FresGO

Introduction

Launched to the Pubic June 2015

- FresGo – “Fresno on the Go”

Mission

- Enhance Community Engagement
- Provide a mechanism for transparency
- Gain a better understanding of Citizen request

Driven by the City Manager

Mobile application

- Citizen facing
- Mobile reporting
- Web reporting

Features

Service order system

See recent requests

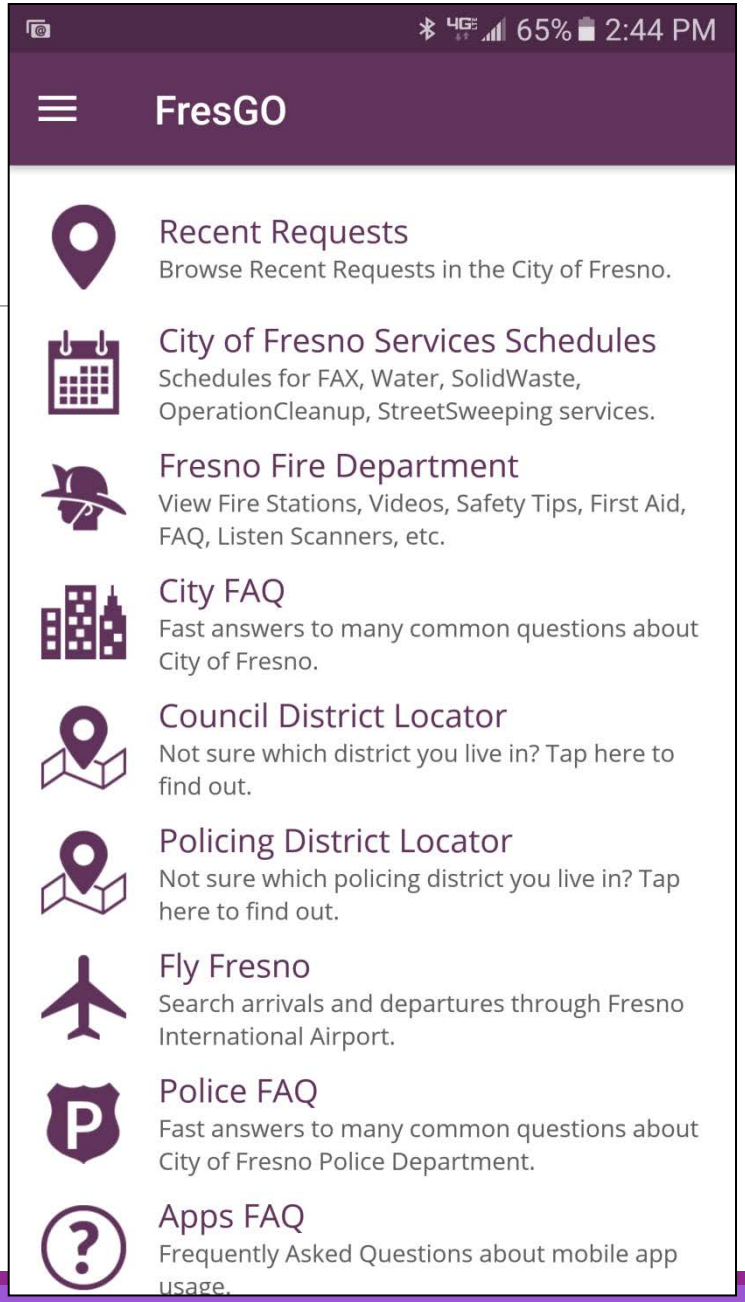
Push notifications

Service schedules

Links to other websites
- FlyFresno
- District Locators – Police, Council

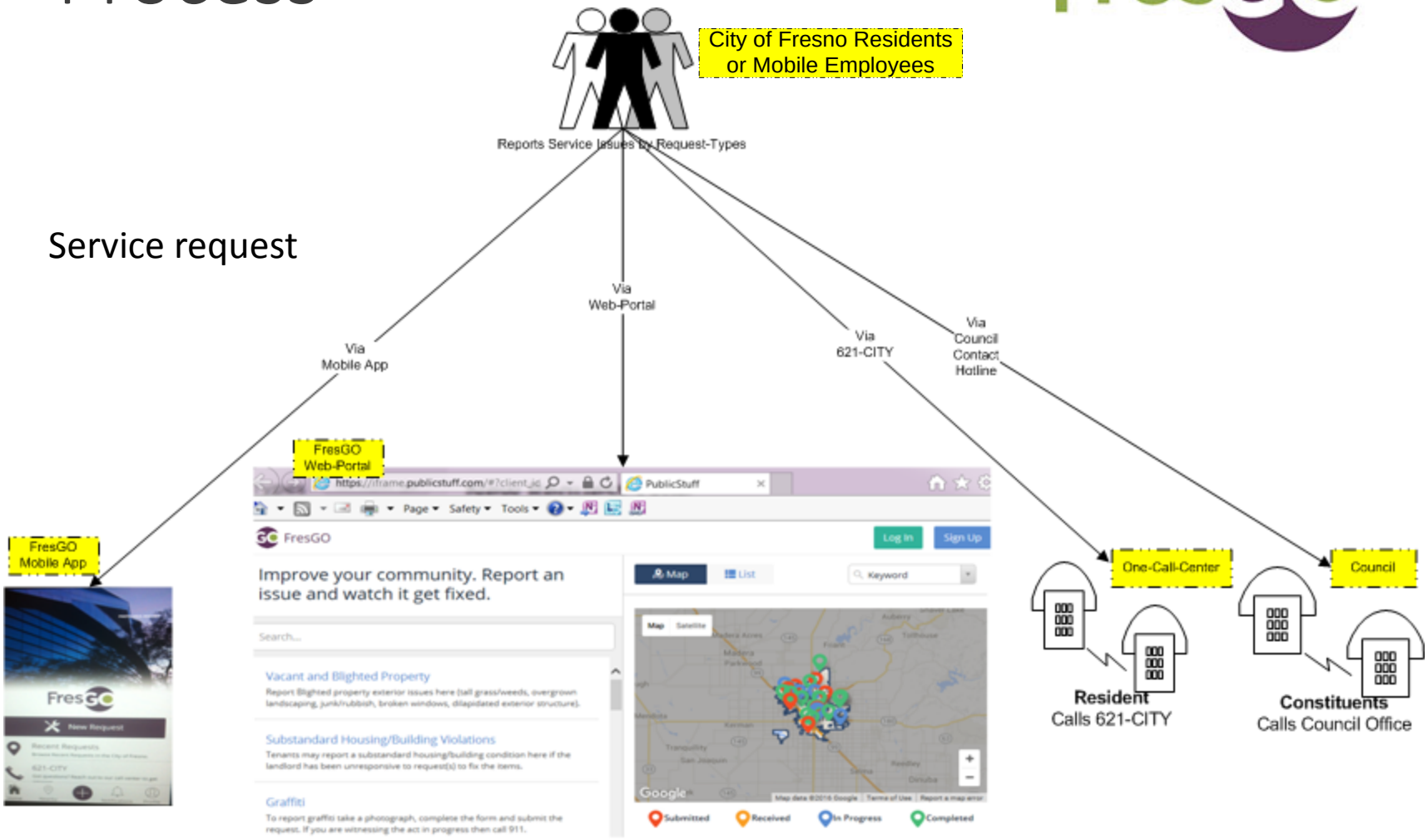
Frequently Asked Questions
- Police, City, App

City Announcements



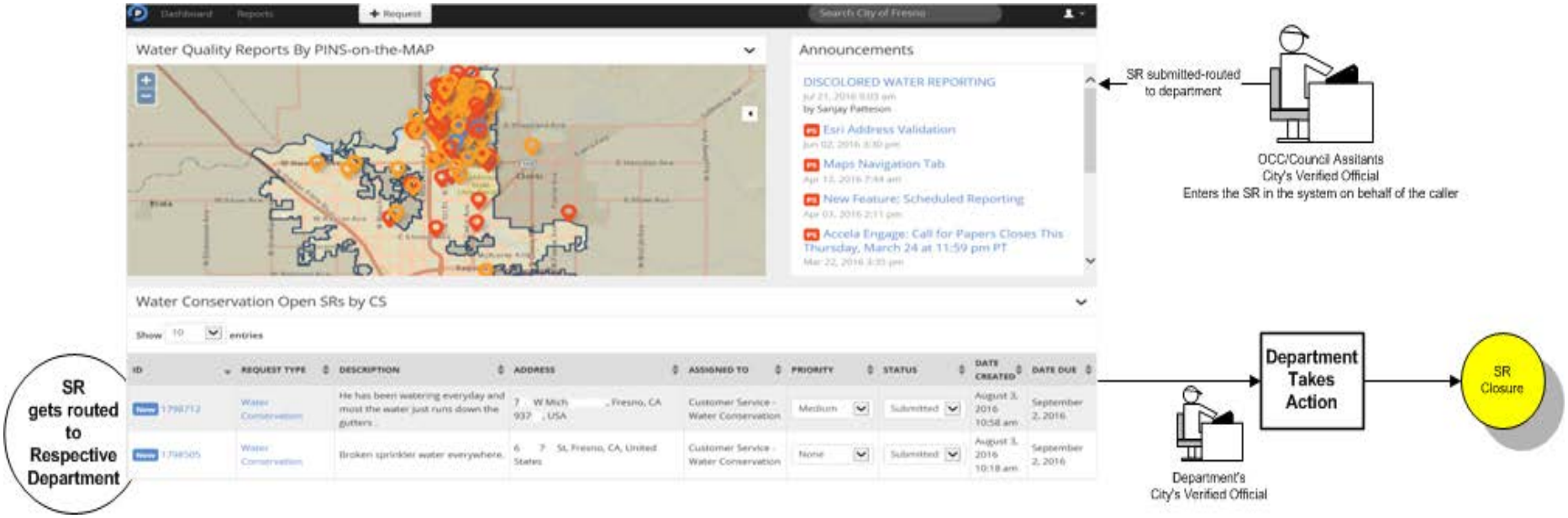
Process

Service request



Process (continued)

Service request received, logged and routed to proper department and appropriate action is taken/initiated



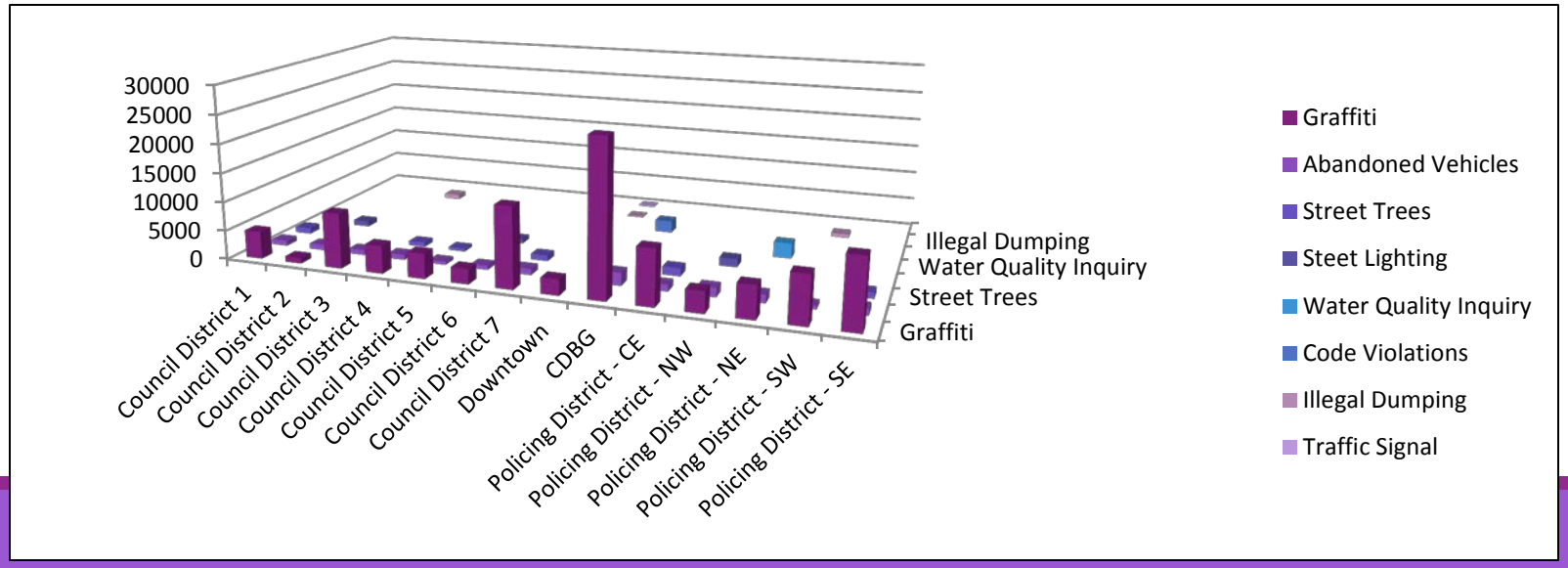
Reporting

City is receiving useful data

- Track incoming request from a single repository
- Track/monitor overdue requests
- Identifying issues/resource shortages
- Track/audit service levels
- Identify trends, seasonal issues, opportunities, etc.

Most Reported Issues (May 2015 – Dec 2016)

By GEO Location	Graffiti	Abandoned Vehicle	Street Trees	Street Lighting	Water Quality Inquiry	Code Violations	Illegal Dumping	Traffic Signal
Council District 1	4747	900	1028					
Council District 2	953	929		918				
Council District 3	9465	823					832	
Council District 4	4770	869	766					
Council District 5	4294	544	508					
Council District 6	2602	684		740				
Council District 7	13758	1016	966					
Downtown	2690						121	128
CDBG	26130	2184				2103		
Policing District - CE	9467	1130	1377					
Policing District - NW	3631	1526		1405				
Policing District - NE	5527	1387			2669			
Policing District - SW	8139	594					656	
Policing District - SE	11797	1126	1026					



Data Snapshot

Request Types (From 5/13/2015 8AM to 12/13/2016 2:30PM)	Total Submitted	Total Completed	Total Remains Open	% Completed
Graffiti	38608	38604	4	99.99
Abandoned Vehicle on Street\72 hours	5825	5636	189	96.76
Street Trees	4919	4434	485	90.14
Street Lighting	4577	4245	332	92.75
Code Violations on Private Property	4278	4270	8	99.81
Water Conservation	3684	3678	6	99.84
Illegal Dumping/Litter	3545	3537	8	99.77
Water Operation	3416	3387	29	99.15
Water Quality Inquiry	2968	1102	1866	37.13
Missed Pickup	2601	2572	29	98.89
Traffic Signal	1902	1890	12	99.37
Pothole	1643	1634	9	99.45
Concrete - Sidewalk and Curb/Gutter	1494	1345	149	90.03
Vacant and Blighted Property	1386	1386	0	100
City Maintained Landscapes	1252	1182	70	94.41
Traffic Signs and Roadway Striping	1031	1017	14	98.64
Parks and Recreation	963	948	15	98.44
Blocked Roadway/Sidewalk	900	892	8	99.11
Water Survey and Services	628	613	15	97.61
Street Maintenance - Other Requests	532	521	11	97.93
Street Sweeping	526	516	10	98.1
Broken Container	404	381	23	94.31
Substandard Housing/Building Violations	389	258	131	66.32
Operation Cleanup	4	3	1	75
	87475	84051	3424	96.09

Service Level Review

Closure Rate by Request Type: 05/13/15 - 11/10/16		
Request Type	Average Closure Rate	SLA
Abandoned Vehicle on Street\72 hours Average	14.34	20
Blocked Roadway/Sidewalk Average	6.94	2
Broken Container Average	20.62	14
City Maintained Landscapes Average	14.45	5
Code Violations on Private Property Average	19.19	18
Concrete - Sidewalk and Curb/Gutter Average	44.09	30
Graffiti Average	0.15	1
Illegal Dumping/Litter Average	2.59	14
Missed Pickup Average	5.28	4
Parks and Recreation Average	6.90	15
Pothole Average	6.25	5
Street Lighting Average	44.44	30
Street Maintenance - Other Requests Average	29.92	30
Street Sweeping Average	10.55	2
Street Trees Average	25.44	10
Substandard Housing/Building Violations Average	51.73	18
Traffic Signal Average	11.77	30
Traffic Signs and Roadway Striping Average	11.65	10
Vacant and Blighted Property Average	16.11	18
Water Conservation Average	5.41	30
Water Operation Average	5.40	10
Water Quality Inquiry Average	30.33	90
Water Survey and Services Average	2.26	30

Heat Maps

Downtown All Service Request Heat Map – May 2015 to Dec 2016

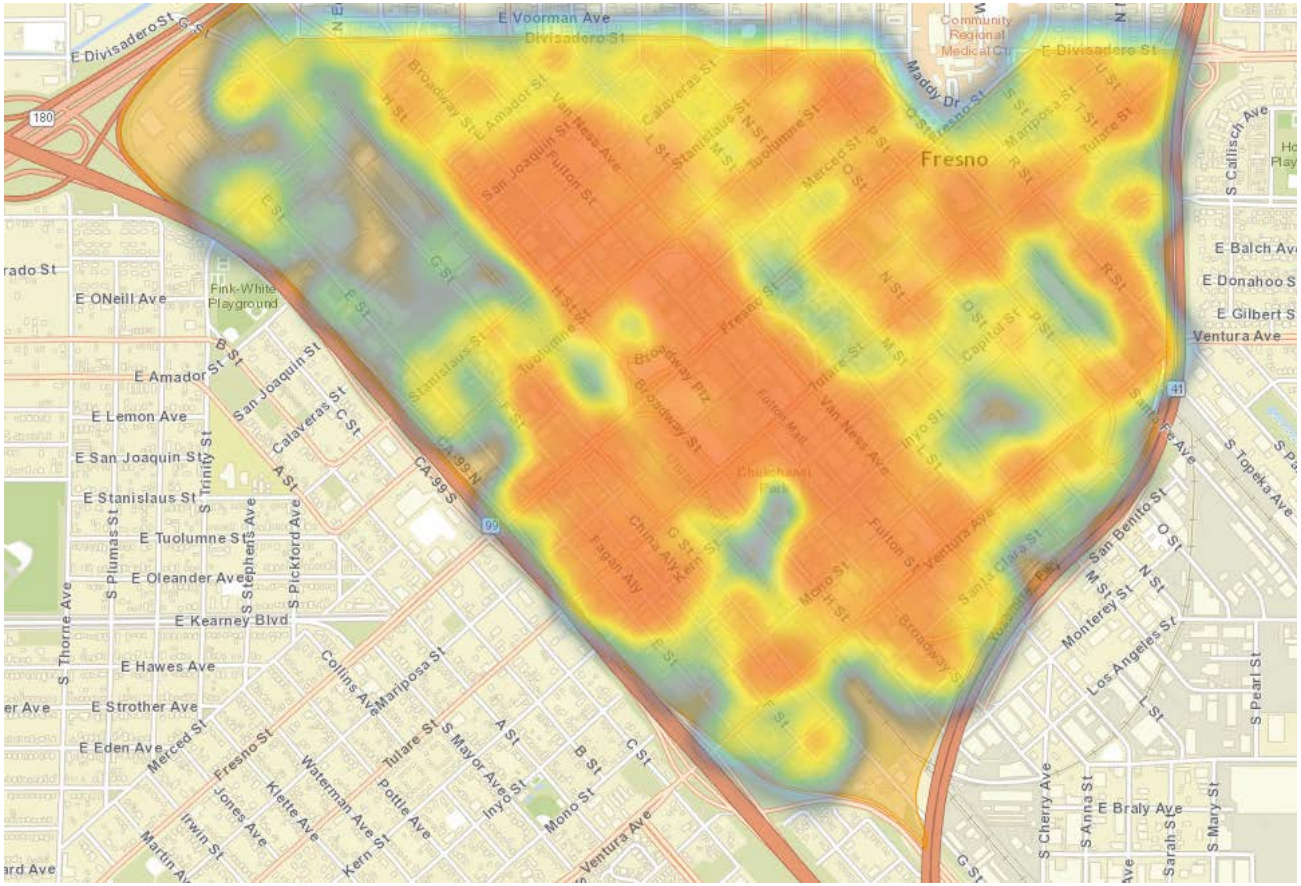
3701 Requests

Top 3 Requests

Graffiti: **2690** SRs

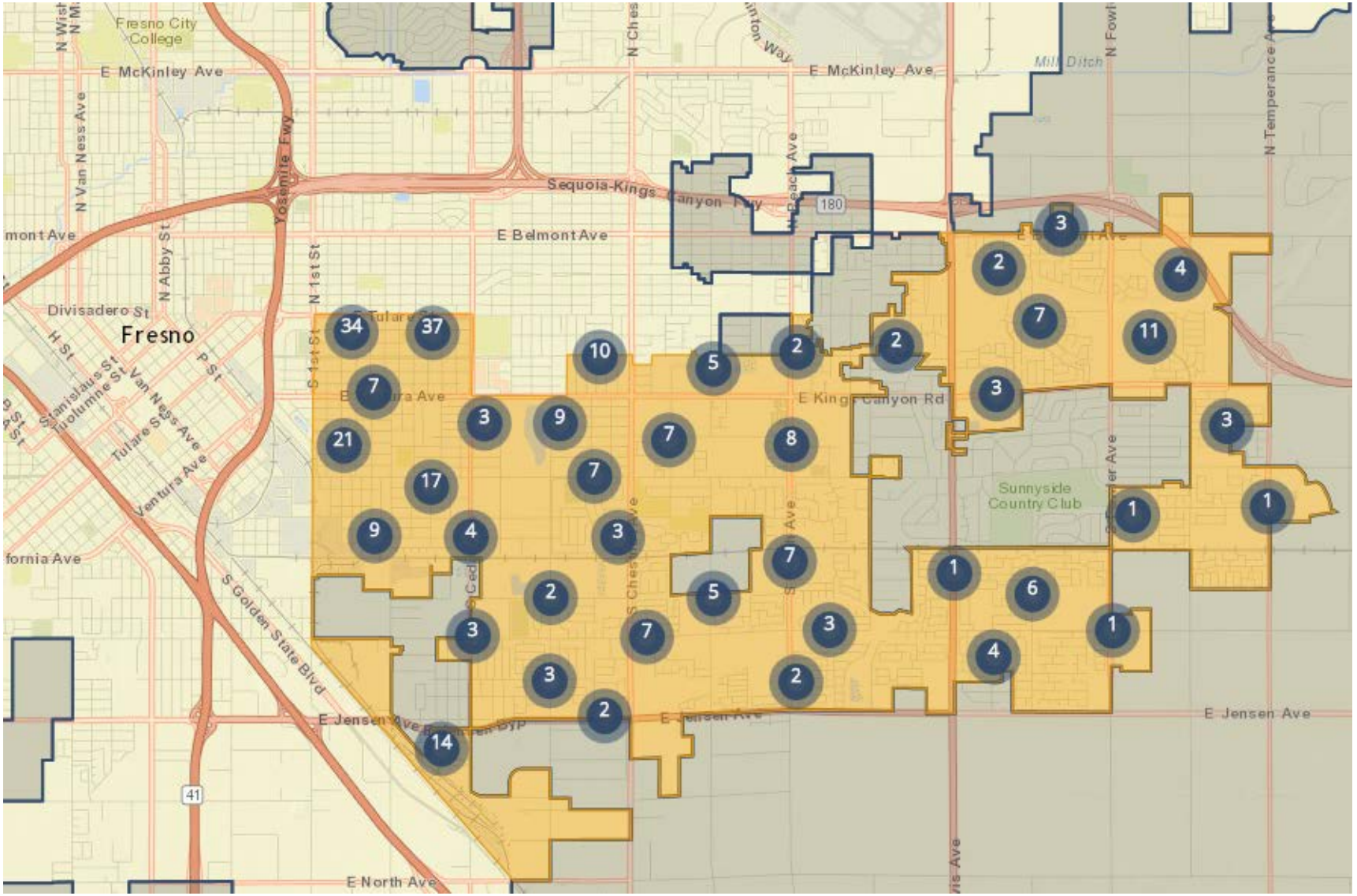
Traffic Signal: **128** SRs(*Could be due to construction*)

Illegal Dumping/ Litter: **121** SRs

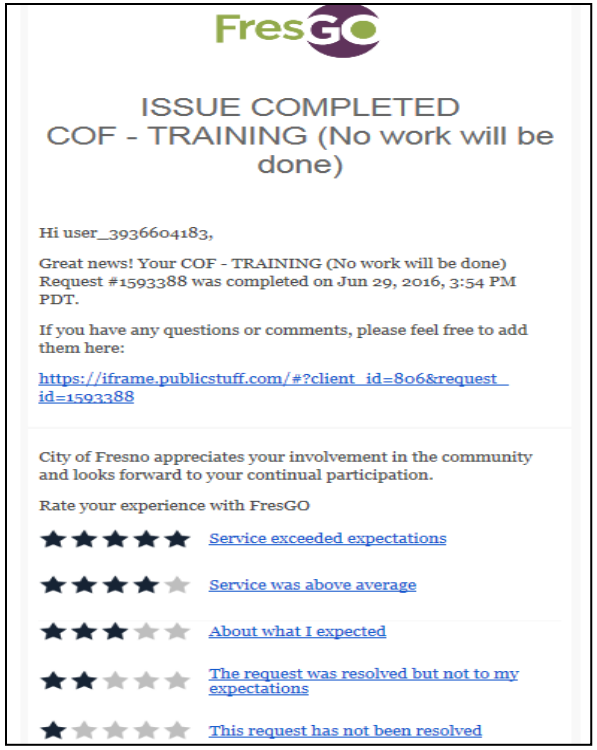


<u>Data Impacts</u>: Possible Illegal Dumping offenders

How many Illegal Dumping SRs reported in <u>Council District 5</u>



Customer Response



FresGO

ISSUE COMPLETED
COF - TRAINING (No work will be done)

Hi user_3936604183,

Great news! Your COF - TRAINING (No work will be done) Request #1593388 was completed on Jun 29, 2016, 3:54 PM PDT.

If you have any questions or comments, please feel free to add them here:

https://iframe.publicstuff.com/#?client_id=806&request_id=1593388

City of Fresno appreciates your involvement in the community and looks forward to your continual participation.

Rate your experience with FresGO

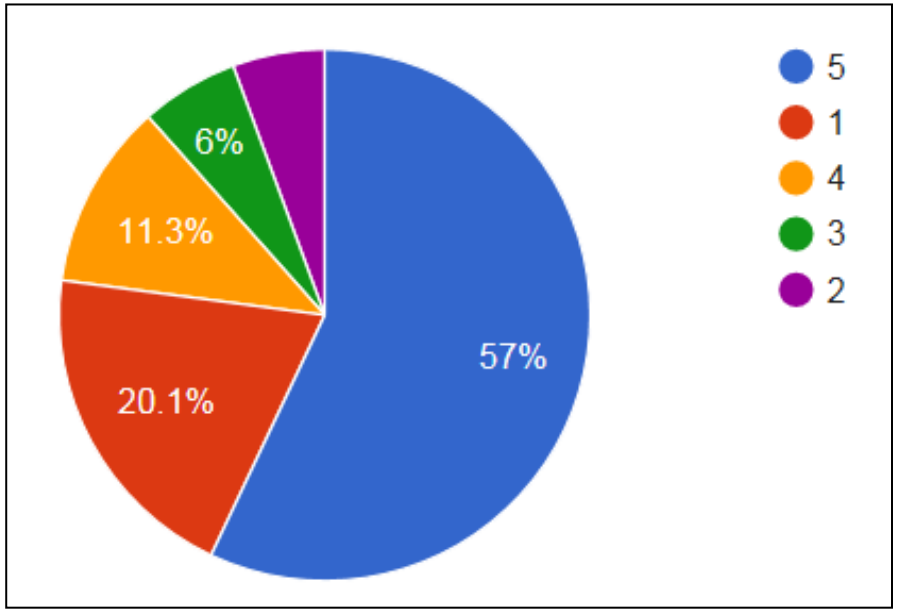
★★★★★ Service exceeded expectations

★★★★☆ Service was above average

★★★☆☆ About what I expected

★★☆☆☆ The request was resolved but not to my expectations

★☆☆☆☆ This request has not been resolved



5 – Service exceeded expectations (57%)
4 – Service was about average (11.3%)
3 – About what I expected (6 %)
2 – The request was resolved but not to my expectations (5.6%)
1 – The request has not been resolved (20.1%)

Next Steps

Integration into other systems

Continual refinement of processes

Additional training for departments

Inclusion/expansions of other programs

Thank You