



SANTA ROSA INSIGHTS: YOUR PORTAL TO UPDATES ON CITY SERVICES

City Council Meeting
Staff Briefing
December 17th, 2024

Presenters:

Luke Faser - Administrative Analyst, City Manager's Office
Brian Tickner - Chief Information Officer, IT Department

BACKGROUND:

SANTA ROSA INSIGHTS AIMS TO PROVIDE THE PUBLIC WITH A COMPREHENSIVE VIEW OF THE CITY'S EFFORTS TOWARDS ORGANIZATIONAL EXCELLENCE.

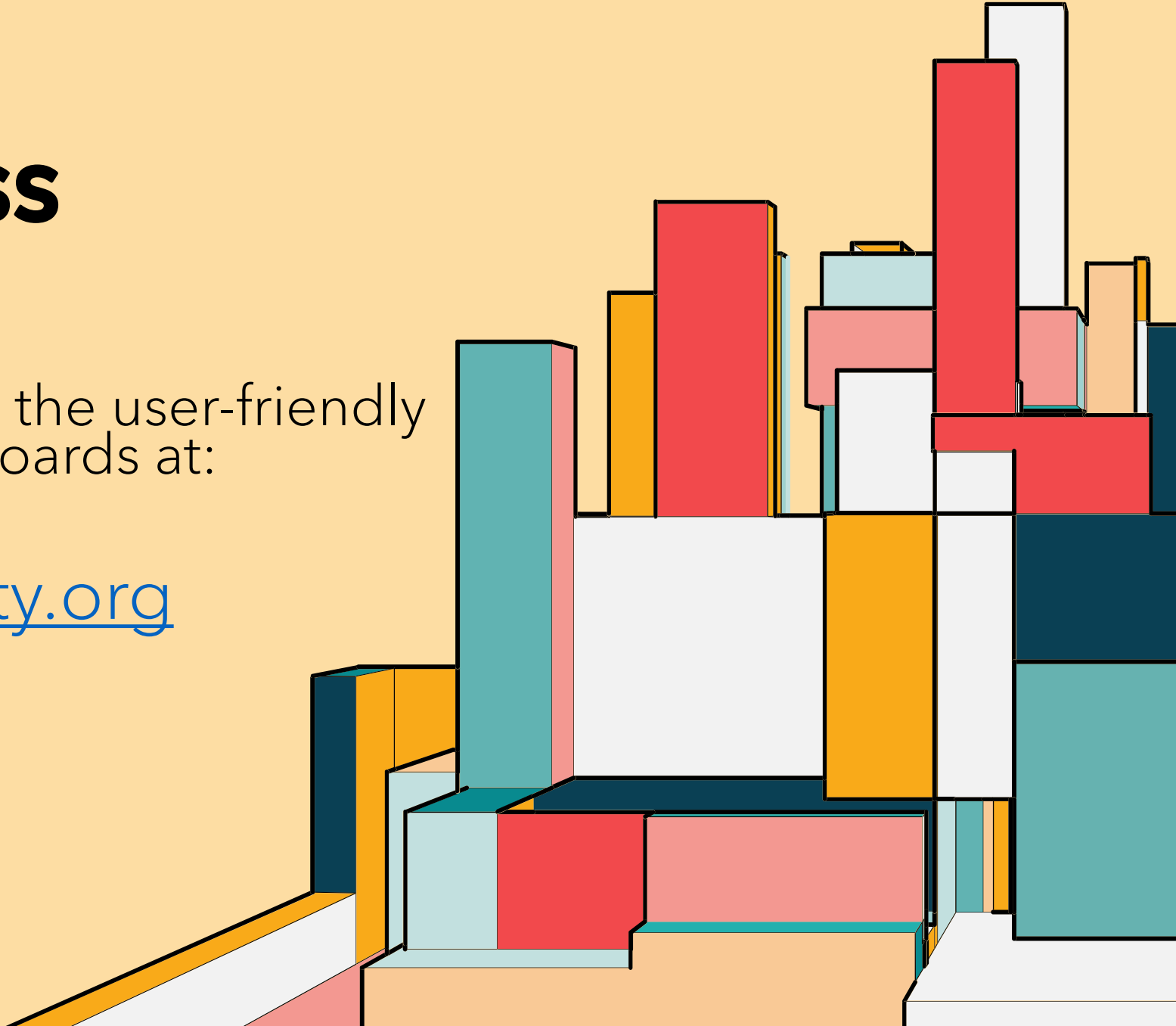
THIS SUITE OF DATA DASHBOARDS IS DESIGNED TO STREAMLINE ACCESS TO RELEVANT DATA, PROMOTING TRANSPARENCY AND PUBLIC TRUST.



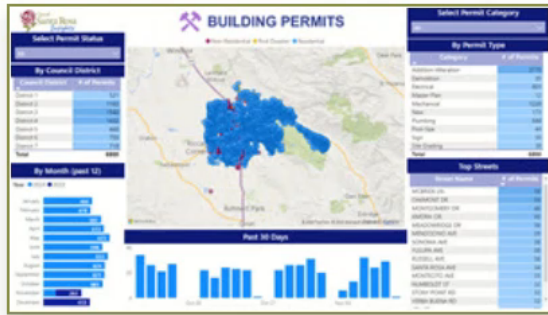
RESIDENT ACCESS

The public can now access the user-friendly and interactive data dashboards at:

<https://Insights.SRCity.org>



Welcome to **Santa Rosa Insights** — your gateway to staying informed about city services! This interactive tool offers insights into the work being done across the city, with more dashboards to be added over time. We invite you to check back periodically for updates and explore the improvements happening in our community. Simply click a dashboard image on the left to get started!

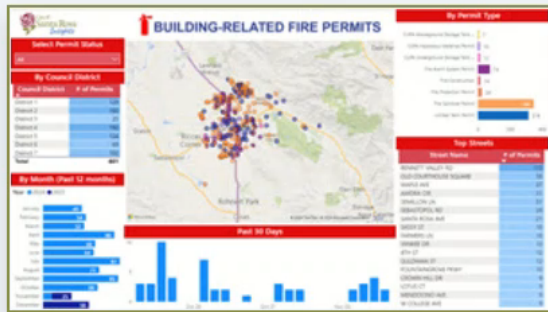
[↑Top of Page](#)


BUILDING PERMITS

Explore building permit activity across the city over the past 12 months with our interactive Building Permits Dashboard. This tool provides a detailed map view of permits issued, allowing you to filter by status or focus on specific categories such as Residential or Non-Residential. Enhance your search by selecting permits by Council District, month, or streets with the most activity. For additional details, simply hover your mouse over any point on the map to see a pop-up containing more information.

- [Planning, Building & Housing](#)
- [5. Plan for and Encourage Housing for All and Reduce Homelessness](#)
- [Planning & Economic Development](#)
- [7. Foster a Safe, Healthy, and Inclusive Community](#)
- [Public Safety](#)
- [1. Promote Citywide Economic Development](#)
- [Economy & Community \(expired\)](#)

File Type: PowerBI, Data TimeStamp: December 11, 2024 1:12 AM, Update Frequency: Daily at approx 1:00am (PBI Gateway)

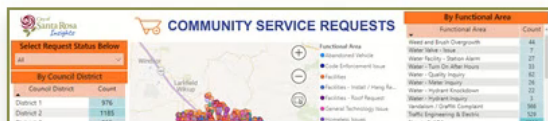


BUILDING-RELATED FIRE PERMITS

This dashboard offers a map view and detailed information on building-related fire permits issued throughout the city over the past 12 months. Tailor your exploration by filtering for specific permit types or statuses. You can also refine the data by Council District, month, or streets with the most permit activity. For an in-depth look, hover your mouse over any map point to see a pop-up with additional information.

- [Planning, Building & Housing](#)
- [5. Plan for and Encourage Housing for All and Reduce Homelessness](#)
- [7. Foster a Safe, Healthy, and Inclusive Community](#)
- [Fire](#)
- [Planning & Economic Development](#)
- [Public Safety](#)

File Type: PowerBI, Data TimeStamp: December 11, 2024 1:12 AM, Update Frequency: Daily at approx 1:00am (PBI Gateway)



COMMUNITY SERVICE REQUESTS

Discover trends and details in community service requests across Santa Rosa with our intuitive dashboard. This tool details requests ranging from code enforcement issues to streetlight repairs, pothole maintenance, and much more. The interactive GIS map enhances transparency and helps residents and city officials stay informed



COMMUNITY SERVICE REQUESTS

Select Request Status Below

All

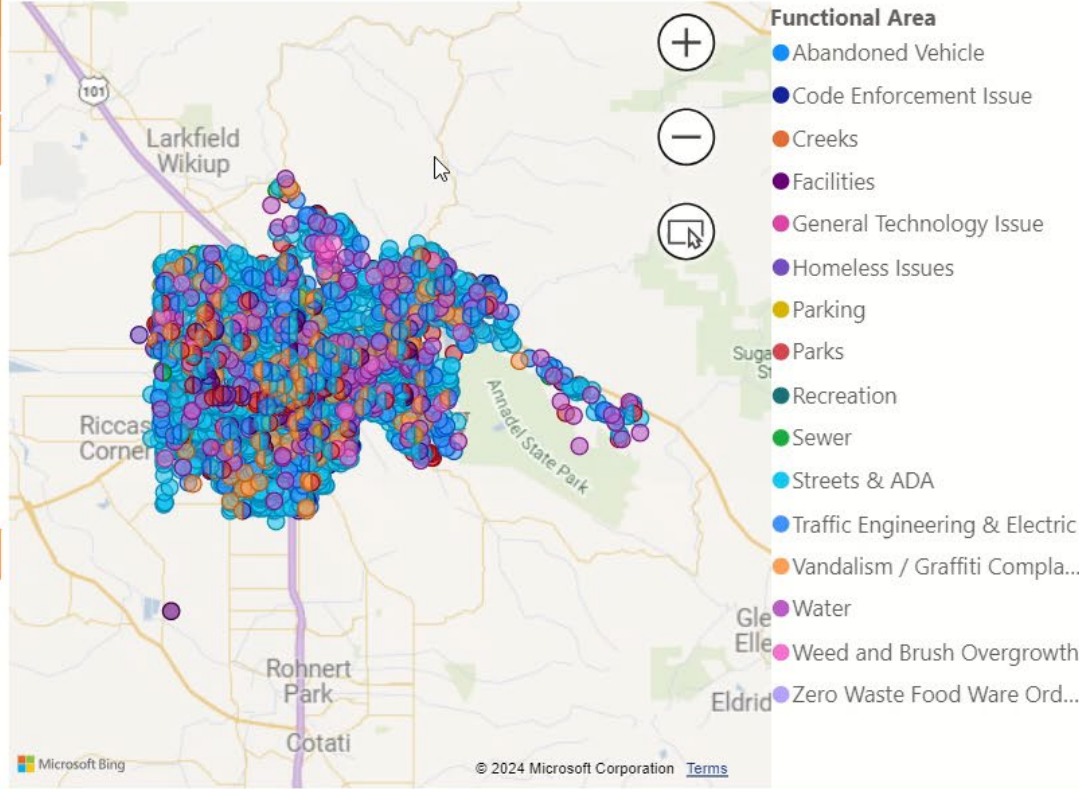
By Council District

Council District	Count
District 1	1016
District 2	1239
District 3	925
District 4	1465
District 5	1872
District 6	853
District 7	1241

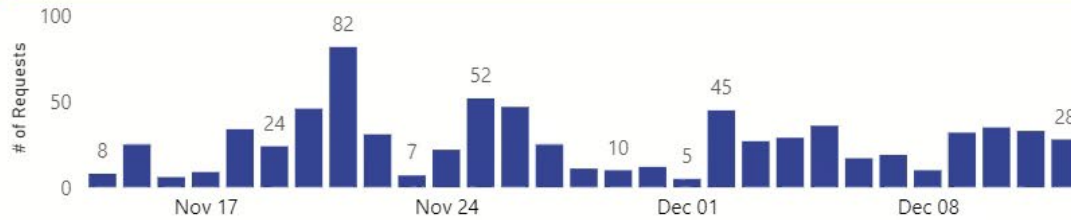
By Month

Year ● 2024 ● 2023

Month	2024	2023
January	673	
February	664	
March	617	
April	634	
May	808	
June	784	
July	785	
August	692	
September	715	
October	803	
November	725	
December	316	395



Past 30 Days

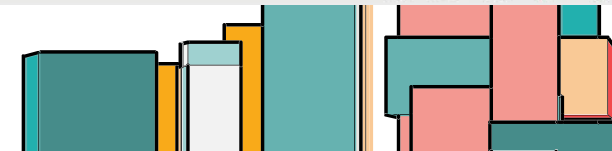


By Functional Area

Functional Area	Count
Abandoned Vehicle	648
Code Enforcement Issue	148
Creeks	1
Facilities	1025
General Technology Issue	3
Homeless Issues	463
Parking	62
Parks	937
Recreation	5
Sewer	87
Streets & ADA	3768
Traffic Engineering & Electric	548
Vandalism / Graffiti Complaint	558
Water	309

By Request Type Description

Request Type	Count
Streets - Debris Pickup	929
Police - Abandoned Vehicle	648
Global - Vandalism/Graffiti Complaint	505
Global - Homeless Issues Complaint	463
Streets - Pothole	395
Streets - Dead Animal	378
Streets - Sign Inquiry	316
Streets - Roadway Pothole	292
Streets - Sidewalk Inquiry	283
Electrical - Signal Malfunctioning	254
Parks - Creek Trash/Debris Removal	225
Electrical - Street Light Out	195
Streets - Vegetation Removal	194
Facilities - Plumbing Request	181
Facilities - Electrical / Lighting Request	153
General Code Enforcement Issue	148





By Beat

Select all

1

2

3

4

5

6

7

8

9

By Priority

Select all

1

2

3

4

5

8

9

Counts by Beat

Beat	Newsletter	Count of Events
1		1946
2		1745
3		1705
4		1349
5		1855
6		1558
7		2150
8		1667
9		2869
Total		16844

Beat Map

Events by Month

Month	Count
Septem...	3.0K
October	6.5K
Novem...	4.7K
Decem...	2.7K

Current Events

Click the link below

<https://insights.srcity.org/report.aspx?id=76>

Previous 200 Events (updated every 3 hours)

Event Date & Time	Street	Description	Priority	Beat
12/13/2024 9:03:00 AM	ASTON AV / HENDLEY ST	TRAFFIC STOP	2	8
12/13/2024 8:58:00 AM	RAVELLO WY / GUERNEVILLE RD	TRAFFIC STOP	2	3
12/13/2024 8:56:00 AM	SONOMA AV	FOLLOW UP / INVESTIGATE	3	9
12/13/2024 8:55:00 AM	OHAIR CT / DUTTON AV	ABANDONED VEHICLE	4	7
12/13/2024 8:52:00 AM	MORGAN ST / 5TH ST	TRAFFIC STOP	2	9
12/13/2024 8:46:00 AM	ASTON AV / HENDLEY ST	TRAFFIC STOP	2	8
12/13/2024 8:46:00 AM	MARLOW RD / ZINFANDEL AV	TRAFFIC STOP	2	3

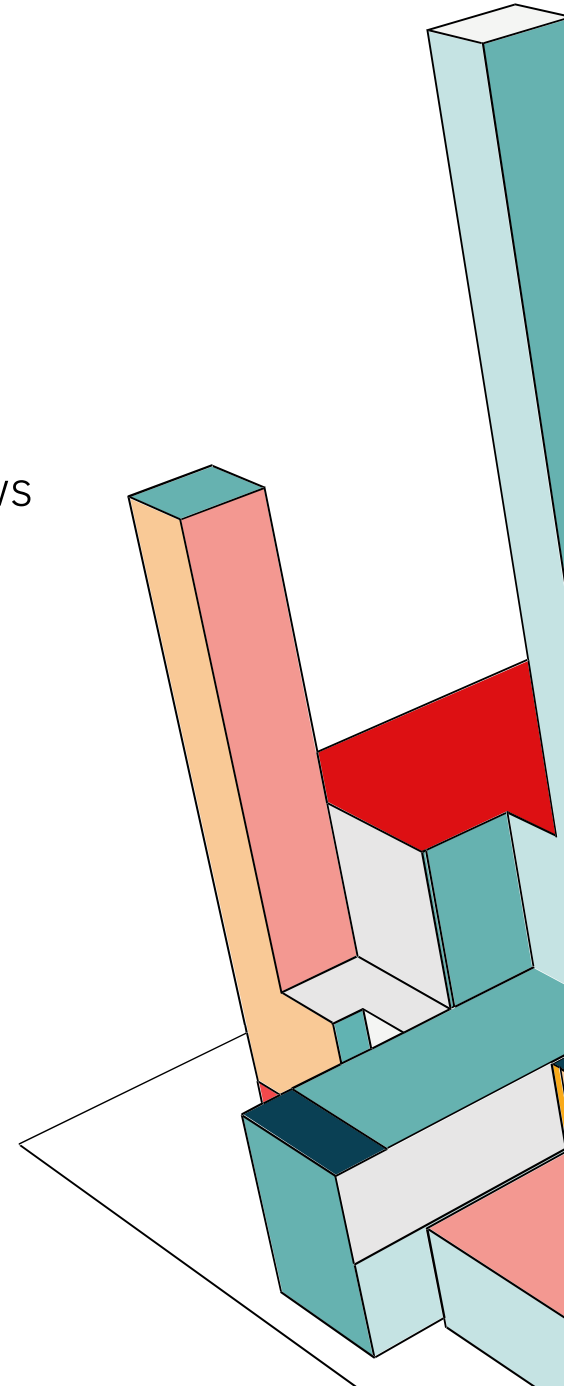
Events by Day

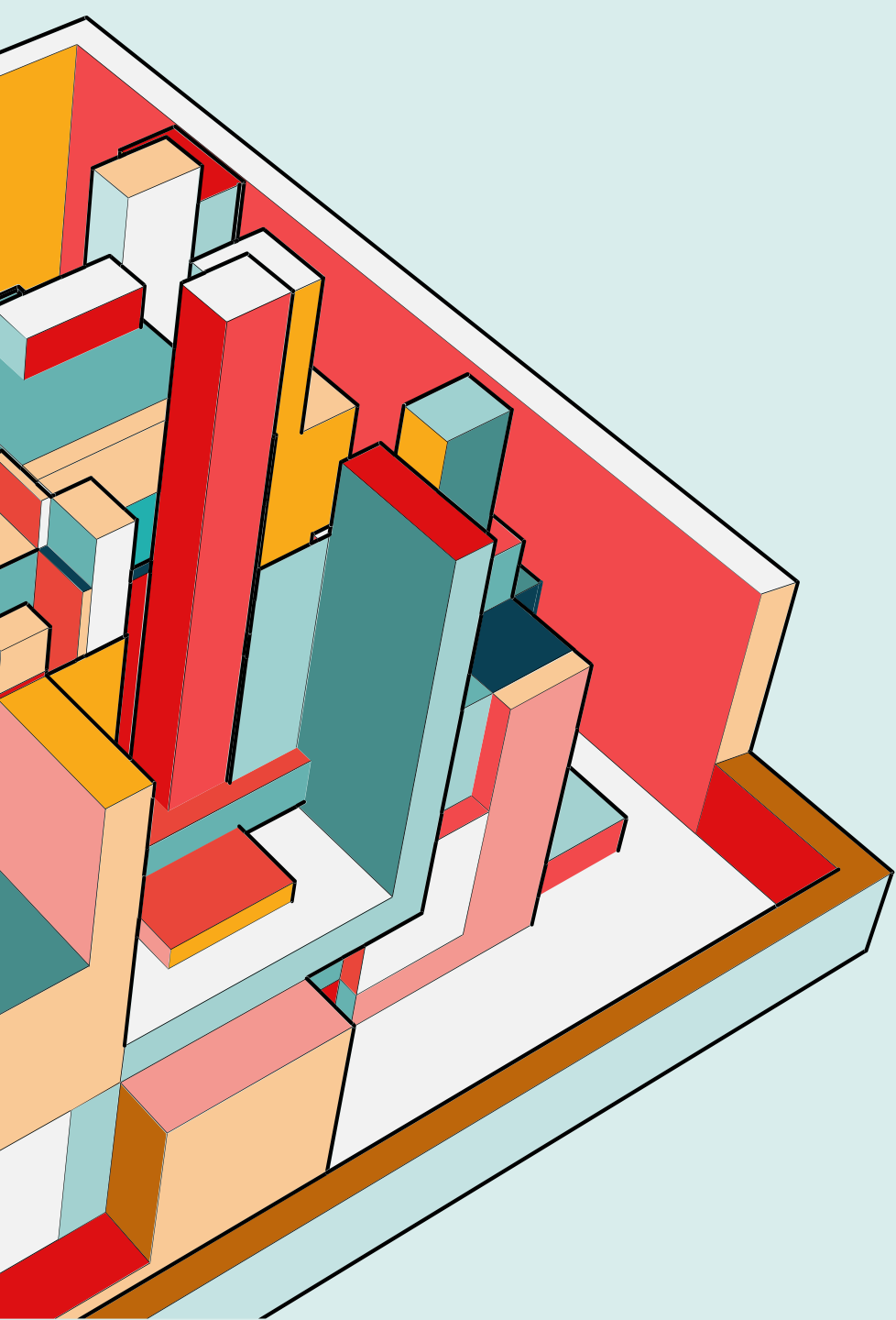
● Count of Events ● 30 Day Median

REAL-TIME DATA UPDATES

Santa Rosa Insights uses real-time data updates to reflect current metrics and efforts in the community. This feature promotes transparency and allows users to track progress seamlessly over time.

One of the key features of these dashboards is the automation of the update process. This future-proofs the site, as the automated system reduces the risk of errors and ensures that updates can continue without disruption as data needs evolve.





COMMUNITY FEEDBACK

We value the community's voice in shaping the future of these tools. We encourage everyone to help us ensure they reflect the priorities and interests of our community, while showcasing the dedication of public service staff.

Share your feedback and ideas to help us grow together.



THANK YOU

<https://Insights.SRCity.org>



Questions or Comments?