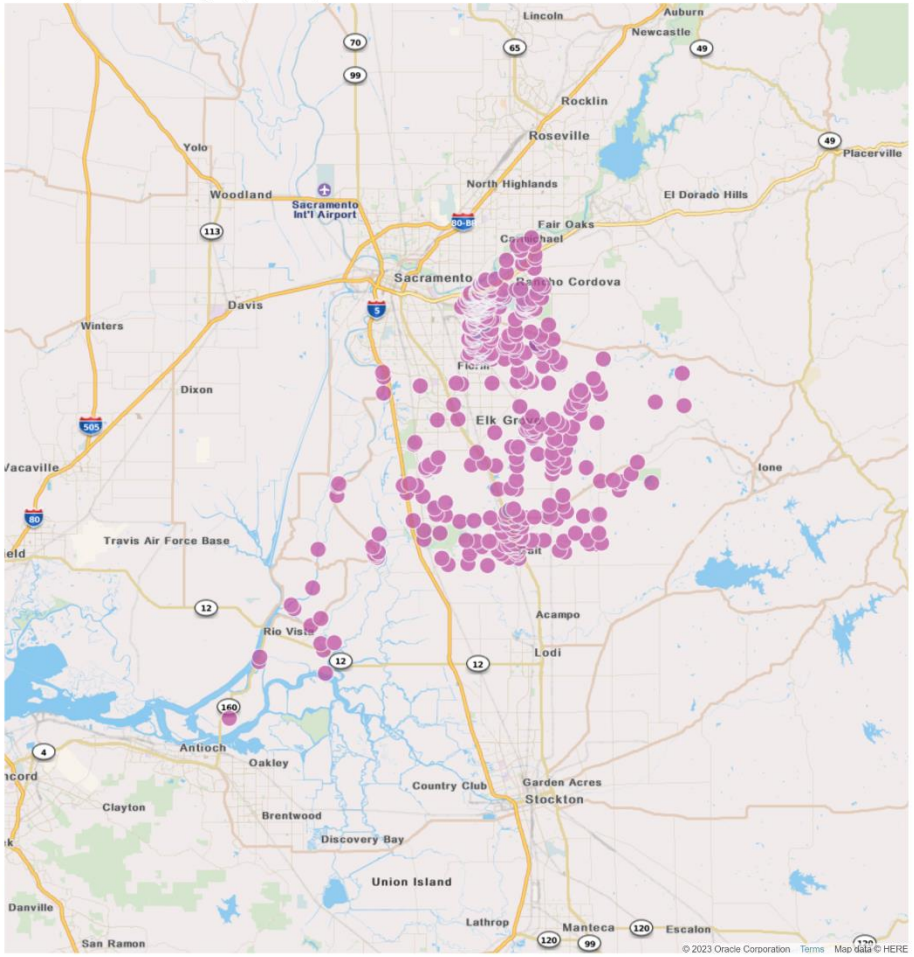
Board of Supervisor District Analysis

District 5 (continued)

Service Request Interactions by Category Per Zip Code

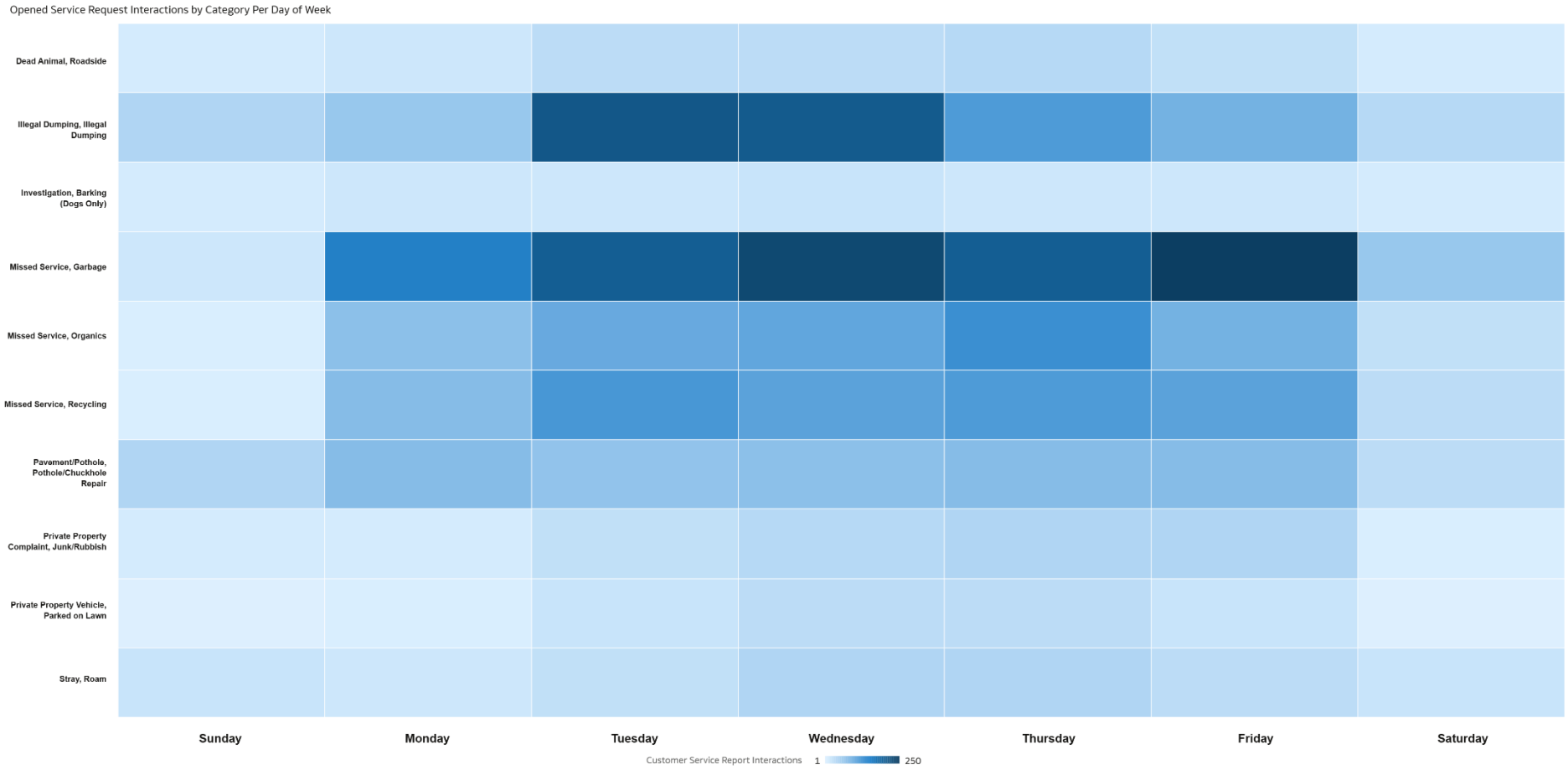


Service Request Interactions Mapped by Selected Zip Code



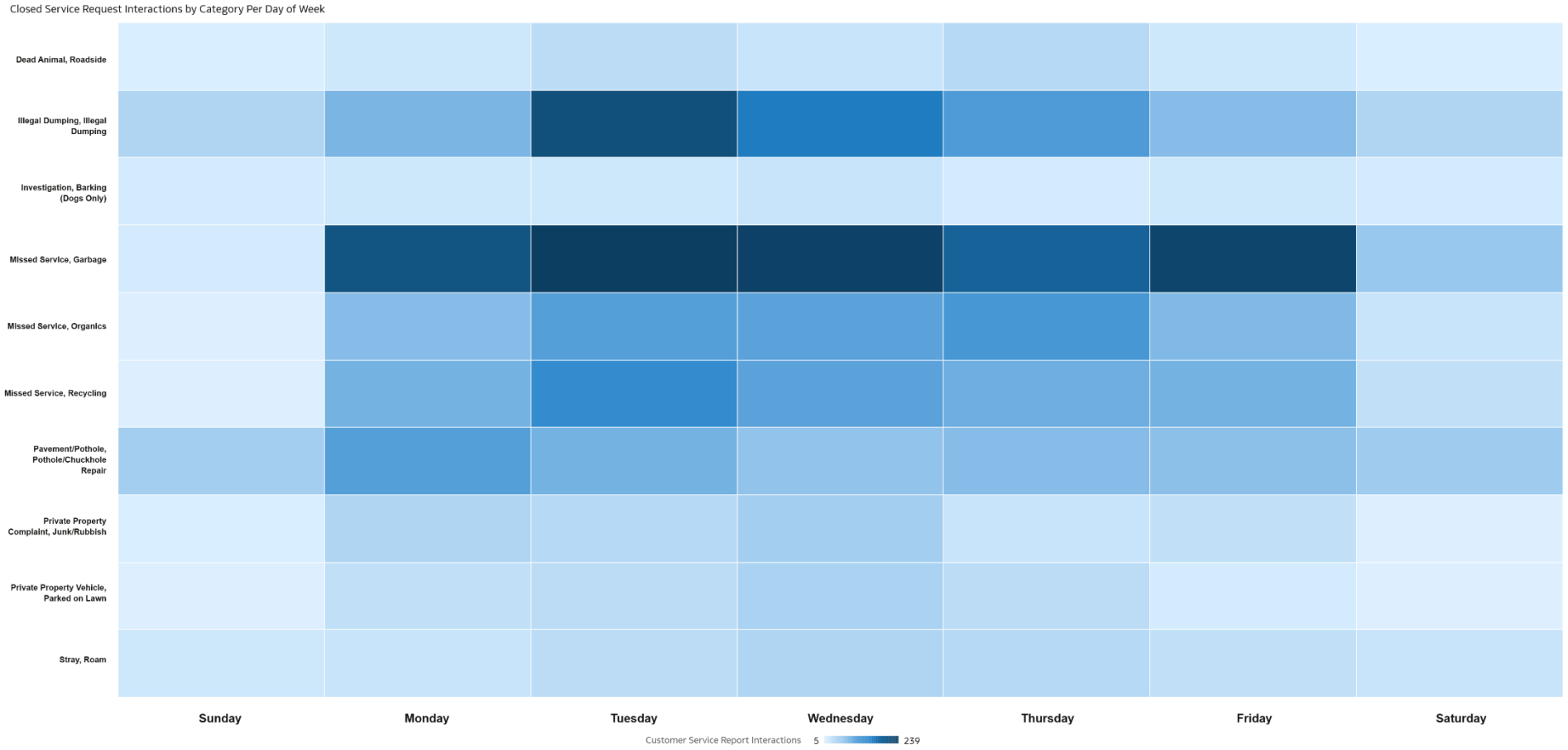
Aging of Open Requests

Top Service Requests Open by Day



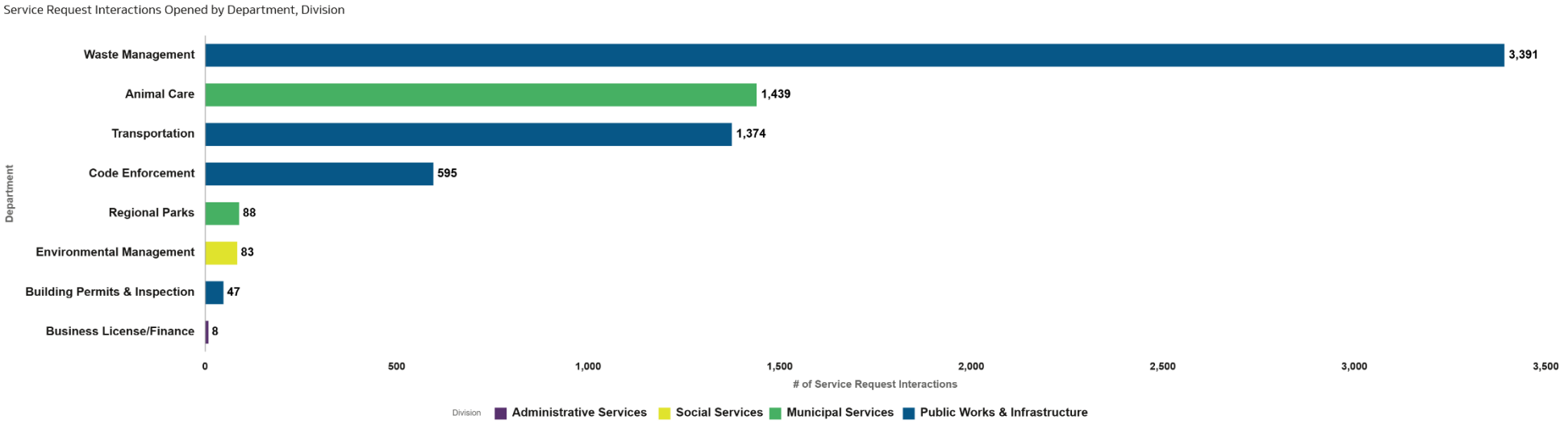
Aging of Open Requests

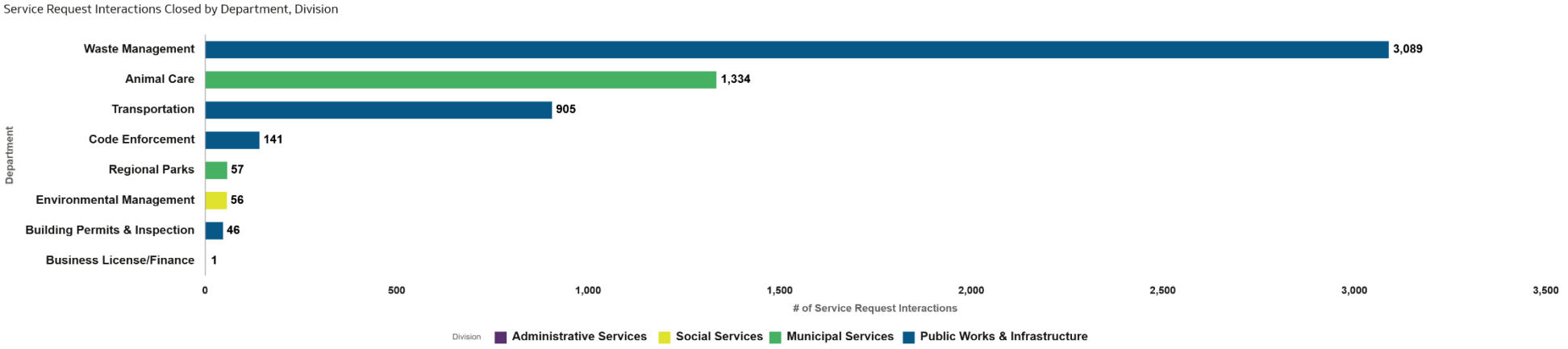
Top Service Requests Closed by Day



Aging of Open Requests

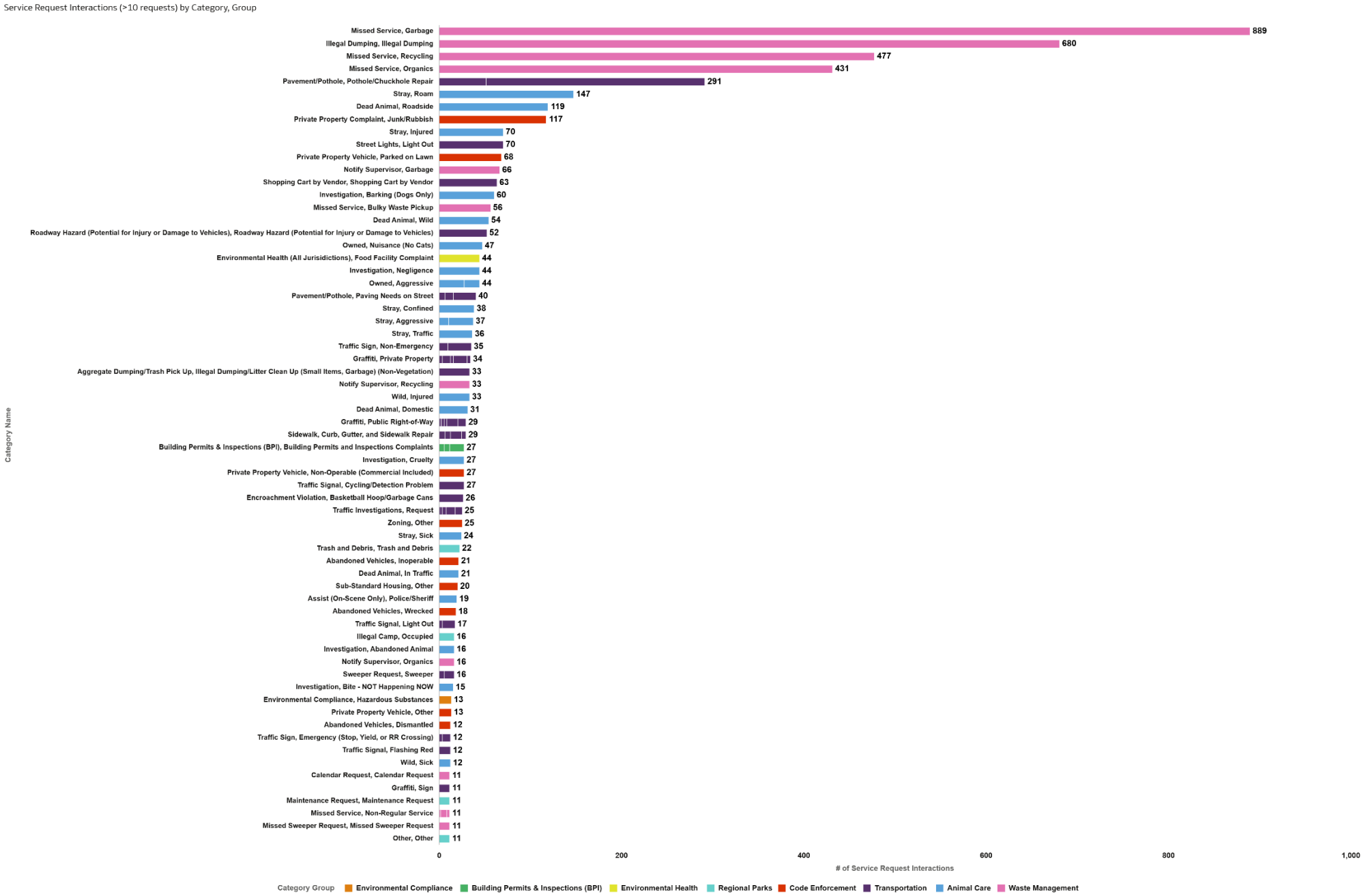
Opened/Closed by Department/Division





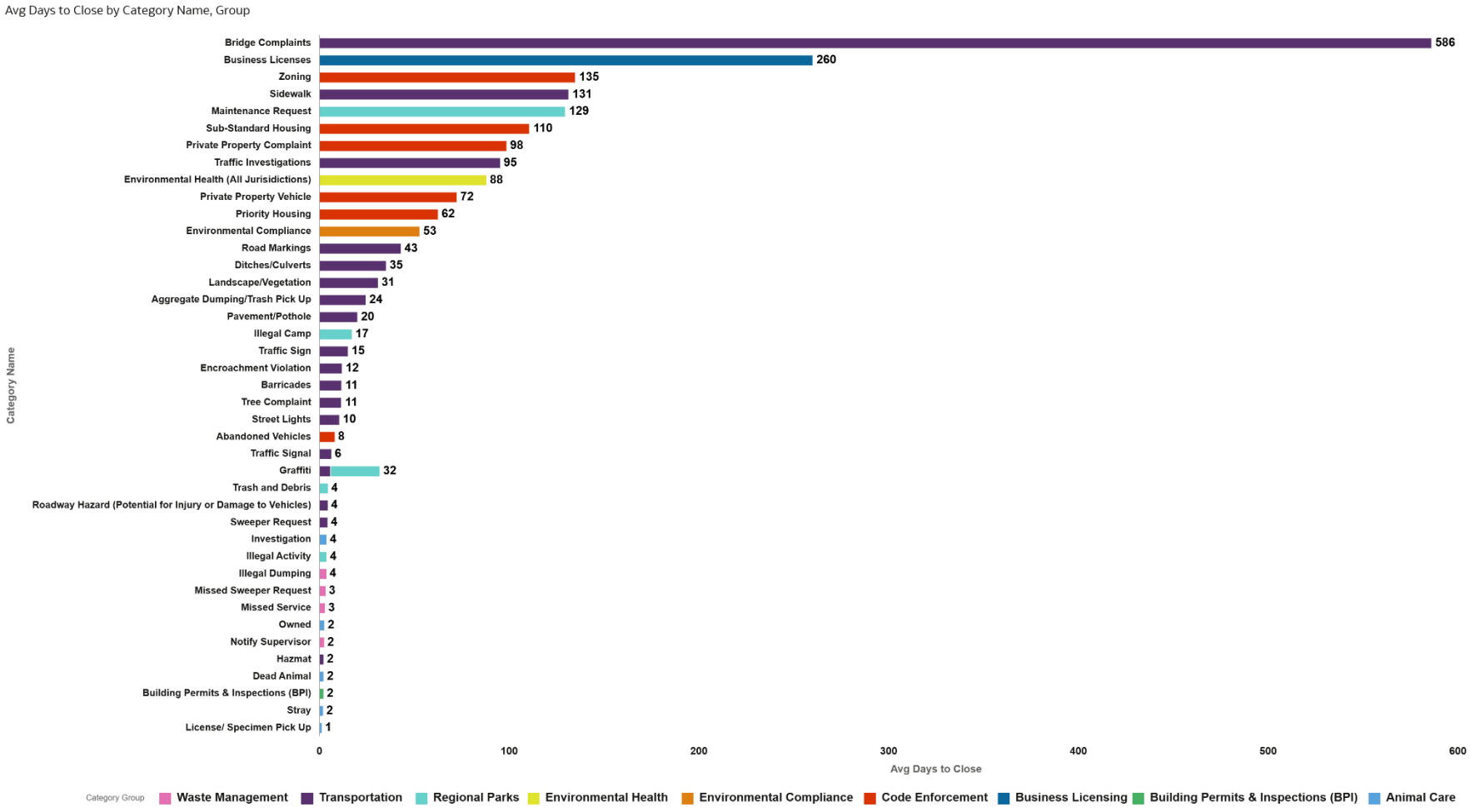
Aging of Open Requests

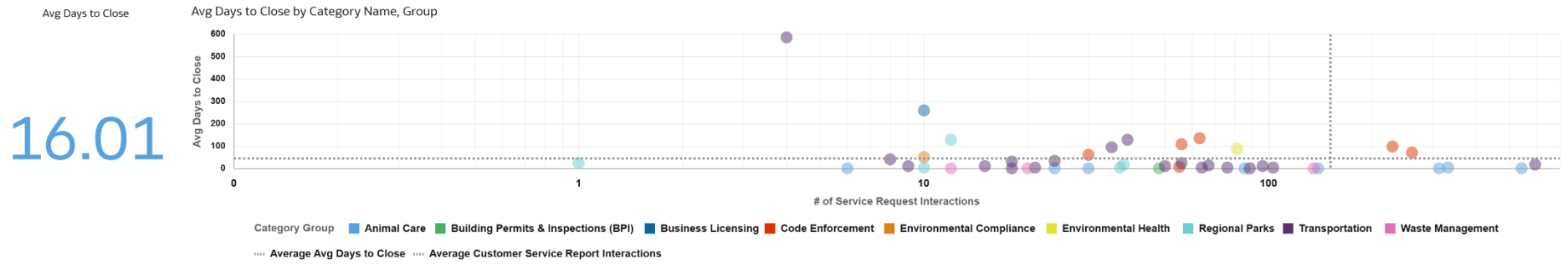
Greater Than 10 Service Requests



Aging of Open Requests

Average Days to Close Service Requests





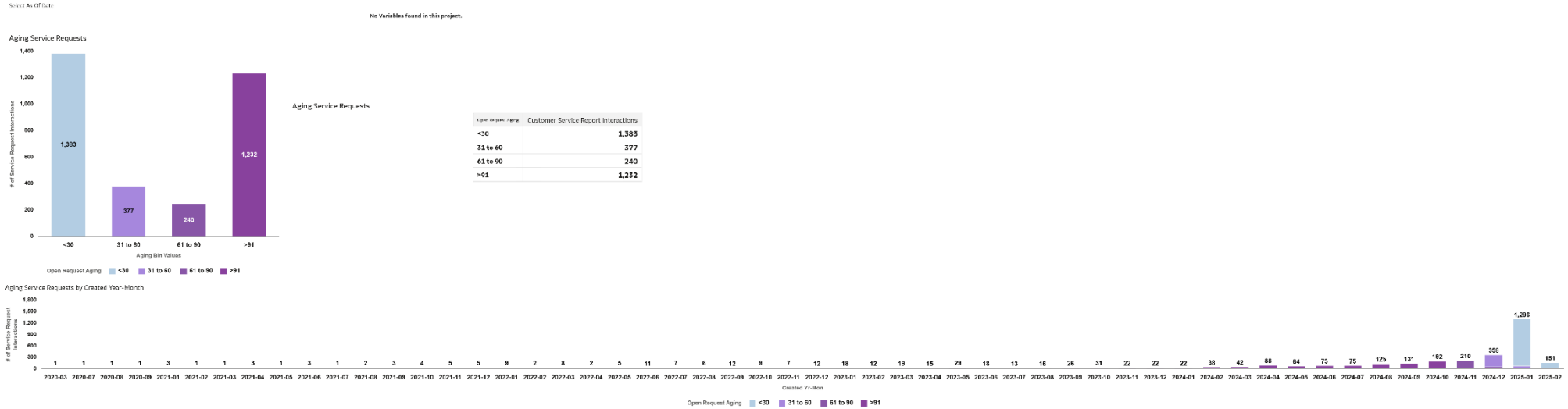
Aging of Open Requests

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

of Service Request Interactions Per Category with Avg Days to Close

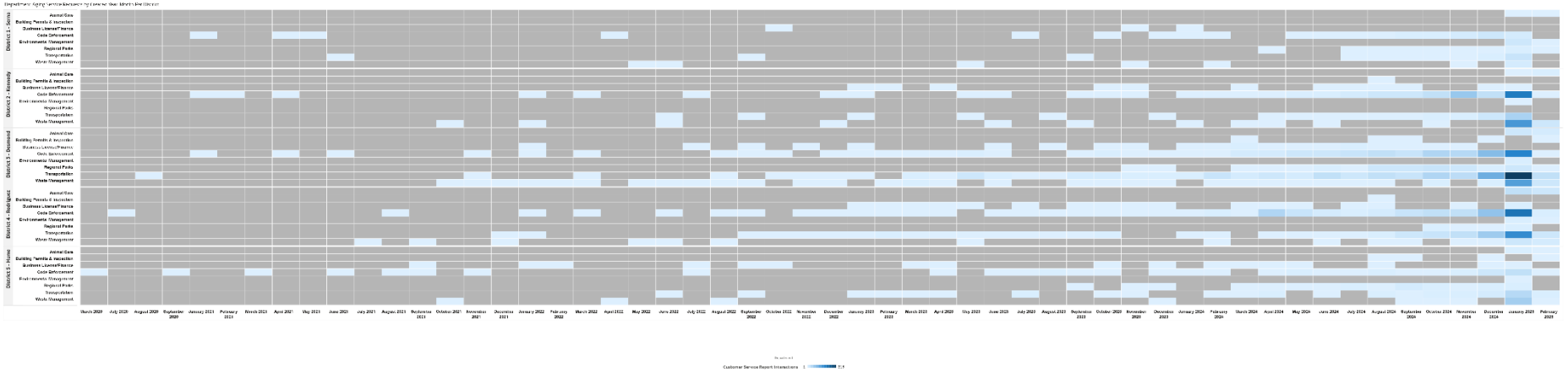
Category Group	Category Level 2 Name	Customer Service Report Interactions	Avg Days to Close
Waste Management	Calendar Request	12	0.00
Animal Care	Assist (On-Scene Only)	30	0.09
Transportation	Shopping Cart by Vendor	88	0.11
Animal Care	Rescue	24	0.19
Animal Care	Wild	85	0.27
Animal Care	License/ Specimen Pick Up	6	1.09
Animal Care	Stray	541	1.80
Building Permits & Inspections (BPI)	Building Permits & Inspections (BPI)	48	2.03
Animal Care	Dead Animal	312	2.07
Transportation	Hazmat	18	2.08
Waste Management	Notify Supervisor	135	2.35
Animal Care	Owned	139	2.46
Waste Management	Missed Service	2,361	2.79
Waste Management	Missed Sweeper Request	20	3.11
Waste Management	Illegal Dumping	797	3.54
Regional Parks	Illegal Activity	10	3.70
Animal Care	Investigation	332	3.72
Transportation	Sweeper Request	21	4.18
Transportation	Roadway Hazard (Potential for Injury or Damage to Vehicles)	76	4.26
Regional Parks	Trash and Debris	37	4.36
Transportation	Graffiti	64	5.59
Transportation	Traffic Signal	103	6.18
Code Enforcement	Abandoned Vehicles	55	7.94
Transportation	Street Lights	96	10.30
Transportation	Tree Complaint	15	11.35
Transportation	Barricades	9	11.44
Transportation	Encroachment Violation	50	11.79
Transportation	Traffic Sign	67	14.89
Regional Parks	Illegal Camp	38	16.95
Transportation	Pavement/Pothole	591	19.88
Transportation	Aggregate Dumping/Trash Pick Up	56	24.26
Regional Parks	Graffiti	1	25.96
Transportation	Landscape/Vegetation	18	30.70
Transportation	Ditches/Culverts	24	34.99
Transportation	Road Markings	8	42.77
Environmental Compliance	Environmental Compliance	10	52.70
Code Enforcement	Priority Housing	30	62.37
Code Enforcement	Private Property Vehicle	260	72.26
Environmental Health	Environmental Health (All Jurisidictions)	81	87.78
Transportation	Traffic Investigations	35	95.09
Code Enforcement	Private Property Complaint	228	98.47
Code Enforcement	Sub-Standard Housing	56	110.41
Regional Parks	Maintenance Request	12	129.38
Transportation	Sidewalk	39	131.08
Code Enforcement	Zoning	63	134.66
Business Licensing	Business Licenses	10	259.77
Transportation	Bridge Complaints	4	585.90

Aging of Open Requests



Aging of Open Requests

Department Aging Requests by Month Created Per District



Dispatch Service Definition

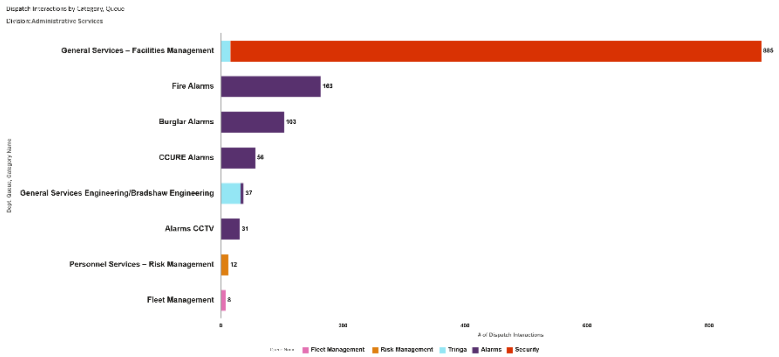
The Sacramento County 311 Communications Center provides dispatch services 24 hours a day 7 days a week for departments that do not have a public facing telephone line. After regular business hours, 311 generates service requests on behalf of most departments and provides immediate notification to departmental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

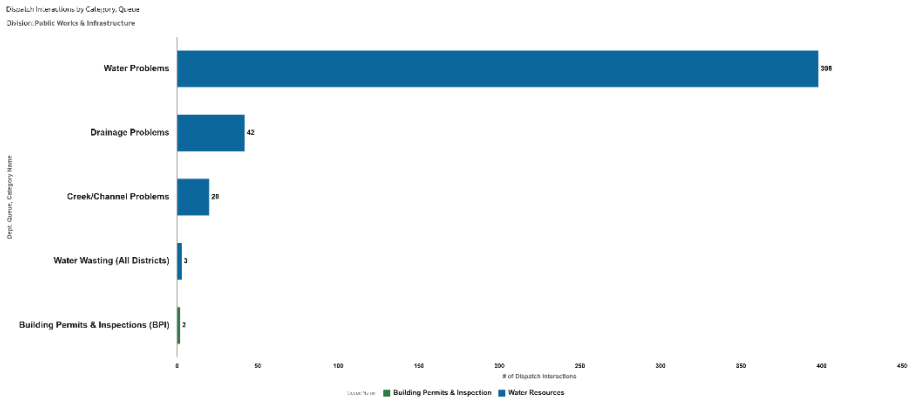
Administrative Services



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

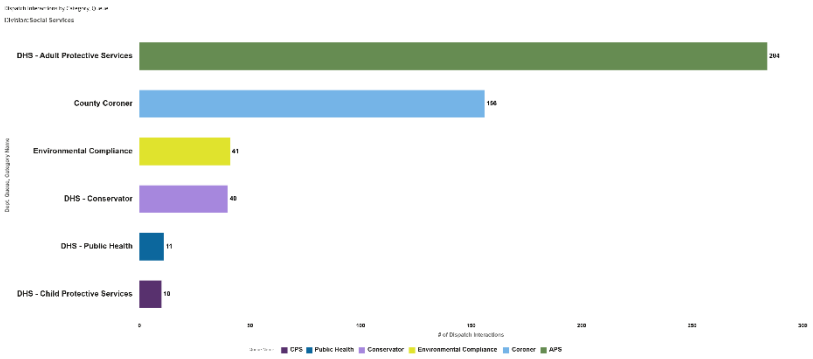
Community Service



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

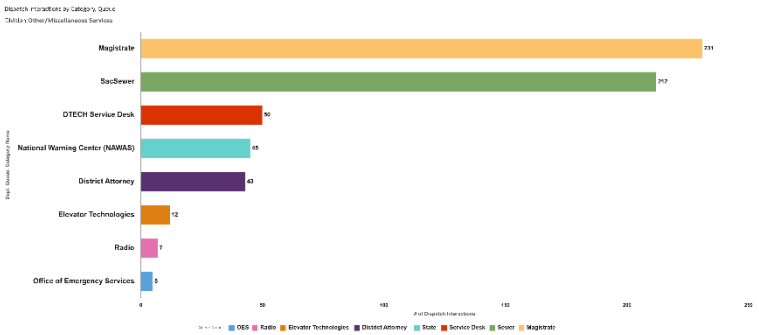
Social Services



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.