



SANTA ROSA INSIGHTS: YOUR PORTAL TO UPDATES ON CITY SERVICES

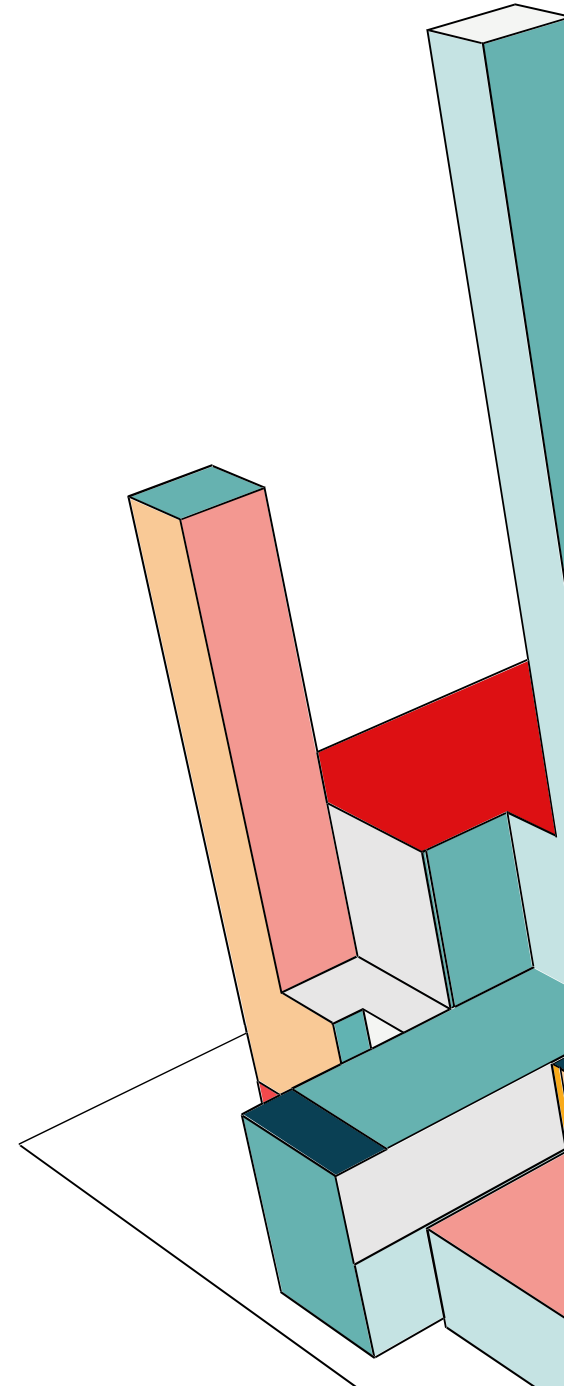
City Council Meeting
Staff Briefing
December 17th, 2024

Presenters:

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

ACKNOWLEDGEMENTS:

- Brian Tickner - CIO, IT Department
- John Roush - Sr. Programmer Analyst, IT Department
- Mark Maria - Programmer Analyst, IT Department
- Shawn Moore - Programmer Analyst, IT Department
- Daryel Dunston - Assistant City Manager



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.





REAL-TIME DATA UPDATES

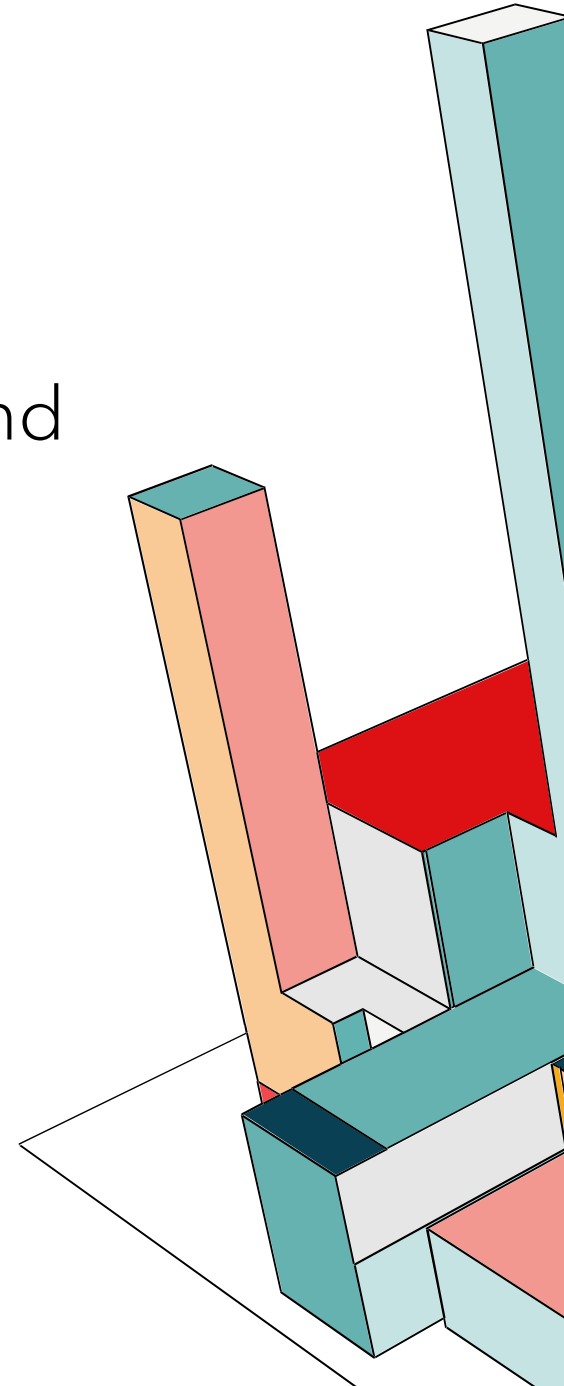
Santa Rosa Insights uses real-time data updates to reflect current metrics and efforts in the community. This feature promotes transparency and allows users to track progress seamlessly over time.

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.

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 6, 2024 1:16 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 6, 2024 1:16 AM, Update Frequency: Daily at approx 1:00am (PBI Gateway)



COMMUNITY SERVICE REQUESTS

Recorded Demonstration

COMMUNITY SERVICE REQUESTS

Select Request Status Below

All

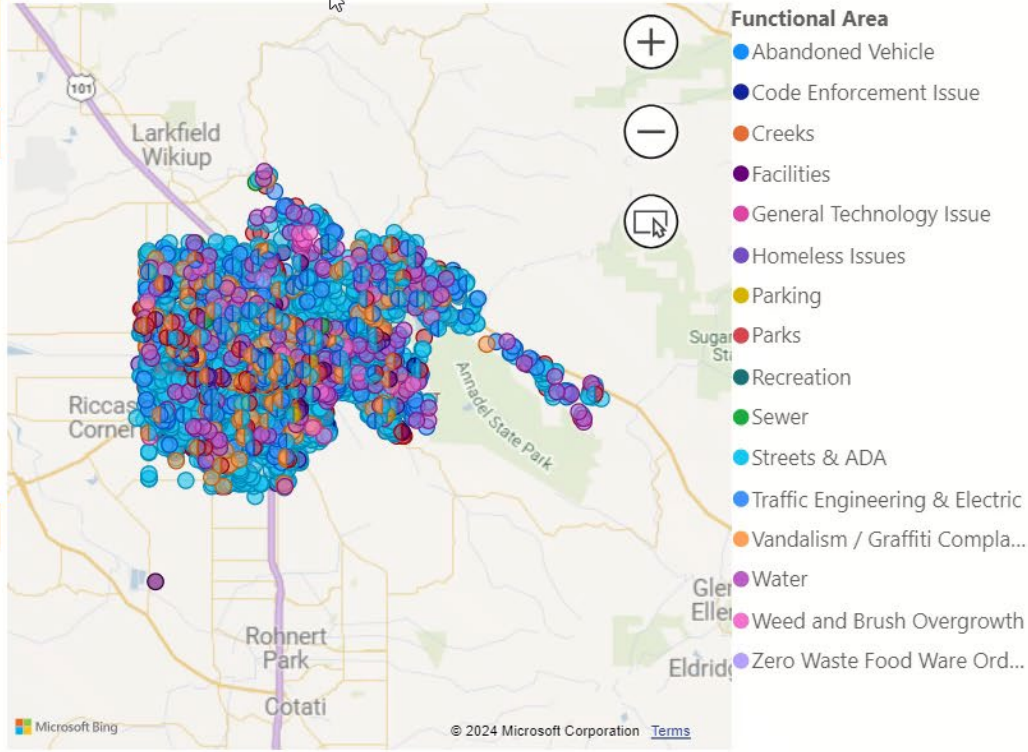
By Council District

Council District	Count
District 1	1019
District 2	1235
District 3	935
District 4	1464
District 5	1866
District 6	848
District 7	1258

By Month

Year 2024 2023

January	673
February	664
March	617
April	634
May	808
June	784
July	785
August	692
Septem...	715
October	803
Novem...	725
Decem...	573



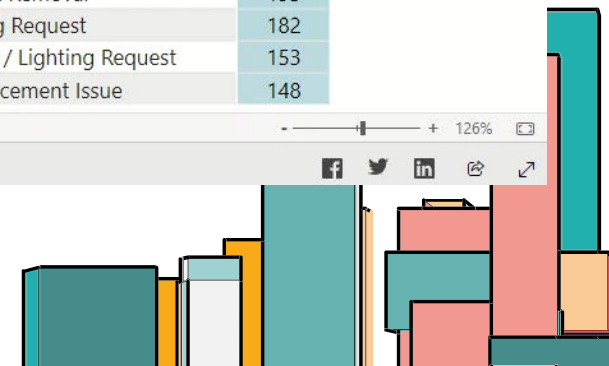
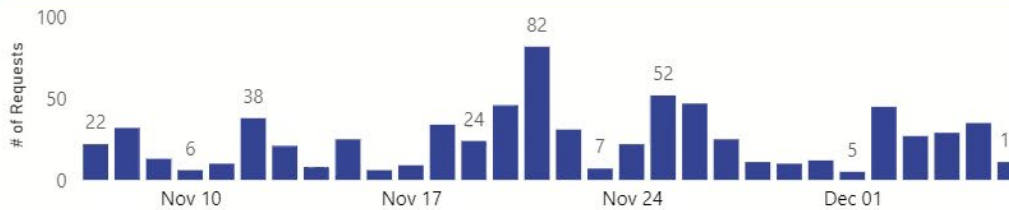
By Functional Area

Functional Area	Count
Abandoned Vehicle	643
Code Enforcement Issue	148
Creeks	1
Facilities	1018
General Technology Issue	3
Homeless Issues	467
Parking	74
Parks	933
Recreation	5
Sewer	86
Streets & ADA	3788
Traffic Engineering & Electric	559
Vandalism / Graffiti Complaint	555
Water	296

By Request Type Description

Request Type	Count
Streets - Debris Pickup	938
Police - Abandoned Vehicle	643
Global - Vandalism/Graffiti Complaint	502
Global - Homeless Issues Complaint	467
Streets - Pothole	394
Streets - Dead Animal	373
Streets - Sign Inquiry	317
Streets - Roadway Pothole	290
Streets - Sidewalk Inquiry	290
Electrical - Signal Malfunctioning	254
Parks - Creek Trash/Debris Removal	226
Electrical - Street Light Out	203
Streets - Vegetation Removal	195
Facilities - Plumbing Request	182
Facilities - Electrical / Lighting Request	153
General Code Enforcement Issue	148

Past 30 Days





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		1769
2		1581
3		1544
4		1223
5		1701
6		1406
7		1955
8		1506
9		2624
Total		15309

Beat Map

Events by Month

Month	Count
Septe...	3.0K
October	6.5K
Novem...	4.7K
Decem...	1.1K

Current Events

Click the link below

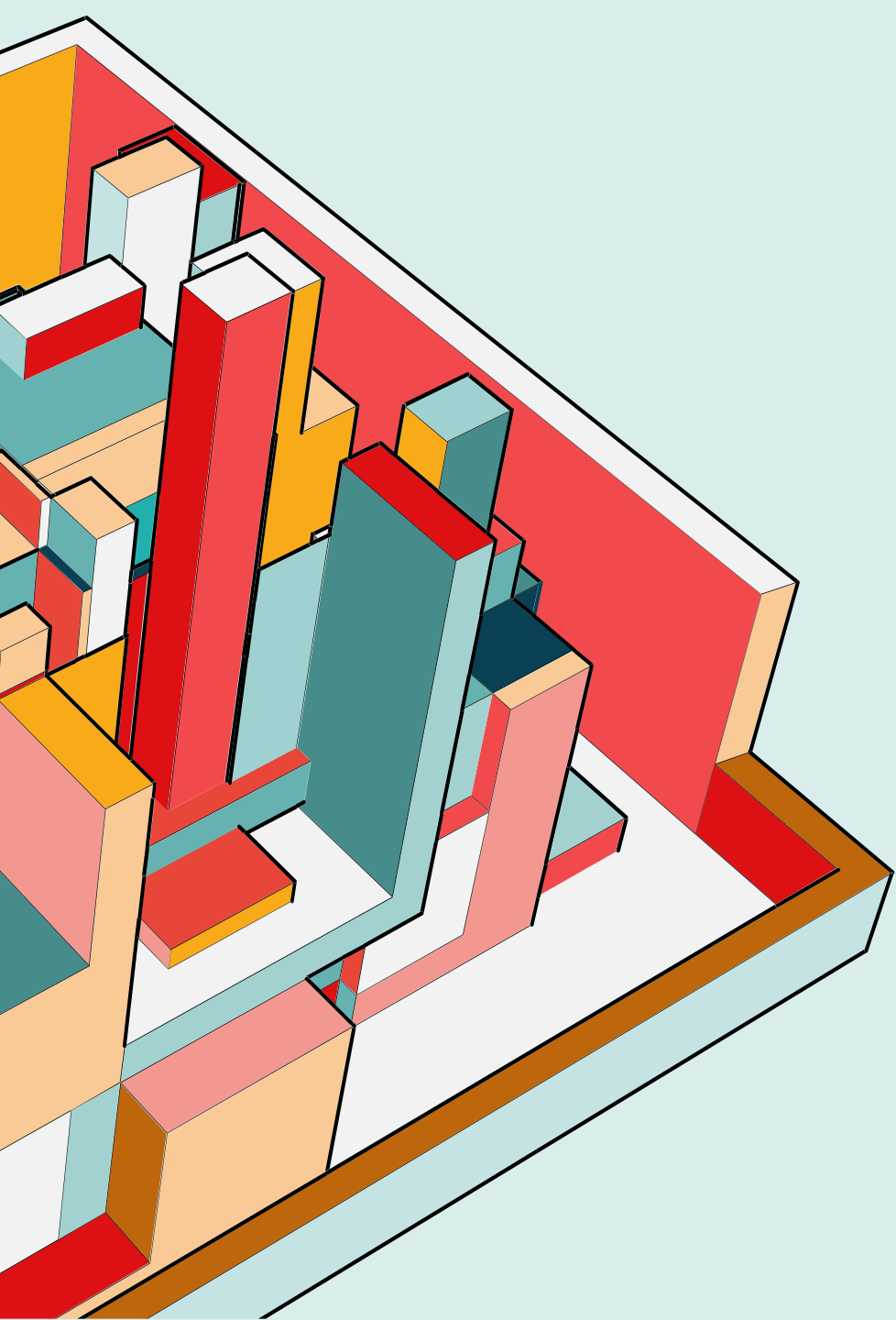
<https://insights.srcity.org/report.aspx?id=76>

Previous 200 Events (updated every 3 hours)

Event Date & Time	Street	Description	Priority	Beat
12/6/2024 2:36:00 PM	RUSSELL AV	UNWANTED GUEST	3	1
12/6/2024 2:28:00 PM	-	BATTERY SEXUAL	2	9
12/6/2024 2:27:00 PM	DUTTON AV	SECURITY CHECK	3	5
12/6/2024 2:23:00 PM	CLOVER DR	PARKING VIOLATION	3	3
12/6/2024 2:22:00 PM	CORBY AV	UNWANTED GUEST	3	7
12/6/2024 2:13:00 PM	3RD ST	AGENCY ASSIST - BY SANTA ROSA PD	2	5
12/6/2024 2:06:00 PM	CORBY AV	BATTERY JUST OCCURRED	2	7

Events by Day

● Count of Events ● 30 Day Median



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

Questions or Comments?

