



**FY 2009 – 2010**

**YEAR-TO-DATE**

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

**September 2010**

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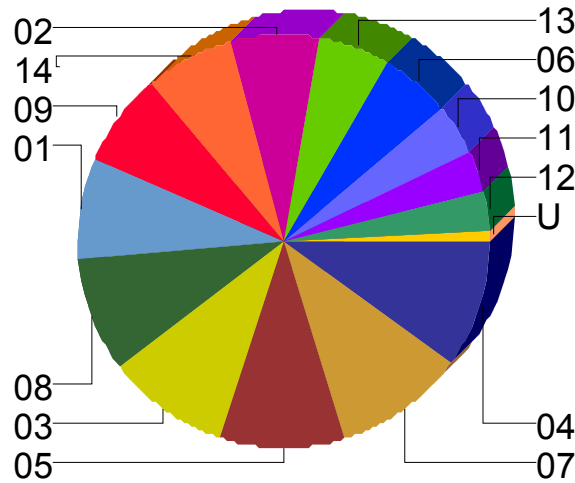
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# City of Dallas

## Council District Report For YTD Through September 2010



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	30,391	7.7%	97.4%
02	27,256	6.9%	96.1%
03	37,901	9.6%	96.3%
04	39,905	10.1%	96.2%
05	39,134	9.9%	95.1%
06	20,962	5.3%	96.5%
07	39,489	10.0%	95.5%
08	35,392	9.0%	95.3%
09	29,229	7.4%	95.8%
10	15,267	3.9%	94.1%
11	13,252	3.4%	94.6%
12	12,268	3.1%	94.5%
13	21,926	5.6%	96.5%
14	28,209	7.2%	96.4%
U	3,474	0.9%	80.0%
<b>Totals</b>	<b>394,055</b>	<b>100.0%</b>	<b>95.7%</b>

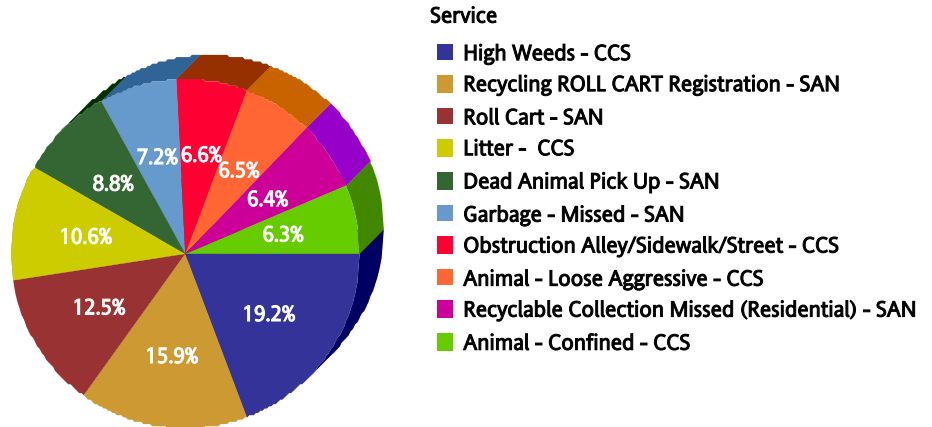
NOTE: Values represent status as of the run date and time.



Citywide

Top 10 Services

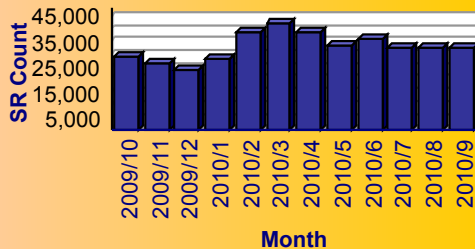
SR Type	Service Request Count
High Weeds - CCS	35,756
Recycling ROLL CART Registration - SAN	29,645
Roll Cart - SAN	23,293
Litter - CCS	19,732
Dead Animal Pick Up - SAN	16,399
Garbage - Missed - SAN	13,396
Obstruction Alley/Sidewalk/Street - CCS	12,269
Animal - Loose Aggressive - CCS	12,100
Recyclable Collection Missed (Residential) - SAN	11,852
Animal - Confined - CCS	11,807



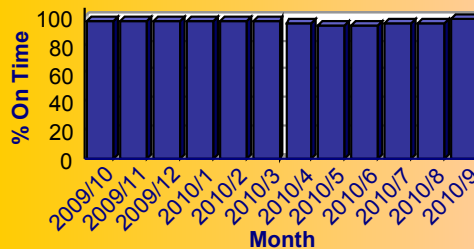
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
394,055	382,487	366,660	95.9%	11,568	10,499	90.8%	95.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

## Citywide

### Performance on the Top 20 by SR Volume Created During the Reporting Period

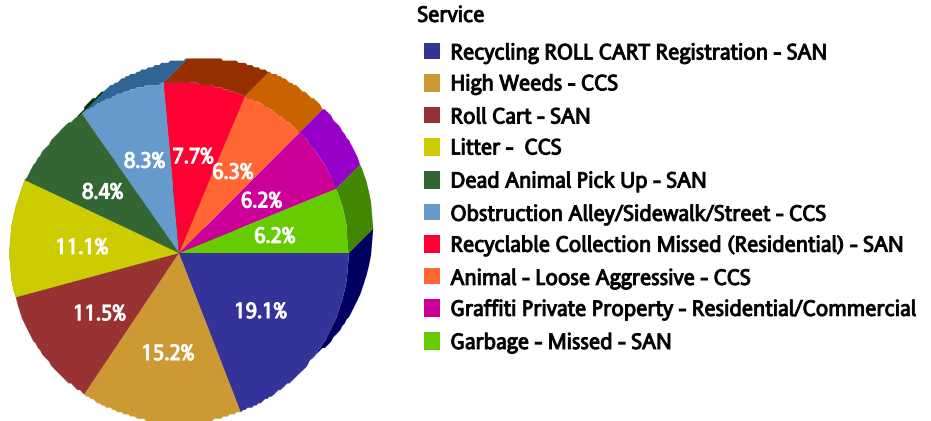
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	35,756	2,668	2,524	94.6%	38	15.7	33,088	92.5%	30,647	92.6%	33,171	92.8%
2	Recycling ROLL CART Registration - SAN	29,645	40	40	100.0%	10	3.6	29,605	99.9%	29,569	99.9%	29,609	99.9%
3	Roll Cart - SAN	23,293	62	62	100.0%	10	3.2	23,231	99.7%	23,138	99.6%	23,200	99.6%
4	Litter - CCS	19,732	1,130	1,019	90.2%	38	18.9	18,602	94.3%	16,638	89.4%	17,657	89.5%
5	Dead Animal Pick Up - SAN	16,399	0	0	N/A	1	0.3	16,399	100.0%	16,272	99.2%	16,272	99.2%
6	Garbage - Missed - SAN	13,396	0	0	N/A	3	0.8	13,396	100.0%	13,266	99.0%	13,266	99.0%
7	Obstruction Alley/Sidewalk/Street - CCS	12,269	1,154	1,092	94.6%	60	23.7	11,115	90.6%	10,548	94.9%	11,640	94.9%
8	Animal - Loose Aggressive - CCS	12,100	6	5	83.3%	3	2.6	12,094	100.0%	11,849	98.0%	11,854	98.0%
9	Recyclable Collection Missed (Residential) - SAN	11,852	0	0	N/A	3	1.0	11,852	100.0%	11,712	98.8%	11,712	98.8%
10	Animal - Confined - CCS	11,807	2	2	100.0%	3	3.2	11,805	100.0%	11,536	97.7%	11,538	97.7%
11	Animal - Loose - CCS	8,021	292	289	99.0%	40	12.6	7,729	96.4%	7,443	96.3%	7,732	96.4%
12	Bulky Trash Violations - CCS	7,377	83	54	65.1%	14	6.9	7,294	98.9%	6,373	87.4%	6,427	87.1%
13	Smoke Detector Request - DFD	6,502	34	34	100.0%	30	5.2	6,468	99.5%	6,407	99.1%	6,441	99.1%
14	Signs - Public Right of Way Eve/Weekends - CCS	6,448	3	3	100.0%	7	0.8	6,445	100.0%	6,264	97.2%	6,267	97.2%
15	Substandard Structure - CCS	6,322	1,884	1,883	99.9%	365	51.7	4,438	70.2%	4,438	100.0%	6,321	100.0%
16	Junk Motor Vehicle - CCS	6,292	639	611	95.6%	126	38.2	5,653	89.8%	5,430	96.1%	6,041	96.0%
17	Animal - Sick/Injured - CCS	6,054	3	3	100.0%	3	2.0	6,051	100.0%	5,917	97.8%	5,920	97.8%
18	24 Hour Parking/Parking Violations - DPD	5,851	62	60	96.8%	10	4.6	5,789	98.9%	5,551	95.9%	5,611	95.9%
19	Fire Inspection - DFD	5,650	323	321	99.4%	60	25.4	5,327	94.3%	5,244	98.4%	5,565	98.5%
20	Signs - Public Right of Way - CCS	5,063	12	2	16.7%	7	1.5	5,051	99.8%	4,793	94.9%	4,795	94.7%



Council District 01

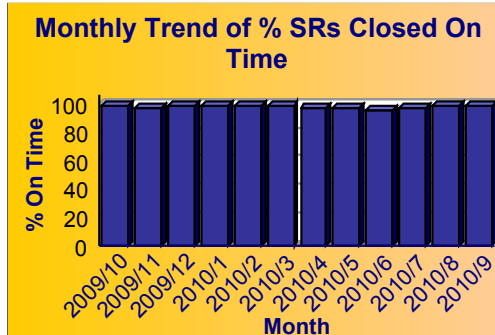
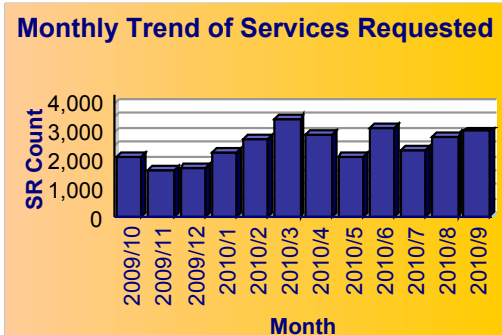
Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	3,022
High Weeds - CCS	2,406
Roll Cart - SAN	1,816
Litter - CCS	1,752
Dead Animal Pick Up - SAN	1,324
Obstruction Alley/Sidewalk/Street - CCS	1,313
Recyclable Collection Missed (Residential) - SAN	1,213
Animal - Loose Aggressive - CCS	990
Graffiti Private Property - Residential/Commercial	984
Garbage - Missed - SAN	980



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 %
30,391	29,206	28,446	97.4%	1,185	1,152	97.2%	97.4%





# City of Dallas Service Level Performance Report by Council District

## Council District 01

### 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	3,022	2	2	100.0%	10	3.5	3,020	99.9%	3,016	99.9%	3,018	99.9%
2	High Weeds - CCS	2,406	291	289	99.3%	38	15.7	2,115	87.9%	2,047	96.8%	2,336	97.1%
3	Roll Cart - SAN	1,816	4	4	100.0%	10	3.3	1,812	99.8%	1,806	99.7%	1,810	99.7%
4	Litter - CCS	1,752	123	120	97.6%	38	18.6	1,629	93.0%	1,527	93.7%	1,647	94.0%
5	Dead Animal Pick Up - SAN	1,324	0	0	N/A	1	0.3	1,324	100.0%	1,321	99.8%	1,321	99.8%
6	Obstruction Alley/Sidewalk/Street - CCS	1,313	295	294	99.7%	60	21.8	1,018	77.5%	992	97.4%	1,286	97.9%
7	Recyclable Collection Missed (Residential) - SAN	1,213	0	0	N/A	3	1.0	1,213	100.0%	1,203	99.2%	1,203	99.2%
8	Animal - Loose Aggressive - CCS	990	0	0	N/A	3	2.4	990	100.0%	966	97.6%	966	97.6%
9	Graffiti Private Property - Residential/Commercial	984	39	39	100.0%	90	19.0	945	96.0%	911	96.4%	950	96.5%
10	Garbage - Missed - SAN	980	0	0	N/A	3	0.9	980	100.0%	976	99.6%	976	99.6%
11	Animal - Loose - CCS	788	24	24	100.0%	40	9.4	764	97.0%	756	99.0%	780	99.0%
12	Signs - Public Right of Way Eve/Weekends - CCS	670	0	0	N/A	7	1.0	670	100.0%	649	96.9%	649	96.9%
13	Animal - Confined - CCS	615	0	0	N/A	3	1.2	615	100.0%	609	99.0%	609	99.0%
14	Illegal Outside Storage - CCS	558	45	45	100.0%	38	19.3	513	91.9%	484	94.3%	529	94.8%
15	Junk Motor Vehicle - CCS	538	65	64	98.5%	126	33.6	473	87.9%	466	98.5%	530	98.5%
16	24 Hour Parking/Parking Violations - DPD	442	4	4	100.0%	10	3.7	438	99.1%	438	100.0%	442	100.0%
17	Animal - Sick/Injured - CCS	433	0	0	N/A	3	2.1	433	100.0%	426	98.4%	426	98.4%
18	Tree down/low limbs - Emergency-STS	416	0	0	N/A	5	0.4	416	100.0%	416	100.0%	416	100.0%
19	Fire Inspection - DFD	388	7	7	100.0%	60	19.1	381	98.2%	374	98.2%	381	98.2%
20	Bulky Trash Violations - CCS	365	3	3	100.0%	14	5.8	362	99.2%	322	89.0%	325	89.0%

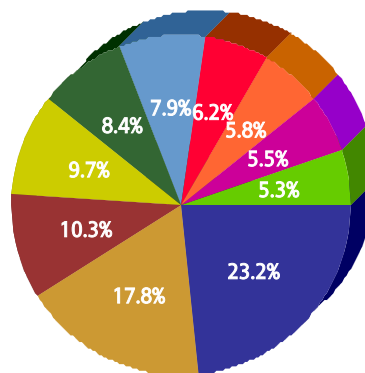




**Council District 02**

**Top 10 Services**

SR Type	Service Request Count
High Weeds - CCS	2,569
Litter - CCS	1,968
Recycling ROLL CART Registration - SAN	1,136
Graffiti Private Property - Residential/Commercial	1,072
Dead Animal Pick Up - SAN	926
Roll Cart - SAN	880
Animal - Confined - CCS	687
Animal - Loose Aggressive - CCS	637
Obstruction Alley/Sidewalk/Street - CCS	614
Garbage - Missed - SAN	583



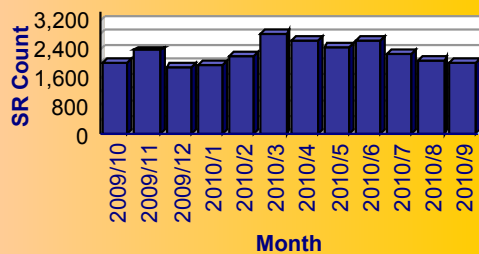
**Service**

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

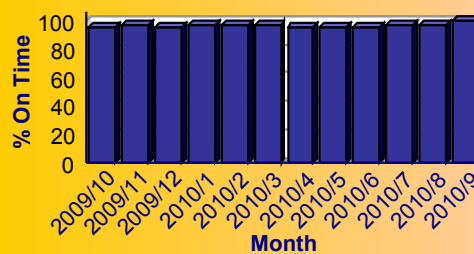
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
27,256	26,616	25,597	96.2%	640	593	92.7%	96.1%

**Monthly Trend of Services Requested**



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





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

## Council District 02

### Performance on the Top 20 by SR Volume Created During the Reporting Period

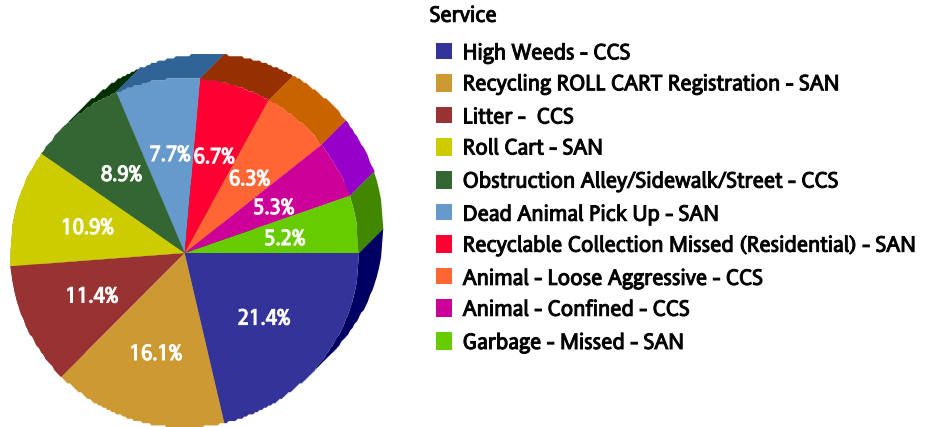
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	2,569	133	131	98.5%	38	14.4	2,436	94.8%	2,314	95.0%	2,445	95.2%
2	Litter - CCS	1,968	86	83	96.5%	38	15.1	1,882	95.6%	1,784	94.8%	1,867	94.9%
3	Recycling ROLL CART Registration - SAN	1,136	4	4	100.0%	10	3.7	1,132	99.6%	1,131	99.9%	1,135	99.9%
4	Graffiti Private Property - Residential/Commercial	1,072	16	16	100.0%	90	12.1	1,056	98.5%	1,031	97.6%	1,047	97.7%
5	Dead Animal Pick Up - SAN	926	0	0	N/A	1	0.3	926	100.0%	918	99.1%	918	99.1%
6	Roll Cart - SAN	880	5	5	100.0%	10	3.2	875	99.4%	872	99.7%	877	99.7%
7	Animal - Confined - CCS	687	0	0	N/A	3	3.0	687	100.0%	671	97.7%	671	97.7%
8	Animal - Loose Aggressive - CCS	637	0	0	N/A	3	3.9	637	100.0%	619	97.2%	619	97.2%
9	Obstruction Alley/Sidewalk/Street - CCS	614	27	27	100.0%	60	18.8	587	95.6%	560	95.4%	587	95.6%
10	Garbage - Missed - SAN	583	0	0	N/A	3	0.8	583	100.0%	580	99.5%	580	99.5%
11	Signs - Public Right of Way - CCS	577	0	0	N/A	7	1.5	577	100.0%	548	95.0%	548	95.0%
12	Junk Motor Vehicle - CCS	548	34	34	100.0%	126	35.7	514	93.8%	506	98.4%	540	98.5%
13	Recyclable Collection Missed (Residential) - SAN	539	0	0	N/A	3	1.3	539	100.0%	524	97.2%	524	97.2%
14	Fire Inspection - DFD	528	27	27	100.0%	60	29.7	501	94.9%	495	98.8%	522	98.9%
15	Signs - Other - CCS	504	3	3	100.0%	21	3.8	501	99.4%	482	96.2%	485	96.2%
16	Animal - Loose - CCS	485	15	14	93.3%	40	11.0	470	96.9%	451	96.0%	465	95.9%
17	24 Hour Parking/Parking Violations - DPD	447	6	6	100.0%	10	5.1	441	98.7%	412	93.4%	418	93.5%
18	Traffic Signal - Flashing - PWT	430	0	0	N/A	4	2.1	430	100.0%	415	96.5%	415	96.5%
19	<b>Bulky Trash Violations - CCS</b>	<b>414</b>	<b>3</b>	<b>2</b>	<b>66.7%</b>	<b>14</b>	<b>6.0</b>	<b>411</b>	<b>99.3%</b>	<b>369</b>	<b>89.8%</b>	<b>371</b>	<b>89.6%</b>
20	Animal - Sick/Injured - CCS	385	0	0	N/A	3	4.1	385	100.0%	366	95.1%	366	95.1%



**Council District 03**

**Top 10 Services**

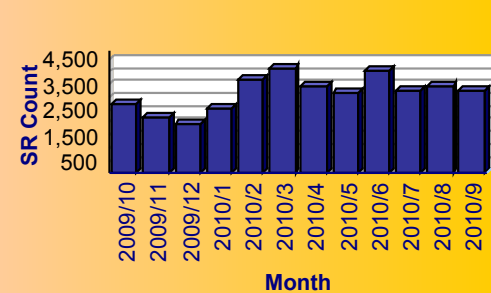
SR Type	Service Request Count
High Weeds - CCS	4,251
Recycling ROLL CART Registration - SAN	3,201
Litter - CCS	2,254
Roll Cart - SAN	2,158
Obstruction Alley/Sidewalk/Street - CCS	1,759
Dead Animal Pick Up - SAN	1,530
Recyclable Collection Missed (Residential) - SAN	1,331
Animal - Loose Aggressive - CCS	1,252
Animal - Confined - CCS	1,048
Garbage - Missed - SAN	1,037



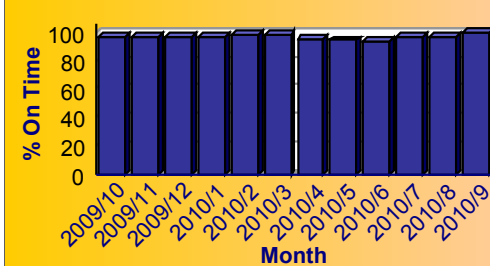
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
37,901	36,947	35,584	96.3%	954	916	96.0%	96.3%

**Monthly Trend of Services Requested**



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





# City of Dallas Service Level Performance Report by Council District

## Council District 03

### Performance on the Top 20 by SR Volume Created During the Reporting Period

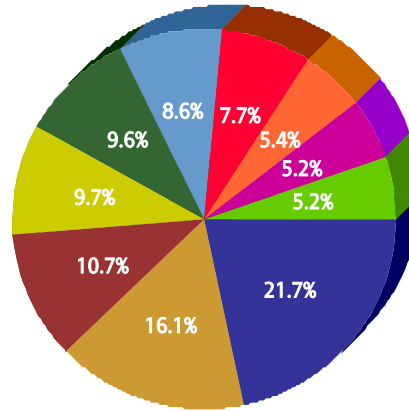
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	4,251	249	239	96.0%	38	13.3	4,002	94.1%	3,750	93.7%	3,989	93.8%
2	Recycling ROLL CART Registration - SAN	3,201	4	4	100.0%	10	3.8	3,197	99.9%	3,192	99.8%	3,196	99.8%
3	Litter - CCS	2,254	89	83	93.3%	38	18.2	2,165	96.1%	1,904	87.9%	1,987	88.2%
4	Roll Cart - SAN	2,158	8	8	100.0%	10	3.3	2,150	99.6%	2,143	99.7%	2,151	99.7%
5	Obstruction Alley/Sidewalk/Street - CCS	1,759	86	86	100.0%	60	23.8	1,673	95.1%	1,580	94.4%	1,666	94.7%
6	Dead Animal Pick Up - SAN	1,530	0	0	N/A	1	0.4	1,530	100.0%	1,516	99.1%	1,516	99.1%
7	Recyclable Collection Missed (Residential) - SAN	1,331	0	0	N/A	3	1.1	1,331	100.0%	1,317	98.9%	1,317	98.9%
8	Animal - Loose Aggressive - CCS	1,252	1	1	100.0%	3	2.3	1,251	99.9%	1,227	98.1%	1,228	98.1%
9	Animal - Confined - CCS	1,048	1	1	100.0%	3	2.0	1,047	99.9%	1,029	98.3%	1,030	98.3%
10	Garbage - Missed - SAN	1,037	0	0	N/A	3	0.9	1,037	100.0%	1,031	99.4%	1,031	99.4%
11	Illegal Dumping - CCS	960	4	3	75.0%	38	2.6	956	99.6%	940	98.3%	943	98.2%
12	Animal - Loose - CCS	920	32	32	100.0%	40	12.2	888	96.5%	866	97.5%	898	97.6%
13	Smoke Detector Request - DFD	711	4	4	100.0%	30	3.9	707	99.4%	707	100.0%	711	100.0%
14	Signs - Public Right of Way Eve/Weekends - CCS	640	1	1	100.0%	7	1.2	639	99.8%	612	95.8%	613	95.8%
15	Bulky Trash Violations - CCS	569	6	6	100.0%	14	7.1	563	98.9%	476	84.5%	482	84.7%
16	Animal - Sick/Injured - CCS	523	0	0	N/A	3	0.7	523	100.0%	517	98.9%	517	98.9%
17	24 Hour Parking/Parking Violations - DPD	504	2	2	100.0%	10	4.0	502	99.6%	499	99.4%	501	99.4%
18	Junk Motor Vehicle - CCS	486	56	54	96.4%	126	36.0	430	88.5%	416	96.7%	470	96.7%
19	Illegal Outside Storage - CCS	469	29	29	100.0%	38	18.9	440	93.8%	403	91.6%	432	92.1%
20	Signs - Public Right of Way - CCS	468	0	0	N/A	7	0.6	468	100.0%	460	98.3%	460	98.3%



Council District 04

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	4,713
Recycling ROLL CART Registration - SAN	3,485
Roll Cart - SAN	2,328
Smoke Detector Request - DFD	2,103
Dead Animal Pick Up - SAN	2,089
Litter - CCS	1,862
Animal - Loose Aggressive - CCS	1,678
Animal - Confined - CCS	1,182
Garbage - Missed - SAN	1,134
Animal - Loose - CCS	1,130



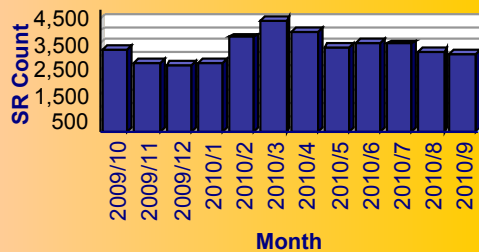
Service

- High Weeds - CCS
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Smoke Detector Request - DFD
- Dead Animal Pick Up - SAN
- Litter - CCS
- Animal - Loose Aggressive - CCS
- Animal - Confined - CCS
- Garbage - Missed - SAN
- Animal - Loose - CCS

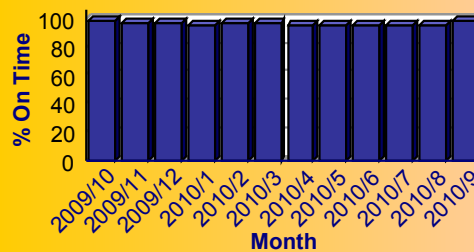
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
39,905	38,938	37,480	96.3%	967	903	93.4%	96.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





## Council District 04

## Performance on the Top 20 by SR Volume Created During the Reporting Period

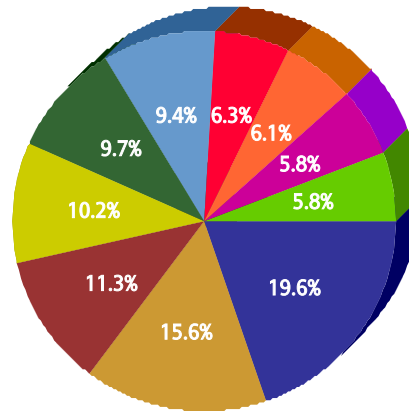
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	4,713	211	206	97.6%	38	14.9	4,502	95.5%	4,272	94.9%	4,478	95.0%
2	Recycling ROLL CART Registration - SAN	3,485	3	3	100.0%	10	3.6	3,482	99.9%	3,480	99.9%	3,483	99.9%
3	Roll Cart - SAN	2,328	3	3	100.0%	10	3.2	2,325	99.9%	2,318	99.7%	2,321	99.7%
4	Smoke Detector Request - DFD	2,103	8	8	100.0%	30	4.4	2,095	99.6%	2,085	99.5%	2,093	99.5%
5	Dead Animal Pick Up - SAN	2,089	0	0	N/A	1	0.3	2,089	100.0%	2,072	99.2%	2,072	99.2%
6	Litter - CCS	1,862	126	118	93.7%	38	18.8	1,736	93.2%	1,585	91.3%	1,703	91.5%
7	Animal - Loose Aggressive - CCS	1,678	4	4	100.0%	3	2.6	1,674	99.8%	1,648	98.4%	1,652	98.5%
8	Animal - Confined - CCS	1,182	0	0	N/A	3	4.4	1,182	100.0%	1,153	97.5%	1,153	97.5%
9	Garbage - Missed - SAN	1,134	0	0	N/A	3	0.6	1,134	100.0%	1,128	99.5%	1,128	99.5%
10	Animal - Loose - CCS	1,130	24	24	100.0%	40	11.2	1,106	97.9%	1,087	98.3%	1,111	98.3%
11	Illegal Dumping - CCS	1,075	12	10	83.3%	38	3.2	1,063	98.9%	1,055	99.2%	1,065	99.1%
12	Obstruction Alley/Sidewalk/Street - CCS	1,044	58	57	98.3%	60	23.1	986	94.4%	964	97.8%	1,021	97.8%
13	Bulky Trash Violations - CCS	986	6	5	83.3%	14	7.8	980	99.4%	790	80.6%	795	80.6%
14	Animal - Sick/Injured - CCS	706	0	0	N/A	3	1.3	706	100.0%	693	98.2%	693	98.2%
15	Junk Motor Vehicle - CCS	669	79	75	94.9%	126	41.7	590	88.2%	573	97.1%	648	96.9%
16	Substandard Structure - CCS	665	184	184	100.0%	365	53.2	481	72.3%	481	100.0%	665	100.0%
17	Recyclable Collection Missed (Residential) - SAN	635	0	0	N/A	3	1.1	635	100.0%	619	97.5%	619	97.5%
18	Parking - Unapproved Surface - Eve/Weekends - CCS	559	0	0	N/A	10	2.0	559	100.0%	539	96.4%	539	96.4%
19	Signs - Public Right of Way Eve/Weekends - CCS	552	1	1	100.0%	7	1.0	551	99.8%	527	95.6%	528	95.7%
20	Parking - Unapproved Surface - CCS	452	0	0	N/A	10	2.5	452	100.0%	426	94.2%	426	94.2%



Council District 05

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	4,004
High Weeds - CCS	3,188
Roll Cart - SAN	2,296
Litter - CCS	2,080
Animal - Loose Aggressive - CCS	1,982
Dead Animal Pick Up - SAN	1,928
Substandard Structure - CCS	1,295
Garbage - Missed - SAN	1,251
Obstruction Alley/Sidewalk/Street - CCS	1,191
Smoke Detector Request - DFD	1,188



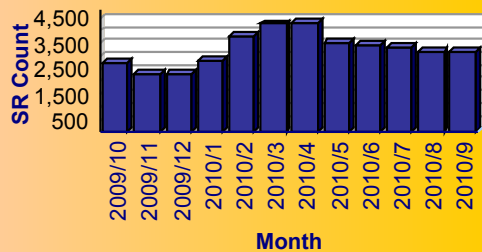
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - CCS
- Roll Cart - SAN
- Litter - CCS
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Substandard Structure - CCS
- Garbage - Missed - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Smoke Detector Request - DFD

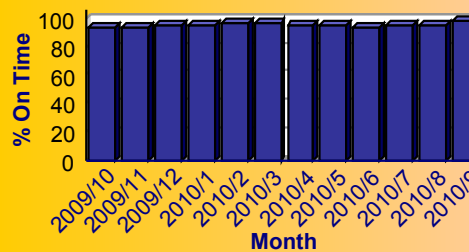
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
39,134	37,761	35,898	95.1%	1,373	1,331	96.9%	95.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

## Council District 05

### 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	4,004	5	5	100.0%	10	3.8	3,999	99.9%	3,997	99.9%	4,002	100.0%
2	High Weeds - CCS	3,188	349	344	98.6%	38	19.3	2,839	89.1%	2,592	91.3%	2,936	92.1%
3	Roll Cart - SAN	2,296	8	8	100.0%	10	3.4	2,288	99.7%	2,279	99.6%	2,287	99.6%
4	Litter - CCS	2,080	162	158	97.5%	38	23.2	1,918	92.2%	1,623	84.6%	1,781	85.6%
5	Animal - Loose Aggressive - CCS	1,982	1	0	0.0%	3	2.5	1,981	99.9%	1,948	98.3%	1,948	98.3%
6	Dead Animal Pick Up - SAN	1,928	0	0	N/A	1	0.3	1,928	100.0%	1,908	99.0%	1,908	99.0%
7	Substandard Structure - CCS	1,295	337	337	100.0%	365	56.7	958	74.0%	958	100.0%	1,295	100.0%
8	Garbage - Missed - SAN	1,251	0	0	N/A	3	0.7	1,251	100.0%	1,243	99.4%	1,243	99.4%
9	Obstruction Alley/Sidewalk/Street - CCS	1,191	129	129	100.0%	60	25.6	1,062	89.2%	1,028	96.8%	1,157	97.1%
10	Smoke Detector Request - DFD	1,188	6	6	100.0%	30	4.9	1,182	99.5%	1,164	98.5%	1,170	98.5%
11	Animal - Confined - CCS	1,172	0	0	N/A	3	4.7	1,172	100.0%	1,142	97.4%	1,142	97.4%
12	Animal - Loose - CCS	1,050	39	38	97.4%	40	13.2	1,011	96.3%	976	96.5%	1,014	96.6%
13	Junk Motor Vehicle - CCS	882	79	78	98.7%	126	45.9	803	91.0%	750	93.4%	828	93.9%
14	Bulky Trash Violations - CCS	871	11	10	90.9%	14	9.3	860	98.7%	683	79.4%	693	79.6%
15	Signs - Public Right of Way Eve/Weekends - CCS	810	1	1	100.0%	7	1.0	809	99.9%	784	96.9%	785	96.9%
16	Animal - Sick/Injured - CCS	734	2	2	100.0%	3	1.8	732	99.7%	713	97.4%	715	97.4%
17	Recyclable Collection Missed (Residential) - SAN	635	0	0	N/A	3	1.2	635	100.0%	623	98.1%	623	98.1%
18	Parking - Unapproved Surface - CCS	593	2	1	50.0%	10	3.6	591	99.7%	545	92.2%	546	92.1%
19	24 Hour Parking/Parking Violations - DPD	564	7	6	85.7%	10	5.6	557	98.8%	505	90.7%	511	90.6%
20	Illegal Dumping - CCS	395	6	6	100.0%	38	8.9	389	98.5%	368	94.6%	374	94.7%

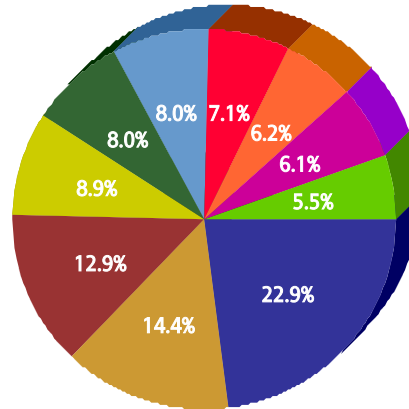




Council District 06

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	2,130
Litter - CCS	1,334
Recycling ROLL CART Registration - SAN	1,201
Dead Animal Pick Up - SAN	825
Fire Inspection - DFD	747
Roll Cart - SAN	740
Animal - Loose Aggressive - CCS	663
Junk Motor Vehicle - CCS	572
Obstruction Alley/Sidewalk/Street - CCS	562
Animal - Confined - CCS	509



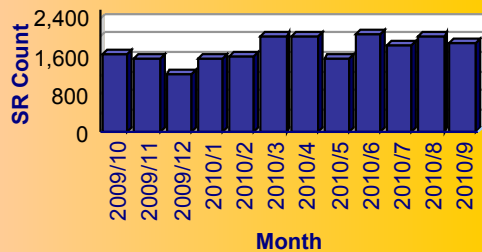
Service

- High Weeds - CCS
- Litter - CCS
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Roll Cart - SAN
- Animal - Loose Aggressive - CCS
- Junk Motor Vehicle - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Animal - Confined - CCS

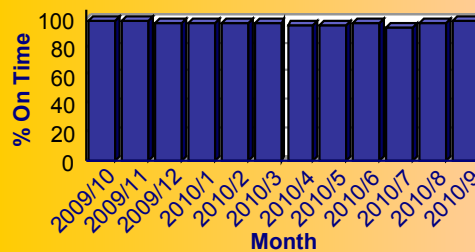
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
20,962	20,191	19,472	96.4%	771	746	96.8%	96.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

## Council District 06

### Performance on the Top 20 by SR Volume Created During the Reporting Period

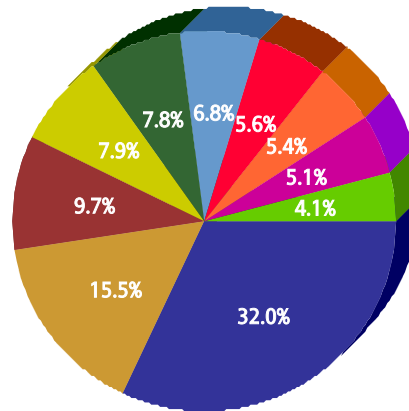
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	2,130	127	126	99.2%	38	13.7	2,003	94.0%	1,872	93.5%	1,998	93.8%
2	Litter - CCS	1,334	100	97	97.0%	38	17.0	1,234	92.5%	1,130	91.6%	1,227	92.0%
3	Recycling ROLL CART Registration - SAN	1,201	1	1	100.0%	10	3.7	1,200	99.9%	1,196	99.7%	1,197	99.7%
4	Dead Animal Pick Up - SAN	825	0	0	N/A	1	0.3	825	100.0%	819	99.3%	819	99.3%
5	Fire Inspection - DFD	747	51	51	100.0%	60	24.8	696	93.2%	692	99.4%	743	99.5%
6	Roll Cart - SAN	740	0	0	N/A	10	3.3	740	100.0%	739	99.9%	739	99.9%
7	Animal - Loose Aggressive - CCS	663	0	0	N/A	3	2.0	663	100.0%	647	97.6%	647	97.6%
8	Junk Motor Vehicle - CCS	572	69	69	100.0%	126	24.9	503	87.9%	492	97.8%	561	98.1%
9	Obstruction Alley/Sidewalk/Street - CCS	562	22	22	100.0%	60	19.9	540	96.1%	513	95.0%	535	95.2%
10	Animal - Confined - CCS	509	1	1	100.0%	3	1.6	508	99.8%	501	98.6%	502	98.6%
11	Recyclable Collection Missed (Residential) - SAN	496	0	0	N/A	3	1.2	496	100.0%	492	99.2%	492	99.2%
12	Animal - Loose - CCS	490	16	16	100.0%	40	11.8	474	96.7%	457	96.4%	473	96.5%
13	Illegal Outside Storage - CCS	482	52	50	96.2%	38	18.3	430	89.2%	385	89.5%	435	90.2%
14	Garbage - Missed - SAN	404	0	0	N/A	3	0.8	404	100.0%	401	99.3%	401	99.3%
15	Signs - Public Right of Way Eve/Weekends - CCS	402	0	0	N/A	7	0.5	402	100.0%	397	98.8%	397	98.8%
16	Substandard Structure - CCS	374	125	125	100.0%	365	53.9	249	66.6%	249	100.0%	374	100.0%
17	Animal - Sick/Injured - CCS	332	0	0	N/A	3	1.8	332	100.0%	327	98.5%	327	98.5%
18	Signs - Public Right of Way - CCS	325	0	0	N/A	7	0.5	325	100.0%	320	98.5%	320	98.5%
19	Illegal Dumping - CCS	321	5	5	100.0%	38	3.1	316	98.4%	311	98.4%	316	98.4%
20	Illegal Land Use (Residential/Business) - CCS	298	15	11	73.3%	60	20.0	283	95.0%	259	91.5%	270	90.6%



Council District 07

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	6,872
Litter - CCS	3,326
Recycling ROLL CART Registration - SAN	2,083
Roll Cart - SAN	1,698
Dead Animal Pick Up - SAN	1,682
Animal - Loose Aggressive - CCS	1,468
Substandard Structure - CCS	1,195
Smoke Detector Request - DFD	1,151
Animal - Confined - CCS	1,094
Illegal Dumping - CCS	882



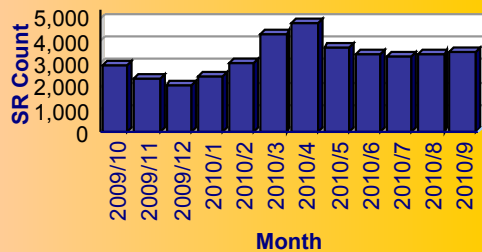
Service

- High Weeds - CCS
- Litter - CCS
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - CCS
- Substandard Structure - CCS
- Smoke Detector Request - DFD
- Animal - Confined - CCS
- Illegal Dumping - CCS

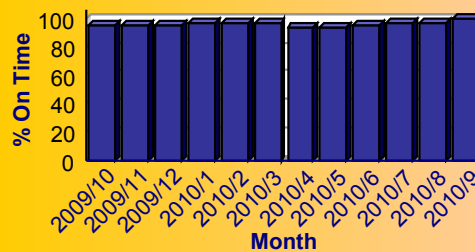
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
39,489	38,260	36,556	95.5%	1,229	1,145	93.2%	95.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

## Council District 07

### Performance on the Top 20 by SR Volume Created During the Reporting Period

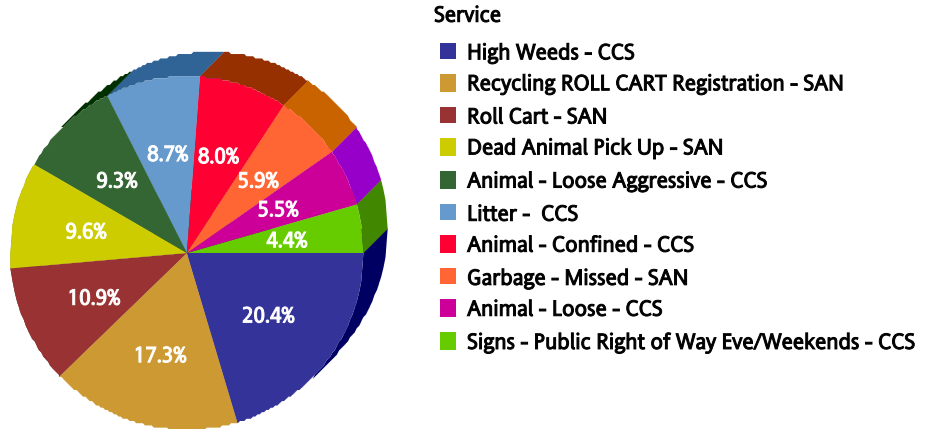
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	6,872	333	317	95.2%	38	12.7	6,539	95.2%	6,071	92.8%	6,388	93.0%
2	Litter - CCS	3,326	120	108	90.0%	38	16.3	3,206	96.4%	2,895	90.3%	3,003	90.3%
3	Recycling ROLL CART Registration - SAN	2,083	4	4	100.0%	10	3.6	2,079	99.8%	2,079	100.0%	2,083	100.0%
4	Roll Cart - SAN	1,698	8	8	100.0%	10	3.2	1,690	99.5%	1,682	99.5%	1,690	99.5%
5	Dead Animal Pick Up - SAN	1,682	0	0	N/A	1	0.3	1,682	100.0%	1,674	99.5%	1,674	99.5%
6	Animal - Loose Aggressive - CCS	1,468	0	0	N/A	3	2.9	1,468	100.0%	1,434	97.7%	1,434	97.7%
7	Substandard Structure - CCS	1,195	345	345	100.0%	365	43.4	850	71.1%	850	100.0%	1,195	100.0%
8	Smoke Detector Request - DFD	1,151	4	4	100.0%	30	3.9	1,147	99.7%	1,143	99.7%	1,147	99.7%
9	Animal - Confined - CCS	1,094	0	0	N/A	3	6.8	1,094	100.0%	1,056	96.5%	1,056	96.5%
10	Illegal Dumping - CCS	882	12	11	91.7%	38	3.6	870	98.6%	847	97.4%	858	97.3%
11	<b>Bulky Trash Violations - CCS</b>	<b>869</b>	<b>8</b>	<b>1</b>	<b>12.5%</b>	<b>14</b>	<b>6.0</b>	<b>861</b>	<b>99.1%</b>	<b>776</b>	<b>90.1%</b>	<b>777</b>	<b>89.4%</b>
12	Animal - Loose - CCS	837	20	20	100.0%	40	11.5	817	97.6%	807	98.8%	827	98.8%
13	Garbage - Missed - SAN	808	0	0	N/A	3	0.5	808	100.0%	807	99.9%	807	99.9%
14	Junk Motor Vehicle - CCS	745	87	82	94.3%	126	37.1	658	88.3%	636	96.7%	718	96.4%
15	Animal - Sick/Injured - CCS	681	0	0	N/A	3	2.6	681	100.0%	667	97.9%	667	97.9%
16	Recyclable Collection Missed (Residential) - SAN	673	0	0	N/A	3	0.9	673	100.0%	670	99.6%	670	99.6%
17	Obstruction Alley/Sidewalk/Street - CCS	654	34	31	91.2%	60	21.9	620	94.8%	599	96.6%	630	96.3%
18	Open and Vacant Structure - CCS	598	8	8	100.0%	30	10.1	590	98.7%	547	92.7%	555	92.8%
19	24 Hour Parking/Parking Violations - DPD	554	5	5	100.0%	10	4.9	549	99.1%	519	94.5%	524	94.6%
20	Parking - Unapproved Surface - CCS	499	2	1	50.0%	10	2.8	497	99.6%	452	90.9%	453	90.8%



Council District 08

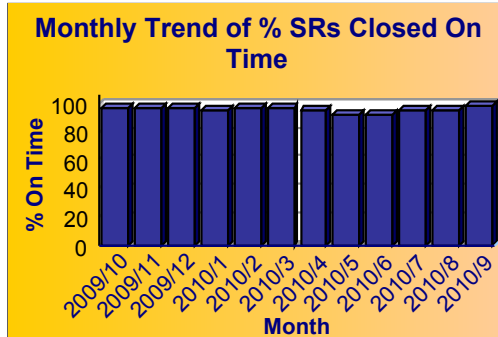
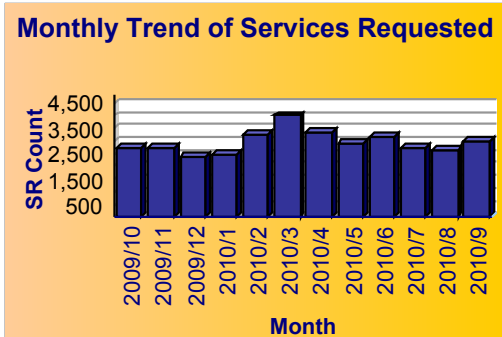
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	3,861
Recycling ROLL CART Registration - SAN	3,279
Roll Cart - SAN	2,074
Dead Animal Pick Up - SAN	1,825
Animal - Loose Aggressive - CCS	1,760
Litter - CCS	1,640
Animal - Confined - CCS	1,515
Garbage - Missed - SAN	1,127
Animal - Loose - CCS	1,036
Signs - Public Right of Way Eve/Weekends - CCS	825



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 %
35,392	34,175	32,563	95.3%	1,217	1,149	94.4%	95.3%





# City of Dallas Service Level Performance Report by Council District

## Council District 08

### Performance on the Top 20 by SR Volume Created During the Reporting Period

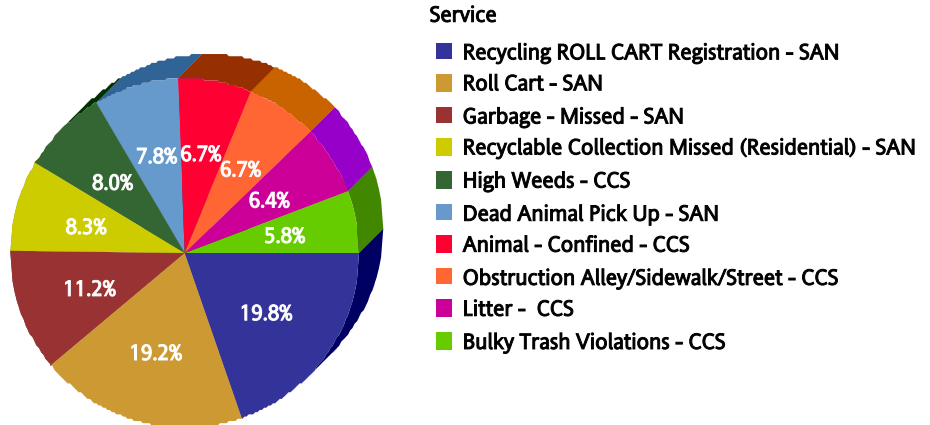
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	3,861	376	373	99.2%	38	19.2	3,485	90.3%	3,140	90.1%	3,513	91.0%
2	Recycling ROLL CART Registration - SAN	3,279	3	3	100.0%	10	3.8	3,276	99.9%	3,271	99.8%	3,274	99.8%
3	Roll Cart - SAN	2,074	8	8	100.0%	10	3.5	2,066	99.6%	2,062	99.8%	2,070	99.8%
4	Dead Animal Pick Up - SAN	1,825	0	0	N/A	1	0.4	1,825	100.0%	1,802	98.7%	1,802	98.7%
5	Animal - Loose Aggressive - CCS	1,760	0	0	N/A	3	1.8	1,760	100.0%	1,733	98.5%	1,733	98.5%
6	Litter - CCS	1,640	104	98	94.2%	38	23.4	1,536	93.7%	1,323	86.1%	1,421	86.6%
7	Animal - Confined - CCS	1,515	0	0	N/A	3	2.0	1,515	100.0%	1,486	98.1%	1,486	98.1%
8	Garbage - Missed - SAN	1,127	0	0	N/A	3	0.8	1,127	100.0%	1,112	98.7%	1,112	98.7%
9	Animal - Loose - CCS	1,036	44	43	97.7%	40	15.2	992	95.8%	938	94.6%	981	94.7%
10	Signs - Public Right of Way Eve/Weekends - CCS	825	0	0	N/A	7	1.1	825	100.0%	793	96.1%	793	96.1%
11	Junk Motor Vehicle - CCS	820	90	87	96.7%	126	47.4	730	89.0%	672	92.1%	759	92.6%
12	Animal - Sick/Injured - CCS	732	1	1	100.0%	3	0.9	731	99.9%	721	98.6%	722	98.6%
13	Obstruction Alley/Sidewalk/Street - CCS	719	97	96	99.0%	60	25.0	622	86.5%	591	95.0%	687	95.5%
14	Smoke Detector Request - DFD	634	1	1	100.0%	30	8.2	633	99.8%	623	98.4%	624	98.4%
15	Parking - Unapproved Surface - CCS	610	4	2	50.0%	10	2.7	606	99.3%	569	93.9%	571	93.6%
16	Substandard Structure - CCS	581	174	174	100.0%	365	56.6	407	70.1%	407	100.0%	581	100.0%
17	Recyclable Collection Missed (Residential) - SAN	546	0	0	N/A	3	0.9	546	100.0%	543	99.5%	543	99.5%
18	Signs - Public Right of Way - CCS	524	6	0	0.0%	7	0.9	518	98.9%	507	97.9%	507	96.8%
19	Animal - Cruelty - CCS	411	0	0	N/A	30	1.8	411	100.0%	408	99.3%	408	99.3%
20	24 Hour Parking/Parking Violations - DPD	409	7	7	100.0%	10	5.3	402	98.3%	375	93.3%	382	93.4%



Council District 09

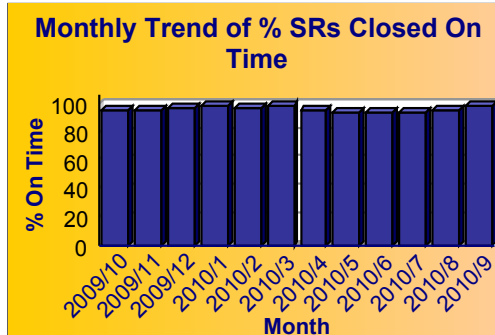
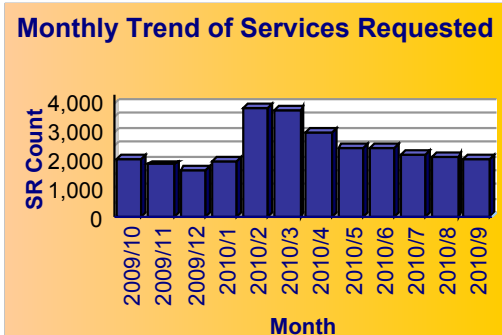
Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	2,897
Roll Cart - SAN	2,805
Garbage - Missed - SAN	1,641
Recyclable Collection Missed (Residential) - SAN	1,215
High Weeds - CCS	1,176
Dead Animal Pick Up - SAN	1,138
Animal - Confined - CCS	985
Obstruction Alley/Sidewalk/Street - CCS	974
Litter - CCS	940
Bulky Trash Violations - CCS	846



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 %
29,229	28,502	27,383	96.1%	727	611	84.0%	95.8%





# City of Dallas Service Level Performance Report by Council District

## Council District 09

### 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	2,897	2	2	100.0%	10	3.4	2,895	99.9%	2,892	99.9%	2,894	99.9%
2	Roll Cart - SAN	2,805	3	3	100.0%	10	3.1	2,802	99.9%	2,789	99.5%	2,792	99.5%
3	Garbage - Missed - SAN	1,641	0	0	N/A	3	0.9	1,641	100.0%	1,611	98.2%	1,611	98.2%
4	Recyclable Collection Missed (Residential) - SAN	1,215	0	0	N/A	3	1.0	1,215	100.0%	1,194	98.3%	1,194	98.3%
5	High Weeds - CCS	1,176	124	111	89.5%	38	19.3	1,052	89.5%	930	88.4%	1,041	88.5%
6	Dead Animal Pick Up - SAN	1,138	0	0	N/A	1	0.3	1,138	100.0%	1,134	99.6%	1,134	99.6%
7	Animal - Confined - CCS	985	0	0	N/A	3	3.3	985	100.0%	958	97.3%	958	97.3%
8	Obstruction Alley/Sidewalk/Street - CCS	974	99	87	87.9%	60	23.3	875	89.8%	820	93.7%	907	93.1%
9	Litter - CCS	940	71	56	78.9%	38	22.2	869	92.4%	738	84.9%	794	84.5%
10	Bulky Trash Violations - CCS	846	18	11	61.1%	14	6.5	828	97.9%	760	91.8%	771	91.1%
11	Animal - Loose Aggressive - CCS	556	0	0	N/A	3	4.5	556	100.0%	535	96.2%	535	96.2%
12	Storm Brush - Debris - SAN	548	0	0	N/A	30	10.2	548	100.0%	548	100.0%	548	100.0%
13	24 Hour Parking/Parking Violations - DPD	541	1	1	100.0%	10	3.5	540	99.8%	540	100.0%	541	100.0%
14	Recycling - Roll Cart - SAN	491	1	1	100.0%	10	2.9	490	99.8%	490	100.0%	491	100.0%
15	Animal - Loose - CCS	433	27	27	100.0%	40	12.0	406	93.8%	391	96.3%	418	96.5%
16	Brush/Bulk Items - Missed - SAN	410	0	0	N/A	10	2.2	410	100.0%	395	96.3%	395	96.3%
17	Tree down/low limbs - Emergency-STS	406	0	0	N/A	5	0.8	406	100.0%	405	99.8%	405	99.8%
18	Signs - Public Right of Way Eve/Weekends - CCS	391	0	0	N/A	7	0.4	391	100.0%	386	98.7%	386	98.7%
19	Street Repair - Routine-STS	386	21	21	100.0%	90	18.5	365	94.6%	365	100.0%	386	100.0%
20	Animal - Sick/Injured - CCS	382	0	0	N/A	3	2.3	382	100.0%	372	97.4%	372	97.4%

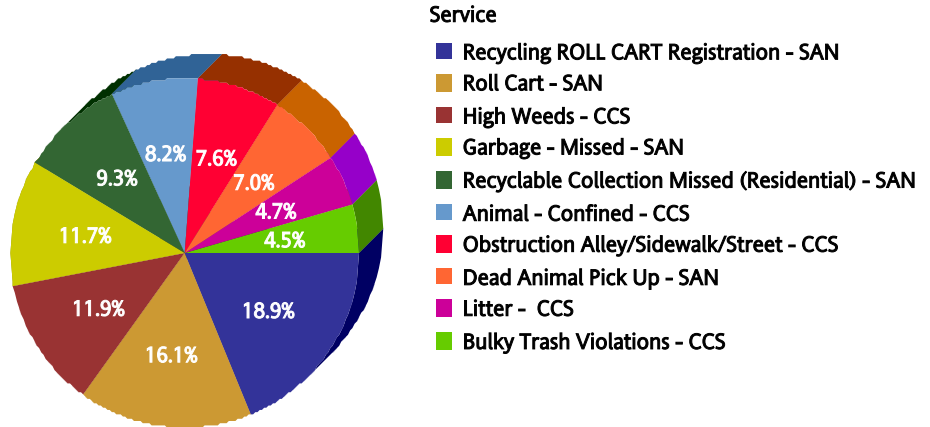




Council District 10

Top 10 Services

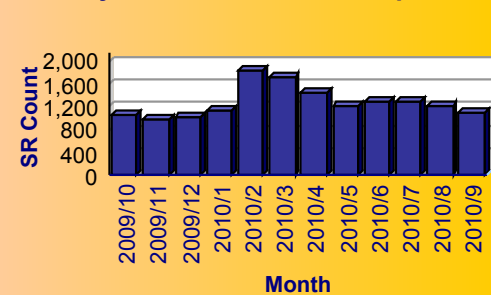
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	1,370
Roll Cart - SAN	1,167
High Weeds - CCS	860
Garbage - Missed - SAN	850
Recyclable Collection Missed (Residential) - SAN	672
Animal - Confined - CCS	596
Obstruction Alley/Sidewalk/Street - CCS	554
Dead Animal Pick Up - SAN	508
Litter - CCS	341
Bulky Trash Violations - CCS	324



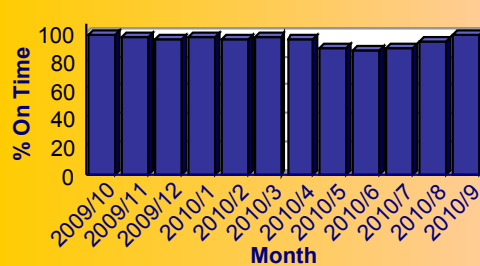
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
15,267	14,750	13,994	94.9%	517	377	72.9%	94.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

## Council District 10

### Performance on the Top 20 by SR Volume Created During the Reporting Period

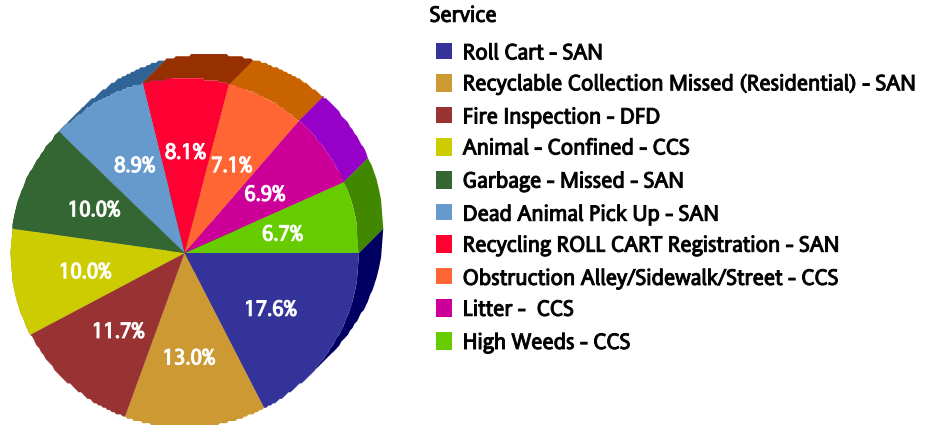
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	1,370	1	1	100.0%	10	3.1	1,369	99.9%	1,367	99.9%	1,368	99.9%
2	Roll Cart - SAN	1,167	3	3	100.0%	10	3.1	1,164	99.7%	1,157	99.4%	1,160	99.4%
3	High Weeds - CCS	860	108	87	80.6%	38	22.6	752	87.4%	621	82.6%	708	82.3%
4	Garbage - Missed - SAN	850	0	0	N/A	3	0.9	850	100.0%	831	97.8%	831	97.8%
5	Recyclable Collection Missed (Residential) - SAN	672	0	0	N/A	3	0.9	672	100.0%	669	99.6%	669	99.6%
6	Animal - Confined - CCS	596	0	0	N/A	3	2.0	596	100.0%	582	97.7%	582	97.7%
7	Obstruction Alley/Sidewalk/Street - CCS	554	71	53	74.6%	60	30.2	483	87.2%	413	85.5%	466	84.1%
8	Dead Animal Pick Up - SAN	508	0	0	N/A	1	0.3	508	100.0%	504	99.2%	504	99.2%
9	Litter - CCS	341	23	13	56.5%	38	22.1	318	93.3%	274	86.2%	287	84.2%
10	Bulky Trash Violations - CCS	324	3	0	0.0%	14	4.5	321	99.1%	313	97.5%	313	96.6%
11	Storm Brush - Debris - SAN	315	0	0	N/A	30	11.6	315	100.0%	315	100.0%	315	100.0%
12	Fire Inspection - DFD	284	16	16	100.0%	60	25.0	268	94.4%	267	99.6%	283	99.6%
13	24 Hour Parking/Parking Violations - DPD	281	2	2	100.0%	10	3.6	279	99.3%	278	99.6%	280	99.6%
14	Animal - Loose Aggressive - CCS	265	0	0	N/A	3	4.6	265	100.0%	254	95.8%	254	95.8%
15	Brush/Bulk Items - Missed - SAN	245	0	0	N/A	10	1.8	245	100.0%	244	99.6%	244	99.6%
16	Substandard Structure Apts - CCS	237	34	34	100.0%	365	17.0	203	85.7%	203	100.0%	237	100.0%
17	Recycling - Roll Cart - SAN	212	0	0	N/A	10	3.0	212	100.0%	210	99.1%	210	99.1%
18	Animal - Sick/Injured - CCS	208	0	0	N/A	3	2.7	208	100.0%	200	96.2%	200	96.2%
19	Illegal Land Use (Residential/Business) - CCS	185	49	2	4.1%	60	56.7	136	73.5%	85	62.5%	87	47.0%
20	Junk Motor Vehicle - CCS	178	15	14	93.3%	126	45.4	163	91.6%	153	93.9%	167	93.8%



Council District 11

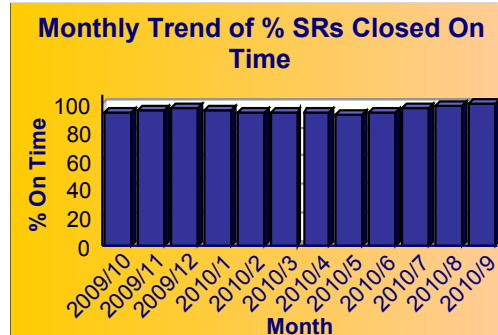
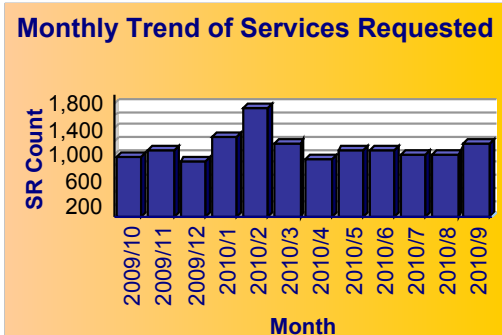
Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	941
Recyclable Collection Missed (Residential) - SAN	696
Fire Inspection - DFD	624
Animal - Confined - CCS	533
Garbage - Missed - SAN	533
Dead Animal Pick Up - SAN	473
Recycling ROLL CART Registration - SAN	430
Obstruction Alley/Sidewalk/Street - CCS	381
Litter - CCS	369
High Weeds - CCS	360



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 %
13,252	12,814	12,151	94.8%	438	383	87.4%	94.6%





# City of Dallas Service Level Performance Report by Council District

## Council District 11

### Performance on the Top 20 by SR Volume Created During the Reporting Period

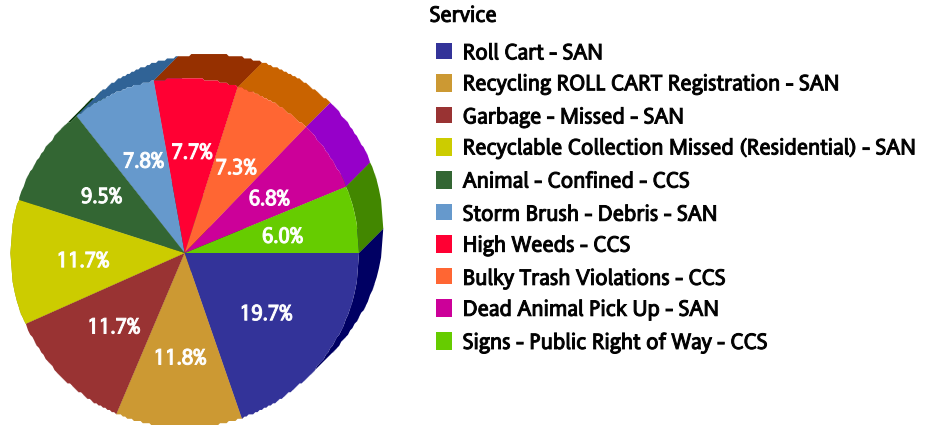
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Roll Cart - SAN	941	3	3	100.0%	10	2.0	938	99.7%	937	99.9%	940	99.9%
2	Recyclable Collection Missed (Residential) - SAN	696	0	0	N/A	3	0.8	696	100.0%	696	100.0%	696	100.0%
3	Fire Inspection - DFD	624	43	43	100.0%	60	21.4	581	93.1%	575	99.0%	618	99.0%
4	Animal - Confined - CCS	533	0	0	N/A	3	3.1	533	100.0%	520	97.6%	520	97.6%
5	Garbage - Missed - SAN	533	0	0	N/A	3	0.5	533	100.0%	530	99.4%	530	99.4%
6	Dead Animal Pick Up - SAN	473	0	0	N/A	1	0.3	473	100.0%	470	99.4%	470	99.4%
7	Recycling ROLL CART Registration - SAN	430	0	0	N/A	10	3.3	430	100.0%	429	99.8%	429	99.8%
8	Obstruction Alley/Sidewalk/Street - CCS	381	57	49	86.0%	60	32.4	324	85.0%	276	85.2%	325	85.3%
9	Litter - CCS	369	31	27	87.1%	38	26.9	338	91.6%	253	74.9%	280	75.9%
10	High Weeds - CCS	360	116	114	98.3%	38	23.3	244	67.8%	192	78.7%	306	85.0%
11	Storm Brush - Debris - SAN	347	0	0	N/A	30	13.3	347	100.0%	347	100.0%	347	100.0%
12	Signs - Public Right of Way - CCS	343	2	2	100.0%	7	4.0	341	99.4%	294	86.2%	296	86.3%
13	Bulky Trash Violations - CCS	226	2	1	50.0%	14	9.0	224	99.1%	178	79.5%	179	79.2%
14	Signs - Public Right of Way Eve/Weekends - CCS	210	0	0	N/A	7	0.4	210	100.0%	209	99.5%	209	99.5%
15	Traffic Signal - Bulb Out/NonConflict Hd Trn - PWT	208	0	0	N/A	10	3.8	208	100.0%	202	97.1%	202	97.1%
16	Brush/Bulk Items - Missed - SAN	198	0	0	N/A	10	2.1	198	100.0%	196	99.0%	196	99.0%
17	Animal - Sick/Injured - CCS	193	0	0	N/A	3	2.5	193	100.0%	190	98.4%	190	98.4%
18	Signs - Other - CCS	187	4	2	50.0%	21	11.6	183	97.9%	158	86.3%	160	85.6%
19	Traffic Signal - Flashing - PWT	181	0	0	N/A	4	2.3	181	100.0%	176	97.2%	176	97.2%
20	Street Repair - Routine-STS	181	7	7	100.0%	90	15.7	174	96.1%	172	98.9%	179	98.9%



Council District 12

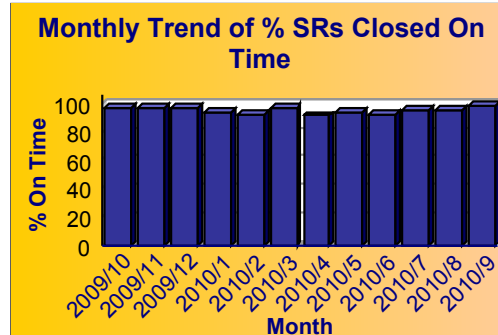
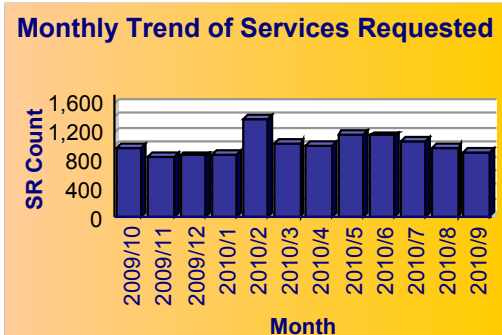
Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	1,028
Recycling ROLL CART Registration - SAN	618
Garbage - Missed - SAN	614
Recyclable Collection Missed (Residential) - SAN	614
Animal - Confined - CCS	498
Storm Brush - Debris - SAN	406
High Weeds - CCS	401
Bulky Trash Violations - CCS	382
Dead Animal Pick Up - SAN	355
Signs - Public Right of Way - CCS	315



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 %
12,268	11,986	11,389	95.0%	282	199	70.6%	94.5%





# City of Dallas Service Level Performance Report by Council District

## Council District 12

### Performance on the Top 20 by SR Volume Created During the Reporting Period

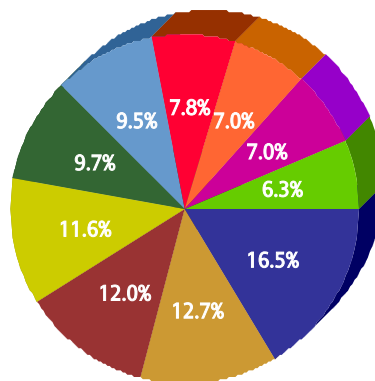
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Roll Cart - SAN	1,028	3	3	100.0%	10	3.5	1,025	99.7%	1,016	99.1%	1,019	99.1%
2	Recycling ROLL CART Registration - SAN	618	6	6	100.0%	10	3.5	612	99.0%	611	99.8%	617	99.8%
3	Garbage - Missed - SAN	614	0	0	N/A	3	0.7	614	100.0%	608	99.0%	608	99.0%
4	Recyclable Collection Missed (Residential) - SAN	614	0	0	N/A	3	1.1	614	100.0%	606	98.7%	606	98.7%
5	Animal - Confined - CCS	498	0	0	N/A	3	3.2	498	100.0%	485	97.4%	485	97.4%
6	Storm Brush - Debris - SAN	406	0	0	N/A	30	11.8	406	100.0%	406	100.0%	406	100.0%
7	High Weeds - CCS	401	54	39	72.2%	38	21.4	347	86.5%	280	80.7%	319	79.6%
8	Bulky Trash Violations - CCS	382	4	1	25.0%	14	7.4	378	99.0%	340	89.9%	341	89.3%
9	Dead Animal Pick Up - SAN	355	0	0	N/A	1	0.3	355	100.0%	351	98.9%	351	98.9%
10	Signs - Public Right of Way - CCS	315	0	0	N/A	7	1.9	315	100.0%	301	95.6%	301	95.6%
11	Brush/Bulk Items - Missed - SAN	286	0	0	N/A	10	1.5	286	100.0%	285	99.7%	285	99.7%
12	Obstruction Alley/Sidewalk/Street - CCS	285	38	29	76.3%	60	25.7	247	86.7%	222	89.9%	251	88.1%
13	24 Hour Parking/Parking Violations - DPD	255	4	4	100.0%	10	4.2	251	98.4%	238	94.8%	242	94.9%
14	Recycling - Roll Cart - SAN	249	2	2	100.0%	10	3.2	247	99.2%	247	100.0%	249	100.0%
15	Litter - CCS	236	25	3	12.0%	38	26.6	211	89.4%	165	78.2%	168	71.2%
16	Fire Inspection - DFD	226	15	15	100.0%	60	31.3	211	93.4%	207	98.1%	222	98.2%
17	Animal - Sick/Injured - CCS	190	0	0	N/A	3	4.4	190	100.0%	184	96.8%	184	96.8%
18	Signs - Other - CCS	176	6	0	0.0%	21	10.9	170	96.6%	139	81.8%	139	79.0%
19	Street Repair - Routine-STS	170	8	8	100.0%	90	12.0	162	95.3%	161	99.4%	169	99.4%
20	Sanitation Property Damage - SAN	168	1	1	100.0%	28	6.6	167	99.4%	166	99.4%	167	99.4%



Council District 13

Top 10 Services

SR Type	Service Request Count
Recyclable Collection Missed (Residential) - SAN	1,539
Garbage - Missed - SAN	1,189
Roll Cart - SAN	1,117
Obstruction Alley/Sidewalk/Street - CCS	1,081
Recycling ROLL CART Registration - SAN	909
Dead Animal Pick Up - SAN	888
High Weeds - CCS	730
Storm Brush - Debris - SAN	657
Animal - Confined - CCS	651
Signs - Public Right of Way Eve/Weekends - CCS	586



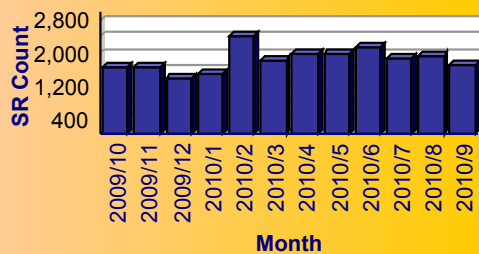
Service

- Recyclable Collection Missed (Residential) - SAN
- Garbage - Missed - SAN
- Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- High Weeds - CCS
- Storm Brush - Debris - SAN
- Animal - Confined - CCS
- Signs - Public Right of Way Eve/Weekends - CCS

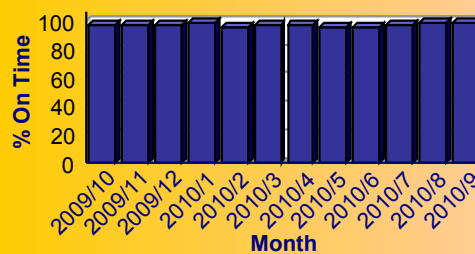
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
21,926	21,497	20,772	96.6%	429	391	91.1%	96.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

## Council District 13

### 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	Recyclable Collection Missed (Residential) - SAN	1,539	0	0	N/A	3	0.8	1,539	100.0%	1,537	99.9%	1,537	99.9%
2	Garbage - Missed - SAN	1,189	0	0	N/A	3	0.7	1,189	100.0%	1,183	99.5%	1,183	99.5%
3	Roll Cart - SAN	1,117	1	1	100.0%	10	2.8	1,116	99.9%	1,111	99.6%	1,112	99.6%
4	Obstruction Alley/Sidewalk/Street - CCS	1,081	72	68	94.4%	60	26.5	1,009	93.3%	951	94.3%	1,019	94.3%
5	Recycling ROLL CART Registration - SAN	909	2	2	100.0%	10	3.3	907	99.8%	906	99.9%	908	99.9%
6	Dead Animal Pick Up - SAN	888	0	0	N/A	1	0.2	888	100.0%	883	99.4%	883	99.4%
7	High Weeds - CCS	730	41	38	92.7%	38	18.2	689	94.4%	638	92.6%	676	92.6%
8	Storm Brush - Debris - SAN	657	0	0	N/A	30	14.0	657	100.0%	657	100.0%	657	100.0%
9	Animal - Confined - CCS	651	0	0	N/A	3	2.8	651	100.0%	638	98.0%	638	98.0%
10	Signs - Public Right of Way Eve/Weekends - CCS	586	0	0	N/A	7	0.5	586	100.0%	580	99.0%	580	99.0%
11	Fire Inspection - DFD	508	24	24	100.0%	60	19.5	484	95.3%	481	99.4%	505	99.4%
12	Bulky Trash Violations - CCS	471	8	7	87.5%	14	5.9	463	98.3%	438	94.6%	445	94.5%
13	Litter - CCS	416	12	11	91.7%	38	17.9	404	97.1%	368	91.1%	379	91.1%
14	Street Repair - Routine-STS	414	21	21	100.0%	90	14.7	393	94.9%	392	99.7%	413	99.8%
15	Brush/Bulk Items - Missed - SAN	411	0	0	N/A	10	1.7	411	100.0%	407	99.0%	407	99.0%
16	Substandard Structure Apts - CCS	404	30	30	100.0%	365	46.4	374	92.6%	374	100.0%	404	100.0%
17	24 Hour Parking/Parking Violations - DPD	347	5	5	100.0%	10	4.9	342	98.6%	335	98.0%	340	98.0%
18	Alley Repair - Routine-STS	334	20	20	100.0%	90	39.2	314	94.0%	304	96.8%	324	97.0%
19	Sanitation Property Damage - SAN	323	0	0	N/A	28	6.9	323	100.0%	319	98.8%	319	98.8%
20	Pot hole - Hazardous-STS	309	0	0	N/A	1	0.1	309	100.0%	309	100.0%	309	100.0%

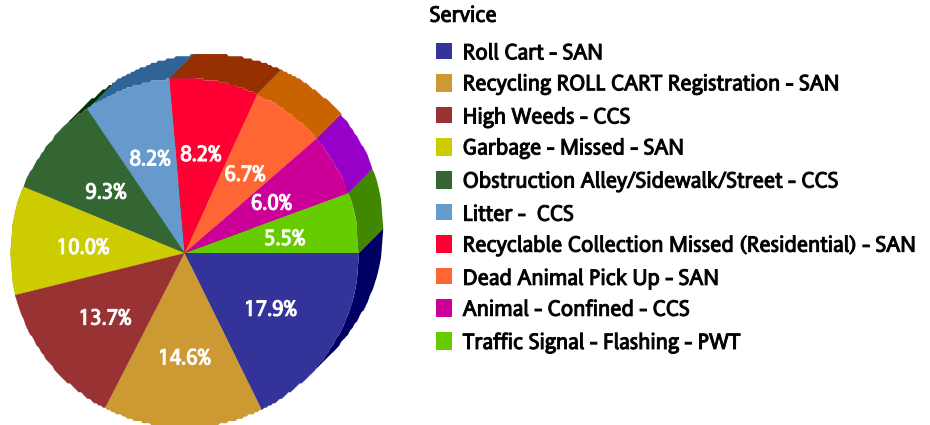




**Council District 14**

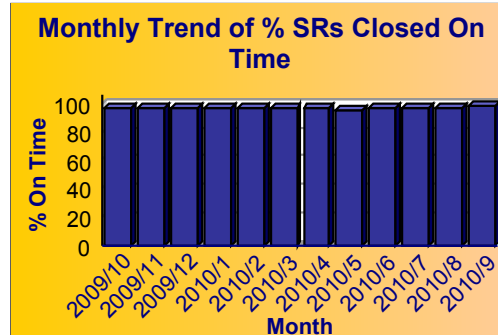
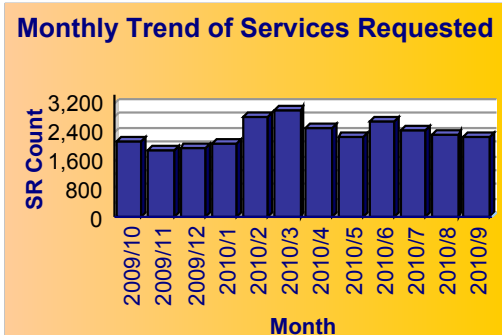
**Top 10 Services**

SR Type	Service Request Count
Roll Cart - SAN	2,129
Recycling ROLL CART Registration - SAN	1,736
High Weeds - CCS	1,633
Garbage - Missed - SAN	1,195
Obstruction Alley/Sidewalk/Street - CCS	1,113
Litter - CCS	979
Recyclable Collection Missed (Residential) - SAN	974
Dead Animal Pick Up - SAN	800
Animal - Confined - CCS	710
Traffic Signal - Flashing - PWT	655



**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 %
28,209	27,656	26,698	96.5%	553	501	90.6%	96.4%





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

## Council District 14

### Performance on the Top 20 by SR Volume Created During the Reporting Period

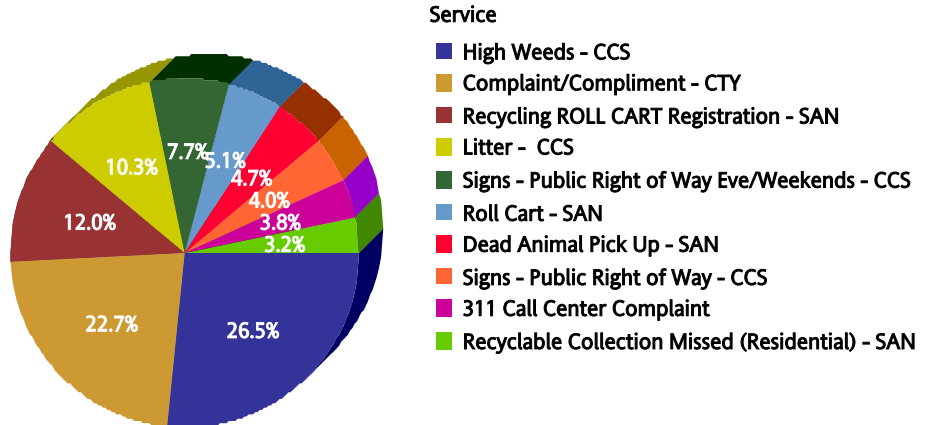
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Roll Cart - SAN	2,129	5	5	100.0%	10	3.0	2,124	99.8%	2,113	99.5%	2,118	99.5%
2	Recycling ROLL CART Registration - SAN	1,736	2	2	100.0%	10	3.3	1,734	99.9%	1,731	99.8%	1,733	99.8%
3	High Weeds - CCS	1,633	85	77	90.6%	38	15.1	1,548	94.8%	1,478	95.5%	1,555	95.2%
4	Garbage - Missed - SAN	1,195	0	0	N/A	3	0.7	1,195	100.0%	1,187	99.3%	1,187	99.3%
5	Obstruction Alley/Sidewalk/Street - CCS	1,113	65	64	98.5%	60	19.8	1,048	94.2%	1,020	97.3%	1,084	97.4%
6	Litter - CCS	979	29	29	100.0%	38	15.1	950	97.0%	897	94.4%	926	94.6%
7	Recyclable Collection Missed (Residential) - SAN	974	0	0	N/A	3	1.0	974	100.0%	960	98.6%	960	98.6%
8	Dead Animal Pick Up - SAN	800	0	0	N/A	1	0.3	800	100.0%	794	99.2%	794	99.2%
9	Animal - Confined - CCS	710	0	0	N/A	3	2.4	710	100.0%	694	97.7%	694	97.7%
10	Traffic Signal - Flashing - PWT	655	0	0	N/A	4	2.2	655	100.0%	629	96.0%	629	96.0%
11	24 Hour Parking/Parking Violations - DPD	584	10	9	90.0%	10	5.0	574	98.3%	548	95.5%	557	95.4%
12	Fire Inspection - DFD	534	42	42	100.0%	60	29.0	492	92.1%	483	98.2%	525	98.3%
13	Signs - Public Right of Way - CCS	533	1	0	0.0%	7	2.0	532	99.8%	509	95.7%	509	95.5%
14	Graffiti Private Property - Residential/Commercial	532	7	7	100.0%	90	13.8	525	98.7%	514	97.9%	521	97.9%
15	Bulky Trash Violations - CCS	482	3	2	66.7%	14	4.5	479	99.4%	458	95.6%	460	95.4%
16	Street Repair - Routine-STS	469	12	12	100.0%	90	17.8	457	97.4%	455	99.6%	467	99.6%
17	Recycling - Roll Cart - SAN	444	1	1	100.0%	10	3.1	443	99.8%	440	99.3%	441	99.3%
18	Brush/Bulk Items - Missed - SAN	379	0	0	N/A	10	1.9	379	100.0%	371	97.9%	371	97.9%
19	Pot hole - Hazardous-STS	365	0	0	N/A	1	0.1	365	100.0%	363	99.5%	363	99.5%
20	Tree down/low limbs - Emergency-STS	348	0	0	N/A	5	0.5	348	100.0%	347	99.7%	347	99.7%



Council District U

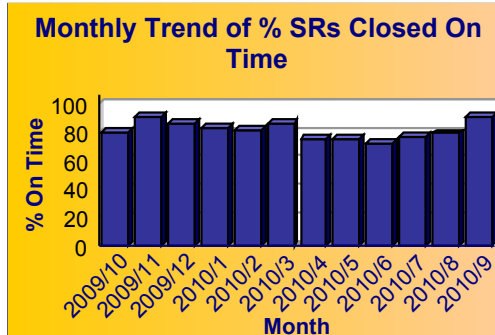
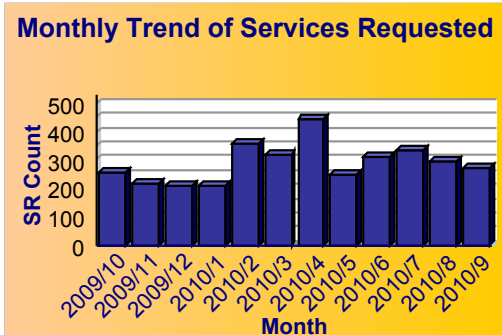
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	606
Complaint/Compliment - CTY	518
Recycling ROLL CART Registration - SAN	274
Litter - CCS	235
Signs - Public Right of Way Eve/Weekends - CCS	175
Roll Cart - SAN	116
Dead Animal Pick Up - SAN	108
Signs - Public Right of Way - CCS	91
311 Call Center Complaint	86
Recyclable Collection Missed (Residential) - SAN	74



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 %
3,474	3,188	2,677	84.0%	286	102	35.7%	80.0%





## Council District U

## 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 - CCS	606	71	33	46.5%	38	23.3	535	88.3%	450	84.1%	483	79.7%
2	Complaint/Compliment - CTY	518	101	0	0.0%	10	31.5	417	80.5%	249	59.7%	249	48.1%
3	Recycling ROLL CART Registration - SAN	274	1	1	100.0%	10	3.3	273	99.6%	271	99.3%	272	99.3%
4	Litter - CCS	235	29	15	51.7%	38	22.3	206	87.7%	172	83.5%	187	79.6%
5	Signs - Public Right of Way Eve/Weekends - CCS	175	0	0	N/A	7	1.3	175	100.0%	170	97.1%	170	97.1%
6	Roll Cart - SAN	116	0	0	N/A	10	3.4	116	100.0%	114	98.3%	114	98.3%
7	Dead Animal Pick Up - SAN	108	0	0	N/A	1	0.2	108	100.0%	106	98.1%	106	98.1%
8	Signs - Public Right of Way - CCS	91	1	0	0.0%	7	3.7	90	98.9%	85	94.4%	85	93.4%
9	311 Call Center Complaint	86	1	1	100.0%	10	17.9	85	98.8%	50	58.8%	51	59.3%
10	Recyclable Collection Missed (Residential) - SAN	74	0	0	N/A	3	3.2	74	100.0%	59	79.7%	59	79.7%
11	Pot hole Repair Routine - STS	65	0	0	N/A	7	2.3	65	100.0%	62	95.4%	62	95.4%
12	Brush/Bulk Items - Missed - SAN	60	0	0	N/A	10	6.4	60	100.0%	51	85.0%	51	85.0%
13	Animal - Loose - CCS	55	10	10	100.0%	40	36.5	45	81.8%	22	48.9%	32	58.2%
14	Garbage - Missed - SAN	50	0	0	N/A	3	2.6	50	100.0%	38	76.0%	38	76.0%
15	Restaurant/Food Complaint - CCS	33	1	1	100.0%	45	11.8	32	97.0%	32	100.0%	33	100.0%
16	Street Spillage/Debris in Right of Way-Hazardous-STs	28	0	0	N/A	1	0.1	28	100.0%	27	96.4%	27	96.4%
17	Chronic Traffic Violations - DPD	26	0	0	N/A	14	11.0	26	100.0%	24	92.3%	24	92.3%
18	Obstruction Alley/Sidewalk/Street - CCS	25	4	0	0.0%	60	40.4	21	84.0%	19	90.5%	19	76.0%
19	Park Maintenance/Misc. - PKR	23	1	1	100.0%	30	13.4	22	95.7%	21	95.5%	22	95.7%
20	Fire Inspection - DFD	22	3	3	100.0%	60	20.7	19	86.4%	19	100.0%	22	100.0%