

## Report Escalation

Senior members of Police or Municipal Administration may not need to receive copies of every citizen's report or request for service. They may, however, be very interested to know that the Municipality or the Police promptly attends to these reports and requests. The Report Escalation functionality is designed to help Municipal and Police management monitor the responsiveness of their teams.

Every member of management whose e-mail has been registered with the 311Reports system (please refer to "E-mail Recipient Management" screen) can subscribe to the Escalation Management function. Every event may be escalated within a different timeframe. For example, let's say your city accepts reports or service requests regarding potholes. The Mayor may not wish to see every report regarding a pothole, but would like to know that a filed report has not been responded to for one week. To accomplish that, the Mayor has to be registered with the system in the E-mail Recipient Management form. If the Mayor's e-mail address is [mayor@mytown.org](mailto:mayor@mytown.org), using the Escalation Management form you would Add a record, select the Mayor's e-mail ([mayor@mytown.org](mailto:mayor@mytown.org)) as Recipient, select "Pothole" as Incident Type, "Received" as status, and "7" as number of days. In this case, if a pothole report was entered into the system and the status of the report had not been changed, the Mayor will receive an e-mail containing the description of the report itself and information that nothing has been done about this report for seven days.

The system also keeps track of all the changes to a report record. For example, even if the status of the record has not been changed (i.e. the status remains "Under Investigation") but some comments were entered into the system (i.e., a specific person or department was assigned to investigate an event), the system would not produce an Escalation event, as it is assumed that this report is being responded to.

More than one event may be associated with a certain report type. For example, in addition to "Received" you may create an escalation record regarding status "Under Investigation": if this status doesn't change in, say, 5 days (or no comments appear in the case), an e-mail notification would be sent to the Mayor.

The system does not repeat Escalation messages: once it has been sent, the event is removed from the queue of the Escalation events.