

From: [Ellsworth, Justin](#)
To: [Laurita, Angela](#)
Subject: Re: [EXTERNAL] PRA Program Dashboard - Monthly Update
Date: Wednesday, July 5, 2023 11:41:32 AM
Attachments: [image001.png](#)

Hi Angela,

We've corrected the issue and it should be good to go. Screenshot below if you'd like to share. Great work in June, 87% truly is impressive!



Timely Request Closure

Requests Closed within 24 days in the past 12 months



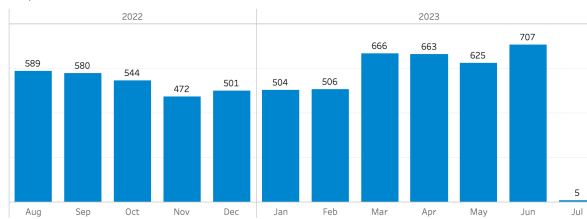
5,094
6,251

Timely Closure Rate (Monthly Performance)

2022					2023						
Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
85%	83%	83%	77%	81%	81%	81%	73%	80%	84%	87%	

Monthly Request Volume

Requests Received



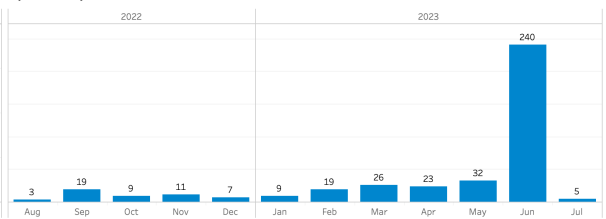
Request Closure Times

In the past 12 months

	Count of NEXTREREQUEST	% of Total Count of NEXTREREQUEST along Table (Down)
Less than 5 Days	2,283	36.52%
Between 6 - 10 Days	1,307	20.91%
Between 11 - 24 Days	1,504	24.06%
Between 25 days - 2 Months	926	14.81%
Between 3 - 6 Months	112	1.79%
Between 6 - 12 Months	60	0.96%
More than 12 Months	57	0.91%
ERROR	2	0.03%

Open Requests

By month they were received



From: Laurita, Angela <ALaurita@sanidiego.gov>
Date: Wednesday, July 5, 2023 at 9:33 AM
To: Ellsworth, Justin <Ellsworth@sanidiego.gov>
Subject: RE: [EXTERNAL] PRA Program Dashboard - Monthly Update

Thank you, Justin!

Angela Laurita
Program Manager
Public Records Administration
Communications Department



From: Ellsworth, Justin <Ellsworth@sanidiego.gov>
Sent: Wednesday, July 5, 2023 9:20 AM
To: Laurita, Angela <ALaurita@sanidiego.gov>
Subject: Re: [EXTERNAL] PRA Program Dashboard - Monthly Update

Hi Angela,

I think there was an update to our data server. Hopefully a quick fix - I'll get back to you later today with an update!

Thank you,
Justin

From: Laurita, Angela <ALaurita@sanidiego.gov>
Date: Wednesday, July 5, 2023 at 7:12 AM
To: Ellsworth, Justin <Ellsworth@sanidiego.gov>
Subject: FW: [EXTERNAL] PRA Program Dashboard - Monthly Update

Good morning Justin!

I hope you had a great holiday yesterday! It looks like there may be an issue with Tableau accessing the data from NextRequest. The monthly email we received is below. I tried to access it directly in Tableau and there is a message that it is unable to proceed due to an error from the data source.

Do you have any thoughts on how to resolve this issue?

Thank you!
Angela

Angela Laurita
Program Manager
Public Records Administration
Communications Department



From: no-reply@tableau.com <no-reply@tableau.com>
Sent: Monday, July 3, 2023 8:08 AM
To: Laurita, Angela <ALaurita@sanidiego.gov>
Subject: [EXTERNAL] PRA Program Dashboard - Monthly Update

****This email came from an external source. Be cautious about clicking on any links in this email or opening attachments.****

The snapshot of the view 'Performance Dashboard - M' could not be properly rendered.

To see the view online, go to <https://us-west-2b.online.tableau.com/t/cityofsanidiego/views/PRAProgramDashboard/PerformanceDashboard-M>.

The PDF attachment for this email could not be properly rendered.

To see the view online, go to <https://us-west-2b.online.tableau.com/t/cityofsanidiego/views/PRAProgramDashboard/PerformanceDashboard-M>.

Hello, The PRA Program Dashboard has been refreshed. Please click the dashboard to see additional details.

Here's your subscription to the view [Performance Dashboard - M](#).

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