



COGNOS Reports on 3-1-1 Services

Quality of Life Committee Meeting
August 22, 2005

Jill A. Jordan, P.E., Asst. City Manager
Bill Finch, Interim Director - CIS



What is Cognos?

- Cognos software allows City staff to create and distribute reports on data from the many different information systems serving the City of Dallas' service departments.

Goal

- Improve Our Performance Management Objectives for Delivery of City Services
 - The purpose of Cognos is to support centralized visibility of City-wide service organizations and activities to aid:
 - Increasing service team productivity
 - Proactively monitoring the service performance trends – SLA's
 - Measuring customer satisfaction results
 - Increasing operational efficiency

Roadmap to GPM

- Data is just data, transforming data into meaningful information
 - Accurate & Timely Data
 - Access to Service Information at our finger tips
- Benchmarking performance information
 - Know what was performed, and scheduled to be done
- Proactive (Manage by Fact)
 - Eliminate Guess Work

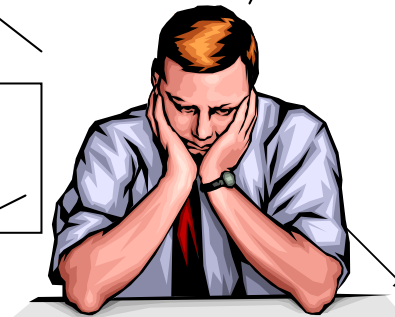
Sample Dimensions of 311 Data...

Percent of SR's completed on time for citizen

Top 10 requested City services

Sorted by Council district, police beat, service area, etc.

Number of SR's Open



Number of SR's created

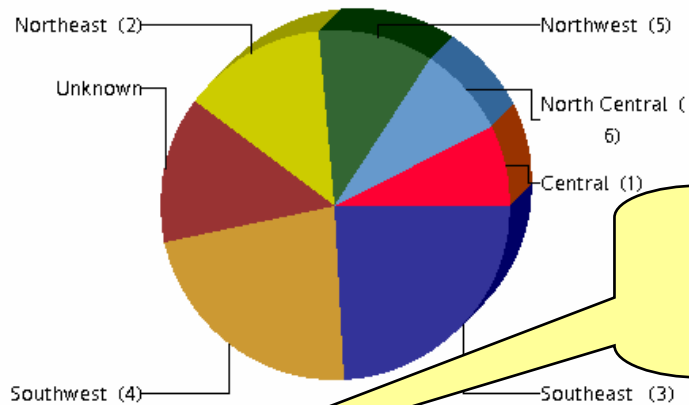
Average days to close SR

Sample 311 Performance Reports

Service Count by Service Area



City of Dallas Service Count by Service Area
From Oct 1 2004 to Aug 19 2005



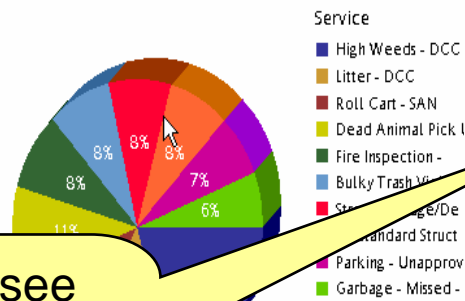
Click to see more detail for Central Service Area

Service Area	Service Request Count	Percent of Total
Central (1)	20,798	7.4%
North Central (6)	23,554	8.3%
Northeast (2)	37,459	13.3%
Northwest (5)	30,295	10.7%
Southeast (3)	68,140	24.2%
Southwest (4)	63,533	22.5%
Unknown	38,351	13.6%
Total	282,130	

Sample Reports

Top 10 Services

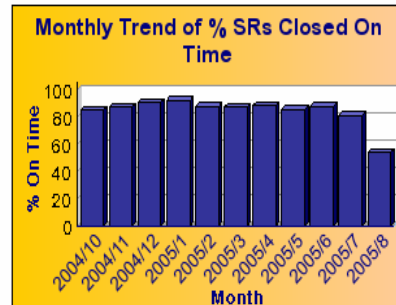
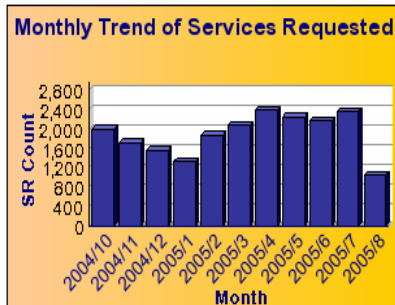
SR Type	Service Request Count
High Weeds - DCC	1,674
Litter - DCC	1,017
Roll Cart - SAN	877
Dead Animal Pick Up - SAN	871
Fire Inspection - DFD	689
Bulky Trash Violations - DCC	
Street Spillage/Debris in Right of Way-Hazardous-STIS	
Substandard Structure - DCC	
Parking - Unapproved Surface - Eve/Weekends - DCC	
Garbage - Missed - SAN	



Click to see more detail for #1 Requested Service

Summary - All Services Requested

Service Request Count	Total Closed	Total Open	Total Closed On Time	% Closed On Time
20,798	19,468	1,330	17,781	85.5%



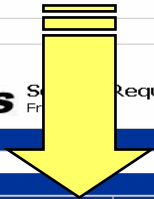
Performance on SRs Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	High Weeds - DCC	1,674	119	114	95.8%	38	16.4	1,555	92.9%	1,420	91.3%
2	Litter - DCC	1,017	53	49	92.5%	38	17.9	964	94.8%	864	89.6%
3	Roll Cart - SAN	877	69	20	29.0%	12	14.3	808	92.1%	482	59.7%
4	Dead Animal Pick Up - SAN	871	0	0		1	0.1	871	100.0%	865	99.3%
5	Fire Inspection - DFD	689	66	62	93.9%	90	19.7	623	90.4%	604	97.0%
6	Bulky Trash Violations - DCC	678	2	1	50.0%	14	3.0	676	99.7%	638	94.4%
7	Street Spillage/Debris in Right of Way-Hazardous-STIS	656	0	0		1	0.3	656	100.0%	651	99.2%
8	Substandard Structure - DCC	637	405	405	100.0%	365	54.6	232	36.4%	232	100.0%
9	Parking - Unapproved Surface - Eve/Weekends - DCC	538	0	0		14	0.2	538	100.0%	536	99.6%
10	Garbage - Missed - SAN	507	4	3	75.0%	12	1.1	503	99.2%	503	100.0%
11	Obstruction Alley/Sidewalk/Street - DCC	501	60	58	96.7%	60	21.4	441	88.0%	423	95.9%
12	Pothole - Hazardous-STIS	496	0	0		1	0.0	496	100.0%	493	99.4%
13	Animal - Confined - DCC	439	0	0		3	0.6	439	100.0%	435	99.1%
14	24 Hour Parking/Parking Violations - DPD	375	18	11	61.1%	10	5.3	357	95.2%	319	89.4%
15	Animal - Loose - DCC	318	54	37	68.5%	45	38.9	264	83.0%	198	75.0%
16	Animal - Loose Aggressive - DCC	301	0	0		3	0.0	301	100.0%	300	99.7%
17	Traffic Sign - Maintenance (Other) - PWT	280	1	1	100.0%	60	13.8	279	99.6%	278	99.6%
18	Illegal Garbage/Placement - DCC	279	7	7	100.0%	60	15.4	272	97.5%	267	98.2%
19	Junk Motor Vehicle - DCC	270	30	29	96.7%	126	38.5	240	88.9%	226	94.2%
20	Street Repair - Routine-STIS	260	18	17	94.4%	120	16.9	242	93.1%	238	98.3%

Sample Reports (cont'd)

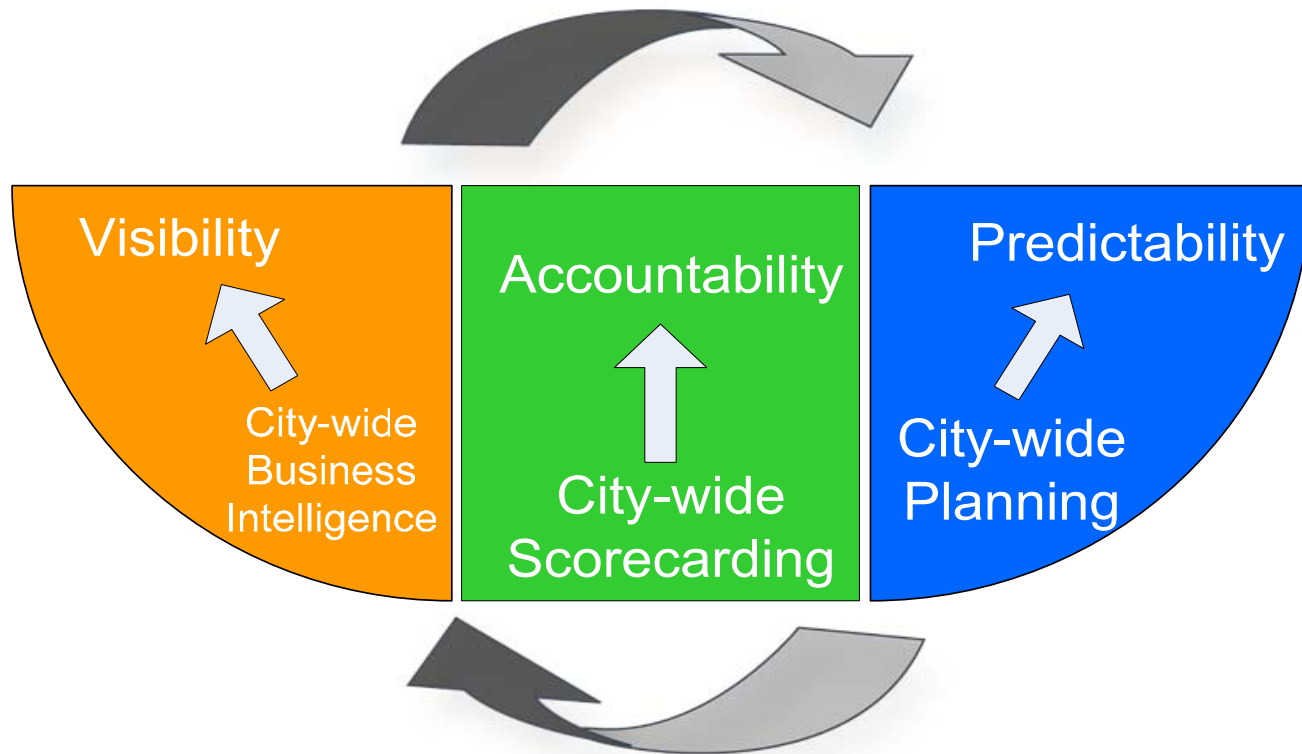
Service Request Number	Details	Status Code	Status Date	Created Date
05-00249690		O-OPEN	Aug 9, 2005	Aug 9, 2005
05-00249828		O-OPEN	Aug 9, 2005	Aug 9, 2005
05-00249859		O-OPEN	Aug 9, 2005	Aug 9, 2005
05-00249983		O-OPEN	Aug 9, 2005	Aug 9, 2005
05-00250658	Citizen states	O-OPEN	Aug 10, 2005	Aug 10, 2005
05-00250825		C-CLOSED	Aug 12, 2005	Aug 10, 2005
05-00250831	g address. (gaj made the corrections@11:41am)	C-CLOSED	Aug 12, 2005	Aug 10, 2005
05-00250835		O-OPEN	Aug 10, 2005	Aug 10, 2005
05-00251323	ALL THE WIN	O-OPEN	Aug 10, 2005	Aug 10, 2005
05-00251401		C-CLOSED	Aug 11, 2005	Aug 10, 2005
05-00251411		C-CLOSED	Aug 10, 2005	Aug 10, 2005
05-00251418		C-CLOSED	Aug 10, 2005	Aug 10, 2005
05-00251465		C-CLOSED	Aug 10, 2005	Aug 10, 2005

Click to see actual Citizen Service Request



Address	Service Request History					
3704 BRYAN	DCC151 - High Weeds - DCC					
	Service Request					
	05-00250831					
	Event Date	Event	Status	Details		
	August 10, 2005	CREATED	O-OPEN	SR # 05-00250831 has been created.		
	August 10, 2005	COMMCHG	O-OPEN	Comments - FROM: TO: 08/10/05: ci called back to give correct address, he gave wrong address. (gaj made the corrections)		
	August 10, 2005	COMMCHG	O-OPEN	Comments - FROM: 08/10/05: ci called back to give correct address, he gave wrong address. (gaj made the corrections) TO: 08/10/05: ci called back to give correct address, he gave wrong address. (gaj made the corrections@11:41am)		
	August 12, 2005	STATSCHG	C-CLOSED	Status - FROM: Open TO: Closed Status Date - FROM: AUG 10, 2005 11:39 AM TO: AUG 12, 2005 11:14 AM		
	August 12, 2005	CLOSED	C-CLOSED	Service Request Closed - FROM: Open TO: Closed, Status Date - FROM: AUG 10, 2005 11:39 AM TO: AUG 12, 2005 11:14 AM		
	Activity	Name	Due Date	Completed Date	Outcome	Details
	CLOSECAS	SHELIA TAYLOR		Aug 12, 2005	DCCSRRED	None
	DCCINSP4	SHELIA TAYLOR	Aug 20, 2005	Aug 11, 2005	DCCVIOLC	81105 vacant lot will refer to owen wood neighborhood to cut/st//no activity to refer//have emailed chanev for assistance/st
	DCCNAC12	SHELIA TAYLOR				None
	DCCNAC2	SHELIA TAYLOR				None
	DCCNAC5	SHELIA TAYLOR		Aug 12, 2005	DCCPERSD	81105 called mr trout and left message/st
	DCCNAC8	SHELIA TAYLOR	Aug 25, 2005	Aug 12, 2005	DCCNMC	None
	REFERREQ	SHELIA TAYLOR		Aug 12, 2005	DCCNMCRE	81205 referral to owen neighborhood group/st

Summary





Q&A

We want your input on the information
you need from 311