

City of Fresno – PublicStuff PRO – Staff Training

New Report

Save as new Export

Jan 1, 2000 - Jun 5, 2015 Department All Keyword All Request Type All Status All

Due Date Due/Overdue Geography All Satisfaction All Address All Comment Contains All

Created By All Priority All Privacy All

Due Soon/Near Due Service Requests:

New Report

Save as new Export

Jan 1, 2000 - Jun 5, 2015 Department All Keyword All Request Type All Status All

Due Date Near Due Geography All Satisfaction All Address All Comment Contains All

Created By All Priority All Privacy All

Report by Council District:

New Report

Save as new Export

Jan 1, 2000 - Jun 5, 2015 Department All Keyword All Request Type All Status All

Due Date All Geography District5 Satisfaction All Address All Comment Contains All

Created By All Priority All Privacy All

Columns

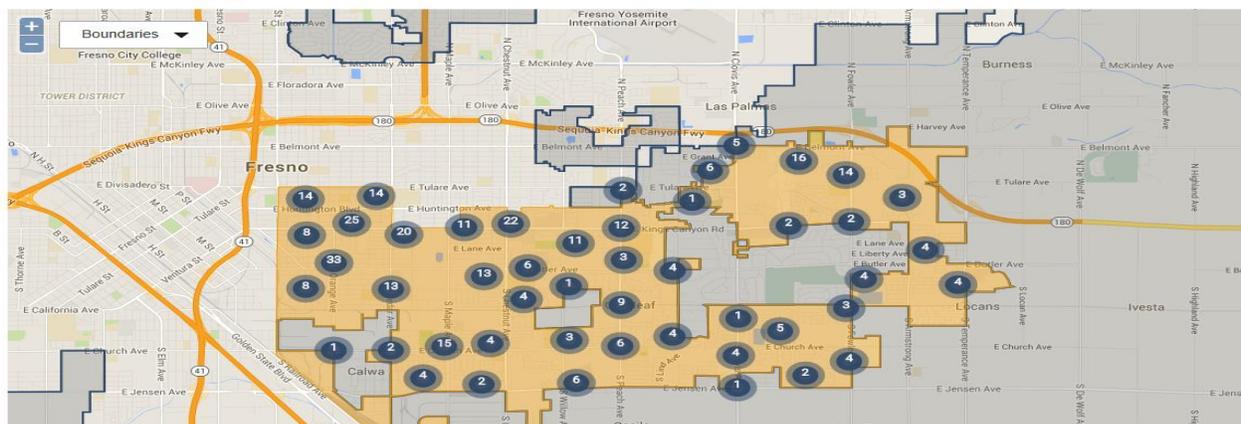
Clusters Pins Heat map

Jan 1, 2000 - Jul 23, 2015 Department All Keyword All

Request Type Blocked Roadway/Sidewalk, City Maintained Landscapes + 12 Status All Geography District5 Due Date All

Satisfaction All Address All Comment Contains All Created By All Priority All Privacy All

Clusters Pins Heat map



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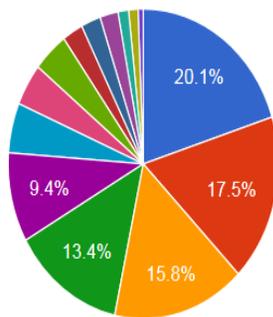
All SRs but General Assistance, etc.

Save as new Export

Jan 1, 2000 - Jul 23, 2015 Department All Keyword All

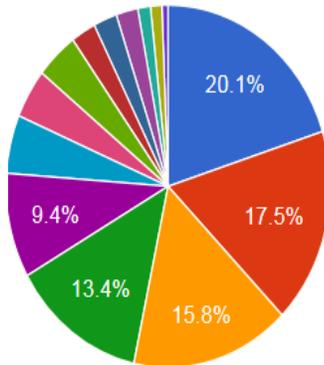
Request Type Street Lighting, Street Maintenance - other requests + 12 Status All

Group By Request Type



- Street Trees
- Water Conservation
- Graffiti
- Street Lighting
- Water Operation
- Concrete - Sidewalk an...
- Pothole
- Traffic Signal

▲ 1/2 ▼



- Traffic Signs and Roadway Striping
- Water Survey and Services
- Blocked Roadway/ Sidewalk
- Street Sweeping
- Street Maintenance - o.
- Illegal Dumping/Litter

▲ 2/2 ▼

How to run delivered reports such as Overview, Department and Staff Activity

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Usage

Export Print

Date Range: Jan 1, 2000 - Jul 23, 2015
 Total Requests: 3956
 Current Filter: All SRs but General Assist, etc.
 Expand Filters

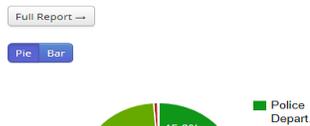
Requests Per Day



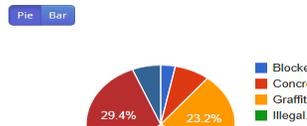
City Stats



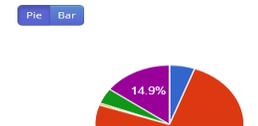
Services By Department



Top Services By Volume



Source Breakdown



Departments

Export Print

Date Range: Jan 1, 2000 - Jul 23, 2015
 Total Requests: 3956
 Current Filter: All SRs but General Assist, etc.
 Expand Filters

Requests by Department

Show 10 entries

TITLE	REQUESTS SUBMITTED	REQUESTS CLOSED	PERCENT CLOSED	PERCENT OVERDUE
Community Revitalization & Code Enforcement Division	2	0	0.00%	0.00%
One Call Center	4	4	100.00%	0.00%
Parks & Recreation	3	0	0.00%	0.00%
Police Department	626	623	99.52%	0.00%
650349	1	1	100.00%	0.00%
Solid Waste Management & Recycling	24	19	79.17%	0.00%
Street Maintenance Division	2146	1235	57.55%	12.49%
Water Division	1115	953	85.47%	0.72%
Unassigned	35	30	85.71%	8.57%

Showing 1 to 9 of 9 entries

Previous 1 Next

Using 'Advanced' reporting filters: how to create, run, and save reports:

- How to produce a list of overdue/due soon requests? (Page 6)
- How to produce a list of Service Requests by Council District? (Page 6)
- How to produce a report using custom filters for a specific request type, status and problem for analysis? (Page 7-8)

Getting Started with Advanced Reports

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PublicStuff Advanced Reporting offers powerful reporting capabilities to display the data that you are interested in seeing, how you want to see it. You can access Advanced Reports from Reports > Advanced

Annotations for the 'New Report' interface:

- CREATE A NEW REPORT (points to the 'New' button)
- HIDE MY REPORTS (points to the 'MY REPORTS' header)
- EXAMPLE SAVED REPORT (points to the 'Water Leak Report' card)
- DEFAULT REPORT SETTINGS: ALL OPEN REQUESTS FOR THE LAST 30 DAYS (points to the date range 'Jan 14, 2015 - Feb 13, 2015')
- EXPAND ANY FIELD DROPDOWN TO SEE FILTER OPTIONS (points to the 'Request Type' dropdown)
- ADD MORE DEFAULT FIELD OR CUSTOM FIELD FILTERS (points to the 'Add filter' button)

The available Default Filters include: Department, Keyword, Request Type, and Status

Filter selection interface showing 'Default Filters' and 'Custom Filters' tabs, with an 'Add filter' button.

You can also filter by your Custom Fields:

Once you've chosen what you want to display, choose how you want to display it

Display options and table interface:

- CHOOSE HOW TO DISPLAY YOUR DATA (points to the view icons: Table, Pie, Bar, Line, Map)
- FOR TABLE VIEW, CHOOSE WHICH DEFAULT OR CUSTOM FIELD COLUMNS TO DISPLAY BELOW (points to the 'Columns' dropdown)
- Show 10 entries

ID	REQUEST TYPE	DESCRIPTION	ADDRESS	ASSIGNED TO	PRIORITY	STATUS	CREATED DATE	DUE DATE
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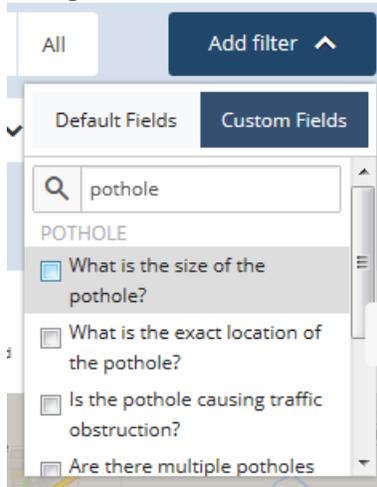
- DRAG AND DROP COLUMN HEADERS TO CHANGE ORDER OF TABLE COLUMNS (points to the column headers)

See below for some scenarios for reporting:

Overdue Service Requests:

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Produce a report using custom filters for a specific request type, status and problem for



analysis: Potholes

New Report

Save as new Export

Jan 1, 2000 - Jun 5, 2015 Department All Keyword All Request Type All Status All Add filter

Due Date All Geography All Satisfaction All Address All Comment Contains All Created By All

Priority All Privacy All What is the size of the pothole? B) MEDIUM=Between 1 to 3 feet

A) SMALL=Less than 1 foot B) MEDIUM=Between 1 to 3 feet C) LARGE=More than 3 feet

Submitted Received In progress Completed Other

Boundaries

Show 10 entries

ID	REQUEST TYPE	DESCRIPTION	ADDRESS	ASSIGNED TO	PRIORITY	STATUS	DATE CREATED	DATE DUE
1030887	Pothole	Potholes all along Parkway Dr (between Clinton and the 99 on ramp)	2319 N Parkway Dr, Fresno, CA, United States	DPW Customer Service	None	Completed	June 4, 2015 1:19 pm	June 9, 2015

Select Custom Column to display:

Show 10 entries

ID	REQUEST TYPE	DESCRIPTION	ADDRESS	ASSIGNED TO	PRIORITY	STATUS
1030887	Pothole	Potholes all along Parkway Dr (between Clinton and the 99 on ramp)	2319 N Parkway Dr, Fresno, CA, United States	DPW Customer Service	None	Completed
1029677	Pothole	Large pothole.	Sierra and Lauren	DPW Customer Service	None	Completed
1029633	Pothole	Potholes east and west bound lane of Ashlan, between Polk and Hayes	Ashlan and Polk	DPW Customer Service	None	Completed

Columns

Default Fields
Custom Fields

POTHOLE

 What is the size of the pothole?

 What is the exact location of the pothole?

 Is the pothole causing traffic obstruction?

 Are there multiple

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Show 10 entries

ID	REQUEST TYPE	DESCRIPTION	ADDRESS	ASSIGNED TO	PRIORITY	STATUS	DATE CREATED	DATE DUE	IS THE POTHOLE CAUSING TRAFFIC OBSTRUCTION?
1023248	Pothole	about 10 potholes in front of this location chunks of roadway coming out has talked to everyone regarding this states this is hazard, he has rocks as big as his fist, and they land in his lawn, his gardner said they are ruining his lawn mower	4688 W Dakota Ave, Fresno, CA, United States	Scott Krauter	Medium	Completed	May 19, 2015 1:13 pm	May 24, 2015	Yes
1023606	Pothole	large pot hole behind the VA on Brown	2707 E Brown Ave, Fresno, CA, United States	DPW Customer Service	Medium	Completed	May 20, 2015 8:33 am	May 25, 2015	No

Do we have any reported cases by residents where street sweeper didn't do a good job?

The screenshot shows the 'Columns' dropdown menu with 'Default Fields' and 'Custom Fields' tabs. A search for 'sweeping' has been performed, resulting in a list of fields: 'STREET SWEEPING', 'What is the problem with the street sweeping?', and 'Your Name and Contact Number (Optional)'. The 'What is the problem with the street sweeping?' field is selected.

And who reported it:

The screenshot shows the filter bar with the following criteria: Priority: All, Privacy: All, What is the problem with the street sweeping?: C) Sweeper left a mess, did not do a good job.

The screenshot shows the analytics icons: a calendar, a globe, a bar chart, a line chart, and a location pin.

Show 10 entries

ID	REQUEST TYPE	DESCRIPTION	ADDRESS	ASSIGNED TO	PRIORITY	STATUS	DATE CREATED	DATE DUE	YOUR NAME AND CONTACT NUMBER (OPTIONAL)
1027784	Street Sweeping	Street sweeper left a greasy streak running down entire block	6722 East Harwood Avenue, Fresno, CA, United States	Phillip Weathers	None	Completed	May 29, 2015 1:51 pm	May 31, 2015	Cathryn Christensen 559-978-0340
1025714	Street Sweeping	Street sweeper didnt do a good job.	3935 N Effie St, Fresno, CA, United States	Phillip Weathers	None	Completed	May 26, 2015 9:20 am	May 28, 2015	Laura Denies 559-412-7170

Home-Work:

How many traffic signal 4-way red flashing lights have been reported in last 30 days in your district?

How to run Analytics on filtered service requests by using the "Group By" feature under Graphs/Charts icons in Reports > Advanced (Beta) area:

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All SRs but General Assit

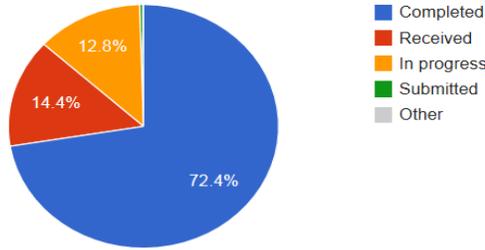
Save as new ▼ Export ▼

📅 Jan 1, 2000 - Jul 23, 2015 ▼
Department ▼ All
Keyword ▼ All
Add filter ▼

Request Type ▼ Blocked Roadway/Sidewalk, City Maintained Landscapes + 12
Status ▼ All
Geography ▼ All
⌵

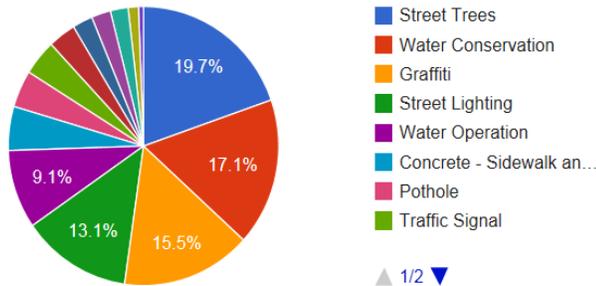
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Group By ▼ Status



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Group By ▼ Request Type



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Group By ▼ Report Source

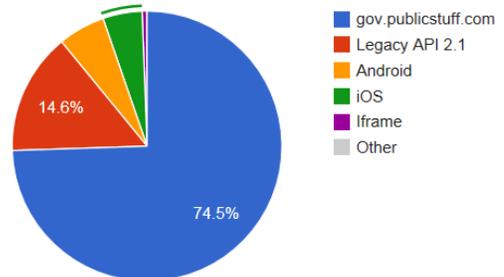
iOS ✕

Pothole - # 1050282
Priority: Medium
Status: Received - Assigned: Customer Service - Street Maintenance
OVERDUE July 8, 2015

Street Lighting - # 1050312
Priority: Low
Status: Received - Assigned: Customer Service - Street Maintenance

Water Conservation - # 1049235
Priority: Medium

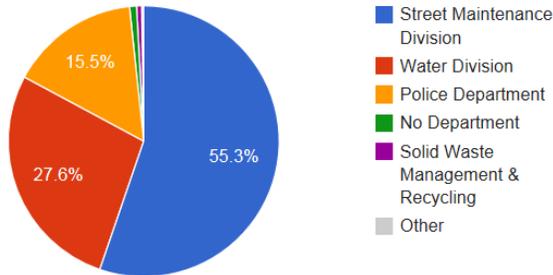
▲ 1/2 ▼



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Group By ▼ Department



Trending by Day, Week, Month, and Year: New Report

Save as new ▼ 📄 Export ▼

📅 Jan 1, 2000 - Jul 29, 2015 ▼
Department ▼ All
Keyword ▼ All
Request Type ▼ Street Lighting
Add filter ▼

Status ▼ All
Geography ▼ All



Columns ▼

Show 10 ▼ entries

ID	REQUEST TYPE	DESCRIPTION	ADDRESS	ASSIGNED TO	PRIORITY	STATUS	DATE CREATED	DATE DUE
New 1075682	Street Lighting	street light is out	1150 E George Ave, Fresno, CA, United States	Customer Service - Street Maintenance	None ▼	Submitted ▼	July 28, 2015 3:26 pm	September 4, 2015



📈 Straight 📈 Curved

📈 Cumulative Group By ▼ Month



Rules:

- Only complete service request when the work is done
- When taking call from residents on external request types, must ask for an email address to keep resident notified