



OFFICE OF INSPECTOR GENERAL
City of Chicago



REPORT OF THE OFFICE OF INSPECTOR GENERAL:

***CHICAGO DEPARTMENT OF TRANSPORTATION
SERVICE REQUEST PERFORMANCE REPORTING AUDIT***

JANUARY 2014

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To the Mayor, Members of the City Council, City Clerk, City Treasurer, and residents of the City of Chicago:

The City of Chicago Office of Inspector General (OIG) has concluded an audit of the Chicago Department of Transportation's (CDOT) public reporting of 2010-2012 performance data for five major repair services – potholes, streetlights, traffic lights, pavement cave-ins, and stop signs. The audit found that the Department exceeded its performance goals for three of the five services, but failed to meet its goals for pothole repair and “street lights all out” in all three of the years we reviewed. We were encouraged to find that CDOT actively monitors its performance using weekly management reports and was aware, prior to this audit, that it had not met its targets for pothole and street light repair from 2010 to 2012. In striving to reach its goals, CDOT concurs with the OIG's recommendations to both work with the Office of Budget and Management to address staffing concerns and continue to assign employees to priority services.

The audit also evaluated the accuracy of publicly reported completion rates for service requests submitted through the City's 311 system in 2012. The OIG surveyed two separate web-tools hosted by the City – Service Delivery Metrics and Data Portal – for information on the five major services, concluding that this public data was incomplete and inaccurate. Specifically, we found that 53% of actual service requests in the five major categories were not reported on the Service Delivery Metrics website. As a result, the Department's actual 2012 performance in pothole and street light repairs was worse than reported on the website. We further found that while the information actually posted on the Data Portal was accurate, it was incomplete. The Data Portal did not include any information on three of the five major CDOT service request types, thereby limiting the public's ability to see and analyze information on individual requests for those services.

In December 2012, Mayor Emanuel signed Executive Order 2012-2 requiring departments to publish and regularly update public data under their control, stating that, “timely and consistent publication of public information and data is an essential component of an open and effective government.” CDOT merits recognition for pro-actively conducting meaningful self-measurement of performance, which is still lacking in many other City departments. Yet, even in this case, we found that published performance data was neither complete nor accurate. Sharing information in an organized and clear way allows the public to understand and assess government operations. It also promotes collaboration between residents and City departments. However, shared information that is inaccurate or incomplete will undermine the very public confidence and trust the City's transparency mechanisms are intended to foster.

In its response, CDOT mentions that it recently launched an independent performance tracking tool. The audit cannot speak to the accuracy of this system. With its creation, however, the City is presenting information in at least three different places, with three different formats, and in varying degrees of accuracy. This may indicate a need for the City to revisit its data distribution strategy.

We thank CDOT management and staff for their cooperation during this audit. Also, we commend CDOT for immediately engaging the Department of Innovation and Technology to rectify the problems identified during the audit.

Respectfully,

A handwritten signature in blue ink, appearing to read 'J. Ferguson', is positioned above the typed name.

Joseph M. Ferguson
Inspector General
City of Chicago

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I. EXECUTIVE SUMMARY

The Office of Inspector General (OIG) conducted an audit of the Chicago Department of Transportation's (CDOT) public reporting on completion of requests for repair of potholes, streetlights, traffic lights, pavement cave-ins, and stop signs submitted through the City's 311 system. The audit focused on information from two distinct City websites—the Service Delivery Metrics website, which reports the weekly average response time for service requests, and the Data Portal, which reports detailed service request data. A description of each website and a depiction of the data flow that feeds those websites are included in the background section of this report.

The objectives of the audit were:

- To determine if CDOT accurately reported its 311 service request completion data to the public via the City's Service Delivery Metrics website and Data Portal; and
- To determine if CDOT met its performance goals for Pothole Repair, Street Lights All Out, Traffic Lights Out, Pavement Cave-In, and Stop Sign Out service requests for the years 2010-2012.

We concluded that CDOT did not accurately and completely report its 2012 performance data on the City's website. Specifically, we found that:

1. Performance results reported on the Service Delivery Metrics website were inaccurate because 53% of actual service requests were not reported. This occurred for two reasons:
 - CDOT based the response time averages it reported to the Service Delivery Metrics website on only service requests created and completed in the same calendar week, with the greatest resulting variance in pothole and street light repairs. Actual response times revealed by the OIG audit using all data for the two services were generally greater than the CDOT reported response times.
 - The City did not load performance data to the website for the final eight months of 2012 for Traffic Lights Out, and for the final two months of 2012 for the other four types of service requests (Pothole Repair, Street Lights All Out, Pavement Cave-In, and Stop Sign Out).
2. Although the City reported weekly average response times for five CDOT service request types on the Service Delivery Metrics website, it only included detailed data for Pothole Repair and Street Lights All Out on the Data Portal. The result was inconsistent presentation of data between the two websites.

We also examined CDOT's actual 2010-2012 performance data for the five service types and found that the Department exceeded its performance goals for three of the five services, but failed to meet its goals for two of the services in all three years. Specifically:

3. CDOT sets a 90% completion rate within the target number of days for each of the five types of service. It achieved the target completion time for traffic light, pavement cave-in, and stop sign repair requests for all three years we reviewed. However, at most

CDOT met the target for pothole repair 74% of the time and for street light repair 75% of the time. CDOT actively monitors its performance using management reports and is aware that it did not meet its goals for pothole and street light repair in 2010-2012.

The specific recommendations related to each finding, and CDOT's responses, are described in the Audit Findings and Recommendations section of this report.

II. BACKGROUND

A. Chicago Department of Transportation

The mission of CDOT, as reported on the City’s website, is “to keep the city’s surface transportation networks and public way safe for users, environmentally sustainable, in a state of good repair and attractive, so that its diverse residents, businesses and guests all enjoy a variety of quality transportation options, regardless of ability or destination.”¹ The City of Chicago 2013 Budget Overview states that “CDOT maintains and rehabilitates more than 4,000 miles of streets, 300 bridges and viaducts, 140 miles of on-street bikeways, and 2,900 signalized intersections citywide.”²

The 2013 Annual Appropriation Ordinance reported the following budgeted distribution of funds to the various divisions of CDOT:³

Division	Amount
Commissioner’s Office	\$ 3,267,105
Division of Administration	5,600,835
Division of Engineering	7,530,895
Division of Infrastructure Management	28,657,003
Division of Project Development	5,762,308
Division of Electrical Operations	30,164,413
Division of In-House Construction	29,172,486
Bridges and Pavement Maintenance	17,047,576
Total	\$ 127,202,621

B. 311 Requests for City Services

The City’s 311 Call Center, according to the City’s website, is available for people to “report service needs, check the status of previous service requests, obtain information regarding City programs or events, and file non-emergency police reports.”⁴ Some of the numerous services that can be requested through 311 include provision or replacement of garbage carts, capture of stray animals, removal of abandoned vehicles, and the repair of potholes. The City’s website describes the process as follows:

The 311 Customer Service Request (CSR) technology includes an intake form used to create a service request, assign a tracking number, prompt a checklist of steps to resolve the problem, and generate work orders and any necessary

¹ City of Chicago, “Transportation: Mission,” accessed August 21, 2013, http://www.cityofchicago.org/city/en/depts/cdot/auto_generated/cdot_mission.html

² City of Chicago, “2013 Budget Overview,” p 117, accessed August 21, 2013, http://www.cityofchicago.org/content/dam/city/depts/obm/supp_info/2013%20Budget/2013Overview.pdf

³ City of Chicago, “Annual Appropriation Ordinance: Summary E,” p 15, accessed August 21, 2013, http://www.cityofchicago.org/content/dam/city/depts/obm/supp_info/2013%20Budget/2013ORDINANCEFINAL.pdf

⁴ City of Chicago, “What We Do: Call Center Operations Unit,” accessed August 1, 2013, <http://www.cityofchicago.org/city/en/depts/311/provdrs/calops.html>.

correspondence. Each service request entails a code for its service type and a corresponding realistic customer service goal that recognizes organizational demand while meeting customer expectations. The CSR System distributes the work orders to the appropriate governmental and non-governmental agencies, which can be printed as hard copies, uploaded to mobile computers or wireless transmission to smartphones, PDAs, pagers and other portable devices.

In September 2012, the City launched “Open311,” which allows citizens to submit photos with service requests, track the status of service requests, and receive an email when the issue is resolved.⁵ Open311 is available at www.cityofchicago.org/311.

C. Public Reporting

The City provides the public with data related to service requests on its Data Portal and Service Delivery Metrics websites. According to the website, the Data Portal is “dedicated to promoting access to government data and encouraging the development of creative tools to engage and serve Chicago’s diverse community.”⁶ On December 10, 2012, Mayor Emanuel signed an Executive Order requiring City departments to publish and regularly update public data under their control via the Data Portal.⁷ As of September 20, 2013, there were 283 unique datasets available on the Data Portal and hundreds of derivative forms of those datasets such as maps.⁸

The City posts select performance metrics on a separate website titled, Service Delivery Metrics. The website includes information for services provided by CDOT, the Department of Streets and Sanitation, and the Chicago Park District.⁹

Screenshots of the Data Portal and Service Delivery Metrics websites are shown below.

⁵ City of Chicago, “Mayor Emanuel Launches New Online ‘Open311’ System to Improve Government Accountability and Service Delivery,” Press Release, September 20, 2012, accessed August 22, 2013, http://www.cityofchicago.org/city/en/depts/311/provdrs/callops/news/2012/sep/mayor_emanuel_launchesnewonlineopen311systemtoimprovegovernmenta.html

⁶ City of Chicago, “About the Data Portal,” accessed August 1, 2013, <http://www.cityofchicago.org/city/en/narr/foia/CityData.html>.

⁷ City of Chicago, Executive Order 2012-2, accessed August 1, 2013, <http://docs.chicityclerk.com/exec/MayorEmanuel/eo2012-02.pdf>.

⁸ City of Chicago, Data Portal Data Catalog, accessed September 20, 2013, <https://data.cityofchicago.org/Administration-Finance/City-of-Chicago-Data-Catalog/7eck-a4hy>.

⁹ City of Chicago, “Service Delivery Metrics,” accessed August 1, 2013, http://www.cityofchicago.org/city/en/narr/foia/key_performance_indicators0/city_management_benchmarks.html.

DATA PORTAL

The screenshot shows the City of Chicago Data Portal interface. On the left, there are navigation menus for 'View Types' (including Datasets, Charts, Maps, etc.) and 'Categories' (including Administration & Finance, Buildings, etc.). The main area is titled 'Search & Browse Datasets and Views' and displays a list of 12 datasets. Each dataset entry includes a number, a title, a brief description, and a 'Popularity' count.

Name	Popularity	Type
1. Elevation Benchmarks Buildings benchmarks, gis The following dataset includes "Active Benchmarks," which are provided to facilitate the identification of City-managed standard benchmarks.	6,600 views	Dataset
2. Performance Metrics - Innovation & Technology - Site Availability Administration & Finance performance metrics, technology The website availability metrics below are derived from an automated monitor that sends a request every two minutes to each website. The	743 views	Dataset
3. Mental Health Clinics - Map Health & Human Services facilities, gis City of Chicago Mental Health Clinic locations, hours of operation and contact information.	1,860 views	Map
4. Cook County - Forest Preserve Boundaries - KML Parks & Recreation county, forest preserves, gis, kml, sustainability KML file of Forest Preserve District of Cook County boundaries. To view or use these files, special GIS software such as Google Earth is	268 views	KML
5. Parks - Facilities & Features - Shapefiles Parks & Recreation gis, shapefiles, facilities, sustainability Facilities and features in Chicago parks. For more information, visit http://www.chicagoparkdistrict.com/facilities/search/ . To view or use these	423 views	Shapefiles
6. Cook County - Forest Preserve Boundaries Parks & Recreation county, forest preserves, gis, shapefiles, ... Forest Preserve District of Cook County boundaries. To view or use these shapefiles, compression software and special GIS software, such	341 views	Shapefiles
7. CTA - Bus Routes - KML Transportation cta, public transit, bus, gis, kml, sustainability Line data representing CTA bus routes. To view or use these files, special GIS software, such as Google Earth, is required.	820 views	KML
8. CTA - 'L' (Rail) Lines - Shapefile Transportation gis, shapefiles, cta, rail, sustainability Lines representing approximately where the CTA rail lines are. To view or use these files, compression software and special GIS software,	2,253 views	Shapefile
9. CTA - Ridership - Avg, Weekday Bus Stop Boardings in October 2012 Transportation cta, public transit, ridership, sustainability This dataset shows approximate, average, weekday boardings by bus stop from the month of October 2012.	1,852 views	Dataset
10. Recycling Dropoff Sites - KML Sanitation kml, recycling, sustainability Locations in Chicago where residents can drop off recycling. For more about Recycling in Chicago, visit http://bit.ly/ctLHr . To view or use these	195 views	KML
11. Flu Shot Clinic Locations - 2012 - Map Health & Human Services health, flu, 2012 List of Chicago Department of Public Health free flu clinics offered throughout the city. For more information about the flu, go to	1,583 views	Map
12. Flu Shot Clinic Locations - 2012 Health & Human Services health, flu, 2012	963 views	Dataset

<https://data.cityofchicago.org/>

SERVICE DELIVERY METRICS

The screenshot shows the City of Chicago website's 'Service Delivery Metrics' page. The header includes the City of Chicago logo and navigation links. The main content area features a large banner image of a fountain in Chicago. Below the banner, there is a 'Supporting Information Facts' sidebar and a main section titled 'Service Delivery Metrics'. This section includes a description of the metrics and lists services from the Chicago Department of Transportation (CDOT) and the Department of Streets and Sanitation (DSS).

Service Delivery Metrics

Chicagoans expect and deserve a responsive government that efficiently delivers first-class services. The charts below display metrics for services ranging from Graffiti Removal to Pothole Repair to Chicago Park District Security Checks.

Chicago Department of Transportation (CDOT)

- Pothole Repair
- Pavement Cave-In
- Traffic Lights Out
- Stop Sign Out
- Street Lights All Out

Department of Streets and Sanitation (DSS)

- Rodent Baiting
- Tree Debris
- Graffiti Removal
- Garbage Cart Requests
- Sanitation Code Complaints

http://www.cityofchicago.org/city/en/narr/foia/key_performance_indicators0/city_management_benchmarks.html

The Service Delivery Metrics website shows CDOT performance information for five services available through 311. The five services are described on the website¹⁰ as follows:

- **Pothole Repair**—“When moisture seeps into pavement, it expands when it freezes and contracts when it thaws. This flexing of the pavement, combined with the melted water and the stress of vehicular traffic, causes pavement to deteriorate and potholes to form. CDOT responds to potholes reported through Customer Service Request (CSR) by mapping open pothole requests each morning and routing crews in geographic clusters so as to fill as many potholes as possible per day.”
- **Street Lights All Out**—“CDOT oversees approximately 250,000 street lights that illuminate arterial and residential streets in Chicago. CDOT performs repairs and bulb replacements in response to residents’ reports of street light outages. Whenever CDOT receives a report from CSR of an All Out (an outage of 3 or more lights) the electrician assigned to make the repair looks at all the lights in that circuit (each circuit has 8 to 16 lights) to make sure that they are all working properly.”¹¹
- **Traffic Lights Out**—“CDOT receives reports from CSR of traffic light outages.”
- **Pavement Cave-In**—“As underground drainage systems age, occasionally failures in the pipes and joints can cause pavement cave-ins. CDOT responds to pavement cave-ins reported through CSR on a case-by-case basis.”
- **Stop Sign Out**—“Due to vehicular accidents, theft, and normal wear and tear, City stop signs occasionally need to be replaced or repaired. CDOT responds to damaged or missing stop signs reported through CSR on a case-by-case basis.”

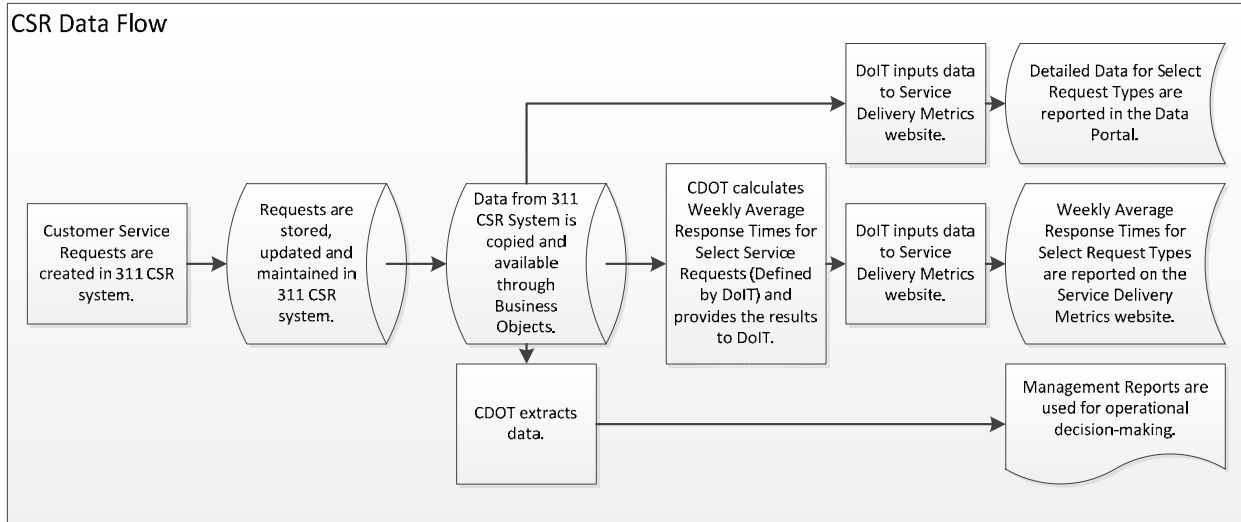
The Service Delivery Metrics website graphically compares the weekly average number of days to complete the service request to CDOT’s target number of days for each service. Users can click on the graph to access the weekly summary data in tabular form.

D. CSR Data Flow

Both CDOT and the Department of Innovation and Technology (DoIT) are involved in making the CSR data available to the public through the Data Portal and the Service Delivery Metrics websites. The following flowchart depicts the process for data reporting and internal data use by CDOT.

¹⁰ City of Chicago, “Service Delivery Metrics,” accessed August 1, 2013, http://www.cityofchicago.org/city/en/narr/foia/key_performance_indicators0/city_management_benchmarks.html.

¹¹ There are two types of street light service requests. This audit included only the Street Lights All Out request (an outage of 3 or more lights). The other request type relates to the repair of a single light. Those were not included in the review as they are not reported on the Service Delivery Metrics website. Therefore, when a street light repair request is mentioned in this report, it refers only to the Street Lights All Out type.



III. OBJECTIVES, SCOPE, AND METHODOLOGY

A. Objectives

The objectives of the audit were:

- To determine if CDOT accurately reported to the public its 311 service request completion data on the City's Service Delivery Metrics website and Data Portal; and
- To determine if CDOT met its performance goals for Pothole Repair, Street Lights All Out, Traffic Lights Out, Pavement Cave-In, and Stop Sign Out service requests for the years 2010-2012.

B. Scope

The audit focused on the five CDOT service request types reported on the Service Delivery Metrics website: Pothole Repair, Street Lights All Out, Traffic Lights Out, Pavement Cave-In, and Stop Sign Out. We reviewed data on 293,244 service requests completed during a three year time period, 2010 through 2012.

Our review of public reporting was limited to the Data Portal and Service Delivery Metrics websites, as discussed in the Background section of this report.

The audit did not evaluate the quality of the services completed or the operations of the various CDOT field crews.

C. Methodology

The City maintains data related to the creation and completion of customer service requests in the 311 CSR system. The data is also available for reporting, querying, and analysis purposes within the City's Business Objects system.

To assess whether the Data Portal accurately reported the CDOT 311 service request data, we compared the data in Business Objects with the data available via the Data Portal.

To assess whether the Service Delivery Metrics website accurately reported the CDOT 311 data, we independently calculated the weekly average response time using data available through the Business Objects application. Then, we downloaded the data that supported the graphical depictions from the Service Delivery Metrics website. Finally, we compared our independent calculations to the data from the website to identify differences.

To determine whether CDOT completed service requests within its targeted goals, we gathered data on the service request creation date and the matching service completion date from Business Objects. Using this data, we calculated the response time for every request. Using those calculations, we found the annual average response time per service request type. We also used the data to calculate the number of service requests with response times that exceeded the target period. Finally, we used that quantity to calculate CDOT's performance for each service request type.

For all objectives, we interviewed CDOT personnel to gain an understanding of the Department's operations related to service request reporting and performance measurement. We also reviewed CDOT process flowcharts and management reports.

We assessed the reliability of the Business Objects data used for testing by comparing a random sample of service requests to the 311 Customer Service Request system. No discrepancies were found and, therefore, we determined that the data were sufficiently reliable for the purposes of this report.

D. Standards

We conducted this audit in accordance with generally accepted Government Auditing Standards issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

E. Authority and Role

The authority to perform this audit is established in the City's Municipal Code § 2-56-030, which states that the OIG has the power and duty to review the programs of City government in order to identify any inefficiencies, waste, and potential for misconduct, and to promote economy, efficiency, effectiveness, and integrity in the administration of City programs and operations.

The role of the OIG is to review City operations and make recommendations for improvement.

City management is responsible for establishing and maintaining processes to ensure that City programs operate economically, efficiently, effectively, and with integrity.

IV. FINDINGS AND RECOMMENDATIONS

Finding 1: CDOT Inaccurately Reported Its 2012 Service Delivery Metrics to the Public Because 53% of Actual Service Requests Were Omitted

CDOT omitted a total of 44,249 service requests, or 52.8% of the 83,847 requests completed in 2012, from its calculations for weekly performance on the Service Delivery Metrics website. Therefore, the 2012 publicly-reported weekly average response times were inaccurate.

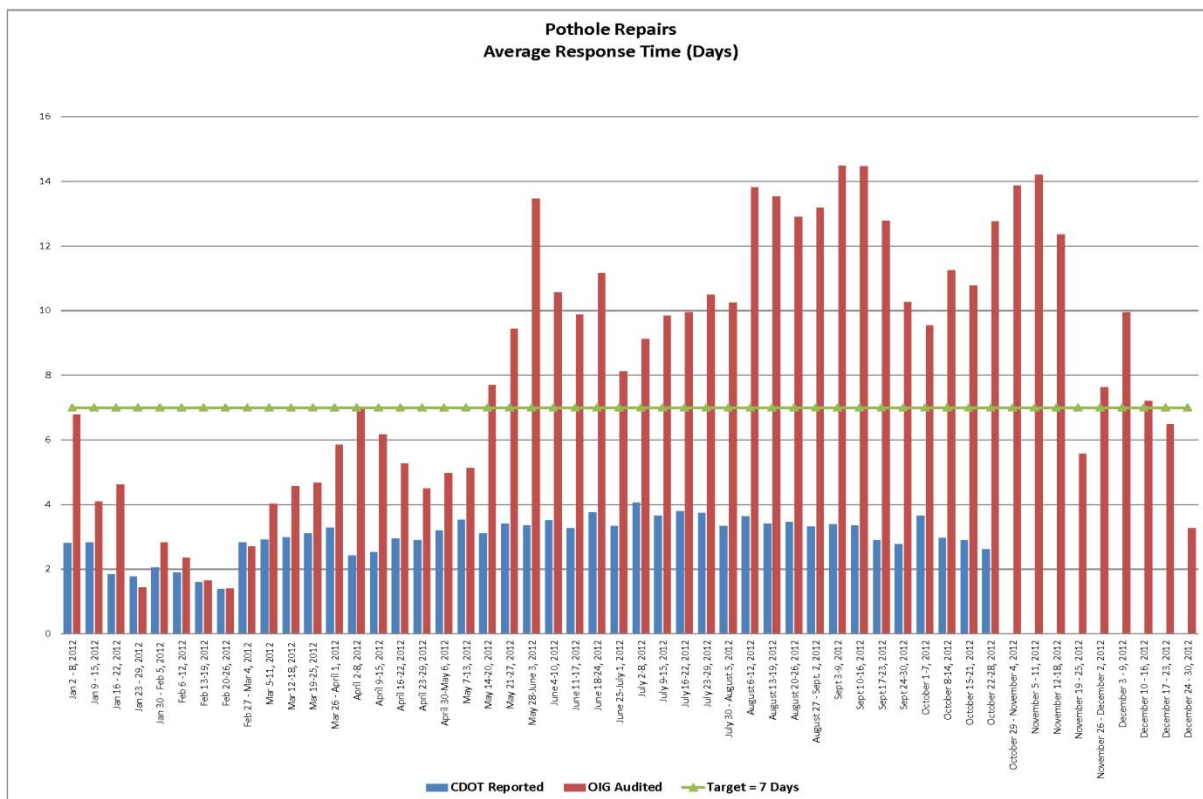
There were two major reasons for the discrepancies between CDOT's actual and publicly reported performance:

1. CDOT used and reported to the Service Delivery Metrics website only those service requests that were created and completed in the same calendar week. Because of this, it omitted 26,565 service requests, or 31.7% of total service requests, from its calculation of weekly response averages. Ninety-eight percent of this class of omitted data pertained to pothole and street light repairs. OIG analysis for the total universe of requests for these two services revealed that response times were generally greater than the CDOT reported response times for those two services.
 - A CDOT representative stated to the OIG that this error was an unintended consequence of changes made during the design of the report. The final reporting protocols for Service Delivery Metrics essentially filtered out all long response time outcomes. The effect was especially pronounced in the case of pothole repair (shown in the graph below), where the weekly actual average completion time often exceeded CDOT's seven day completion target, but any pothole request not created and completed within the same week was omitted from the Service Metrics Delivery website.
2. Data for the final weeks of 2012—17,684 service requests, or 21.1% of the total—were not reported at all.
 - A CDOT representative said that CDOT had continued to supply the data to DoIT for reporting purposes and could not explain why the reporting had stopped.¹² DoIT stated that the data upload to the Service Delivery Metrics website was a manual process and that it was most likely that the individual with that responsibility had left City employment.

OIG created graphs to illustrate the discrepancies for each of the five services. The graph for pothole repair is provided below as an example, but graphs for all five services are in Appendix A of this report. The blue bars represent the data originally reported by CDOT on the Service Delivery Metrics website, while the red bars represent the accurate depiction of average response times using complete data. The green line represents CDOT's target of completing pothole repair within seven days of a request. In the case of pothole repair, actual performance was

¹² Reporting had stopped on April 29, 2012 for Traffic Lights Out and on October 28, 2012 for the other four types of service requests (Pothole Repair, Pavement Cave-In, Stop Sign Out, and Street Lights All Out).

significantly worse than reported on the Service Delivery Metrics website, especially between June 2012 and November 2012. At the beginning of the audit, CDOT had not provided any performance data on the Service Delivery Metrics website for the last nine weeks of 2012.¹³



After the OIG identified these discrepancies, CDOT initiated reporting changes to include *all* service requests and DoIT initiated automation of the weekly data upload to the Service Delivery Metrics website.

Recommendation:

We recommend that CDOT and DoIT finalize changes to include all service requests in their reporting. We also recommend that, as the reporting department, CDOT periodically review the Service Delivery Metrics website to ensure the data reported depicts the actual results of operations. If discrepancies are noted in the future, CDOT should work with DoIT to identify the issue(s), correct the issue(s), and develop controls to prevent a recurrence.

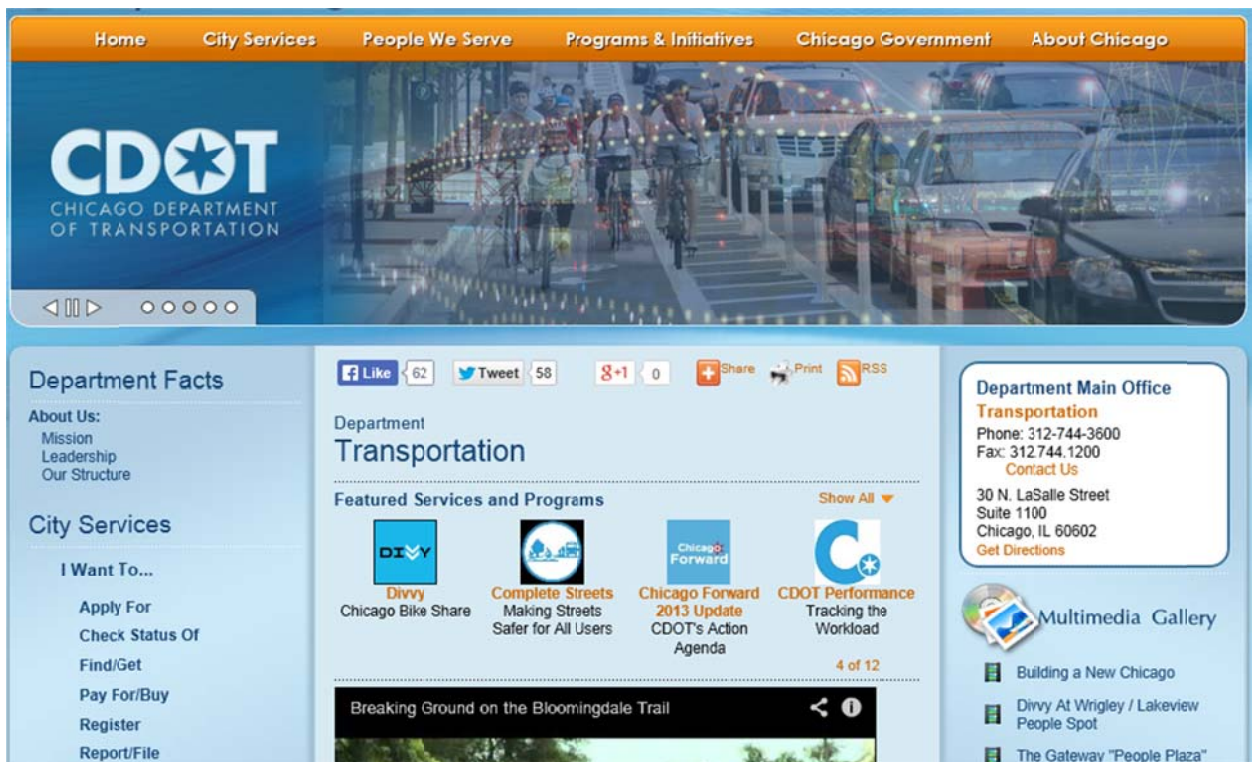
¹³ Performance data for one service (Traffic Lights Out) had not been reported for 35 weeks of 2012.

Management Response:

“CDOT’s original intent for the Service Delivery Metrics was to provide an analysis of requests created within a one week time span. This was a way to determine how efficiently we addressed problems as they were reported. The average response times were limited to those requests completed in the same week.

In order to avoid any confusion, CDOT has created a ‘status year created/completed’ report to replace the ‘created in one week’ report. The new report reflects all completed CSRs (and durations) regardless of the date they were created. We are currently actively working with DoIT to ensure the Service Delivery Metrics website is updated with the new report.

Additionally, CDOT has independently developed departmental performance tracking which have been posted on CDOT’s website (CDOT Performance Tracking).¹⁴ The tracking reflects far more of CDOT’s service request types and is automatically updated on a daily basis. For each request type, the website indicates what the department did the previous day and for the year as well as what we still have to do.



We concur that CDOT should periodically review the Service Delivery Metrics website to ensure the data reported depicts the actual results of operations. CDOT acknowledges that the metrics website needs to be updated and will be providing DoIT additional data up to the end of November 2013. CDOT is also actively exploring ways to provide a more accessible and interactive site.

¹⁴ City of Chicago, CDOT, accessed 12/05/2013: <http://www.cityofchicago.org/city/en/depts/cdot.html>

Along those lines, CDOT has engaged in discussions with DoIT and recommended the automatic generation and posting of all reports on the current city-wide metrics website. This would do away with the practice of e-mailing results as well as any manual data entry, and would ensure consistency throughout the reporting departments.”

Finding 2: Data Included on the Data Portal was Accurate. However, CDOT and DoIT Only Provided Detailed Data for Two of the Five Major Services

The metrics for five types of services are summarized on Service Delivery Metrics (Traffic Light Out, Pavement Cave-In, Stop Sign Out, Pothole Repair, and Street Lights Out). The Data Portal provides detailed data for only two of these services, Pothole Repair and Street Lights All Out. The Data Portal does not include information for Traffic Lights Out, Pavement Cave-In, and Stop Sign Out. This omission limits the public’s ability to analyze information on individual requests for those three service types.

Detailed information for the other two service request types (Pothole Repair and Street Lights All Out) is available and reported with 100% accuracy on the Data Portal. As mentioned earlier, a description of each website and a depiction of the data flow that feeds those websites is included in the background section of this report.

A DoIT representative stated that the service types reported on the Data Portal are those with the most frequent 311 requests. The OIG tallied the number of requests for the five services examined in the audit and found that the three excluded from the Data Portal indeed had fewer requests than the two that were included, as shown below.

Service Request Type	Number of Requests in 2012	On Data Portal?
Pothole Repair	38,601	Yes
Street Lights All Out	23,030	Yes
Traffic Lights Out	11,829	No
Pavement Cave-In	6,131	No
Stop Sign Out	4,208	No

There is no requirement that the Data Portal report on the same services as the Service Delivery Metrics website. However, it stands to reason that if a service request type warrants summarization on the Service Delivery Metrics website then it should also warrant provision of detailed information on the Data Portal.

Recommendation:

We recommend that CDOT and DoIT work together to ensure as much information possible about service requests and completion times is available to the public via both the Service Delivery Metrics and the Data Portal. If CDOT and DoIT continue to exclude certain service request datasets from detailed public reporting on the Data Portal, we recommend that they publicly disclose and document the justification for that exclusion on the Data Portal homepage.

Management Response:

“CDOT concurs with this recommendation, and will work with DoIT to ensure as much information as possible about service requests and completion times are available to the public via both the Service Delivery Metrics and the Data Portal.”

Finding 3: CDOT Exceeded its Performance Goals for Three of Five Services but Failed to Meet its Goals for Two Services During 2010-2012

CDOT sets a target number of days for completion of each type of service. For instance, it has a target of repairing a pothole within seven days of a request and a target for repairing a broken traffic light within one day. CDOT also sets an annual goal of meeting the targets for least 90% of requests. CDOT achieved this 90% goal for traffic light, pavement cave-in, and stop sign repair requests in 2010, 2011, and 2012, but failed to meet the goal for pothole and streetlight repairs in any of the three years.

The OIG calculated the percentage of service requests that CDOT completed within its target completion period for each service in 2010, 2011, and 2012, shown in the table below. Those types that did not meet the Department’s 90% goal are shaded in red. The Department’s best performance on pothole repair was in 2012, when 73.7% of repair requests were completed within 7 days; in 2011 only 50.7% of pothole repair requests were completed within 7 days. In contrast, over 98% of stop sign repairs were completed within its target time period of one day in all three years.¹⁵

Service Request Type	Target	2010	2011	2012
Pothole Repair	7 days	72.7%	50.7%	73.7%
Street Lights All Out	4 days	69.7%	59.3%	75.4%
Pavement Cave-In	3 days	96.7%	94.6%	92.3%
Stop Sign Out	1 day	99.3%	98.7%	98.3%
Traffic Lights Out	1 day	91.8%	93.8%	96.5%

A CDOT representative stated that the Department is aware of the number and percentage of requests that exceed the target completion period because CDOT tracks its performance using management reports.¹⁶ He stated that they review the numbers weekly and react accordingly by reviewing operations and reallocating work crews. He asserted that many of the delays are caused by a lack of resources. For example, CDOT stated it has not only experienced the retirement of several employees but they also have to “borrow” employees from the pothole crews during the busy construction season and place them on residential street repaving. Because of limited resources, he stated that they have to hire more people or use overtime to accomplish their goals, which becomes a budgetary issue. In addition, he stated that they develop daily routes to try to address the greatest number of open requests, not the oldest. This allows them to repair more potholes but may cause some potholes to remain unfilled for longer periods if they are not in proximity to other potholes.

¹⁵ Detailed 311 data includes ward numbers and user ids of service requestors, so for descriptive purposes we also calculated service completion rates by ward and the number of requests submitted by aldermanic offices. This information is presented in Appendices B and C of this report.

¹⁶ Examples of CDOT management reports are available in Appendix D of this report.

Recommendation:

We recommend that CDOT continue to monitor service performance with management reports. We also recommend that CDOT continue to address resource issues by assigning employees to priority services and working with the Office of Budget and Management to address staffing concerns when the reallocation of resources is not enough to meet operational goals.

Management Response:

“CDOT concurs with the IG’s recommendations for Finding #3.”

V. APPENDIX A: ANALYSIS OF PUBLIC REPORTING VIA THE SERVICE DELIVERY METRICS WEBSITE

As reported in Finding 1, CDOT’s publicly-reported weekly average response times were inaccurate because they were calculated with incomplete data. Using the complete data, the OIG calculated the correct response times and created the five graphs on the following pages, which depict the weekly average response times for the five service request types reviewed.¹⁷ The blue bars represent the data originally reported by CDOT on the City’s Service Delivery Metrics website. The red bars represent the accurate depiction of average response times as calculated during the audit. The green lines represents the target date of the respective service request type.

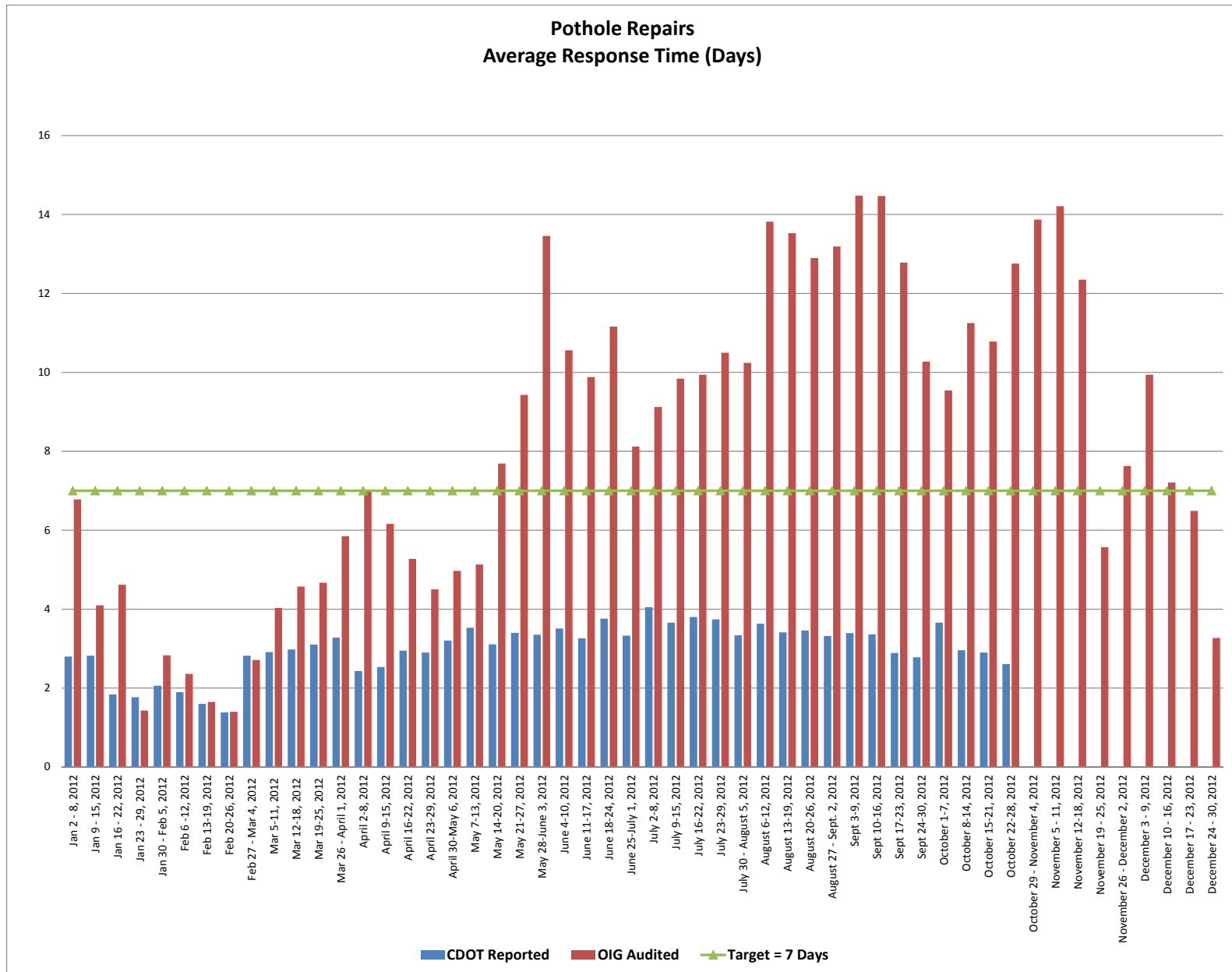
As discussed in the Finding 1, there were two reasons that data was omitted from the Service Delivery Metrics website. Reason #1 dealt with the manner in which the data was calculated (only service requests closed in the same week as they were opened were reported) and Reason #2 was because the data had not been manually uploaded. The following chart represents the number of records omitted from reporting for each reason and each service.

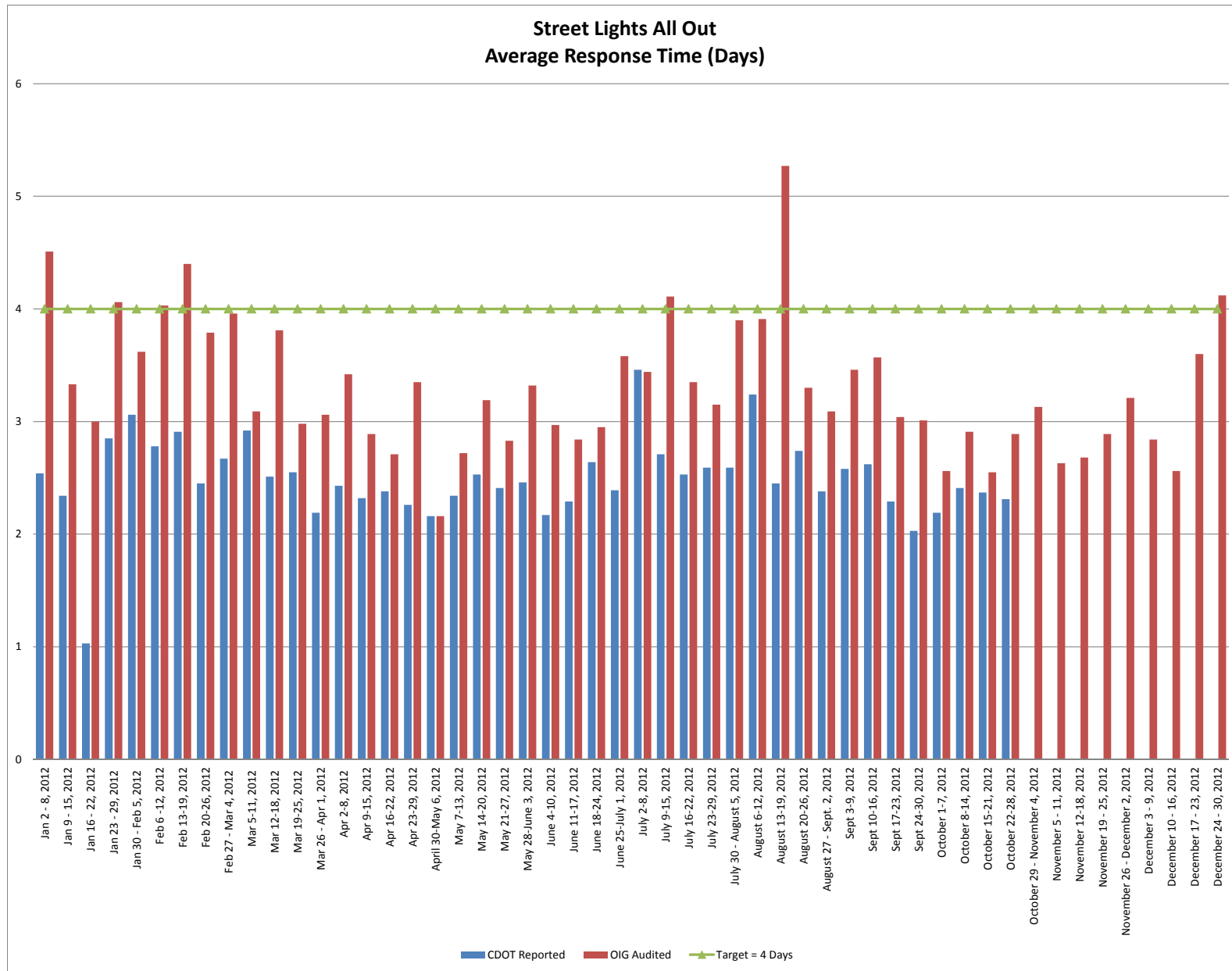
Service	Reason #1	Reason #2
Pothole Repair	17,277	4,738
Pavement Cave-In	488	919
Traffic Lights Out	52	8,201
Stop Sign Out	4	581
Street Lights All Out	8,744	3,245
Totals	26,565	17,684

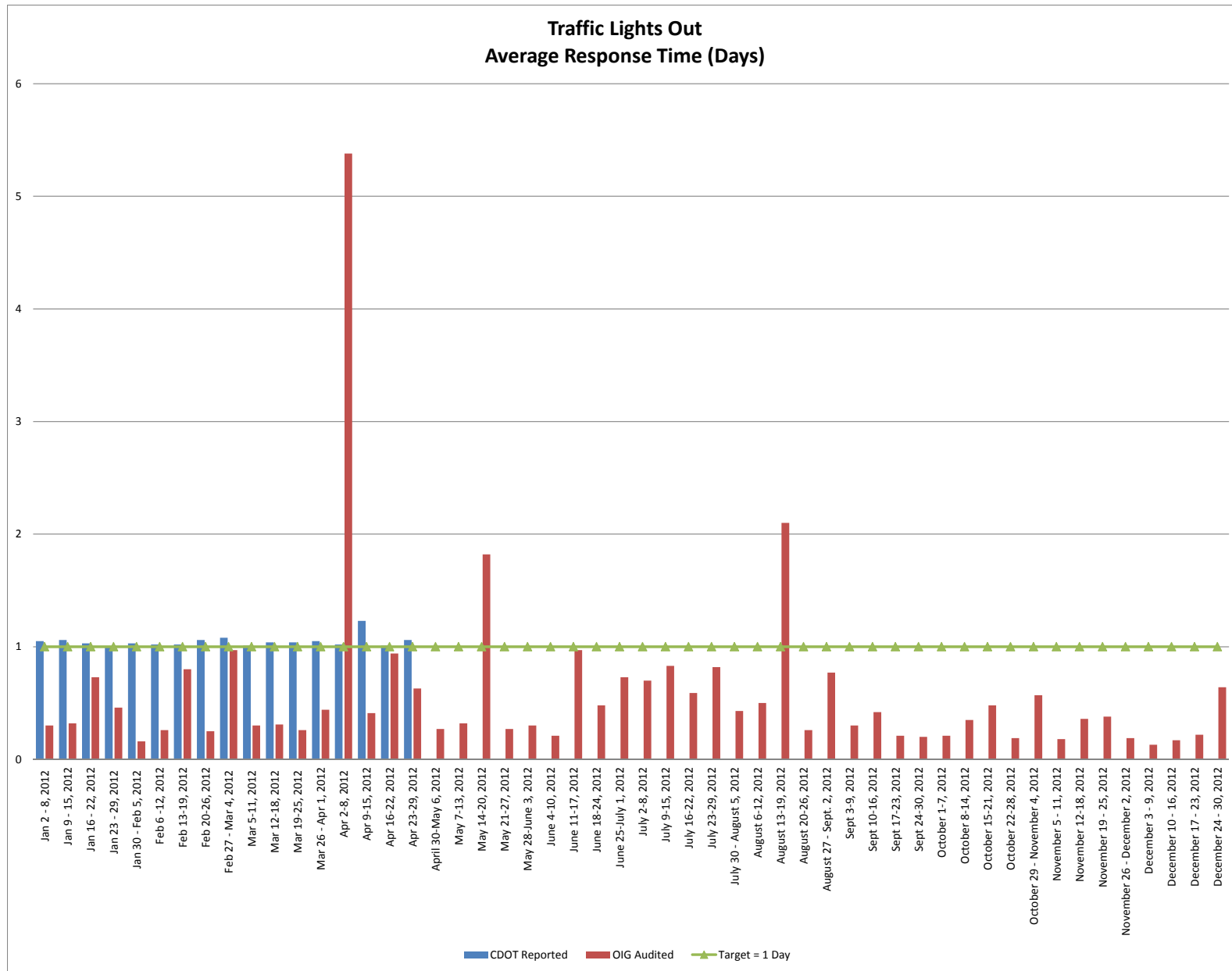
The 26,565 requests omitted due to the calculation error impacted pothole and street light repairs the most. Thus, the actual response times (red bar) were generally greater than the CDOT reported response times (blue bar) for those services.

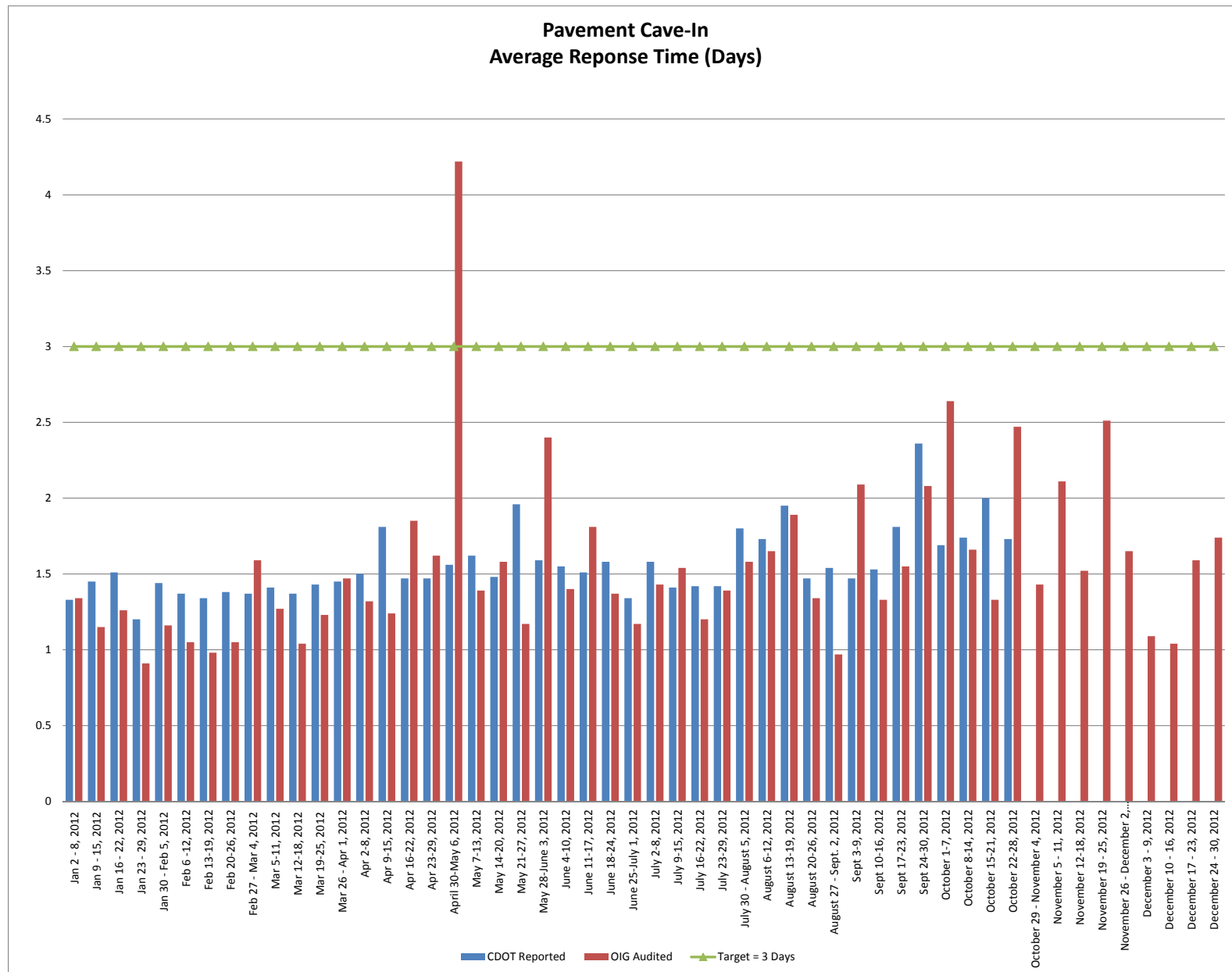
For requests related to traffic light and stop sign repairs, the actual response times (red bar) is less than the CDOT reported response times. This is not because of omitted data—there were only 56 requests omitted from the calculations—rather, this was because CDOT rounded any partial day responses to one full day.

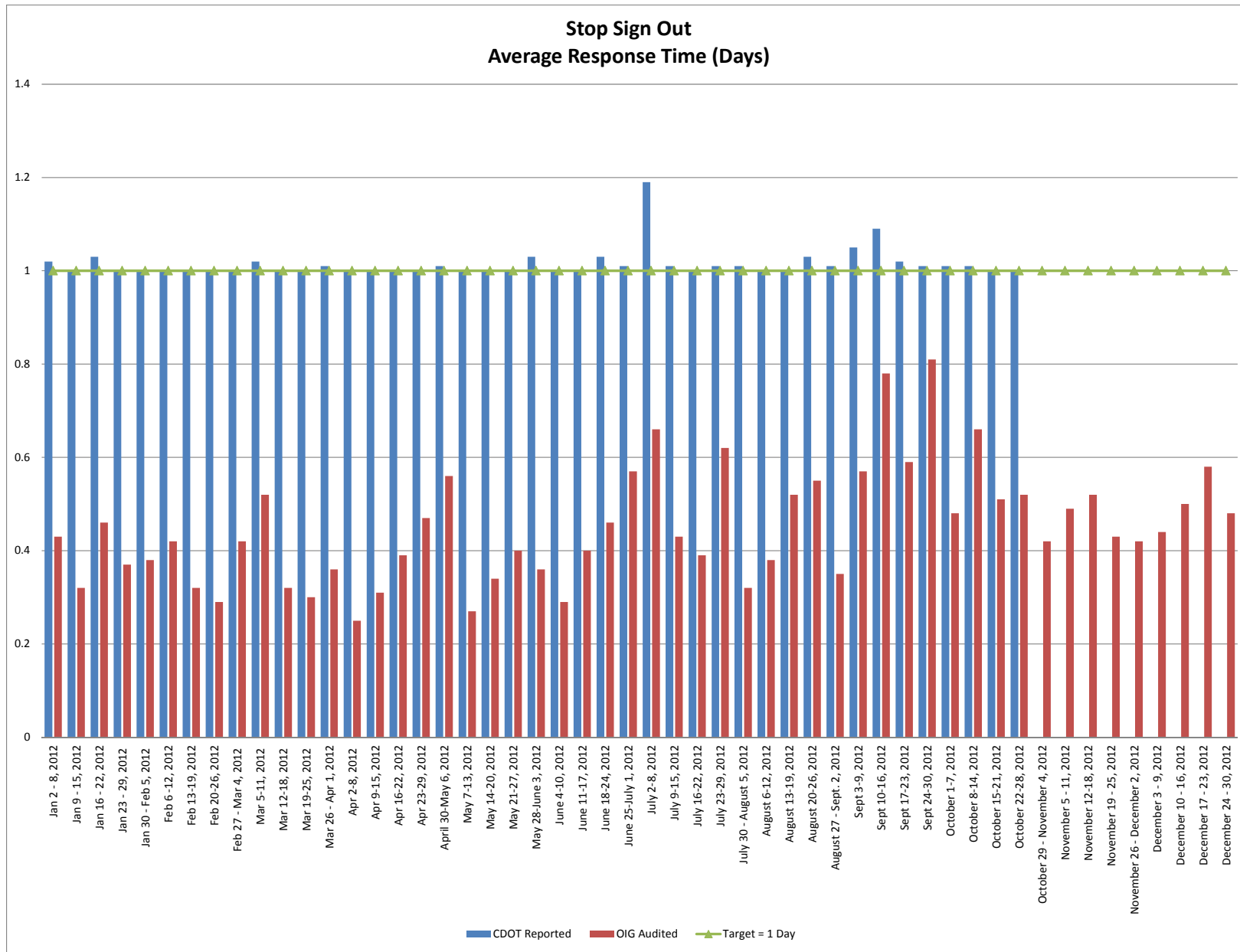
¹⁷ Because the Service Delivery Metrics website presented weekly average response times in a bar chart, we used the same format to compare the data.











VI. APPENDIX B: 2012 SERVICE REQUEST ANALYSIS BY WARD

The following table provides a summary of the five service request types by ward for 2012.¹⁸ Data summarized includes the number of service requests that were completed after the target time period, the total number of service requests, and the calculated percentage of service requests that were completed after the target time period.

¹⁸ The table includes wards identified as “0” and “Blank.” A CDOT representative indicated that a request may involve an address that is on the border of two wards and because the 311 operator may not know exactly which ward to identify it as, it remains blank or a zero is entered. CDOT reviews the location to assign such requests to the appropriate work crew.

2012 SERVICE REQUEST ANALYSIS BY WARD																		
Ward	POTHOLE REPAIR			STREET LIGHTS ALL OUT			TRAFFIC LIGHTS OUT			PAVEMENT CAVE-IN			STOP SIGN OUT			TOTAL		
	Number of Requests Exceeding Target Period	Number of Total Requests	Requests Exceeding Target Period as % of All Requests	Number of Requests Exceeding Target Period	Number of Total Requests	Requests Exceeding Target Period as % of All Requests	Number of Requests Exceeding Target Period	Number of Total Requests	Requests Exceeding Target Period as % of All Requests	Number of Requests Exceeding Target Period	Number of Total Requests	Requests Exceeding Target Period as % of All Requests	Number of Requests Exceeding Target Period	Number of Total Requests	Requests Exceeding Target Period as % of All Requests	Number of Requests Exceeding Target Period	Number of Total Requests	Requests Exceeding Target Period as % of All Requests
0	20	65	30.8%	20	83	24.1%	2	74	2.7%	6	7	85.7%	1	4	25.0%	49	233	21.0%
1	252	634	39.7%	73	307	23.8%	11	194	5.7%	27	132	20.5%	-	82	0.0%	363	1,349	26.9%
2	266	965	27.6%	201	644	31.2%	26	979	2.7%	5	140	3.6%	9	121	7.4%	507	2,849	17.8%
3	84	750	11.2%	94	447	21.0%	11	456	2.4%	6	88	6.8%	2	70	2.9%	197	1,811	10.9%
4	112	472	23.7%	56	271	20.7%	5	120	4.2%	8	113	7.1%	1	69	1.4%	182	1,045	17.4%
5	145	711	20.4%	132	484	27.3%	6	252	2.4%	12	172	7.0%	1	91	1.1%	296	1,710	17.3%
6	161	780	20.6%	204	824	24.8%	5	184	2.7%	27	237	11.4%	-	47	0.0%	397	2,072	19.2%
7	108	690	15.7%	184	672	27.4%	5	88	5.7%	10	90	11.1%	-	52	0.0%	307	1,592	19.3%
8	181	929	19.5%	200	801	25.0%	8	181	4.4%	29	146	19.9%	2	51	3.9%	420	2,108	19.9%
9	141	762	18.5%	258	853	30.2%	5	146	3.4%	17	105	16.2%	1	65	1.5%	422	1,931	21.9%
10	130	828	15.7%	344	879	39.1%	5	229	2.2%	14	101	13.9%	4	137	2.9%	497	2,174	22.9%
11	134	893	15.0%	71	444	16.0%	6	359	1.7%	5	65	7.7%	1	176	0.6%	217	1,937	11.2%
12	127	690	18.4%	79	419	18.9%	2	192	1.0%	5	46	10.9%	3	234	1.3%	216	1,581	13.7%
13	240	1,476	16.3%	91	384	23.7%	6	271	2.2%	13	196	6.6%	-	109	0.0%	350	2,436	14.4%
14	178	1,049	17.0%	78	343	22.7%	3	152	2.0%	12	89	13.5%	1	196	0.5%	272	1,829	14.9%
15	139	644	21.6%	76	377	20.2%	3	99	3.0%	8	66	12.1%	-	75	0.0%	226	1,261	17.9%
16	113	656	17.2%	118	469	25.2%	2	105	1.9%	8	71	11.3%	-	104	0.0%	241	1,405	17.2%
17	82	607	13.5%	121	585	20.7%	3	92	3.3%	10	86	11.6%	-	63	0.0%	216	1,433	15.1%
18	159	817	19.5%	127	651	19.5%	7	191	3.7%	17	120	14.2%	2	97	2.1%	312	1,876	16.6%
19	216	1,241	17.4%	210	793	26.5%	1	346	0.3%	-	123	0.0%	1	69	1.4%	428	2,572	16.6%
20	141	679	20.8%	125	491	25.5%	7	240	2.9%	12	121	9.9%	-	66	0.0%	285	1,597	17.8%
21	206	865	23.8%	202	801	25.2%	18	254	7.1%	27	208	13.0%	4	59	6.8%	457	2,187	20.9%
22	148	496	29.8%	64	284	22.5%	3	123	2.4%	1	36	2.8%	4	244	1.6%	220	1,183	18.6%
23	282	1,244	22.7%	122	605	20.2%	9	249	3.6%	13	193	6.7%	-	124	0.0%	426	2,415	17.6%
24	223	771	28.9%	179	584	30.7%	9	204	4.4%	17	105	16.2%	1	90	1.1%	429	1,754	24.5%
25	162	549	29.5%	120	538	22.3%	10	252	4.0%	22	72	30.6%	2	147	1.4%	316	1,558	20.3%
26	224	496	45.2%	78	337	23.1%	5	142	3.5%	3	92	3.3%	1	63	1.6%	311	1,130	27.5%
27	285	825	34.5%	134	480	27.9%	9	435	2.1%	3	123	2.4%	3	150	2.0%	434	2,013	21.6%
28	242	578	41.9%	182	662	27.5%	10	255	3.9%	11	79	13.9%	4	80	5.0%	449	1,654	27.1%
29	257	881	29.2%	110	428	25.7%	9	124	7.3%	25	141	17.7%	-	84	0.0%	401	1,658	24.2%
30	243	482	50.4%	56	264	21.2%	3	83	3.6%	3	87	3.4%	1	49	2.0%	306	965	31.7%
31	287	714	40.2%	63	292	21.6%	2	146	1.4%	3	68	4.4%	9	85	10.6%	364	1,305	27.9%
32	312	1,041	30.0%	92	365	25.2%	19	323	5.9%	7	167	4.2%	1	72	1.4%	431	1,968	21.9%
33	114	375	30.4%	29	190	15.3%	2	91	2.2%	1	69	1.4%	1	84	1.2%	147	809	18.2%
34	173	938	18.4%	242	893	27.1%	5	150	3.3%	18	186	9.7%	-	70	0.0%	438	2,237	19.6%
35	210	704	29.8%	53	276	19.2%	8	182	4.4%	-	97	0.0%	-	91	0.0%	271	1,350	20.1%
36	277	897	30.9%	118	461	25.6%	8	158	5.1%	6	171	3.5%	2	38	5.3%	411	1,725	23.8%
37	263	585	45.0%	86	433	19.9%	7	180	3.9%	1	89	1.1%	1	57	1.8%	358	1,344	26.6%
38	195	709	27.5%	100	436	22.9%	10	210	4.8%	2	133	1.5%	1	62	1.6%	308	1,550	19.9%
39	270	715	37.8%	71	353	20.1%	6	238	2.5%	6	136	4.4%	1	51	2.0%	354	1,493	23.7%
40	306	769	39.8%	69	268	25.7%	15	208	7.2%	1	156	0.6%	-	49	0.0%	391	1,450	27.0%
41	437	1,515	28.8%	92	449	20.5%	9	293	3.1%	4	181	2.2%	-	72	0.0%	542	2,510	21.6%
42	211	1,023	20.6%	110	369	29.8%	26	951	2.7%	15	106	14.2%	2	52	3.8%	364	2,501	14.6%
43	221	566	39.0%	83	252	32.9%	8	183	4.4%	6	114	5.3%	2	57	3.5%	320	1,172	27.3%
44	158	652	24.2%	38	163	23.3%	8	147	5.4%	16	120	13.3%	2	32	6.3%	222	1,114	19.9%
45	297	897	33.1%	80	472	16.9%	19	315	6.0%	-	165	0.0%	-	43	0.0%	396	1,892	20.9%
46	116	283	41.0%	32	159	20.1%	8	176	4.5%	1	90	1.1%	-	29	0.0%	157	737	21.3%
47	184	478	38.5%	74	285	26.0%	17	238	7.1%	3	130	2.3%	-	62	0.0%	278	1,193	23.3%
48	176	379	46.4%	36	207	17.4%	14	171	8.2%	-	82	0.0%	-	46	0.0%	226	885	25.5%
49	203	913	22.2%	37	181	20.4%	2	124	1.6%	4	253	1.6%	-	29	0.0%	246	1,500	16.4%
50	345	911	37.9%	53	288	18.4%	7	167	4.2%	1	165	0.6%	-	57	0.0%	406	1,588	25.6%
Blank	6	11	54.5%	5	23	21.7%	-	25	0.0%	3	3	100.0%	-	2	0.0%	14	64	21.9%
	10,162	38,600	26.3%	5,672	23,019	24.6%	414	11,747	3.5%	474	6,131	7.7%	71	4,208	1.7%	16,793	83,705	20.1%

VII. APPENDIX C: ALDERMANIC SERVICE REQUESTS

Chicago aldermen have access and authority to create service requests in the 311 CSR system. Each ward office is assigned a unique userid, which associates it with the service requests it creates.

In the three years from 2010 through 2012, there were 293,244 service requests associated with the five service request types included in this audit. Of those, 36,743 requests, or 12.5%, were created by the aldermanic offices.

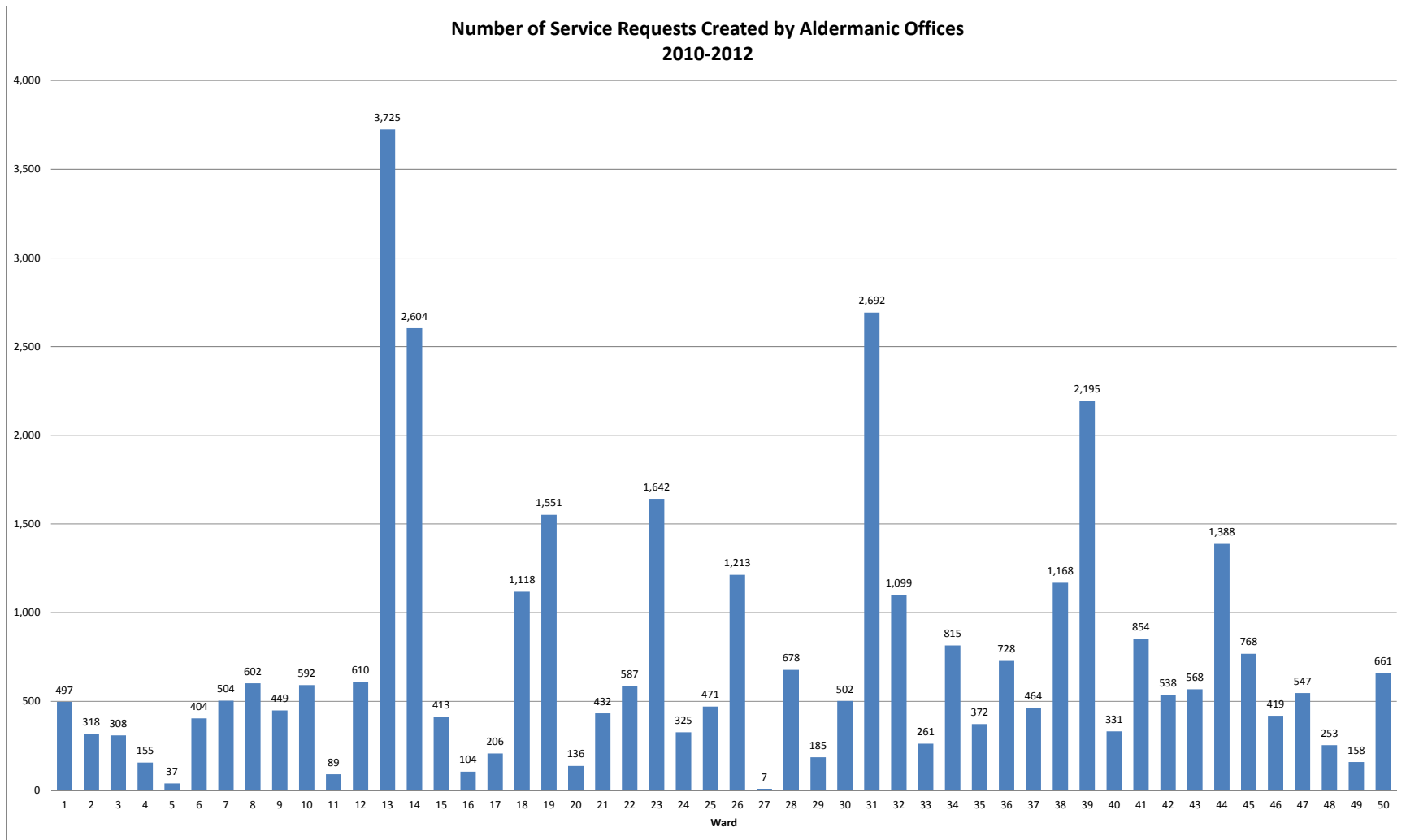
Service Request Type	Total Number of Service Requests	Number of Requests from Sources Other than Aldermanic Offices	%	Number of Requests from Aldermanic Offices	%
Pothole Repair	150,742	122,318	81.1%	28,424	18.9%
Street Lights All Out	73,552	69,193	94.1%	4,359	5.9%
Traffic Lights Out	35,118	34,685	98.8%	433	1.2%
Pavement Cave-In	21,652	19,372	89.5%	2,280	10.5%
Stop Sign Out	12,180	10,933	89.8%	1,247	10.2%
Total	293,244	256,501	87.5%	36,743	12.5%

Solely reviewing the requests from aldermanic offices we find that 77.4% of the requests reviewed were associated with pothole repairs.

Service Request Type	Number of Requests From Aldermanic Offices	%
Pothole Repair	28,424	77.4%
Street Lights All Out	4,359	11.9%
Traffic Lights Out	433	1.2%
Pavement Cave-In	2,280	6.2%
Stop Sign Out	1,247	3.4%
Total	36,743	100.0%

The number of service requests created by a single aldermanic office for the three years reviewed ranged from seven to 3,725.

The following two pages report the quantity of service requests made from each aldermanic office. (The bar chart represents the number of service requests related to all five service request types and the table breaks that number out by the individual service request type.)



Number of Service Requests Created by Aldermanic Offices: 2010 - 2012						
Ward	Pothole Repair	Street Lights All Out	Traffic Lights Out	Pavement Cave-In	Stop Sign Out	Grand Total
1	370	65	6	19	37	497
2	186	106	4	3	19	318
3	295	6	5	2	0	308
4	81	52	2	13	7	155
5	13	16	0	0	8	37
6	306	58	0	37	3	404
7	254	223	3	19	5	504
8	532	57	2	3	8	602
9	321	89	4	21	14	449
10	360	151	28	6	47	592
11	47	21	8	3	10	89
12	400	130	2	56	22	610
13	2,915	286	32	411	81	3,725
14	2,368	95	19	82	40	2,604
15	332	58	1	12	10	413
16	38	51	1	6	8	104
17	151	41	0	8	6	206
18	908	155	1	26	28	1,118
19	1,186	250	17	65	33	1,551
20	67	55	0	6	8	136
21	318	78	2	21	13	432
22	364	124	6	71	22	587
23	1,239	165	14	134	90	1,642
24	189	106	1	22	7	325
25	309	82	3	28	49	471
26	1,069	81	7	53	3	1,213
27	3	4	0	0	0	7
28	574	78	3	15	8	678
29	126	33	2	20	4	185
30	356	66	6	44	30	502
31	2,139	131	29	175	218	2,692
32	878	90	27	74	30	1,099
33	220	34	1	3	3	261
34	718	59	3	30	5	815
35	221	67	9	58	17	372
36	461	121	6	123	17	728
37	358	70	1	21	14	464
38	1,005	90	17	21	35	1,168
39	1,799	167	14	143	72	2,195
40	276	38	6	2	9	331
41	650	109	4	68	23	854
42	343	115	28	32	20	538
43	286	109	21	122	30	568
44	1,216	58	41	34	39	1,388
45	602	82	13	48	23	768
46	368	27	9	12	3	419
47	417	94	7	17	12	547
48	207	20	6	16	4	253
49	98	43	5	4	8	158
50	485	53	7	71	45	661
Grand Total	28,424	4,359	433	2,280	1,247	36,743

VIII. APPENDIX D: CDOT MANAGEMENT REPORTS

As reported in Finding 3, CDOT stated that it is aware of the number and percentage of requests that are completed past the target date because it tracks such results through weekly management reports. It also stated that CDOT management reviews the numbers weekly and reacts by reviewing operations and then reallocating work crews. The following pages are samples of the management reports that CDOT uses in their operations.¹⁹

- The *COMMISSIONER KEY INDICATOR REPORT* (pages 30-32) is automatically generated on a daily basis and systematically delivered to top management within CDOT.
- The *CSR WEEKLY SUMMARY REPORT WITH BACKLOGS* (pages 33-41) is automatically generated on a weekly basis and systematically delivered to top management within CDOT.
- The *ACTIVE/COMPLETED CSRs BY DIVISION AND CREATED YEAR* (pages 42-83) is automatically generated on a weekly basis and systematically delivered to top management within CDOT.

¹⁹ It should be noted that while the OIG presents the CDOT-provided reports as examples of actual reports used in CDOT operations, the OIG did not validate the data in the reports.

CHICAGO DEPARTMENT OF TRANSPORTATION
 COMMISSIONER KEY INDICATOR REPORT FOR 8/11/13

Division of Electrical Operations

ALLEY LIGHT OUT 8/11/13

# of CSRs Created Yesterday	12
# of CSRs Completed Yesterday	0
# of Open CSRs	424
# of CSRs Completed (Status Year)	6,751
Allowable Duration	30
Average Response (Current Year)	8.35

STREET LIGHT - 1/OUT 8/11/13

# of CSRs Created Yesterday	7
# of CSRs Completed Yesterday	0
# of Open CSRs	487
# of CSRs Completed (Status Year)	7,716
Allowable Duration	10
Average Response (Current Year)	4.93

STREET LIGHT POLE DAMAGE 8/11/13

# of CSRs Created Yesterday	5
# of CSRs Completed Yesterday	0
# of Open CSRs	364
# of CSRs Completed (Status Year)	1,702
Allowable Duration	10
Average Response (Current Year)	7.06

STREET LIGHTS - ALL/OUT 8/11/13

# of CSRs Created Yesterday	35
# of CSRs Completed Yesterday	11
# of Open CSRs	315
# of CSRs Completed (Status Year)	13,236
Allowable Duration	4
Average Response (Current Year)	2.73

TRAFFIC SIGNAL OUT 8/11/13

# of CSRs Created Yesterday	21
# of CSRs Completed Yesterday	15
# of Open CSRs	13
# of CSRs Completed (Status Year)	8,092
Allowable Duration	1
Average Response (Current Year)	1.07

WIRE DOWN 8/11/13

# of CSRs Created Yesterday	4
# of CSRs Completed Yesterday	1
# of Open CSRs	6
# of CSRs Completed (Status Year)	1,490
Allowable Duration	1
Average Response (Current Year)	1.11

Division of In-House Construction

POT HOLE IN STREET 8/11/13

# of CSRs Created Yesterday	24
# of CSRs Completed Yesterday	0
# of Open CSRs	3,603
# of CSRs Completed (Status Year)	38,884
Allowable Duration	7
Average Response (Current Year)	10.32

ALLEY POT HOLE 8/11/13

# of CSRs Created Yesterday	3
# of CSRs Completed Yesterday	0
# of Open CSRs	1,839
# of CSRs Completed (Status Year)	2,538
Allowable Duration	10
Average Response (Current Year)	30.46

DIM, Public Way Management

PAVEMENT CAVE-IN SURVEY 8/11/13

# of CSRs Created Yesterday	8
# of CSRs Completed Yesterday	0
# of Open CSRs	60
# of CSRs Completed (Status Year)	4,596
Allowable Duration	3
Average Response (Current Year)	1.62

DIM, Sign Management

ALL OTHER SIGNS 8/11/13

# of CSRs Created Yesterday	9
# of CSRs Completed Yesterday	4
# of Open CSRs	1,089
# of CSRs Completed (Status Year)	19,553
Allowable Duration	20
Average Response (Current Year)	20.14

E-SIGNS 8/11/13

# of CSRs Created Yesterday	6
# of CSRs Completed Yesterday	6
# of Open CSRs	5
# of CSRs Completed (Status Year)	3,765
* Average of Allowable Durations	2
* Average Responses (Current Year)	1.32

OTHER SIGNS 8/11/13

# of CSRs Created Yesterday	
# of CSRs Completed Yesterday	
# of Open CSRs	360
# of CSRs Completed (Status Year)	2,454
* Average of Allowable Durations	62
* Average Responses (Current Year)	17.24

Commissioner Key Indicator Report / Summary | Data Current as of 8/12/13 | Page 1/1 | 118.2 Minutes

Filter by STATUS: Completed;Investigated;Open;Pending;Work In Progress

Filter by STATUS YEAR: 2008;2009;2010;2011;2012;2013

CHICAGO DEPARTMENT OF TRANSPORTATION
Commissioner Key Indicator Report / Ward Summary: 8/11/13

Alley Light Out		Street Light - 1/ Out		Street Light Pole Damage		Street Lights - All/Out		Wire Down	
Ward	Open Requests	Ward	Open Requests	Ward	Open Requests	Ward	Open Requests	Ward	Open Requests
1	3	1	9	1	20	1	4	4	1
2	1	2	17	2	9	2	10	22	1
3	2	3	3	3	12	3	13	27	1
4	5	4	3	4	2	4	1	29	1
5	11	5	14	5	5	5	14	32	1
6	17	6	19	6	6	6	6	50	1
7	12	7	8	7	9	7	8		
8	27	8	27	8	6	8	7		
9	19	9	23	9	14	9	14		
10	19	10	19	10	26	10	8		
11	4	11	3	11	8	11	8		
12	10	12	9	12	5	12	8		
13	17	13	11	13	2	13	3		
14	17	14	13	14	12	14	5		
15	7	15	9	15	4	15	10		
16	9	16	9	16	6	16	11		
17	21	17	17	17	12	17	4		
18	24	18	19	18	8	18	13		
19	26	19	27	19	5	19	5		
20	15	20	10	20	10	20	11		
21	21	21	25	21	18	21	7		
22	3	22	4	23	9	22	8		
23	26	23	14	24	7	23	5		
24	3	24	12	25	1	24	9		
25	11	25	11	26	2	25	12		
26	6	26	7	27	7	26	2		
27	2	27	16	28	15	27	6		
28	6	28	11	29	3	28	11		
29	1	29	10	30	3	29	8		
30	3	30	3	31	7	30	7		
31	2	31	2	32	3	31	4		
32	5	32	8	33	5	32	7		
33	2	33	3	34	9	33	3		
34	22	34	18	35	4	34	14		
35	4	35	2	36	9	35	6		
36	3	36	6	37	5	36	2		
37	6	37	8	38	5	37	4		
38	2	38	4	39	7	38	3		
39	2	39	4	40	5	39	4		
40	2	40	3	41	15	40	4		
41	2	41	5	42	11	41	2		
42	2	42	6	43	6	42	4		
43	4	43	5	44	2	43	3		
44	1	44	2	45	5	44	1		
45	4	45	8	46	3	45	3		
46	1	46	2	47	5	46	1		
47	3	47	4	48	3	47	4		
48	5	48	2	49	3	49	2		
49	2	49	2	50	1	50	4		
50	2	50	9	0	5	0	2		
Total:	424	0	1	Total:	364	Total:	315		
								Total:	6

CHICAGO DEPARTMENT OF TRANSPORTATION
Commissioner Key Indicator Report / Ward Summary: 8/11/13

Pot Hole in Street		Alley Pot Hole		Pavement Cave-In Survey		Sign - All Other Signs		E-Signs		Other Signs	
Ward	Open Requests	Ward	Open Requests	Ward	Open Requests	Ward	Open Requests	Ward	Open Requests	Ward	Open Requests
1	62	1	63	2	3	1	56	10	1	1	44
2	119	2	35	3	3	2	80	25	1	2	9
3	54	3	18	4	9	3	23	28	1	3	2
4	51	4	9	5	3	4	2	38	1	4	3
5	4	9	4	6	4	5	12	40	1	5	1
6	10	10	1	7	1	6	8	Total:	5	6	4
7	5	11	22	8	5	7	7			7	1
8	7	12	20	9	4	8	5			8	7
9	12	13	60	12	1	9	7			9	2
10	6	14	91	13	3	10	23			10	7
11	33	15	40	14	2	11	15			11	2
12	46	16	24	16	1	12	27			12	11
13	96	19	1	18	1	13	23			13	9
14	78	20	13	21	1	14	23			14	1
15	42	21	1	22	1	15	10			15	4
16	57	22	74	25	1	16	12			16	7
17	11	23	87	26	1	17	10			17	4
18	25	24	29	27	2	18	15			18	4
19	9	25	38	28	2	19	20			19	13
20	47	26	67	30	1	20	6			20	7
21	13	27	25	33	2	21	12			21	18
22	78	28	53	34	1	22	18			23	9
23	130	29	59	37	1	23	39			24	4
24	63	30	39	39	2	24	18			25	10
25	123	31	123	45	1	25	29			26	10
26	138	32	90	47	1	26	15			27	12
27	138	33	106	49	1	27	49			28	30
28	147	34	1	50	2	28	6			29	3
29	67	35	69	Total:	60	29	12			30	13
30	53	36	53			30	15			31	2
31	59	37	69			31	16			32	3
32	142	38	47			32	27			33	9
33	128	39	58			33	23			34	3
34	12	40	33			34	20			35	26
35	118	41	19			35	19			36	5
36	106	42	27			36	26			38	2
37	128	43	42			37	23			40	5
38	126	44	21			38	24			41	2
39	108	45	37			39	35			42	13
40	93	46	14			40	14			43	4
41	119	47	78			41	37			44	8
42	92	48	19			42	111			45	3
43	62	49	36			43	34			46	2
44	52	50	22			44	8			47	6
45	146	0	1			45	17			48	5
46	40		1			46	17			50	11
47	91	Total:	1,839			47	14			Total:	360
48	68					48	5				
49	90					49	10				
50	95					50	9				
0	2					0	3				
	2					Total:	1,089				
Total:	3,603										

CHICAGO DEPARTMENT OF TRANSPORTATION
CSR WEEKLY SUMMARY REPORT WITH BACKLOGS
Data Current as of: 8/11/13

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR WEEKLY SUMMARY REPORT WITH BACKLOGS: August 5, 2013 to August 11, 2013

Division of Electrical Operations CDOT

			2013 SUMMARY TO DATE						LAST WEEK			Backlog by Year	
	Type	Allowable Duration	Total Active CSRs	% of Total Active CSRs	Active Overdue CSRs	% Active Overdue CSRs	Completed Status Year 2013	% Completed Overdue CSRs	Created CSRs Since 8/5/13	Completed CSRs Since 8/5/13	Net +/- for Week	2013	2012
1	PV Alley Light New	40	1	0.0%	1	100.0 %	10	0.0%	0	0	0	2,057	189
2	PB Alley Light Out	30	424	17.5%	71	16.7 %	6,751	4.9%	276	363	(87)	2011	102
3	PB Cable Cut	5	8	0.3%	8	100.0 %	247	8.5%	6	11	(5)	2010	61
4	PB CDOT Electrical Operations Construction Complaints	25	73	3.0%	55	75.3 %	778	5.1%	27	20	7	2009	4
5	PB City Electrical Vault	40	67	2.8%	61	91.0 %	108	43.5%	5	13	(8)	2008	4
6	PV Damaged Pole or Debris Pick-Up	5	1	0.0%	1	100.0 %	144	2.8%	0	0	0	2007	
7	PV Electrical Contractor Maintained	7	14	0.6%	11	78.6 %	278	17.3%	6	4	2	2006	
8	PB Gym Shoe/Object On Electrical Wire	7	13	0.5%	7	53.8 %	333	60.4%	15	35	(20)	2005	
9	PV Legal Report	20	29	1.2%	29	100.0 %	122	71.3%	0	0	0	Completed by Year	
10	PV Small Gang Project	60	89	3.7%	62	69.7 %	528	5.5%	13	16	(3)	2013	42,890
11	PB Street Light - 1/Out	10	487	20.1%	269	55.2 %	7,716	13.2%	412	399	13	2012	1,409
12	PB Street Light Pole Damage	10	364	15.1%	343	94.2 %	1,702	22.8%	42	56	(14)	2011	49
13	PB Street Light Pole Door Missing	7	16	0.7%	4	25.0 %	891	52.7%	40	57	(17)	2010	5
14	PB Street Lights - All/Out	4	315	13.0%	108	34.3 %	13,236	15.7%	490	468	22	2009	20
15	PB Street Lights On Days	7	62	2.6%	45	72.6 %	607	31.1%	27	24	3	2008	5
16	PB Traffic Signal Out	1	13	0.5%	5	38.5 %	8,092	2.0%	268	261	7	2007	
17	PV Traffic Truck - Non Emergency	30	435	18.0%	287	66.0 %	1,345	50.3%	59	24	35	2006	
18	PB Wire Down	1	6	0.2%	2	33.3 %	1,490	4.2%	41	35	6	2005	
Total or Average:			2,417	100.0%	1,369	56.6 %	80,479	13.2%	1,727	1,786	(59)		

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR WEEKLY SUMMARY REPORT WITH BACKLOGS: August 5, 2013 to August 11, 2013

Division of Engineering CDOT

			2013 SUMMARY TO DATE						LAST WEEK			Backlog by Year		
	Type	Allowable Duration	Total Active CSRs	% of Total Active CSRs	Active Overdue CSRs	% Active Overdue CSRs	Completed Status Year 2013	% Completed Overdue CSRs	Created CSRs Since 8/5/13	Completed CSRs Since 8/5/13	Net+/- for Week			
1	PV	ADA Ramps - Request For New / Maintenance	120	885	21.7%	705	79.7 %	34	100.0%	4	0	4	2013	3,337
2	PB	Bridges and Viaducts (All Types)	7	2	0.0%	0	0.0 %	353	0.3%	9	9	0	2012	243
3	PV	CDOT Eng - Construction Complaints	21	12	0.3%	1	8.3 %	172	37.2%	8	11	(3)	2011	154
4	PB	Landscape Median Maintenance	30	17	0.4%	2	11.8 %	78	7.7%	4	0	4	2010	155
5	PV	Shared Cost Sidewalk Program Option Offered	365	1,706	41.9%	0	0.0 %	17	0.0%	0	0	0	2009	112
6	PV	Shared Cost Sidewalk Program Option - Send Postcard	1	39	1.0%	39	100.0 %	1,228	0.9%	61	60	1	2008	68
7	PV	Shared Cost Sidewalk Program (Paid)	365	33	0.8%	16	48.5 %	34	2.9%	0	0	0	2007	
8	PB	Sidewalk Survey	30	1,375	33.8%	548	39.9 %	6,044	66.6%	507	411	96	2006	
Total or Average:			4,069	100.0%	1,311	32.2 %	17,763	52.0%	593	491	102	2005		

Completed by Year	
2013	7,624
2012	308
2011	12
2010	6
2009	8
2008	2
2007	
2006	
2005	

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR WEEKLY SUMMARY REPORT WITH BACKLOGS: August 5, 2013 to August 11, 2013

Division of In-House Construction CDOT

		2013 SUMMARY TO DATE							LAST WEEK			Backlog by Year	
	Type	Allowable Duration	Total Active CSRs	% of Total Active CSRs	Active Overdue CSRs	% Active Overdue CSRs	Completed Status Year 2013	% Completed Overdue CSRs	Created CSRs Since 8/5/13	Completed CSRs Since 8/5/13	Net+/- for Week		
1	PV Abandoned Bike/Rack Removal	14	67	0.4%	65	97.0 %	0	0	0	0	0	2013	10,595
2	PB Alley Flooding - Standing Water	90	1,658	9.9%	1,461	88.1 %	2	100.0%	12	0	12	2012	2,970
3	PB Alley Grading-Unimproved	180	241	1.4%	161	66.8 %	169	83.4%	2	0	2	2011	1,639
4	PV Alley Key Cut	180	19	0.1%	7	36.8 %	92	52.2%	1	0	1	2010	1,109
5	PB Alley Pot Hole	10	1,839	11.0%	1,627	88.5 %	2,538	57.9%	215	111	104	2009	346
6	PV Asphalt Top Off Restoration	180	356	2.1%	245	68.0 %	27	3.7%	4	4	0	2008	88
7	PB Bike Lane Post/Ped Xing Sign Repair	5	74	0.4%	73	98.6 %	24	4.2%	5	0	5	2007	
8	PV Bridge Lift	1	28	0.2%	28	100.0 %	15,401	51.0%	403	401	2	2006	
9	PV Bridge Sidewalk Repair	90	78	0.5%	48	61.5 %	40	0.0%	3	0	3	2005	
10	PV Bridge Trades Repair/Maintenance	1	14	0.1%	14	100.0 %	195	61.5%	0	0	0		
11	PV CDOT Capital Project /Construction - IHC	365	3,596	21.5%	2,224	61.8 %	541	37.7%	33	4	29		
12	PB CDOT Construction Complaints	14	81	0.5%	27	33.3 %	1,557	22.0%	53	61	(8)		
13	PB Pavement Buckle or Speed Hump Repair	45	319	1.9%	242	75.9 %	506	29.8%	8	0	8	2013	55,759
14	PV Pavement Crack Sealing	1	2	0.0%	2	100.0 %	0	0	0	0	0	2012	9,716
15	PB Pot Hole in Street	7	3,603	21.5%	3,140	87.1 %	38,884	33.9%	615	613	2	2011	286
16	PV Sidewalk Board UP	7	4	0.0%	4	100.0 %	8	87.5%	0	0	0	2010	116
17	PV Sidewalk Program/Planer or Patch	60	100	0.6%	90	90.0 %	157	79.0%	4	24	(20)	2009	64
18	PV Sidewalk Repair Program	180	2,022	12.1%	285	14.1 %	800	29.0%	261	60	201	2008	14
19	PV Sidewalk Vaulted - Future Program	365	57	0.3%	9	15.8 %	49	53.1%	0	0	0	2007	
20	PV Sidewalk Vaulted Private User	365	78	0.5%	25	32.1 %	1	0.0%	0	0	0	2006	
21	PV Sidewalk Vaulted Program	365	292	1.7%	169	57.9 %	135	45.2%	8	2	6	2005	
22	PB Street Paint Marking Maintenance	180	1,890	11.3%	1,454	76.9 %	4,745	10.1%	299	284	15		
23	PV Tree Grate Maintenance	30	59	0.4%	53	89.8 %	0	0	1	0	1		
24	PB Viaduct Lights Out	30	270	1.6%	244	90.4 %	84	51.2%	14	20	(6)		

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR WEEKLY SUMMARY REPORT WITH BACKLOGS: August 5, 2013 to August 11, 2013

Division of In-House Construction CDOT

Type	Allowable Duration	2013 SUMMARY TO DATE					LAST WEEK			
		Total Active CSRs	% of Total Active CSRs	Active Overdue CSRs	% Active Overdue CSRs	Completed Status Year 2013	% Completed Overdue CSRs	Created CSRs Since 8/5/13	Completed CSRs Since 8/5/13	Net+/- for Week
Total or Average:		16,747	100.0%	11,697	69.8 %	95,098	37.1%	1,941	1,584	357

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR WEEKLY SUMMARY REPORT WITH BACKLOGS: August 5, 2013 to August 11, 2013

DIM, Public Way Management - CDOT

	Type	Allowable Duration	2013 SUMMARY TO DATE					LAST WEEK			Backlog by Year		
			Total Active CSRs	% of Total Active CSRs	Active Overdue CSRs	% Active Overdue CSRs	Completed Status Year 2013	% Completed Overdue CSRs	Created CSRs Since 8/5/13	Completed CSRs Since 8/5/13		Net+/- for Week	
1	PV Driveway Survey	60	19	1.4%	4	21.1 %	203	1.5%	12	7	5	2013	1,163
2	PB Guardrail/Roadside Protection Maintenance	60	3	0.2%	1	33.3 %	48	6.3%	3	2	1	2012	184
3	PB Inspect Public Way Survey	10	71	5.3%	17	23.9 %	3,392	3.8%	118	108	10	2011	0
4	PB Pavement Cave-In Survey	3	60	4.5%	23	38.3 %	4,596	5.8%	137	94	43	2010	0
5	PV Public Way Restoration	180	1,139	84.6%	305	26.8 %	730	36.0%	105	63	42	2009	0
6	PV Snow - Uncleared Sidewalk	7	1	0.1%	1	100.0 %	731	1.5%	0	0	0	2008	0
7	PB Street Cut Complaints	7	53	3.9%	8	15.1 %	1,114	8.6%	110	79	31	2007	
8	PB Street Furniture (All Types)	7	0	0.0%	0	0	20	15.0%	0	0	0	2006	
9	PV Street Vibration	30	1	0.1%	1	100.0 %	119	2.5%	3	4	(1)	2005	
Total or Average:			1,347	100.0%	360	26.7 %	13,532	7.1%	488	357	131	Completed by Year	
											2013	10,589	
											2012	361	
											2011	3	
											2010		
											2009		
											2008		
											2007		
											2006		
											2005		

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR WEEKLY SUMMARY REPORT WITH BACKLOGS: August 5, 2013 to August 11, 2013

DIM, Sign Management - CDOT

			2013 SUMMARY TO DATE						LAST WEEK			Backlog by Year	
	Type	Allowable Duration	Total Active CSRs	% of Total Active CSRs	Active Overdue CSRs	% Active Overdue CSRs	Completed Status Year 2013	% Completed Overdue CSRs	Created CSRs Since 8/5/13	Completed CSRs Since 8/5/13	Net+/- for Week		
1	PV Pavement Marking / Contractor	120	166	5.7%	150	90.4 %	246	70.3%	0	0	0	2013	1,958
2	PV Sign - Disabled Sign	120	64	2.2%	54	84.4 %	1,106	1.0%	14	16	(2)	2012	859
3	PB Sign Repair - All Other Signs	20	1,089	37.4%	652	59.9 %	19,553	42.0%	553	585	(32)	2011	95
4	PB Sign Repair - Base / Bolt Removal	7	11	0.4%	10	90.9 %	103	10.7%	5	5	0	2010	0
5	PB Sign Repair - Do Not Enter Sign	3	0	0.0%	0	0	197	4.6%	6	6	0	2009	0
6	PB Sign Repair - One Way Sign	3	1	0.0%	0	0.0 %	936	2.9%	24	25	(1)	2008	0
7	PB Sign Repair - Stop Sign	1	4	0.1%	1	25.0 %	2,632	2.4%	86	84	2	2007	
8	PV Traffic & Safety Signs (Private Benefit)	60	72	2.5%	31	43.1 %	365	26.8%	28	11	17	2006	
9	PV Traffic & Safety Signs (Public Benefit)	60	213	7.3%	117	54.9 %	880	35.3%	34	5	29	2005	
10	PV TSS Ordinance (Private Benefit)	365	484	16.6%	161	33.3 %	221	18.6%	6	2	4		
11	PV TSS Ordinance (Public Benefit)	365	808	27.7%	259	32.1 %	114	7.9%	4	2	2		
Total or Average:			2,912	100.0%	1,435	49.3 %	44,753	34.0%	760	741	19		

Completed by Year	
2013	22,758
2012	3,539
2011	51
2010	3
2009	1
2008	1
2007	
2006	
2005	

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR WEEKLY SUMMARY REPORT WITH BACKLOGS: August 5, 2013 to August 11, 2013

Division of Project Development CDOT

			2013 SUMMARY TO DATE						LAST WEEK			Backlog by Year		
	Type	Allowable Duration	Total Active CSRs	% of Total Active CSRs	Active Overdue CSRs	% Active Overdue CSRs	Completed Status Year 2013	% Completed Overdue CSRs	Created CSRs Since 8/5/13	Completed CSRs Since 8/5/13	Net+/- for Week			
1	PB	Bicycle Program	30	36	1.8%	6	16.7 %	233	61.8%	13	0	13	2013	822
2	PV	CDOT Capital Project/Construction - DPD	365	1,862	94.6%	1,012	54.4 %	394	22.3%	10	0	10	2012	371
3	PV	Street Scape Project	90	4	0.2%	4	100.0 %	0	0	0	0	0	2011	625
4	PB	Traffic Calming	60	26	1.3%	6	23.1 %	93	51.6%	3	0	3	2010	150
5	PB	Traffic Signal Timing	90	40	2.0%	1	2.5 %	462	16.2%	14	8	6	2009	0
Total or Average:			1,968	100.0%	1,029	52.3 %	1,909	30.0%	40	8	32	2008	0	
												2007		
												2006		
												2005		
												Completed by Year		
												2013	647	
												2012	447	
												2011	85	
												2010	3	
												2009		
												2008		
												2007		
												2006		
												2005		

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR WEEKLY SUMMARY REPORT WITH BACKLOGS: August 5, 2013 to August 11, 2013

Transportation - Commissioner's Office

			2013 SUMMARY TO DATE						LAST WEEK			Backlog by Year		
	Type	Allowable Duration	Total Active CSRs	% of Total Active CSRs	Active Overdue CSRs	% Active Overdue CSRs	Completed Status Year 2013	% Completed Overdue CSRs	Created CSRs Since 8/5/13	Completed CSRs Since 8/5/13	Net +/- for Week			
1	PV	CDOT Employee Allegation	15	3	75.0%	3	100.0%	16	81.3%	0	0	0	2013	4
2	PB	Red Light Camera	30	1	25.0%	0	0.0%	310	0.3%	4	11	(7)	2012	0
Total or Average:			4	100.0%	3	75.0%	469	4.3%	4	11	(7)	2011	0	
												2010	0	
												2009	0	
												2008	0	
												2007		
												2006		
												2005		
												Completed by Year		
												2013	293	
												2012	33	
												2011		
												2010		
												2009		
												2008		
												2007		
												2006		
												2005		

CHICAGO DEPARTMENT OF TRANSPORTATION
ACTIVE / COMPLETED CSRs BY DIVISION AND CREATED YEAR
Data Current as of: 8/11/13

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of Electrical Operations CDOT

Division of Electrical Operations CDOT

2013

	Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED			
				Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs
1	PV Alley Light New	40	2.92	11	11	0	1	1	0.05%	1	10	0.02%		0
2	PB Alley Light Out	30	8.35	6,879	6,603	276	352	424	20.61%	71	6,455	15.05%	363	281
3	PB Cable Cut	5	2.77	248	242	6	19	5	0.24%	5	243	0.57%	10	19
4	PB CDOT Electrical Operations Construction Complaints	25	3.48	802	775	27	28	48	2.33%	30	754	1.76%	19	18
5	PB City Electrical Vault	40	14.7	94	89	5	9	27	1.31%	21	67	0.16%	7	7
6	PV Damaged Pole or Debris Pick-Up	5	1.2	142	142	0	2	1	0.05%	1	141	0.33%		1
7	PV Electrical Contractor Maintained	7	4.66	278	272	6	49	14	0.68%	11	264	0.62%	4	37
8	PB Gym Shoe/Object On Electrical Wire	7	21.23	314	299	15	177	13	0.63%	7	301	0.70%	35	170
9	PV Legal Report	20	23.25	104	104	0	69	2	0.1%	2	102	0.24%		67
10	PV Small Gang Project	60	10.3	557	544	13	50	66	3.21%	39	491	1.14%	16	11
11	PB Street Light - 1/Out	10	4.93	8,049	7,637	412	1,211	486	23.63%	268	7,563	17.63%	399	939
12	PB Street Light Pole Damage	10	7.06	1,645	1,603	42	199	146	7.1%	125	1,499	3.49%	53	199
13	PB Street Light Pole Door Missing	7	17.85	803	763	40	370	15	0.73%	3	788	1.84%	57	367
14	PB Street Lights - All/Out	4	2.73	13,383	12,893	490	2,107	315	15.31%	108	13,068	30.47%	468	1,987
15	PB Street Lights On Days	7	7.86	636	609	27	208	62	3.01%	45	574	1.34%	24	163
16	PB Traffic Signal Out	1	1.07	8,101	7,833	268	160	13	0.63%	5	8,088	18.86%	261	157
Total or Average:				44,947	43,220	1,727	5,710	2,057	100.00%	1,009	42,890	100.00%	1,775	4,855
								% of Total CSRs:	4.58%		% of Total CSRs:	95.42%		

Active and Completed CSRs by Division and Created Year MASTER / Electrical Operations | Data Current as of 8/12/13 | Page 1/7 | 48.27 Minutes

STATUS Filter: Completed;Open;Pending;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of Electrical Operations CDOT

Division of Electrical Operations CDOT
 2013

		Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED			
					Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs
17	PV	Traffic Truck - Non Emergency	30	29.82	1,407	1,348	59	634	413	20.08%	265	994	2.32%	24	369
18	PB	Wire Down	1	1.11	1,494	1,453	41	65	6	0.29%	2	1,488	3.47%	35	63
Total or Average:					44,947	43,220	1,727	5,710	2,057	100.00%	1,009	42,890	100.00%	1,775	4,855
									% of Total CSRs:	4.58%		% of Total CSRs:	95.42%		

Active and Completed CSRs by Division and Created Year MASTER / Electrical Operations | Data Current as of 8/12/13 | Page 2/7 | 48.27 Minutes

STATUS Filter: Completed;Open;Pending;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of Electrical Operations CDOT

Division of Electrical Operations CDOT
 2012

		Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED			
					Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs
1	PV	Alley Light New	40	6.16	36	36	0	1	0		0	36	0.05%		1
2	PB	Alley Light Out	30	19.35	12,505	12,505	0	2,694	0		0	12,505	17.13%		2,694
3	PB	Cable Cut	5	4.6	349	349	0	33	2	1.06%	2	347	0.48%	1	33
4	PB	CDOT Electrical Operations Construction Complaints	25	12.78	947	947	0	94	13	6.88%	13	934	1.28%	1	94
5	PB	City Electrical Vault	40	78.79	215	215	0	55	34	17.99%	34	181	0.25%	6	55
6	PV	Damaged Pole or Debris Pick-Up	5	2.52	338	338	0	7	0		0	338	0.46%		7
7	PV	Electrical Contractor Maintained	7	18.51	263	263	0	72	0		0	263	0.36%		72
8	PB	Gym Shoe/Object On Electrical Wire	7	28.44	716	716	0	493	0		0	716	0.98%		493
9	PV	Legal Report	20	27.9	255	255	0	118	1	0.53%	1	254	0.35%		117
10	PV	Small Gang Project	60	15.57	871	871	0	77	19	10.05%	19	852	1.17%		58
11	PB	Street Light - 1/Out	10	14.92	11,025	11,025	0	4,651	1	0.53%	1	11,024	15.10%		4,651
12	PB	Street Light Pole Damage	10	19.98	3,004	3,004	0	673	97	51.32%	97	2,907	3.98%	3	673
13	PB	Street Light Pole Door Missing	7	22.31	2,446	2,446	0	1,370	1	0.53%	1	2,445	3.35%		1,370
14	PB	Street Lights - All/Out	4	3.37	23,020	23,020	0	5,340	0		0	23,020	31.54%		5,340
15	PB	Street Lights On Days	7	18.3	1,077	1,077	0	571	0		0	1,077	1.48%		571
16	PB	Traffic Signal Out	1	1.15	11,744	11,744	0	399	0		0	11,744	16.09%		399
Total or Average:					73,175	73,175	0	17,763	189	100.00%	189	72,986	100.00%	11	17,722
									% of Total CSRs:	0.26%		% of Total CSRs:	99.74%		

Active and Completed CSRs by Division and Created Year MASTER / Electrical Operations | Data Current as of 8/12/13 | Page 3/7 | 48.27 Minutes

STATUS Filter: Completed;Open;Pending;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of Electrical Operations CDOT

Division of Electrical Operations CDOT
 2012

		Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED			
					Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs
17	PV	Traffic Truck - Non Emergency	30	45.79	1,762	1,762	0	949	21	11.11%	21	1,741	2.39%		928
18	PB	Wire Down	1	1.18	2,602	2,602	0	166	0		0	2,602	3.57%		166
Total or Average:					73,175	73,175	0	17,763	189	100.00%	189	72,986	100.00%	11	17,722
									% of Total CSRs:	0.26%		% of Total CSRs:	99.74%		

Active and Completed CSRs by Division and Created Year MASTER / Electrical Operations | Data Current as of 8/12/13 | Page 4/7 | 48.27 Minutes

STATUS Filter: Completed;Open;Pending;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of Electrical Operations CDOT

Division of Electrical Operations CDOT
 2011

	Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED			
				Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs
1	PV Alley Light New	40	2.39	780	780	0	5	0		0	780	0.93%		5
2	PB Alley Light Out	30	77.42	21,703	21,703	0	12,941	0		0	21,703	25.89%		12,941
3	PB Cable Cut	5	8.09	351	351	0	77	1	0.98%	1	350	0.42%		77
4	PB CDOT Electrical Operations Construction Complaints	25	16.79	1,325	1,325	0	161	12	11.76%	12	1,313	1.57%		161
5	PB City Electrical Vault	40	78.39	166	166	0	42	6	5.88%	6	160	0.19%		42
6	PB Gym Shoe/Object On Electrical Wire	7	68.06	893	893	0	741	0		0	893	1.07%		741
7	PV Legal Report	20	24.47	337	337	0	92	23	22.55%	23	314	0.37%		69
8	PV Small Gang Project	60	31.6	968	968	0	97	4	3.92%	4	964	1.15%		93
9	PB Street Light - 1/Out	10	45.96	7,657	7,657	0	5,638	0		0	7,657	9.13%		5,638
10	PB Street Light Pole Damage	10	27.03	3,102	3,102	0	811	55	53.92%	55	3,047	3.63%		811
11	PB Street Light Pole Door Missing	7	37.81	2,442	2,442	0	1,609	0		0	2,442	2.91%		1,609
12	PB Street Lights - All/Out	4	5.01	26,753	26,753	0	10,312	0		0	26,753	31.91%		10,312
13	PB Street Lights On Days	7	49.18	1,277	1,277	0	1,030	0		0	1,277	1.52%		1,030
14	PB Traffic Signal Out	1	1.38	11,876	11,876	0	730	0		0	11,876	14.17%		730
15	PV Traffic Truck - Non Emergency	30	67.21	1,771	1,771	0	1,092	1	0.98%	1	1,770	2.11%		1,091
16	PB Wire Down	1	1.48	2,538	2,538	0	402	0		0	2,538	3.03%		402
Total or Average:				83,939	83,939	0	35,780	102	100.00%	102	83,837	100.00%		35,752
								% of Total CSRs:	0.12%		% of Total CSRs:	99.88%		

Active and Completed CSRs by Division and Created Year MASTER / Electrical Operations | Data Current as of 8/12/13 | Page 5/7 | 48.27 Minutes

STATUS Filter: Completed;Open;Pending;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of Electrical Operations CDOT

Division of Electrical Operations CDOT
 2010

		Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED			
					Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs
1	PV	Alley Light New	40	2.55	1,630	1,630	0	9	0		0	1,630	2.23%		9
2	PB	Alley Light Out	30	40.06	12,699	12,699	0	5,891	0		0	12,699	17.41%		5,891
3	PB	Cable Cut	5	4.16	272	272	0	37	0		0	272	0.37%		37
4	PB	CDOT Electrical Operations Construction Complaints	25	8.29	1,575	1,575	0	97	0		0	1,575	2.16%		97
5	PB	City Electrical Vault	40	31.5	131	131	0	13	0		0	131	0.18%		13
6	PB	Gym Shoe/Object On Electrical Wire	7	38.99	850	850	0	524	0		0	850	1.17%		524
7	PV	Legal Report	20	72.12	239	239	0	68	2	3.28%	2	237	0.32%		68
8	PV	Small Gang Project	60	35.17	909	909	0	60	0		0	909	1.25%		60
9	PB	Street Light - 1/Out	10	26.32	7,659	7,659	0	4,631	0		0	7,659	10.50%		4,631
10	PB	Street Light Pole Damage	10	11.91	3,151	3,151	0	577	59	96.72%	59	3,092	4.24%		577
11	PB	Street Light Pole Door Missing	7	26.82	1,957	1,957	0	958	0		0	1,957	2.68%		958
12	PB	Street Lights - All/Out	4	3.86	23,780	23,780	0	6,861	0		0	23,780	32.61%		6,861
13	PB	Street Lights On Days	7	28.85	1,356	1,356	0	752	0		0	1,356	1.86%		752
14	PB	Traffic Signal Out	1	1.33	11,495	11,495	0	960	0		0	11,495	15.76%		960
15	PV	Traffic Truck - Non Emergency	30	77.67	2,643	2,643	0	1,403	0		0	2,643	3.62%		1,403
16	PB	Wire Down	1	1.51	2,647	2,647	0	392	0		0	2,647	3.63%		392
Total or Average:					72,993	72,993	0	23,233	61	100.00%	61	72,932	100.00%		23,233
									% of Total CSRs:	0.08%		% of Total CSRs:	99.92%		

Active and Completed CSRs by Division and Created Year MASTER / Electrical Operations | Data Current as of 8/12/13 | Page 6/7 | 48.27 Minutes

STATUS Filter: Completed;Open;Pending;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of Electrical Operations CDOT

Division of Electrical Operations CDOT
 2009

	Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED				
				Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs	
1	PV Alley Light New	40	108.94	306	306	0	158	0		0	306	0.40%		158	
2	PB Alley Light Out	30	31.91	13,551	13,551	0	6,945	0		0	13,551	17.79%		6,945	
3	PB Cable Cut	5	4.1	356	356	0	47	0		0	356	0.47%		47	
4	PB CDOT Electrical Operations Construction Complaints	25	9.06	2,157	2,157	0	216	0		0	2,157	2.83%		216	
5	PB City Electrical Vault	40	16.69	165	165	0	22	0		0	165	0.22%		22	
6	PB Gym Shoe/Object On Electrical Wire	7	7.76	1,148	1,148	0	303	0		0	1,148	1.51%		303	
7	PV Legal Report	20	18.59	372	372	0	54	0		0	372	0.49%		54	
8	PV Small Gang Project	60	22.45	1,047	1,047	0	74	0		0	1,047	1.37%		74	
9	PB Street Light - 1/Out	10	21.43	8,091	8,091	0	5,430	0		0	8,091	10.62%		5,430	
10	PB Street Light Pole Damage	10	24.64	2,801	2,801	0	817	4	100%	4	2,797	3.67%		817	
11	PB Street Light Pole Door Missing	7	4.13	6,296	6,296	0	1,049	0		0	6,296	8.27%		1,049	
12	PB Street Lights - All/Out	4	2.84	22,151	22,151	0	4,050	0		0	22,151	29.09%		4,050	
13	PB Street Lights On Days	7	15.03	1,518	1,518	0	392	0		0	1,518	1.99%		392	
14	PB Traffic Signal Out	1	1.18	11,350	11,350	0	543	0		0	11,350	14.90%		543	
15	PV Traffic Truck - Non Emergency	30	25.96	2,733	2,733	0	760	0		0	2,733	3.59%		760	
16	PB Wire Down	1	1.15	2,117	2,117	0	132	0		0	2,117	2.78%		132	
Total or Average:				76,159	76,159	0	20,992	4	100.00%	4	76,155	100.00%		20,992	
								% of Total CSRs:	0.01%			% of Total CSRs:	99.99%		

Active and Completed CSRs by Division and Created Year MASTER / Electrical Operations | Data Current as of 8/12/13 | Page 7/7 | 48.27 Minutes

STATUS Filter: Completed;Open;Pending;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of Engineering CDOT

Division of Engineering CDOT

2013

		Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED			
					Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs
1	PV	ADA Ramps - Request For New / Maintenance	120		205	201	4	25	205	6.14%	25	0	0.00%	0	0
2	PB	Bridges and Viaducts (All Types)	7	1.37	352	343	9	1	2	0.06%	0	350	4.59%	9	1
3	PV	CDOT Eng - Construction Complaints	21	15.45	152	144	8	34	12	0.36%	1	140	1.84%	11	33
4	PB	Landscape Median Maintenance	30	12.97	95	91	4	8	17	0.51%	2	78	1.02%	0	6
5	PV	Shared Cost Sidewalk Program Option Offered	365	1	1,722	1,722	0	0	1,706	51.12%		16	0.21%		0
6	PV	Shared Cost Sidewalk Program Option - Send Postcard	1	1.31	1,242	1,181	61	25	18	0.54%	18	1,224	16.05%	60	7
7	PV	Shared Cost Sidewalk Program (Paid)	365	1	16	16	0	0	2	0.06%		14	0.18%		0
8	PB	Sidewalk Survey	30	41.53	7,177	6,670	507	4,432	1,375	41.2%	548	5,802	76.10%	411	3,884
Total or Average:					10,961	10,368	593	4,525	3,337	100.00%	594	7,624	100.00%	491	3,931
									% of Total CSRs:	30.44%		% of Total CSRs:	69.56%		

Active and Completed CSRs by Division and Created Year MASTER / Engineering | Data Current as of 8/12/13 | Page 1/9 | 48.27 Minutes

STATUS Filter: Completed,Open,Pending

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of Engineering CDOT

Division of Engineering CDOT
 2012

	Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED					
				Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs		
1	PV	ADA Curb Cut Register	1	1	3,416	3,416	0	0	0		0	3,416	16.05%		0	
2	PV	ADA Ramps - Request For New / Maintenance	120	278.16	201	201	0	200	191	78.6%	191	10	0.05%		9	
3	PB	Bridges and Viaducts (All Types)	7	2.26	490	490	0	16	0		0	490	2.30%		16	
4	PB	Bridge Sidewalk	30	1.47	23	23	0	0	0		0	23	0.11%		0	
5	PV	Bridge Structure	30	2.01	7	7	0	0	0		0	7	0.03%		0	
6	PV	CDOT Eng - Construction Complaints	21	27.8	154	154	0	74	0		0	154	0.72%		74	
7	PB	Landscape Median Maintenance	30	18.9	138	138	0	32	0		0	138	0.65%		32	
8	PV	Shared Cost Sidewalk Program Option Offered	365	12.87	66	66	0	0	0		0	66	0.31%		0	
9	PV	Shared Cost Sidewalk Program Option - Send Postcard	1	57.05	4,997	4,997	0	1,934	21	8.64%	21	4,976	23.38%		1,913	
10	PV	Shared Cost Sidewalk Program (Paid)	365	76.87	824	824	0	16	31	12.76%	16	793	3.73%		0	
11	PB	Sidewalk Survey	30	32.99	11,094	11,094	0	3,891	0		0	11,094	52.13%		3,891	
12	PV	Special Review	21	29.66	112	112	0	51	0		0	112	0.53%		51	
13	PV	Viaduct/Survey	30	2.28	3	3	0	0	0		0	3	0.01%		0	
Total or Average:					21,525	21,525	0	6,214	243	1.13%	228	21,282	100.00%		5,986	
								% of Total CSRs:	1.13%				% of Total CSRs:	98.87%		

Active and Completed CSRs by Division and Created Year MASTER / Engineering | Data Current as of 8/12/13 | Page 2/9 | 48.27 Minutes

STATUS Filter: Completed,Open,Pending

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of Engineering CDOT

Division of Engineering CDOT
 2011

		Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED				
					Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs	
1	PV	ADA Curb Cut Register	1	1.09	4,446	4,446	0	1	0		0	4,446	20.15%		1	
2	PV	ADA Ramps - Request For New / Maintenance	120	468.38	167	167	0	164	154	100%	154	13	0.06%		10	
3	PB	Bridges and Viaducts (All Types)	7	1.74	363	363	0	1	0		0	363	1.65%		1	
4	PB	Bridge Sidewalk	30	8.55	69	69	0	3	0		0	69	0.31%		3	
5	PV	Bridge Structure	30	1.41	16	16	0	0	0		0	16	0.07%		0	
6	PV	CDOT Eng - Construction Complaints	21	17.62	185	185	0	35	0		0	185	0.84%		35	
7	PV	Expressway Overpasses	30	8.95	1	1	0	0	0		0	1	0.00%		0	
8	PB	Landscape Median Maintenance	30	3.18	165	165	0	0	0		0	165	0.75%		0	
9	PV	Shared Cost Sidewalk Program Option - Send Postcard	1	77.4	4,962	4,962	0	2,109	0		0	4,962	22.49%		2,109	
10	PV	Shared Cost Sidewalk Program (Paid)	365	52.14	739	739	0	1	0		0	739	3.35%		1	
11	PB	Sidewalk Survey	30	43.86	10,702	10,702	0	5,387	0		0	10,702	48.50%		5,387	
12	PV	Special Review	21	57.45	396	396	0	241	0		0	396	1.79%		241	
13	PV	Viaduct/Survey	30	1	2	2	0	0	0		0	2	0.01%		0	
14	PB	WPA St/New St Reconst (Unimproved)	30	252.95	6	6	0	5	0		0	6	0.03%		5	
Total or Average:					22,219	22,219	0	7,947	154	100.00%	154	22,065	100.00%		7,793	
									% of Total CSRs:		0.69%	% of Total CSRs:		99.31%		

Active and Completed CSRs by Division and Created Year MASTER / Engineering | Data Current as of 8/12/13 | Page 3/9 | 48.27 Minutes

STATUS Filter: Completed;Open;Pending

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of Engineering CDOT

Division of Engineering CDOT
 2010

	Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED				
				Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs	
1	PV ADA Curb Cut Register	1	1	7,066	7,066	0	0	0		0	7,066	26.36%		0	
2	PV ADA Ramps - Request For New / Maintenance	120	684.57	172	172	0	153	155	100%	155	17	0.06%		17	
3	PB Bridges and Viaducts (All Types)	7	2.93	262	262	0	11	0		0	262	0.98%		11	
4	PB Bridge Sidewalk	30	9.06	49	49	0	1	0		0	49	0.18%		1	
5	PV Bridge Structure	30	1.68	46	46	0	0	0		0	46	0.17%		0	
6	PV CDOT Eng - Construction Complaints	21	22.93	110	110	0	29	0		0	110	0.41%		29	
7	PV Expressway Overpasses	30	1.85	3	3	0	0	0		0	3	0.01%		0	
8	PB Landscape Median Maintenance	30	5.59	164	164	0	5	0		0	164	0.61%		5	
9	PV Parkway Restoration Program	30	1	7	7	0	0	0		0	7	0.03%		0	
10	PV Shared Cost Sidewalk Program Option - Send Postcard	1	4.97	5,342	5,342	0	3,470	0		0	5,342	19.93%		3,470	
11	PV Shared Cost Sidewalk Program (Paid)	365	48.1	635	635	0	0	0		0	635	2.37%		0	
12	PB Sidewalk Survey	30	23.14	12,596	12,596	0	4,160	0		0	12,596	46.99%		4,160	
13	PV Special Review	21	111.36	465	465	0	387	0		0	465	1.73%		387	
14	PV Viaducts (Railroad)	30	2	8	8	0	0	0		0	8	0.03%		0	
15	PV Viaduct/Survey	30	1.96	26	26	0	0	0		0	26	0.10%		0	
16	PV Viaduct Vertical Clearance	30	2.17	3	3	0	0	0		0	3	0.01%		0	
Total or Average:				26,961	26,961	0	8,219	155	100.00%	155	26,806	100.00%		8,083	
								% of Total CSRs:	0.57%			% of Total CSRs:	99.43%		

Active and Completed CSRs by Division and Created Year MASTER / Engineering | Data Current as of 8/12/13 | Page 4/9 | 48.27 Minutes

STATUS Filter: Completed;Open;Pending

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of Engineering CDOT

Division of Engineering CDOT
 2010

	Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED				
				Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs	
17	PB	WPA St/New St Reconst (Unimproved)	30	32.86	7	7	0	3	0		0	7	0.03%		3
Total or Average:					26,961	26,961	0	8,219	155	100.00%	155	26,806	100.00%		8,083
								% of Total CSRs:	0.57%				% of Total CSRs:	99.43%	

Active and Completed CSRs by Division and Created Year MASTER / Engineering | Data Current as of 8/12/13 | Page 5/9 | 48.27 Minutes

STATUS Filter: Completed;Open;Pending

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of Engineering CDOT

Division of Engineering CDOT
 2009

	Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED				
				Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs	
1	PV	ADA Curb Cut Register	1	1.01	4,468	4,468	0	1	0		0	4,468	19.36%		1
2	PV	ADA Ramps - Request For New / Maintenance	120	602.7	145	145	0	70	112	100%	112	33	0.14%		26
3	PB	Bridge Sidewalk	30	8.02	90	90	0	5	0		0	90	0.39%		5
4	PV	Bridge Structure	30	3.51	161	161	0	4	0		0	161	0.70%		4
5	PV	Bridge Survey	365	1	1	1	0	0	0		0	1	0.00%		0
6	PV	CDOT Eng - Construction Complaints	21	35.28	255	255	0	70	0		0	255	1.10%		70
7	PV	Expressway Overpasses	30	2.72	14	14	0	0	0		0	14	0.06%		0
8	PB	Landscape Median Maintenance	30	9.45	211	211	0	12	0		0	211	0.91%		12
9	PV	Parkway Restoration Program	30	261.84	138	138	0	138	0		0	138	0.60%		138
10	PV	Shared Cost Sidewalk Program Option - Send Postcard	1	3.1	4,924	4,924	0	1,892	0		0	4,924	21.33%		1,892
11	PV	Shared Cost Sidewalk Program (Paid)	365	33.61	513	513	0	0	0		0	513	2.22%		0
12	PB	Sidewalk Survey	30	30.92	11,932	11,932	0	6,270	0		0	11,932	51.69%		6,270
13	PV	Special Review	21	58.92	103	103	0	43	0		0	103	0.45%		43
14	PV	Viaducts (Railroad)	30	2.08	41	41	0	0	0		0	41	0.18%		0
15	PV	Viaduct/Survey	30	1.97	152	152	0	0	0		0	152	0.66%		0
16	PV	Viaduct Vertical Clearance	30	1.41	9	9	0	0	0		0	9	0.04%		0
Total or Average:					23,194	23,194	0	8,539	112	100.00%	112	23,082	100.00%		8,495
									% of Total CSRs:	0.48%		% of Total CSRs:	99.52%		

Active and Completed CSRs by Division and Created Year MASTER / Engineering | Data Current as of 8/12/13 | Page 6/9 | 48.27 Minutes

STATUS Filter: Completed,Open,Pending

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of Engineering CDOT

Division of Engineering CDOT
 2009

	Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED					
				Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs		
17	PB	WPA St/New St Reconst (Unimproved)	30	59.89	37	37	0	34	0		0	37	0.16%		34	
Total or Average:					23,194	23,194	0	8,539	112	100.00%	112	23,082	100.00%		8,495	
									% of Total CSRs:	0.48%					% of Total CSRs:	99.52%

Active and Completed CSRs by Division and Created Year MASTER / Engineering | Data Current as of 8/12/13 | Page 7/9 | 48.27 Minutes

STATUS Filter: Completed;Open;Pending

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of Engineering CDOT

Division of Engineering CDOT
 2008

		Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED			
					Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs
1	PV	ADA Curb Cut Register	1	1.17	11,373	11,373	0	77	0		0	11,373	39.53%		77
2	PV	ADA Ramps - Request For New / Maintenance	120	611.89	95	95	0	45	68	100%	68	27	0.09%		26
3	PB	Bridge Sidewalk	30	6.15	88	88	0	4	0		0	88	0.31%		4
4	PV	Bridge Structure	30	3.67	158	158	0	2	0		0	158	0.55%		2
5	PV	Bridge Survey	365	155.95	2	2	0	0	0		0	2	0.01%		0
6	PV	CDOT Eng - Construction Complaints	21	24.56	244	244	0	48	0		0	244	0.85%		48
7	PV	Expressway Overpasses	30	2.12	10	10	0	0	0		0	10	0.03%		0
8	PB	Landscape Median Maintenance	30	8.82	112	112	0	2	0		0	112	0.39%		2
9	PV	Parkway Restoration Program	30	91.84	799	799	0	318	0		0	799	2.78%		318
10	PV	Shared Cost Sidewalk Program Option - Send Postcard	1	4.06	4,082	4,082	0	2,388	0		0	4,082	14.19%		2,388
11	PV	Shared Cost Sidewalk Program (Paid)	365	8.48	1,081	1,081	0	0	0		0	1,081	3.76%		0
12	PB	Sidewalk Survey	30	30.27	10,535	10,535	0	3,342	0		0	10,535	36.62%		3,342
13	PV	Viaducts (Railroad)	30	2.15	38	38	0	0	0		0	38	0.13%		0
14	PV	Viaduct/Survey	30	2.09	168	168	0	0	0		0	168	0.58%		0
15	PV	Viaduct Vertical Clearance	30	7.42	2	2	0	0	0		0	2	0.01%		0
16	PB	WPA St/New St Reconst (Unimproved)	30	82.08	48	48	0	40	0		0	48	0.17%		40
Total or Average:					28,835	28,835	0	6,266	68	100.00%	68	28,767	100.00%		6,247
									% of Total CSRs:		0.24%	% of Total CSRs:		99.76%	

Active and Completed CSRs by Division and Created Year MASTER / Engineering | Data Current as of 8/12/13 | Page 8/9 | 48.27 Minutes

STATUS Filter: Completed,Open,Pending

CHICAGO DEPARTMENT OF TRANSPORTATION
CSR: DIVISION TYPE CODES BY CREATED YEAR
Division of Engineering CDOT

Division of Engineering CDOT
2008

Active and Completed CSRs by Division and Created Year MASTER / Engineering | Data Current as of 8/12/13 | Page 9/9 | 48.27 Minutes

STATUS Filter: Completed,Open,Pending

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of In-House Construction CDOT

Division of In-House Construction CDOT

2013

		Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED				
					Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs	
1	PV	Abandoned Bike/Rack Removal	14		65	65	0	63	65	0.61%	63	0	0.00%		0	
2	PB	Alley Flooding - Standing Water	90		428	416	12	231	428	4.04%	231	0	0.00%	0	0	
3	PB	Alley Grading-Unimproved	180	44.91	108	106	2	9	89	0.84%	9	19	0.03%	0	0	
4	PV	Alley Key Cut	180	60.66	40	39	1	0	12	0.11%	0	28	0.05%	0	0	
5	PB	Alley Pot Hole	10	30.46	4,355	4,140	215	3,089	1,839	17.36%	1,627	2,516	4.51%	111	1,462	
6	PV	Asphalt Top Off Restoration	180	17.93	154	150	4	17	128	1.21%	17	26	0.05%	4	0	
7	PB	Bike Lane Post/Ped Xing Sign Repair	5	1.93	98	93	5	74	74	0.7%	73	24	0.04%	0	1	
8	PV	Bridge Lift	1	1	7,574	7,171	403	30	28	0.26%	28	7,546	13.53%	401	2	
9	PV	Bridge Sidewalk Repair	90	21.63	85	82	3	17	47	0.44%	17	38	0.07%	0	0	
10	PV	Bridge Trades Repair/Maintenance	1	2.42	87	87	0	12	10	0.09%	10	77	0.14%		2	
11	PV	CDOT Capital Project / Construction - IHC	365	18.7	1,339	1,306	33	0	1,207	11.39%		132	0.24%	0	0	
12	PB	CDOT Construction Complaints	14	8.83	1,582	1,529	53	314	81	0.76%	27	1,501	2.69%	61	287	
13	PB	Pavement Buckle or Speed Hump Repair	45	5.06	562	554	8	163	235	2.22%	158	327	0.59%	0	5	
14	PB	Pot Hole in Street	7	10.32	42,244	41,629	615	16,193	3,603	34.01%	3,140	38,641	69.30%	613	13,043	
15	PV	Sidewalk Board UP	7	22.54	12	12	0	11	4	0.04%	4	8	0.01%		7	
Total or Average:					66,354	64,413	1,941	20,636	10,595	100.00%	5,749	55,759	100.00%	1,543	14,977	
									% of Total CSRs:	15.97%			% of Total CSRs:	84.03%		

Active and Completed CSRs by Division and Created Year MASTER / In-House Construction | Data Current as of 8/12/13 | Page 1/12 | 48.27 Minutes

STATUS Filter: Completed;Open;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of In-House Construction CDOT

Division of In-House Construction CDOT
 2013

		Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED			
					Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs
16	PV	Sidewalk Program/Planer or Patch	60	88.97	163	159	4	125	84	0.79%	74	79	0.14%	21	51
17	PV	Sidewalk Repair Program	180	79.79	2,274	2,013	261	61	1,791	16.9%	54	483	0.87%	55	7
18	PV	Sidewalk Vaulted - Future Program	365	14.29	49	49	0	0	48	0.45%		1	0.00%		0
19	PV	Sidewalk Vaulted Private User	365		48	48	0	0	48	0.45%		0	0.00%		0
20	PV	Sidewalk Vaulted Program	365	48.8	106	98	8	0	89	0.84%		17	0.03%	0	0
21	PB	Street Paint Marking Maintenance	180	2.06	4,731	4,432	299	50	486	4.59%	50	4,245	7.61%	267	0
22	PV	Tree Grate Maintenance	30		15	14	1	9	15	0.14%	9	0	0.00%	0	0
23	PB	Viaduct Lights Out	30	23.36	235	221	14	168	184	1.74%	158	51	0.09%	10	10
Total or Average:					66,354	64,413	1,941	20,636	10,595	100.00%	5,749	55,759	100.00%	1,543	14,877
									% of Total CSRs:	15.97%		% of Total CSRs:	84.03%		

Active and Completed CSRs by Division and Created Year MASTER / In-House Construction | Data Current as of 8/12/13 | Page 2/12 | 48.27 Minutes

STATUS Filter: Completed;Open;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of In-House Construction CDOT

Division of In-House Construction CDOT
 2012

		Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED			
					Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs
1	PB	Alley Flooding - Standing Water	90	154.44	270	270	0	257	212	7.14%	212	58	0.06%		45
2	PB	Alley Grading-Unimproved	180	234.74	141	141	0	117	67	2.26%	67	74	0.08%		50
3	PV	Alley Key Cut	180	180.11	66	66	0	33	5	0.17%	5	61	0.07%		28
4	PB	Alley Pot Hole	10	16.63	5,224	5,224	0	2,014	0		0	5,224	5.79%		2,014
5	PV	Asphalt Top Off Restoration	180	34.17	136	136	0	101	98	3.3%	98	38	0.04%		3
6	PV	ATO Future Project	90	11.1	2	2	0	0	0		0	2	0.00%		0
7	PV	Bridge Carpenters Unit	180	3.37	43	43	0	0	0		0	43	0.05%		0
8	PV	Bridge Lift	1	15.02	20,973	20,973	0	8,083	0		0	20,973	23.25%		8,083
9	PV	Bridge Machinist Unit	7	1	3	3	0	0	0		0	3	0.00%		0
10	PV	Bridge Sidewalk Repair	90	19.51	58	58	0	30	30	1.01%	30	28	0.03%		0
11	PV	Bridge Structural Ironworker Unit	30	65.84	1	1	0	1	0		0	1	0.00%		1
12	PV	Bridges - Vaulted Sidewalk	7	1.26	296	296	0	1	0		0	296	0.33%		1
13	PV	Bridge Trades Repair/Maintenance	1	10.94	263	263	0	122	4	0.13%	4	259	0.29%		118
14	PV	CDOT Capital Project / Construction - IHC	365	153.11	1,841	1,841	0	826	938	31.58%	773	903	1.00%	3	53
15	PB	CDOT Construction Complaints	14	13.49	2,692	2,692	0	771	0		0	2,692	2.98%		771
16	PB	Pavement Buckle or Speed Hump Repair	45	50.43	1,209	1,209	0	400	69	2.32%	69	1,140	1.26%		331
Total or Average:					93,184	93,184	0	25,469	2,970	100.00%	2,766	90,214	100.00%	34	22,704
									% of Total CSRs:	3.19%		% of Total CSRs:	96.81%		

Active and Completed CSRs by Division and Created Year MASTER / In-House Construction | Data Current as of 8/12/13 | Page 3/12 | 48.27 Minutes

STATUS Filter: Completed;Open;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of In-House Construction CDOT

Division of In-House Construction CDOT
 2012

	Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED					
				Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs		
17	PV	Pavement Crack Sealing	1	1	7	7	0	2	2	0.07%	2	5	0.01%		0	
18	PB	Pot Hole in Street	7	7.55	38,685	38,685	0	10,252	0		0	38,685	42.88%		10,252	
19	PV	Sidewalk Board UP	7	28.68	40	40	0	19	0		0	40	0.04%		19	
20	PV	Sidewalk Program/Planer or Patch	60	87.31	267	267	0	103	16	0.54%	16	251	0.28%	3	87	
21	PV	Sidewalk Repair Program	180	111.28	1,512	1,512	0	441	221	7.44%	221	1,291	1.43%	5	220	
22	PV	Sidewalk Vaulted - Future Program	365	255.53	39	39	0	11	3	0.1%	3	36	0.04%		8	
23	PV	Sidewalk Vaulted Private User	365	45.29	25	25	0	3	8	0.27%	3	17	0.02%		0	
24	PV	Sidewalk Vaulted Program	365	145.48	236	236	0	49	75	2.53%	41	161	0.18%	2	8	
25	PB	Street Paint Marking Maintenance	180	11.42	18,887	18,887	0	1,602	1,108	37.31%	1,108	17,779	19.71%	11	494	
26	PV	Tree Grate Maintenance	30		38	38	0	38	38	1.28%	38	0	0.00%		0	
27	PB	Viaduct Lights Out	30	82.89	230	230	0	193	76	2.56%	76	154	0.17%	10	118	
Total or Average:					93,184	93,184	0	25,469	2,970	100.00%	2,766	90,214	100.00%	34	22,704	
									% of Total CSRs:	3.19%					% of Total CSRs:	96.81%

Active and Completed CSRs by Division and Created Year MASTER / In-House Construction | Data Current as of 8/12/13 | Page 4/12 | 48.27 Minutes

STATUS Filter: Completed;Open;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of In-House Construction CDOT

Division of In-House Construction CDOT
 2011

	Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED			
				Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs
1	PV Abandoned Bike/Rack Removal	14		2	2	0	2	2	0.12%	2	0	0.00%		0
2	PB Alley Flooding - Standing Water	90	75.62	578	578	0	548	534	32.58%	534	44	0.04%		14
3	PB Alley Grading-Unimproved	180	477.28	203	203	0	191	42	2.56%	42	161	0.15%		149
4	PV Alley Key Cut	180	178.9	109	109	0	51	1	0.06%	1	108	0.10%		50
5	PV Alley Pot Hole	10	110.69	6,916	6,916	0	5,861	0		0	6,916	6.46%		5,861
6	PV Asphalt Top Off Restoration	180	104.2	62	62	0	37	31	1.89%	31	31	0.03%		6
7	PV Bridge Carpenters Unit	180	2.33	134	134	0	0	0		0	134	0.13%		0
8	PV Bridge Cement Finishers Unit	30	1	2	2	0	0	0		0	2	0.00%		0
9	PV Bridge Construction Laborers Unit	180	189.82	1	1	0	1	0		0	1	0.00%		1
10	PV Bridge Electrical Unit	7	1	4	4	0	0	0		0	4	0.00%		0
11	PV Bridge Life Preserver / Box	7	302.17	1	1	0	1	0		0	1	0.00%		1
12	PV Bridge Lift	1	23.29	19,787	19,787	0	9,362	0		0	19,787	18.49%		9,362
13	PV Bridge Machinist Unit	7	26.12	206	206	0	139	0		0	206	0.19%		139
14	PV Bridge Ornamental Ironworker Unit	30	1	1	1	0	0	0		0	1	0.00%		0
15	PV Bridge Sidewalk Repair	90		1	1	0	1	1	0.06%	1	0	0.00%		0
16	PV Bridge Structural Ironworker Unit	30	1	5	5	0	0	0		0	5	0.00%		0
17	PV Bridges - Vaulted Sidewalk	7	4.76	412	412	0	50	0		0	412	0.38%		50
Total or Average:				108,668	108,668	0	50,486	1,639	100.00%	1,639	107,029	100.00%	5	48,848
								% of Total CSRs:	1.51%		% of Total CSRs:	98.49%		

Active and Completed CSRs by Division and Created Year MASTER / In-House Construction | Data Current as of 8/12/13 | Page 5/12 | 48.27 Minutes

STATUS Filter: Completed;Open;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of In-House Construction CDOT

Division of In-House Construction CDOT
 2011

		Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED				
					Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs	
18	PV	CDOT Capital Project / Construction - IHC	365	244.33	1,660	1,660	0	985	706	43.08%	706	954	0.89%	1	279	
19	PB	CDOT Construction Complaints	14	7.17	2,326	2,326	0	308	0		0	2,326	2.17%		308	
20	PB	Pavement Buckle or Speed Hump Repair	45	114.2	661	661	0	390	15	0.92%	15	646	0.60%		375	
21	PB	Pot Hole in Street	7	15.06	62,740	62,740	0	30,934	0		0	62,740	58.62%		30,934	
22	PV	Sidewalk Board UP	7	36.29	52	52	0	33	0		0	52	0.05%		33	
23	PV	Sidewalk Program/Planer or Patch	60	191.68	231	231	0	166	0		0	231	0.22%		166	
24	PV	Sidewalk Repair Program	180	192.24	1,178	1,178	0	539	3	0.18%	3	1,175	1.10%		536	
25	PV	Sidewalk Vaulted - Future Program	365	428.16	66	66	0	47	5	0.31%	5	61	0.06%		42	
26	PV	Sidewalk Vaulted Private User	365	279.86	14	14	0	10	8	0.49%	8	6	0.01%		2	
27	PV	Sidewalk Vaulted Program	365	252.25	237	237	0	86	40	2.44%	40	197	0.18%		46	
28	PB	Street Paint Marking Maintenance	180	12.5	10,812	10,812	0	541	239	14.58%	239	10,573	9.88%	4	302	
29	PV	Tree Grate Maintenance	30	126.01	17	17	0	14	3	0.18%	3	14	0.01%		11	
30	PB	Viaduct Lights Out	30	100.13	250	250	0	189	9	0.55%	9	241	0.23%		181	
Total or Average:					108,668	108,668	0	50,486	1,639	100.00%	1,639	107,029	100.00%	5	48,848	
									% of Total CSRs:		1.51%	% of Total CSRs:		98.49%		

Active and Completed CSRs by Division and Created Year MASTER / In-House Construction | Data Current as of 8/12/13 | Page 6/12 | 48.27 Minutes

STATUS Filter: Completed;Open;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of In-House Construction CDOT

Division of In-House Construction CDOT
 2010

	Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED				
				Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs	
1	PV Abandoned Bike/Rack Removal	14	283.71	4	4	0	4	0		0	4	0.00%		4	
2	PB Alley Flooding - Standing Water	90	174.51	498	498	0	493	484	43.64%	484	14	0.01%		9	
3	PB Alley Grading-Unimproved	180	444.3	252	252	0	148	30	2.71%	30	222	0.23%		118	
4	PV Alley Key Cut	180	314.02	185	185	0	104	1	0.09%	1	184	0.19%		103	
5	PV Alley Pot Hole	10	176.12	6,979	6,979	0	5,796	0		0	6,979	7.07%		5,796	
6	PV Asphalt Top Off Restoration	180	67.65	11	11	0	9	8	0.72%	8	3	0.00%		1	
7	PV ATO Future Project	90	111.38	3	3	0	2	0		0	3	0.00%		2	
8	PV Bridge Bricklayers Unit	180	1	1	1	0	0	0		0	1	0.00%		0	
9	PV Bridge Carpenters Unit	180	1.07	152	152	0	0	0		0	152	0.15%		0	
10	PV Bridge Cement Finishers Unit	30	1	1	1	0	0	0		0	1	0.00%		0	
11	PV Bridge Electrical Unit	7	1	1	1	0	0	0		0	1	0.00%		0	
12	PV Bridge Life Preserver / Box	7	169.72	14	14	0	12	0		0	14	0.01%		12	
13	PV Bridge Lift	1	1.13	16,762	16,762	0	398	0		0	16,762	16.99%		398	
14	PV Bridge Machinist Unit	7	7.11	28	28	0	1	0		0	28	0.03%		1	
15	PV Bridge Ornamental Ironworker Unit	30	1	1	1	0	0	0		0	1	0.00%		0	
16	PV Bridge Sidewalk Repair	90	239.79	4	4	0	3	0		0	4	0.00%		3	
17	PV Bridge Structural Ironworker Unit	30	175.55	9	9	0	4	0		0	9	0.01%		4	
Total or Average:				99,767	99,767	0	24,268	1,109	100.00%	1,109	98,658	100.00%	2	23,159	
								% of Total CSRs:	1.11%			% of Total CSRs:	98.89%		

Active and Completed CSRs by Division and Created Year MASTER / In-House Construction | Data Current as of 8/12/13 | Page 7/12 | 48.27 Minutes

STATUS Filter: Completed;Open;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of In-House Construction CDOT

Division of In-House Construction CDOT
 2010

		Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED			
					Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs
18	PV	Bridges - Vaulted Sidewalk	7	1.37	429	429	0	2	0		0	429	0.43%		2
19	PV	CDOT Capital Project / Construction - IHC	365	364	2,302	2,302	0	1,295	503	45.36%	503	1,799	1.82%		792
20	PB	CDOT Construction Complaints	14	13.82	2,537	2,537	0	548	0		0	2,537	2.57%		548
21	PB	Pavement Buckle or Speed Hump Repair	45	135.39	428	428	0	324	0		0	428	0.43%		324
22	PB	Pot Hole in Street	7	8.88	49,402	49,402	0	13,469	0		0	49,402	50.07%		13,469
23	PV	Sidewalk Board UP	7	36.67	59	59	0	46	0		0	59	0.06%		46
24	PV	Sidewalk Program/Planer or Patch	60	59.73	325	325	0	73	0		0	325	0.33%		73
25	PV	Sidewalk Repair Program	180	313.22	1,548	1,548	0	1,005	1	0.09%	1	1,547	1.57%		1,004
26	PV	Sidewalk Vaulted - Future Program	365	268.44	79	79	0	49	1	0.09%	1	78	0.08%		48
27	PV	Sidewalk Vaulted Private User	365	279.99	12	12	0	6	3	0.27%	3	9	0.01%		3
28	PV	Sidewalk Vaulted Program	365	394.05	242	242	0	133	38	3.43%	38	204	0.21%		95
29	PB	Street Paint Marking Maintenance	180	6.31	17,215	17,215	0	155	36	3.25%	36	17,179	17.41%	2	119
30	PV	Tree Grate Maintenance	30	361.95	19	19	0	19	3	0.27%	3	16	0.02%		16
31	PB	Viaduct Lights Out	30	93.59	265	265	0	170	1	0.09%	1	264	0.27%		169
Total or Average:					99,767	99,767	0	24,268	1,109	100.00%	1,109	98,658	100.00%	2	23,159
									% of Total CSRs:	1.11%		% of Total CSRs:	98.89%		

Active and Completed CSRs by Division and Created Year MASTER / In-House Construction | Data Current as of 8/12/13 | Page 8/12 | 48.27 Minutes

STATUS Filter: Completed;Open;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of In-House Construction CDOT

Division of In-House Construction CDOT
 2009

		Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED			
					Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs
1	PV	Abandoned Bike/Rack Removal	14	302.65	4	4	0	2	0		0	4	0.00%		2
2	PB	Alley Flooding - Standing Water	90	480.41	1,033	1,033	0	946	0		0	1,033	0.87%		946
3	PB	Alley Grading-Unimproved	180	586.79	242	242	0	182	13	3.76%	13	229	0.19%		169
4	PV	Alley Key Cut	180	269.01	147	147	0	86	0		0	147	0.12%		86
5	PB	Alley Pot Hole	10	40.46	5,805	5,805	0	3,640	0		0	5,805	4.90%		3,640
6	PV	Asphalt Top Off Restoration	180	57.13	124	124	0	92	91	26.3%	91	33	0.03%		1
7	PV	ATO Future Project	90	352.25	4	4	0	2	0		0	4	0.00%		2
8	PV	Bridge Bricklayers Unit	180	1	6	6	0	0	0		0	6	0.01%		0
9	PV	Bridge Carpenters Unit	180	6.68	131	131	0	0	0		0	131	0.11%		0
10	PV	Bridge Cement Finishers Unit	30	1	9	9	0	0	0		0	9	0.01%		0
11	PV	Bridge Construction Laborers Unit	180	1	59	59	0	0	0		0	59	0.05%		0
12	PV	Bridge Electrical Unit	7	5.38	22	22	0	3	0		0	22	0.02%		3
13	PV	Bridge Life Preserver / Box	7	5.58	12	12	0	1	0		0	12	0.01%		1
14	PV	Bridge Lift	1	24.81	19,928	19,928	0	7,938	0		0	19,928	16.81%		7,938
15	PV	Bridge Machinist Unit	7	1.71	24	24	0	2	0		0	24	0.02%		2
16	PV	Bridge Ornamental Ironworker Unit	30	1	2	2	0	0	0		0	2	0.00%		0
17	PV	Bridge Sheet Metal Unit	30	1	3	3	0	0	0		0	3	0.00%		0
Total or Average:					118,877	118,877	0	56,780	346	100.00%	346	118,531	100.00%		56,434
									% of Total CSRs:		0.29%	% of Total CSRs:		99.71%	

Active and Completed CSRs by Division and Created Year MASTER / In-House Construction | Data Current as of 8/12/13 | Page 9/12 | 48.27 Minutes

STATUS Filter: Completed;Open;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of In-House Construction CDOT

Division of In-House Construction CDOT
 2009

		Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED			
					Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs
18	PV	Bridge Structural Ironworker Unit	30	8.55	77	77	0	4	0		0	77	0.06%		4
19	PV	Bridges - Vaulted Sidewalk	7	1.56	336	336	0	26	0		0	336	0.28%		26
20	PV	CDOT Capital Project / Construction - IHC	365	473.45	687	687	0	399	187	54.05%	187	500	0.42%		212
21	PB	CDOT Construction Complaints	14	13.03	2,747	2,747	0	627	0		0	2,747	2.32%		627
22	PB	Pavement Buckle or Speed Hump Repair	45	91.27	541	541	0	294	0		0	541	0.46%		294
23	PB	Pot Hole in Street	7	16.62	73,710	73,710	0	39,686	0		0	73,710	62.19%		39,686
24	PV	Sidewalk Board UP	7	55.58	94	94	0	74	0		0	94	0.08%		74
25	PV	Sidewalk Program/Planer or Patch	60	84.02	753	753	0	447	0		0	753	0.64%		447
26	PV	Sidewalk Repair Program	180	273.74	3,433	3,433	0	1,720	4	1.16%	4	3,429	2.89%		1,716
27	PV	Sidewalk Vaulted - Future Program	365	228.55	66	66	0	3	0		0	66	0.06%		3
28	PV	Sidewalk Vaulted Private User	365	542.35	20	20	0	16	4	1.16%	4	16	0.01%		12
29	PV	Sidewalk Vaulted Program	365	468.6	246	246	0	128	36	10.4%	36	210	0.18%		92
30	PB	Street Paint Marking Maintenance	180	21.91	8,158	8,158	0	390	11	3.18%	11	8,147	6.87%		379
31	PV	Tree Grate Maintenance	30	591.06	18	18	0	18	0		0	18	0.02%		18
32	PB	Viaduct Lights Out	30	23.3	436	436	0	54	0		0	436	0.37%		54
Total or Average:					118,877	118,877	0	56,780	346	100.00%	346	118,531	100.00%		56,434
									% of Total CSRs:	0.29%		% of Total CSRs:	99.71%		

Active and Completed CSRs by Division and Created Year MASTER / In-House Construction | Data Current as of 8/12/13 | Page 10/12 | 48.27 Minutes

STATUS Filter: Completed;Open;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of In-House Construction CDOT

Division of In-House Construction CDOT
 2008

		Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED			
					Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs
1	PB	Alley Flooding - Standing Water	90	406.03	690	690	0	590	0		0	690	0.51%		590
2	PB	Alley Grading-Unimproved	180	67.86	327	327	0	25	0		0	327	0.24%		25
3	PV	Alley Key Cut	180	69.52	482	482	0	58	0		0	482	0.36%		58
4	PB	Alley Pot Hole	10	25.24	5,983	5,983	0	2,745	0		0	5,983	4.41%		2,745
5	PV	Asphalt Top Off Restoration	180	24.27	835	835	0	23	0		0	835	0.62%		23
6	PV	ATO Future Project	90	370.29	9	9	0	8	0		0	9	0.01%		8
7	PV	Bridge Bricklayers Unit	180	113.28	4	4	0	1	0		0	4	0.00%		1
8	PV	Bridge Carpenters Unit	180	159.33	222	222	0	89	0		0	222	0.16%		89
9	PV	Bridge Cement Finishers Unit	30	22.25	34	34	0	12	0		0	34	0.03%		12
10	PV	Bridge Construction Laborers Unit	180	25.31	66	66	0	1	0		0	66	0.05%		1
11	PV	Bridge Electrical Unit	7	1.7	400	400	0	1	0		0	400	0.29%		1
12	PV	Bridge Life Preserver / Box	7	48.88	2	2	0	1	0		0	2	0.00%		1
13	PV	Bridge Lift	1	1.87	24,601	24,601	0	1,035	0		0	24,601	18.14%		1,035
14	PV	Bridge Machinist Unit	7	91.26	195	195	0	79	0		0	195	0.14%		79
15	PV	Bridge Ornamental Ironworker Unit	30	1	71	71	0	0	0		0	71	0.05%		0
16	PV	Bridge Sheet Metal Unit	30	10.62	39	39	0	0	0		0	39	0.03%		0
17	PV	Bridge Sidewalk Repair	90	16.09	13	13	0	1	0		0	13	0.01%		1
Total or Average:					135,704	135,704	0	39,348	88	100.00%	88	135,616	100.00%	0	39,260
									% of Total CSRs:		0.06%	% of Total CSRs:		99.94%	

Active and Completed CSRs by Division and Created Year MASTER / In-House Construction | Data Current as of 8/12/13 | Page 11/12 | 48.27 Minutes

STATUS Filter: Completed;Open;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of In-House Construction CDOT

Division of In-House Construction CDOT
 2008

		Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED			
					Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs
18	PV	Bridge Structural Ironworker Unit	30	90.86	491	491	0	188	0		0	491	0.36%		188
19	PV	Bridges - Vaulted Sidewalk	7	15.38	600	600	0	141	0		0	600	0.44%		141
20	PV	CDOT Capital Project / Construction - IHC	365	686.89	207	207	0	207	55	62.5%	55	152	0.11%		152
21	PB	CDOT Construction Complaints	14	12.92	2,569	2,569	0	463	0		0	2,569	1.89%		463
22	PB	Pavement Buckle or Speed Hump Repair	45	81.68	709	709	0	400	0		0	709	0.52%		400
23	PB	Pot Hole in Street	7	12.65	69,411	69,411	0	30,923	0		0	69,411	51.18%		30,923
24	PV	Sidewalk Program/Planer or Patch	60	309.97	5	5	0	5	0		0	5	0.00%		5
25	PV	Sidewalk Repair Program	180	157.83	5,200	5,200	0	1,200	2	2.27%	2	5,198	3.83%		1,198
26	PV	Sidewalk Vaulted - Future Program	365	447.42	83	83	0	68	0		0	83	0.06%		68
27	PV	Sidewalk Vaulted Private User	365	773.79	45	45	0	36	7	7.95%	7	30	0.03%		29
28	PV	Sidewalk Vaulted Program	365	521.35	287	287	0	140	14	15.91%	14	273	0.20%	0	126
29	PB	Street Paint Marking Maintenance	180	20.19	21,739	21,739	0	821	10	11.36%	10	21,729	16.02%		811
30	PB	Viaduct Lights Out	30	21.46	385	385	0	87	0		0	385	0.28%		87
Total or Average:					135,704	135,704	0	39,348	88	100.00%	88	135,616	100.00%	0	39,260
									% of Total CSRs:		0.06%	% of Total CSRs:		99.94%	

Active and Completed CSRs by Division and Created Year MASTER / In-House Construction | Data Current as of 8/12/13 | Page 12/12 | 48.27 Minutes

STATUS Filter: Completed;Open;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 DIM, Public Way Management - CDOT

DIM, Public Way Management - CDOT

2013

		Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED			
					Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs
1	PV	Driveway Survey	60	5.14	214	202	12	1	19	1.63%	4	195	1.84%	7	1
2	PB	Guardrail/Roadside Protection Maintenance	60	24.18	50	47	3	3	3	0.26%	1	47	0.44%	2	3
3	PB	Inspect Public Way Survey	10	2.67	3,436	3,318	118	126	71	6.1%	17	3,365	31.78%	108	111
4	PB	Pavement Cave-In Survey	3	1.62	4,639	4,502	137	281	60	5.16%	23	4,579	43.24%	94	258
5	PV	Public Way Restoration	180	71.91	1,392	1,287	105	33	955	82.12%	121	437	4.13%	47	32
6	PV	Snow - Uncleared Sidewalk	7	1.95	728	728	0	12	1	0.09%	1	727	6.87%		11
7	PB	Street Cut Complaints	7	2.64	1,157	1,047	110	99	53	4.56%	8	1,104	10.43%	79	92
8	PB	Street Furniture (All Types)	7	5.21	20	20	0	3	0		0	20	0.19%		3
9	PV	Street Vibration	30	2.23	116	113	3	2	1	0.09%	1	115	1.09%	4	1
Total or Average:					11,752	11,264	488	560	1,163	100.00%	176	10,589	100.00%	341	512
									% of Total CSRs:	9.90%		% of Total CSRs:	90.10%		

Active and Completed CSRs by Division and Created Year MASTER / DIM Public Way | Data Current as of 8/12/13 | Page 1/3 | 48.27 Minutes

STATUS Filter: Completed;New;Open;Pending;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 DIM, Public Way Management - CDOT

DIM, Public Way Management - CDOT
 2012

	Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED				
				Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs	
1	PV Ad Bench Complaints	10	15.84	7	7	0	3	0		0	7	0.04%		3	
2	PV Bus Shelter	30	37.52	3	3	0	1	0		0	3	0.02%		1	
3	PV Canopy / Scaffolding Complaints	7	1.15	2	2	0	0	0		0	2	0.01%		0	
4	PV Driveway Survey	60	4.3	585	585	0	2	0		0	585	3.55%		2	
5	PB Guardrail/Roadside Protection Maintenance	60	10.87	174	174	0	0	0		0	174	1.06%		0	
6	PB Inspect Public Way Survey	10	3.59	3,965	3,965	0	229	0		0	3,965	24.05%		229	
7	PB News Rack/News Box	45	11.22	7	7	0	0	0		0	7	0.04%		0	
8	PV Newstand Public Way	30	1	1	1	0	0	0		0	1	0.01%		0	
9	PB Pavement Cave-In Survey	3	1.77	6,131	6,131	0	473	0		0	6,131	37.19%		473	
10	PV Public Way Obstruction Non-Vehicular	7	1.82	1,575	1,575	0	23	0		0	1,575	9.55%		23	
11	PV Public Way Restoration	180	115.74	790	790	0	239	184	100%	184	606	3.68%	16	238	
12	PV Restoration Agreement - Curb and Gutter	365	6.99	1	1	0	0	0			1	0.01%		0	
13	PV Restoration Agreement - Pavement	365	4.31	1,056	1,056	0	0	0		0	1,056	6.41%		0	
14	PV Snow - Uncleared Sidewalk	7	3.17	622	622	0	15	0		0	622	3.77%		15	
15	PB Street Cut Complaints	7	4.16	1,406	1,406	0	175	0		0	1,406	8.53%		175	
16	PB Street Furniture (All Types)	7	10.62	41	41	0	8	0		0	41	0.25%		8	
17	PV Street Vibration	30	3.19	302	302	0	2	0		0	302	1.83%		2	
Total or Average:				16,668	16,668	0	1,170	184	100.00%	184	16,484	100.00%	16	1,169	
								% of Total CSRs:	1.10%			% of Total CSRs:	98.90%		

Active and Completed CSRs by Division and Created Year MASTER / DIM Public Way | Data Current as of 8/12/13 | Page 2/3 | 48.27 Minutes

STATUS Filter: Completed;New;Open;Pending;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
CSR: DIVISION TYPE CODES BY CREATED YEAR
DIM, Public Way Management - CDOT

DIM, Public Way Management - CDOT

Active and Completed CSRs by Division and Created Year MASTER / DIM Public Way | Data Current as of 8/12/13 | Page 3/3 | 48.27 Minutes

STATUS Filter: Completed;New;Open;Pending;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 DIM, Sign Management - CDOT

DIM, Sign Management - CDOT

2013

		Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED			
					Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs
1	PV	Pavement Marking / Contractor	120	12.91	24	24	0	4	20	1.02%	4	4	0.02%		0
2	PV	Sign - Disabled Sign	120	9.3	1,046	1,032	14	21	29	1.48%	19	1,017	4.47%	16	2
3	PB	Sign Repair - All Other Signs	20	20.14	17,978	17,425	553	6,308	1,052	53.73%	615	16,926	74.37%	583	5,691
4	PB	Sign Repair - Base / Bolt Removal	7	5.51	110	105	5	18	8	0.41%	7	102	0.45%	5	11
5	PB	Sign Repair - Do Not Enter Sign	3	1.49	197	191	6	9	0		0	197	0.87%	6	9
6	PB	Sign Repair - One Way Sign	3	1.26	933	909	24	26	1	0.05%	0	932	4.10%	25	26
7	PB	Sign Repair - Stop Sign	1	1.32	2,627	2,541	86	55	4	0.2%	1	2,623	11.53%	84	54
8	PV	Traffic & Safety Signs (Private Benefit)	60	33.03	360	332	28	73	69	3.52%	28	291	1.28%	11	45
9	PV	Traffic & Safety Signs (Public Benefit)	60	25.06	791	757	34	148	193	9.86%	97	598	2.63%	5	51
10	PV	TSS Ordinance (Private Benefit)	365	55.82	240	234	6	0	206	10.52%		34	0.15%	0	0
11	PV	TSS Ordinance (Public Benefit)	365	50.04	410	406	4	0	376	19.2%		34	0.15%	2	0
Total or Average:					24,716	23,956	760	6,662	1,958	100.00%	771	22,758	100.00%	737	5,889
									% of Total CSRs:	7.92%		% of Total CSRs:	92.08%		

Active and Completed CSRs by Division and Created Year MASTER / DIM Signs | Data Current as of 8/12/13 | Page 1/4 | 48.27 Minutes

STATUS Filter: Completed;Open

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 DIM, Sign Management - CDOT

DIM, Sign Management - CDOT
 2012

		Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED			
					Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs
1	PV	Pavement Marking / Contractor	120	156.93	478	478	0	288	136	15.83%	136	342	0.74%		152
2	PV	Sign - Disabled Sign	120	9.73	4,083	4,083	0	52	35	4.07%	35	4,048	8.71%		17
3	PB	Sign Repair - All Other Signs	20	23.52	32,894	32,894	0	13,431	37	4.31%	37	32,857	70.73%	2	13,394
4	PB	Sign Repair - Base / Bolt Removal	7	3.68	185	185	0	15	3	0.35%	3	182	0.39%		12
5	PB	Sign Repair - Do Not Enter Sign	3	1.23	363	363	0	4	0		0	363	0.78%		4
6	PB	Sign Repair - One Way Sign	3	1.28	1,313	1,313	0	9	0		0	1,313	2.83%		9
7	PB	Sign Repair - Stop Sign	1	1.02	4,208	4,208	0	66	0		0	4,208	9.06%		66
8	PV	Sign Task Force (SMO)	7	1.6	98	98	0	1	0		0	98	0.21%		1
9	PV	Traffic & Safety Signs (Private Benefit)	60	39.67	531	531	0	69	3	0.35%	3	528	1.14%		66
10	PV	Traffic & Safety Signs (Public Benefit)	60	33.84	1,990	1,990	0	418	20	2.33%	20	1,970	4.24%		398
11	PV	TSS Ordinance (Private Benefit)	365	197.41	562	562	0	170	253	29.45%	136	309	0.67%	2	34
12	PV	TSS Ordinance (Public Benefit)	365	110.39	607	607	0	202	372	43.31%	199	235	0.51%	0	3
Total or Average:					47,312	47,312	0	14,725	859	100.00%	569	46,453	100.00%	4	14,156
									% of Total CSRs:		1.82%	% of Total CSRs:		98.18%	

Active and Completed CSRs by Division and Created Year MASTER / DIM Signs | Data Current as of 8/12/13 | Page 2/4 | 48.27 Minutes

STATUS Filter: Completed;Open

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 DIM, Sign Management - CDOT

DIM, Sign Management - CDOT
 2011

		Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED			
					Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs
1	PV	Pavement Marking / Contractor	120	396.9	45	45	0	41	10	10.53%	10	35	0.07%		31
2	PV	Sign - Disabled Sign	120	11.34	5,220	5,220	0	4	0		0	5,220	10.95%		4
3	PB	Sign Repair - All Other Signs	20	11.75	28,921	28,921	0	3,608	0		0	28,921	60.68%		3,608
4	PB	Sign Repair - Base / Bolt Removal	7	4.38	152	152	0	25	0		0	152	0.32%		25
5	PB	Sign Repair - Do Not Enter Sign	3	1.04	351	351	0	0	0		0	351	0.74%		0
6	PB	Sign Repair - One Way Sign	3	1.08	888	888	0	2	0		0	888	1.86%		2
7	PB	Sign Repair - Stop Sign	1	1.03	4,135	4,135	0	44	0		0	4,135	8.68%		44
8	PV	Sign Task Force (SMO)	7	1.03	3,340	3,340	0	6	0		0	3,340	7.01%		6
9	PV	Traffic & Safety Signs (Private Benefit)	60	26.28	606	606	0	25	0		0	606	1.27%		25
10	PV	Traffic & Safety Signs (Public Benefit)	60	20.62	2,973	2,973	0	92	0		0	2,973	6.24%		92
11	PV	TSS Ordinance (Private Benefit)	365	221.29	443	443	0	36	25	26.32%	25	418	0.88%		11
12	PV	TSS Ordinance (Public Benefit)	365	204.97	685	685	0	84	60	63.16%	60	625	1.31%		24
Total or Average:					47,759	47,759	0	3,967	95	100.00%	95	47,664	100.00%		3,872
									% of Total CSRs:		0.20%	% of Total CSRs:		99.80%	

Active and Completed CSRs by Division and Created Year MASTER / DIM Signs | Data Current as of 8/12/13 | Page 3/4 | 48.27 Minutes

STATUS Filter: Completed;Open

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 DIM, Sign Management - CDOT

DIM, Sign Management - CDOT
 2010

		Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED				
					Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs	
1	PV	Pavement Marking / Contractor	120	331.48	39	39	0	25	0		0	39	0.07%		25	
2	PV	Sign - Disabled Sign	120	11.7	4,328	4,328	0	0	0		0	4,328	8.27%		0	
3	PB	Sign Repair - All Other Signs	20	10.78	31,869	31,869	0	3,701	0		0	31,869	60.90%		3,701	
4	PB	Sign Repair - Base / Bolt Removal	7	3.58	214	214	0	22	0		0	214	0.41%		22	
5	PB	Sign Repair - Do Not Enter Sign	3	1.1	386	386	0	1	0		0	386	0.74%		1	
6	PB	Sign Repair - One Way Sign	3	1.01	936	936	0	1	0		0	936	1.79%		1	
7	PB	Sign Repair - Stop Sign	1	1.01	3,837	3,837	0	26	0		0	3,837	7.33%		26	
8	PV	Sign Task Force (SMO)	7	1.18	6,989	6,989	0	6	0		0	6,989	13.36%		6	
9	PV	Traffic & Safety Signs (Private Benefit)	60	19.94	665	665	0	3	0		0	665	1.27%		3	
10	PV	Traffic & Safety Signs (Public Benefit)	60	11.7	2,098	2,098	0	28	0		0	2,098	4.01%		28	
11	PV	TSS Ordinance (Private Benefit)	365	192.6	441	441	0	8	0		0	441	0.84%		8	
12	PV	TSS Ordinance (Public Benefit)	365	148.22	525	525	0	17	0		0	525	1.00%		17	
Total or Average:					52,327	52,327	0	3,838	0		0	52,327	100.00%		3,838	
									% of Total CSRs:		0.00%	% of Total CSRs:		100.00%		

Active and Completed CSRs by Division and Created Year MASTER / DIM Signs | Data Current as of 8/12/13 | Page 4/4 | 48.27 Minutes

STATUS Filter: Completed;Open

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of Project Development CDOT

Division of Project Development CDOT

2013

	Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED				
				Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs	
1	PB Bicycle Program	30	43.08	229	216	13	110	36	4.38%	6	193	28.76%	0	104	
2	PV CDOT Capital Project/ Construction - DPD	365	54.35	738	728	10	0	720	87.59%		18	2.68%	0	0	
3	PB Traffic Calming	60	53.19	73	70	3	24	26	3.16%	6	47	7.00%	0	18	
4	PB Traffic Light Study	60	2.08	10	10	0	0	0		0	10	1.49%		0	
5	PB Traffic Signal Timing	90	16.98	429	415	14	20	40	4.87%	1	389	57.97%	8	19	
6	PB Traffic Study	90	5.48	14	14	0	0	0		0	14	2.09%		0	
Total or Average:				1,493	1,453	40	154	822	100.00%	13	671	100.00%	8	141	
							% of Total CSRs:	55.06%				% of Total CSRs:	44.94%		

Active and Completed CSRs by Division and Created Year MASTER / Project Development | Data Current as of 8/12/13 | Page 1/4 | 48.27 Minutes

STATUS Filter: Completed;Open;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of Project Development CDOT

Division of Project Development CDOT
 2012

	Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED			
				Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs
1	PB Alley Speed Hump	60	70.83	120	120	0	52	0		0	120	4.36%		52
2	PB Bicycle Program	30	18.09	477	477	0	44	0		0	477	17.33%		44
3	PV Bike Lanes	365	39.92	1	1	0	0	0			1	0.04%		0
4	PV CDOT Capital Project/ Construction - DPD	365	154.47	1,190	1,190	0	241	371	100%	241	819	29.75%		0
5	PV Street Scape Project	90	112.62	12	12	0	6	0		0	12	0.44%		6
6	PB Traffic Calming	60	108.99	71	71	0	38	0		0	71	2.58%		38
7	PB Traffic Light Study	60	27.78	134	134	0	28	0		0	134	4.87%		28
8	PB Traffic Signal Timing	90	21.29	814	814	0	60	0		0	814	29.57%		60
9	PB Traffic Study	90	28.41	305	305	0	2	0		0	305	11.08%		2
Total or Average:				3,124	3,124	0	471	371	100.00%	241	2,753	100.00%		230
								% of Total CSRs: 11.88%		% of Total CSRs: 88.12%				

Active and Completed CSRs by Division and Created Year MASTER / Project Development | Data Current as of 8/12/13 | Page 2/4 | 48.27 Minutes

STATUS Filter: Completed;Open;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of Project Development CDOT

Division of Project Development CDOT
 2011

	Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED				
				Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs	
1	PB Alley Speed Hump	60	71.31	161	161	0	69	0		0	161	7.19%		69	
2	PB Bicycle Program	30	19.65	594	594	0	127	0		0	594	26.54%		127	
3	PV Bike Lanes	365	2.1	2	2	0	0	0		0	2	0.09%		0	
4	PV CDOT Capital Project/ Construction - DPD	365	359.33	857	857	0	790	621	99.36%	621	236	10.55%		169	
5	PV CDOT DPD - Construction Complaints	7	23.75	22	22	0	17	0		0	22	0.98%		17	
6	PV DPD-TSA	90	1.01	22	22	0	0	0		0	22	0.98%		0	
7	PV Street Scope Project	90	209.14	34	34	0	17	4	0.64%	4	30	1.34%		17	
8	PB Traffic Calming	60	74.64	43	43	0	21	0		0	43	1.92%		21	
9	PB Traffic Light Study	60	24.53	110	110	0	12	0		0	110	4.92%		12	
10	PB Traffic Signal Timing	90	12.36	800	800	0	22	0		0	800	35.75%		22	
11	PB Traffic Study	90	8.37	218	218	0	3	0		0	218	9.74%		3	
Total or Average:				2,863	2,863	0	1,078	625	100.00%	625	2,238	100.00%		457	
								% of Total CSRs:	21.83%			% of Total CSRs:	78.17%		

Active and Completed CSRs by Division and Created Year MASTER / Project Development | Data Current as of 8/12/13 | Page 3/4 | 48.27 Minutes

STATUS Filter: Completed,Open,Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Division of Project Development CDOT

Division of Project Development CDOT
 2010

	Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED				
				Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs	
1	PB Alley Speed Hump	60	79.74	211	211	0	107	0		0	211	4.45%		107	
2	PB Bicycle Program	30	6.18	1,720	1,720	0	53	0		0	1,720	36.26%		53	
3	PV CDOT Capital Project/ Construction - DPD	365	109.23	835	835	0	160	150	100%	150	685	14.44%		10	
4	PV CDOT DPD - Construction Complaints	7	183.82	134	134	0	133	0		0	134	2.82%		133	
5	PV DPD-TSA	90	8.62	508	508	0	20	0		0	508	10.71%		20	
6	PV Street Scape Project	90	262.13	21	21	0	20	0		0	21	0.44%		20	
7	PB Traffic Calming	60	101.44	68	68	0	37	0		0	68	1.43%		37	
8	PB Traffic Light Study	60	46.28	165	165	0	44	0		0	165	3.48%		44	
9	PB Traffic Signal Timing	90	29.64	968	968	0	125	0		0	968	20.40%		125	
10	PB Traffic Study	90	9.41	264	264	0	4	0		0	264	5.58%		4	
Total or Average:				4,894	4,894	0	703	150	100.00%	150	4,744	100.00%		553	
								% of Total CSRs:	3.06%			% of Total CSRs:	96.94%		

Active and Completed CSRs by Division and Created Year MASTER / Project Development | Data Current as of 8/12/13 | Page 4/4 | 48.27 Minutes

STATUS Filter: Completed;Open;Work In Progress

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Transportation - Commissioner's Office

Transportation - Commissioner's Office

2013

	Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED				
				Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs	
1	PV	CDOT Employee Allegation	15	39.03	11	11	0	8	3	75%	3	8	2.73%		5
2	PB	Red Light Camera	30	3.95	286	282	4	0	1	25%	0	285	97.27%	11	0
Total or Average:					297	293	4	8	4	100.00%	3	293	100.00%	11	5
					% of Total CSRs:			1.35%	% of Total CSRs:			98.65%			

Active and Completed CSRs by Division and Created Year MASTER / Commissioner | Data Current as of 8/12/13 | Page 1/2 | 48.27 Minutes

STATUS Filter: Completed;Open

CHICAGO DEPARTMENT OF TRANSPORTATION
 CSR: DIVISION TYPE CODES BY CREATED YEAR
 Transportation - Commissioner's Office

Transportation - Commissioner's Office
 2012

	Type	Allowable Duration	Average Response Time	TOTAL				ACTIVE			COMPLETED						
				Total Service Requests	Total One Week Ago on 8/5/13	Increase Since 8/5/13	Total Active and Completed Overdue	Total Active CSRs	% Active CSRs	Active Overdue CSRs	Total Completed CSRs	% Completed CSRs	Completed CSRs Since 8/5/13	No of Completed Overdue CSRs			
1	PV	CDOT Employee Allegation	15	98.48	22	22	0	17	0		0	22	1.40%		17		
2	PB	Curb Survey	21	22.85	1,127	1,127	0	430	0		0	1,127	71.46%		430		
3	PB	Red Light Camera	30	6.67	428	428	0	8	0		0	428	27.14%		8		
Total or Average:					1,577	1,577	0	455	0		0	1,577	100.00%		455		
									% of Total CSRs:	0.00%						% of Total CSRs:	100.00%

Active and Completed CSRs by Division and Created Year MASTER / Commissioner | Data Current as of 8/12/13 | Page 2/2 | 48.27 Minutes

STATUS Filter: Completed;Open

CITY OF CHICAGO OFFICE OF INSPECTOR GENERAL

Public Inquiries	Rachel Leven, (773) 478-0534 rleven@chicagoinspectorgeneral.org
To Suggest Ways to Improve City Government	Visit our website: https://chicagoinspectorgeneral.org/get-involved/help-improve-city-government/
To Report Fraud, Waste, and Abuse in City Programs	Call the OIG's toll-free hotline 866-IG-TIPLINE (866-448-4754). Talk to an investigator from 8:30 a.m. to 5:00 p.m. Monday-Friday. Or visit our website: http://chicagoinspectorgeneral.org/get-involved/fight-waste-fraud-and-abuse/

MISSION

The City of Chicago Office of Inspector General (OIG) is an independent, nonpartisan oversight agency whose mission is to promote economy, efficiency, and integrity in the administration of programs and operations of City government. The OIG achieves this mission through:

- Administrative and criminal investigations
- Audits of City programs and operations
- Reviews of City programs, operations, and policies

From these activities, the OIG issues reports of findings, disciplinary, and other recommendations to assure that City officials, employees, and vendors are held accountable for the provision of efficient, cost-effective government operations and further to prevent, detect, identify, expose and eliminate waste, inefficiency, misconduct, fraud, corruption, and abuse of public authority and resources.

AUTHORITY

The authority to produce reports and recommendations on ways to improve City operations is established in the City of Chicago Municipal Code § 2-56-030(c), which confers upon the Inspector General the following power and duty:

To promote economy, efficiency, effectiveness and integrity in the administration of the programs and operations of the city government by reviewing programs, identifying any inefficiencies, waste and potential for misconduct therein, and recommending to the mayor and the city council policies and methods for the elimination of inefficiencies and waste, and the prevention of misconduct.