Operational reporting for local government managers

A selection of the Power BI report designs I created for department managers, shown here with illustrative sample data.

The business problem

Reports for managers to track review and appeal wait times against targets, understand why infringements were withdrawn, and monitor prosecution outcomes and costs.

What the dashboards do

Four report pages: wait times against target, parking review volumes and withdrawals, review backlog by department, and prosecution results and costs. Each page answers one set of management questions.

Design choices

Targets are shown as lines on every trend. A single week-ending slicer controls the period. KPI cards give the number managers look at first. This sample also highlights values that are above target.

Skills shown

Power BI report design, KPI and target tracking, trend and variance analysis, and presenting data to non-technical stakeholders.

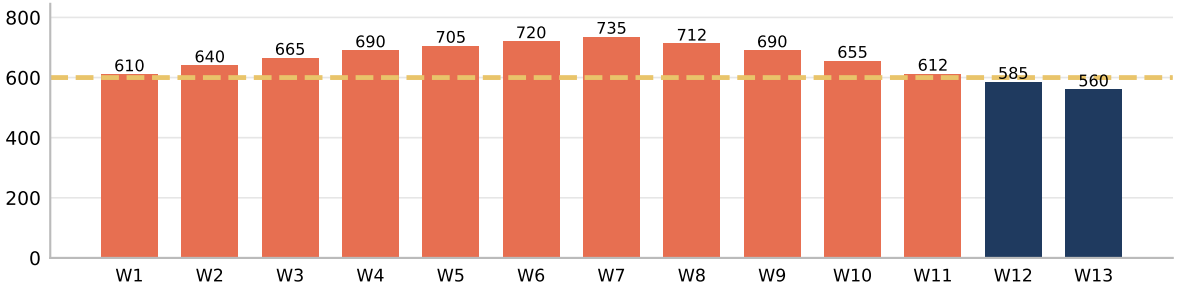
Data note: all figures, dates and labels in this document are illustrative. Layouts are based on reports I designed; no organisation names or real data are included.

Infringement Review | Wait Time Dashboard

Wait Times | Parking | Reviews | Prosecutions

Orange bars are above target. Dashed gold line is the target.

REVIEW WAIT TIME < 30 DAYS (outstanding vs target 600)



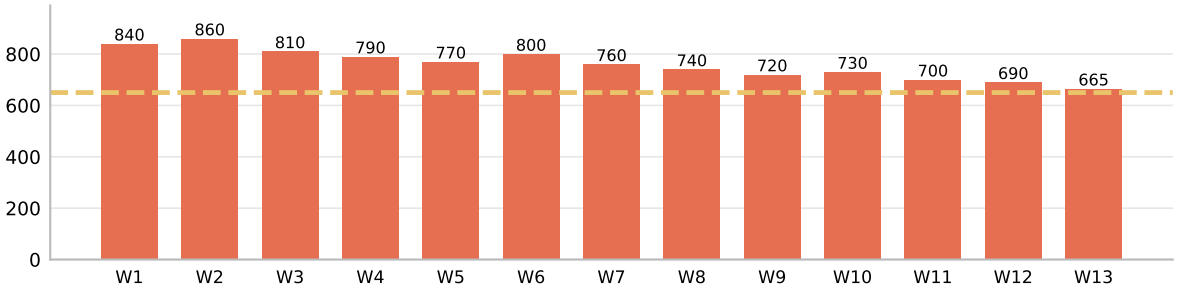
Week ending

Last 13 weeks (slicer)

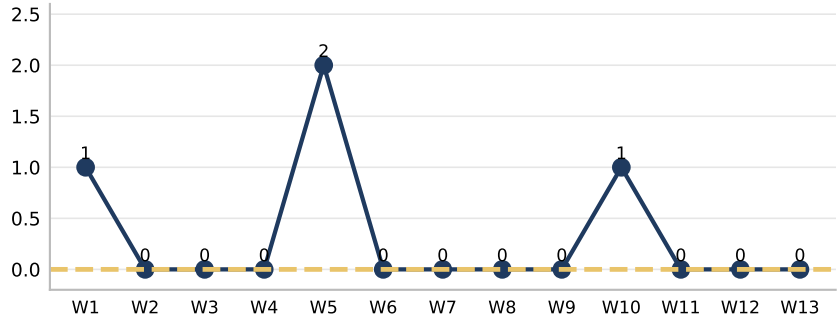
21

DAYS TILL 90 DAYS

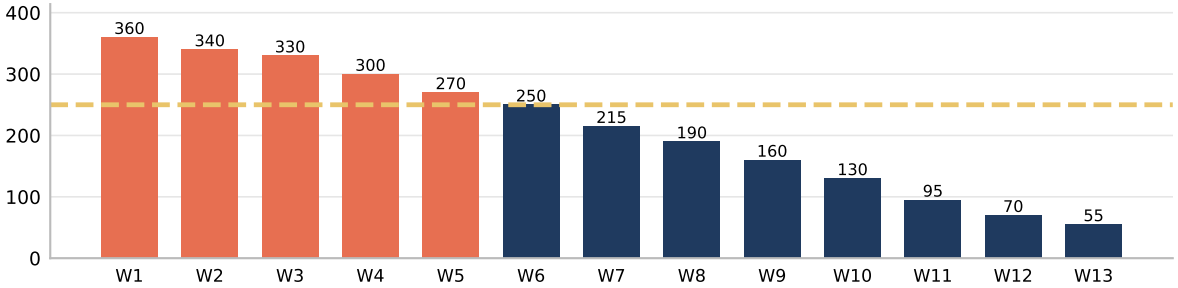
REVIEW WAIT TIME 31-60 DAYS (outstanding vs target 650)



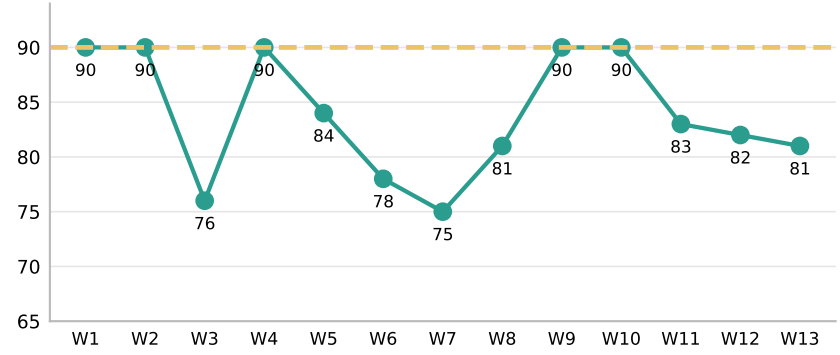
APPEAL WAIT TIME OVER 90 DAYS



APPEAL WAIT TIME 61-90 DAYS (outstanding vs target 250)



PARKING PIN: DAYS BEFORE 90-DAY TIME FRAME



Sample dashboard built to illustrate Power BI report design. All figures are illustrative; no organisation data is shown.

Infringement Review | Parking Dashboard

Week ending

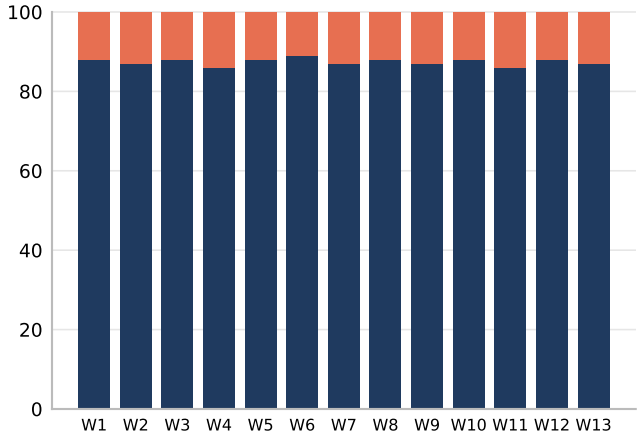
Last 13 weeks (slicer)

REASONS FOR WITHDRAWAL



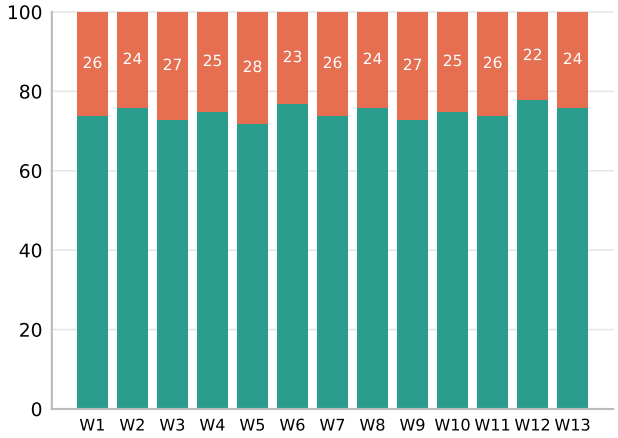
- Mistake of identity: 36 (24%)
- Special circumstances: 31 (21%)
- Exceptional circumstances: 30 (20%)
- Contrary to law: 28 (19%)
- Officer error: 24 (16%)

ISSUED vs REVIEWS RECEIVED (%)



Navy: no review Orange: review received (about 12%)

COMPLETED vs WITHDRAWN (%)

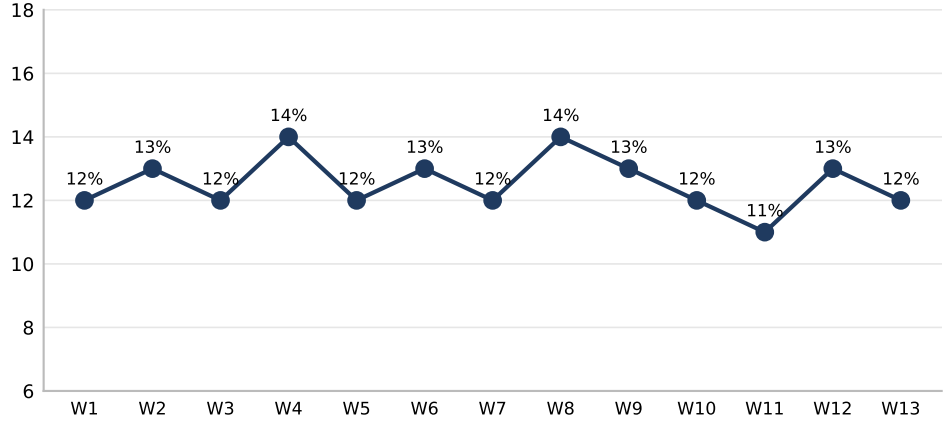


Teal: completed Orange: withdrawn (%)

REVIEWS RECEIVED, COMPLETED AND OUTSTANDING



REVIEWS RECEIVED AS % OF INFRINGEMENTS ISSUED



Sample dashboard built to illustrate Power BI report design. All figures are illustrative; no organisation data is shown.

Infringement Review | Review Dashboard

Week ending

Last 13 weeks (slicer)

REVIEW WAIT TIME < 30 DAYS

600	560
TARGET	OUTSTANDING

REVIEW WAIT TIME 31-60 DAYS

650	665
TARGET	OUTSTANDING

REVIEW WAIT TIME 61-90 DAYS

250	55
TARGET	OUTSTANDING

21

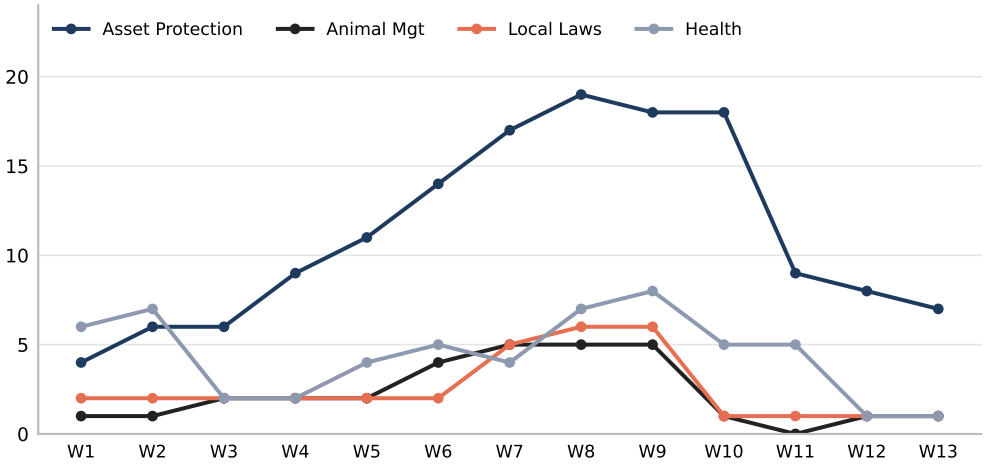
DAYS TILL 90 DAYS

REASONS FOR WITHDRAWAL

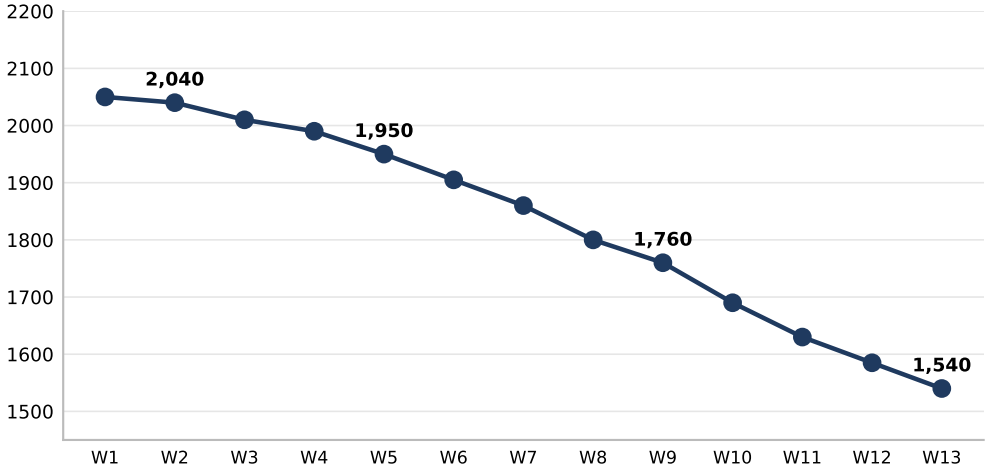


- Mistake of identity (34)
- Special circumstances (31)
- Exceptional circumstances (28)
- Contrary to law (26)

REVIEWS OUTSTANDING BY DEPARTMENT



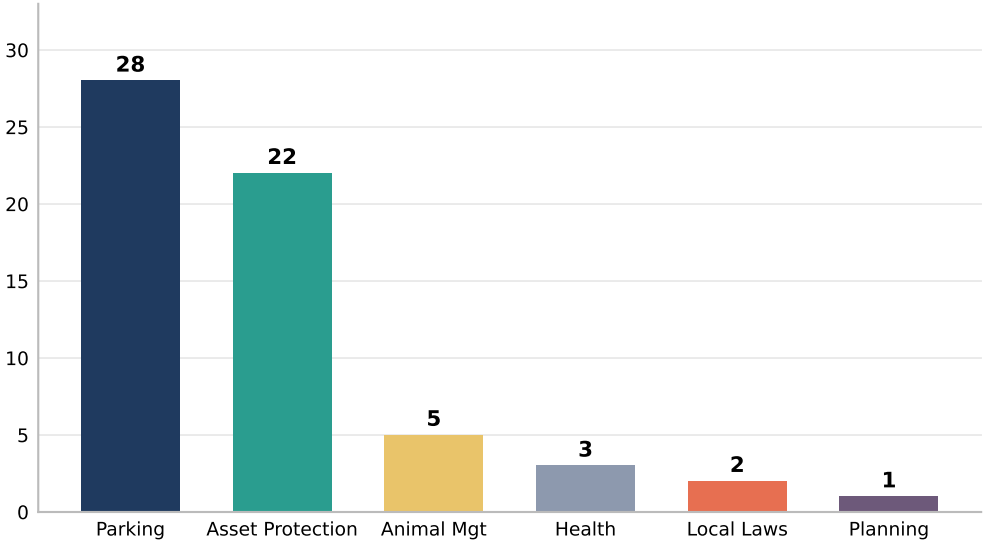
PARKING REVIEWS OUTSTANDING



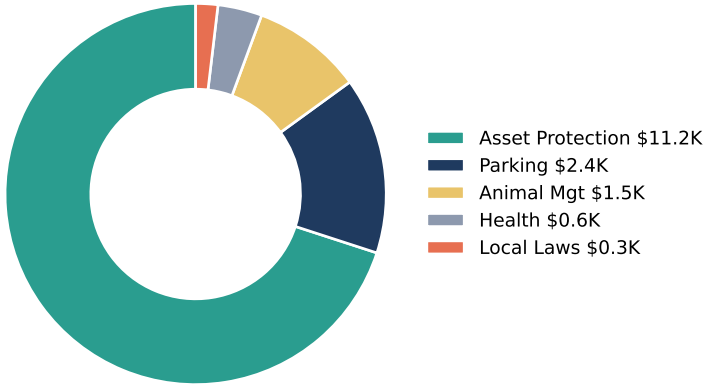
Sample dashboard built to illustrate Power BI report design. All figures are illustrative; no organisation data is shown.

Prosecution Outcomes Dashboard

NUMBER OF CASES BY DEPARTMENT

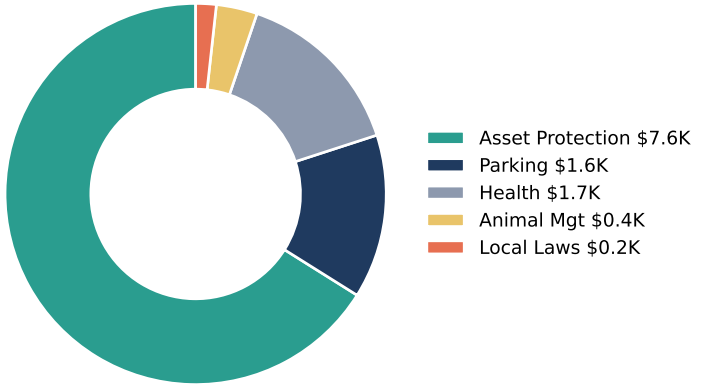


FINES IMPOSED BY COURT



61 TOTAL MATTERS HEARD	**59** TOTAL MATTERS SUCCESSFUL	**97%** SUCCESS RATE
$3,100 COSTS FOR PROSECUTING	**$27K** TOTAL AWARDED (INC COSTS)	**$24K** NET POSITION
18 SETTLED OUT OF COURT	**$15K** REVENUE OUT OF COURT	

COSTS AWARDED



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