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How do I Find the Status of my Complaint?

If you have submitted a complaint, and incident has been entered into the CRM database and an Incident# is assigned. Using this Incident#, the status is easily determined using this application.

To see the status, enter the Incident# in the Incident# box in the upper right-hand corner of the application window.

![Look up Incident # button](image)

How do I Find Out What Incidents are in my Neighborhood?

Click on “Search” from the menu at the top of the browser window. On the Search Page, select “Search Radius from Address.” Enter the street address and the radius. A list of possible address matches will be displayed. Select the choice that best matches the correct address.

![iTracker search results](image)

Then click on “Show Results” for a list of incidents near that address or click on “Show on Map” to see the incident location on a map.
How do I know if the application is still running?

Due to the large amount of incident data that must be searched, some requests can take up to a minute.

How do I know in which area I am?

A series of static maps have been created which show the boundaries of the various areas. These maps are accessed by clicking on the MapKey menu choice.

Clicking on the “View Image” button will display the map in a larger size.
How do I use the Dashboard?

The Dashboard is composed of three graphics at the bottom of the home page. These charts show high-level information regarding the a) incidents by week, b) incidents by type categories, and c) incidents by council district.

The data used for the dashboard is from the previous fifteen days. Clicking on the various parts of the charts will display additional information. Clicking on the “View” buttons under the charts will display an enlarged and more easily read chart (see below). The enlarged chart can also be clicked on for additional information.
How do I map the Incidents?

The incidents can be mapped either as a whole or as a subset after filtering. To map all the incidents, click on the “Map” selection on the menu at the top of the page. A map of all the incidents from the previous fifteen days will be displayed.
The map can be zoomed using the +/- buttons in the upper right-hand corner. The map can also be moved around by clicking on the map and moving the mouse. At any time, clicking on an incident’s icon on the map will display a pop-up window with additional information.
How do I Search the Incidents?

Incidents from the previous month are accessible by the 311 iTracker™ application. A subset can be investigated by specifying an area and date range. When clicking on the “Search” option in the menu, the Search window is displayed.

There are three types of areas that can be chosen by clicking on the related tab; Search by Area, Search Radius from Address, and Search Associated to Single Address. All three searches can be further refined by using an option date range.

In the following example, the area type used is a ZIP code. Once the area type is chosen, the list of choices for that type is displayed to the right. In this example, the user is restricting the incidents to those that happened in ZIP codes 38104 and 38106. Multiple ZIP codes were chosen by holding down the Ctrl key while selecting.
Once the area is specified, the results can be shown as either a list or on a map. The “Show Results” and the “Show on Map” buttons display the data appropriately.

“Show Results” produced a list of the 2227 incidents:

The 2227 incidents can be filtered by the Ticket Status. For example, if only those incidents that are “In Progress” are of interest, selecting the “In Progress” button will further refine the results.
The results can also be defined by the type of incident. Clicking on the incident type list on the left-hand side of the window will limit the list to those types. Here two types were chosen, each with three incidents of that type. The resulting list shows the six incidents.

Clicking on the selected types again will toggle the selection off. When the last type is toggled off, the entire list is redisplayed. Please be patient as it may take a while for the application to create new lists.

The incidents in a list can be downloaded to the user’s computer for use outside the application. Clicking on the “Prepare CSV” button will begin the download process.

By default, the “Show Results” selection will display the incidents in a list. Clicking on the View Options buttons will display the listed incidents as either in a list (by default), a map

Or as a chart:

Clicking the “Map” button will achieve the same result as clicking the “Show on Map” button from the original Search page.
When viewing the incidents as a chart, the incidents can be further defined by Ticket Status, Chart Types and Incident Type.

In the example below, the incidents from ZIP codes 38104 and 38106 are limited to those incidents of types “miscellaneous” (68) and “substandard, derelict struct” (29). The chart is grouping the incident by City Council District.

Of the 97 incidents (68 + 29), 40 are in City Council District 4, 54 are in District 6, and the rest are divided between Districts 5 and 7. In order to see exactly how many incidents are represented by a bar in the chart, clicking on the bar displays a pop-up message with the incident count (2 incidents in District 5).
Displaying the results of a Search on a map by clicking on the “Show on Map” button at the bottom of the Search page will result in similar functionality as “Show Results.” The difference is that instead of a list of incidents and the association information, a map showing the location of the incidents is displayed instead.

Here is same 97 incidents from the previous example are displayed on a map:

ZIP code areas 38104 and 38106 are shaded purple while the incidents are represented by a green “i” marker.

The incident shown on the map can be altered by using a ticket status filter and/or a type filter. In the example shown, only those incidents with a ticket status of “Closed” are shown. In incidents are further reduced to those of type “miscellaneous” (8) and type “substandard,derelict struct” (2). So from the original 2227 incidents, using an area filter of w ZIP codes, no date ranges, a status filter and 2 filter types, 10 incidents remain.
Lastly, clicking on any of the incidents on the map will display the information associated with that incident.