

Appendix 1 – Filterable Proof of Concept Dashboards

Figures 1-3 provide screenshots of filterable Dashboards, by Ward, month, division and request type, and demonstrate the potential to customize the slicing of data to assist in the identification of emerging trends, seasonal, cyclical and geographic patterns or trajectories.

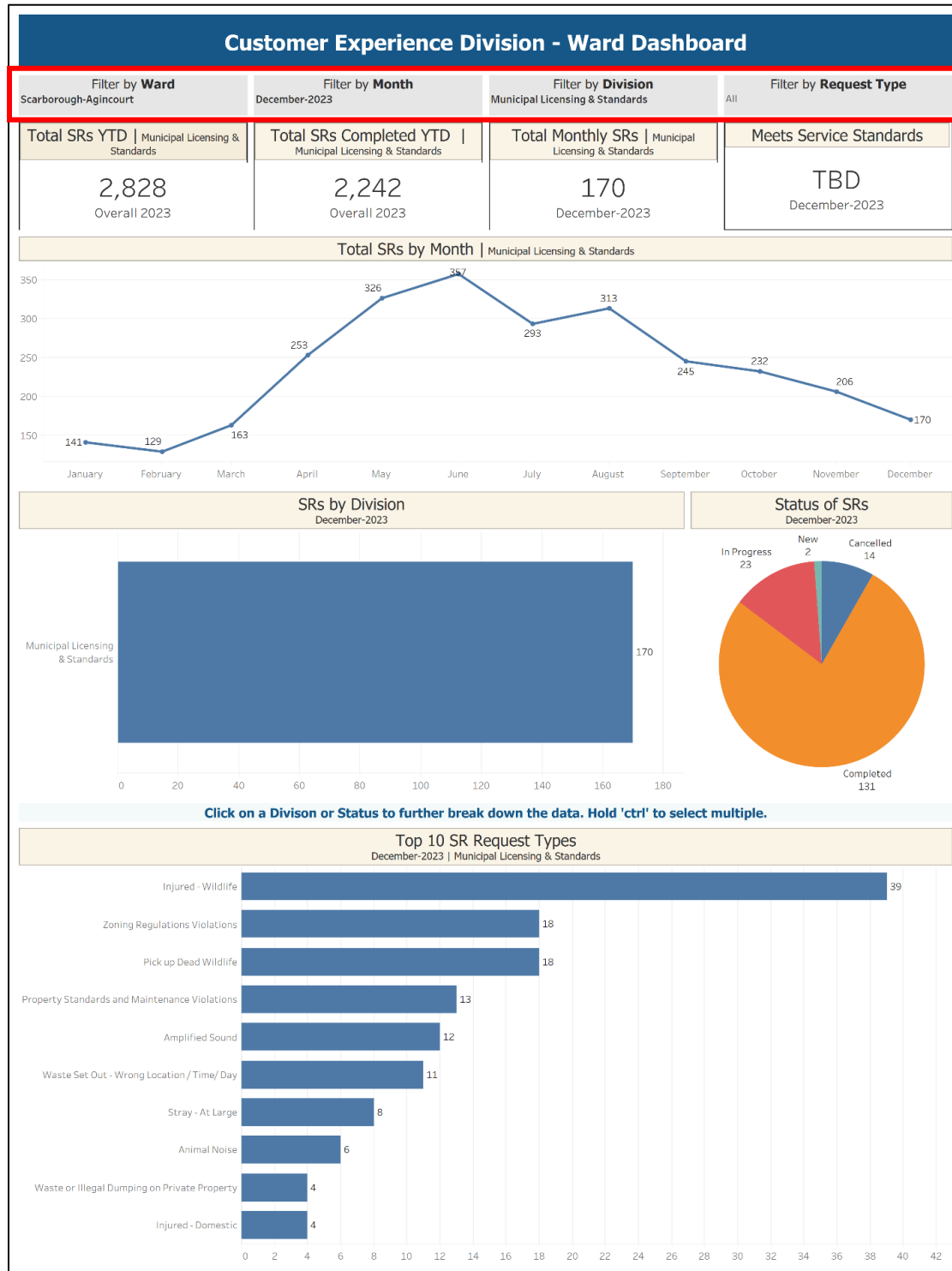


Figure 1: Customer Experience Division – Sample Service Request Dashboard Filtered by Ward, Month, and Division

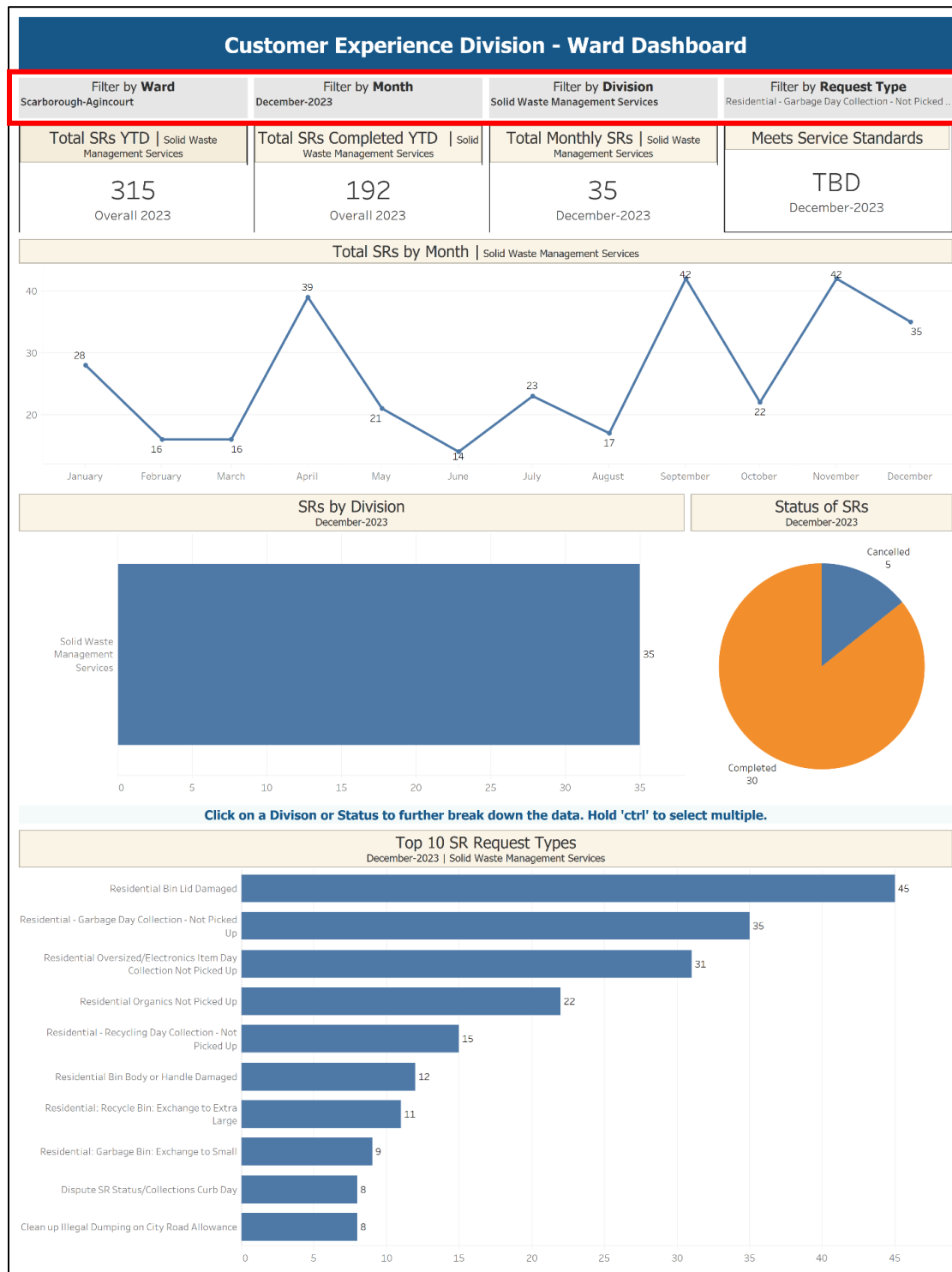


Figure 2: Customer Experience Division – Sample Service Request Dashboard Filtered by Ward, Month, Division and Request Type

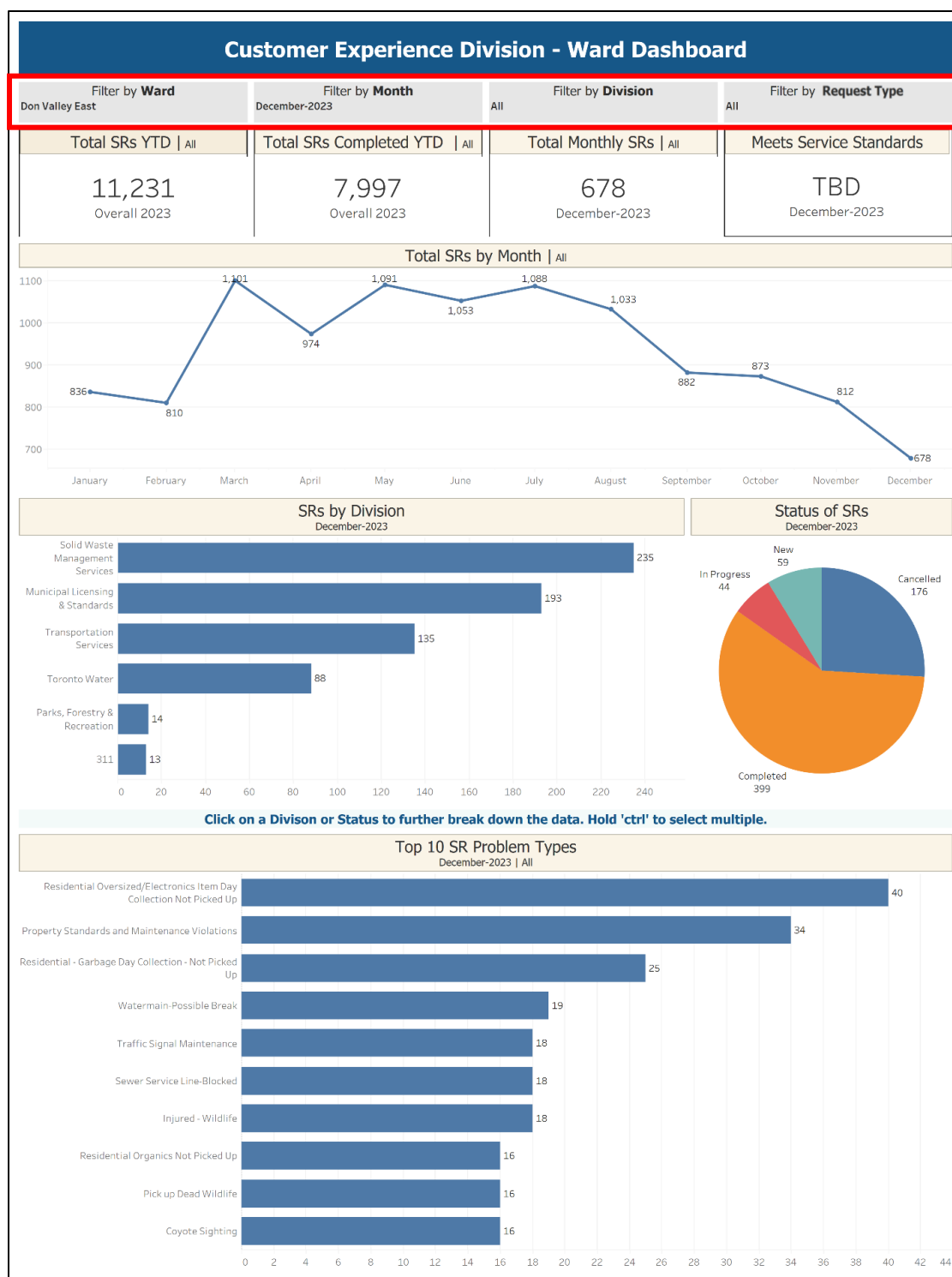


Figure 3: Customer Experience Division – Sample Service Request Dashboard Filtered by Ward and Month