Service Request (SR) Performance YTD by City Council District - August 2016
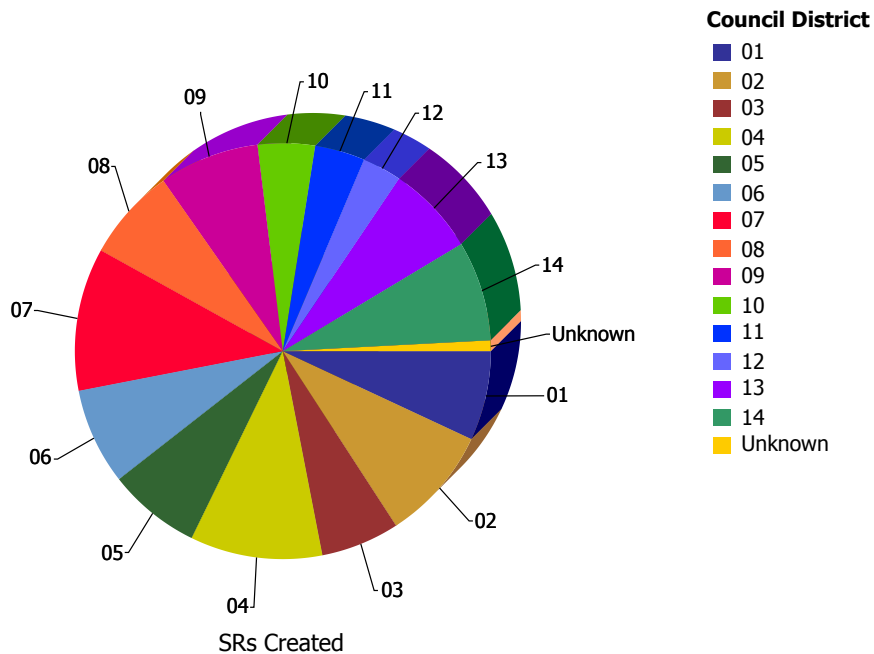
Council District Report
For YTD Through August 2016

Council District

- 01
- 02
- 03
- 04
- 05
- 06
- 07
- 08
- 09
- 10
- 11
- 12
- 13
- 14
- Unknown

SRs Created

Council District	SRs Created	% of CityWide Total	% Closed On Time
01	26,216	6.9%	93.7%
02	34,127	9.0%	93.5%
03	22,391	5.9%	91.3%
04	39,241	10.4%	82.8%
05	27,025	7.1%	91.1%
06	28,774	7.6%	89.5%
07	42,290	11.2%	86.6%
08	27,610	7.3%	87.9%
09	29,264	7.7%	93.1%
10	16,690	4.4%	93.0%
11	14,510	3.8%	95.5%
12	12,065	3.2%	94.6%
13	25,879	6.8%	93.0%
14	29,952	7.9%	94.7%
Unknown	2,792	0.7%	88.1%
Total	**378,826**	**100.0%**	**90.7%**

Service Request (SR) Performance YTD by City Council District - August 2016

Service Level Performance Report by Council District
For YTD Through August 2016

Citywide

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
High Weeds - CCS	33,948	2,249	1,426	63.4%	30	17.9	31,699	93.4%	25,742	81.2%	27,168	80.0%
Litter - CCS	23,597	1,289	851	66.0%	30	19.1	22,308	94.5%	17,634	79.0%	18,485	78.3%
Garbage Roll Cart - Residential - SAN	19,948	0	0	0.0%	7	2.3	19,948	100.0%	19,701	98.8%	19,701	98.8%
Garbage - Missed - SAN	16,132	4	0	0.0%	3	1.0	16,128	100.0%	15,758	97.7%	15,758	97.7%
Obstruction Alley/Sidewalk/Street - CCS	14,478	1,810	1,380	76.2%	45	19.7	12,668	87.5%	11,667	92.1%	13,047	90.1%
Dead Animal Pick Up - SAN	14,226	2	0	0.0%	1	0.4	14,224	100.0%	13,769	96.8%	13,769	96.8%
Signs - Public Right of Way - CCS	14,069	25	0	0.0%	5	0.7	14,044	99.8%	13,603	96.9%	13,603	96.7%
Recycling - Roll Cart - SAN	13,521	0	0	0.0%	7	2.3	13,521	100.0%	13,291	98.3%	13,291	98.3%
Bulky Trash Violations - CCS	11,735	131	60	45.8%	10	5.6	11,604	98.9%	10,113	87.2%	10,173	86.7%
24 Hour Parking Violation - DPD	10,629	7	0	0.0%	7	4.2	10,622	99.9%	9,231	86.9%	9,231	86.8%
Animal - Loose - CCS	10,543	2,732	739	27.0%	25	45.9	7,811	74.1%	3,125	40.0%	3,864	36.6%
Brush Busters - SAN	8,636	8	0	0.0%	5	1.9	8,628	99.9%	8,279	96.0%	8,279	95.9%
Street Repair - Routine-STS	7,356	715	710	99.3%	90	22.9	6,641	90.3%	6,380	96.1%	7,090	96.4%
Miscellaneous Service Request - CTY	6,085	1	1	100.0%	10	0.7	6,084	100.0%	6,083	100.0%	6,084	100.0%
Illegal Dumping - CCS	5,994	176	49	27.8%	10	8.1	5,818	97.1%	4,546	78.1%	4,595	76.7%
Substandard Structure - CCS	5,893	1,200	974	81.2%	120	39.7	4,693	79.6%	4,361	92.9%	5,335	90.5%
Junk Motor Vehicle - CCS	5,002	721	616	85.4%	90	38.7	4,281	85.6%	3,816	89.1%	4,432	88.6%
Graffiti Abatement Request - CCS	4,811	0	0	0.0%	30	3.6	4,811	100.0%	4,776	99.3%	4,776	99.3%
Recyclable Collection Missed (Residential) - SAN	4,734	1	0	0.0%	3	0.8	4,733	100.0%	4,629	97.8%	4,629	97.8%
Parking - Unapproved Surface - CCS	4,477	73	7	9.6%	7	4.0	4,404	98.4%	3,666	83.2%	3,673	82.0%

Run Date: Sep 10, 2016 10:07:35 PM
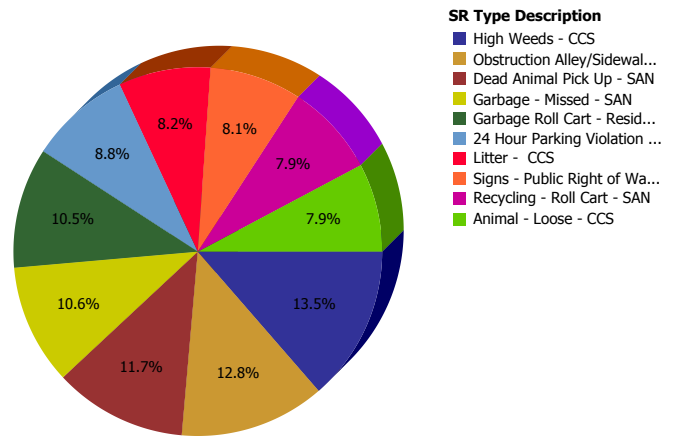NOTE: Values represent status as of the run date and time.

Service Request (SR) Performance YTD by City Council District - August 2016

Service Level Performance Report by Council District
For YTD Through August 2016

Council District 01

Top 10 Service Requests

SR Type	Service Request Count
High Weeds - CCS	1,584
Obstruction Alley/Sidewalk/Street - CCS	1,506
Dead Animal Pick Up - SAN	1,369
Garbage - Missed - SAN	1,245
Garbage Roll Cart - Residential - SAN	1,235
24 Hour Parking Violation - DPD	1,032
Litter - CCS	958
Signs - Public Right of Way - CCS	945
Recycling - Roll Cart - SAN	926
Animal - Loose - CCS	922

SR Type Description
- High Weeds - CCS
- Obstruction Alley/Sidewal...
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- Garbage Roll Cart - Resid...
- 24 Hour Parking Violation ...
- Litter - CCS
- Signs - Public Right of Wa...
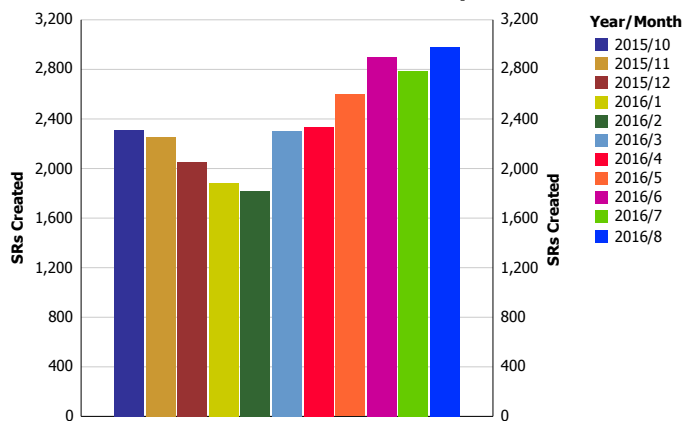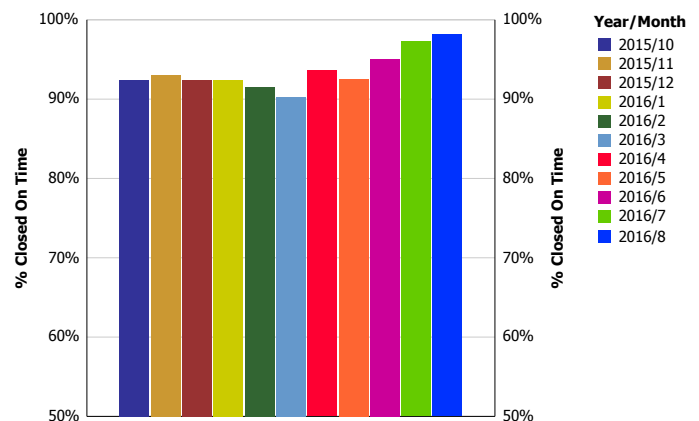- Recycling - Roll Cart - SAN
- Animal - Loose - CCS

Top 10 Requests

Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
26,215	25,302	23,707	93.7%	913	660	72.3%	93.0%

YTD Trend of Service Requests

Year/Month
- 2015/10
- 2015/11
- 2015/12
- 2016/1
- 2016/2
- 2016/3
- 2016/4
- 2016/5
- 2016/6
- 2016/7
- 2016/8

YTD Trend of % SRs Closed On Time

Year/Month
- 2015/10
- 2015/11
- 2015/12
- 2016/1
- 2016/2
- 2016/3
- 2016/4
- 2016/5
- 2016/6
- 2016/7
- 2016/8

Run Date: Sep 10, 2016 10:07:35 PM
NOTE: Values represent status as of the run date and time.

Service Request (SR) Performance YTD by City Council District - August 2016

Council District 01

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
High Weeds - CCS	1,584	65	58	89.2%	30	16.4	1,519	95.9%	1,334	87.8%	1,392	87.9%
Obstruction Alley/Sidewalk/ Street - CCS	1,506	143	138	96.5%	45	17.2	1,363	90.5%	1,322	97.0%	1,460	96.9%
Dead Animal Pick Up - SAN	1,369	0	0	0.0%	1	0.4	1,369	100.0%	1,325	96.8%	1,325	96.8%
Garbage - Missed - SAN	1,245	0	0	0.0%	3	0.9	1,245	100.0%	1,242	99.8%	1,242	99.8%
Garbage Roll Cart - Residential - SAN	1,235	0	0	0.0%	7	2.4	1,235	100.0%	1,223	99.0%	1,223	99.0%
24 Hour Parking Violation - DPD	1,032	1	0	0.0%	7	2.6	1,031	99.9%	1,029	99.8%	1,029	99.7%
Litter - CCS	958	47	39	83.0%	30	19.5	911	95.1%	745	81.8%	784	81.8%
Signs - Public Right of Way - CCS	945	3	0	0.0%	5	0.7	942	99.7%	914	97.0%	914	96.7%
Recycling - Roll Cart - SAN	926	0	0	0.0%	7	2.4	926	100.0%	907	97.9%	907	97.9%
Animal - Loose - CCS	922	217	67	30.9%	25	45.4	705	76.5%	273	38.7%	340	36.9%
Graffiti Abatement Request - CCS	773	0	0	0.0%	30	3.3	773	100.0%	773	100.0%	773	100.0%
Brush Busters - SAN	691	0	0	0.0%	5	1.2	691	100.0%	691	100.0%	691	100.0%
Bulky Trash Violations - CCS	672	6	5	83.3%	10	4.4	666	99.1%	600	90.1%	605	90.0%
Miscellaneous Service Request - CTY	566	1	1	100.0%	10	0.7	565	99.8%	565	100.0%	566	100.0%
Illegal Dumping - CCS	508	3	3	100.0%	10	3.2	505	99.4%	481	95.2%	484	95.3%
Substandard Structure - CCS	429	109	95	87.2%	120	38.4	320	74.6%	300	93.8%	395	92.1%
Street Repair - Routine-STS	412	26	26	100.0%	90	9.5	386	93.7%	386	100.0%	412	100.0%
Illegal Outside Storage - CCS	393	13	10	76.9%	30	19.1	380	96.7%	325	85.5%	335	85.2%
Junk Motor Vehicle - CCS	363	46	45	97.8%	90	30.3	317	87.3%	306	96.5%	351	96.7%
Garage Sale - CCS	336	2	0	0.0%	5	1.3	334	99.4%	313	93.7%	313	93.2%

Run Date: Sep 10, 2016 10:07:35 PM

NOTE: Values represent status as of the run date and time.
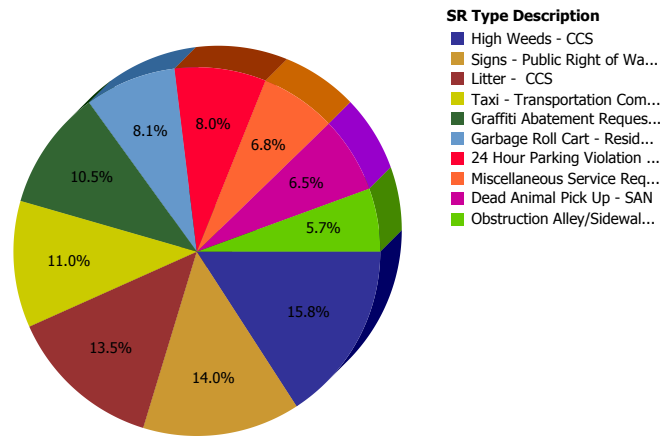
Service Request (SR) Performance YTD by City Council District - August 2016

Service Level Performance Report by Council District
For YTD Through August 2016

Council District 02

Top 10 Service Requests

SR Type	Service Request Count
High Weeds - CCS	2,130
Signs - Public Right of Way - CCS	1,892
Litter - CCS	1,821
Taxi - Transportation Complaint - CCS	1,488
Graffiti Abatement Request - CCS	1,418
Garbage Roll Cart - Residential - SAN	1,085
24 Hour Parking Violation - DPD	1,075
Miscellaneous Service Request - CTY	917
Dead Animal Pick Up - SAN	879
Obstruction Alley/Sidewalk/Street - CCS	766

SR Type Description
- High Weeds - CCS
- Signs - Public Right of Wa...
- Litter - CCS
- Taxi - Transportation Com...
- Graffiti Abatement Reques...
- Garbage Roll Cart - Resid...
- 24 Hour Parking Violation ...
- Miscellaneous Service Req...
- Dead Animal Pick Up - SAN
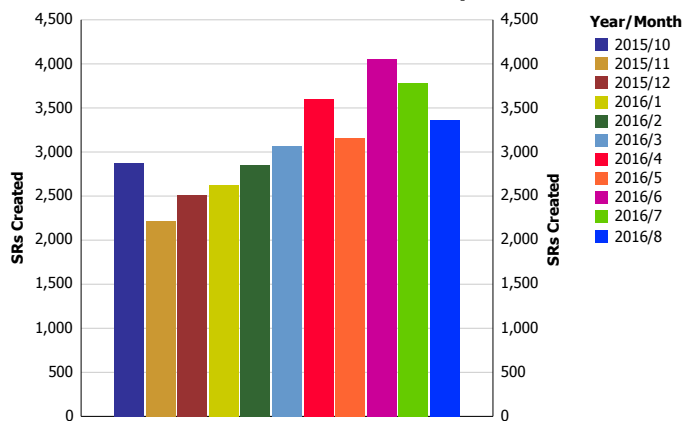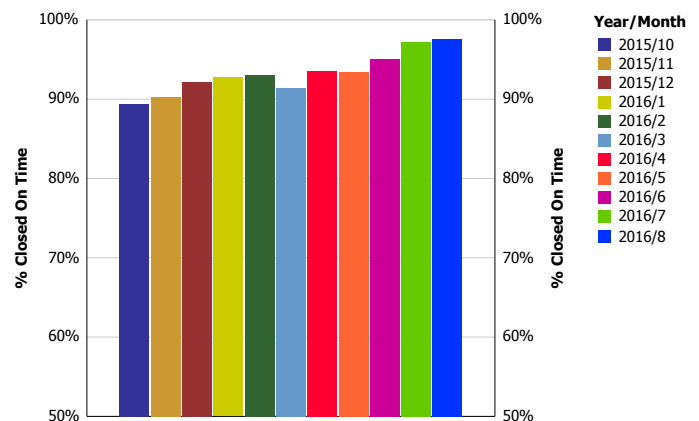- Obstruction Alley/Sidewal...

Top 10 Requests

Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
34,125	32,916	30,770	93.5%	1,209	592	49.0%	91.9%

YTD Trend of Service Requests

Year/Month
- 2015/10
- 2015/11
- 2015/12
- 2016/1
- 2016/2
- 2016/3
- 2016/4
- 2016/5
- 2016/6
- 2016/7
- 2016/8

YTD Trend of % SRs Closed On Time

Year/Month
- 2015/10
- 2015/11
- 2015/12
- 2016/1
- 2016/2
- 2016/3
- 2016/4
- 2016/5
- 2016/6
- 2016/7
- 2016/8

Run Date: Sep 10, 2016 10:07:35 PM
NOTE: Values represent status as of the run date and time.

Service Request (SR) Performance YTD by City Council District - August 2016

Council District 02

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
High Weeds - CCS	2,130	147	66	44.9%	30	16.4	1,983	93.1%	1,713	86.4%	1,779	83.5%
Signs - Public Right of Way - CCS	1,892	7	0	0.0%	5	0.6	1,885	99.6%	1,846	97.9%	1,846	97.6%
Litter - CCS	1,821	130	55	42.3%	30	18.6	1,691	92.9%	1,405	83.1%	1,460	80.2%
Taxi - Transportation Complaint - CCS	1,488	1	0	0.0%	14	0.0	1,487	99.9%	1,486	99.9%	1,486	99.9%
Graffiti Abatement Request - CCS	1,418	0	0	0.0%	30	2.8	1,418	100.0%	1,417	99.9%	1,417	99.9%
Garbage Roll Cart - Residential - SAN	1,085	0	0	0.0%	7	2.3	1,085	100.0%	1,073	98.9%	1,073	98.9%
24 Hour Parking Violation - DPD	1,075	0	0	0.0%	7	4.2	1,075	100.0%	998	92.8%	998	92.8%
Miscellaneous Service Request - CTY	917	0	0	0.0%	10	0.8	917	100.0%	917	100.0%	917	100.0%
Dead Animal Pick Up - SAN	879	0	0	0.0%	1	0.4	879	100.0%	864	98.3%	864	98.3%
Obstruction Alley/Sidewalk/Street - CCS	766	98	42	42.9%	45	18.3	668	87.2%	615	92.1%	657	85.8%
Bulky Trash Violations - CCS	745	2	0	0.0%	10	5.6	743	99.7%	672	90.4%	672	90.2%
Garbage - Missed - SAN	743	0	0	0.0%	3	0.7	743	100.0%	737	99.2%	737	99.2%
Traffic Signal - Flashing - STS	735	0	0	0.0%	4	0.9	735	100.0%	735	100.0%	735	100.0%
Recycling - Roll Cart - SAN	734	0	0	0.0%	7	2.3	734	100.0%	723	98.5%	723	98.5%
Limousine - Transportation Complaint - CCS	689	0	0	0.0%	14	0.0	689	100.0%	688	99.9%	688	99.9%
Street Repair - Routine-STS	689	60	60	100.0%	90	27.5	629	91.3%	607	96.5%	667	96.8%
Brush Busters - SAN	657	0	0	0.0%	5	2.0	657	100.0%	622	94.7%	622	94.7%
Animal - Loose - CCS	582	167	55	32.9%	25	39.6	415	71.3%	200	48.2%	255	43.8%
Substandard Structure - CCS	554	136	72	52.9%	120	42.3	418	75.5%	392	93.8%	464	83.8%
Parking - Report of Violation - DPD	478	0	0	0.0%	2	0.4	478	100.0%	469	98.1%	469	98.1%

Run Date: Sep 10, 2016 10:07:35 PM

NOTE: Values represent status as of the run date and time.

Service Level Performance Report by Council District
For YTD Through August 2016

Council District 03

Top 10 Service Requests

SR Type	Service Request Count
High Weeds - CCS	1,825
Garbage Roll Cart - Residential - SAN	1,622
Garbage - Missed - SAN	1,042
Litter - CCS	1,032
Bulky Trash Violations - CCS	1,028
Animal - Loose - CCS	1,002
Dead Animal Pick Up - SAN	983
Recycling - Roll Cart - SAN	946
Signs - Public Right of Way - CCS	874
24 Hour Parking Violation - DPD	858
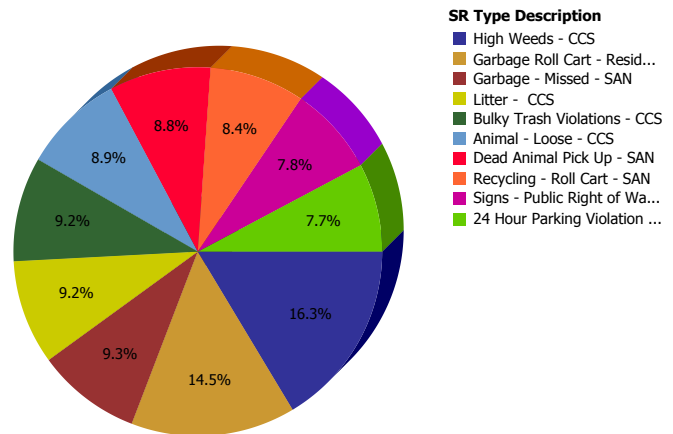
SR Type Description
- High Weeds - CCS
- Garbage Roll Cart - Resid...
- Garbage - Missed - SAN
- Litter - CCS
- Bulky Trash Violations - CCS
- Animal - Loose - CCS
- Dead Animal Pick Up - SAN
- Recycling - Roll Cart - SAN
- Signs - Public Right of Wa...
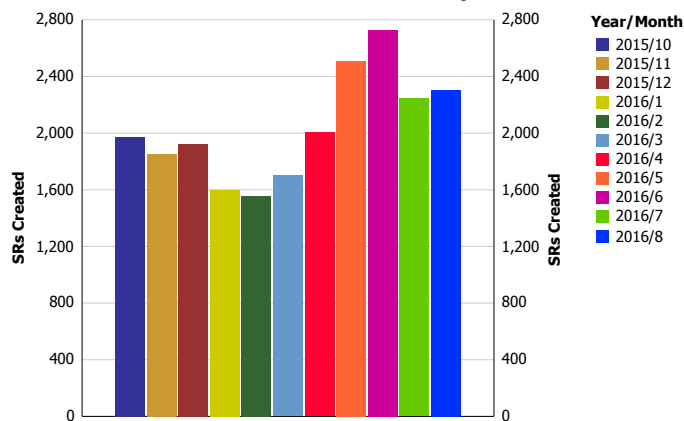- 24 Hour Parking Violation ...
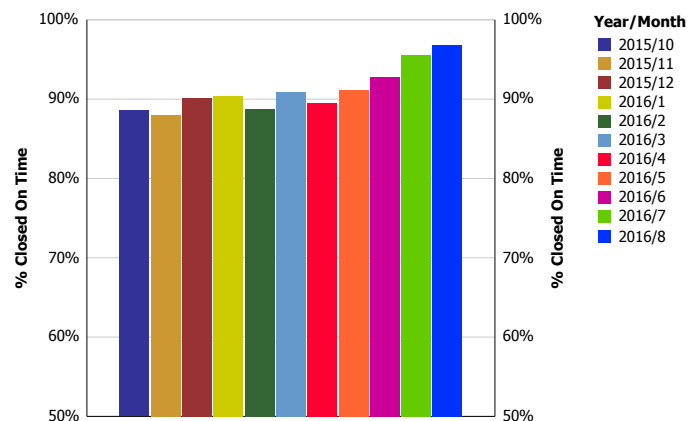
Top 10 Requests

Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
22,389	21,524	19,654	91.3%	865	471	54.5%	89.9%

YTD Trend of Service Requests

Year/Month
- 2015/10
- 2015/11
- 2015/12
- 2016/1
- 2016/2
- 2016/3
- 2016/4
- 2016/5
- 2016/6
- 2016/7
- 2016/8

YTD Trend of % SRs Closed On Time

Year/Month
- 2015/10
- 2015/11
- 2015/12
- 2016/1
- 2016/2
- 2016/3
- 2016/4
- 2016/5
- 2016/6
- 2016/7
- 2016/8

Service Request (SR) Performance YTD by City Council District - August 2016

Council District 03

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
High Weeds - CCS	1,825	120	77	64.2%	30	17.4	1,705	93.4%	1,462	85.7%	1,539	84.3%
Garbage Roll Cart - Residential - SAN	1,622	0	0	0.0%	7	2.4	1,622	100.0%	1,600	98.6%	1,600	98.6%
Garbage - Missed - SAN	1,042	0	0	0.0%	3	1.1	1,042	100.0%	1,017	97.6%	1,017	97.6%
Litter - CCS	1,032	74	41	55.4%	30	20.2	958	92.8%	757	79.0%	798	77.3%
Bulky Trash Violations - CCS	1,028	16	12	75.0%	10	6.5	1,012	98.4%	866	85.6%	878	85.4%
Animal - Loose - CCS	1,002	275	65	23.6%	25	54.9	727	72.6%	237	32.6%	302	30.1%
Dead Animal Pick Up - SAN	983	0	0	0.0%	1	0.4	983	100.0%	956	97.3%	956	97.3%
Recycling - Roll Cart - SAN	946	0	0	0.0%	7	2.4	946	100.0%	924	97.7%	924	97.7%
Signs - Public Right of Way - CCS	874	0	0	0.0%	5	0.5	874	100.0%	859	98.3%	859	98.3%
24 Hour Parking Violation - DPD	858	1	0	0.0%	7	3.5	857	99.9%	781	91.1%	781	91.0%
Obstruction Alley/Sidewalk/ Street - CCS	656	52	45	86.5%	45	19.7	604	92.1%	534	88.4%	579	88.3%
Brush Busters - SAN	644	0	0	0.0%	5	1.5	644	100.0%	644	100.0%	644	100.0%
Illegal Dumping - CCS	427	3	3	100.0%	10	5.9	424	99.3%	369	87.0%	372	87.1%
Junk Motor Vehicle - CCS	408	55	44	80.0%	90	34.5	353	86.5%	338	95.8%	382	93.6%
Street Repair - Routine-STS	333	19	19	100.0%	90	10.6	314	94.3%	313	99.7%	332	99.7%
Extra Police Patrol - DPD	299	3	3	100.0%	14	6.1	296	99.0%	296	100.0%	299	100.0%
Substandard Structure - CCS	293	68	57	83.8%	120	53.2	225	76.8%	206	91.6%	263	89.8%
Parking - Unapproved Surface - CCS	287	1	0	0.0%	7	3.3	286	99.7%	251	87.8%	251	87.5%
Animal - Confined Stray - CCS	273	11	0	0.0%	3	1.8	262	96.0%	232	88.5%	232	85.0%
Animal - Attack in Progress - CCS	260	1	0	0.0%	3	0.1	259	99.6%	252	97.3%	252	96.9%

Run Date: Sep 10, 2016 10:07:35 PM

NOTE: Values represent status as of the run date and time.

Service Level Performance Report by Council District
For YTD Through August 2016

Council District 04

Top 10 Service Requests

SR Type	Service Request Count
High Weeds - CCS	6,076
Litter - CCS	3,558
Dead Animal Pick Up - SAN	1,967
Garbage Roll Cart - Residential - SAN	1,893
Animal - Loose - CCS	1,696
Garbage - Missed - SAN	1,320
Obstruction Alley/Sidewalk/Street - CCS	1,250
Illegal Dumping - CCS	1,102
Recycling - Roll Cart - SAN	1,094
Signs - Public Right of Way - CCS	993
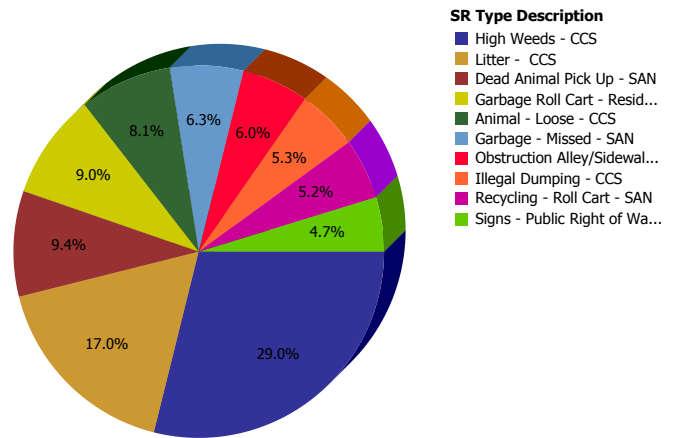
SR Type Description
- High Weeds - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Garbage Roll Cart - Resid...
- Animal - Loose - CCS
- Garbage - Missed - SAN
- Obstruction Alley/Sidewal...
- Illegal Dumping - CCS
- Recycling - Roll Cart - SAN
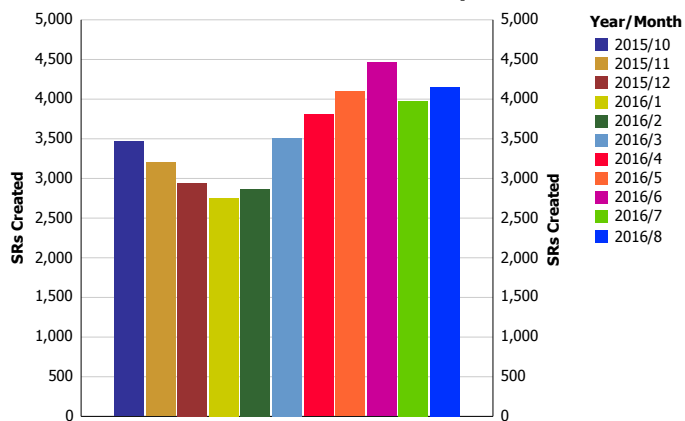- Signs - Public Right of Wa...
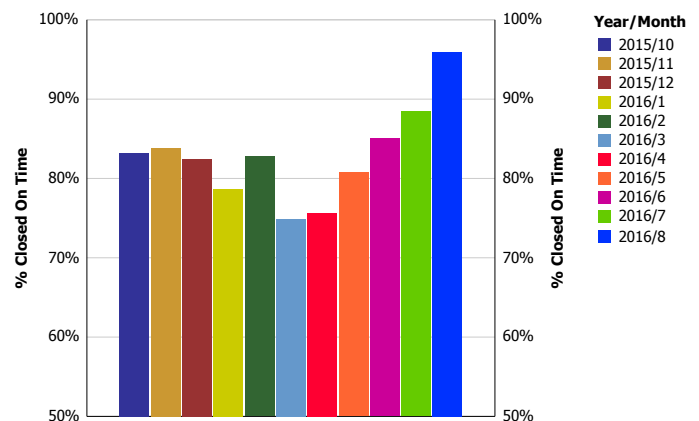
Top 10 Requests

Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
39,238	36,946	30,596	82.8%	2,292	1,336	58.3%	81.4%

YTD Trend of Service Requests

Year/Month
- 2015/10
- 2015/11
- 2015/12
- 2016/1
- 2016/2
- 2016/3
- 2016/4
- 2016/5
- 2016/6
- 2016/7
- 2016/8

YTD Trend of % SRs Closed On Time

Year/Month
- 2015/10
- 2015/11
- 2015/12
- 2016/1
- 2016/2
- 2016/3
- 2016/4
- 2016/5
- 2016/6
- 2016/7
- 2016/8

R-csr017-cmoS V1   Page: 9
CITY OF DALLAS, TX
Run Date: Sep 10, 2016 10:07:35 PM
NOTE: Values represent status as of the run date and time.

Service Level Performance Report by Council District
For YTD Through August 2016

Council District 04

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
High Weeds - CCS	6,076	487	286	58.7%	30	22.2	5,589	92.0%	3,813	68.2%	4,099	67.5%
Litter - CCS	3,558	218	155	71.1%	30	23.5	3,340	93.9%	2,276	68.1%	2,431	68.3%
Dead Animal Pick Up - SAN	1,967	1	0	0.0%	1	0.4	1,966	99.9%	1,900	96.6%	1,900	96.6%
Garbage Roll Cart - Residential - SAN	1,893	0	0	0.0%	7	2.2	1,893	100.0%	1,879	99.3%	1,879	99.3%
Animal - Loose - CCS	1,696	459	126	27.5%	25	48.0	1,237	72.9%	465	37.6%	591	34.8%
Garbage - Missed - SAN	1,320	1	0	0.0%	3	1.3	1,319	99.9%	1,273	96.5%	1,273	96.4%
Obstruction Alley/Sidewalk/ Street - CCS	1,250	189	158	83.6%	45	23.0	1,061	84.9%	900	84.8%	1,058	84.6%
Illegal Dumping - CCS	1,102	65	14	21.5%	10	14.3	1,037	94.1%	527	50.8%	541	49.1%
Recycling - Roll Cart - SAN	1,094	0	0	0.0%	7	2.2	1,094	100.0%	1,082	98.9%	1,082	98.9%
Signs - Public Right of Way - CCS	993	1	0	0.0%	5	0.6	992	99.9%	962	97.0%	962	96.9%
Illegal Outside Storage - CCS	926	63	38	60.3%	30	21.9	863	93.2%	651	75.4%	689	74.4%
Bulky Trash Violations - CCS	844	38	17	44.7%	10	8.5	806	95.5%	583	72.3%	600	71.1%
Brush Busters - SAN	740	0	0	0.0%	5	1.8	740	100.0%	727	98.2%	727	98.2%
Junk Motor Vehicle - CCS	723	173	161	93.1%	90	41.9	550	76.1%	470	85.5%	631	87.3%
Parking - Unapproved Surface - CCS	721	23	1	4.3%	7	6.1	698	96.8%	483	69.2%	484	67.1%
24 Hour Parking Violation - DPD	705	1	0	0.0%	7	5.4	704	99.9%	518	73.6%	518	73.5%
Substandard Structure - CCS	646	198	167	84.3%	120	48.5	448	69.3%	413	92.2%	580	89.8%
Animal - Attack in Progress - CCS	529	0	0	0.0%	3	0.1	529	100.0%	514	97.2%	514	97.2%
Street Repair - Routine-STS	468	32	32	100.0%	90	11.6	436	93.2%	436	100.0%	468	100.0%
Animal - Sick/Injured - CCS	422	6	0	0.0%	3	0.0	416	98.6%	412	99.0%	412	97.6%

Run Date: Sep 10, 2016 10:07:35 PM

NOTE: Values represent status as of the run date and time.
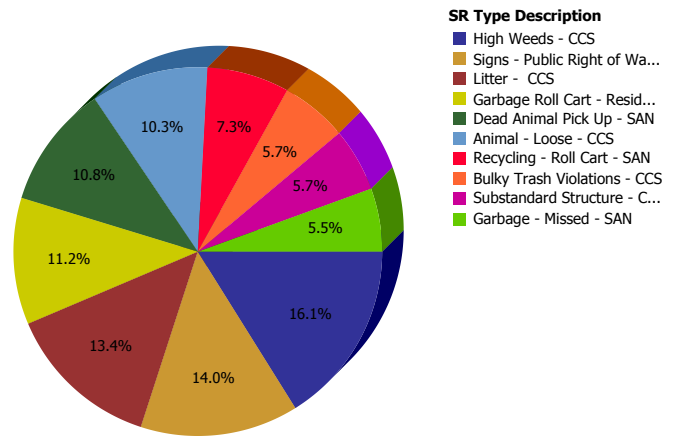
Service Request (SR) Performance YTD by City Council District - August 2016

Service Level Performance Report by Council District
For YTD Through August 2016

Council District 05

Top 10 Service Requests

SR Type	Service Request Count
High Weeds - CCS	2,246
Signs - Public Right of Way - CCS	1,948
Litter - CCS	1,874
Garbage Roll Cart - Residential - SAN	1,561
Dead Animal Pick Up - SAN	1,503
Animal - Loose - CCS	1,434
Recycling - Roll Cart - SAN	1,012
Bulky Trash Violations - CCS	801
Substandard Structure - CCS	794
Garbage - Missed - SAN	763

SR Type Description
- High Weeds - CCS
- Signs - Public Right of Wa...
- Litter - CCS
- Garbage Roll Cart - Resid...
- Dead Animal Pick Up - SAN
- Animal - Loose - CCS
- Recycling - Roll Cart - SAN
- Bulky Trash Violations - CCS
- Substandard Structure - C...
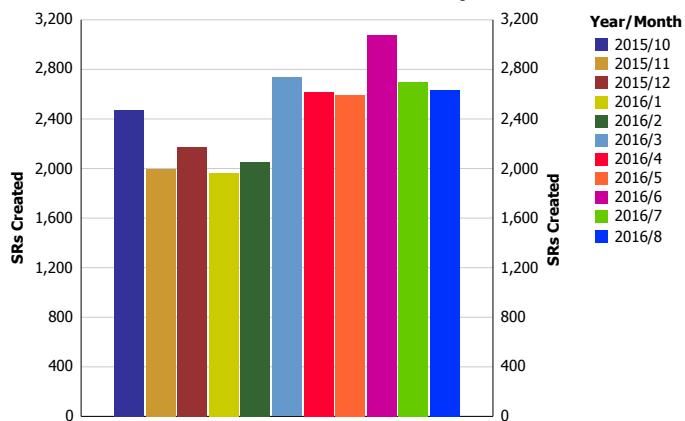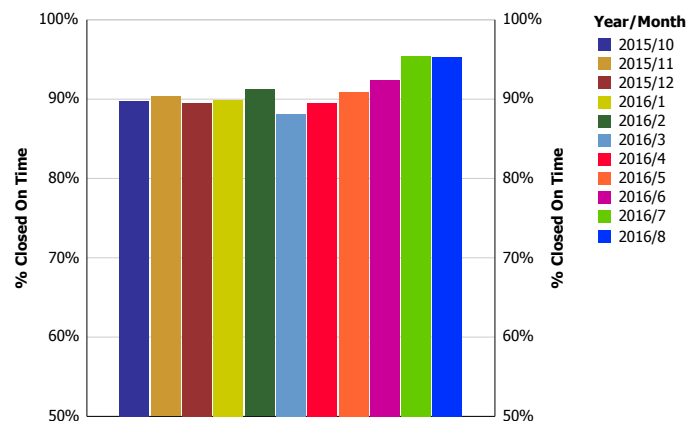- Garbage - Missed - SAN

Top 10 Requests

Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
27,020	26,078	23,768	91.1%	942	598	63.5%	90.2%

Run Date: Sep 10, 2016 10:07:35 PM
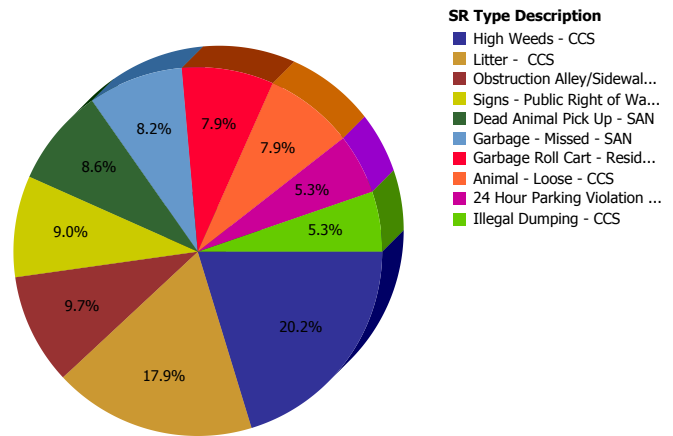NOTE: Values represent status as of the run date and time.

Service Request (SR) Performance YTD by City Council District - August 2016

Service Level Performance Report by Council District
For YTD Through August 2016

Council District 05

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
High Weeds - CCS	2,246	104	95	91.3%	30	16.3	2,142	95.4%	1,877	87.6%	1,972	87.8%
Signs - Public Right of Way - CCS	1,948	0	0	0.0%	5	0.7	1,948	100.0%	1,886	96.8%	1,886	96.8%
Litter - CCS	1,874	77	68	88.3%	30	17.0	1,797	95.9%	1,554	86.5%	1,622	86.6%
Garbage Roll Cart - Residential - SAN	1,561	0	0	0.0%	7	2.3	1,561	100.0%	1,546	99.0%	1,546	99.0%
Dead Animal Pick Up - SAN	1,503	0	0	0.0%	1	0.4	1,503	100.0%	1,458	97.0%	1,458	97.0%
Animal - Loose - CCS	1,434	308	104	33.8%	25	34.2	1,126	78.5%	565	50.2%	669	46.7%
Recycling - Roll Cart - SAN	1,012	0	0	0.0%	7	2.4	1,012	100.0%	992	98.0%	992	98.0%
Bulky Trash Violations - CCS	801	7	6	85.7%	10	5.0	794	99.1%	693	87.3%	699	87.3%
Substandard Structure - CCS	794	89	66	74.2%	120	27.5	705	88.8%	677	96.0%	743	93.6%
Garbage - Missed - SAN	763	0	0	0.0%	3	1.3	763	100.0%	726	95.2%	726	95.2%
Obstruction Alley/Sidewalk/ Street - CCS	659	56	55	98.2%	45	18.4	603	91.5%	549	91.0%	604	91.7%
Brush Busters - SAN	647	2	0	0.0%	5	2.0	645	99.7%	627	97.2%	627	96.9%
Parking - Unapproved Surface - CCS	616	3	3	100.0%	7	2.6	613	99.5%	563	91.8%	566	91.9%
Junk Motor Vehicle - CCS	549	77	61	79.2%	90	34.3	472	86.0%	434	91.9%	495	90.2%
24 Hour Parking Violation - DPD	541	2	0	0.0%	7	6.3	539	99.6%	330	61.2%	330	61.0%
Animal - Attack in Progress - CCS	410	3	0	0.0%	3	0.2	407	99.3%	396	97.3%	396	96.6%
Illegal Dumping - CCS	399	5	1	20.0%	10	5.3	394	98.7%	351	89.1%	352	88.2%
Graffiti Abatement Request - CCS	382	0	0	0.0%	30	6.8	382	100.0%	362	94.8%	362	94.8%
Street Repair - Routine-STS	381	13	13	100.0%	90	14.4	368	96.6%	366	99.5%	379	99.5%
No Building Permit - CCS	311	51	26	51.0%	45	19.1	260	83.6%	228	87.7%	254	81.7%

Run Date: Sep 10, 2016 10:07:35 PM
NOTE: Values represent status as of the run date and time.

Service Level Performance Report by Council District
For YTD Through August 2016

Council District 06

Top 10 Service Requests

SR Type	Service Request Count
High Weeds - CCS	2,456
Litter - CCS	2,179
Obstruction Alley/Sidewalk/Street - CCS	1,179
Signs - Public Right of Way - CCS	1,090
Dead Animal Pick Up - SAN	1,051
Garbage - Missed - SAN	1,002
Garbage Roll Cart - Residential - SAN	959
Animal - Loose - CCS	958
24 Hour Parking Violation - DPD	646
Illegal Dumping - CCS	642

SR Type Description
- High Weeds - CCS
- Litter - CCS
- Obstruction Alley/Sidewal...
- Signs - Public Right of Wa...
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- Garbage Roll Cart - Resid...
- Animal - Loose - CCS
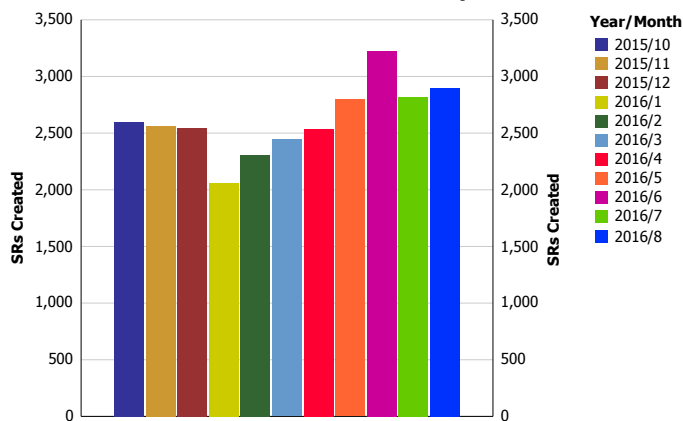- 24 Hour Parking Violation ...
- Illegal Dumping - CCS
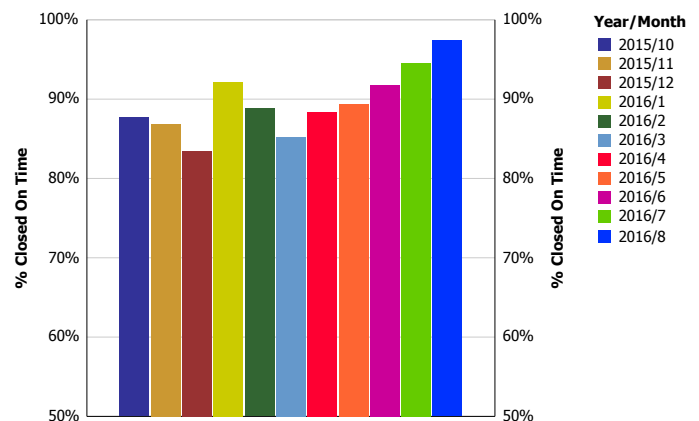
Top 10 Requests

Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
28,772	27,238	24,393	89.6%	1,534	817	53.3%	87.6%

YTD Trend of Service Requests

Year/Month
- 2015/10
- 2015/11
- 2015/12
- 2016/1
- 2016/2
- 2016/3
- 2016/4
- 2016/5
- 2016/6
- 2016/7
- 2016/8

YTD Trend of % SRs Closed On Time

Year/Month
- 2015/10
- 2015/11
- 2015/12
- 2016/1
- 2016/2
- 2016/3
- 2016/4
- 2016/5
- 2016/6
- 2016/7
- 2016/8

Service Request (SR) Performance YTD by City Council District - August 2016

Service Level Performance Report by Council District
For YTD Through August 2016

Council District 06

Most Common SRs Created During the Reporting Period

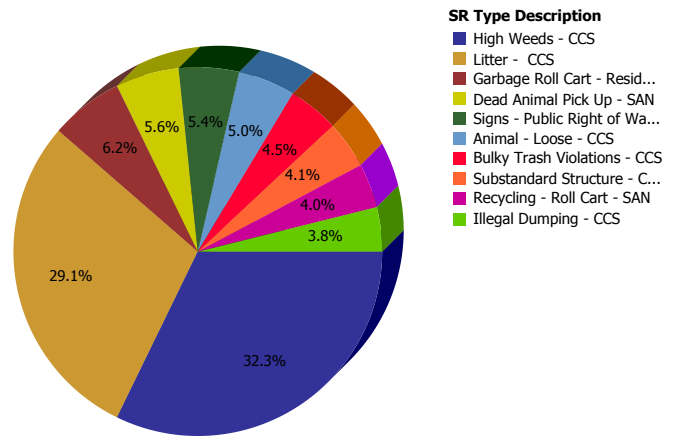| Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
High Weeds - CCS	2,456	246	89	36.2%	30	21.2	2,210	90.0%	1,684	76.2%	1,773	72.2%
Litter - CCS	2,179	177	92	52.0%	30	21.8	2,002	91.9%	1,634	81.6%	1,726	79.2%
Obstruction Alley/Sidewalk/Street - CCS	1,179	234	133	56.8%	45	23.2	945	80.2%	861	91.1%	994	84.3%
Signs - Public Right of Way - CCS	1,090	2	0	0.0%	5	1.1	1,088	99.8%	1,016	93.4%	1,016	93.2%
Dead Animal Pick Up - SAN	1,051	0	0	0.0%	1	0.3	1,051	100.0%	1,022	97.2%	1,022	97.2%
Garbage - Missed - SAN	1,002	0	0	0.0%	3	0.8	1,002	100.0%	994	99.2%	994	99.2%
Garbage Roll Cart - Residential - SAN	959	0	0	0.0%	7	2.4	959	100.0%	941	98.1%	941	98.1%
Animal - Loose - CCS	958	209	59	28.2%	25	45.4	749	78.2%	287	38.3%	346	36.1%
24 Hour Parking Violation - DPD	646	0	0	0.0%	7	3.3	646	100.0%	628	97.2%	628	97.2%
Illegal Dumping - CCS	642	17	8	47.1%	10	7.0	625	97.4%	517	82.7%	525	81.8%
Street Repair - Routine-STS	638	59	59	100.0%	90	21.2	579	90.8%	569	98.3%	628	98.4%
Junk Motor Vehicle - CCS	591	48	34	70.8%	90	60.5	543	91.9%	401	73.8%	435	73.6%
Bulky Trash Violations - CCS	588	7	1	14.3%	10	5.2	581	98.8%	503	86.6%	504	85.7%
Brush Busters - SAN	579	0	0	0.0%	5	2.1	579	100.0%	544	94.0%	544	94.0%
Recycling - Roll Cart - SAN	571	0	0	0.0%	7	2.4	571	100.0%	566	99.1%	566	99.1%
Illegal Garbage/Placement - CCS	530	33	33	100.0%	25	13.4	497	93.8%	462	93.0%	495	93.4%
Fire Inspection - DFD	476	24	20	83.3%	45	23.3	452	95.0%	384	85.0%	404	84.9%
Substandard Structure - CCS	442	107	85	79.4%	120	52.6	335	75.8%	298	89.0%	383	86.7%
Miscellaneous Service Request - CTY	425	0	0	0.0%	10	0.7	425	100.0%	424	99.8%	424	99.8%
Illegal Land Use (Residential/Business) - CCS	372	66	38	57.6%	60	39.4	306	82.3%	253	82.7%	291	78.2%

Service Request (SR) Performance YTD by City Council District - August 2016

Service Level Performance Report by Council District
For YTD Through August 2016

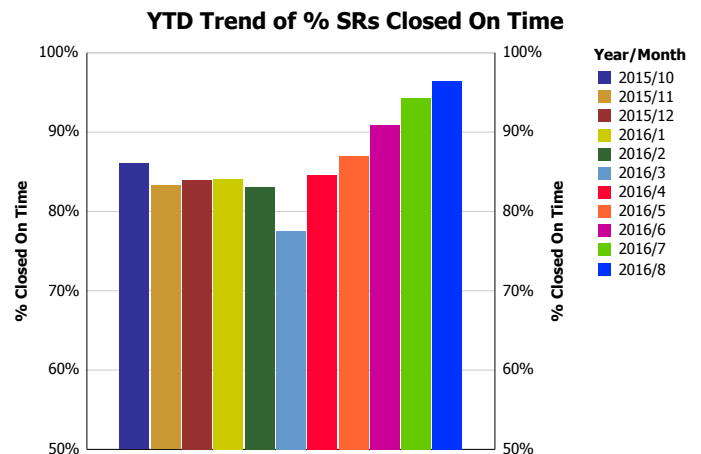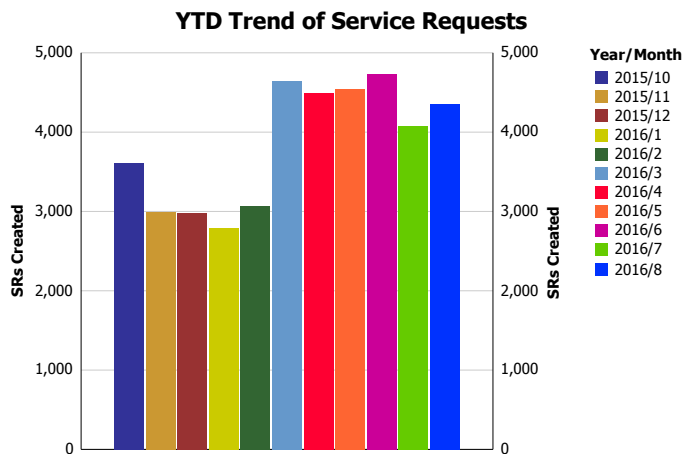Council District 07

Top 10 Service Requests

SR Type	Service Request Count
High Weeds - CCS	8,071
Litter - CCS	7,273
Garbage Roll Cart - Residential - SAN	1,549
Dead Animal Pick Up - SAN	1,392
Signs - Public Right of Way - CCS	1,344
Animal - Loose - CCS	1,244
Bulky Trash Violations - CCS	1,112
Substandard Structure - CCS	1,026
Recycling - Roll Cart - SAN	1,008
Illegal Dumping - CCS	949

SR Type Description
- High Weeds - CCS
- Litter - CCS
- Garbage Roll Cart - Resid...
- Dead Animal Pick Up - SAN
- Signs - Public Right of Wa...
- Animal - Loose - CCS
- Bulky Trash Violations - CCS
- Substandard Structure - C...
- Recycling - Roll Cart - SAN
- Illegal Dumping - CCS

Top 10 Requests

Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
42,289	40,954	35,448	86.6%	1,335	948	71.0%	86.1%

YTD Trend of Service Requests

YTD Trend of % SRs Closed On Time

Year/Month
- 2015/10
- 2015/11
- 2015/12
- 2016/1
- 2016/2
- 2016/3
- 2016/4
- 2016/5
- 2016/6
- 2016/7
- 2016/8

R-csr017-cmoS V1   Page: 15
CITY OF DALLAS, TX
Run Date: Sep 10, 2016 10:07:35 PM
NOTE: Values represent status as of the run date and time.

Service Request (SR) Performance YTD by City Council District - August 2016

Council District 07

Most Common SRs Created During the Reporting Period

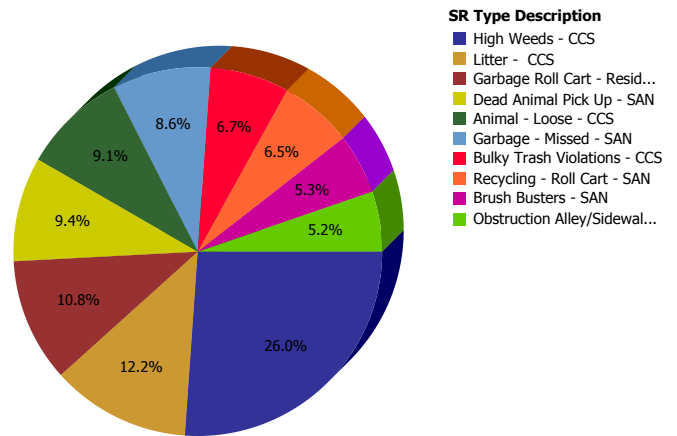| Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
High Weeds - CCS	8,071	246	233	94.7%	30	16.2	7,825	97.0%	6,351	81.2%	6,584	81.6%
Litter - CCS	7,273	192	178	92.7%	30	17.2	7,081	97.4%	5,529	78.1%	5,707	78.5%
Garbage Roll Cart - Residential - SAN	1,549	0	0	0.0%	7	2.3	1,549	100.0%	1,531	98.8%	1,531	98.8%
Dead Animal Pick Up - SAN	1,392	0	0	0.0%	1	0.4	1,392	100.0%	1,343	96.5%	1,343	96.5%
Signs - Public Right of Way - CCS	1,344	1	0	0.0%	5	0.6	1,343	99.9%	1,296	96.5%	1,296	96.4%
Animal - Loose - CCS	1,244	309	88	28.5%	25	40.9	935	75.2%	381	40.7%	469	37.7%
Bulky Trash Violations - CCS	1,112	7	2	28.6%	10	5.9	1,105	99.4%	956	86.5%	958	86.2%
Substandard Structure - CCS	1,026	156	134	85.9%	120	38.4	870	84.8%	800	92.0%	934	91.0%
Recycling - Roll Cart - SAN	1,008	0	0	0.0%	7	2.3	1,008	100.0%	986	97.8%	986	97.8%
Illegal Dumping - CCS	949	4	1	25.0%	10	7.8	945	99.6%	778	82.3%	779	82.1%
24 Hour Parking Violation - DPD	904	0	0	0.0%	7	5.2	904	100.0%	670	74.1%	670	74.1%
Garbage - Missed - SAN	842	1	0	0.0%	3	0.8	841	99.9%	825	98.1%	825	98.0%
Brush Busters - SAN	835	0	0	0.0%	5	1.8	835	100.0%	814	97.5%	814	97.5%
Obstruction Alley/Sidewalk/ Street - CCS	776	56	49	87.5%	45	19.9	720	92.8%	651	90.4%	700	90.2%
Graffiti Abatement Request - CCS	575	0	0	0.0%	30	2.8	575	100.0%	575	100.0%	575	100.0%
Parking - Unapproved Surface - CCS	482	2	0	0.0%	7	3.5	480	99.6%	399	83.1%	399	82.8%
Junk Motor Vehicle - CCS	437	48	45	93.8%	90	34.6	389	89.0%	355	91.3%	400	91.5%
Substandard Structure Apts - CCS	406	31	31	100.0%	120	13.9	375	92.4%	374	99.7%	405	99.8%
Miscellaneous Service Request - CTY	401	0	0	0.0%	10	0.6	401	100.0%	401	100.0%	401	100.0%
Animal - Attack in Progress - CCS	384	4	0	0.0%	3	0.0	380	99.0%	366	96.3%	366	95.3%

Service Request (SR) Performance YTD by City Council District - August 2016

Service Level Performance Report by Council District
For YTD Through August 2016

Council District 08

Top 10 Service Requests

SR Type	Service Request Count
High Weeds - CCS	3,590
Litter - CCS	1,687
Garbage Roll Cart - Residential - SAN	1,496
Dead Animal Pick Up - SAN	1,297
Animal - Loose - CCS	1,257
Garbage - Missed - SAN	1,194
Bulky Trash Violations - CCS	930
Recycling - Roll Cart - SAN	896
Brush Busters - SAN	734
Obstruction Alley/Sidewalk/Street - CCS	723

SR Type Description
- High Weeds - CCS
- Litter - CCS
- Garbage Roll Cart - Resid...
- Dead Animal Pick Up - SAN
- Animal - Loose - CCS
- Garbage - Missed - SAN
- Bulky Trash Violations - CCS
- Recycling - Roll Cart - SAN
- Brush Busters - SAN
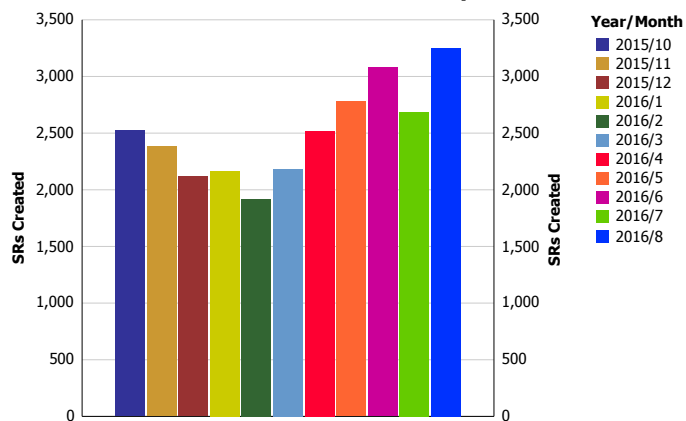- Obstruction Alley/Sidewal...
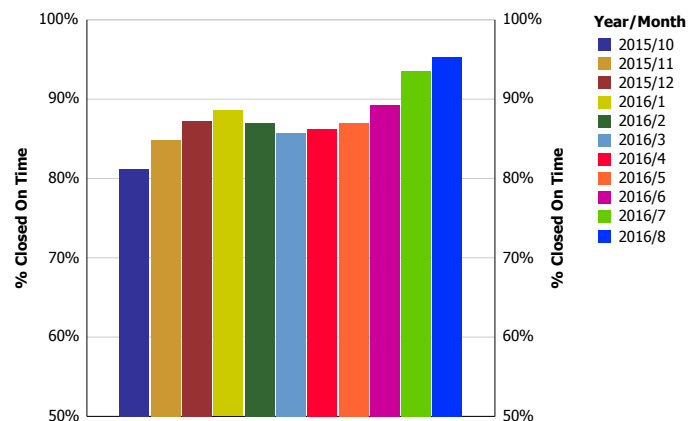
Top 10 Requests

Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
27,610	26,130	22,957	87.9%	1,480	933	63.0%	86.5%

YTD Trend of Service Requests

Year/Month
- 2015/10
- 2015/11
- 2015/12
- 2016/1
- 2016/2
- 2016/3
- 2016/4
- 2016/5
- 2016/6
- 2016/7
- 2016/8

YTD Trend of % SRs Closed On Time

Year/Month
- 2015/10
- 2015/11
- 2015/12
- 2016/1
- 2016/2
- 2016/3
- 2016/4
- 2016/5
- 2016/6
- 2016/7
- 2016/8

Run Date: Sep 10, 2016 10:07:35 PM
NOTE: Values represent status as of the run date and time.

Service Request (SR) Performance YTD by City Council District - August 2016

Council District 08

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
High Weeds - CCS	3,590	246	218	88.6%	30	19.4	3,344	93.1%	2,706	80.9%	2,924	81.4%
Litter - CCS	1,687	120	87	72.5%	30	20.8	1,567	92.9%	1,209	77.2%	1,296	76.8%
Garbage Roll Cart - Residential - SAN	1,496	0	0	0.0%	7	2.2	1,496	100.0%	1,478	98.8%	1,478	98.8%
Dead Animal Pick Up - SAN	1,297	0	0	0.0%	1	0.4	1,297	100.0%	1,251	96.5%	1,251	96.5%
Animal - Loose - CCS	1,257	375	106	28.3%	25	56.2	882	70.2%	299	33.9%	405	32.2%
Garbage - Missed - SAN	1,194	1	0	0.0%	3	1.6	1,193	99.9%	1,108	92.9%	1,108	92.8%
Bulky Trash Violations - CCS	930	5	2	40.0%	10	6.7	925	99.5%	763	82.5%	765	82.3%
Recycling - Roll Cart - SAN	896	0	0	0.0%	7	2.3	896	100.0%	877	97.9%	877	97.9%
Brush Busters - SAN	734	0	0	0.0%	5	2.0	734	100.0%	722	98.4%	722	98.4%
Obstruction Alley/Sidewalk/ Street - CCS	723	117	89	76.1%	45	22.8	606	83.8%	538	88.8%	627	86.7%
Signs - Public Right of Way - CCS	707	0	0	0.0%	5	0.8	707	100.0%	687	97.2%	687	97.2%
Parking - Unapproved Surface - CCS	649	20	1	5.0%	7	3.1	629	96.9%	542	86.2%	543	83.7%
Junk Motor Vehicle - CCS	637	137	119	86.9%	90	44.0	500	78.5%	446	89.2%	565	88.7%
Illegal Dumping - CCS	623	37	12	32.4%	10	8.6	586	94.1%	419	71.5%	431	69.2%
24 Hour Parking Violation - DPD	622	0	0	0.0%	7	6.5	622	100.0%	379	60.9%	379	60.9%
Illegal Outside Storage - CCS	558	46	37	80.4%	30	17.8	512	91.8%	448	87.5%	485	86.9%
Animal - Confined Stray - CCS	433	3	0	0.0%	3	1.0	430	99.3%	388	90.2%	388	89.6%
Animal - Attack in Progress - CCS	411	0	0	0.0%	3	0.2	411	100.0%	400	97.3%	400	97.3%
Substandard Structure - CCS	404	89	81	91.0%	120	46.8	315	78.0%	278	88.3%	359	88.9%
Animal - Sick/Injured - CCS	352	1	0	0.0%	3	0.0	351	99.7%	346	98.6%	346	98.3%

Service Level Performance Report by Council District
For YTD Through August 2016

Council District 09

Top 10 Service Requests

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - CCS	2,106
High Weeds - CCS	1,862
Garbage Roll Cart - Residential - SAN	1,695
Bulky Trash Violations - CCS	1,641
Recycling - Roll Cart - SAN	1,367
Garbage - Missed - SAN	1,350
Dead Animal Pick Up - SAN	1,177
24 Hour Parking Violation - DPD	887
Brush Busters - SAN	868
Litter - CCS	835
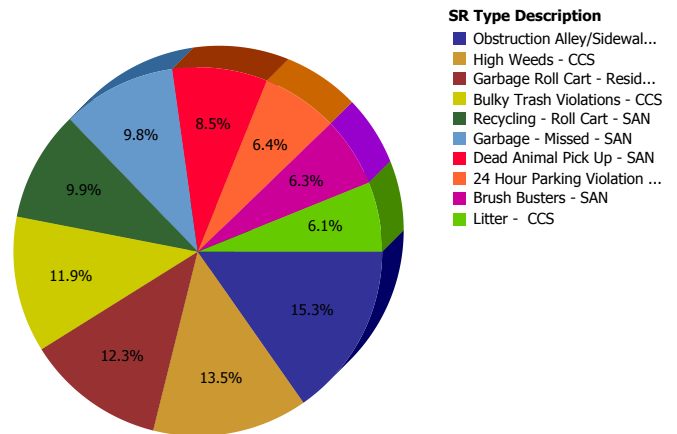
SR Type Description

- Obstruction Alley/Sidewal...
- High Weeds - CCS
- Garbage Roll Cart - Resid...
- Bulky Trash Violations - CCS
- Recycling - Roll Cart - SAN
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- 24 Hour Parking Violation ...
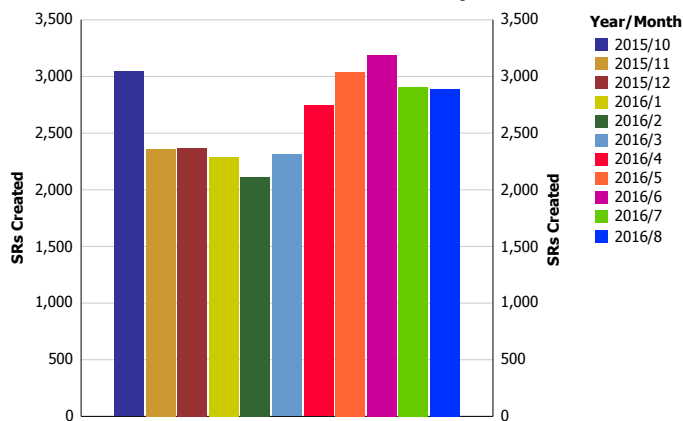- Brush Busters - SAN
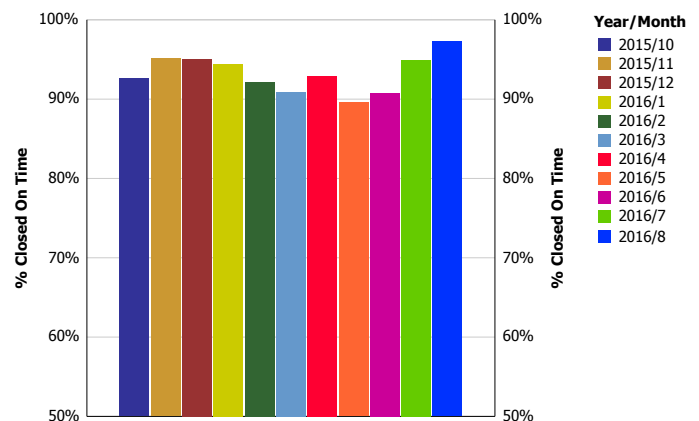- Litter - CCS

Top 10 Requests

Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
29,262	28,363	26,414	93.1%	899	676	75.2%	92.6%

YTD Trend of Service Requests

Year/Month
- 2015/10
- 2015/11
- 2015/12
- 2016/1
- 2016/2
- 2016/3
- 2016/4
- 2016/5
- 2016/6
- 2016/7
- 2016/8

YTD Trend of % SRs Closed On Time

Year/Month
- 2015/10
- 2015/11
- 2015/12
- 2016/1
- 2016/2
- 2016/3
- 2016/4
- 2016/5
- 2016/6
- 2016/7
- 2016/8

Run Date: Sep 10, 2016 10:07:35 PM
NOTE: Values represent status as of the run date and time.

Service Request (SR) Performance YTD by City Council District - August 2016

Council District 09

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
Obstruction Alley/Sidewalk/Street - CCS	2,106	170	149	87.6%	45	18.3	1,936	91.9%	1,815	93.8%	1,964	93.3%
High Weeds - CCS	1,862	110	91	82.7%	30	15.1	1,752	94.1%	1,561	89.1%	1,652	88.7%
Garbage Roll Cart - Residential - SAN	1,695	0	0	0.0%	7	2.3	1,695	100.0%	1,674	98.8%	1,674	98.8%
Bulky Trash Violations - CCS	1,641	4	2	50.0%	10	5.2	1,637	99.8%	1,454	88.8%	1,456	88.7%
Recycling - Roll Cart - SAN	1,367	0	0	0.0%	7	2.4	1,367	100.0%	1,343	98.2%	1,343	98.2%
Garbage - Missed - SAN	1,350	0	0	0.0%	3	0.9	1,350	100.0%	1,316	97.5%	1,316	97.5%
Dead Animal Pick Up - SAN	1,177	1	0	0.0%	1	0.4	1,176	99.9%	1,138	96.8%	1,138	96.7%
24 Hour Parking Violation - DPD	887	0	0	0.0%	7	3.7	887	100.0%	846	95.4%	846	95.4%
Brush Busters - SAN	868	0	0	0.0%	5	1.5	868	100.0%	856	98.6%	856	98.6%
Litter - CCS	835	38	32	84.2%	30	19.0	797	95.4%	651	81.7%	683	81.8%
Street Repair - Routine-STS	798	112	109	97.3%	90	31.9	686	86.0%	608	88.6%	717	89.8%
Signs - Public Right of Way - CCS	660	0	0	0.0%	5	0.8	660	100.0%	630	95.5%	630	95.5%
Miscellaneous Service Request - CTY	600	0	0	0.0%	10	0.7	600	100.0%	600	100.0%	600	100.0%
Animal - Sick/Injured - CCS	468	5	0	0.0%	3	0.0	463	98.9%	460	99.4%	460	98.3%
Animal - Loose - CCS	452	125	25	20.0%	25	45.6	327	72.3%	137	41.9%	162	35.8%
Recyclable Collection Missed (Residential) - SAN	409	0	0	0.0%	3	0.7	409	100.0%	402	98.3%	402	98.3%
Parking - Unapproved Surface - CCS	407	3	0	0.0%	7	4.4	404	99.3%	344	85.1%	344	84.5%
Water Conservation Violation - CCS	403	15	14	93.3%	10	4.9	388	96.3%	309	79.6%	323	80.1%
Junk Motor Vehicle - CCS	402	32	29	90.6%	90	27.8	370	92.0%	348	94.1%	377	93.8%
Substandard Structure - CCS	380	59	58	98.3%	120	39.7	321	84.5%	295	91.9%	353	92.9%

Service Request (SR) Performance YTD by City Council District - August 2016

Council District 10

Top 10 Service Requests

SR Type	Service Request Count
Garbage - Missed - SAN	1,430
Garbage Roll Cart - Residential - SAN	1,328
Obstruction Alley/Sidewalk/Street - CCS	945
Recycling - Roll Cart - SAN	935
High Weeds - CCS	779
Bulky Trash Violations - CCS	611
Dead Animal Pick Up - SAN	566
Brush Busters - SAN	495
24 Hour Parking Violation - DPD	453
Street Repair - Routine-STS	393

SR Type Description
- Garbage - Missed - SAN
- Garbage Roll Cart - Resid...
- Obstruction Alley/Sidewal...
- Recycling - Roll Cart - SAN
- High Weeds - CCS
- Bulky Trash Violations - CCS
- Dead Animal Pick Up - SAN
- Brush Busters - SAN
- 24 Hour Parking Violation ...
- Street Repair - Routine-STS

Top 10 Requests

Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
16,689	16,153	15,027	93.0%	536	401	74.8%	92.4%

YTD Trend of Service Requests

YTD Trend of % SRs Closed On Time

Year/Month
- 2015/10
- 2015/11
- 2015/12
- 2016/1
- 2016/2
- 2016/3
- 2016/4
- 2016/5
- 2016/6
- 2016/7
- 2016/8

Run Date: Sep 10, 2016 10:07:35 PM

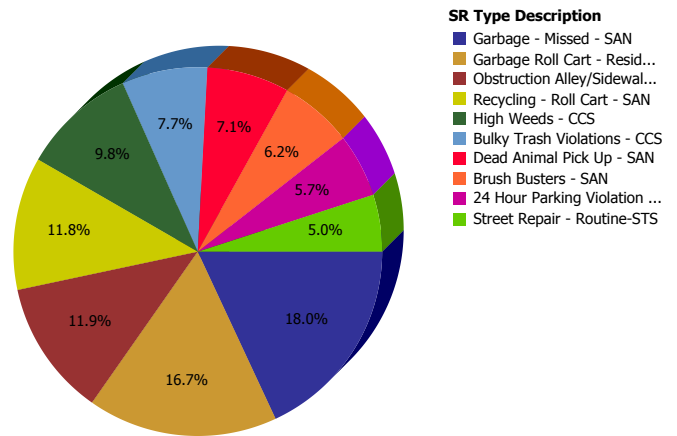NOTE: Values represent status as of the run date and time.

Service Request (SR) Performance YTD by City Council District - August 2016

Service Level Performance Report by Council District
For YTD Through August 2016

Council District 10

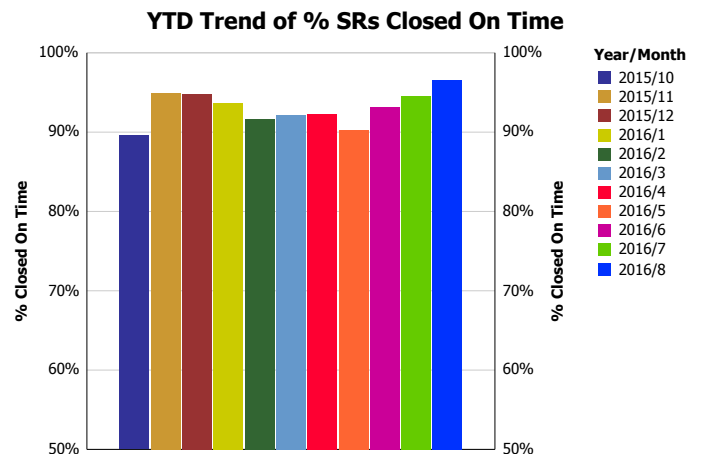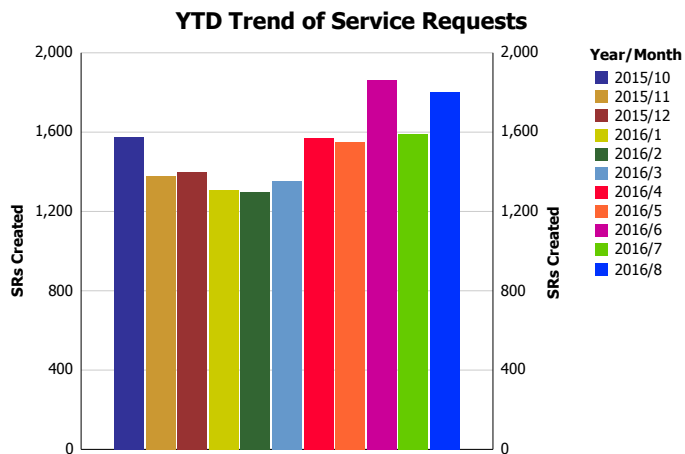## Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
Garbage - Missed - SAN	1,430	0	0	0.0%	3	1.0	1,430	100.0%	1,393	97.4%	1,393	97.4%
Garbage Roll Cart - Residential - SAN	1,328	0	0	0.0%	7	2.3	1,328	100.0%	1,309	98.6%	1,309	98.6%
Obstruction Alley/Sidewalk/Street - CCS	945	88	86	97.7%	45	21.7	857	90.7%	761	88.8%	847	89.6%
Recycling - Roll Cart - SAN	935	0	0	0.0%	7	2.3	935	100.0%	918	98.2%	918	98.2%
High Weeds - CCS	779	42	39	92.9%	30	15.9	737	94.6%	635	86.2%	674	86.5%
Bulky Trash Violations - CCS	611	3	3	100.0%	10	6.8	608	99.5%	527	86.7%	530	86.7%
Dead Animal Pick Up - SAN	566	0	0	0.0%	1	0.4	566	100.0%	540	95.4%	540	95.4%
Brush Busters - SAN	495	0	0	0.0%	5	2.4	495	100.0%	477	96.4%	477	96.4%
24 Hour Parking Violation - DPD	453	1	0	0.0%	7	3.6	452	99.8%	435	96.2%	435	96.0%
Street Repair - Routine-STS	393	53	53	100.0%	90	30.8	340	86.5%	298	87.6%	351	89.3%
Litter - CCS	376	21	18	85.7%	30	17.5	355	94.4%	304	85.6%	322	85.6%
Recyclable Collection Missed (Residential) - SAN	321	0	0	0.0%	3	0.9	321	100.0%	306	95.3%	306	95.3%
Miscellaneous Service Request - CTY	318	0	0	0.0%	10	0.7	318	100.0%	318	100.0%	318	100.0%
Substandard Structure Apts - CCS	282	13	10	76.9%	120	14.8	269	95.4%	268	99.6%	278	98.6%
Fire Inspection - DFD	246	22	22	100.0%	45	17.3	224	91.1%	216	96.4%	238	96.7%
Animal - Confined Stray - CCS	241	5	0	0.0%	3	0.5	236	97.9%	224	94.9%	224	92.9%
Traffic Signal - Flashing - STS	223	0	0	0.0%	4	0.9	223	100.0%	221	99.1%	221	99.1%
Animal - Sick/Injured - CCS	218	1	0	0.0%	3	0.0	217	99.5%	216	99.5%	216	99.1%
Animal - Loose - CCS	214	58	5	8.6%	25	43.8	156	72.9%	72	46.2%	77	36.0%
Junk Motor Vehicle - CCS	183	16	13	81.2%	90	41.6	167	91.3%	135	80.8%	148	80.9%

Run Date: Sep 10, 2016 10:07:35 PM
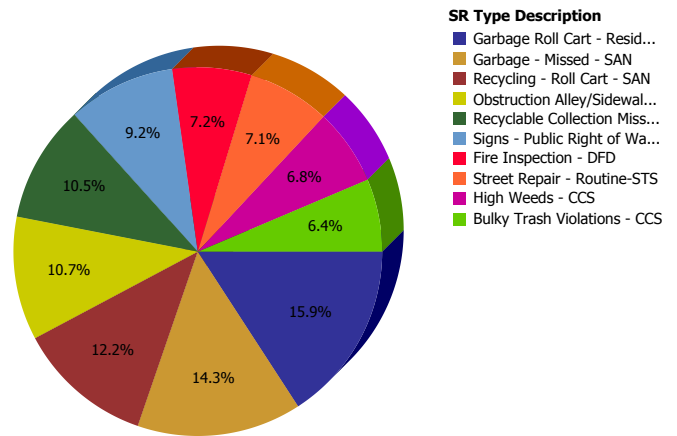NOTE: Values represent status as of the run date and time.

Service Request (SR) Performance YTD by City Council District - August 2016

Service Level Performance Report by Council District
For YTD Through August 2016

Council District 11

Top 10 Service Requests

SR Type	Service Request Count
Garbage Roll Cart - Residential - SAN	1,002
Garbage - Missed - SAN	901
Recycling - Roll Cart - SAN	767
Obstruction Alley/Sidewalk/Street - CCS	673
Recyclable Collection Missed (Residential) - SAN	661
Signs - Public Right of Way - CCS	580
Fire Inspection - DFD	452
Street Repair - Routine-STS	445
High Weeds - CCS	427
Bulky Trash Violations - CCS	402

SR Type Description
- Garbage Roll Cart - Resid...
- Garbage - Missed - SAN
- Recycling - Roll Cart - SAN
- Obstruction Alley/Sidewal...
- Recyclable Collection Miss...
- Signs - Public Right of Wa...
- Fire Inspection - DFD
- Street Repair - Routine-STS
- High Weeds - CCS
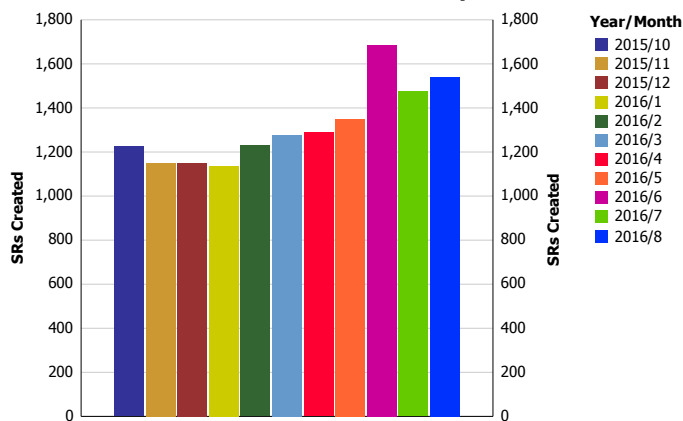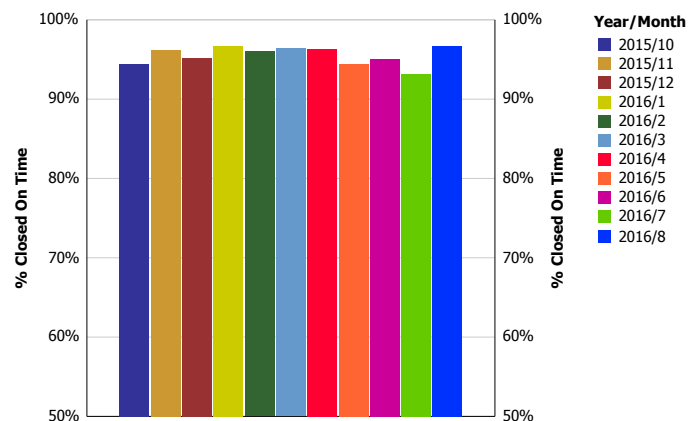- Bulky Trash Violations - CCS

Top 10 Requests

Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
14,510	14,092	13,452	95.5%	418	347	83.0%	95.1%

YTD Trend of Service Requests

Year/Month
- 2015/10
- 2015/11
- 2015/12
- 2016/1
- 2016/2
- 2016/3
- 2016/4
- 2016/5
- 2016/6
- 2016/7
- 2016/8

YTD Trend of % SRs Closed On Time

Year/Month
- 2015/10
- 2015/11
- 2015/12
- 2016/1
- 2016/2
- 2016/3
- 2016/4
- 2016/5
- 2016/6
- 2016/7
- 2016/8

Run Date: Sep 10, 2016 10:07:35 PM
NOTE: Values represent status as of the run date and time.

Service Request (SR) Performance YTD by City Council District - August 2016

Council District 11

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
Garbage Roll Cart - Residential - SAN	1,002	0	0	0.0%	7	2.3	1,002	100.0%	995	99.3%	995	99.3%
Garbage - Missed - SAN	901	0	0	0.0%	3	0.7	901	100.0%	892	99.0%	892	99.0%
Recycling - Roll Cart - SAN	767	0	0	0.0%	7	2.4	767	100.0%	752	98.0%	752	98.0%
Obstruction Alley/Sidewalk/Street - CCS	673	59	58	98.3%	45	18.4	614	91.2%	599	97.6%	657	97.6%
Recyclable Collection Missed (Residential) - SAN	661	0	0	0.0%	3	0.8	661	100.0%	654	98.9%	654	98.9%
Signs - Public Right of Way - CCS	580	0	0	0.0%	5	0.3	580	100.0%	573	98.8%	573	98.8%
Fire Inspection - DFD	452	33	33	100.0%	45	12.7	419	92.7%	413	98.6%	446	98.7%
Street Repair - Routine-STS	445	48	48	100.0%	90	27.3	397	89.2%	382	96.2%	430	96.6%
High Weeds - CCS	427	24	24	100.0%	30	15.6	403	94.4%	376	93.3%	400	93.7%
Bulky Trash Violations - CCS	402	0	0	0.0%	10	3.0	402	100.0%	387	96.3%	387	96.3%
Dead Animal Pick Up - SAN	347	0	0	0.0%	1	0.4	347	100.0%	330	95.1%	330	95.1%
Brush Busters - SAN	329	0	0	0.0%	5	2.2	329	100.0%	312	94.8%	312	94.8%
24 Hour Parking Violation - DPD	317	0	0	0.0%	7	4.5	317	100.0%	226	71.3%	226	71.3%
Litter - CCS	292	8	8	100.0%	30	15.2	284	97.3%	261	91.9%	269	92.1%
Taxi - Transportation Complaint - CCS	284	1	1	100.0%	14	0.1	283	99.6%	283	100.0%	284	100.0%
Miscellaneous Service Request - CTY	258	0	0	0.0%	10	0.8	258	100.0%	258	100.0%	258	100.0%
Alley Repair - Routine-STS	249	45	45	100.0%	90	37.2	204	81.9%	187	91.7%	232	93.2%
Pot hole - Hazardous-STS	228	0	0	0.0%	1	0.2	228	100.0%	212	93.0%	212	93.0%
Traffic Signal - Flashing - STS	204	1	0	0.0%	4	1.1	203	99.5%	201	99.0%	201	98.5%
Water Conservation Violation - CCS	203	41	35	85.4%	10	8.9	162	79.8%	114	70.4%	149	73.4%

Run Date: Sep 10, 2016 10:07:35 PM

NOTE: Values represent status as of the run date and time.

Service Level Performance Report by Council District
For YTD Through August 2016

Council District 12

Top 10 Service Requests

SR Type	Service Request Count
Garbage Roll Cart - Residential - SAN	1,397
Recycling - Roll Cart - SAN	982
Garbage - Missed - SAN	777
Bulky Trash Violations - CCS	711
Obstruction Alley/Sidewalk/Street - CCS	458
High Weeds - CCS	429
Brush Busters - SAN	383
Dead Animal Pick Up - SAN	367
Street Repair - Routine-STS	323
Recyclable Collection Missed (Residential) - SAN	297
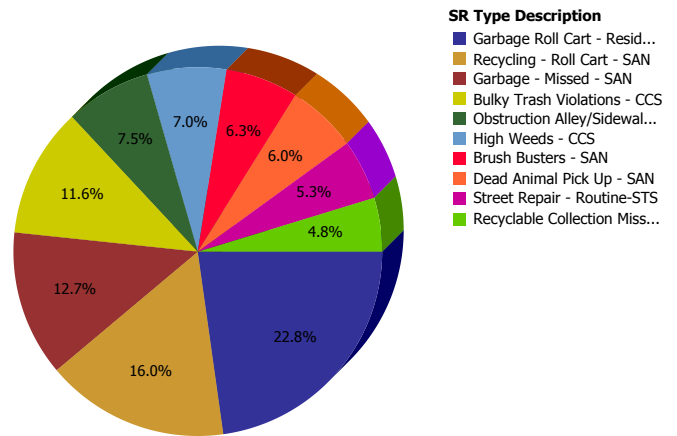
SR Type Description
- Garbage Roll Cart - Resid...
- Recycling - Roll Cart - SAN
- Garbage - Missed - SAN
- Bulky Trash Violations - CCS
- Obstruction Alley/Sidewal...
- High Weeds - CCS
- Brush Busters - SAN
- Dead Animal Pick Up - SAN
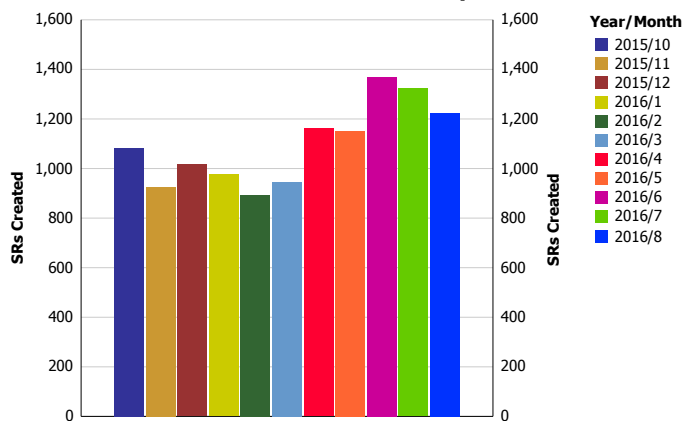- Street Repair - Routine-STS
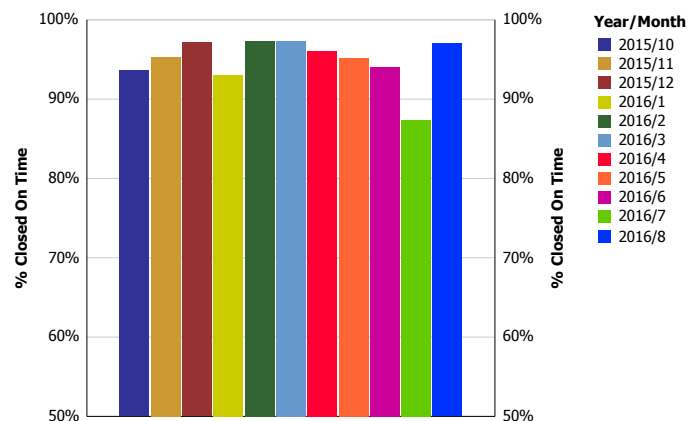- Recyclable Collection Miss...

Top 10 Requests

Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
12,065	11,872	11,236	94.6%	193	138	71.5%	94.3%

YTD Trend of Service Requests

Year/Month
- 2015/10
- 2015/11
- 2015/12
- 2016/1
- 2016/2
- 2016/3
- 2016/4
- 2016/5
- 2016/6
- 2016/7
- 2016/8

YTD Trend of % SRs Closed On Time

Year/Month
- 2015/10
- 2015/11
- 2015/12
- 2016/1
- 2016/2
- 2016/3
- 2016/4
- 2016/5
- 2016/6
- 2016/7
- 2016/8

Run Date: Sep 10, 2016 10:07:35 PM
NOTE: Values represent status as of the run date and time.

Service Request (SR) Performance YTD by City Council District - August 2016

Council District 12

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On TIme	Total On Time %
Garbage Roll Cart - Residential - SAN	1,397	0	0	0.0%	7	2.4	1,397	100.0%	1,372	98.2%	1,372	98.2%
Recycling - Roll Cart - SAN	982	0	0	0.0%	7	2.5	982	100.0%	959	97.7%	959	97.7%
Garbage - Missed - SAN	777	0	0	0.0%	3	0.6	777	100.0%	773	99.5%	773	99.5%
Bulky Trash Violations - CCS	711	1	0	0.0%	10	3.4	710	99.9%	684	96.3%	684	96.2%
Obstruction Alley/Sidewalk/Street - CCS	458	38	38	100.0%	45	15.0	420	91.7%	418	99.5%	456	99.6%
High Weeds - CCS	429	10	10	100.0%	30	11.0	419	97.7%	410	97.9%	420	97.9%
Brush Busters - SAN	383	0	0	0.0%	5	2.4	383	100.0%	350	91.4%	350	91.4%
Dead Animal Pick Up - SAN	367	0	0	0.0%	1	0.5	367	100.0%	348	94.8%	348	94.8%
Street Repair - Routine-STS	323	22	22	100.0%	90	24.2	301	93.2%	291	96.7%	313	96.9%
Recyclable Collection Missed (Residential) - SAN	297	0	0	0.0%	3	1.0	297	100.0%	277	93.3%	277	93.3%
Water Conservation Violation - CCS	280	7	0	0.0%	10	10.4	273	97.5%	137	50.2%	137	48.9%
Signs - Public Right of Way - CCS	274	0	0	0.0%	5	0.5	274	100.0%	267	97.4%	267	97.4%
24 Hour Parking Violation - DPD	261	0	0	0.0%	7	4.7	261	100.0%	199	76.2%	199	76.2%
Litter - CCS	192	6	6	100.0%	30	10.9	186	96.9%	183	98.4%	189	98.4%
Miscellaneous Service Request - CTY	192	0	0	0.0%	10	0.7	192	100.0%	192	100.0%	192	100.0%
Animal - Sick/Injured - CCS	185	1	0	0.0%	3	0.0	184	99.5%	182	98.9%	182	98.4%
Fire Inspection - DFD	163	7	7	100.0%	45	15.9	156	95.7%	147	94.2%	154	94.5%
Alley Repair - Routine-STS	141	15	15	100.0%	90	33.9	126	89.4%	120	95.2%	135	95.7%
Brush/Bulk Items - Missed - SAN	132	0	0	0.0%	10	2.6	132	100.0%	131	99.2%	131	99.2%
Cost Plus - SAN	126	0	0	0.0%	7	3.1	126	100.0%	116	92.1%	116	92.1%

Run Date: Sep 10, 2016 10:07:35 PM
NOTE: Values represent status as of the run date and time.

Service Request (SR) Performance YTD by City Council District - August 2016

Council District 13

Top 10 Service Requests

SR Type	Service Request Count
Garbage - Missed - SAN	2,138
Garbage Roll Cart - Residential - SAN	1,648
Signs - Public Right of Way - CCS	1,530
Recycling - Roll Cart - SAN	1,271
Obstruction Alley/Sidewalk/Street - CCS	1,164
High Weeds - CCS	1,028
Bulky Trash Violations - CCS	936
Recyclable Collection Missed (Residential) - SAN	869
Street Repair - Routine-STS	792
24 Hour Parking Violation - DPD	697
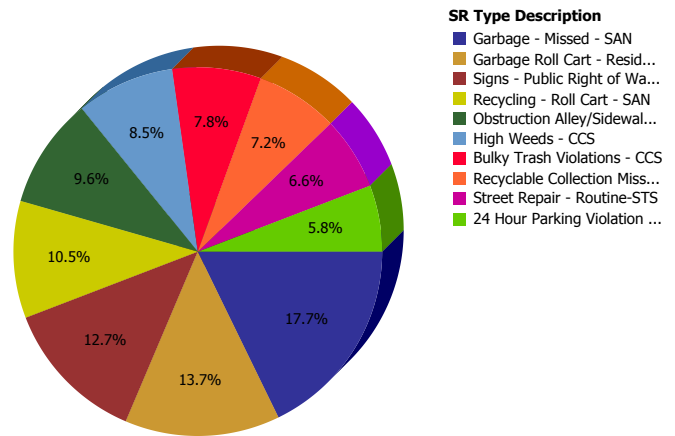
SR Type Description
- Garbage - Missed - SAN
- Garbage Roll Cart - Resid...
- Signs - Public Right of Wa...
- Recycling - Roll Cart - SAN
- Obstruction Alley/Sidewal...
- High Weeds - CCS
- Bulky Trash Violations - CCS
- Recyclable Collection Miss...
- Street Repair - Routine-STS
- 24 Hour Parking Violation ...

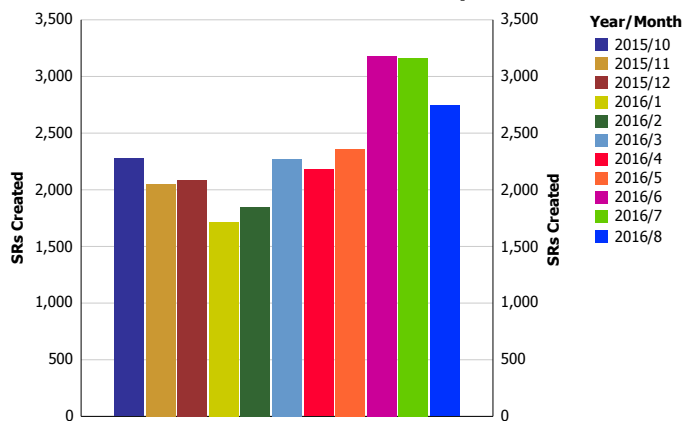Pie chart values: 8.5%, 7.8%, 7.2%, 6.6%, 9.6%, 5.8%, 10.5%, 17.7%, 12.7%, 13.7%
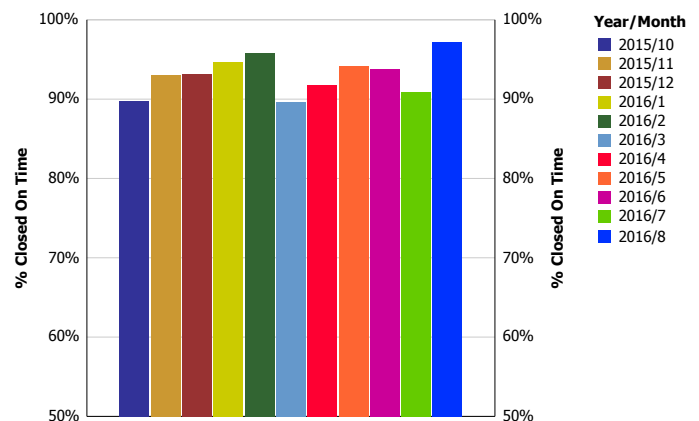
Top 10 Requests

Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
25,879	24,512	22,790	93.0%	1,367	647	47.3%	90.6%

YTD Trend of Service Requests

Year/Month
- 2015/10
- 2015/11
- 2015/12
- 2016/1
- 2016/2
- 2016/3
- 2016/4
- 2016/5
- 2016/6
- 2016/7
- 2016/8

YTD Trend of % SRs Closed On Time

Year/Month
- 2015/10
- 2015/11
- 2015/12
- 2016/1
- 2016/2
- 2016/3
- 2016/4
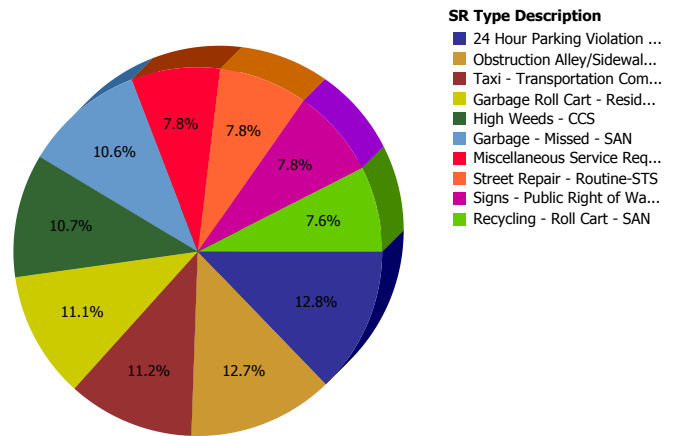- 2016/5
- 2016/6
- 2016/7
- 2016/8

Service Request (SR) Performance YTD by City Council District - August 2016

Service Level Performance Report by Council District
For YTD Through August 2016

Council District 13

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
Garbage - Missed - SAN	2,138	0	0	0.0%	3	0.8	2,138	100.0%	2,109	98.6%	2,109	98.6%
Garbage Roll Cart - Residential - SAN	1,648	0	0	0.0%	7	2.4	1,648	100.0%	1,623	98.5%	1,623	98.5%
Signs - Public Right of Way - CCS	1,530	7	0	0.0%	5	0.8	1,523	99.5%	1,479	97.1%	1,479	96.7%
Recycling - Roll Cart - SAN	1,271	0	0	0.0%	7	2.3	1,271	100.0%	1,258	99.0%	1,258	99.0%
Obstruction Alley/Sidewalk/Street - CCS	1,164	259	105	40.5%	45	21.7	905	77.7%	801	88.5%	906	77.8%
High Weeds - CCS	1,028	301	66	21.9%	30	17.4	727	70.7%	617	84.9%	683	66.4%
Bulky Trash Violations - CCS	936	19	8	42.1%	10	6.1	917	98.0%	782	85.3%	790	84.4%
Recyclable Collection Missed (Residential) - SAN	869	0	0	0.0%	3	0.8	869	100.0%	853	98.2%	853	98.2%
Street Repair - Routine-STS	792	106	106	100.0%	90	26.4	686	86.6%	665	96.9%	771	97.3%
24 Hour Parking Violation - DPD	697	0	0	0.0%	7	4.0	697	100.0%	661	94.8%	661	94.8%
Dead Animal Pick Up - SAN	671	0	0	0.0%	1	0.4	671	100.0%	655	97.6%	655	97.6%
Brush Busters - SAN	632	0	0	0.0%	5	2.8	632	100.0%	531	84.0%	531	84.0%
Litter - CCS	608	119	28	23.5%	30	19.8	489	80.4%	407	83.2%	435	71.5%
Water Conservation Violation - CCS	557	72	41	56.9%	10	11.6	485	87.1%	263	54.2%	304	54.6%
Alley Repair - Routine-STS	506	72	72	100.0%	90	36.6	434	85.8%	405	93.3%	477	94.3%
Miscellaneous Service Request - CTY	482	0	0	0.0%	10	0.7	482	100.0%	482	100.0%	482	100.0%
Pot hole - Hazardous-STS	374	0	0	0.0%	1	0.2	374	100.0%	350	93.6%	350	93.6%
Sanitation Property Damage - SAN	366	0	0	0.0%	28	9.4	366	100.0%	359	98.1%	359	98.1%
Fire Inspection - DFD	321	38	36	94.7%	45	18.4	283	88.2%	257	90.8%	293	91.3%
Brush/Bulk Items - Missed - SAN	298	0	0	0.0%	10	2.1	298	100.0%	296	99.3%	296	99.3%

Service Request (SR) Performance YTD by City Council District - August 2016

Council District 14

Top 10 Service Requests

SR Type	Service Request Count
24 Hour Parking Violation - DPD	1,565
Obstruction Alley/Sidewalk/Street - CCS	1,552
Taxi - Transportation Complaint - CCS	1,369
Garbage Roll Cart - Residential - SAN	1,357
High Weeds - CCS	1,301
Garbage - Missed - SAN	1,295
Miscellaneous Service Request - CTY	955
Street Repair - Routine-STS	949
Signs - Public Right of Way - CCS	947
Recycling - Roll Cart - SAN	924

SR Type Description
- 24 Hour Parking Violation ...
- Obstruction Alley/Sidewal...
- Taxi - Transportation Com...
- Garbage Roll Cart - Resid...
- High Weeds - CCS
- Garbage - Missed - SAN
- Miscellaneous Service Req...
- Street Repair - Routine-STS
- Signs - Public Right of Wa...
- Recycling - Roll Cart - SAN

Top 10 Requests

Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
29,951	29,001	27,453	94.7%	950	729	76.7%	94.1%

YTD Trend of Service Requests

Year/Month
- 2015/10
- 2015/11
- 2015/12
- 2016/1
- 2016/2
- 2016/3
- 2016/4
- 2016/5
- 2016/6
- 2016/7
- 2016/8

YTD Trend of % SRs Closed On Time

Year/Month
- 2015/10
- 2015/11
- 2015/12
- 2016/1
- 2016/2
- 2016/3
- 2016/4
- 2016/5
- 2016/6
- 2016/7
- 2016/8

R-csr017-cmoS V1   Page: 29
CITY OF DALLAS, TX   Run Date: Sep 10, 2016 10:07:35 PM
                                                               NOTE: Values represent status as of the run date and time.

Service Request (SR) Performance YTD by City Council District - August 2016

Service Level Performance Report by Council District
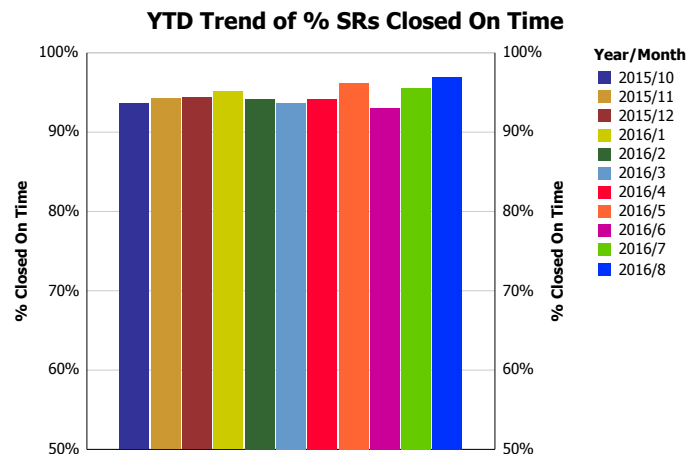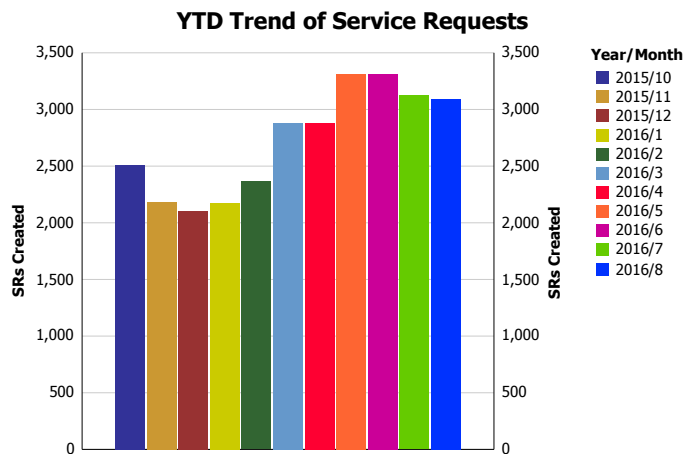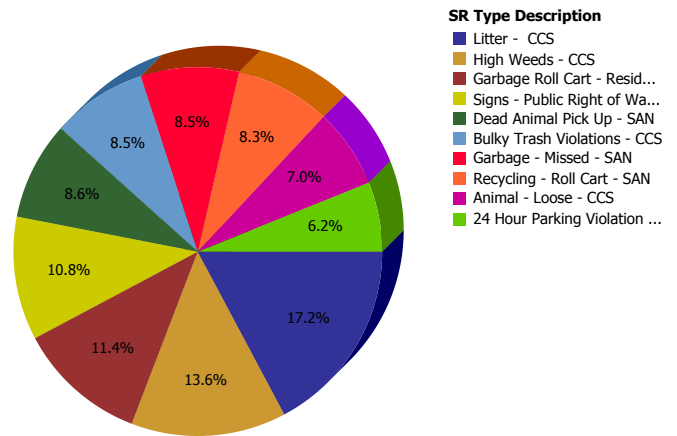For YTD Through August 2016

Council District 14

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
24 Hour Parking Violation - DPD	1,565	1	0	0.0%	7	3.4	1,564	99.9%	1,482	94.8%	1,482	94.7%
Obstruction Alley/Sidewalk/Street - CCS	1,552	240	232	96.7%	45	18.6	1,312	84.5%	1,253	95.5%	1,485	95.7%
Taxi - Transportation Complaint - CCS	1,369	2	0	0.0%	14	0.1	1,367	99.9%	1,366	99.9%	1,366	99.8%
Garbage Roll Cart - Residential - SAN	1,357	0	0	0.0%	7	2.3	1,357	100.0%	1,340	98.7%	1,340	98.7%
High Weeds - CCS	1,301	73	71	97.3%	30	14.5	1,228	94.4%	1,116	90.9%	1,187	91.2%
Garbage - Missed - SAN	1,295	0	0	0.0%	3	0.8	1,295	100.0%	1,275	98.5%	1,275	98.5%
Miscellaneous Service Request - CTY	955	0	0	0.0%	10	0.7	955	100.0%	955	100.0%	955	100.0%
Street Repair - Routine-STS	949	120	120	100.0%	90	30.5	829	87.4%	781	94.2%	901	94.9%
Signs - Public Right of Way - CCS	947	2	0	0.0%	5	0.6	945	99.8%	926	98.0%	926	97.8%
Recycling - Roll Cart - SAN	924	0	0	0.0%	7	2.3	924	100.0%	916	99.1%	916	99.1%
Traffic Signal - Flashing - STS	887	0	0	0.0%	4	0.9	887	100.0%	887	100.0%	887	100.0%
Parking - Report of Violation - DPD	764	0	0	0.0%	2	0.4	764	100.0%	736	96.3%	736	96.3%
Litter - CCS	729	44	40	90.9%	30	15.8	685	94.0%	594	86.7%	634	87.0%
Bulky Trash Violations - CCS	624	5	2	40.0%	10	4.0	619	99.2%	570	92.1%	572	91.7%
Dead Animal Pick Up - SAN	566	0	0	0.0%	1	0.4	566	100.0%	549	97.0%	549	97.0%
Recyclable Collection Missed (Residential) - SAN	415	0	0	0.0%	3	0.9	415	100.0%	399	96.1%	399	96.1%
Pot hole - Hazardous-STS	407	0	0	0.0%	1	0.2	407	100.0%	383	94.1%	383	94.1%
Graffiti Abatement Request - CCS	370	0	0	0.0%	30	2.5	370	100.0%	370	100.0%	370	100.0%
Noise Pollution - CCS	367	8	8	100.0%	45	7.0	359	97.8%	352	98.1%	360	98.1%
Fire Inspection - DFD	364	7	6	85.7%	45	19.9	357	98.1%	332	93.0%	338	92.9%

Run Date: Sep 10, 2016 10:07:35 PM

NOTE: Values represent status as of the run date and time.

Service Level Performance Report by Council District
For YTD Through August 2016

Unknown

Top 10 Service Requests

SR Type Description	Service Request Count
Litter - CCS	183
High Weeds - CCS	144
Garbage Roll Cart - Residential - SAN	121
Signs - Public Right of Way - CCS	115
Dead Animal Pick Up - SAN	91
Bulky Trash Violations - CCS	90
Garbage - Missed - SAN	90
Recycling - Roll Cart - SAN	88
Animal - Loose - CCS	74
24 Hour Parking Violation - DPD	66

SR Type Description
- Litter - CCS
- High Weeds - CCS
- Garbage Roll Cart - Resid...
- Signs - Public Right of Wa...
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - CCS
- Garbage - Missed - SAN
- Recycling - Roll Cart - SAN
- Animal - Loose - CCS
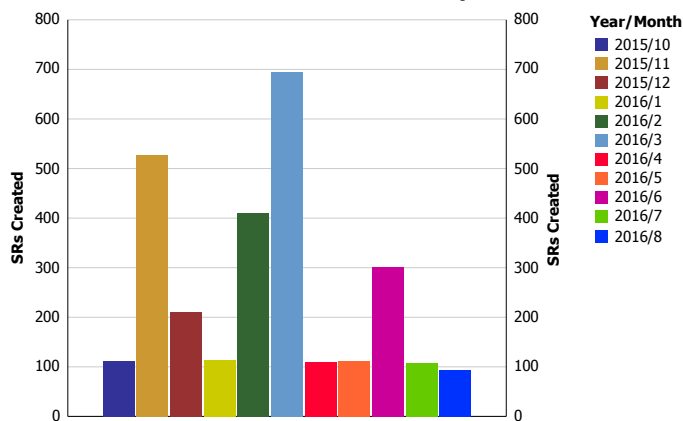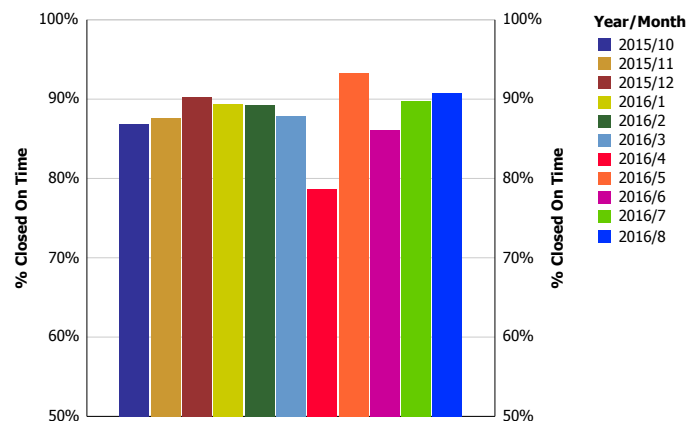- 24 Hour Parking Violation ...

Top 10 Requests

Summary - All Services Requested

SRs Created	Total Closed	Total Closed on Time	% Closed On Time	Total Open SRs	Total Open On Time	% Open On Time	Total On Time %
2,792	2,552	2,249	88.1%	240	60	25.0%	82.7%

*** Improved GIS accuracy and tools implemented in the last year have led to better geocoding abilities, resulting in fewer service requests with an "UNKNOWN" location.

Service Request (SR) Performance YTD by City Council District - August 2016

Service Level Performance Report by Council District
For YTD Through August 2016

Unknown

Most Common SRs Created During the Reporting Period

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
Litter - CCS	183	18	4	22.2%	30	19.8	165	90.2%	125	75.8%	129	70.5%
High Weeds - CCS	144	28	3	10.7%	30	22.5	116	80.6%	87	75.0%	90	62.5%
Garbage Roll Cart - Residential - SAN	121	0	0	0.0%	7	2.4	121	100.0%	117	96.7%	117	96.7%
Signs - Public Right of Way - CCS	115	2	0	0.0%	5	0.3	113	98.3%	112	99.1%	112	97.4%
Dead Animal Pick Up - SAN	91	0	0	0.0%	1	0.2	91	100.0%	90	98.9%	90	98.9%
Bulky Trash Violations - CCS	90	11	0	0.0%	10	4.9	79	87.8%	73	92.4%	73	81.1%
Garbage - Missed - SAN	90	1	0	0.0%	3	6.4	89	98.9%	78	87.6%	78	86.7%
Recycling - Roll Cart - SAN	88	0	0	0.0%	7	2.0	88	100.0%	88	100.0%	88	100.0%
Animal - Loose - CCS	74	20	0	0.0%	25	60.8	54	73.0%	12	22.2%	12	16.2%
24 Hour Parking Violation - DPD	66	0	0	0.0%	7	5.6	66	100.0%	49	74.2%	49	74.2%
Street Repair - Routine-STS	66	10	8	80.0%	90	27.1	56	84.8%	53	94.6%	61	92.4%
Obstruction Alley/Sidewalk/Street - CCS	65	11	3	27.3%	45	20.1	54	83.1%	50	92.6%	53	81.5%
Miscellaneous Service Request - CTY	51	0	0	0.0%	10	0.6	51	100.0%	51	100.0%	51	100.0%
Junk Motor Vehicle - CCS	48	3	2	66.7%	90	42.7	45	93.8%	38	84.4%	40	83.3%
Animal - Sick/Injured - CCS	46	1	0	0.0%	3	0.0	45	97.8%	45	100.0%	45	97.8%
Brush Busters - SAN	45	6	0	0.0%	5	2.9	39	86.7%	24	61.5%	24	53.3%
Illegal Dumping - CCS	44	12	1	8.3%	10	18.0	32	72.7%	20	62.5%	21	47.7%
Substandard Structure - CCS	44	12	8	66.7%	120	26.5	32	72.7%	32	100.0%	40	90.9%
Taxi - Transportation Complaint - CCS	44	0	0	0.0%	14	0.7	44	100.0%	43	97.7%	43	97.7%
Fire Inspection - DFD	42	6	2	33.3%	45	14.9	36	85.7%	33	91.7%	35	83.3%