



**FY 2009 – 2010**

**YEAR-TO-DATE**

**Service Request  
Performance Reports  
by  
City Service Area  
And Citywide Summary**

**September 2010**

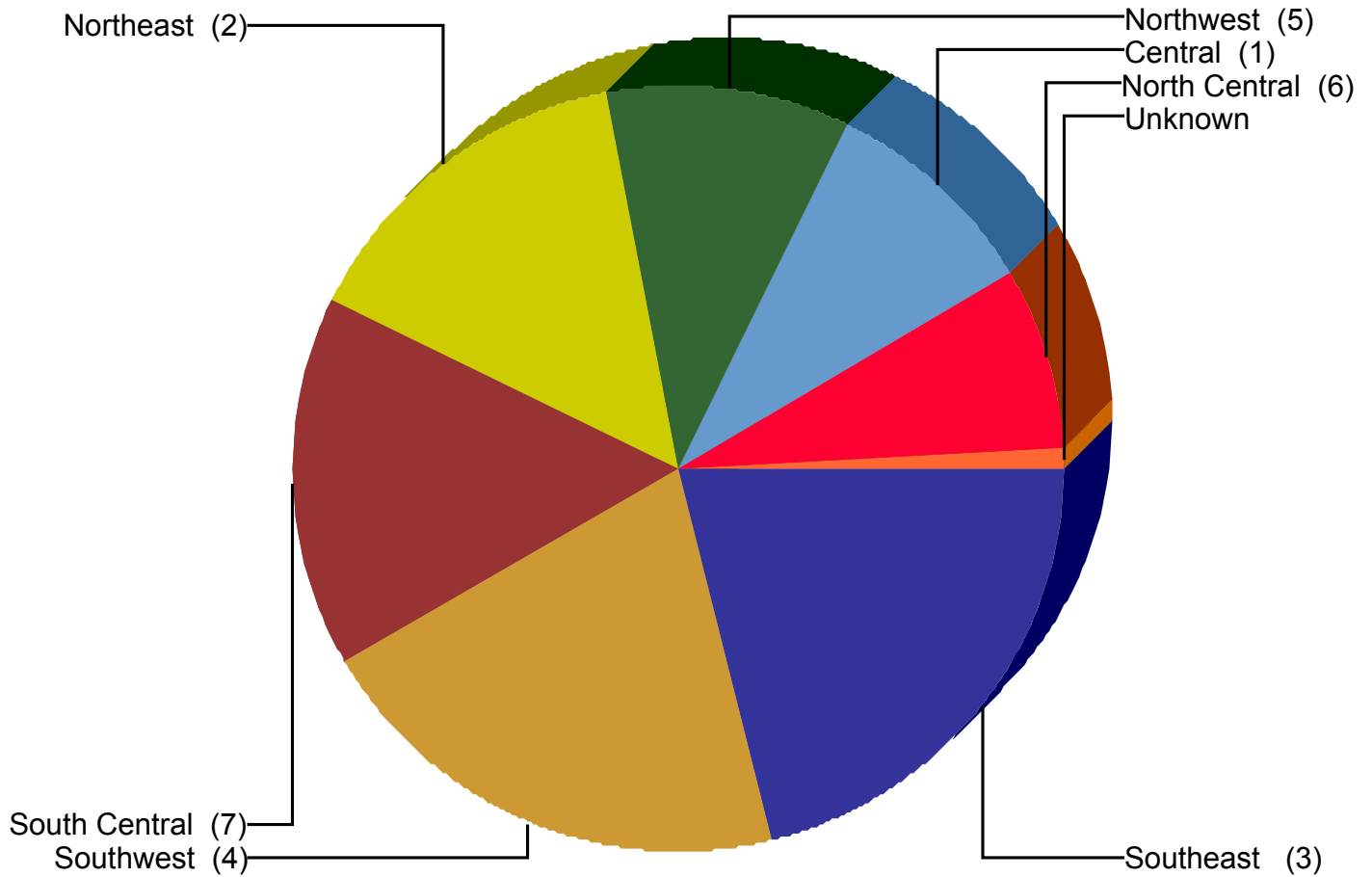
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# City of Dallas

City Service Area Report  
For YTD Through September 2010



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	36,100	9.2%	96.3%
North Central (6)	30,501	7.7%	94.4%
Northeast (2)	57,867	14.7%	95.4%
Northwest (5)	40,616	10.3%	97.3%
South Central (7)	61,276	15.6%	96.1%
Southeast (3)	82,999	21.1%	95.0%
Southwest (4)	81,263	20.6%	96.5%
Unknown	3,433	0.9%	79.8%
<b>Total</b>	<b>394,055</b>	<b>100.0%</b>	<b>95.7%</b>

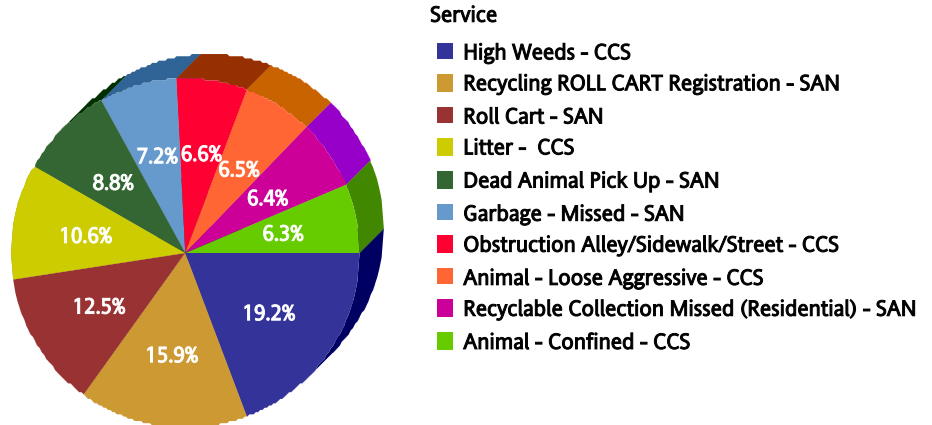
NOTE: Values represent status as of the run date and time.



Citywide

Top 10 Services

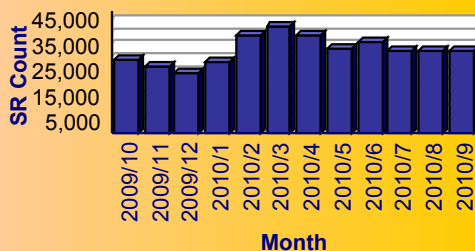
SR Type	Service Request Count
High Weeds - CCS	35,756
Recycling ROLL CART Registration - SAN	29,645
Roll Cart - SAN	23,293
Litter - CCS	19,732
Dead Animal Pick Up - SAN	16,399
Garbage - Missed - SAN	13,396
Obstruction Alley/Sidewalk/Street - CCS	12,269
Animal - Loose Aggressive - CCS	12,100
Recyclable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



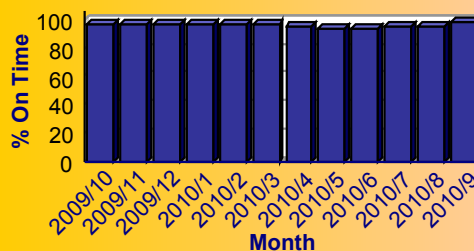
Summary - All Services Requested

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 City Service Area

## Citywide

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

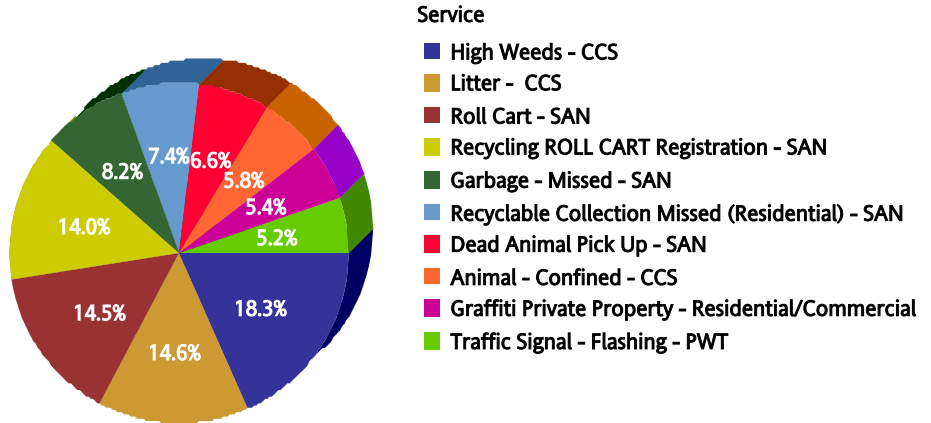
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	35,756	2,668	2,524	94.6%	38	15.7	33,088	92.5%	30,647	92.6%	33,171	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%



Central (1)

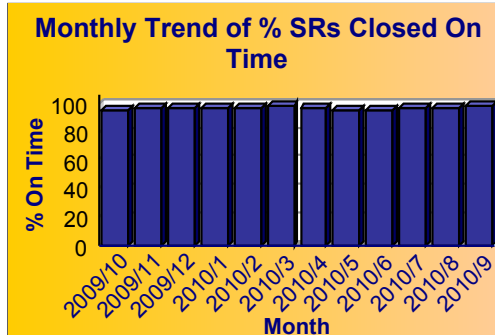
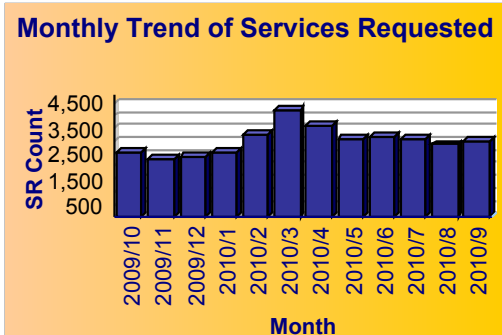
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	2,748
Litter - CCS	2,202
Roll Cart - SAN	2,183
Recycling ROLL CART Registration - SAN	2,102
Garbage - Missed - SAN	1,235
Recyclable Collection Missed (Residential) - SAN	1,110
Dead Animal Pick Up - SAN	998
Animal - Confined - CCS	874
Graffiti Private Property - Residential/Commercial	814
Traffic Signal - Flashing - PWT	788



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 %
36,100	35,366	34,062	96.3%	734	685	93.3%	96.3%





## Central (1)

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

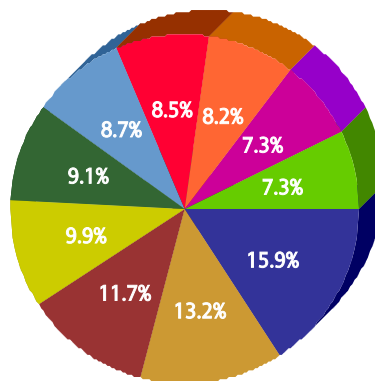
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	2,748	125	123	98.4%	38	13.1	2,623	95.5%	2,518	96.0%	2,641	96.1%
2	Litter - CCS	2,202	86	85	98.8%	38	13.7	2,116	96.1%	2,018	95.4%	2,103	95.5%
3	Roll Cart - SAN	2,183	6	6	100.0%	10	3.1	2,177	99.7%	2,166	99.5%	2,172	99.5%
4	Recycling ROLL CART Registration - SAN	2,102	2	2	100.0%	10	3.4	2,100	99.9%	2,096	99.8%	2,098	99.8%
5	Garbage - Missed - SAN	1,235	0	0	N/A	3	0.8	1,235	100.0%	1,227	99.4%	1,227	99.4%
6	Recyclable Collection Missed (Residential) - SAN	1,110	0	0	N/A	3	1.2	1,110	100.0%	1,085	97.7%	1,085	97.7%
7	Dead Animal Pick Up - SAN	998	0	0	N/A	1	0.3	998	100.0%	988	99.0%	988	99.0%
8	Animal - Confined - CCS	874	0	0	N/A	3	3.5	874	100.0%	850	97.3%	850	97.3%
9	Graffiti Private Property - Residential/Commercial	814	16	16	100.0%	90	20.0	798	98.0%	769	96.4%	785	96.4%
10	Traffic Signal - Flashing - PWT	788	0	0	N/A	4	2.1	788	100.0%	764	97.0%	764	97.0%
11	Fire Inspection - DFD	680	52	52	100.0%	60	30.5	628	92.4%	614	97.8%	666	97.9%
12	Obstruction Alley/Sidewalk/Street - CCS	672	48	48	100.0%	60	19.5	624	92.9%	604	96.8%	652	97.0%
13	Signs - Public Right of Way - CCS	653	1	0	0.0%	7	1.9	652	99.8%	613	94.0%	613	93.9%
14	24 Hour Parking/Parking Violations - DPD	626	15	14	93.3%	10	5.6	611	97.6%	563	92.1%	577	92.2%
15	Animal - Loose Aggressive - CCS	600	0	0	N/A	3	3.8	600	100.0%	583	97.2%	583	97.2%
16	Street Repair - Routine-STS	568	13	13	100.0%	90	18.8	555	97.7%	553	99.6%	566	99.6%
17	Junk Motor Vehicle - CCS	541	28	28	100.0%	126	36.3	513	94.8%	505	98.4%	533	98.5%
18	Bulky Trash Violations - CCS	501	5	4	80.0%	14	5.7	496	99.0%	453	91.3%	457	91.2%
19	General - CCS	467	7	7	100.0%	38	12.0	460	98.5%	424	92.2%	431	92.3%
20	Animal - Sick/Injured - CCS	460	0	0	N/A	3	2.4	460	100.0%	444	96.5%	444	96.5%



North Central (6)

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	1,985
Recyclable Collection Missed (Residential) - SAN	1,648
Garbage - Missed - SAN	1,460
Recycling ROLL CART Registration - SAN	1,239
Fire Inspection - DFD	1,139
Animal - Confined - CCS	1,088
Storm Brush - Debris - SAN	1,064
Dead Animal Pick Up - SAN	1,021
High Weeds - CCS	915
Obstruction Alley/Sidewalk/Street - CCS	909



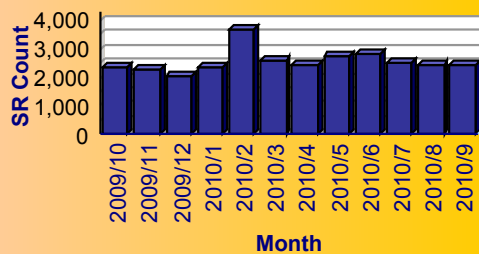
Service

- Roll Cart - SAN
- Recyclable Collection Missed (Residential) - SAN
- Garbage - Missed - SAN
- Recycling ROLL CART Registration - SAN
- Fire Inspection - DFD
- Animal - Confined - CCS
- Storm Brush - Debris - SAN
- Dead Animal Pick Up - SAN
- High Weeds - CCS
- Obstruction Alley/Sidewalk/Street - CCS

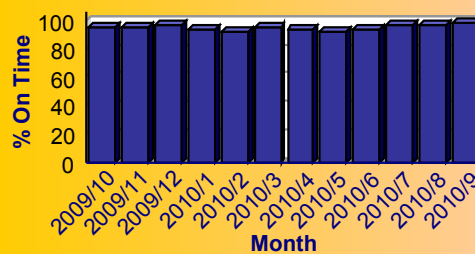
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
30,501	29,689	28,137	94.8%	812	659	81.2%	94.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time







# City of Dallas Service Level Performance Report by City Service Area

## North Central (6)

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

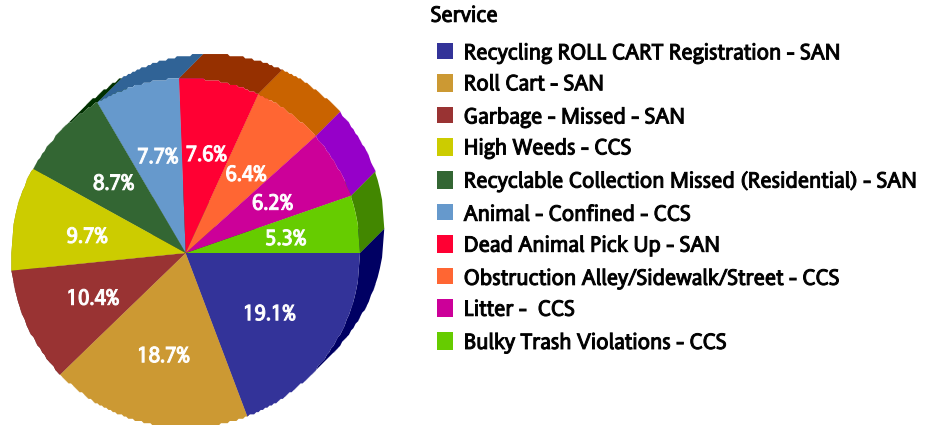
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Roll Cart - SAN	1,985	7	7	100.0%	10	3.2	1,978	99.6%	1,966	99.4%	1,973	99.4%
2	Recyclable Collection Missed (Residential) - SAN	1,648	0	0	N/A	3	0.9	1,648	100.0%	1,640	99.5%	1,640	99.5%
3	Garbage - Missed - SAN	1,460	0	0	N/A	3	0.6	1,460	100.0%	1,451	99.4%	1,451	99.4%
4	Recycling ROLL CART Registration - SAN	1,239	7	7	100.0%	10	3.4	1,232	99.4%	1,229	99.8%	1,236	99.8%
5	Fire Inspection - DFD	1,139	64	64	100.0%	60	21.9	1,075	94.4%	1,064	99.0%	1,128	99.0%
6	Animal - Confined - CCS	1,088	0	0	N/A	3	2.9	1,088	100.0%	1,063	97.7%	1,063	97.7%
7	Storm Brush - Debris - SAN	1,064	0	0	N/A	30	13.0	1,064	100.0%	1,064	100.0%	1,064	100.0%
8	Dead Animal Pick Up - SAN	1,021	0	0	N/A	1	0.3	1,021	100.0%	1,012	99.1%	1,012	99.1%
9	High Weeds - CCS	915	185	166	89.7%	38	22.8	730	79.8%	573	78.5%	739	80.8%
10	Obstruction Alley/Sidewalk/Street - CCS	909	108	88	81.5%	60	30.5	801	88.1%	690	86.1%	778	85.6%
11	Signs - Public Right of Way - CCS	796	2	2	100.0%	7	2.8	794	99.7%	721	90.8%	723	90.8%
12	Bulky Trash Violations - CCS	690	7	2	28.6%	14	8.1	683	99.0%	578	84.6%	580	84.1%
13	Litter - CCS	689	60	33	55.0%	38	26.7	629	91.3%	478	76.0%	511	74.2%
14	Brush/Bulk Items - Missed - SAN	592	0	0	N/A	10	1.8	592	100.0%	587	99.2%	587	99.2%
15	Street Repair - Routine-STS	492	21	21	100.0%	90	14.4	471	95.7%	468	99.4%	489	99.4%
16	Recycling - Roll Cart - SAN	482	3	3	100.0%	10	3.1	479	99.4%	477	99.6%	480	99.6%
17	Signs - Public Right of Way Eve/Weekends - CCS	462	0	0	N/A	7	0.5	462	100.0%	453	98.1%	453	98.1%
18	24 Hour Parking/Parking Violations - DPD	428	4	4	100.0%	10	4.5	424	99.1%	399	94.1%	403	94.2%
19	Animal - Sick/Injured - CCS	415	0	0	N/A	3	3.9	415	100.0%	403	97.1%	403	97.1%
20	Traffic Signal - Flashing - PWT	411	0	0	N/A	4	2.3	411	100.0%	395	96.1%	395	96.1%



Northeast (2)

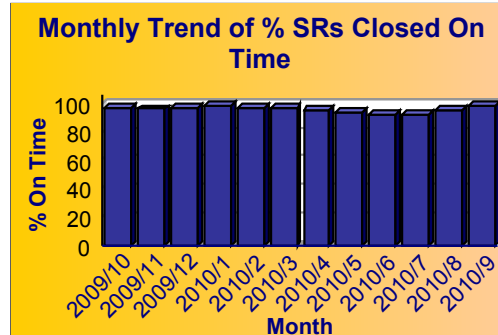
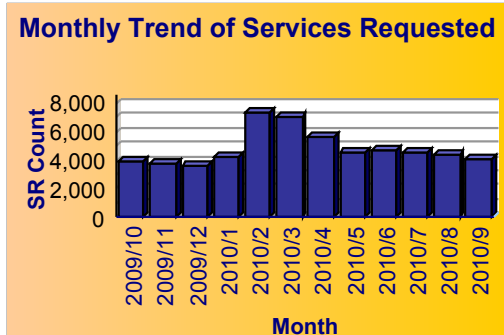
Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	5,187
Roll Cart - SAN	5,077
Garbage - Missed - SAN	2,829
High Weeds - CCS	2,622
Recyclable Collection Missed (Residential) - SAN	2,355
Animal - Confined - CCS	2,097
Dead Animal Pick Up - SAN	2,075
Obstruction Alley/Sidewalk/Street - CCS	1,746
Litter - CCS	1,693
Bulky Trash Violations - CCS	1,449



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 %
57,867	56,216	53,893	95.9%	1,651	1,324	80.2%	95.4%





# City of Dallas Service Level Performance Report by City Service Area

## Northeast (2)

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

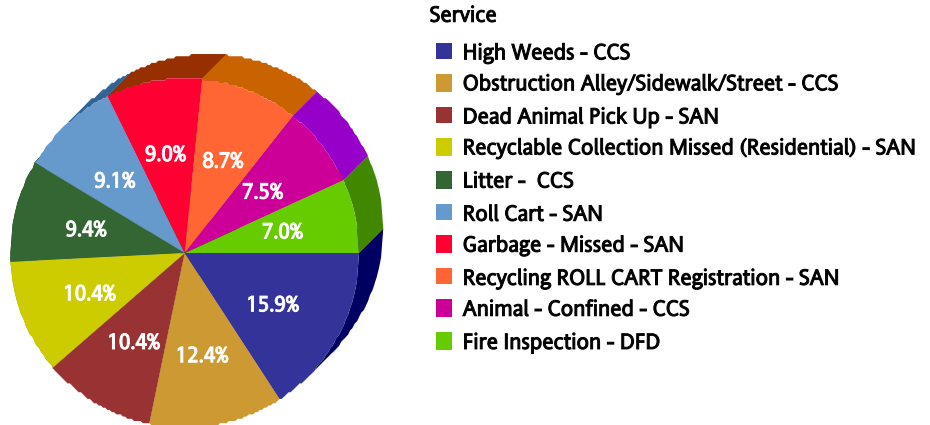
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	5,187	6	6	100.0%	10	3.4	5,181	99.9%	5,176	99.9%	5,182	99.9%
2	Roll Cart - SAN	5,077	10	10	100.0%	10	2.9	5,067	99.8%	5,041	99.5%	5,051	99.5%
3	Garbage - Missed - SAN	2,829	0	0	N/A	3	0.8	2,829	100.0%	2,780	98.3%	2,780	98.3%
4	High Weeds - CCS	2,622	310	260	83.9%	38	19.6	2,312	88.2%	2,021	87.4%	2,281	87.0%
5	Recyclable Collection Missed (Residential) - SAN	2,355	0	0	N/A	3	1.0	2,355	100.0%	2,330	98.9%	2,330	98.9%
6	Animal - Confined - CCS	2,097	0	0	N/A	3	3.3	2,097	100.0%	2,038	97.2%	2,038	97.2%
7	Dead Animal Pick Up - SAN	2,075	0	0	N/A	1	0.3	2,075	100.0%	2,065	99.5%	2,065	99.5%
8	Obstruction Alley/Sidewalk/Street - CCS	1,746	184	150	81.5%	60	25.4	1,562	89.5%	1,426	91.3%	1,576	90.3%
9	Litter - CCS	1,693	121	92	76.0%	38	21.2	1,572	92.9%	1,353	86.1%	1,445	85.4%
10	Bulky Trash Violations - CCS	1,449	28	11	39.3%	14	6.2	1,421	98.1%	1,320	92.9%	1,331	91.9%
11	Animal - Loose Aggressive - CCS	1,170	0	0	N/A	3	4.0	1,170	100.0%	1,130	96.6%	1,130	96.6%
12	24 Hour Parking/Parking Violations - DPD	1,114	4	4	100.0%	10	3.6	1,110	99.6%	1,106	99.6%	1,110	99.6%
13	Storm Brush - Debris - SAN	1,043	0	0	N/A	30	10.1	1,043	100.0%	1,043	100.0%	1,043	100.0%
14	Substandard Structure Apts - CCS	957	109	109	100.0%	365	30.9	848	88.6%	848	100.0%	957	100.0%
15	Recycling - Roll Cart - SAN	866	1	1	100.0%	10	3.0	865	99.9%	863	99.8%	864	99.8%
16	Animal - Sick/Injured - CCS	829	0	0	N/A	3	2.5	829	100.0%	808	97.5%	808	97.5%
17	Animal - Loose - CCS	807	46	46	100.0%	40	12.7	761	94.3%	729	95.8%	775	96.0%
18	Brush/Bulk Items - Missed - SAN	781	0	0	N/A	10	2.0	781	100.0%	762	97.6%	762	97.6%
19	Junk Motor Vehicle - CCS	740	62	60	96.8%	126	34.8	678	91.6%	656	96.8%	716	96.8%
20	Fire Inspection - DFD	728	47	47	100.0%	60	27.5	681	93.5%	674	99.0%	721	99.0%



Northwest (5)

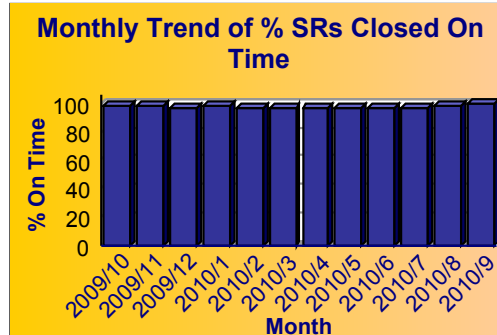
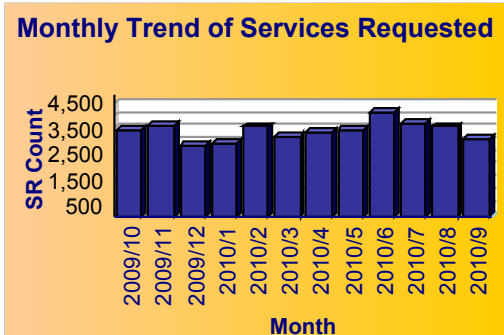
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	2,555
Obstruction Alley/Sidewalk/Street - CCS	1,998
Dead Animal Pick Up - SAN	1,675
Recyclable Collection Missed (Residential) - SAN	1,675
Litter - CCS	1,517
Roll Cart - SAN	1,462
Garbage - Missed - SAN	1,454
Recycling ROLL CART Registration - SAN	1,402
Animal - Confined - CCS	1,212
Fire Inspection - DFD	1,128



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 %
40,616	39,781	38,731	97.4%	835	795	95.2%	97.3%





# City of Dallas *Service Level Performance Report by City Service Area*

## Northwest (5)

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

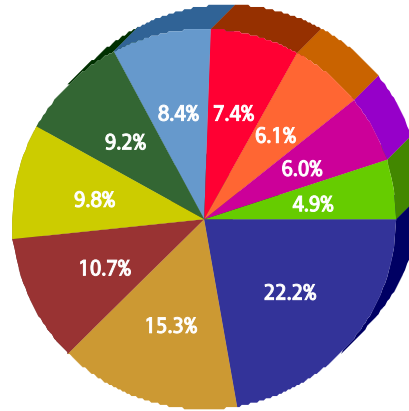
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	2,555	117	115	98.3%	38	15.5	2,438	95.4%	2,362	96.9%	2,477	96.9%
2	Obstruction Alley/Sidewalk/Street - CCS	1,998	101	100	99.0%	60	21.2	1,897	94.9%	1,856	97.8%	1,956	97.9%
3	Dead Animal Pick Up - SAN	1,675	0	0	N/A	1	0.2	1,675	100.0%	1,666	99.5%	1,666	99.5%
4	Recyclable Collection Missed (Residential) - SAN	1,675	0	0	N/A	3	0.8	1,675	100.0%	1,669	99.6%	1,669	99.6%
5	Litter - CCS	1,517	57	53	93.0%	38	16.3	1,460	96.2%	1,391	95.3%	1,444	95.2%
6	Roll Cart - SAN	1,462	2	2	100.0%	10	3.0	1,460	99.9%	1,457	99.8%	1,459	99.8%
7	Garbage - Missed - SAN	1,454	0	0	N/A	3	0.7	1,454	100.0%	1,443	99.2%	1,443	99.2%
8	Recycling ROLL CART Registration - SAN	1,402	5	5	100.0%	10	3.5	1,397	99.6%	1,396	99.9%	1,401	99.9%
9	Animal - Confined - CCS	1,212	0	0	N/A	3	1.4	1,212	100.0%	1,195	98.6%	1,195	98.6%
10	Fire Inspection - DFD	1,128	69	69	100.0%	60	25.4	1,059	93.9%	1,053	99.4%	1,122	99.5%
11	Signs - Public Right of Way Eve/Weekends - CCS	1,031	0	0	N/A	7	0.6	1,031	100.0%	1,016	98.5%	1,016	98.5%
12	Graffiti Private Property - Residential/Commercial	877	8	8	100.0%	90	5.1	869	99.1%	863	99.3%	871	99.3%
13	24 Hour Parking/Parking Violations - DPD	836	8	8	100.0%	10	4.5	828	99.0%	812	98.1%	820	98.1%
14	Animal - Loose Aggressive - CCS	804	0	0	N/A	3	2.5	804	100.0%	788	98.0%	788	98.0%
15	Bulky Trash Violations - CCS	796	7	7	100.0%	14	4.7	789	99.1%	780	98.9%	787	98.9%
16	Signs - Other - CCS	795	4	2	50.0%	21	3.9	791	99.5%	769	97.2%	771	97.0%
17	Signs - Public Right of Way - CCS	651	1	0	0.0%	7	1.3	650	99.8%	638	98.2%	638	98.0%
18	Animal - Loose - CCS	622	16	16	100.0%	40	14.5	606	97.4%	564	93.1%	580	93.2%
19	Street Repair - Routine-STS	601	22	22	100.0%	90	15.6	579	96.3%	575	99.3%	597	99.3%
20	Animal - Sick/Injured - CCS	516	0	0	N/A	3	2.2	516	100.0%	503	97.5%	503	97.5%



South Central (7)

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	7,514
Recycling ROLL CART Registration - SAN	5,160
Roll Cart - SAN	3,632
Dead Animal Pick Up - SAN	3,300
Smoke Detector Request - DFD	3,099
Animal - Loose Aggressive - CCS	2,835
Litter - CCS	2,495
Garbage - Missed - SAN	2,058
Animal - Confined - CCS	2,033
Animal - Loose - CCS	1,664



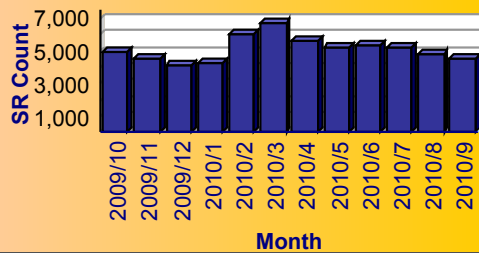
Service

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

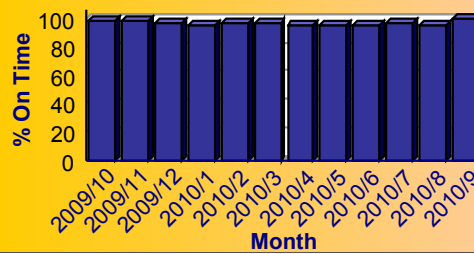
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
61,276	59,763	57,506	96.2%	1,513	1,391	91.9%	96.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by City Service Area

## South Central (7)

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

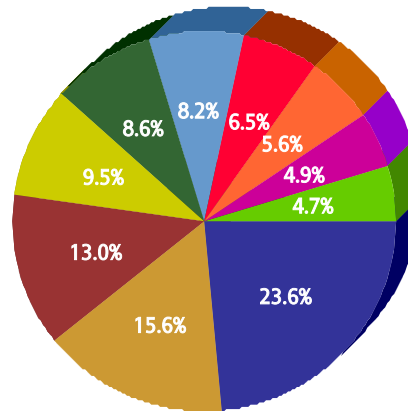
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	7,514	413	403	97.6%	38	15.5	7,101	94.5%	6,707	94.5%	7,110	94.6%
2	Recycling ROLL CART Registration - SAN	5,160	3	3	100.0%	10	3.7	5,157	99.9%	5,155	100.0%	5,158	100.0%
3	Roll Cart - SAN	3,632	10	10	100.0%	10	3.2	3,622	99.7%	3,614	99.8%	3,624	99.8%
4	Dead Animal Pick Up - SAN	3,300	0	0	N/A	1	0.3	3,300	100.0%	3,261	98.8%	3,261	98.8%
5	Smoke Detector Request - DFD	3,099	8	8	100.0%	30	5.6	3,091	99.7%	3,071	99.4%	3,079	99.4%
6	Animal - Loose Aggressive - CCS	2,835	4	4	100.0%	3	1.5	2,831	99.9%	2,791	98.6%	2,795	98.6%
7	Litter - CCS	2,495	149	137	91.9%	38	19.0	2,346	94.0%	2,114	90.1%	2,251	90.2%
8	Garbage - Missed - SAN	2,058	0	0	N/A	3	0.8	2,058	100.0%	2,038	99.0%	2,038	99.0%
9	Animal - Confined - CCS	2,033	0	0	N/A	3	2.1	2,033	100.0%	1,992	98.0%	1,992	98.0%
10	Animal - Loose - CCS	1,664	76	75	98.7%	40	13.1	1,588	95.4%	1,520	95.7%	1,595	95.9%
11	Bulky Trash Violations - CCS	1,459	17	15	88.2%	14	8.3	1,442	98.8%	1,154	80.0%	1,169	80.1%
12	Illegal Dumping - CCS	1,430	23	20	87.0%	38	5.0	1,407	98.4%	1,377	97.9%	1,397	97.7%
13	Obstruction Alley/Sidewalk/Street - CCS	1,372	95	93	97.9%	60	24.0	1,277	93.1%	1,245	97.5%	1,338	97.5%
14	Animal - Sick/Injured - CCS	1,240	0	0	N/A	3	1.4	1,240	100.0%	1,212	97.7%	1,212	97.7%
15	Junk Motor Vehicle - CCS	1,181	132	125	94.7%	126	43.4	1,049	88.8%	998	95.1%	1,123	95.1%
16	Recyclable Collection Missed (Residential) - SAN	984	0	0	N/A	3	1.1	984	100.0%	965	98.1%	965	98.1%
17	Signs - Public Right of Way Eve/Weekends - CCS	915	3	3	100.0%	7	1.0	912	99.7%	875	95.9%	878	96.0%
18	Parking - Unapproved Surface - Eve/Weekends - CCS	799	0	0	N/A	10	2.6	799	100.0%	763	95.5%	763	95.5%
19	24 Hour Parking/Parking Violations - DPD	741	9	9	100.0%	10	5.4	732	98.8%	666	91.0%	675	91.1%
20	Substandard Structure - CCS	730	191	191	100.0%	365	58.0	539	73.8%	539	100.0%	730	100.0%



Southeast (3)

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	10,595
Recycling ROLL CART Registration - SAN	6,999
Litter - CCS	5,829
Roll Cart - SAN	4,253
Dead Animal Pick Up - SAN	3,852
Animal - Loose Aggressive - CCS	3,687
Substandard Structure - CCS	2,899
Animal - Confined - CCS	2,525
Animal - Loose - CCS	2,198
Obstruction Alley/Sidewalk/Street - CCS	2,103



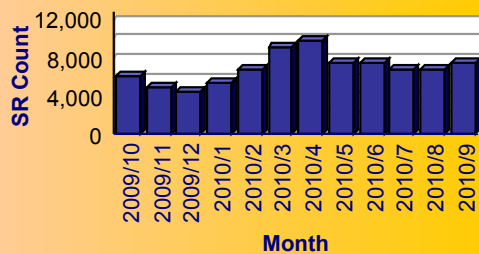
Service

- High Weeds - CCS
- Recycling ROLL CART Registration - SAN
- Litter - CCS
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - CCS
- Substandard Structure - CCS
- Animal - Confined - CCS
- Animal - Loose - CCS
- Obstruction Alley/Sidewalk/Street - CCS

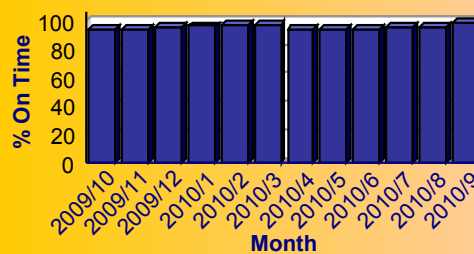
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
82,999	79,968	75,894	94.9%	3,031	2,930	96.7%	95.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time







# City of Dallas Service Level Performance Report by City Service Area

## Southeast (3)

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

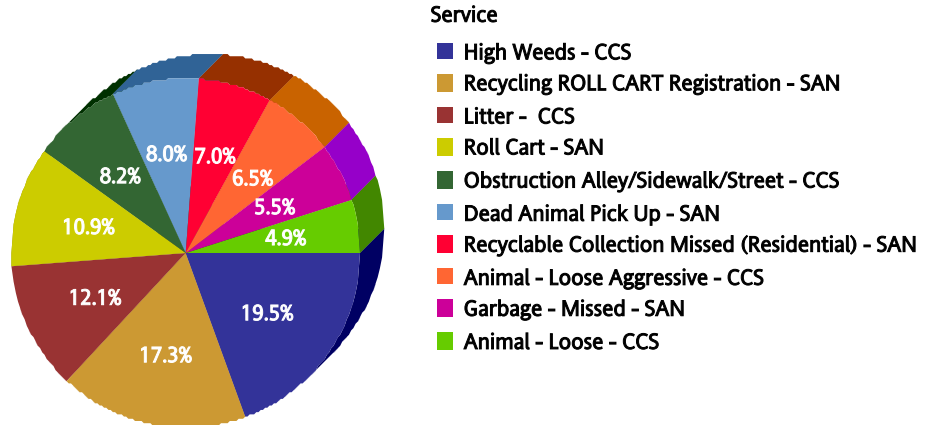
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	10,595	812	802	98.8%	38	15.9	9,783	92.3%	8,911	91.1%	9,713	91.7%
2	Recycling ROLL CART Registration - SAN	6,999	9	9	100.0%	10	3.7	6,990	99.9%	6,983	99.9%	6,992	99.9%
3	Litter - CCS	5,829	330	317	96.1%	38	20.3	5,499	94.3%	4,821	87.7%	5,138	88.1%
4	Roll Cart - SAN	4,253	15	15	100.0%	10	3.4	4,238	99.6%	4,222	99.6%	4,237	99.6%
5	Dead Animal Pick Up - SAN	3,852	0	0	N/A	1	0.3	3,852	100.0%	3,825	99.3%	3,825	99.3%
6	Animal - Loose Aggressive - CCS	3,687	1	0	0.0%	3	3.1	3,686	100.0%	3,612	98.0%	3,612	98.0%
7	Substandard Structure - CCS	2,899	829	829	100.0%	365	51.0	2,070	71.4%	2,070	100.0%	2,899	100.0%
8	Animal - Confined - CCS	2,525	0	0	N/A	3	6.2	2,525	100.0%	2,451	97.1%	2,451	97.1%
9	Animal - Loose - CCS	2,198	45	43	95.6%	40	12.4	2,153	98.0%	2,108	97.9%	2,151	97.9%
10	Obstruction Alley/Sidewalk/Street - CCS	2,103	214	214	100.0%	60	24.3	1,889	89.8%	1,807	95.7%	2,021	96.1%
11	Garbage - Missed - SAN	2,021	0	0	N/A	3	0.6	2,021	100.0%	2,011	99.5%	2,011	99.5%
12	Smoke Detector Request - DFD	1,956	10	10	100.0%	30	3.6	1,946	99.5%	1,926	99.0%	1,936	99.0%
13	Junk Motor Vehicle - CCS	1,754	180	175	97.2%	126	44.6	1,574	89.7%	1,476	93.8%	1,651	94.1%
14	Signs - Public Right of Way Eve/Weekends - CCS	1,597	0	0	N/A	7	0.9	1,597	100.0%	1,543	96.6%	1,543	96.6%
15	Bulky Trash Violations - CCS	1,420	5	4	80.0%	14	6.9	1,415	99.6%	1,210	85.5%	1,214	85.5%
16	Animal - Sick/Injured - CCS	1,416	3	3	100.0%	3	1.6	1,413	99.8%	1,388	98.2%	1,391	98.2%
17	Parking - Unapproved Surface - CCS	1,373	5	3	60.0%	10	3.2	1,368	99.6%	1,264	92.4%	1,267	92.3%
18	Signs - Public Right of Way - CCS	1,350	0	0	N/A	7	0.7	1,350	100.0%	1,301	96.4%	1,301	96.4%
19	Illegal Dumping - CCS	1,144	19	18	94.7%	38	6.3	1,125	98.3%	1,081	96.1%	1,099	96.1%
20	Recyclable Collection Missed (Residential) - SAN	1,059	0	0	N/A	3	1.1	1,059	100.0%	1,045	98.7%	1,045	98.7%



Southwest (4)

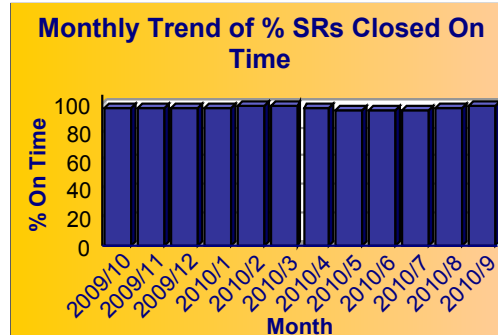
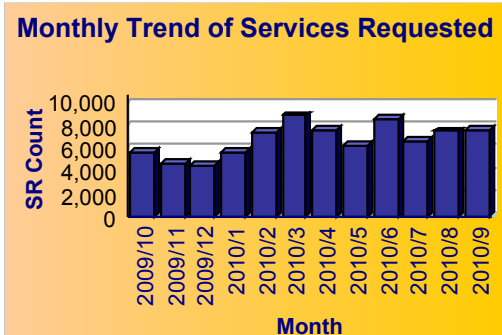
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	8,203
Recycling ROLL CART Registration - SAN	7,282
Litter - CCS	5,072
Roll Cart - SAN	4,585
Obstruction Alley/Sidewalk/Street - CCS	3,444
Dead Animal Pick Up - SAN	3,375
Recyclable Collection Missed (Residential) - SAN	2,947
Animal - Loose Aggressive - CCS	2,733
Garbage - Missed - SAN	2,289
Animal - Loose - CCS	2,048



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 %
81,263	78,556	75,800	96.5%	2,707	2,614	96.6%	96.5%





## Southwest (4)

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

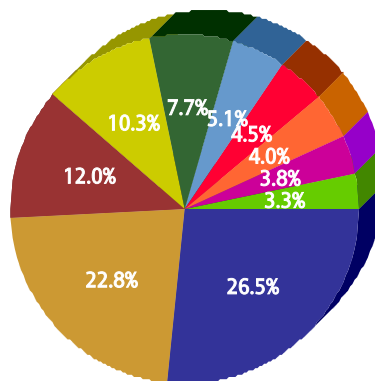
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	8,203	636	623	98.0%	38	14.3	7,567	92.2%	7,106	93.9%	7,729	94.2%
2	Recycling ROLL CART Registration - SAN	7,282	7	7	100.0%	10	3.7	7,275	99.9%	7,263	99.8%	7,270	99.8%
3	Litter - CCS	5,072	298	287	96.3%	38	18.4	4,774	94.1%	4,291	89.9%	4,578	90.3%
4	Roll Cart - SAN	4,585	12	12	100.0%	10	3.3	4,573	99.7%	4,558	99.7%	4,570	99.7%
5	Obstruction Alley/Sidewalk/Street - CCS	3,444	400	399	99.8%	60	22.7	3,044	88.4%	2,901	95.3%	3,300	95.8%
6	Dead Animal Pick Up - SAN	3,375	0	0	N/A	1	0.4	3,375	100.0%	3,354	99.4%	3,354	99.4%
7	Recyclable Collection Missed (Residential) - SAN	2,947	0	0	N/A	3	1.1	2,947	100.0%	2,919	99.0%	2,919	99.0%
8	Animal - Loose Aggressive - CCS	2,733	1	1	100.0%	3	2.2	2,732	100.0%	2,676	98.0%	2,677	98.0%
9	Garbage - Missed - SAN	2,289	0	0	N/A	3	0.9	2,289	100.0%	2,278	99.5%	2,278	99.5%
10	Animal - Loose - CCS	2,048	72	72	100.0%	40	10.7	1,976	96.5%	1,943	98.3%	2,015	98.4%
11	Animal - Confined - CCS	1,967	2	2	100.0%	3	1.7	1,965	99.9%	1,936	98.5%	1,938	98.5%
12	Illegal Dumping - CCS	1,501	16	14	87.5%	38	3.0	1,485	98.9%	1,462	98.5%	1,476	98.3%
13	Junk Motor Vehicle - CCS	1,478	185	182	98.4%	126	32.3	1,293	87.5%	1,261	97.5%	1,443	97.6%
14	Illegal Outside Storage - CCS	1,437	125	123	98.4%	38	19.4	1,312	91.3%	1,195	91.1%	1,318	91.7%
15	Signs - Public Right of Way Eve/Weekends - CCS	1,370	0	0	N/A	7	1.1	1,370	100.0%	1,321	96.4%	1,321	96.4%
16	Graffiti Private Property - Residential/Commercial	1,331	55	55	100.0%	90	19.2	1,276	95.9%	1,230	96.4%	1,285	96.5%
17	Animal - Sick/Injured - CCS	1,165	0	0	N/A	3	1.7	1,165	100.0%	1,146	98.4%	1,146	98.4%
18	24 Hour Parking/Parking Violations - DPD	1,077	8	8	100.0%	10	3.8	1,069	99.3%	1,066	99.7%	1,074	99.7%
19	<b>Bulky Trash Violations - CCS</b>	<b>1,046</b>	<b>13</b>	<b>11</b>	<b>84.6%</b>	<b>14</b>	<b>7.2</b>	<b>1,033</b>	<b>98.8%</b>	<b>867</b>	<b>83.9%</b>	<b>878</b>	<b>83.9%</b>
20	Signs - Public Right of Way - CCS	1,002	7	0	0.0%	7	0.9	995	99.3%	967	97.2%	967	96.5%



Unknown

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	604
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	103
Signs - Public Right of Way - CCS	91
311 Call Center Complaint	86
Recyclable Collection Missed (Residential) - SAN	74



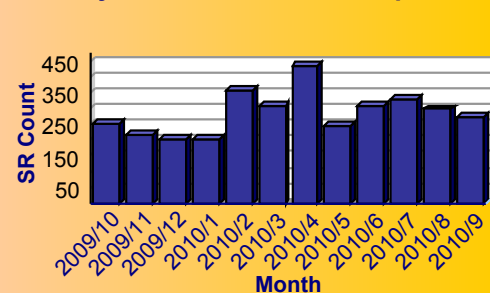
Service

- High Weeds - CCS
- Complaint/Compliment - CTY
- Recycling ROLL CART Registration - SAN
- Litter - CCS
- Signs - Public Right of Way Eve/Weekends - CCS
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Signs - Public Right of Way - CCS
- 311 Call Center Complaint
- Recyclable Collection Missed (Residential) - SAN

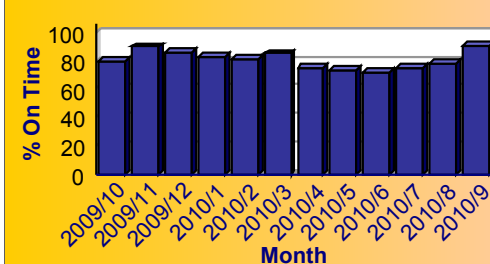
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,433	3,148	2,637	83.8%	285	101	35.4%	79.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas

Service Level Performance Report by City Service Area

## Unknown

### 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	604	70	32	45.7%	38	23.3	534	88.4%	449	84.1%	481	79.6%
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	103	0	0	N/A	1	0.2	103	100.0%	101	98.1%	101	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	27	0	0	N/A	1	0.1	27	100.0%	26	96.3%	26	96.3%
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	21	1	1	100.0%	30	14.0	20	95.2%	19	95.0%	20	95.2%
20	Fire Inspection - DFD	19	3	3	100.0%	60	22.5	16	84.2%	16	100.0%	19	100.0%