DISTRICT 3 OPERATIONS

Technology-Driven Park Maintenance Operations

District 3 Superintendent Dashboard | How Technology Powers Our Maintenance Teams

SUPERINTENDENT DASHBOARD

Dashboard **at a Glance**

6

Operational Modules

All work types centralized in one unified view

Real-Time

Updates

Live status changes as work progresses in the field

District

Centralized Oversight

One dashboard for all District 3 activity

Automated

Alerts

Flagged issues surface instantly to Maintenance Supervisors

All modules operate within a single unified platform — no switching between systems, no manual handoffs.

SUPERINTENDENT DASHBOARD

Six Operational Modules

MODULE 01

Projects

Track park improvement and maintenance projects end-to-end

ACTIVE TRACKING

MODULE 02

Complaints

Log and manage public and internal service complaints

SERVICE LOGGING

MODULE 03

Bulk Pickup

Coordinate large-item and debris removal scheduling

SCHEDULING

MODULE 04

Extra Mowing

Request and dispatch additional mowing assignments

DISPATCH

MODULE 05

HPD Calls

Document and monitor park-related police response calls

MONITORING

MODULE 06

Encampments

Track and manage encampment activity at park sites

SITE TRACKING

WORKFLOW OVERVIEW

How the System Works — Workflow Steps

WORK ORDER LIFECYCLE ACROSS DISTRICT 3

1

Work Order Created

A request or complaint is entered into the system to initiate the maintenance process.

INITIATION

2

Assigned to Maintenance Supervisor

The dashboard routes the task to the appropriate supervisor or district team for action.

ASSIGNMENT

3

Field Work Begins

District 3 Maintenance Teams are dispatched and work status is updated in real time.

IN PROGRESS

4

Status Updated

Supervisors log progress, notes, and photo documentation directly in the dashboard.

DOCUMENTATION

5

Work Order Closed

Task is marked complete and tracked in historical reporting for accountability.

COMPLETE

ALERT SYSTEM

Alerts & Issue Tracking

Smart monitoring ensures no issue goes unnoticed across District operations.

Automatic Alerts

The dashboard flags overdue, unassigned, or escalated items so nothing slips through the cracks.

Location-Linked Records

HPD Calls and Encampment entries are tied to specific park sites for geographic accountability.

Escalation Triggers

Issues that exceed response timelines are automatically surfaced for Maintenance Supervisor review.

Audit Trail

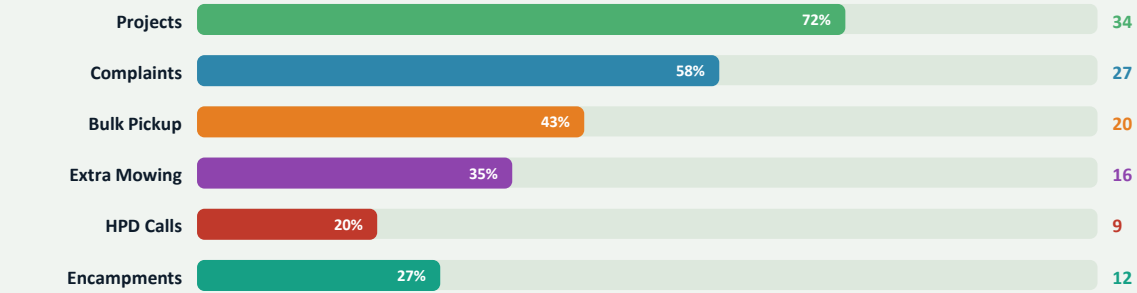
Every status change and note is timestamped, creating a full record of actions taken.

SUPERINTENDENT DASHBOARD

Workload Tracking & Team Accountability

Real-Time Visibility
Supervisors view capacity & reallocate resources dynamically

OPEN WORK ORDERS BY MODULE — DISTRICT 3



TOTAL DISTRIBUTION ACROSS ALL MODULES

KEY WORKLOAD METRICS

Open Assignments

118

Tasks currently active across District 3 Maintenance Teams

Pending Review

24

Items awaiting Maintenance Supervisor sign-off

Completed This Period

203

Closed work orders tracked in historical reporting

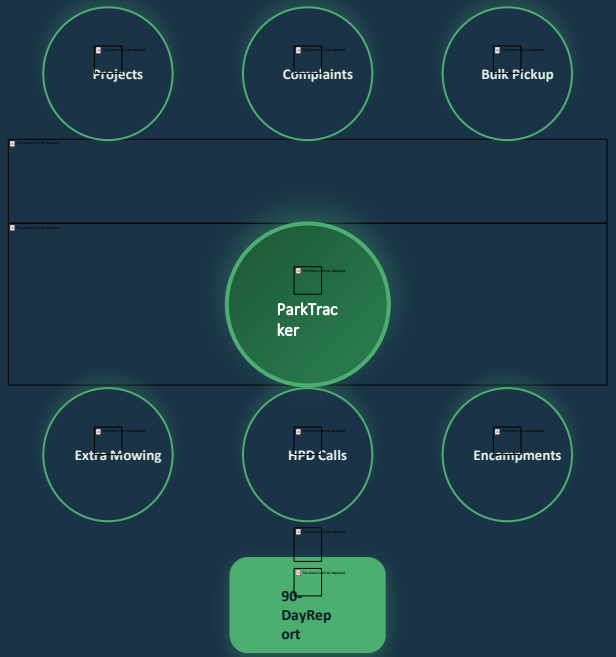
Maintenance Supervisors use the dashboard to view team capacity at a glance — identifying high-volume modules and reallocating District 3 Maintenance Teams dynamically to maintain response targets.

OPERATIONS INTELLIGENCE

Park Tracker & 90-Day Report

One report. Every module. Every park. 90 days of clarity.

DATA FLOW



1 Cross-Module Aggregation

Activity from all **6 work types** is rolled up per park location — Projects, Complaints, Bulk Pickup, Extra Mowing, HPD Calls, and Encampments feed a unified park-level record.

2 Top Priority Identification

The **90-day window** surfaces which parks accumulated the most complaints, encampments, HPD calls, and unresolved work orders — ranking sites by cumulative activity load.

3 Resource Reallocation

Maintenance Supervisors use the report to direct **District 3 Maintenance Teams** to high-need sites — addressing systemic issues before they escalate into larger service failures.

6 Operational Modules	90 Day RollingWindow	1 Unified Report	Every ParkTracked

What This Means for Districts

01

Faster Response Times — Technology eliminates manual tracking gaps and gets crews — and partner agencies — to the field sooner.

Real-time work order routing replaces paper logs and phone chains — dispatch happens at the speed of the dashboard, for Maintenance Teams and coordinating agencies alike.

02

Data-Driven Prioritization — The 90-Day Park Tracker Report reveals which parks need the most attention, so resources go where they matter most.

Rolling 90-day trend data surfaces high-need parks across District 3 — giving leadership the evidence to direct crews, justify budget decisions, and track improvement over time.

03

Coordinated Impact — From Homeless Solutions to HPD to SPO, the Encampment Module connects District Maintenance Teams with the right partners at the right time.

Multi-agency encampment coordination is tracked end-to-end — ensuring every notification, cleanup, and follow-up is logged and shared across all involved departments.

The Superintendent Dashboard keeps District Maintenance Teams aligned, informed, and moving.

ENCAMPMENT MODULE

Multi-Agency **Coordination**

From a single dashboard entry to a closed response — every handoff tracked, every agency alerted.

1

Encampment Logged

A Maintenance Supervisor documents the encampment — location, photos, and notes — directly in the dashboard.

- Location Pin
- Photos Attached
- Supervisor Notes

2

Severity & Type Assessed

The entry is categorized by District 3 Maintenance Teams to determine the nature — services needed, safety concern, or enforcement issue.

- Social Services
- Safety Concern
- Enforcement

3

Agency Alert Dispatched

The system routes the alert to the right partner agency based on the categorization — automatically, with no manual hand-off required.

- Homeless Solutions
- HPD
- SPO

4

Response Tracked & Closed

Agency actions are documented back in the dashboard, linked to the park record, and formally closed once the situation is resolved.

- Park Record Linked
- Actions Logged
- Closed Out

One entry. Three agencies. Zero dropped handoffs.