

CalSAWS Helpdesk Incidents by State and Age - by County

		Aging Category	(empty)	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
County	State										
Alameda	Total					3	3	1			7
	Closed					3	3	1			7
Alpine	Total					13	28	6	5		52
	On Hold								2		2
	Closed					13	28	6	3		50
Amador	Total			1		24	72	19	6	2	124
	In Progress							1			1
	On Hold			1			1	1	1	1	5
	Resolved						2				2
	Closed					24	69	17	5	1	116
Butte	Total		4	7	2	179	558	194	112	28	1,084
	New		1						1		2
	In Progress			1	1	1	1		2	3	9
	On Hold		1			1	3	8	20	17	50
	Resolved		2	6	1	8	4	2	4		27
	Closed					169	550	184	85	8	996
Calaveras	Total				1	32	100	19	19	4	175
	In Progress					1					1
	On Hold								2	3	5
	Resolved						1				1
	Closed					32	99	19	17	1	168
Colusa	Total			1	5	25	69	22	8	2	132
	In Progress			1	1						2
	On Hold				2	1				2	5
	Resolved				2						2
	Closed					24	69	22	8		123
Contra Costa	Total					2	7				9
	Resolved					1					1
	Closed					1	7				8
Del Norte	Total					15	19	5	6	1	46
	On Hold							2	1	1	4
	Resolved					1			1		2

	In Progress		3		1			1		5
	On Hold				1	3	4	13	14	35
	Resolved		4	2	6	6		3		21
	Closed				118	316	85	37	1	557
Lake	Total		2	60	235	93	64	20	474	
	In Progress				2	3	1	2		8
	On Hold		1	1	5	5	12	14		38
	Resolved		1	6	2		2			11
	Closed				53	226	85	49	3	416
	Problem in Diagnosis								1	1
Lassen	Total				13	51	16	8	4	92
	In Progress								1	1
	On Hold								3	3
	Resolved				3	2		1		6
	Closed				10	49	16	7		82
Los Angeles	Total	21	82	73	2,120	5,244	1,741	1,177	203	10,661
	New	2	1	2	1	1		1		8
	In Progress	9	20	6	3	7	4	7	3	59
	On Hold	3	18	16	31	67	160	108	128	531
	Resolved	7	42	49	127	145	76	18	4	468
	Closed				1,958	5,024	1,501	1,043	68	9,594
	Problem in Diagnosis		1							1
Madera	Total		1		18	54	13	11	1	98
	New							1		1
	On Hold					2		1	1	4
	Resolved		1			1	2	1		5
	Closed				18	51	11	8		88
Marin	Total		6		74	233	80	53	13	459
	New				1		2			3
	In Progress		1		1		2		1	5
	On Hold		2		1	3	6	15	7	34
	Resolved		3		2	3	2	1		11
	Closed				69	227	68	37	5	406
Mariposa	Total				31	90	37	10	4	172
	On Hold						1		2	3
	Closed				31	90	36	10	2	169

Mendocino	Total				27	130	45	32	7	241
	New							1		1
	In Progress						1			1
	On Hold					1	2	7	6	16
	Resolved					2				2
	Closed				27	127	42	24	1	
Merced	Total	10	2	13	377	1,233	312	183	38	2,168
	New	2						3		5
	In Progress	3			2			1	2	8
	On Hold	1		3	3	4	9	17	28	65
	Resolved	4	2	10	14	9	1	5	1	46
	Closed				358	1,220	302	156	7	2,043
	Problem in Diagnosis							1		1
Modoc	Total		1		14	35	13	4		67
	On Hold						1			1
	Resolved		1		1					2
	Closed				13	35	12	4		64
Mono	Total			1	12	36	5	4		58
	Resolved			1	1	1				3
	Closed				11	35	5	4		55
Monterey	Total	1	12	12	231	868	264	178	30	1,596
	In Progress		4	1		2	2	3	1	13
	On Hold		2	3	2	13	14	33	15	82
	Resolved	1	6	8	12	11	2	1		41
	Closed				217	842	246	141	14	1,460
Napa	Total	1	4	3	59	247	86	73	10	483
	New						1	4		5
	In Progress	1	1	2	1			2		7
	On Hold		1		2	2	8	10	5	28
	Resolved		2	1	8		3	5	1	20
	Closed				48	245	74	52	4	423
Nevada	Total		2	1	39	145	55	36	11	289
	New							1		1
	In Progress		1					1		2
	On Hold						4	2	8	14
	Resolved		1	1	1	1	1	3	1	9

	Closed				38	144	50	29	2	263
Non-County	Total				4	21	7	1		33
	Closed				4	21	7	1		33
Orange	Total				9	4	2	1		16
	Resolved						1			1
	Closed				9	4	1	1		15
Placer	Total				1	2	1			4
	Closed				1	2	1			4
Plumas	Total				15	17	6	4	1	43
	On Hold							1	1	2
	Closed				15	17	6	3		41
Riverside	Total	13	36	20	773	2,322	710	417	62	4,353
	New	4		1				1		6
	In Progress	8	15	2	2	4	1	10	3	45
	On Hold		6	4	9	13	29	88	43	192
	Resolved	1	15	13	20	32	9	8	3	101
	Closed				742	2,273	671	310	13	4,009
Sacramento	Total				4	4	1			9
	Resolved						1			1
	Closed				4	4				8
San Benito	Total		1		42	84	23	8	6	164
	In Progress		1						1	2
	On Hold						3	1	3	7
	Resolved				1				1	2
	Closed				41	84	20	7	1	153
San Bernardino	Total	16	106	26	2,225	5,502	1,545	812	119	10,351
	New	2	3							5
	In Progress	5	11	2	3	2	1	4	2	30
	On Hold	3	33	4	13	24	43	96	74	290
	Resolved	6	59	19	79	47	14	24		248
	Closed			1	2,130	5,429	1,487	687	43	9,777
	Problem in Diagnosis							1		1
San Diego	Total					4				4
	Closed					4				4
San Francisco	Total				1	3		1		5
	Closed				1	3		1		5

San Joaquin	Total	1	3	3	41	167	54	49	5	323
	In Progress		2					2	1	5
	On Hold	1				1	4	8	3	17
	Resolved		1	3	3	1				8
	Closed				38	165	49	39	1	292
	Problem in Diagnosis						1			1
San Luis Obispo	Total				1	2				3
	Closed				1	2				3
Santa Barbara	Total				3	1		1		5
	On Hold							1		1
	Closed				3	1				4
Santa Clara	Total				6	5				11
	Closed				6	5				11
Shasta	Total	1	5	9	114	385	157	150	37	858
	New				1	1				2
	In Progress		2	2	2	2	2	7	3	20
	On Hold	1	2	2	1	5	9	25	22	67
	Resolved		1	5	10	2	4	5	2	29
	Closed				100	375	142	113	8	738
	Problem in Diagnosis								2	2
Sierra	Total	1	2	2	15	25	8	5	1	59
	In Progress	1	1							2
	On Hold			1						1
	Resolved		1	1						2
	Closed				15	25	8	5	1	54
Siskiyou	Total		1	2	63	174	35	24	12	311
	In Progress		1						1	2
	On Hold			2		1	1	3	8	15
	Resolved				5					5
	Closed				58	173	34	21	3	289
Solano	Total				12	1				13
	Closed				12	1				13
Sonoma	Total				6	3				9
	Closed				6	3				9
Stanislaus	Total	10	9	16	320	1,272	429	319	36	2,411
	New	2						8		10

	In Progress	4	1	1		1	3	4	3	17		
	On Hold	3	2	4	4	18	17	59	25	132		
	Resolved	1	6	11	38	15	4	11	1	87		
	Closed				278	1,238	405	237	7	2,165		
Statewide	Total		1	1	50	132	29	29		242		
	In Progress							1		1		
	On Hold		1				1	1		3		
	Resolved			1	1	3				5		
	Closed				49	129	28	27		233		
Sutter	Total	1	7	1	110	404	136	104	11	774		
	New		1		1					2		
	In Progress							4		4		
	On Hold	1	2	1	3	6	32	18	10	73		
	Resolved		4		11	10	3	4		32		
	Closed				95	388	101	78		662		
			Aging Category	(empty)	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
County	State											
	Resolved									1		1
	Closed					34	134	38	23	2		231
Trinity	Total		1	1	18	60	18	8	2	108		
	In Progress		1	1						1		3
	On Hold							1				1
	Resolved				4							4
	Closed				14	60	18	7	1			100
Tuolumne	Total		3		16	52	21	9	6	107		
	In Progress		1									1
	On Hold					1		4	4			9
	Resolved		2		2	2		2				8
	Closed				14	49	21	3	2			89
Unspecified County	Total				22	26	1	2		51		
	Closed				22	26	1	2				51
Ventura	Total				1					1		
	Closed				1							1
Yolo	Total				2	3		1		6		
	Closed				2	3		1				6

Yuba	Total				40	138	40	43	8	269
	In Progress							1		1
	On Hold							2	7	9
	Resolved					1	1			2
	Closed				40	137	39	40	1	257
Count		95	344	221	8,713	24,363	7,328	4,750	839	46,653