



**FY 2008 – 2009**

**YEAR-TO-DATE**

**Service Request  
Performance Reports  
by  
City Council District  
And Citywide Summary**

**September 2009**

## **TABLE OF CONTENTS**

**4 . . . . . Chart of Service Request Counts by City Council District**

**5 . . . . . Citywide Service Level Performance Report**

**7 . . . . . Service Level Performance Report for Council District 1**

**9 . . . . . Service Level Performance Report for Council District 2**

**11 . . . . . Service Level Performance Report for Council District 3**

**13 . . . . . Service Level Performance Report for Council District 4**

**15 . . . . . Service Level Performance Report for Council District 5**

**17 . . . . . Service Level Performance Report for Council District 6**

**19 . . . . . Service Level Performance Report for Council District 7**

**21 . . . . . Service Level Performance Report for Council District 8**

**23 . . . . . Service Level Performance Report for Council District 9**

**25 . . . . . Service Level Performance Report for Council District 10**

**27 . . . . . Service Level Performance Report for Council District 11**

**29 . . . . . Service Level Performance Report for Council District 12**

**31 . . . . Service Level Performance Report for Council District 13**

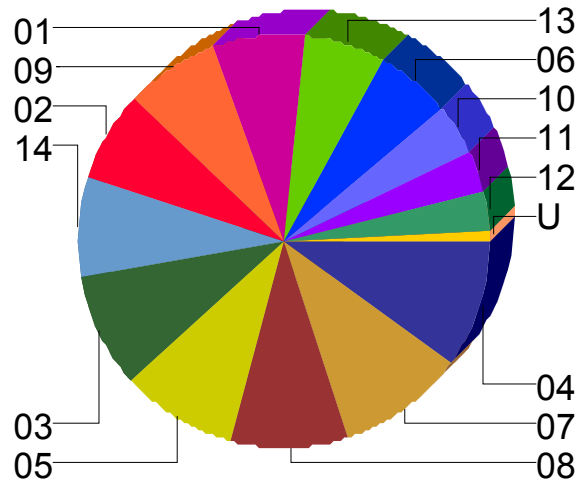
**33 . . . . Service Level Performance Report for Council District 14**

**35 . . . . Service Level Performance Report where the Council District  
is Unknown**



# City of Dallas

## Council District Report For YTD Through September 2009



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	27,992	7.1%	96.7%
02	29,519	7.5%	96.1%
03	34,993	8.9%	95.4%
04	39,933	10.1%	97.1%
05	35,679	9.0%	95.6%
06	23,020	5.8%	97.1%
07	39,479	10.0%	95.7%
08	36,070	9.1%	95.2%
09	28,057	7.1%	96.7%
10	15,734	4.0%	95.9%
11	12,735	3.2%	96.8%
12	11,879	3.0%	96.6%
13	25,315	6.4%	97.7%
14	30,308	7.7%	97.1%
U	3,798	1.0%	82.6%
<b>Totals</b>	<b>394,511</b>	<b>100.0%</b>	<b>96.2%</b>

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

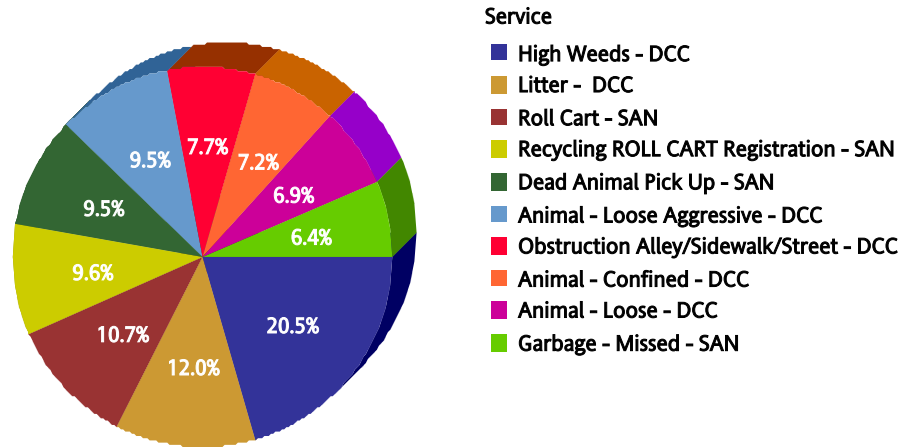


For Citywide

FY 2008/2009

**Top 10 Services**

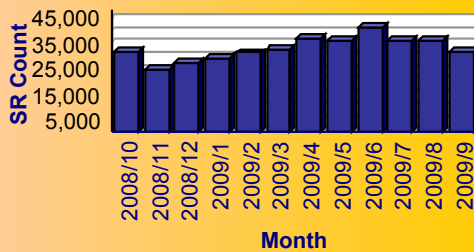
SR Type	Service Request Count
High Weeds - DCC	36,424
Litter - DCC	21,337
Roll Cart - SAN	18,988
Recycling ROLL CART Registration - SAN	16,984
Dead Animal Pick Up - SAN	16,922
Animal - Loose Aggressive - DCC	16,904
Obstruction Alley/Sidewalk/Street - DCC	13,661
Animal - Confined - DCC	12,813
Animal - Loose - DCC	12,182
Garbage - Missed - SAN	11,325



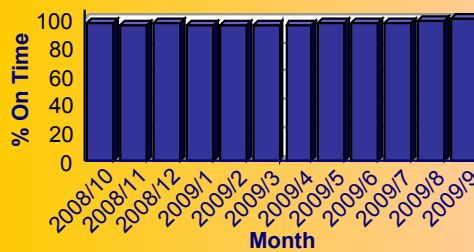
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
394,511	384,708	370,474	96.3%	9,803	9,046	92.3%	96.2%

**Monthly Trend of Services Requested**



**Monthly Trend of % SRs Closed On Time**





# City of Dallas Service Level Performance Report by Council District

For Citywide

FY 2008/2009

## Performance on the Top 20 by SR Volume 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	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	36,424	1,812	1,677	92.5%	38	15.6	34,612	95.0%	32,499	93.9%	34,176	93.8%
2	Litter - DCC	21,337	833	759	91.1%	38	18.0	20,504	96.1%	18,672	91.1%	19,431	91.1%
3	Roll Cart - SAN	18,988	9	9	100.0%	10	2.9	18,979	100.0%	18,950	99.8%	18,959	99.8%
4	Recycling ROLL CART Registration - SAN	16,984	32	32	100.0%	10	4.0	16,952	99.8%	16,846	99.4%	16,878	99.4%
5	Dead Animal Pick Up - SAN	16,922	1	0	0.0%	1	0.4	16,921	100.0%	16,718	98.8%	16,718	98.8%
6	Animal - Loose Aggressive - DCC	16,904	0	0	N/A	3	1.0	16,904	100.0%	16,621	98.3%	16,621	98.3%
7	Obstruction Alley/Sidewalk/Street - DCC	13,661	1,075	1,046	97.3%	60	21.8	12,586	92.1%	12,228	97.2%	13,274	97.2%
8	Animal - Confined - DCC	12,813	0	0	N/A	3	0.9	12,813	100.0%	12,645	98.7%	12,645	98.7%
9	Animal - Loose - DCC	12,182	480	477	99.4%	40	8.2	11,702	96.1%	11,637	99.4%	12,114	99.4%
10	Garbage - Missed - SAN	11,325	0	0	N/A	3	0.7	11,325	100.0%	11,254	99.4%	11,254	99.4%
11	Recyclable Collection Missed (Residential) - SAN	11,253	0	0	N/A	3	1.2	11,253	100.0%	11,214	99.7%	11,214	99.7%
12	Parking - Unapproved Surface - Eve/Weekends - DCC	9,236	0	0	N/A	10	0.7	9,236	100.0%	9,163	99.2%	9,163	99.2%
13	24 Hour Parking/Parking Violations - DPD	8,022	30	29	96.7%	10	5.4	7,992	99.6%	7,456	93.3%	7,485	93.3%
14	Signs - Public Right of Way Eve/Weekends - DCC	7,881	0	0	N/A	7	0.5	7,881	100.0%	7,785	98.8%	7,785	98.8%
15	Bulky Trash Violations - DCC	7,209	53	41	77.4%	14	7.0	7,156	99.3%	6,295	88.0%	6,336	87.9%
16	Junk Motor Vehicle - DCC	7,162	698	685	98.1%	126	37.7	6,464	90.3%	6,194	95.8%	6,879	96.0%
17	Animal - Sick/Injured - DCC	7,134	0	0	N/A	3	0.8	7,134	100.0%	7,012	98.3%	7,012	98.3%
18	Fire Inspection - DFD	6,862	518	516	99.6%	60	23.1	6,344	92.5%	6,261	98.7%	6,777	98.8%
19	Smoke Detector Request - DFD	6,694	50	50	100.0%	30	6.0	6,644	99.3%	6,583	99.1%	6,633	99.1%
20	Substandard Structure - DCC	4,383	1,289	1,285	99.7%	365	73.8	3,094	70.6%	3,094	100.0%	4,379	99.9%

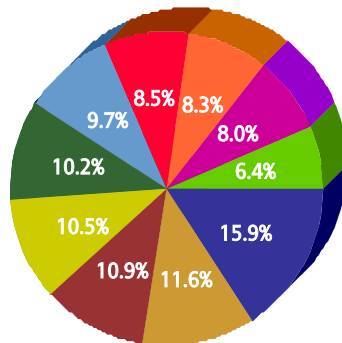


for 01

FY 2008/2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	2,040
Animal - Loose Aggressive - DCC	1,487
Litter - DCC	1,396
Roll Cart - SAN	1,355
Recycling ROLL CART Registration - SAN	1,305
Dead Animal Pick Up - SAN	1,245
Animal - Loose - DCC	1,096
Parking - Unapproved Surface - Eve/Weekends - DCC	1,062
Obstruction Alley/Sidewalk/Street - DCC	1,030
Animal - Confined - DCC	828



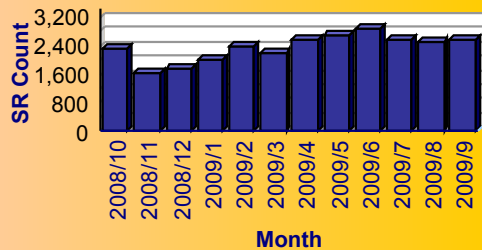
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Litter - DCC
- Roll Cart - SAN
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Animal - Loose - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Confined - DCC

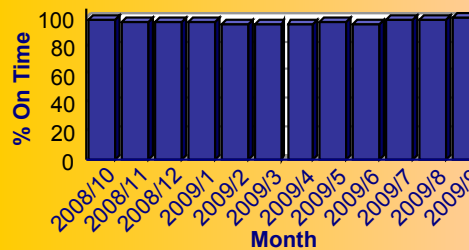
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
27,992	27,305	26,412	96.7%	687	665	96.8%	96.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 01

FY 2008/2009

## Performance on the Top 20 by SR Volume 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	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	2,040	137	136	99.3%	38	15.7	1,903	93.3%	1,834	96.4%	1,970	96.6%
2	Animal - Loose Aggressive - DCC	1,487	0	0	N/A	3	0.5	1,487	100.0%	1,472	99.0%	1,472	99.0%
3	Litter - DCC	1,396	55	55	100.0%	38	18.4	1,341	96.1%	1,216	90.7%	1,271	91.0%
4	Roll Cart - SAN	1,355	0	0	N/A	10	2.8	1,355	100.0%	1,355	100.0%	1,355	100.0%
5	Recycling ROLL CART Registration - SAN	1,305	4	4	100.0%	10	3.9	1,301	99.7%	1,298	99.8%	1,302	99.8%
6	Dead Animal Pick Up - SAN	1,245	0	0	N/A	1	0.4	1,245	100.0%	1,224	98.3%	1,224	98.3%
7	Animal - Loose - DCC	1,096	31	31	100.0%	40	7.7	1,065	97.2%	1,061	99.6%	1,092	99.6%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	1,062	0	0	N/A	10	0.6	1,062	100.0%	1,053	99.2%	1,053	99.2%
9	Obstruction Alley/Sidewalk/Street - DCC	1,030	66	64	97.0%	60	21.3	964	93.6%	944	97.9%	1,008	97.9%
10	Animal - Confined - DCC	828	0	0	N/A	3	0.4	828	100.0%	821	99.2%	821	99.2%
11	Graffiti Private Property - Residential/Commercial	807	68	67	98.5%	90	25.2	739	91.6%	710	96.1%	777	96.3%
12	Recyclable Collection Missed (Residential) - SAN	752	0	0	N/A	3	1.1	752	100.0%	751	99.9%	751	99.9%
13	Signs - Public Right of Way Eve/Weekends - DCC	731	0	0	N/A	7	0.6	731	100.0%	720	98.5%	720	98.5%
14	Garbage - Missed - SAN	668	0	0	N/A	3	0.8	668	100.0%	666	99.7%	666	99.7%
15	24 Hour Parking/Parking Violations - DPD	626	0	0	N/A	10	5.4	626	100.0%	572	91.4%	572	91.4%
16	Fire Inspection - DFD	516	46	46	100.0%	60	20.4	470	91.1%	463	98.5%	509	98.6%
17	Junk Motor Vehicle - DCC	471	47	47	100.0%	126	33.4	424	90.0%	414	97.6%	461	97.9%
18	Animal - Sick/Injured - DCC	466	0	0	N/A	3	0.3	466	100.0%	460	98.7%	460	98.7%
19	Animal - Cruelty - DCC	465	0	0	N/A	30	1.8	465	100.0%	460	98.9%	460	98.9%
20	Illegal Outside Storage - DCC	430	17	17	100.0%	38	21.6	413	96.0%	362	87.7%	379	88.1%



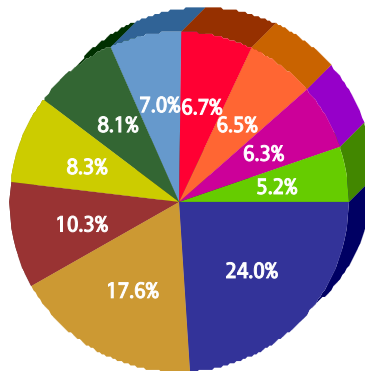


for 02

FY 2008/2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	2,987
Litter - DCC	2,199
Graffiti Private Property - Residential/Commercial	1,280
Dead Animal Pick Up - SAN	1,031
Recycling ROLL CART Registration - SAN	1,011
Animal - Loose Aggressive - DCC	875
Roll Cart - SAN	836
Animal - Loose - DCC	806
Animal - Confined - DCC	783
Obstruction Alley/Sidewalk/Street - DCC	653



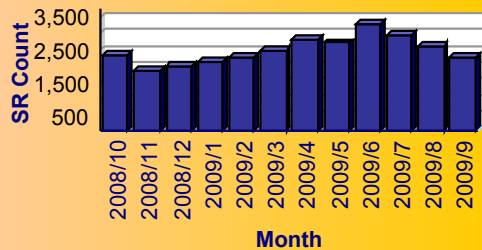
Service

- High Weeds - DCC
- Litter - DCC
- Graffiti Private Property - Residential/Commercial
- Dead Animal Pick Up - SAN
- Recycling ROLL CART Registration - SAN
- Animal - Loose Aggressive - DCC
- Roll Cart - SAN
- Animal - Loose - DCC
- Animal - Confined - DCC
- Obstruction Alley/Sidewalk/Street - DCC

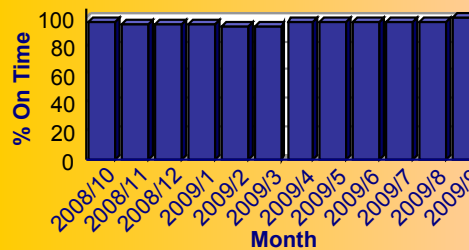
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
29,519	28,814	27,725	96.2%	705	636	90.2%	96.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 02

FY 2008/2009

## Performance on the Top 20 by SR Volume 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	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	2,987	107	80	74.8%	38	14.0	2,880	96.4%	2,764	96.0%	2,844	95.2%
2	Litter - DCC	2,199	80	78	97.5%	38	17.1	2,119	96.4%	1,981	93.5%	2,059	93.6%
3	Graffiti Private Property - Residential/Commercial	1,280	48	45	93.8%	90	13.8	1,232	96.2%	1,199	97.3%	1,244	97.2%
4	Dead Animal Pick Up - SAN	1,031	0	0	N/A	1	0.3	1,031	100.0%	1,019	98.8%	1,019	98.8%
5	Recycling ROLL CART Registration - SAN	1,011	0	0	N/A	10	4.1	1,011	100.0%	999	98.8%	999	98.8%
6	Animal - Loose Aggressive - DCC	875	0	0	N/A	3	1.8	875	100.0%	849	97.0%	849	97.0%
7	Roll Cart - SAN	836	0	0	N/A	10	3.1	836	100.0%	835	99.9%	835	99.9%
8	Animal - Loose - DCC	806	7	7	100.0%	40	7.5	799	99.1%	795	99.5%	802	99.5%
9	Animal - Confined - DCC	783	0	0	N/A	3	1.6	783	100.0%	766	97.8%	766	97.8%
10	Obstruction Alley/Sidewalk/Street - DCC	653	64	64	100.0%	60	18.4	589	90.2%	565	95.9%	629	96.3%
11	Traffic Signal - Flashing - PWT	570	0	0	N/A	4	1.6	570	100.0%	564	98.9%	564	98.9%
12	24 Hour Parking/Parking Violations - DPD	541	4	4	100.0%	10	5.5	537	99.3%	514	95.7%	518	95.7%
13	Junk Motor Vehicle - DCC	539	71	70	98.6%	126	35.0	468	86.8%	462	98.7%	532	98.7%
14	Recyclable Collection Missed (Residential) - SAN	524	0	0	N/A	3	1.3	524	100.0%	522	99.6%	522	99.6%
15	Garbage - Missed - SAN	500	0	0	N/A	3	0.7	500	100.0%	495	99.0%	495	99.0%
16	Fire Inspection - DFD	486	43	43	100.0%	60	25.3	443	91.2%	435	98.2%	478	98.4%
17	Animal - Sick/Injured - DCC	478	0	0	N/A	3	1.0	478	100.0%	468	97.9%	468	97.9%
18	Bulky Trash Violations - DCC	427	2	2	100.0%	14	6.8	425	99.5%	378	88.9%	380	89.0%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	384	0	0	N/A	1	0.0	384	100.0%	383	99.7%	383	99.7%
20	Signs - Other - DCC	367	3	3	100.0%	21	12.0	364	99.2%	310	85.2%	313	85.3%

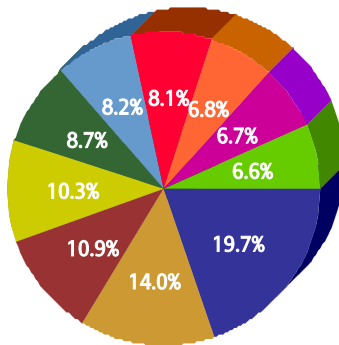


for 03

FY 2008/2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	3,406
Litter - DCC	2,427
Animal - Loose Aggressive - DCC	1,877
Roll Cart - SAN	1,780
Recycling ROLL CART Registration - SAN	1,512
Dead Animal Pick Up - SAN	1,413
Animal - Loose - DCC	1,400
Animal - Confined - DCC	1,172
Obstruction Alley/Sidewalk/Street - DCC	1,160
Parking - Unapproved Surface - Eve/Weekends - DCC	1,150



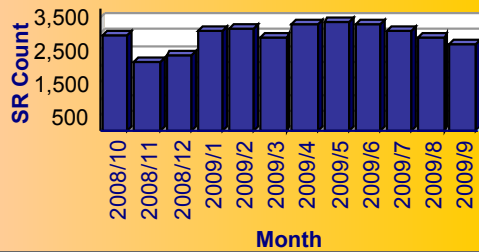
Service

- High Weeds - DCC
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Roll Cart - SAN
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Animal - Loose - DCC
- Animal - Confined - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC

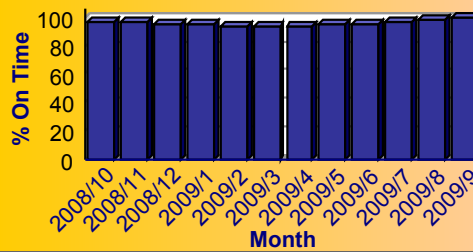
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
34,993	34,307	32,738	95.4%	686	649	94.6%	95.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 03

FY 2008/2009

## Performance on the Top 20 by SR Volume 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	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	3,406	129	122	94.6%	38	15.5	3,277	96.2%	2,951	90.1%	3,073	90.2%
2	Litter - DCC	2,427	62	54	87.1%	38	17.4	2,365	97.4%	2,094	88.5%	2,148	88.5%
3	Animal - Loose Aggressive - DCC	1,877	0	0	N/A	3	0.8	1,877	100.0%	1,854	98.8%	1,854	98.8%
4	Roll Cart - SAN	1,780	4	4	100.0%	10	2.8	1,776	99.8%	1,774	99.9%	1,778	99.9%
5	Recycling ROLL CART Registration - SAN	1,512	13	13	100.0%	10	4.0	1,499	99.1%	1,482	98.9%	1,495	98.9%
6	Dead Animal Pick Up - SAN	1,413	0	0	N/A	1	0.4	1,413	100.0%	1,396	98.8%	1,396	98.8%
7	Animal - Loose - DCC	1,400	48	48	100.0%	40	7.7	1,352	96.6%	1,345	99.5%	1,393	99.5%
8	Animal - Confined - DCC	1,172	0	0	N/A	3	0.7	1,172	100.0%	1,162	99.1%	1,162	99.1%
9	Obstruction Alley/Sidewalk/Street - DCC	1,160	62	58	93.5%	60	22.4	1,098	94.7%	1,050	95.6%	1,108	95.5%
10	Parking - Unapproved Surface - Eve/Weekends - DCC	1,150	0	0	N/A	10	0.8	1,150	100.0%	1,141	99.2%	1,141	99.2%
11	Smoke Detector Request - DFD	848	6	6	100.0%	30	4.2	842	99.3%	838	99.5%	844	99.5%
12	Recyclable Collection Missed (Residential) - SAN	831	0	0	N/A	3	1.2	831	100.0%	830	99.9%	830	99.9%
13	Junk Motor Vehicle - DCC	817	49	49	100.0%	126	41.1	768	94.0%	726	94.5%	775	94.9%
14	Garbage - Missed - SAN	789	0	0	N/A	3	0.9	789	100.0%	781	99.0%	781	99.0%
15	24 Hour Parking/Parking Violations - DPD	761	0	0	N/A	10	5.8	761	100.0%	688	90.4%	688	90.4%
16	Signs - Public Right of Way Eve/Weekends - DCC	730	0	0	N/A	7	0.5	730	100.0%	723	99.0%	723	99.0%
17	Animal - Sick/Injured - DCC	638	0	0	N/A	3	0.9	638	100.0%	629	98.6%	629	98.6%
18	Fire Inspection - DFD	589	27	26	96.3%	60	22.1	562	95.4%	551	98.0%	577	98.0%
19	Bulky Trash Violations - DCC	563	6	5	83.3%	14	9.2	557	98.9%	434	77.9%	439	78.0%
20	Illegal Dumping - DCC	390	5	3	60.0%	38	8.2	385	98.7%	361	93.8%	364	93.3%

R-csr059-cmoS V1.0

Page: 2

Run Date: Oct/4/2009 10:33:28 PM

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

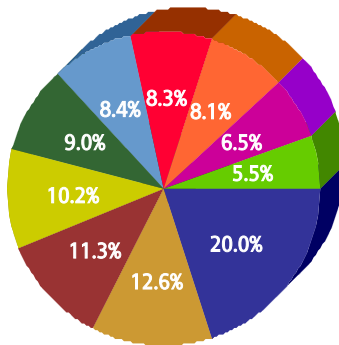


for 04

FY 2008/2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	4,281
Smoke Detector Request - DFD	2,698
Animal - Loose Aggressive - DCC	2,416
Dead Animal Pick Up - SAN	2,191
Roll Cart - SAN	1,917
Animal - Loose - DCC	1,800
Litter - DCC	1,780
Parking - Unapproved Surface - Eve/Weekends - DCC	1,727
Animal - Confined - DCC	1,399
Obstruction Alley/Sidewalk/Street - DCC	1,174



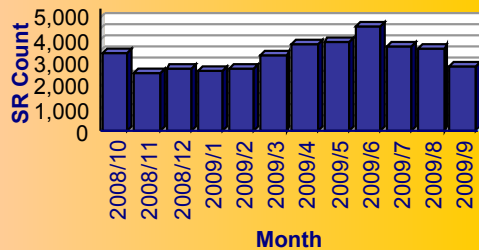
Service

- High Weeds - DCC
- Smoke Detector Request - DFD
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Loose - DCC
- Litter - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Animal - Confined - DCC
- Obstruction Alley/Sidewalk/Street - DCC

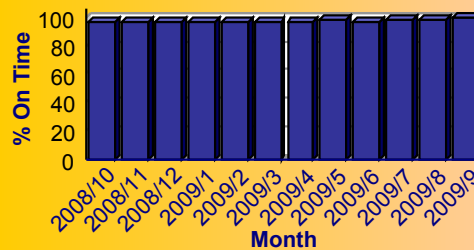
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
39,933	39,171	38,047	97.1%	762	734	96.3%	97.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 04

FY 2008/2009

## Performance on the Top 20 by SR Volume 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	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	4,281	123	119	96.7%	38	14.7	4,158	97.1%	4,001	96.2%	4,120	96.2%
2	Smoke Detector Request - DFD	2,698	22	22	100.0%	30	5.6	2,676	99.2%	2,657	99.3%	2,679	99.3%
3	Animal - Loose Aggressive - DCC	2,416	0	0	N/A	3	0.7	2,416	100.0%	2,389	98.9%	2,389	98.9%
4	Dead Animal Pick Up - SAN	2,191	0	0	N/A	1	0.4	2,191	100.0%	2,164	98.8%	2,164	98.8%
5	Roll Cart - SAN	1,917	0	0	N/A	10	2.8	1,917	100.0%	1,914	99.8%	1,914	99.8%
6	Animal - Loose - DCC	1,800	67	67	100.0%	40	7.8	1,733	96.3%	1,728	99.7%	1,795	99.7%
7	Litter - DCC	1,780	44	42	95.5%	38	16.7	1,736	97.5%	1,619	93.3%	1,661	93.3%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	1,727	0	0	N/A	10	0.4	1,727	100.0%	1,722	99.7%	1,722	99.7%
9	Animal - Confined - DCC	1,399	0	0	N/A	3	0.6	1,399	100.0%	1,387	99.1%	1,387	99.1%
10	Obstruction Alley/Sidewalk/Street - DCC	1,174	52	52	100.0%	60	18.7	1,122	95.6%	1,116	99.5%	1,168	99.5%
11	Recycling ROLL CART Registration - SAN	1,127	0	0	N/A	10	3.9	1,127	100.0%	1,124	99.7%	1,124	99.7%
12	Garbage - Missed - SAN	1,044	0	0	N/A	3	0.8	1,044	100.0%	1,035	99.1%	1,035	99.1%
13	Animal - Sick/Injured - DCC	937	0	0	N/A	3	0.3	937	100.0%	926	98.8%	926	98.8%
14	Recyclable Collection Missed (Residential) - SAN	900	0	0	N/A	3	1.4	900	100.0%	899	99.9%	899	99.9%
15	Junk Motor Vehicle - DCC	766	82	81	98.8%	126	42.2	684	89.3%	653	95.5%	734	95.8%
16	Bulky Trash Violations - DCC	735	2	2	100.0%	14	7.5	733	99.7%	656	89.5%	658	89.5%
17	Signs - Public Right of Way Eve/Weekends - DCC	694	0	0	N/A	7	0.4	694	100.0%	682	98.3%	682	98.3%
18	24 Hour Parking/Parking Violations - DPD	658	1	1	100.0%	10	5.3	657	99.8%	628	95.6%	629	95.6%
19	Parking - Unapproved Surface - DCC	495	0	0	N/A	10	2.4	495	100.0%	468	94.5%	468	94.5%
20	Substandard Structure - DCC	482	141	141	100.0%	365	69.9	341	70.7%	341	100.0%	482	100.0%
21	Animal - Cruelty - DCC	482	0	0	N/A	30	2.1	482	100.0%	476	98.8%	476	98.8%

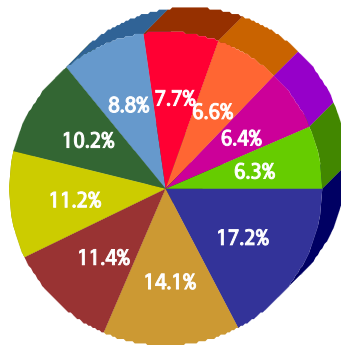


for 05

FY 2008/2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	3,068
Animal - Loose Aggressive - DCC	2,524
Dead Animal Pick Up - SAN	2,028
Litter - DCC	2,005
Roll Cart - SAN	1,819
Animal - Loose - DCC	1,570
Parking - Unapproved Surface - Eve/Weekends - DCC	1,383
Animal - Confined - DCC	1,186
Obstruction Alley/Sidewalk/Street - DCC	1,140
Garbage - Missed - SAN	1,129



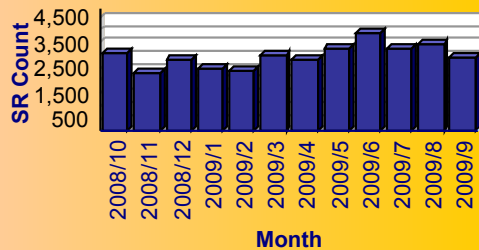
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Litter - DCC
- Roll Cart - SAN
- Animal - Loose - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Animal - Confined - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Garbage - Missed - SAN

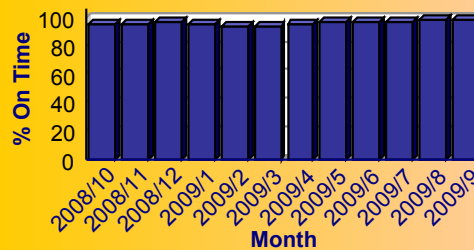
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
35,679	34,637	33,101	95.6%	1,042	1,005	96.4%	95.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 05

FY 2008/2009

## Performance on the Top 20 by SR Volume 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	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	3,068	190	181	95.3%	38	19.0	2,878	93.8%	2,633	91.5%	2,814	91.7%
2	Animal - Loose Aggressive - DCC	2,524	0	0	N/A	3	0.8	2,524	100.0%	2,484	98.4%	2,484	98.4%
3	Dead Animal Pick Up - SAN	2,028	0	0	N/A	1	0.4	2,028	100.0%	2,005	98.9%	2,005	98.9%
4	Litter - DCC	2,005	93	89	95.7%	38	21.9	1,912	95.4%	1,661	86.9%	1,750	87.3%
5	Roll Cart - SAN	1,819	0	0	N/A	10	3.1	1,819	100.0%	1,815	99.8%	1,815	99.8%
6	Animal - Loose - DCC	1,570	73	73	100.0%	40	8.7	1,497	95.4%	1,488	99.4%	1,561	99.4%
7	Parking - Unapproved Surface - Eve/Weekends - DCC	1,383	0	0	N/A	10	0.7	1,383	100.0%	1,376	99.5%	1,376	99.5%
8	Animal - Confined - DCC	1,186	0	0	N/A	3	0.7	1,186	100.0%	1,175	99.1%	1,175	99.1%
9	Obstruction Alley/Sidewalk/Street - DCC	1,140	79	79	100.0%	60	28.5	1,061	93.1%	1,018	95.9%	1,097	96.2%
10	Garbage - Missed - SAN	1,129	0	0	N/A	3	0.8	1,129	100.0%	1,124	99.6%	1,124	99.6%
11	Signs - Public Right of Way Eve/Weekends - DCC	1,076	0	0	N/A	7	0.4	1,076	100.0%	1,060	98.5%	1,060	98.5%
12	Recycling ROLL CART Registration - SAN	1,070	0	0	N/A	10	3.9	1,070	100.0%	1,067	99.7%	1,067	99.7%
13	Animal - Sick/Injured - DCC	888	0	0	N/A	3	0.4	888	100.0%	876	98.6%	876	98.6%
14	Bulky Trash Violations - DCC	864	1	1	100.0%	14	7.9	863	99.9%	732	84.8%	733	84.8%
15	Junk Motor Vehicle - DCC	841	104	102	98.1%	126	47.3	737	87.6%	678	92.0%	780	92.7%
16	Recyclable Collection Missed (Residential) - SAN	725	0	0	N/A	3	1.4	725	100.0%	716	98.8%	716	98.8%
17	24 Hour Parking/Parking Violations - DPD	717	3	2	66.7%	10	5.2	714	99.6%	684	95.8%	686	95.7%
18	Substandard Structure - DCC	609	209	209	100.0%	365	84.8	400	65.7%	400	100.0%	609	100.0%
19	Smoke Detector Request - DFD	595	6	6	100.0%	30	8.2	589	99.0%	581	98.6%	587	98.7%
20	Parking - Unapproved Surface - DCC	517	3	3	100.0%	10	4.7	514	99.4%	423	82.3%	426	82.4%



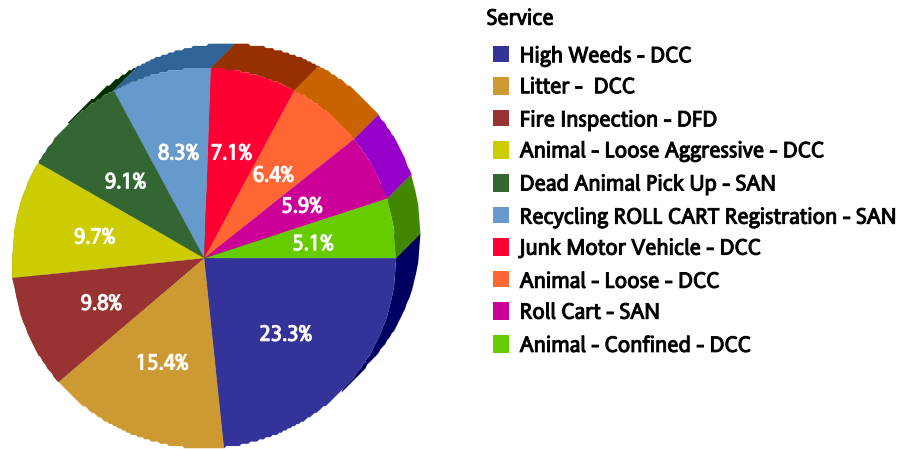


for 06

FY 2008/2009

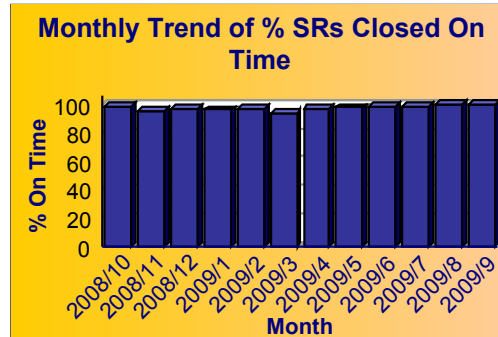
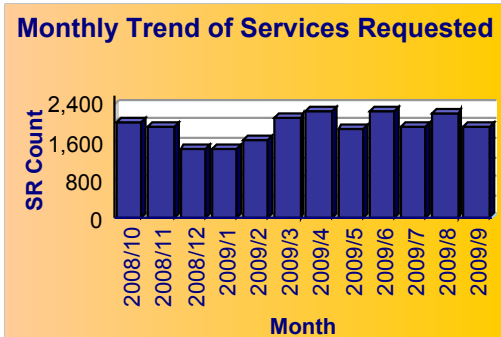
Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	2,511
Litter - DCC	1,656
Fire Inspection - DFD	1,052
Animal - Loose Aggressive - DCC	1,048
Dead Animal Pick Up - SAN	977
Recycling ROLL CART Registration - SAN	894
Junk Motor Vehicle - DCC	766
Animal - Loose - DCC	688
Roll Cart - SAN	632
Animal - Confined - DCC	545



Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
23,020	22,401	21,746	97.1%	619	599	96.8%	97.1%





# City of Dallas Service Level Performance Report by Council District

for 06

FY 2008/2009

## Performance on the Top 20 by SR Volume 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	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	2,511	131	130	99.2%	38	12.0	2,380	94.8%	2,306	96.9%	2,436	97.0%
2	Litter - DCC	1,656	71	69	97.2%	38	14.0	1,585	95.7%	1,513	95.5%	1,582	95.5%
3	Fire Inspection - DFD	1,052	97	96	99.0%	60	22.1	955	90.8%	943	98.7%	1,039	98.8%
4	Animal - Loose Aggressive - DCC	1,048	0	0	N/A	3	0.7	1,048	100.0%	1,035	98.8%	1,035	98.8%
5	Dead Animal Pick Up - SAN	977	0	0	N/A	1	0.3	977	100.0%	970	99.3%	970	99.3%
6	Recycling ROLL CART Registration - SAN	894	1	1	100.0%	10	4.0	893	99.9%	889	99.6%	890	99.6%
7	Junk Motor Vehicle - DCC	766	65	65	100.0%	126	30.0	701	91.5%	696	99.3%	761	99.3%
8	Animal - Loose - DCC	688	19	19	100.0%	40	6.4	669	97.2%	666	99.6%	685	99.6%
9	Roll Cart - SAN	632	0	0	N/A	10	3.0	632	100.0%	630	99.7%	630	99.7%
10	Animal - Confined - DCC	545	0	0	N/A	3	0.6	545	100.0%	541	99.3%	541	99.3%
11	24 Hour Parking/Parking Violations - DPD	543	3	3	100.0%	10	6.2	540	99.4%	502	93.0%	505	93.0%
12	Parking - Unapproved Surface - Eve/Weekends - DCC	512	0	0	N/A	10	0.5	512	100.0%	511	99.8%	511	99.8%
13	Obstruction Alley/Sidewalk/Street - DCC	443	52	52	100.0%	60	16.8	391	88.3%	384	98.2%	436	98.4%
14	Garbage - Missed - SAN	436	0	0	N/A	3	0.8	436	100.0%	435	99.8%	435	99.8%
15	Signs - Public Right of Way Eve/Weekends - DCC	412	0	0	N/A	7	0.5	412	100.0%	407	98.8%	407	98.8%
16	Animal - Sick/Injured - DCC	404	0	0	N/A	3	0.8	404	100.0%	397	98.3%	397	98.3%
17	Recyclable Collection Missed (Residential) - SAN	402	0	0	N/A	3	1.2	402	100.0%	401	99.8%	401	99.8%
18	Signs - Other - DCC	382	2	2	100.0%	21	19.1	380	99.5%	270	71.1%	272	71.2%
19	Illegal Land Use (Residential/Business) - DCC	352	13	10	76.9%	60	29.1	339	96.3%	305	90.0%	315	89.5%
20	Parking - Unapproved Surface - DCC	324	1	1	100.0%	10	2.9	323	99.7%	312	96.6%	313	96.6%

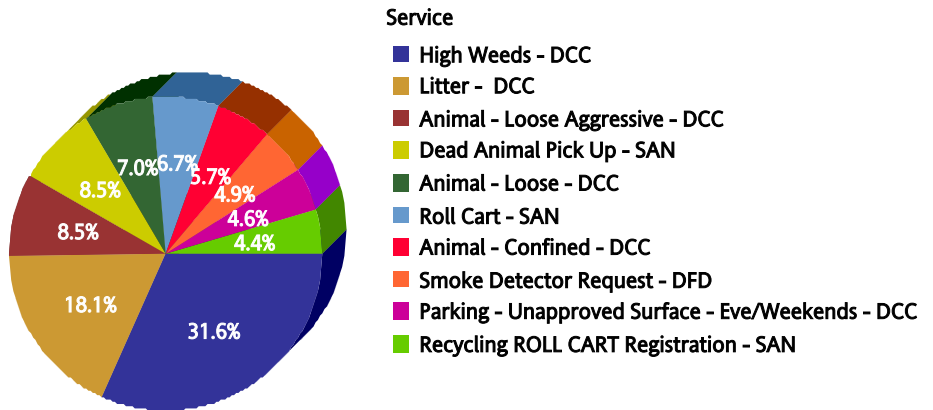


for 07

FY 2008/2009

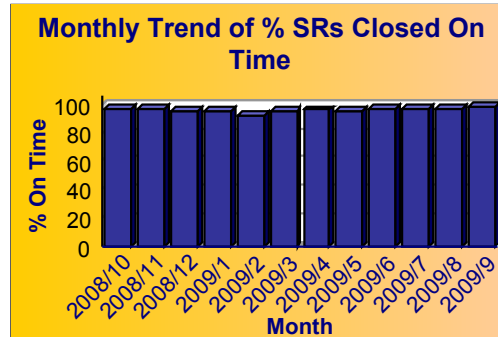
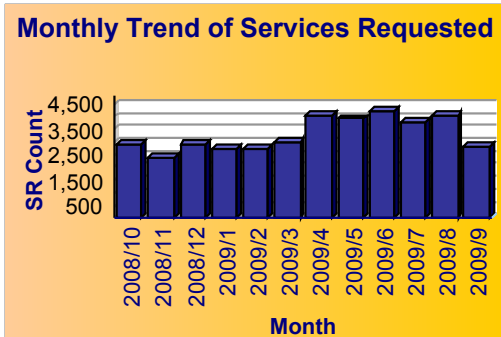
Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	6,437
Litter - DCC	3,678
Animal - Loose Aggressive - DCC	1,731
Dead Animal Pick Up - SAN	1,727
Animal - Loose - DCC	1,428
Roll Cart - SAN	1,365
Animal - Confined - DCC	1,161
Smoke Detector Request - DFD	1,000
Parking - Unapproved Surface - Eve/Weekends - DCC	927
Recycling ROLL CART Registration - SAN	897



Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
39,479	38,370	36,744	95.8%	1,109	1,048	94.5%	95.7%





# City of Dallas Service Level Performance Report by Council District

for 07

FY 2008/2009

## Performance on the Top 20 by SR Volume 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	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	6,437	204	186	91.2%	38	13.4	6,233	96.8%	5,879	94.3%	6,065	94.2%
2	Litter - DCC	3,678	79	76	96.2%	38	16.0	3,599	97.9%	3,344	92.9%	3,420	93.0%
3	Animal - Loose Aggressive - DCC	1,731	0	0	N/A	3	1.7	1,731	100.0%	1,684	97.3%	1,684	97.3%
4	Dead Animal Pick Up - SAN	1,727	0	0	N/A	1	0.3	1,727	100.0%	1,701	98.5%	1,701	98.5%
5	Animal - Loose - DCC	1,428	41	41	100.0%	40	6.7	1,387	97.1%	1,375	99.1%	1,416	99.2%
6	Roll Cart - SAN	1,365	1	1	100.0%	10	3.0	1,364	99.9%	1,361	99.8%	1,362	99.8%
7	Animal - Confined - DCC	1,161	0	0	N/A	3	1.5	1,161	100.0%	1,135	97.8%	1,135	97.8%
8	Smoke Detector Request - DFD	1,000	1	1	100.0%	30	4.0	999	99.9%	996	99.7%	997	99.7%
9	Parking - Unapproved Surface - Eve/Weekends - DCC	927	0	0	N/A	10	0.7	927	100.0%	912	98.4%	912	98.4%
10	Recycling ROLL CART Registration - SAN	897	0	0	N/A	10	3.8	897	100.0%	892	99.4%	892	99.4%
11	24 Hour Parking/Parking Violations - DPD	852	1	1	100.0%	10	5.3	851	99.9%	807	94.8%	808	94.8%
12	Obstruction Alley/Sidewalk/Street - DCC	832	33	31	93.9%	60	19.7	799	96.0%	775	97.0%	806	96.9%
13	Substandard Structure - DCC	807	336	332	98.8%	365	79.2	471	58.4%	471	100.0%	803	99.5%
14	Junk Motor Vehicle - DCC	807	94	93	98.9%	126	36.5	713	88.4%	674	94.5%	767	95.0%
15	Open and Vacant Structure - DCC	798	9	9	100.0%	30	10.7	789	98.9%	709	89.9%	718	90.0%
16	Recyclable Collection Missed (Residential) - SAN	748	0	0	N/A	3	1.4	748	100.0%	742	99.2%	742	99.2%
17	Animal - Sick/Injured - DCC	706	0	0	N/A	3	1.3	706	100.0%	692	98.0%	692	98.0%
18	Parking - Unapproved Surface - DCC	574	2	1	50.0%	10	3.4	572	99.7%	520	90.9%	521	90.8%
19	Signs - Public Right of Way Eve/Weekends - DCC	506	0	0	N/A	7	0.6	506	100.0%	501	99.0%	501	99.0%
20	Bulky Trash Violations - DCC	499	1	1	100.0%	14	6.4	498	99.8%	447	89.8%	448	89.8%

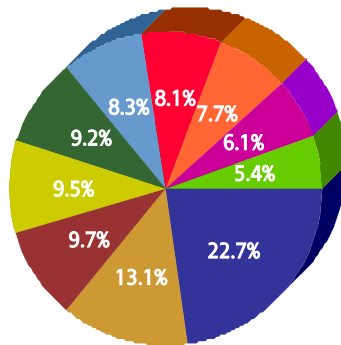


for 08

FY 2008/2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	4,306
Animal - Loose Aggressive - DCC	2,485
Dead Animal Pick Up - SAN	1,832
Litter - DCC	1,800
Animal - Confined - DCC	1,738
Animal - Loose - DCC	1,579
Roll Cart - SAN	1,535
Parking - Unapproved Surface - Eve/Weekends - DCC	1,465
Garbage - Missed - SAN	1,161
Signs - Public Right of Way Eve/Weekends - DCC	1,028



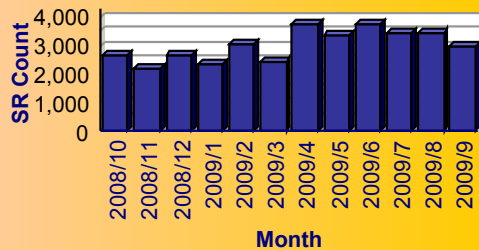
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Litter - DCC
- Animal - Confined - DCC
- Animal - Loose - DCC
- Roll Cart - SAN
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Garbage - Missed - SAN
- Signs - Public Right of Way Eve/Weekends - DCC

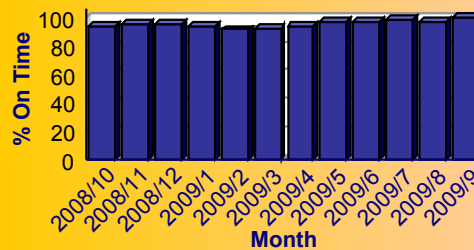
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
36,070	34,960	33,295	95.2%	1,110	1,061	95.6%	95.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 08

FY 2008/2009

## Performance on the Top 20 by SR Volume 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	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	4,306	224	217	96.9%	38	17.9	4,082	94.8%	3,801	93.1%	4,018	93.3%
2	Animal - Loose Aggressive - DCC	2,485	0	0	N/A	3	0.5	2,485	100.0%	2,457	98.9%	2,457	98.9%
3	Dead Animal Pick Up - SAN	1,832	0	0	N/A	1	0.4	1,832	100.0%	1,802	98.4%	1,802	98.4%
4	Litter - DCC	1,800	108	91	84.3%	38	21.9	1,692	94.0%	1,454	85.9%	1,545	85.8%
5	Animal - Confined - DCC	1,738	0	0	N/A	3	0.6	1,738	100.0%	1,718	98.8%	1,718	98.8%
6	Animal - Loose - DCC	1,579	128	126	98.4%	40	9.4	1,451	91.9%	1,442	99.4%	1,568	99.3%
7	Roll Cart - SAN	1,535	1	1	100.0%	10	2.8	1,534	99.9%	1,533	99.9%	1,534	99.9%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	1,465	0	0	N/A	10	0.6	1,465	100.0%	1,459	99.6%	1,459	99.6%
9	Garbage - Missed - SAN	1,161	0	0	N/A	3	1.0	1,161	100.0%	1,149	99.0%	1,149	99.0%
10	Signs - Public Right of Way Eve/Weekends - DCC	1,028	0	0	N/A	7	0.3	1,028	100.0%	1,017	98.9%	1,017	98.9%
11	Smoke Detector Request - DFD	1,001	3	3	100.0%	30	6.1	998	99.7%	986	98.8%	989	98.8%
12	Animal - Sick/Injured - DCC	969	0	0	N/A	3	0.7	969	100.0%	948	97.8%	948	97.8%
13	Recycling ROLL CART Registration - SAN	907	0	0	N/A	10	4.0	907	100.0%	901	99.3%	901	99.3%
14	Junk Motor Vehicle - DCC	787	79	79	100.0%	126	44.1	708	90.0%	661	93.4%	740	94.0%
15	Obstruction Alley/Sidewalk/Street - DCC	786	60	58	96.7%	60	24.6	726	92.4%	687	94.6%	745	94.8%
16	Recyclable Collection Missed (Residential) - SAN	751	0	0	N/A	3	1.0	751	100.0%	751	100.0%	751	100.0%
17	24 Hour Parking/Parking Violations - DPD	656	5	5	100.0%	10	5.2	651	99.2%	617	94.8%	622	94.8%
18	Bulky Trash Violations - DCC	519	3	2	66.7%	14	10.1	516	99.4%	385	74.6%	387	74.6%
19	Animal - Cruelty - DCC	485	0	0	N/A	30	1.3	485	100.0%	480	99.0%	480	99.0%
20	Substandard Structure - DCC	453	157	157	100.0%	365	87.1	296	65.3%	296	100.0%	453	100.0%

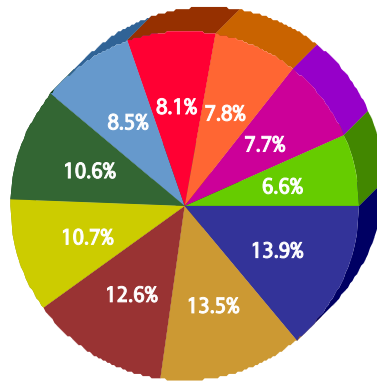


for 09

FY 2008/2009

Top 10 Services

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - DCC	1,799
Roll Cart - SAN	1,748
Recycling ROLL CART Registration - SAN	1,632
Recyclable Collection Missed (Residential) - SAN	1,387
High Weeds - DCC	1,380
Litter - DCC	1,101
Animal - Confined - DCC	1,052
Dead Animal Pick Up - SAN	1,018
Bulky Trash Violations - DCC	1,002
Animal - Loose Aggressive - DCC	863



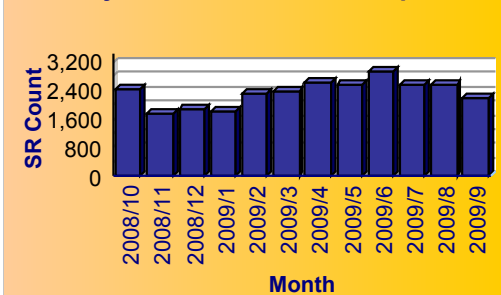
Service

- Obstruction Alley/Sidewalk/Street - DCC
- Roll Cart - SAN
- Recycling ROLL CART Registration - SAN
- Recyclable Collection Missed (Residential) - SAN
- High Weeds - DCC
- Litter - DCC
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - DCC
- Animal - Loose Aggressive - DCC

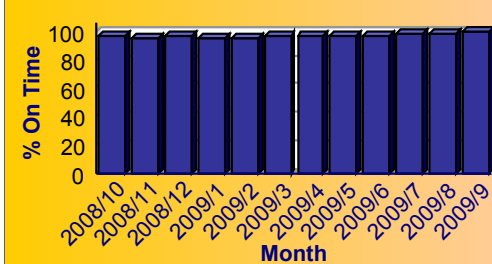
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
28,057	27,487	26,597	96.8%	570	525	92.1%	96.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time



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



# City of Dallas Service Level Performance Report by Council District

for 09

FY 2008/2009

## Performance on the Top 20 by SR Volume 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	All SRs On Time	% of All SRs On Time
1	Obstruction Alley/Sidewalk/Street - DCC	1,799	104	101	97.1%	60	20.9	1,695	94.2%	1,661	98.0%	1,762	97.9%
2	Roll Cart - SAN	1,748	2	2	100.0%	10	2.9	1,746	99.9%	1,741	99.7%	1,743	99.7%
3	Recycling ROLL CART Registration - SAN	1,632	1	1	100.0%	10	4.1	1,631	99.9%	1,612	98.8%	1,613	98.8%
4	Recyclable Collection Missed (Residential) - SAN	1,387	0	0	N/A	3	1.2	1,387	100.0%	1,383	99.7%	1,383	99.7%
5	High Weeds - DCC	1,380	74	71	95.9%	38	16.7	1,306	94.6%	1,233	94.4%	1,304	94.5%
6	Litter - DCC	1,101	44	40	90.9%	38	19.9	1,057	96.0%	942	89.1%	982	89.2%
7	Animal - Confined - DCC	1,052	0	0	N/A	3	1.5	1,052	100.0%	1,030	97.9%	1,030	97.9%
8	Dead Animal Pick Up - SAN	1,018	0	0	N/A	1	0.3	1,018	100.0%	1,010	99.2%	1,010	99.2%
9	Bulky Trash Violations - DCC	1,002	20	16	80.0%	14	6.1	982	98.0%	911	92.8%	927	92.5%
10	Animal - Loose Aggressive - DCC	863	0	0	N/A	3	1.7	863	100.0%	841	97.5%	841	97.5%
11	24 Hour Parking/Parking Violations - DPD	673	0	0	N/A	10	4.9	673	100.0%	608	90.3%	608	90.3%
12	Garbage - Missed - SAN	657	0	0	N/A	3	0.6	657	100.0%	653	99.4%	653	99.4%
13	Animal - Loose - DCC	583	19	19	100.0%	40	10.3	564	96.7%	563	99.8%	582	99.8%
14	Illegal Land Use - BI/DCC	417	0	0	N/A	60	5.7	417	100.0%	415	99.5%	415	99.5%
15	Junk Motor Vehicle - DCC	395	31	29	93.5%	126	29.5	364	92.2%	354	97.3%	383	97.0%
16	Recycling - Roll Cart - SAN	373	0	0	N/A	10	2.9	373	100.0%	373	100.0%	373	100.0%
17	Animal - Sick/Injured - DCC	368	0	0	N/A	3	1.5	368	100.0%	361	98.1%	361	98.1%
18	Parking - Unapproved Surface - Eve/Weekends - DCC	366	0	0	N/A	10	1.1	366	100.0%	359	98.1%	359	98.1%
19	Animal - Spayed/Neutered/Intact	351	1	1	100.0%	30	8.8	350	99.7%	322	92.0%	323	92.0%
20	Parking - Unapproved Surface - DCC	328	3	3	100.0%	10	3.4	325	99.1%	301	92.6%	304	92.7%

R-csr059-cmoS V1.0

Page: 2

Run Date: Oct/4/2009 10:19:21 PM

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



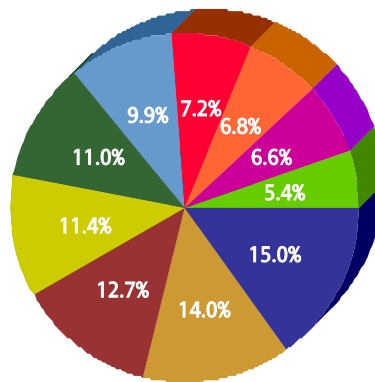


for 10

FY 2008/2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,075
Roll Cart - SAN	1,009
Recyclable Collection Missed (Residential) - SAN	911
Obstruction Alley/Sidewalk/Street - DCC	818
Recycling ROLL CART Registration - SAN	791
Animal - Confined - DCC	711
Garbage - Missed - SAN	518
Dead Animal Pick Up - SAN	489
Litter - DCC	476
Animal - Loose Aggressive - DCC	386



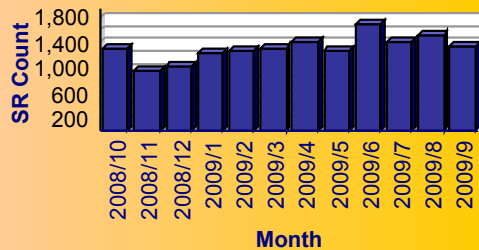
Service

- High Weeds - DCC
- Roll Cart - SAN
- Recyclable Collection Missed (Residential) - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Recycling ROLL CART Registration - SAN
- Animal - Confined - DCC
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- Litter - DCC
- Animal - Loose Aggressive - DCC

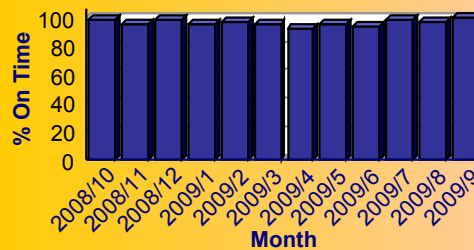
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
15,734	15,278	14,658	95.9%	456	426	93.4%	95.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas

## Service Level Performance Report by Council District

for 10

FY 2008/2009

### Performance on the Top 20 by SR Volume 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	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	1,075	81	78	96.3%	38	20.8	994	92.5%	836	84.1%	914	85.0%
2	Roll Cart - SAN	1,009	1	1	100.0%	10	2.9	1,008	99.9%	1,008	100.0%	1,009	100.0%
3	Recyclable Collection Missed (Residential) - SAN	911	0	0	N/A	3	1.1	911	100.0%	910	99.9%	910	99.9%
4	Obstruction Alley/Sidewalk/Street - DCC	818	133	133	100.0%	60	25.2	685	83.7%	642	93.7%	775	94.7%
5	Recycling ROLL CART Registration - SAN	791	2	2	100.0%	10	4.1	789	99.7%	784	99.4%	786	99.4%
6	Animal - Confined - DCC	711	0	0	N/A	3	1.3	711	100.0%	698	98.2%	698	98.2%
7	Garbage - Missed - SAN	518	0	0	N/A	3	0.6	518	100.0%	517	99.8%	517	99.8%
8	Dead Animal Pick Up - SAN	489	0	0	N/A	1	0.4	489	100.0%	485	99.2%	485	99.2%
9	Litter - DCC	476	17	13	76.5%	38	21.5	459	96.4%	400	87.1%	413	86.8%
10	Animal - Loose Aggressive - DCC	386	0	0	N/A	3	2.1	386	100.0%	376	97.4%	376	97.4%
11	Fire Inspection - DFD	346	31	31	100.0%	60	25.7	315	91.0%	311	98.7%	342	98.8%
12	24 Hour Parking/Parking Violations - DPD	314	0	0	N/A	10	4.9	314	100.0%	286	91.1%	286	91.1%
13	Bulky Trash Violations - DCC	307	1	0	0.0%	14	4.9	306	99.7%	288	94.1%	288	93.8%
14	Junk Motor Vehicle - DCC	282	32	30	93.8%	126	39.9	250	88.7%	241	96.4%	271	96.1%
15	Substandard Structure Apts - DCC	282	19	19	100.0%	365	21.2	263	93.3%	263	100.0%	282	100.0%
16	Animal - Sick/Injured - DCC	265	0	0	N/A	3	2.8	265	100.0%	253	95.5%	253	95.5%
17	Substandard Structure - DCC	234	37	37	100.0%	365	68.4	197	84.2%	197	100.0%	234	100.0%
18	Recycling - Roll Cart - SAN	213	2	2	100.0%	10	3.3	211	99.1%	209	99.1%	211	99.1%
19	Signs - Public Right of Way - DCC	204	0	0	N/A	7	1.6	204	100.0%	193	94.6%	193	94.6%
20	Animal - Loose - DCC	195	10	10	100.0%	40	11.7	185	94.9%	184	99.5%	194	99.5%

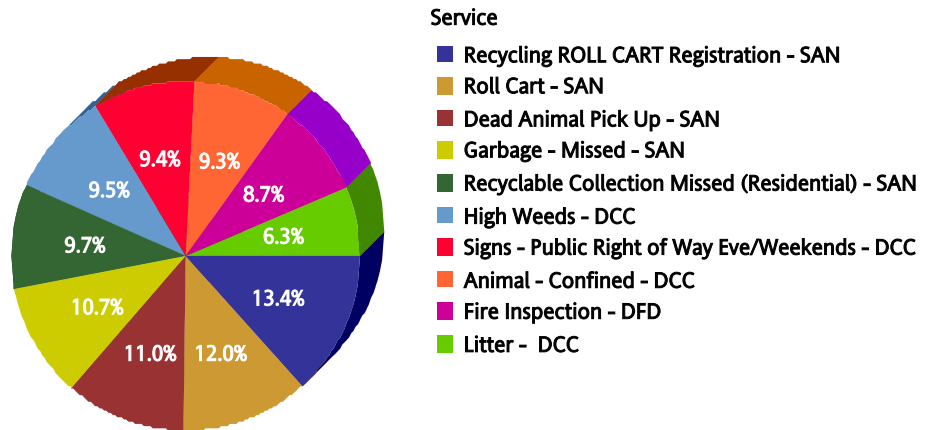


for 11

FY 2008/2009

Top 10 Services

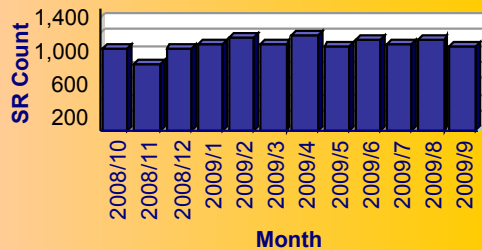
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	697
Roll Cart - SAN	624
Dead Animal Pick Up - SAN	573
Garbage - Missed - SAN	557
Recyclable Collection Missed (Residential) - SAN	505
High Weeds - DCC	497
Signs - Public Right of Way Eve/Weekends - DCC	492
Animal - Confined - DCC	484
Fire Inspection - DFD	451
Litter - DCC	330



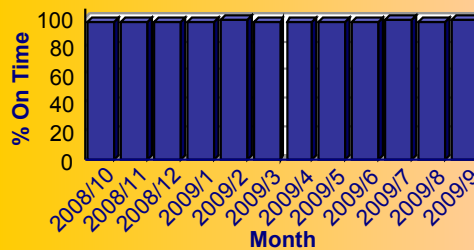
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
12,735	12,520	12,149	97.0%	215	177	82.3%	96.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 11

FY 2008/2009

## Performance on the Top 20 by SR Volume 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	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	697	3	3	100.0%	10	4.0	694	99.6%	689	99.3%	692	99.3%
2	Roll Cart - SAN	624	0	0	N/A	10	2.9	624	100.0%	623	99.8%	623	99.8%
3	Dead Animal Pick Up - SAN	573	0	0	N/A	1	0.3	573	100.0%	563	98.3%	563	98.3%
4	Garbage - Missed - SAN	557	0	0	N/A	3	0.6	557	100.0%	554	99.5%	554	99.5%
5	Recyclable Collection Missed (Residential) - SAN	505	0	0	N/A	3	0.9	505	100.0%	503	99.6%	503	99.6%
6	High Weeds - DCC	497	32	25	78.1%	38	18.7	465	93.6%	430	92.5%	455	91.5%
7	Signs - Public Right of Way Eve/Weekends - DCC	492	0	0	N/A	7	0.9	492	100.0%	481	97.8%	481	97.8%
8	Animal - Confined - DCC	484	0	0	N/A	3	1.4	484	100.0%	476	98.3%	476	98.3%
9	Fire Inspection - DFD	451	18	18	100.0%	60	19.0	433	96.0%	427	98.6%	445	98.7%
10	Litter - DCC	330	14	11	78.6%	38	19.0	316	95.8%	289	91.5%	300	90.9%
11	Obstruction Alley/Sidewalk/Street - DCC	304	33	32	97.0%	60	23.9	271	89.1%	260	95.9%	292	96.1%
12	24 Hour Parking/Parking Violations - DPD	261	2	2	100.0%	10	4.6	259	99.2%	239	92.3%	241	92.3%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	250	0	0	N/A	1	0.1	250	100.0%	247	98.8%	247	98.8%
14	Animal - Loose Aggressive - DCC	249	0	0	N/A	3	1.1	249	100.0%	245	98.4%	245	98.4%
15	Substandard Structure Apts - DCC	226	4	4	100.0%	365	32.0	222	98.2%	222	100.0%	226	100.0%
16	Bulky Trash Violations - DCC	200	2	1	50.0%	14	5.7	198	99.0%	191	96.5%	192	96.0%
17	Animal - Sick/Injured - DCC	191	0	0	N/A	3	0.9	191	100.0%	188	98.4%	188	98.4%
18	Traffic Signal - Timing - PWT	184	0	0	N/A	4	1.8	184	100.0%	178	96.7%	178	96.7%
19	Recycling - Roll Cart - SAN	175	1	1	100.0%	10	2.9	174	99.4%	174	100.0%	175	100.0%
20	Illegal Land Use - BI/DCC	165	1	1	100.0%	60	3.2	164	99.4%	164	100.0%	165	100.0%

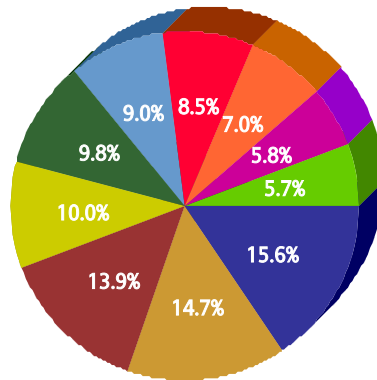


for 12

FY 2008/2009

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	813
Garbage - Missed - SAN	765
Recycling ROLL CART Registration - SAN	723
High Weeds - DCC	520
Animal - Confined - DCC	512
Dead Animal Pick Up - SAN	466
Fire Inspection - DFD	443
Bulky Trash Violations - DCC	365
Litter - DCC	301
Recyclable Collection Missed (Residential) - SAN	297



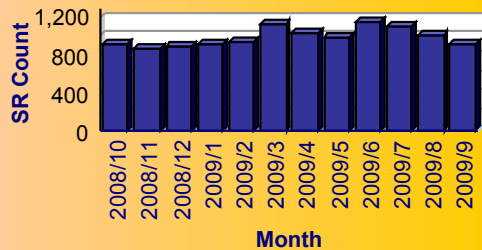
Service

- Roll Cart - SAN
- Garbage - Missed - SAN
- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Bulky Trash Violations - DCC
- Litter - DCC
- Recyclable Collection Missed (Residential) - SAN

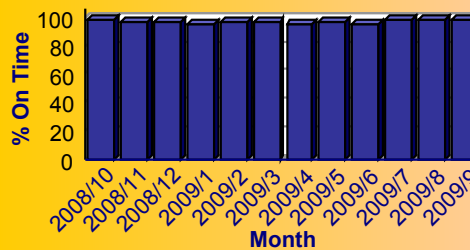
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
11,879	11,694	11,339	97.0%	185	141	76.2%	96.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas

## Service Level Performance Report by Council District

for 12

FY 2008/2009

### Performance on the Top 20 by SR Volume 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	All SRs On Time	% of All SRs On Time
1	Roll Cart - SAN	813	0	0	N/A	10	3.0	813	100.0%	812	99.9%	812	99.9%
2	Garbage - Missed - SAN	765	0	0	N/A	3	0.6	765	100.0%	762	99.6%	762	99.6%
3	Recycling ROLL CART Registration - SAN	723	5	5	100.0%	10	4.1	718	99.3%	712	99.2%	717	99.2%
4	High Weeds - DCC	520	32	20	62.5%	38	16.8	488	93.8%	455	93.2%	475	91.3%
5	Animal - Confined - DCC	512	0	0	N/A	3	0.5	512	100.0%	510	99.6%	510	99.6%
6	Dead Animal Pick Up - SAN	466	0	0	N/A	1	0.3	466	100.0%	464	99.6%	464	99.6%
7	Fire Inspection - DFD	443	14	14	100.0%	60	18.4	429	96.8%	427	99.5%	441	99.5%
8	Bulky Trash Violations - DCC	365	2	2	100.0%	14	6.7	363	99.5%	347	95.6%	349	95.6%
9	Litter - DCC	301	15	8	53.3%	38	22.9	286	95.0%	242	84.6%	250	83.1%
10	Recyclable Collection Missed (Residential) - SAN	297	0	0	N/A	3	1.2	297	100.0%	296	99.7%	296	99.7%
11	24 Hour Parking/Parking Violations - DPD	284	1	1	100.0%	10	4.0	283	99.6%	267	94.3%	268	94.4%
12	Obstruction Alley/Sidewalk/Street - DCC	255	20	13	65.0%	60	22.3	235	92.2%	224	95.3%	237	92.9%
13	Signs - Public Right of Way Eve/Weekends - DCC	244	0	0	N/A	7	0.3	244	100.0%	243	99.6%	243	99.6%
14	Brush/Bulk Items - Missed - SAN	222	0	0	N/A	10	2.3	222	100.0%	219	98.6%	219	98.6%
15	Recycling - Roll Cart - SAN	196	1	1	100.0%	10	3.2	195	99.5%	195	100.0%	196	100.0%
16	Animal - Sick/Injured - DCC	194	0	0	N/A	3	0.2	194	100.0%	194	100.0%	194	100.0%
17	Animal - Loose Aggressive - DCC	163	0	0	N/A	3	2.6	163	100.0%	160	98.2%	160	98.2%
18	Street Repair - Routine-STS	153	6	6	100.0%	90	9.8	147	96.1%	147	100.0%	153	100.0%
19	Animal - Spayed/Neutered/Intact	151	2	1	50.0%	30	8.9	149	98.7%	136	91.3%	137	90.7%
20	Animal - Noisy - DCC	140	0	0	N/A	30	2.7	140	100.0%	140	100.0%	140	100.0%

R-csr059-cmoS V1.0

Page: 2

Run Date: Oct/4/2009 10:34:24 PM

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

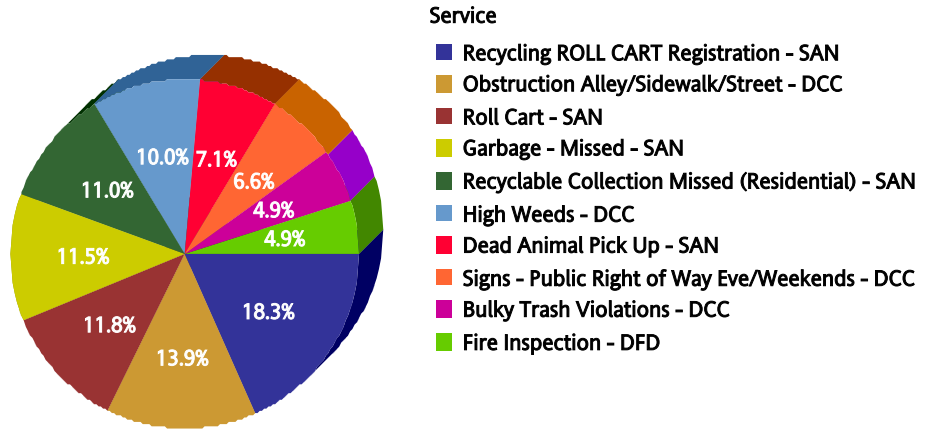


for 13

FY 2008/2009

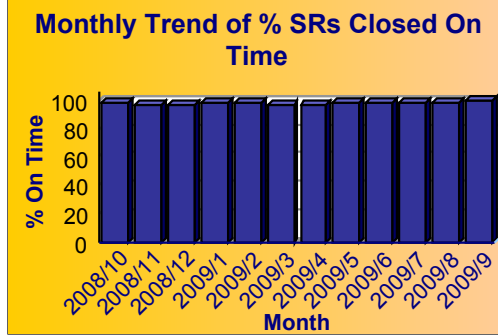
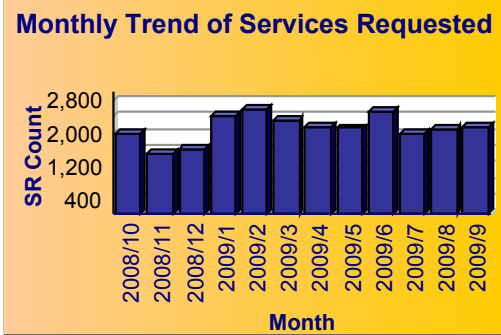
**Top 10 Services**

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	2,352
Obstruction Alley/Sidewalk/Street - DCC	1,786
Roll Cart - SAN	1,524
Garbage - Missed - SAN	1,478
Recyclable Collection Missed (Residential) - SAN	1,417
High Weeds - DCC	1,285
Dead Animal Pick Up - SAN	917
Signs - Public Right of Way Eve/Weekends - DCC	849
Bulky Trash Violations - DCC	637
Fire Inspection - DFD	633



**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
25,315	24,638	24,066	97.7%	677	655	96.8%	97.7%





# City of Dallas Service Level Performance Report by Council District

for 13

FY 2008/2009

## Performance on the Top 20 by SR Volume 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	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	2,352	1	1	100.0%	10	4.0	2,351	100.0%	2,348	99.9%	2,349	99.9%
2	Obstruction Alley/Sidewalk/Street - DCC	1,786	204	201	98.5%	60	22.8	1,582	88.6%	1,553	98.2%	1,754	98.2%
3	Roll Cart - SAN	1,524	0	0	N/A	10	2.9	1,524	100.0%	1,524	100.0%	1,524	100.0%
4	Garbage - Missed - SAN	1,478	0	0	N/A	3	0.7	1,478	100.0%	1,471	99.5%	1,471	99.5%
5	Recyclable Collection Missed (Residential) - SAN	1,417	0	0	N/A	3	1.1	1,417	100.0%	1,414	99.8%	1,414	99.8%
6	High Weeds - DCC	1,285	122	120	98.4%	38	16.6	1,163	90.5%	1,114	95.8%	1,234	96.0%
7	Dead Animal Pick Up - SAN	917	0	0	N/A	1	0.3	917	100.0%	907	98.9%	907	98.9%
8	Signs - Public Right of Way Eve/Weekends - DCC	849	0	0	N/A	7	0.3	849	100.0%	841	99.1%	841	99.1%
9	Bulky Trash Violations - DCC	637	0	0	N/A	14	5.1	637	100.0%	583	91.5%	583	91.5%
10	Fire Inspection - DFD	633	46	46	100.0%	60	22.6	587	92.7%	582	99.1%	628	99.2%
11	Litter - DCC	618	72	71	98.6%	38	15.3	546	88.3%	523	95.8%	594	96.1%
12	Animal - Confined - DCC	537	0	0	N/A	3	0.5	537	100.0%	533	99.3%	533	99.3%
13	Recycling - Roll Cart - SAN	520	2	2	100.0%	10	3.1	518	99.6%	511	98.6%	513	98.7%
14	24 Hour Parking/Parking Violations - DPD	442	4	4	100.0%	10	7.0	438	99.1%	391	89.3%	395	89.4%
15	Animal - Loose Aggressive - DCC	313	0	0	N/A	3	1.8	313	100.0%	308	98.4%	308	98.4%
16	Street Repair - Routine-STS	303	3	3	100.0%	90	13.0	300	99.0%	300	100.0%	303	100.0%
17	Substandard Structure Apts - DCC	284	86	86	100.0%	365	32.4	198	69.7%	198	100.0%	284	100.0%
18	Brush/Bulk Items - Missed - SAN	274	0	0	N/A	10	2.2	274	100.0%	274	100.0%	274	100.0%
19	Sanitation Property Damage - SAN	272	4	4	100.0%	28	11.1	268	98.5%	266	99.3%	270	99.3%
20	Animal - Sick/Injured - DCC	264	0	0	N/A	3	0.2	264	100.0%	259	98.1%	259	98.1%



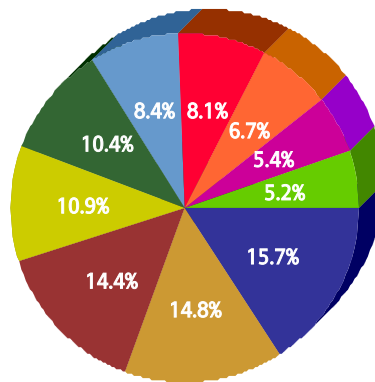


for 14

FY 2008/2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	2,058
Roll Cart - SAN	1,932
Recycling ROLL CART Registration - SAN	1,878
Obstruction Alley/Sidewalk/Street - DCC	1,429
Litter - DCC	1,354
Garbage - Missed - SAN	1,097
Recyclable Collection Missed (Residential) - SAN	1,053
Dead Animal Pick Up - SAN	879
Traffic Signal - Flashing - PWT	710
Animal - Confined - DCC	684



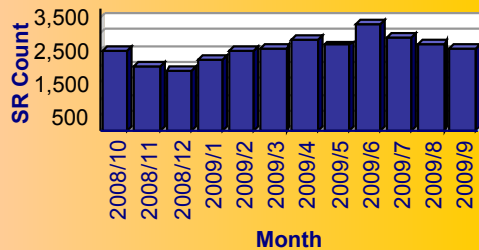
Service

- High Weeds - DCC
- Roll Cart - SAN
- Recycling ROLL CART Registration - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Litter - DCC
- Garbage - Missed - SAN
- Recyclable Collection Missed (Residential) - SAN
- Dead Animal Pick Up - SAN
- Traffic Signal - Flashing - PWT
- Animal - Confined - DCC

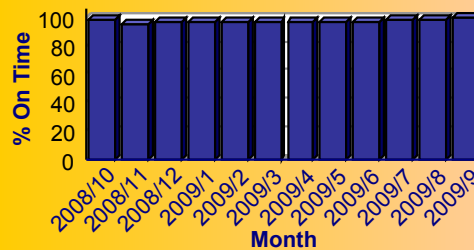
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
30,308	29,635	28,788	97.1%	673	656	97.5%	97.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 14

FY 2008/2009

## Performance on the Top 20 by SR Volume 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	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	2,058	171	171	100.0%	38	14.7	1,887	91.7%	1,812	96.0%	1,983	96.4%
2	Roll Cart - SAN	1,932	0	0	N/A	10	2.9	1,932	100.0%	1,926	99.7%	1,926	99.7%
3	Recycling ROLL CART Registration - SAN	1,878	2	2	100.0%	10	4.1	1,876	99.9%	1,865	99.4%	1,867	99.4%
4	Obstruction Alley/Sidewalk/Street - DCC	1,429	103	102	99.0%	60	19.5	1,326	92.8%	1,307	98.6%	1,409	98.6%
5	Litter - DCC	1,354	58	58	100.0%	38	16.6	1,296	95.7%	1,238	95.5%	1,296	95.7%
6	Garbage - Missed - SAN	1,097	0	0	N/A	3	0.6	1,097	100.0%	1,092	99.5%	1,092	99.5%
7	Recyclable Collection Missed (Residential) - SAN	1,053	0	0	N/A	3	1.2	1,053	100.0%	1,047	99.4%	1,047	99.4%
8	Dead Animal Pick Up - SAN	879	0	0	N/A	1	0.3	879	100.0%	874	99.4%	874	99.4%
9	Traffic Signal - Flashing - PWT	710	0	0	N/A	4	1.8	710	100.0%	696	98.0%	696	98.0%
10	Animal - Confined - DCC	684	0	0	N/A	3	0.9	684	100.0%	673	98.4%	673	98.4%
11	24 Hour Parking/Parking Violations - DPD	672	6	6	100.0%	10	5.5	666	99.1%	634	95.2%	640	95.2%
12	Bulky Trash Violations - DCC	524	7	7	100.0%	14	6.1	517	98.7%	460	89.0%	467	89.1%
13	Fire Inspection - DFD	484	56	56	100.0%	60	24.2	428	88.4%	424	99.1%	480	99.2%
14	Graffiti Private Property - Residential/Commercial	477	9	9	100.0%	90	22.2	468	98.1%	446	95.3%	455	95.4%
15	Animal - Loose Aggressive - DCC	475	0	0	N/A	3	2.7	475	100.0%	456	96.0%	456	96.0%
16	Street Repair - Routine-STS	453	5	5	100.0%	90	19.2	448	98.9%	447	99.8%	452	99.8%
17	Recycling - Roll Cart - SAN	440	0	0	N/A	10	3.2	440	100.0%	440	100.0%	440	100.0%
18	Street Spillage/Debris in Right of Way-Hazardous-STS	379	0	0	N/A	1	0.1	379	100.0%	373	98.4%	373	98.4%
19	Animal - Loose - DCC	375	10	10	100.0%	40	10.3	365	97.3%	365	100.0%	375	100.0%
20	Tree down/low limbs - Emergency-STS	356	0	0	N/A	5	0.2	356	100.0%	355	99.7%	355	99.7%



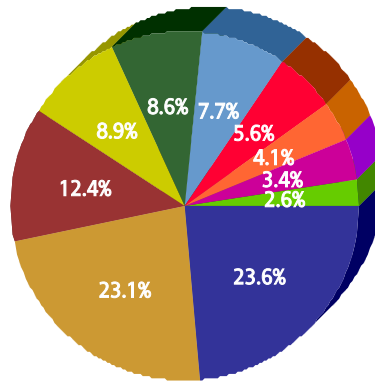
**City of Dallas** Service Level Performance Report by Council District

for U

FY 2008/2009

**Top 10 Services**

SR Type	Service Request Count
High Weeds - DCC	573
Complaint/Compliment - CTY	560
Signs - Public Right of Way Eve/Weekends - DCC	301
Litter - DCC	216
Animal - Loose - DCC	209
Recycling ROLL CART Registration - SAN	188
Dead Animal Pick Up - SAN	136
Roll Cart - SAN	99
Fire Inspection - DFD	83
Mobile Food Inspection - DCC	62



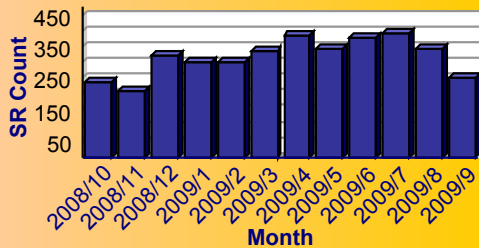
**Service**

- High Weeds - DCC
- Complaint/Compliment - CTY
- Signs - Public Right of Way Eve/Weekends - DCC
- Litter - DCC
- Animal - Loose - DCC
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Fire Inspection - DFD
- Mobile Food Inspection - DCC

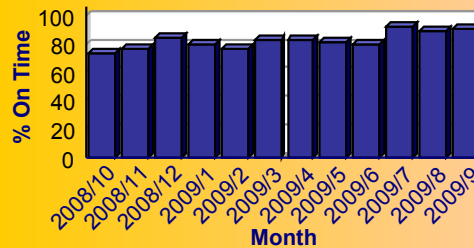
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,798	3,491	3,069	87.9%	307	69	22.5%	82.6%

**Monthly Trend of Services Requested**



**Monthly Trend of % SRs Closed On Time**





# City of Dallas Service Level Performance Report by Council District

for U

FY 2008/2009

## Performance on the Top 20 by SR Volume 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	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	573	55	21	38.2%	38	20.0	518	90.4%	450	86.9%	471	82.2%
2	Complaint/Compliment - CTY	560	147	4	2.7%	10	30.2	413	73.8%	239	57.9%	243	43.4%
3	Signs - Public Right of Way Eve/Weekends - DCC	301	0	0	N/A	7	0.3	301	100.0%	299	99.3%	299	99.3%
4	Litter - DCC	216	21	4	19.0%	38	29.5	195	90.3%	156	80.0%	160	74.1%
5	Animal - Loose - DCC	209	8	7	87.5%	40	6.8	201	96.2%	198	98.5%	205	98.1%
6	Recycling ROLL CART Registration - SAN	188	0	0	N/A	10	3.9	188	100.0%	184	97.9%	184	97.9%
7	Dead Animal Pick Up - SAN	136	1	0	0.0%	1	0.2	135	99.3%	134	99.3%	134	98.5%
8	Roll Cart - SAN	99	0	0	N/A	10	2.6	99	100.0%	99	100.0%	99	100.0%
9	Fire Inspection - DFD	83	2	2	100.0%	60	20.9	81	97.6%	78	96.3%	80	96.4%
10	Mobile Food Inspection - DCC	62	1	1	100.0%	45	9.7	61	98.4%	61	100.0%	62	100.0%
11	Street Spillage/Debris in Right of Way-Hazardous-STS	54	0	0	N/A	1	0.0	54	100.0%	54	100.0%	54	100.0%
12	Obstruction Alley/Sidewalk/Street - DCC	52	10	6	60.0%	60	21.5	42	80.8%	42	100.0%	48	92.3%
13	Recyclable Collection Missed (Residential) - SAN	50	0	0	N/A	3	1.4	50	100.0%	49	98.0%	49	98.0%
14	Restaurant/Food Complaint - DCC	45	2	2	100.0%	45	9.6	43	95.6%	43	100.0%	45	100.0%
15	Smoke Detector Request - DFD	42	0	0	N/A	30	4.0	42	100.0%	42	100.0%	42	100.0%
16	Parking - Unapproved Surface - Eve/Weekends - DCC	38	0	0	N/A	10	4.9	38	100.0%	34	89.5%	34	89.5%
17	Pot hole Repair Routine - STS	37	0	0	N/A	7	0.8	37	100.0%	36	97.3%	36	97.3%
18	Garbage - Missed - SAN	34	0	0	N/A	3	1.3	34	100.0%	33	97.1%	33	97.1%
19	General - DCC	31	4	1	25.0%	38	36.0	27	87.1%	24	88.9%	25	80.6%
20	Substandard Structure Apts - DCC	29	5	5	100.0%	365	84.8	24	82.8%	24	100.0%	29	100.0%