

Memorandum



CITY OF DALLAS

DATE September 19, 2022

TO Honorable Members of the Quality of Life, Arts and Culture

SUBJECT **Dallas 311 Interactive Citywide Service Request Dashboard**

The Office of Data and Analytics and Business Intelligence (DBI) in partnership with Dallas 311 has developed an interactive 311 Citywide Dashboard that provides a convenient and accessible way for residents to engage with and explore 311 service requests. The dashboard tool provides insight on the volume, time, and locations of service requests used to improve the quality of life for the residents of Dallas.

The 311 Citywide Dashboard displays selections filterable by date, department, service request type and displays key measures regarding service level status (i.e., on time or overdue) and the number of service requests created daily. Charts and maps display and highlight where service requests are located along with details such as council district, service request type, day of the week, and hour. Each view is interactive, allows viewers to see which locations receive the most service requests, and to highlight council districts.

DBI anticipates releasing this interactive performance tool to be hosted on the Dallas 311 website in the next few weeks, pending committee feedback.

Staff is providing a briefing to the Quality of Life, Arts and Culture Committee to solicit any feedback you may have about the dashboard as we prepare to launch this product. All feedback should be directed to me and should be received by September 23, 2022. Should you have any questions or concerns, please contact me.

Dr. Brita Andercheck
Chief Data Officer

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Deputy City Manager
Jon Fortune, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Robert Perez, Assistant City Manager
Carl Simpson, Assistant City Manager
Jack Ireland, Chief Financial Officer
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors