



FY 2010 – 2011

YEAR-TO-DATE

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

September 2011

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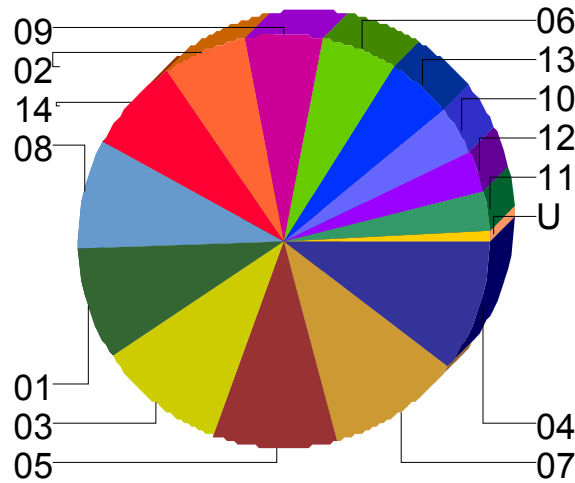
33 Service Level Performance Report for Council District 14

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



City of Dallas

Council District Report For YTD Through September 2011



| Council District | SRs Created | % of CityWide Total | % of All SRs On Time |
|------------------|----------------|---------------------|----------------------|
| 01 | 30,351 | 9.0% | 96.3% |
| 02 | 22,694 | 6.7% | 95.8% |
| 03 | 33,297 | 9.9% | 95.2% |
| 04 | 35,013 | 10.4% | 94.4% |
| 05 | 33,360 | 9.9% | 91.4% |
| 06 | 19,453 | 5.8% | 95.6% |
| 07 | 34,714 | 10.3% | 94.4% |
| 08 | 28,383 | 8.4% | 94.1% |
| 09 | 20,582 | 6.1% | 94.0% |
| 10 | 12,002 | 3.6% | 95.4% |
| 11 | 10,482 | 3.1% | 95.2% |
| 12 | 11,388 | 3.4% | 94.9% |
| 13 | 17,961 | 5.3% | 95.4% |
| 14 | 24,227 | 7.2% | 94.4% |
| U | 2,567 | 0.8% | 85.7% |
| Totals | 336,474 | 100.0% | 94.5% |

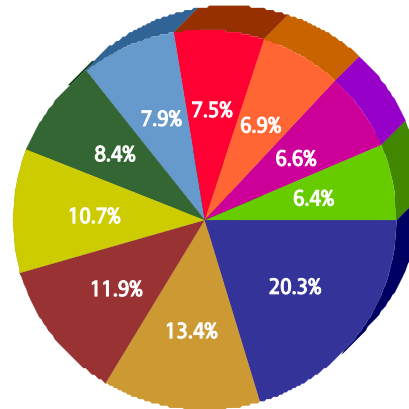
NOTE: Values represent status as of the run date and time.



Citywide

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - CCS | 30,555 |
| Litter - CCS | 20,196 |
| Roll Cart - SAN | 17,885 |
| Dead Animal Pick Up - SAN | 16,086 |
| Animal - Loose Aggressive - CCS | 12,612 |
| Obstruction Alley/Sidewalk/Street - CCS | 11,977 |
| Animal - Confined - CCS | 11,384 |
| Recycling ROLL CART Registration - SAN | 10,433 |
| Signs - Public Right of Way - CCS | 9,997 |
| Bulky Trash Violations - CCS | 9,673 |



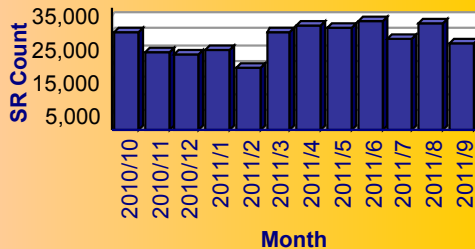
Service

- High Weeds - CCS
- Litter - CCS
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Animal - Confined - CCS
- Recycling ROLL CART Registration - SAN
- Signs - Public Right of Way - CCS
- Bulky Trash Violations - CCS

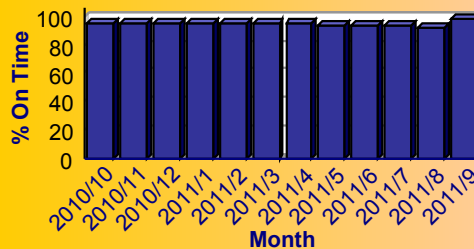
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 336,474 | 325,684 | 309,310 | 95.0% | 10,790 | 8,802 | 81.6% | 94.5% |

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

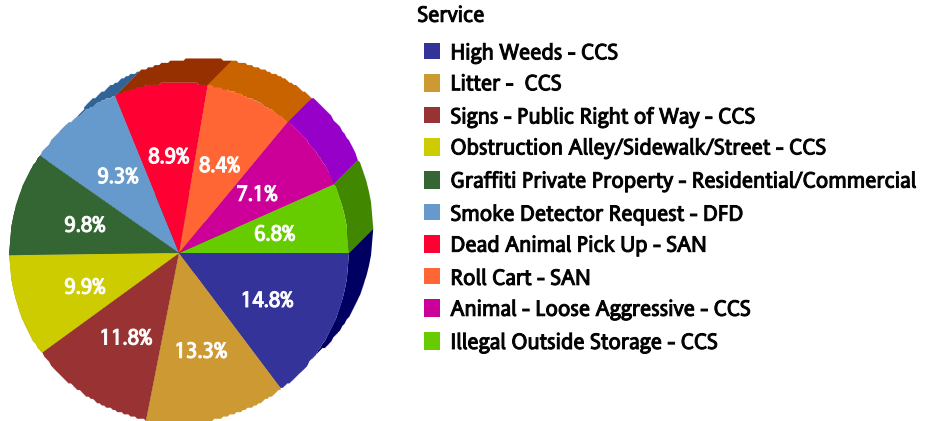
| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - CCS | 30,555 | 1,374 | 821 | 59.8% | 38 | 17.9 | 29,181 | 95.5% | 26,203 | 89.8% | 27,024 | 88.4% |
| 2 | Litter - CCS | 20,196 | 1,484 | 926 | 62.4% | 38 | 20.3 | 18,712 | 92.7% | 16,479 | 88.1% | 17,405 | 86.2% |
| 3 | Roll Cart - SAN | 17,885 | 77 | 77 | 100.0% | 10 | 2.7 | 17,808 | 99.6% | 17,732 | 99.6% | 17,809 | 99.6% |
| 4 | Dead Animal Pick Up - SAN | 16,086 | 1 | 0 | 0.0% | 1 | 0.3 | 16,085 | 100.0% | 15,974 | 99.3% | 15,974 | 99.3% |
| 5 | Animal - Loose Aggressive - CCS | 12,612 | 5 | 0 | 0.0% | 3 | 0.4 | 12,607 | 100.0% | 12,433 | 98.6% | 12,433 | 98.6% |
| 6 | Obstruction Alley/Sidewalk/Street - CCS | 11,977 | 1,478 | 1,348 | 91.2% | 60 | 26.8 | 10,499 | 87.7% | 9,722 | 92.6% | 11,070 | 92.4% |
| 7 | Animal - Confined - CCS | 11,384 | 4 | 4 | 100.0% | 3 | 0.3 | 11,380 | 100.0% | 11,233 | 98.7% | 11,237 | 98.7% |
| 8 | Recycling ROLL CART Registration - SAN | 10,433 | 31 | 31 | 100.0% | 10 | 2.8 | 10,402 | 99.7% | 10,363 | 99.6% | 10,394 | 99.6% |
| 9 | Signs - Public Right of Way - CCS | 9,997 | 35 | 14 | 40.0% | 7 | 1.3 | 9,962 | 99.6% | 9,545 | 95.8% | 9,559 | 95.6% |
| 10 | Bulky Trash Violations - CCS | 9,673 | 135 | 63 | 46.7% | 14 | 8.1 | 9,538 | 98.6% | 7,987 | 83.7% | 8,050 | 83.2% |
| 11 | Garbage - Missed - SAN | 8,718 | 8 | 8 | 100.0% | 3 | 0.9 | 8,710 | 99.9% | 8,606 | 98.8% | 8,614 | 98.8% |
| 12 | Animal - Loose - CCS | 6,978 | 155 | 154 | 99.4% | 40 | 17.8 | 6,823 | 97.8% | 6,529 | 95.7% | 6,683 | 95.8% |
| 13 | Substandard Structure - CCS | 6,758 | 1,850 | 1,848 | 99.9% | 365 | 46.8 | 4,908 | 72.6% | 4,908 | 100.0% | 6,756 | 100.0% |
| 14 | Animal - Sick/Injured - CCS | 6,112 | 2 | 0 | 0.0% | 3 | 0.3 | 6,110 | 100.0% | 6,009 | 98.3% | 6,009 | 98.3% |
| 15 | Smoke Detector Request - DFD | 5,685 | 67 | 67 | 100.0% | 30 | 4.1 | 5,618 | 98.8% | 5,556 | 98.9% | 5,623 | 98.9% |
| 16 | Illegal Dumping - CCS | 5,494 | 111 | 92 | 82.9% | 38 | 5.3 | 5,383 | 98.0% | 5,211 | 96.8% | 5,303 | 96.5% |
| 17 | 24 Hour Parking/Parking Violations - DPD | 5,260 | 64 | 62 | 96.9% | 10 | 4.5 | 5,196 | 98.8% | 5,098 | 98.1% | 5,160 | 98.1% |
| 18 | Junk Motor Vehicle - CCS | 5,250 | 484 | 459 | 94.8% | 126 | 40.1 | 4,766 | 90.8% | 4,543 | 95.3% | 5,002 | 95.3% |
| 19 | Recyclable Collection Missed (Residential) - SAN | 4,463 | 7 | 7 | 100.0% | 3 | 1.1 | 4,456 | 99.8% | 4,375 | 98.2% | 4,382 | 98.2% |
| 20 | Illegal Outside Storage - CCS | 4,398 | 216 | 189 | 87.5% | 38 | 22.6 | 4,182 | 95.1% | 3,629 | 86.8% | 3,818 | 86.8% |



Council District 01

Top 10 Services

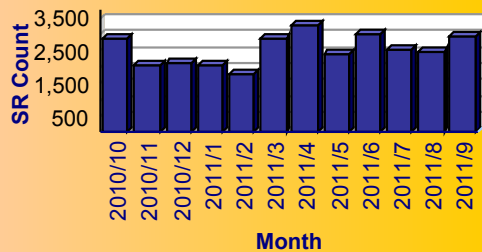
| SR Type | Service Request Count |
|--|-----------------------|
| High Weeds - CCS | 2,246 |
| Litter - CCS | 2,008 |
| Signs - Public Right of Way - CCS | 1,791 |
| Obstruction Alley/Sidewalk/Street - CCS | 1,494 |
| Graffiti Private Property - Residential/Commercial | 1,489 |
| Smoke Detector Request - DFD | 1,406 |
| Dead Animal Pick Up - SAN | 1,349 |
| Roll Cart - SAN | 1,265 |
| Animal - Loose Aggressive - CCS | 1,072 |
| Illegal Outside Storage - CCS | 1,027 |



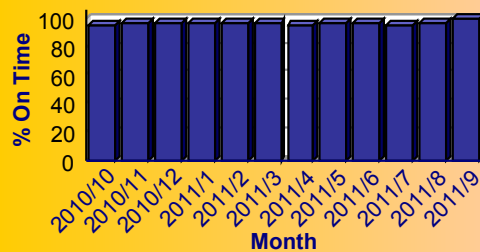
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 30,351 | 29,534 | 28,449 | 96.3% | 817 | 780 | 95.5% | 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 01

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

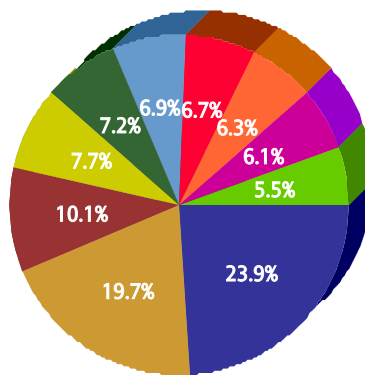
| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - CCS | 2,246 | 89 | 89 | 100.0% | 38 | 17.9 | 2,157 | 96.0% | 2,047 | 94.9% | 2,136 | 95.1% |
| 2 | Litter - CCS | 2,008 | 73 | 70 | 95.9% | 38 | 21.0 | 1,935 | 96.4% | 1,763 | 91.1% | 1,833 | 91.3% |
| 3 | Signs - Public Right of Way - CCS | 1,791 | 1 | 0 | 0.0% | 7 | 1.5 | 1,790 | 99.9% | 1,735 | 96.9% | 1,735 | 96.9% |
| 4 | Obstruction Alley/Sidewalk/Street - CCS | 1,494 | 119 | 118 | 99.2% | 60 | 22.2 | 1,375 | 92.0% | 1,341 | 97.5% | 1,459 | 97.7% |
| 5 | Graffiti Private Property - Residential/Commercial | 1,489 | 51 | 51 | 100.0% | 90 | 14.3 | 1,438 | 96.6% | 1,404 | 97.6% | 1,455 | 97.7% |
| 6 | Smoke Detector Request - DFD | 1,406 | 8 | 8 | 100.0% | 30 | 2.5 | 1,398 | 99.4% | 1,395 | 99.8% | 1,403 | 99.8% |
| 7 | Dead Animal Pick Up - SAN | 1,349 | 0 | 0 | N/A | 1 | 0.4 | 1,349 | 100.0% | 1,337 | 99.1% | 1,337 | 99.1% |
| 8 | Roll Cart - SAN | 1,265 | 5 | 5 | 100.0% | 10 | 2.6 | 1,260 | 99.6% | 1,254 | 99.5% | 1,259 | 99.5% |
| 9 | Animal - Loose Aggressive - CCS | 1,072 | 0 | 0 | N/A | 3 | 0.3 | 1,072 | 100.0% | 1,058 | 98.7% | 1,058 | 98.7% |
| 10 | Illegal Outside Storage - CCS | 1,027 | 37 | 32 | 86.5% | 38 | 21.7 | 990 | 96.4% | 893 | 90.2% | 925 | 90.1% |
| 11 | Recycling ROLL CART Registration - SAN | 944 | 1 | 1 | 100.0% | 10 | 2.5 | 943 | 99.9% | 940 | 99.7% | 941 | 99.7% |
| 12 | Animal - Loose - CCS | 717 | 17 | 17 | 100.0% | 40 | 17.0 | 700 | 97.6% | 676 | 96.6% | 693 | 96.7% |
| 13 | Bulky Trash Violations - CCS | 634 | 7 | 3 | 42.9% | 14 | 4.4 | 627 | 98.9% | 599 | 95.5% | 602 | 95.0% |
| 14 | Substandard Structure - CCS | 632 | 219 | 219 | 100.0% | 365 | 54.6 | 413 | 65.3% | 413 | 100.0% | 632 | 100.0% |
| 15 | Animal - Confined - CCS | 625 | 0 | 0 | N/A | 3 | 0.4 | 625 | 100.0% | 614 | 98.2% | 614 | 98.2% |
| 16 | Illegal Dumping - CCS | 624 | 6 | 5 | 83.3% | 38 | 2.6 | 618 | 99.0% | 612 | 99.0% | 617 | 98.9% |
| 17 | Junk Motor Vehicle - CCS | 547 | 47 | 43 | 91.5% | 126 | 35.6 | 500 | 91.4% | 482 | 96.4% | 525 | 96.0% |
| 18 | Garbage - Missed - SAN | 512 | 1 | 1 | 100.0% | 3 | 0.9 | 511 | 99.8% | 506 | 99.0% | 507 | 99.0% |
| 19 | Garage Sale - CCS | 506 | 1 | 1 | 100.0% | 7 | 3.8 | 505 | 99.8% | 463 | 91.7% | 464 | 91.7% |
| 20 | 24 Hour Parking/Parking Violations - DPD | 487 | 7 | 7 | 100.0% | 10 | 4.0 | 480 | 98.6% | 476 | 99.2% | 483 | 99.2% |



Council District 02

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| High Weeds - CCS | 2,201 |
| Litter - CCS | 1,816 |
| Dead Animal Pick Up - SAN | 935 |
| Graffiti Private Property - Residential/Commercial | 708 |
| Roll Cart - SAN | 666 |
| Animal - Loose Aggressive - CCS | 634 |
| Signs - Public Right of Way - CCS | 617 |
| Animal - Confined - CCS | 584 |
| Obstruction Alley/Sidewalk/Street - CCS | 560 |
| Recycling ROLL CART Registration - SAN | 503 |



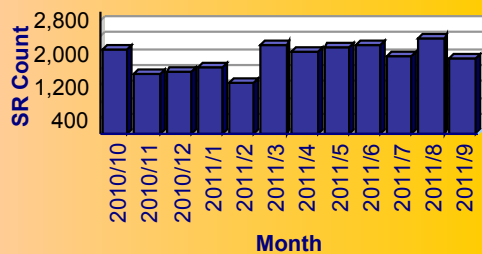
Service

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

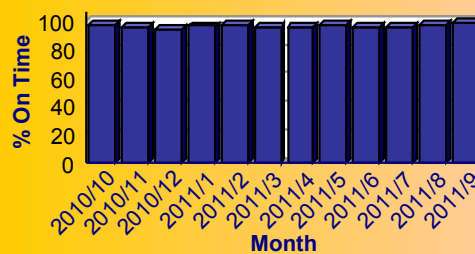
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 22,694 | 22,100 | 21,192 | 95.9% | 594 | 559 | 94.1% | 95.8% |

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

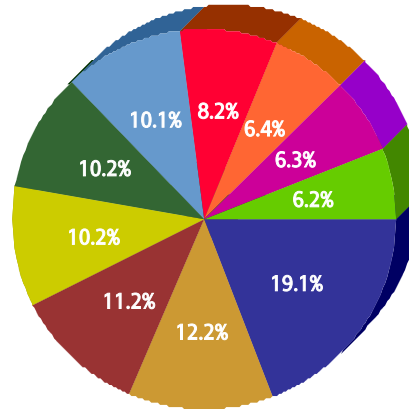
| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - CCS | 2,201 | 52 | 51 | 98.1% | 38 | 16.2 | 2,149 | 97.6% | 1,986 | 92.4% | 2,037 | 92.5% |
| 2 | Litter - CCS | 1,816 | 75 | 73 | 97.3% | 38 | 15.8 | 1,741 | 95.9% | 1,643 | 94.4% | 1,716 | 94.5% |
| 3 | Dead Animal Pick Up - SAN | 935 | 0 | 0 | N/A | 1 | 0.3 | 935 | 100.0% | 931 | 99.6% | 931 | 99.6% |
| 4 | Graffiti Private Property - Residential/Commercial | 708 | 18 | 18 | 100.0% | 90 | 8.7 | 690 | 97.5% | 678 | 98.3% | 696 | 98.3% |
| 5 | Roll Cart - SAN | 666 | 4 | 4 | 100.0% | 10 | 2.9 | 662 | 99.4% | 658 | 99.4% | 662 | 99.4% |
| 6 | Animal - Loose Aggressive - CCS | 634 | 0 | 0 | N/A | 3 | 0.3 | 634 | 100.0% | 626 | 98.7% | 626 | 98.7% |
| 7 | Signs - Public Right of Way - CCS | 617 | 7 | 7 | 100.0% | 7 | 0.9 | 610 | 98.9% | 590 | 96.7% | 597 | 96.8% |
| 8 | Animal - Confined - CCS | 584 | 0 | 0 | N/A | 3 | 0.3 | 584 | 100.0% | 578 | 99.0% | 578 | 99.0% |
| 9 | Obstruction Alley/Sidewalk/Street - CCS | 560 | 48 | 47 | 97.9% | 60 | 22.5 | 512 | 91.4% | 497 | 97.1% | 544 | 97.1% |
| 10 | Recycling ROLL CART Registration - SAN | 503 | 1 | 1 | 100.0% | 10 | 2.8 | 502 | 99.8% | 500 | 99.6% | 501 | 99.6% |
| 11 | Traffic Signal - Flashing - STS | 490 | 5 | 5 | 100.0% | 4 | 1.3 | 485 | 99.0% | 479 | 98.8% | 484 | 98.8% |
| 12 | Junk Motor Vehicle - CCS | 416 | 24 | 22 | 91.7% | 126 | 36.4 | 392 | 94.2% | 382 | 97.4% | 404 | 97.1% |
| 13 | Animal - Loose - CCS | 406 | 5 | 5 | 100.0% | 40 | 16.5 | 401 | 98.8% | 384 | 95.8% | 389 | 95.8% |
| 14 | Substandard Structure - CCS | 391 | 90 | 90 | 100.0% | 365 | 52.2 | 301 | 77.0% | 301 | 100.0% | 391 | 100.0% |
| 15 | Garbage - Missed - SAN | 385 | 2 | 2 | 100.0% | 3 | 1.0 | 383 | 99.5% | 369 | 96.3% | 371 | 96.4% |
| 16 | Illegal Dumping - CCS | 356 | 4 | 4 | 100.0% | 38 | 3.9 | 352 | 98.9% | 349 | 99.1% | 353 | 99.2% |
| 17 | Traffic Signal - Bulb Out/NonConflict Hd Trn - STS | 356 | 3 | 3 | 100.0% | 10 | 2.4 | 353 | 99.2% | 352 | 99.7% | 355 | 99.7% |
| 18 | 24 Hour Parking/Parking Violations - DPD | 352 | 2 | 2 | 100.0% | 10 | 4.6 | 350 | 99.4% | 336 | 96.0% | 338 | 96.0% |
| 19 | Bulky Trash Violations - CCS | 348 | 0 | 0 | N/A | 14 | 7.5 | 348 | 100.0% | 283 | 81.3% | 283 | 81.3% |
| 20 | Fire Inspection - DFD | 345 | 29 | 29 | 100.0% | 60 | 31.0 | 316 | 91.6% | 300 | 94.9% | 329 | 95.4% |



Council District 03

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - CCS | 3,159 |
| Litter - CCS | 2,021 |
| Dead Animal Pick Up - SAN | 1,848 |
| Roll Cart - SAN | 1,688 |
| Signs - Public Right of Way - CCS | 1,681 |
| Obstruction Alley/Sidewalk/Street - CCS | 1,671 |
| Animal - Loose Aggressive - CCS | 1,357 |
| Illegal Dumping - CCS | 1,053 |
| Recycling ROLL CART Registration - SAN | 1,040 |
| Animal - Confined - CCS | 1,032 |



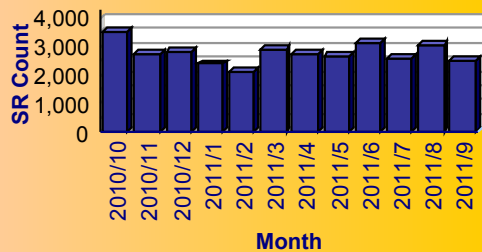
Service

- High Weeds - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Signs - Public Right of Way - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Animal - Loose Aggressive - CCS
- Illegal Dumping - CCS
- Recycling ROLL CART Registration - SAN
- Animal - Confined - CCS

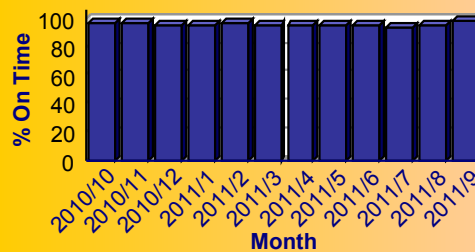
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 33,297 | 32,308 | 30,773 | 95.2% | 989 | 923 | 93.3% | 95.2% |

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

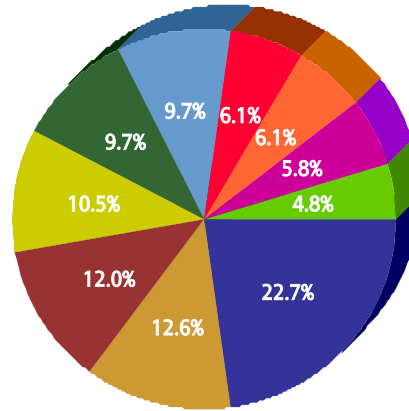
| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - CCS | 3,159 | 136 | 122 | 89.7% | 38 | 18.2 | 3,023 | 95.7% | 2,760 | 91.3% | 2,882 | 91.2% |
| 2 | Litter - CCS | 2,021 | 134 | 124 | 92.5% | 38 | 21.6 | 1,887 | 93.4% | 1,646 | 87.2% | 1,770 | 87.6% |
| 3 | Dead Animal Pick Up - SAN | 1,848 | 0 | 0 | N/A | 1 | 0.3 | 1,848 | 100.0% | 1,838 | 99.5% | 1,838 | 99.5% |
| 4 | Roll Cart - SAN | 1,688 | 5 | 5 | 100.0% | 10 | 2.7 | 1,683 | 99.7% | 1,676 | 99.6% | 1,681 | 99.6% |
| 5 | Signs - Public Right of Way - CCS | 1,681 | 1 | 0 | 0.0% | 7 | 1.3 | 1,680 | 99.9% | 1,617 | 96.2% | 1,617 | 96.2% |
| 6 | Obstruction Alley/Sidewalk/Street - CCS | 1,671 | 150 | 139 | 92.7% | 60 | 26.1 | 1,521 | 91.0% | 1,424 | 93.6% | 1,563 | 93.5% |
| 7 | Animal - Loose Aggressive - CCS | 1,357 | 1 | 0 | 0.0% | 3 | 0.4 | 1,356 | 99.9% | 1,333 | 98.3% | 1,333 | 98.2% |
| 8 | Illegal Dumping - CCS | 1,053 | 15 | 13 | 86.7% | 38 | 2.7 | 1,038 | 98.6% | 1,021 | 98.4% | 1,034 | 98.2% |
| 9 | Recycling ROLL CART Registration - SAN | 1,040 | 2 | 2 | 100.0% | 10 | 2.8 | 1,038 | 99.8% | 1,033 | 99.5% | 1,035 | 99.5% |
| 10 | Animal - Confined - CCS | 1,032 | 0 | 0 | N/A | 3 | 0.4 | 1,032 | 100.0% | 1,024 | 99.2% | 1,024 | 99.2% |
| 11 | Bulky Trash Violations - CCS | 1,016 | 4 | 4 | 100.0% | 14 | 6.4 | 1,012 | 99.6% | 910 | 89.9% | 914 | 90.0% |
| 12 | Animal - Loose - CCS | 760 | 18 | 18 | 100.0% | 40 | 17.5 | 742 | 97.6% | 711 | 95.8% | 729 | 95.9% |
| 13 | Illegal Garbage/Placement - CCS | 746 | 46 | 45 | 97.8% | 60 | 18.3 | 700 | 93.8% | 671 | 95.9% | 716 | 96.0% |
| 14 | Illegal Outside Storage - CCS | 610 | 21 | 17 | 81.0% | 38 | 23.2 | 589 | 96.6% | 503 | 85.4% | 520 | 85.2% |
| 15 | Garbage - Missed - SAN | 579 | 0 | 0 | N/A | 3 | 0.9 | 579 | 100.0% | 574 | 99.1% | 574 | 99.1% |
| 16 | Junk Motor Vehicle - CCS | 549 | 35 | 34 | 97.1% | 126 | 31.0 | 514 | 93.6% | 502 | 97.7% | 536 | 97.6% |
| 17 | Substandard Structure - CCS | 546 | 193 | 193 | 100.0% | 365 | 60.0 | 353 | 64.7% | 353 | 100.0% | 546 | 100.0% |
| 18 | Animal - Sick/Injured - CCS | 530 | 0 | 0 | N/A | 3 | 0.2 | 530 | 100.0% | 521 | 98.3% | 521 | 98.3% |
| 19 | Smoke Detector Request - DFD | 524 | 6 | 6 | 100.0% | 30 | 4.5 | 518 | 98.9% | 512 | 98.8% | 518 | 98.9% |
| 20 | 24 Hour Parking/Parking Violations - DPD | 446 | 2 | 2 | 100.0% | 10 | 3.7 | 444 | 99.6% | 444 | 100.0% | 446 | 100.0% |



Council District 04

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| High Weeds - CCS | 4,308 |
| Smoke Detector Request - DFD | 2,389 |
| Litter - CCS | 2,290 |
| Dead Animal Pick Up - SAN | 1,989 |
| Roll Cart - SAN | 1,853 |
| Animal - Loose Aggressive - CCS | 1,846 |
| Bulky Trash Violations - CCS | 1,168 |
| Animal - Confined - CCS | 1,154 |
| Recycling ROLL CART Registration - SAN | 1,099 |
| Animal - Loose - CCS | 922 |



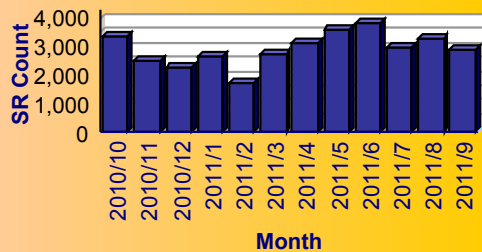
Service

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

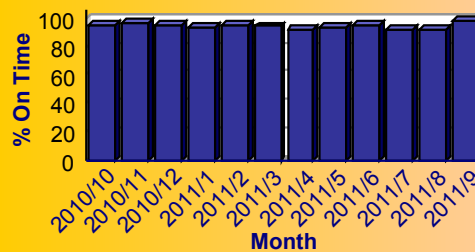
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 35,013 | 34,098 | 32,206 | 94.5% | 915 | 859 | 93.9% | 94.4% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Council District 04

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

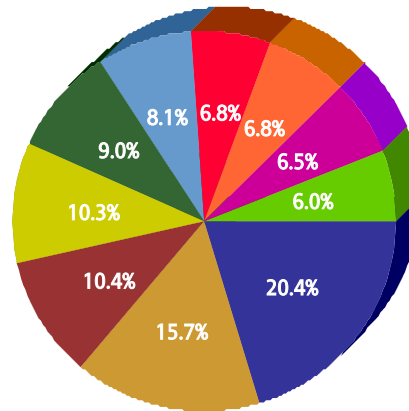
| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - CCS | 4,308 | 64 | 63 | 98.4% | 38 | 17.1 | 4,244 | 98.5% | 3,837 | 90.4% | 3,900 | 90.5% |
| 2 | Smoke Detector Request - DFD | 2,389 | 21 | 21 | 100.0% | 30 | 2.7 | 2,368 | 99.1% | 2,358 | 99.6% | 2,379 | 99.6% |
| 3 | Litter - CCS | 2,290 | 115 | 112 | 97.4% | 38 | 21.3 | 2,175 | 95.0% | 1,916 | 88.1% | 2,028 | 88.6% |
| 4 | Dead Animal Pick Up - SAN | 1,989 | 0 | 0 | N/A | 1 | 0.4 | 1,989 | 100.0% | 1,972 | 99.1% | 1,972 | 99.1% |
| 5 | Roll Cart - SAN | 1,853 | 9 | 9 | 100.0% | 10 | 2.8 | 1,844 | 99.5% | 1,831 | 99.3% | 1,840 | 99.3% |
| 6 | Animal - Loose Aggressive - CCS | 1,846 | 3 | 0 | 0.0% | 3 | 0.5 | 1,843 | 99.8% | 1,814 | 98.4% | 1,814 | 98.3% |
| 7 | Bulky Trash Violations - CCS | 1,168 | 10 | 9 | 90.0% | 14 | 10.8 | 1,158 | 99.1% | 818 | 70.6% | 827 | 70.8% |
| 8 | Animal - Confined - CCS | 1,154 | 1 | 1 | 100.0% | 3 | 0.4 | 1,153 | 99.9% | 1,132 | 98.2% | 1,133 | 98.2% |
| 9 | Recycling ROLL CART Registration - SAN | 1,099 | 2 | 2 | 100.0% | 10 | 3.1 | 1,097 | 99.8% | 1,083 | 98.7% | 1,085 | 98.7% |
| 10 | Animal - Loose - CCS | 922 | 18 | 17 | 94.4% | 40 | 17.9 | 904 | 98.0% | 848 | 93.8% | 865 | 93.8% |
| 11 | Illegal Dumping - CCS | 900 | 10 | 10 | 100.0% | 38 | 4.7 | 890 | 98.9% | 865 | 97.2% | 875 | 97.2% |
| 12 | Obstruction Alley/Sidewalk/Street - CCS | 865 | 62 | 62 | 100.0% | 60 | 26.9 | 803 | 92.8% | 752 | 93.6% | 814 | 94.1% |
| 13 | Junk Motor Vehicle - CCS | 790 | 83 | 83 | 100.0% | 126 | 47.4 | 707 | 89.5% | 667 | 94.3% | 750 | 94.9% |
| 14 | Garbage - Missed - SAN | 783 | 0 | 0 | N/A | 3 | 0.8 | 783 | 100.0% | 774 | 98.9% | 774 | 98.9% |
| 15 | Animal - Sick/Injured - CCS | 763 | 2 | 0 | 0.0% | 3 | 0.2 | 761 | 99.7% | 751 | 98.7% | 751 | 98.4% |
| 16 | Substandard Structure - CCS | 606 | 161 | 160 | 99.4% | 365 | 38.9 | 445 | 73.4% | 445 | 100.0% | 605 | 99.8% |
| 17 | Signs - Public Right of Way - CCS | 604 | 1 | 1 | 100.0% | 7 | 2.2 | 603 | 99.8% | 566 | 93.9% | 567 | 93.9% |
| 18 | Illegal Outside Storage - CCS | 501 | 28 | 28 | 100.0% | 38 | 21.7 | 473 | 94.4% | 434 | 91.8% | 462 | 92.2% |
| 19 | Parking - Unapproved Surface - CCS | 489 | 4 | 3 | 75.0% | 10 | 2.6 | 485 | 99.2% | 450 | 92.8% | 453 | 92.6% |
| 20 | 24 Hour Parking/Parking Violations - DPD | 445 | 9 | 9 | 100.0% | 10 | 4.6 | 436 | 98.0% | 433 | 99.3% | 442 | 99.3% |



Council District 05

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - CCS | 3,663 |
| Litter - CCS | 2,819 |
| Dead Animal Pick Up - SAN | 1,865 |
| Animal - Loose Aggressive - CCS | 1,859 |
| Roll Cart - SAN | 1,618 |
| Obstruction Alley/Sidewalk/Street - CCS | 1,456 |
| Animal - Confined - CCS | 1,226 |
| Substandard Structure - CCS | 1,220 |
| Bulky Trash Violations - CCS | 1,178 |
| Recycling ROLL CART Registration - SAN | 1,085 |



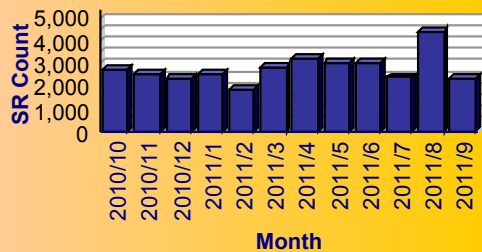
Service

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

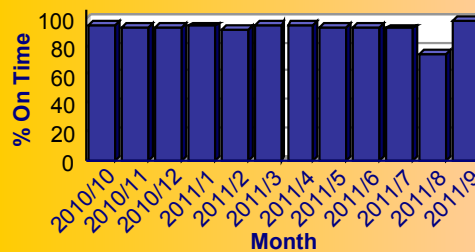
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 33,360 | 31,129 | 29,136 | 93.6% | 2,231 | 1,360 | 61.0% | 91.4% |

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

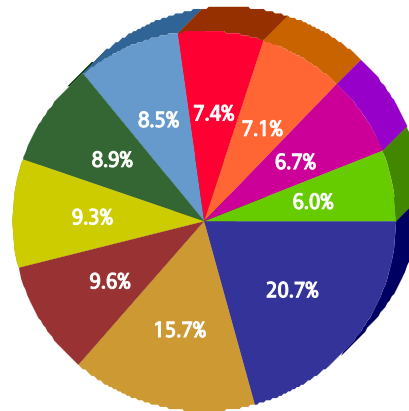
| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - CCS | 3,663 | 526 | 135 | 25.7% | 38 | 19.6 | 3,137 | 85.6% | 2,782 | 88.7% | 2,917 | 79.6% |
| 2 | Litter - CCS | 2,819 | 546 | 154 | 28.2% | 38 | 23.0 | 2,273 | 80.6% | 1,932 | 85.0% | 2,086 | 74.0% |
| 3 | Dead Animal Pick Up - SAN | 1,865 | 0 | 0 | N/A | 1 | 0.4 | 1,865 | 100.0% | 1,849 | 99.1% | 1,849 | 99.1% |
| 4 | Animal - Loose Aggressive - CCS | 1,859 | 1 | 0 | 0.0% | 3 | 0.3 | 1,858 | 99.9% | 1,834 | 98.7% | 1,834 | 98.7% |
| 5 | Roll Cart - SAN | 1,618 | 8 | 8 | 100.0% | 10 | 2.7 | 1,610 | 99.5% | 1,606 | 99.8% | 1,614 | 99.8% |
| 6 | Obstruction Alley/Sidewalk/Street - CCS | 1,456 | 477 | 473 | 99.2% | 60 | 29.5 | 979 | 67.2% | 917 | 93.7% | 1,390 | 95.5% |
| 7 | Animal - Confined - CCS | 1,226 | 0 | 0 | N/A | 3 | 0.3 | 1,226 | 100.0% | 1,209 | 98.6% | 1,209 | 98.6% |
| 8 | Substandard Structure - CCS | 1,220 | 229 | 228 | 99.6% | 365 | 42.6 | 991 | 81.2% | 991 | 100.0% | 1,219 | 99.9% |
| 9 | Bulky Trash Violations - CCS | 1,178 | 13 | 5 | 38.5% | 14 | 11.4 | 1,165 | 98.9% | 815 | 70.0% | 820 | 69.6% |
| 10 | Recycling ROLL CART Registration - SAN | 1,085 | 7 | 7 | 100.0% | 10 | 2.8 | 1,078 | 99.4% | 1,074 | 99.6% | 1,081 | 99.6% |
| 11 | Signs - Public Right of Way - CCS | 921 | 1 | 1 | 100.0% | 7 | 1.4 | 920 | 99.9% | 856 | 93.0% | 857 | 93.1% |
| 12 | Animal - Loose - CCS | 895 | 28 | 28 | 100.0% | 40 | 18.7 | 867 | 96.9% | 820 | 94.6% | 848 | 94.7% |
| 13 | Garbage - Missed - SAN | 740 | 1 | 1 | 100.0% | 3 | 1.0 | 739 | 99.9% | 721 | 97.6% | 722 | 97.6% |
| 14 | Animal - Sick/Injured - CCS | 737 | 0 | 0 | N/A | 3 | 0.2 | 737 | 100.0% | 724 | 98.2% | 724 | 98.2% |
| 15 | Junk Motor Vehicle - CCS | 579 | 43 | 42 | 97.7% | 126 | 41.7 | 536 | 92.6% | 512 | 95.5% | 554 | 95.7% |
| 16 | Signs - Public Right of Way Eve/Weekends - CCS | 530 | 0 | 0 | N/A | 7 | 0.2 | 530 | 100.0% | 526 | 99.2% | 526 | 99.2% |
| 17 | 24 Hour Parking/Parking Violations - DPD | 506 | 7 | 7 | 100.0% | 10 | 5.2 | 499 | 98.6% | 490 | 98.2% | 497 | 98.2% |
| 18 | Parking - Unapproved Surface - CCS | 499 | 4 | 2 | 50.0% | 10 | 3.7 | 495 | 99.2% | 437 | 88.3% | 439 | 88.0% |
| 19 | Illegal Dumping - CCS | 462 | 17 | 17 | 100.0% | 38 | 9.8 | 445 | 96.3% | 432 | 97.1% | 449 | 97.2% |
| 20 | Illegal Outside Storage - CCS | 433 | 15 | 14 | 93.3% | 38 | 23.4 | 418 | 96.5% | 365 | 87.3% | 379 | 87.5% |



Council District 06

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - CCS | 1,713 |
| Litter - CCS | 1,294 |
| Dead Animal Pick Up - SAN | 796 |
| Animal - Loose Aggressive - CCS | 768 |
| Signs - Public Right of Way - CCS | 733 |
| Obstruction Alley/Sidewalk/Street - CCS | 700 |
| Roll Cart - SAN | 613 |
| Fire Inspection - DFD | 585 |
| Animal - Confined - CCS | 556 |
| Illegal Dumping - CCS | 499 |



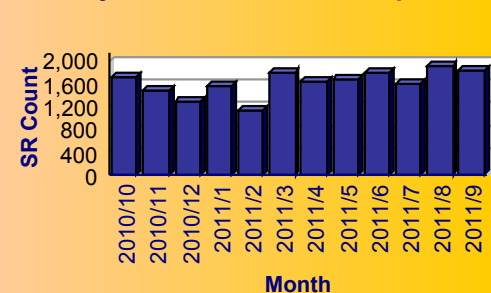
Service

- High Weeds - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - CCS
- Signs - Public Right of Way - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Roll Cart - SAN
- Fire Inspection - DFD
- Animal - Confined - CCS
- Illegal Dumping - CCS

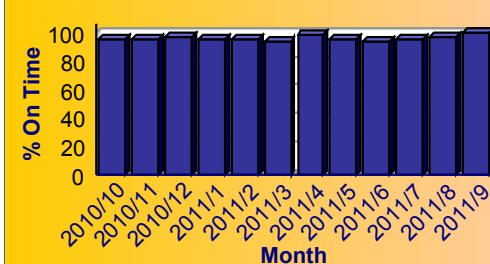
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 19,453 | 18,707 | 17,876 | 95.6% | 746 | 720 | 96.5% | 95.6% |

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

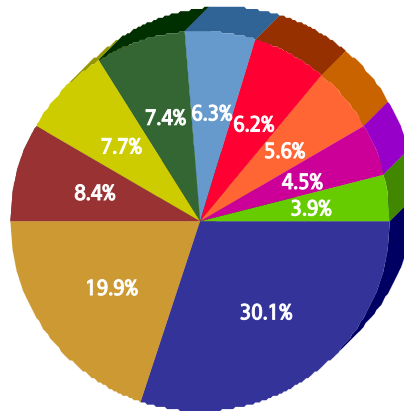
| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|---|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - CCS | 1,713 | 118 | 115 | 97.5% | 38 | 18.2 | 1,595 | 93.1% | 1,423 | 89.2% | 1,538 | 89.8% |
| 2 | Litter - CCS | 1,294 | 103 | 102 | 99.0% | 38 | 19.6 | 1,191 | 92.0% | 1,085 | 91.1% | 1,187 | 91.7% |
| 3 | Dead Animal Pick Up - SAN | 796 | 0 | 0 | N/A | 1 | 0.3 | 796 | 100.0% | 788 | 99.0% | 788 | 99.0% |
| 4 | Animal - Loose Aggressive - CCS | 768 | 0 | 0 | N/A | 3 | 0.3 | 768 | 100.0% | 759 | 98.8% | 759 | 98.8% |
| 5 | Signs - Public Right of Way - CCS | 733 | 0 | 0 | N/A | 7 | 1.1 | 733 | 100.0% | 707 | 96.5% | 707 | 96.5% |
| 6 | Obstruction Alley/Sidewalk/Street - CCS | 700 | 57 | 55 | 96.5% | 60 | 21.2 | 643 | 91.9% | 609 | 94.7% | 664 | 94.9% |
| 7 | Roll Cart - SAN | 613 | 2 | 2 | 100.0% | 10 | 2.6 | 611 | 99.7% | 609 | 99.7% | 611 | 99.7% |
| 8 | Fire Inspection - DFD | 585 | 40 | 40 | 100.0% | 60 | 22.9 | 545 | 93.2% | 538 | 98.7% | 578 | 98.8% |
| 9 | Animal - Confined - CCS | 556 | 0 | 0 | N/A | 3 | 0.4 | 556 | 100.0% | 545 | 98.0% | 545 | 98.0% |
| 10 | Illegal Dumping - CCS | 499 | 6 | 5 | 83.3% | 38 | 3.7 | 493 | 98.8% | 474 | 96.1% | 479 | 96.0% |
| 11 | Animal - Loose - CCS | 458 | 8 | 8 | 100.0% | 40 | 16.8 | 450 | 98.3% | 439 | 97.6% | 447 | 97.6% |
| 12 | Illegal Outside Storage - CCS | 443 | 31 | 31 | 100.0% | 38 | 18.6 | 412 | 93.0% | 377 | 91.5% | 408 | 92.1% |
| 13 | Recycling ROLL CART Registration - SAN | 433 | 1 | 1 | 100.0% | 10 | 2.6 | 432 | 99.8% | 432 | 100.0% | 433 | 100.0% |
| 14 | Parking - Unapproved Surface - CCS | 422 | 2 | 1 | 50.0% | 10 | 2.4 | 420 | 99.5% | 405 | 96.4% | 406 | 96.2% |
| 15 | Substandard Structure - CCS | 410 | 171 | 171 | 100.0% | 365 | 67.7 | 239 | 58.3% | 239 | 100.0% | 410 | 100.0% |
| 16 | Junk Motor Vehicle - CCS | 399 | 45 | 44 | 97.8% | 126 | 35.7 | 354 | 88.7% | 335 | 94.6% | 379 | 95.0% |
| 17 | Animal - Sick/Injured - CCS | 362 | 0 | 0 | N/A | 3 | 0.3 | 362 | 100.0% | 353 | 97.5% | 353 | 97.5% |
| 18 | Signs - Other - CCS | 318 | 6 | 6 | 100.0% | 21 | 5.3 | 312 | 98.1% | 291 | 93.3% | 297 | 93.4% |
| 19 | Traffic Signal - Flashing - STS | 279 | 3 | 3 | 100.0% | 4 | 1.4 | 276 | 98.9% | 272 | 98.6% | 275 | 98.6% |
| 20 | Garage Sale - CCS | 269 | 0 | 0 | N/A | 7 | 1.0 | 269 | 100.0% | 255 | 94.8% | 255 | 94.8% |



Council District 07

Top 10 Services

| SR Type | Service Request Count |
|---------------------------------|-----------------------|
| High Weeds - CCS | 5,681 |
| Litter - CCS | 3,760 |
| Dead Animal Pick Up - SAN | 1,590 |
| Roll Cart - SAN | 1,452 |
| Animal - Loose Aggressive - CCS | 1,394 |
| Substandard Structure - CCS | 1,188 |
| Bulky Trash Violations - CCS | 1,180 |
| Animal - Confined - CCS | 1,052 |
| Illegal Dumping - CCS | 853 |
| Open and Vacant Structure - CCS | 732 |



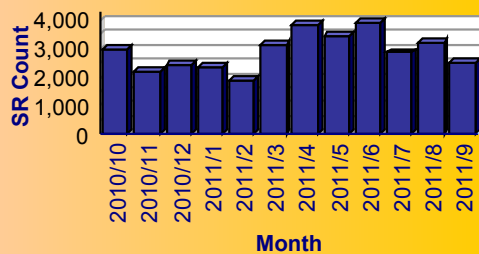
Service

- High Weeds - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Loose Aggressive - CCS
- Substandard Structure - CCS
- Bulky Trash Violations - CCS
- Animal - Confined - CCS
- Illegal Dumping - CCS
- Open and Vacant Structure - CCS

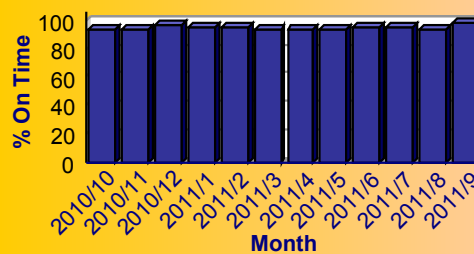
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 34,714 | 33,703 | 31,849 | 94.5% | 1,011 | 924 | 91.4% | 94.4% |

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

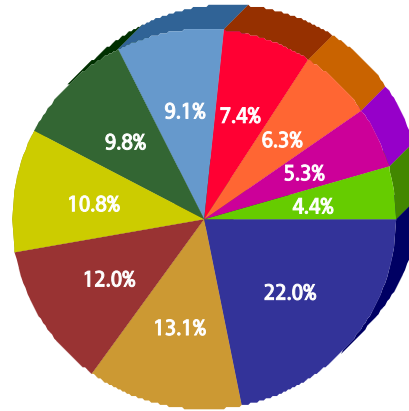
| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - CCS | 5,681 | 86 | 77 | 89.5% | 38 | 13.3 | 5,595 | 98.5% | 5,181 | 92.6% | 5,258 | 92.6% |
| 2 | Litter - CCS | 3,760 | 128 | 99 | 77.3% | 38 | 15.8 | 3,632 | 96.6% | 3,303 | 90.9% | 3,402 | 90.5% |
| 3 | Dead Animal Pick Up - SAN | 1,590 | 0 | 0 | N/A | 1 | 0.3 | 1,590 | 100.0% | 1,586 | 99.7% | 1,586 | 99.7% |
| 4 | Roll Cart - SAN | 1,452 | 0 | 0 | N/A | 10 | 2.7 | 1,452 | 100.0% | 1,444 | 99.4% | 1,444 | 99.4% |
| 5 | Animal - Loose Aggressive - CCS | 1,394 | 0 | 0 | N/A | 3 | 0.6 | 1,394 | 100.0% | 1,373 | 98.5% | 1,373 | 98.5% |
| 6 | Substandard Structure - CCS | 1,188 | 311 | 311 | 100.0% | 365 | 34.5 | 877 | 73.8% | 877 | 100.0% | 1,188 | 100.0% |
| 7 | Bulky Trash Violations - CCS | 1,180 | 5 | 3 | 60.0% | 14 | 7.9 | 1,175 | 99.6% | 1,000 | 85.1% | 1,003 | 85.0% |
| 8 | Animal - Confined - CCS | 1,052 | 1 | 1 | 100.0% | 3 | 0.3 | 1,051 | 99.9% | 1,043 | 99.2% | 1,044 | 99.2% |
| 9 | Illegal Dumping - CCS | 853 | 8 | 8 | 100.0% | 38 | 4.1 | 845 | 99.1% | 821 | 97.2% | 829 | 97.2% |
| 10 | Open and Vacant Structure - CCS | 732 | 9 | 9 | 100.0% | 30 | 9.8 | 723 | 98.8% | 664 | 91.8% | 673 | 91.9% |
| 11 | Animal - Loose - CCS | 727 | 15 | 15 | 100.0% | 40 | 17.1 | 712 | 97.9% | 686 | 96.3% | 701 | 96.4% |
| 12 | Recycling ROLL CART Registration - SAN | 700 | 2 | 2 | 100.0% | 10 | 2.5 | 698 | 99.7% | 697 | 99.9% | 699 | 99.9% |
| 13 | Animal - Sick/Injured - CCS | 675 | 0 | 0 | N/A | 3 | 0.3 | 675 | 100.0% | 661 | 97.9% | 661 | 97.9% |
| 14 | Obstruction Alley/Sidewalk/Street - CCS | 650 | 30 | 29 | 96.7% | 60 | 27.5 | 620 | 95.4% | 584 | 94.2% | 613 | 94.3% |
| 15 | Junk Motor Vehicle - CCS | 621 | 91 | 86 | 94.5% | 126 | 47.3 | 530 | 85.3% | 476 | 89.8% | 562 | 90.5% |
| 16 | Garbage - Missed - SAN | 578 | 1 | 1 | 100.0% | 3 | 0.6 | 577 | 99.8% | 569 | 98.6% | 570 | 98.6% |
| 17 | Brush/Bulk Items - Missed - SAN | 568 | 0 | 0 | N/A | 10 | 1.0 | 568 | 100.0% | 564 | 99.3% | 564 | 99.3% |
| 18 | Smoke Detector Request - DFD | 521 | 1 | 1 | 100.0% | 30 | 5.1 | 520 | 99.8% | 506 | 97.3% | 507 | 97.3% |
| 19 | 24 Hour Parking/Parking Violations - DPD | 509 | 6 | 6 | 100.0% | 10 | 5.0 | 503 | 98.8% | 492 | 97.8% | 498 | 97.8% |
| 20 | Recyclable Collection Missed (Residential) - SAN | 483 | 1 | 1 | 100.0% | 3 | 1.2 | 482 | 99.8% | 470 | 97.5% | 471 | 97.5% |



Council District 08

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| High Weeds - CCS | 3,344 |
| Animal - Loose Aggressive - CCS | 1,981 |
| Dead Animal Pick Up - SAN | 1,821 |
| Roll Cart - SAN | 1,632 |
| Animal - Confined - CCS | 1,485 |
| Litter - CCS | 1,375 |
| Recycling ROLL CART Registration - SAN | 1,129 |
| Animal - Loose - CCS | 952 |
| Animal - Sick/Injured - CCS | 797 |
| Garbage - Missed - SAN | 661 |



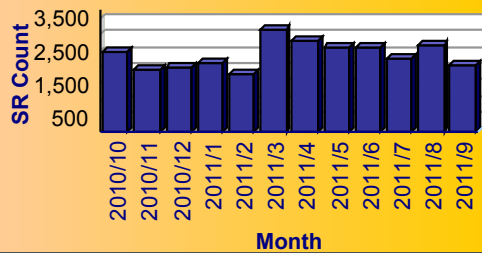
Service

- High Weeds - CCS
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Confined - CCS
- Litter - CCS
- Recycling ROLL CART Registration - SAN
- Animal - Loose - CCS
- Animal - Sick/Injured - CCS
- Garbage - Missed - SAN

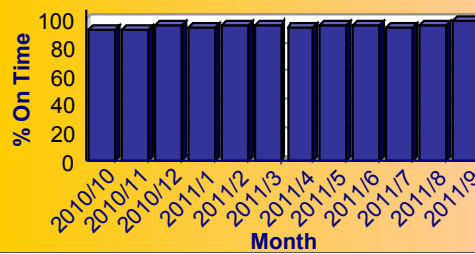
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 28,383 | 27,797 | 26,167 | 94.1% | 586 | 544 | 92.8% | 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 08

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

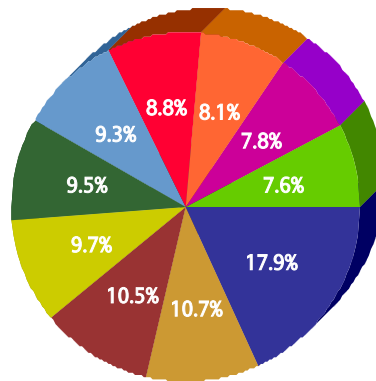
| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - CCS | 3,344 | 55 | 51 | 92.7% | 38 | 20.6 | 3,289 | 98.4% | 2,899 | 88.1% | 2,950 | 88.2% |
| 2 | Animal - Loose Aggressive - CCS | 1,981 | 0 | 0 | N/A | 3 | 0.3 | 1,981 | 100.0% | 1,957 | 98.8% | 1,957 | 98.8% |
| 3 | Dead Animal Pick Up - SAN | 1,821 | 0 | 0 | N/A | 1 | 0.3 | 1,821 | 100.0% | 1,803 | 99.0% | 1,803 | 99.0% |
| 4 | Roll Cart - SAN | 1,632 | 10 | 10 | 100.0% | 10 | 2.9 | 1,622 | 99.4% | 1,612 | 99.4% | 1,622 | 99.4% |
| 5 | Animal - Confined - CCS | 1,485 | 0 | 0 | N/A | 3 | 0.4 | 1,485 | 100.0% | 1,459 | 98.2% | 1,459 | 98.2% |
| 6 | Litter - CCS | 1,375 | 51 | 46 | 90.2% | 38 | 23.2 | 1,324 | 96.3% | 1,122 | 84.7% | 1,168 | 84.9% |
| 7 | Recycling ROLL CART Registration - SAN | 1,129 | 4 | 4 | 100.0% | 10 | 2.9 | 1,125 | 99.6% | 1,121 | 99.6% | 1,125 | 99.6% |
| 8 | Animal - Loose - CCS | 952 | 18 | 18 | 100.0% | 40 | 19.1 | 934 | 98.1% | 894 | 95.7% | 912 | 95.8% |
| 9 | Animal - Sick/Injured - CCS | 797 | 0 | 0 | N/A | 3 | 0.2 | 797 | 100.0% | 785 | 98.5% | 785 | 98.5% |
| 10 | Garbage - Missed - SAN | 661 | 2 | 2 | 100.0% | 3 | 1.1 | 659 | 99.7% | 647 | 98.2% | 649 | 98.2% |
| 11 | Parking - Unapproved Surface - CCS | 634 | 2 | 2 | 100.0% | 10 | 3.2 | 632 | 99.7% | 570 | 90.2% | 572 | 90.2% |
| 12 | Junk Motor Vehicle - CCS | 613 | 38 | 38 | 100.0% | 126 | 49.4 | 575 | 93.8% | 543 | 94.4% | 581 | 94.8% |
| 13 | Signs - Public Right of Way Eve/Weekends - CCS | 601 | 0 | 0 | N/A | 7 | 0.2 | 601 | 100.0% | 598 | 99.5% | 598 | 99.5% |
| 14 | Obstruction Alley/Sidewalk/Street - CCS | 562 | 31 | 31 | 100.0% | 60 | 25.7 | 531 | 94.5% | 505 | 95.1% | 536 | 95.4% |
| 15 | Bulky Trash Violations - CCS | 557 | 9 | 8 | 88.9% | 14 | 13.3 | 548 | 98.4% | 372 | 67.9% | 380 | 68.2% |
| 16 | Substandard Structure - CCS | 505 | 130 | 130 | 100.0% | 365 | 49.5 | 375 | 74.3% | 375 | 100.0% | 505 | 100.0% |
| 17 | Signs - Public Right of Way - CCS | 406 | 2 | 2 | 100.0% | 7 | 1.7 | 404 | 99.5% | 366 | 90.6% | 368 | 90.6% |
| 18 | Illegal Garbage/Placement - CCS | 345 | 2 | 2 | 100.0% | 60 | 21.7 | 343 | 99.4% | 328 | 95.6% | 330 | 95.7% |
| 19 | Animal - Cruelty - CCS | 343 | 1 | 0 | 0.0% | 30 | 0.5 | 342 | 99.7% | 342 | 100.0% | 342 | 99.7% |
| 20 | Illegal Outside Storage - CCS | 318 | 9 | 6 | 66.7% | 38 | 24.2 | 309 | 97.2% | 263 | 85.1% | 269 | 84.6% |



Council District 09

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Roll Cart - SAN | 1,639 |
| Dead Animal Pick Up - SAN | 980 |
| Obstruction Alley/Sidewalk/Street - CCS | 957 |
| Animal - Confined - CCS | 887 |
| Bulky Trash Violations - CCS | 868 |
| Recycling ROLL CART Registration - SAN | 849 |
| Garbage - Missed - SAN | 805 |
| High Weeds - CCS | 737 |
| Litter - CCS | 711 |
| Recyclable Collection Missed (Residential) - SAN | 698 |



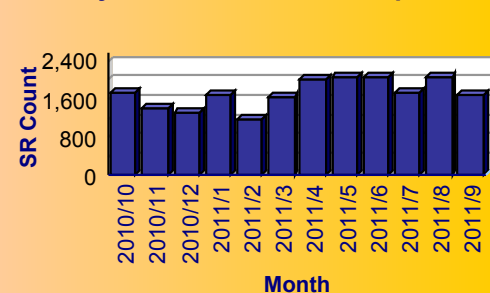
Service

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

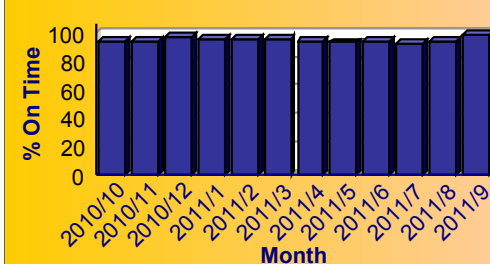
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 20,582 | 19,822 | 18,705 | 94.4% | 760 | 649 | 85.4% | 94.0% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

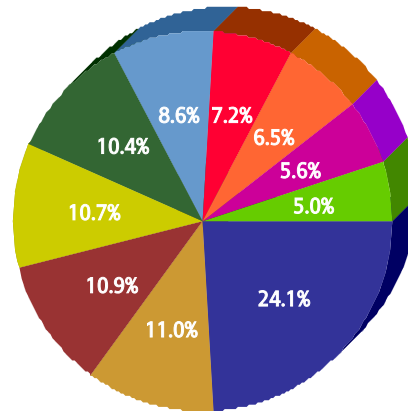
| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Roll Cart - SAN | 1,639 | 3 | 3 | 100.0% | 10 | 2.7 | 1,636 | 99.8% | 1,630 | 99.6% | 1,633 | 99.6% |
| 2 | Dead Animal Pick Up - SAN | 980 | 0 | 0 | N/A | 1 | 0.3 | 980 | 100.0% | 971 | 99.1% | 971 | 99.1% |
| 3 | Obstruction Alley/Sidewalk/Street - CCS | 957 | 226 | 196 | 86.7% | 60 | 30.7 | 731 | 76.4% | 646 | 88.4% | 842 | 88.0% |
| 4 | Animal - Confined - CCS | 887 | 0 | 0 | N/A | 3 | 0.3 | 887 | 100.0% | 878 | 99.0% | 878 | 99.0% |
| 5 | Bulky Trash Violations - CCS | 868 | 22 | 9 | 40.9% | 14 | 9.3 | 846 | 97.5% | 718 | 84.9% | 727 | 83.8% |
| 6 | Recycling ROLL CART Registration - SAN | 849 | 2 | 2 | 100.0% | 10 | 2.6 | 847 | 99.8% | 845 | 99.8% | 847 | 99.8% |
| 7 | Garbage - Missed - SAN | 805 | 0 | 0 | N/A | 3 | 0.9 | 805 | 100.0% | 795 | 98.8% | 795 | 98.8% |
| 8 | High Weeds - CCS | 737 | 30 | 21 | 70.0% | 38 | 24.6 | 707 | 95.9% | 554 | 78.4% | 575 | 78.0% |
| 9 | Litter - CCS | 711 | 58 | 39 | 67.2% | 38 | 28.2 | 653 | 91.8% | 489 | 74.9% | 528 | 74.3% |
| 10 | Recyclable Collection Missed (Residential) - SAN | 698 | 1 | 1 | 100.0% | 3 | 1.0 | 697 | 99.9% | 684 | 98.1% | 685 | 98.1% |
| 11 | Animal - Loose Aggressive - CCS | 621 | 0 | 0 | N/A | 3 | 0.3 | 621 | 100.0% | 616 | 99.2% | 616 | 99.2% |
| 12 | 24 Hour Parking/Parking Violations - DPD | 461 | 11 | 11 | 100.0% | 10 | 3.9 | 450 | 97.6% | 446 | 99.1% | 457 | 99.1% |
| 13 | Substandard Structure - CCS | 395 | 118 | 118 | 100.0% | 365 | 58.0 | 277 | 70.1% | 277 | 100.0% | 395 | 100.0% |
| 14 | Recycling - Roll Cart - SAN | 374 | 3 | 3 | 100.0% | 10 | 2.7 | 371 | 99.2% | 370 | 99.7% | 373 | 99.7% |
| 15 | Animal - Loose - CCS | 358 | 7 | 7 | 100.0% | 40 | 17.3 | 351 | 98.0% | 340 | 96.9% | 347 | 96.9% |
| 16 | Street Repair - Routine-STS | 357 | 16 | 16 | 100.0% | 90 | 22.6 | 341 | 95.5% | 339 | 99.4% | 355 | 99.4% |
| 17 | Animal - Sick/Injured - CCS | 341 | 0 | 0 | N/A | 3 | 0.3 | 341 | 100.0% | 335 | 98.2% | 335 | 98.2% |
| 18 | Parking - Unapproved Surface - CCS | 290 | 2 | 0 | 0.0% | 10 | 4.2 | 288 | 99.3% | 267 | 92.7% | 267 | 92.1% |
| 19 | Brush/Bulk Items - Missed - SAN | 285 | 0 | 0 | N/A | 10 | 2.5 | 285 | 100.0% | 282 | 98.9% | 282 | 98.9% |
| 20 | Junk Motor Vehicle - CCS | 282 | 36 | 34 | 94.4% | 126 | 31.3 | 246 | 87.2% | 241 | 98.0% | 275 | 97.5% |



Council District 10

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Roll Cart - SAN | 1,303 |
| Animal - Confined - CCS | 592 |
| High Weeds - CCS | 588 |
| Garbage - Missed - SAN | 579 |
| Bulky Trash Violations - CCS | 561 |
| Dead Animal Pick Up - SAN | 464 |
| Recycling ROLL CART Registration - SAN | 387 |
| 24 Hour Parking/Parking Violations - DPD | 352 |
| Obstruction Alley/Sidewalk/Street - CCS | 303 |
| Substandard Structure Apts - CCS | 269 |



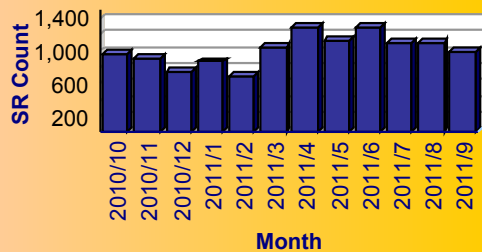
Service

- Roll Cart - SAN
- Animal - Confined - CCS
- High Weeds - CCS
- Garbage - Missed - SAN
- Bulky Trash Violations - CCS
- Dead Animal Pick Up - SAN
- Recycling ROLL CART Registration - SAN
- 24 Hour Parking/Parking Violations - DPD
- Obstruction Alley/Sidewalk/Street - CCS
- Substandard Structure Apts - CCS

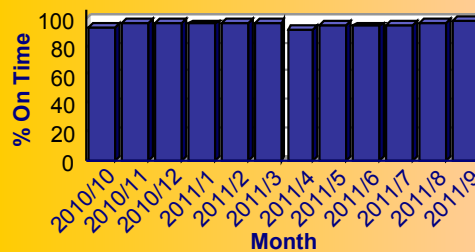
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 12,002 | 11,743 | 11,225 | 95.6% | 259 | 221 | 85.3% | 95.4% |

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

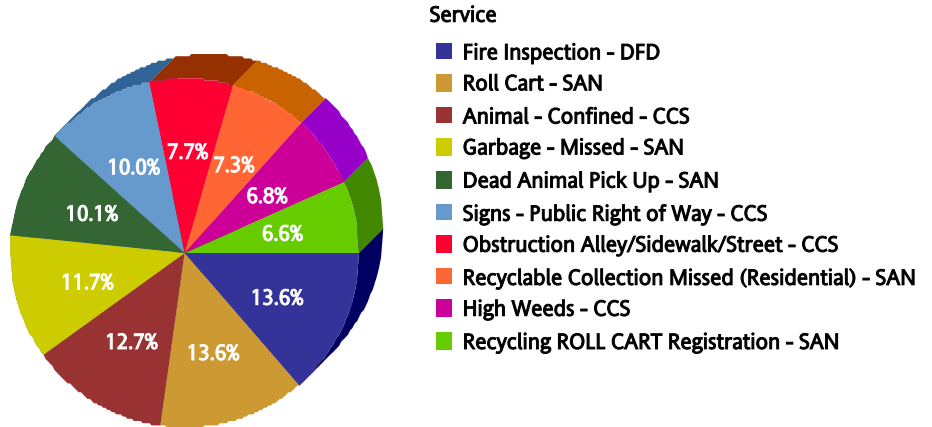
| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Roll Cart - SAN | 1,303 | 10 | 10 | 100.0% | 10 | 2.7 | 1,293 | 99.2% | 1,290 | 99.8% | 1,300 | 99.8% |
| 2 | Animal - Confined - CCS | 592 | 1 | 1 | 100.0% | 3 | 0.2 | 591 | 99.8% | 582 | 98.5% | 583 | 98.5% |
| 3 | High Weeds - CCS | 588 | 11 | 5 | 45.5% | 38 | 24.8 | 577 | 98.1% | 462 | 80.1% | 467 | 79.4% |
| 4 | Garbage - Missed - SAN | 579 | 0 | 0 | N/A | 3 | 0.8 | 579 | 100.0% | 577 | 99.7% | 577 | 99.7% |
| 5 | Bulky Trash Violations - CCS | 561 | 3 | 2 | 66.7% | 14 | 5.2 | 558 | 99.5% | 529 | 94.8% | 531 | 94.7% |
| 6 | Dead Animal Pick Up - SAN | 464 | 0 | 0 | N/A | 1 | 0.3 | 464 | 100.0% | 462 | 99.6% | 462 | 99.6% |
| 7 | Recycling ROLL CART Registration - SAN | 387 | 3 | 3 | 100.0% | 10 | 2.8 | 384 | 99.2% | 384 | 100.0% | 387 | 100.0% |
| 8 | 24 Hour Parking/Parking Violations - DPD | 352 | 2 | 2 | 100.0% | 10 | 3.9 | 350 | 99.4% | 350 | 100.0% | 352 | 100.0% |
| 9 | Obstruction Alley/Sidewalk/Street - CCS | 303 | 22 | 21 | 95.5% | 60 | 28.6 | 281 | 92.7% | 249 | 88.6% | 270 | 89.1% |
| 10 | Substandard Structure Apts - CCS | 269 | 27 | 27 | 100.0% | 365 | 14.8 | 242 | 90.0% | 242 | 100.0% | 269 | 100.0% |
| 11 | Litter - CCS | 259 | 15 | 11 | 73.3% | 38 | 25.9 | 244 | 94.2% | 192 | 78.7% | 203 | 78.4% |
| 12 | Animal - Sick/Injured - CCS | 227 | 0 | 0 | N/A | 3 | 0.1 | 227 | 100.0% | 226 | 99.6% | 226 | 99.6% |
| 13 | Animal - Loose Aggressive - CCS | 221 | 0 | 0 | N/A | 3 | 0.2 | 221 | 100.0% | 220 | 99.5% | 220 | 99.5% |
| 14 | Fire Inspection - DFD | 212 | 16 | 16 | 100.0% | 60 | 26.2 | 196 | 92.5% | 192 | 98.0% | 208 | 98.1% |
| 15 | Substandard Structure - CCS | 199 | 45 | 45 | 100.0% | 365 | 53.2 | 154 | 77.4% | 154 | 100.0% | 199 | 100.0% |
| 16 | Recycling - Roll Cart - SAN | 199 | 2 | 2 | 100.0% | 10 | 2.6 | 197 | 99.0% | 197 | 100.0% | 199 | 100.0% |
| 17 | Brush/Bulk Items - Missed - SAN | 181 | 2 | 2 | 100.0% | 10 | 2.4 | 179 | 98.9% | 177 | 98.9% | 179 | 98.9% |
| 18 | Street Repair - Routine-STS | 168 | 11 | 11 | 100.0% | 90 | 20.5 | 157 | 93.5% | 156 | 99.4% | 167 | 99.4% |
| 19 | Traffic Signal - Flashing - STS | 138 | 0 | 0 | N/A | 4 | 1.5 | 138 | 100.0% | 138 | 100.0% | 138 | 100.0% |
| 20 | Traffic Signal - Bulb Out/NonConflict Hd Trn - STS | 129 | 2 | 2 | 100.0% | 10 | 3.5 | 127 | 98.4% | 127 | 100.0% | 129 | 100.0% |



Council District 11

Top 10 Services

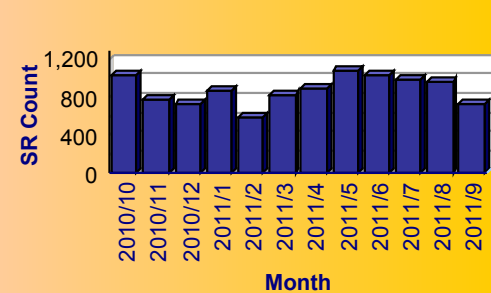
| SR Type | Service Request Count |
|--|-----------------------|
| Fire Inspection - DFD | 581 |
| Roll Cart - SAN | 581 |
| Animal - Confined - CCS | 543 |
| Garbage - Missed - SAN | 498 |
| Dead Animal Pick Up - SAN | 432 |
| Signs - Public Right of Way - CCS | 426 |
| Obstruction Alley/Sidewalk/Street - CCS | 330 |
| Recyclable Collection Missed (Residential) - SAN | 310 |
| High Weeds - CCS | 289 |
| Recycling ROLL CART Registration - SAN | 280 |



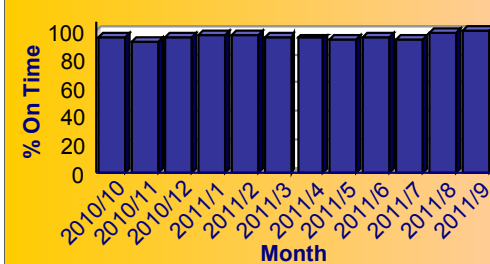
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 10,482 | 10,196 | 9,814 | 96.3% | 286 | 168 | 58.7% | 95.2% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

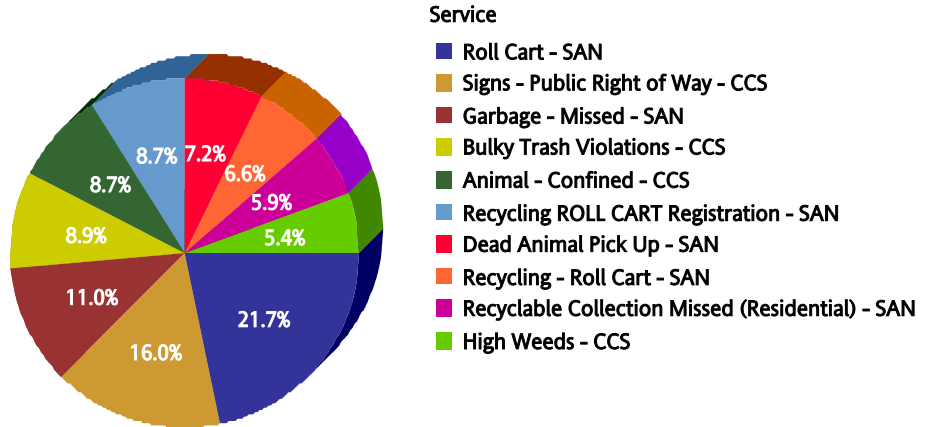
| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Fire Inspection - DFD | 581 | 29 | 29 | 100.0% | 60 | 21.7 | 552 | 95.0% | 547 | 99.1% | 576 | 99.1% |
| 2 | Roll Cart - SAN | 581 | 2 | 2 | 100.0% | 10 | 2.6 | 579 | 99.7% | 578 | 99.8% | 580 | 99.8% |
| 3 | Animal - Confined - CCS | 543 | 1 | 1 | 100.0% | 3 | 0.2 | 542 | 99.8% | 533 | 98.3% | 534 | 98.3% |
| 4 | Garbage - Missed - SAN | 498 | 0 | 0 | N/A | 3 | 0.6 | 498 | 100.0% | 497 | 99.8% | 497 | 99.8% |
| 5 | Dead Animal Pick Up - SAN | 432 | 0 | 0 | N/A | 1 | 0.3 | 432 | 100.0% | 431 | 99.8% | 431 | 99.8% |
| 6 | Signs - Public Right of Way - CCS | 426 | 2 | 0 | 0.0% | 7 | 0.8 | 424 | 99.5% | 419 | 98.8% | 419 | 98.4% |
| 7 | Obstruction Alley/Sidewalk/Street - CCS | 330 | 32 | 13 | 40.6% | 60 | 24.6 | 298 | 90.3% | 269 | 90.3% | 282 | 85.5% |
| 8 | Recyclable Collection Missed (Residential) - SAN | 310 | 0 | 0 | N/A | 3 | 0.6 | 310 | 100.0% | 309 | 99.7% | 309 | 99.7% |
| 9 | High Weeds - CCS | 289 | 31 | 12 | 38.7% | 38 | 23.7 | 258 | 89.3% | 204 | 79.1% | 216 | 74.7% |
| 10 | Recycling ROLL CART Registration - SAN | 280 | 0 | 0 | N/A | 10 | 2.8 | 280 | 100.0% | 280 | 100.0% | 280 | 100.0% |
| 11 | Bulky Trash Violations - CCS | 216 | 17 | 4 | 23.5% | 14 | 9.2 | 199 | 92.1% | 178 | 89.4% | 182 | 84.3% |
| 12 | Recycling - Roll Cart - SAN | 206 | 2 | 2 | 100.0% | 10 | 2.7 | 204 | 99.0% | 204 | 100.0% | 206 | 100.0% |
| 13 | Animal - Sick/Injured - CCS | 201 | 0 | 0 | N/A | 3 | 0.1 | 201 | 100.0% | 199 | 99.0% | 199 | 99.0% |
| 14 | Traffic Signal - Bulb Out/NonConflict Hd Trn - STS | 191 | 1 | 1 | 100.0% | 10 | 3.2 | 190 | 99.5% | 190 | 100.0% | 191 | 100.0% |
| 15 | Traffic Signal - Flashing - STS | 178 | 5 | 5 | 100.0% | 4 | 1.3 | 173 | 97.2% | 171 | 98.8% | 176 | 98.9% |
| 16 | Litter - CCS | 175 | 15 | 6 | 40.0% | 38 | 23.1 | 160 | 91.4% | 128 | 80.0% | 134 | 76.6% |
| 17 | Substandard Structure Apts - CCS | 173 | 9 | 9 | 100.0% | 365 | 12.6 | 164 | 94.8% | 164 | 100.0% | 173 | 100.0% |
| 18 | Street Repair - Routine-STS | 162 | 9 | 9 | 100.0% | 90 | 22.8 | 153 | 94.4% | 153 | 100.0% | 162 | 100.0% |
| 19 | Signs - Other - CCS | 156 | 11 | 0 | 0.0% | 21 | 8.3 | 145 | 92.9% | 127 | 87.6% | 127 | 81.4% |
| 20 | 24 Hour Parking/Parking Violations - DPD | 154 | 0 | 0 | N/A | 10 | 5.1 | 154 | 100.0% | 146 | 94.8% | 146 | 94.8% |



Council District 12

Top 10 Services

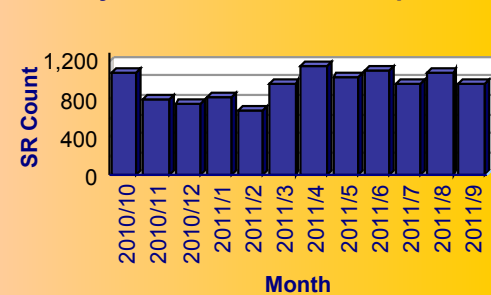
| SR Type | Service Request Count |
|--|-----------------------|
| Roll Cart - SAN | 1,165 |
| Signs - Public Right of Way - CCS | 858 |
| Garbage - Missed - SAN | 591 |
| Bulky Trash Violations - CCS | 476 |
| Animal - Confined - CCS | 469 |
| Recycling ROLL CART Registration - SAN | 467 |
| Dead Animal Pick Up - SAN | 387 |
| Recycling - Roll Cart - SAN | 355 |
| Recyclable Collection Missed (Residential) - SAN | 316 |
| High Weeds - CCS | 292 |



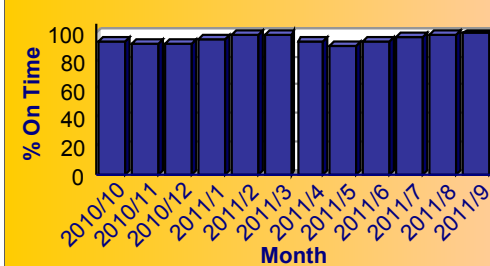
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 11,388 | 11,153 | 10,682 | 95.8% | 235 | 123 | 52.3% | 94.9% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

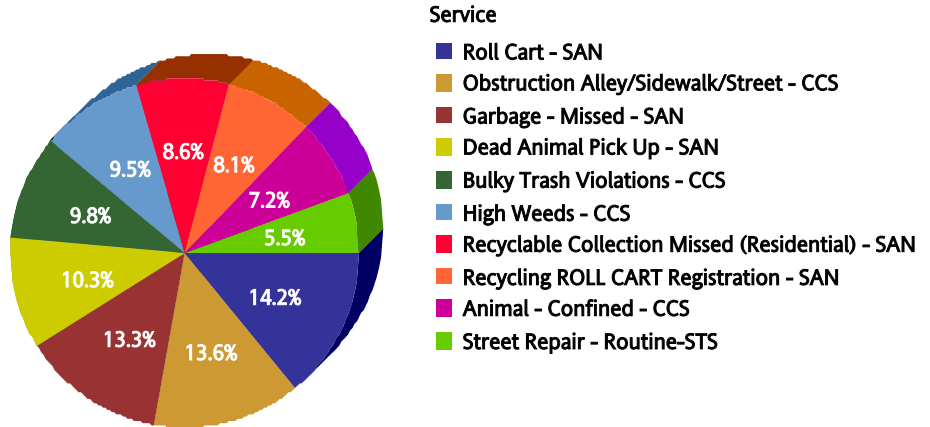
| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Roll Cart - SAN | 1,165 | 10 | 10 | 100.0% | 10 | 2.9 | 1,155 | 99.1% | 1,151 | 99.7% | 1,161 | 99.7% |
| 2 | Signs - Public Right of Way - CCS | 858 | 3 | 0 | 0.0% | 7 | 0.3 | 855 | 99.7% | 853 | 99.8% | 853 | 99.4% |
| 3 | Garbage - Missed - SAN | 591 | 1 | 1 | 100.0% | 3 | 0.9 | 590 | 99.8% | 590 | 100.0% | 591 | 100.0% |
| 4 | Bulky Trash Violations - CCS | 476 | 15 | 0 | 0.0% | 14 | 6.3 | 461 | 96.8% | 424 | 92.0% | 424 | 89.1% |
| 5 | Animal - Confined - CCS | 469 | 0 | 0 | N/A | 3 | 0.2 | 469 | 100.0% | 465 | 99.1% | 465 | 99.1% |
| 6 | Recycling ROLL CART Registration - SAN | 467 | 1 | 1 | 100.0% | 10 | 2.8 | 466 | 99.8% | 465 | 99.8% | 466 | 99.8% |
| 7 | Dead Animal Pick Up - SAN | 387 | 0 | 0 | N/A | 1 | 0.3 | 387 | 100.0% | 384 | 99.2% | 384 | 99.2% |
| 8 | Recycling - Roll Cart - SAN | 355 | 2 | 2 | 100.0% | 10 | 3.0 | 353 | 99.4% | 352 | 99.7% | 354 | 99.7% |
| 9 | Recyclable Collection Missed (Residential) - SAN | 316 | 0 | 0 | N/A | 3 | 1.0 | 316 | 100.0% | 313 | 99.1% | 313 | 99.1% |
| 10 | High Weeds - CCS | 292 | 30 | 9 | 30.0% | 38 | 24.0 | 262 | 89.7% | 200 | 76.3% | 209 | 71.6% |
| 11 | Fire Inspection - DFD | 205 | 11 | 11 | 100.0% | 60 | 28.7 | 194 | 94.6% | 187 | 96.4% | 198 | 96.6% |
| 12 | Litter - CCS | 203 | 21 | 2 | 9.5% | 38 | 30.8 | 182 | 89.7% | 119 | 65.4% | 121 | 59.6% |
| 13 | Brush/Bulk Items - Missed - SAN | 200 | 0 | 0 | N/A | 10 | 2.8 | 200 | 100.0% | 198 | 99.0% | 198 | 99.0% |
| 14 | Street Repair - Routine-STS | 199 | 5 | 5 | 100.0% | 90 | 11.4 | 194 | 97.5% | 194 | 100.0% | 199 | 100.0% |
| 15 | 24 Hour Parking/Parking Violations - DPD | 198 | 1 | 1 | 100.0% | 10 | 5.7 | 197 | 99.5% | 188 | 95.4% | 189 | 95.5% |
| 16 | Animal - Sick/Injured - CCS | 187 | 0 | 0 | N/A | 3 | 0.3 | 187 | 100.0% | 184 | 98.4% | 184 | 98.4% |
| 17 | Obstruction Alley/Sidewalk/Street - CCS | 180 | 21 | 6 | 28.6% | 60 | 34.5 | 159 | 88.3% | 123 | 77.4% | 129 | 71.7% |
| 18 | Traffic Signal - Bulb Out/NonConflict Hd Trn - STS | 159 | 0 | 0 | N/A | 10 | 3.6 | 159 | 100.0% | 158 | 99.4% | 158 | 99.4% |
| 19 | Traffic Signal - Flashing - STS | 142 | 0 | 0 | N/A | 4 | 1.6 | 142 | 100.0% | 137 | 96.5% | 137 | 96.5% |
| 20 | Sanitation Crew Complaint - SAN | 126 | 0 | 0 | N/A | 10 | 1.5 | 126 | 100.0% | 126 | 100.0% | 126 | 100.0% |



Council District 13

Top 10 Services

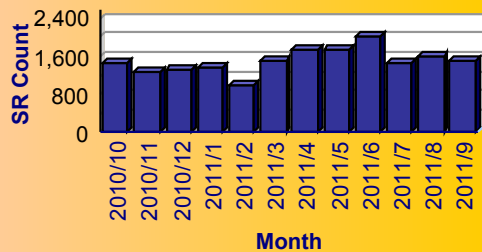
| SR Type | Service Request Count |
|--|-----------------------|
| Roll Cart - SAN | 1,062 |
| Obstruction Alley/Sidewalk/Street - CCS | 1,018 |
| Garbage - Missed - SAN | 997 |
| Dead Animal Pick Up - SAN | 773 |
| Bulky Trash Violations - CCS | 734 |
| High Weeds - CCS | 715 |
| Recyclable Collection Missed (Residential) - SAN | 647 |
| Recycling ROLL CART Registration - SAN | 605 |
| Animal - Confined - CCS | 539 |
| Street Repair - Routine-STS | 413 |



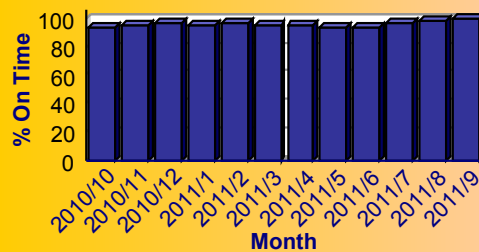
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 17,961 | 17,562 | 16,819 | 95.8% | 399 | 315 | 78.9% | 95.4% |

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

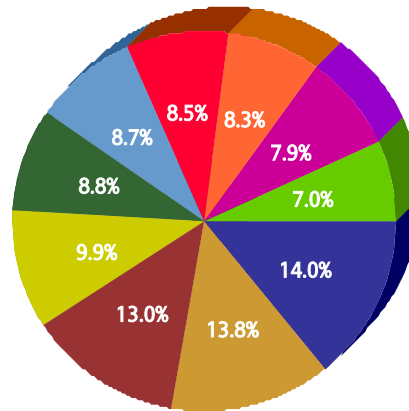
| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Roll Cart - SAN | 1,062 | 4 | 4 | 100.0% | 10 | 2.7 | 1,058 | 99.6% | 1,056 | 99.8% | 1,060 | 99.8% |
| 2 | Obstruction Alley/Sidewalk/Street - CCS | 1,018 | 101 | 73 | 72.3% | 60 | 29.1 | 917 | 90.1% | 820 | 89.4% | 893 | 87.7% |
| 3 | Garbage - Missed - SAN | 997 | 0 | 0 | N/A | 3 | 0.8 | 997 | 100.0% | 993 | 99.6% | 993 | 99.6% |
| 4 | Dead Animal Pick Up - SAN | 773 | 0 | 0 | N/A | 1 | 0.3 | 773 | 100.0% | 773 | 100.0% | 773 | 100.0% |
| 5 | Bulky Trash Violations - CCS | 734 | 5 | 3 | 60.0% | 14 | 4.2 | 729 | 99.3% | 702 | 96.3% | 705 | 96.0% |
| 6 | High Weeds - CCS | 715 | 30 | 18 | 60.0% | 38 | 20.5 | 685 | 95.8% | 583 | 85.1% | 601 | 84.1% |
| 7 | Recyclable Collection Missed (Residential) - SAN | 647 | 1 | 1 | 100.0% | 3 | 0.8 | 646 | 99.8% | 639 | 98.9% | 640 | 98.9% |
| 8 | Recycling ROLL CART Registration - SAN | 605 | 3 | 3 | 100.0% | 10 | 2.6 | 602 | 99.5% | 601 | 99.8% | 604 | 99.8% |
| 9 | Animal - Confined - CCS | 539 | 0 | 0 | N/A | 3 | 0.7 | 539 | 100.0% | 535 | 99.3% | 535 | 99.3% |
| 10 | Street Repair - Routine-STS | 413 | 15 | 15 | 100.0% | 90 | 15.1 | 398 | 96.4% | 396 | 99.5% | 411 | 99.5% |
| 11 | Fire Inspection - DFD | 377 | 11 | 11 | 100.0% | 60 | 19.1 | 366 | 97.1% | 365 | 99.7% | 376 | 99.7% |
| 12 | Recycling - Roll Cart - SAN | 368 | 1 | 1 | 100.0% | 10 | 2.6 | 367 | 99.7% | 367 | 100.0% | 368 | 100.0% |
| 13 | Litter - CCS | 347 | 17 | 12 | 70.6% | 38 | 20.5 | 330 | 95.1% | 290 | 87.9% | 302 | 87.0% |
| 14 | Brush/Bulk Items - Missed - SAN | 275 | 0 | 0 | N/A | 10 | 39.1 | 275 | 100.0% | 207 | 75.3% | 207 | 75.3% |
| 15 | Traffic Signal - Flashing - STS | 271 | 2 | 2 | 100.0% | 4 | 1.4 | 269 | 99.3% | 265 | 98.5% | 267 | 98.5% |
| 16 | Animal - Loose Aggressive - CCS | 262 | 0 | 0 | N/A | 3 | 0.3 | 262 | 100.0% | 260 | 99.2% | 260 | 99.2% |
| 17 | Signs - Public Right of Way - CCS | 253 | 2 | 1 | 50.0% | 7 | 1.5 | 251 | 99.2% | 233 | 92.8% | 234 | 92.5% |
| 18 | 24 Hour Parking/Parking Violations - DPD | 245 | 2 | 2 | 100.0% | 10 | 4.7 | 243 | 99.2% | 240 | 98.8% | 242 | 98.8% |
| 19 | Sanitation Property Damage - SAN | 231 | 1 | 1 | 100.0% | 28 | 6.1 | 230 | 99.6% | 222 | 96.5% | 223 | 96.5% |
| 20 | Traffic Signal - Bulb Out/NonConflict Hd Trn - STS | 225 | 2 | 2 | 100.0% | 10 | 3.2 | 223 | 99.1% | 223 | 100.0% | 225 | 100.0% |



Council District 14

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - CCS | 1,267 |
| Roll Cart - SAN | 1,246 |
| Obstruction Alley/Sidewalk/Street - CCS | 1,176 |
| Litter - CCS | 895 |
| Traffic Signal - Flashing - STS | 797 |
| Recycling ROLL CART Registration - SAN | 787 |
| Dead Animal Pick Up - SAN | 768 |
| Garbage - Missed - SAN | 748 |
| Signs - Public Right of Way - CCS | 717 |
| Animal - Confined - CCS | 629 |



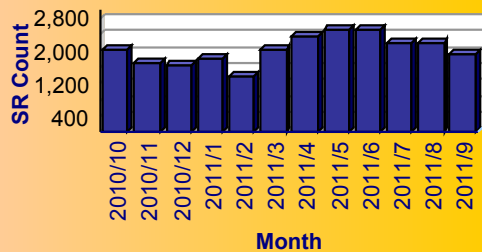
Service

- High Weeds - CCS
- Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Litter - CCS
- Traffic Signal - Flashing - STS
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- Signs - Public Right of Way - CCS
- Animal - Confined - CCS

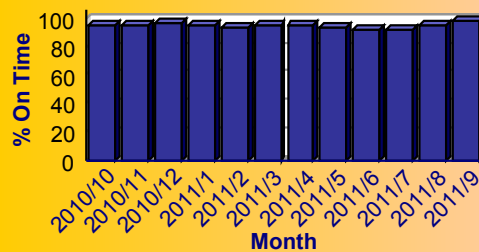
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 24,227 | 23,613 | 22,360 | 94.7% | 614 | 513 | 83.6% | 94.4% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

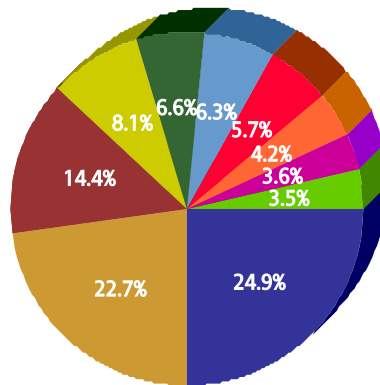
| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - CCS | 1,267 | 28 | 22 | 78.6% | 38 | 19.9 | 1,239 | 97.8% | 1,046 | 84.4% | 1,068 | 84.3% |
| 2 | Roll Cart - SAN | 1,246 | 5 | 5 | 100.0% | 10 | 2.8 | 1,241 | 99.6% | 1,235 | 99.5% | 1,240 | 99.5% |
| 3 | Obstruction Alley/Sidewalk/Street - CCS | 1,176 | 76 | 64 | 84.2% | 60 | 30.4 | 1,100 | 93.5% | 958 | 87.1% | 1,022 | 86.9% |
| 4 | Litter - CCS | 895 | 57 | 43 | 75.4% | 38 | 19.4 | 838 | 93.6% | 720 | 85.9% | 763 | 85.3% |
| 5 | Traffic Signal - Flashing - STS | 797 | 10 | 10 | 100.0% | 4 | 1.3 | 787 | 98.7% | 770 | 97.8% | 780 | 97.9% |
| 6 | Recycling ROLL CART Registration - SAN | 787 | 2 | 2 | 100.0% | 10 | 2.8 | 785 | 99.7% | 784 | 99.9% | 786 | 99.9% |
| 7 | Dead Animal Pick Up - SAN | 768 | 1 | 0 | 0.0% | 1 | 0.3 | 767 | 99.9% | 760 | 99.1% | 760 | 99.0% |
| 8 | Garbage - Missed - SAN | 748 | 0 | 0 | N/A | 3 | 0.8 | 748 | 100.0% | 735 | 98.3% | 735 | 98.3% |
| 9 | Signs - Public Right of Way - CCS | 717 | 0 | 0 | N/A | 7 | 1.0 | 717 | 100.0% | 700 | 97.6% | 700 | 97.6% |
| 10 | Animal - Confined - CCS | 629 | 0 | 0 | N/A | 3 | 0.2 | 629 | 100.0% | 625 | 99.4% | 625 | 99.4% |
| 11 | 24 Hour Parking/Parking Violations - DPD | 511 | 8 | 7 | 87.5% | 10 | 4.6 | 503 | 98.4% | 484 | 96.2% | 491 | 96.1% |
| 12 | Bulky Trash Violations - CCS | 493 | 13 | 10 | 76.9% | 14 | 6.0 | 480 | 97.4% | 428 | 89.2% | 438 | 88.8% |
| 13 | Street Repair - Routine-STS | 476 | 24 | 24 | 100.0% | 90 | 21.7 | 452 | 95.0% | 447 | 98.9% | 471 | 98.9% |
| 14 | Traffic Signal - Bulb Out/NonConflict Hd Trn - STS | 439 | 6 | 6 | 100.0% | 10 | 2.8 | 433 | 98.6% | 429 | 99.1% | 435 | 99.1% |
| 15 | Graffiti Private Property - Residential/Commercial | 396 | 15 | 14 | 93.3% | 90 | 15.1 | 381 | 96.2% | 362 | 95.0% | 376 | 94.9% |
| 16 | Recyclable Collection Missed (Residential) - SAN | 374 | 0 | 0 | N/A | 3 | 0.9 | 374 | 100.0% | 370 | 98.9% | 370 | 98.9% |
| 17 | Pot hole - Hazardous-STS | 351 | 0 | 0 | N/A | 1 | 0.1 | 351 | 100.0% | 349 | 99.4% | 349 | 99.4% |
| 18 | Fire Inspection - DFD | 346 | 29 | 29 | 100.0% | 60 | 28.7 | 317 | 91.6% | 304 | 95.9% | 333 | 96.2% |
| 19 | Recycling - Roll Cart - SAN | 340 | 1 | 1 | 100.0% | 10 | 3.0 | 339 | 99.7% | 338 | 99.7% | 339 | 99.7% |
| 20 | Water Conservation Violation - CCS | 327 | 7 | 4 | 57.1% | 7 | 4.8 | 320 | 97.9% | 261 | 81.6% | 265 | 81.0% |



Council District U

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Signs - Public Right of Way - CCS | 386 |
| High Weeds - CCS | 352 |
| Litter - CCS | 223 |
| Recycling ROLL CART Registration - SAN | 125 |
| Roll Cart - SAN | 102 |
| Signs - Public Right of Way Eve/Weekends - CCS | 97 |
| Dead Animal Pick Up - SAN | 89 |
| 311 Call Center Complaint | 65 |
| Obstruction Alley/Sidewalk/Street - CCS | 55 |
| 24 Hour Parking/Parking Violations - DPD | 54 |



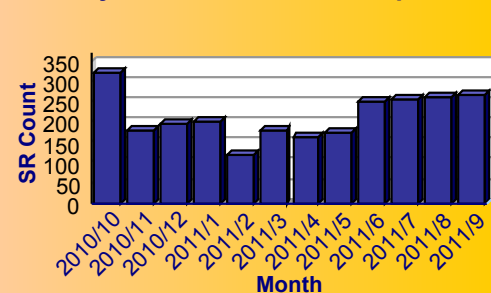
Service

- Signs - Public Right of Way - CCS
- High Weeds - CCS
- Litter - CCS
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Signs - Public Right of Way Eve/Weekends - CCS
- Dead Animal Pick Up - SAN
- 311 Call Center Complaint
- Obstruction Alley/Sidewalk/Street - CCS
- 24 Hour Parking/Parking Violations - DPD

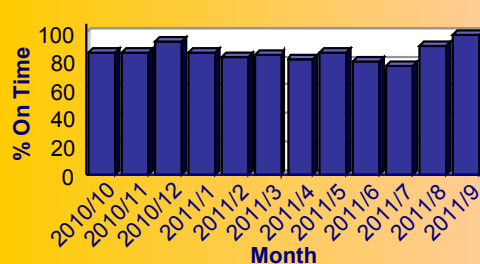
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 2,567 | 2,219 | 2,057 | 92.7% | 348 | 144 | 41.4% | 85.7% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

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 | Signs - Public Right of Way - CCS | 386 | 13 | 0 | 0.0% | 7 | 1.0 | 373 | 96.6% | 360 | 96.5% | 360 | 93.3% |
| 2 | High Weeds - CCS | 352 | 88 | 31 | 35.2% | 38 | 18.8 | 264 | 75.0% | 239 | 90.5% | 270 | 76.7% |
| 3 | Litter - CCS | 223 | 76 | 33 | 43.4% | 38 | 23.5 | 147 | 65.9% | 131 | 89.1% | 164 | 73.5% |
| 4 | Recycling ROLL CART Registration - SAN | 125 | 0 | 0 | N/A | 10 | 2.7 | 125 | 100.0% | 124 | 99.2% | 124 | 99.2% |
| 5 | Roll Cart - SAN | 102 | 0 | 0 | N/A | 10 | 3.1 | 102 | 100.0% | 102 | 100.0% | 102 | 100.0% |
| 6 | Signs - Public Right of Way Eve/Weekends - CCS | 97 | 0 | 0 | N/A | 7 | 1.0 | 97 | 100.0% | 95 | 97.9% | 95 | 97.9% |
| 7 | Dead Animal Pick Up - SAN | 89 | 0 | 0 | N/A | 1 | 0.1 | 89 | 100.0% | 89 | 100.0% | 89 | 100.0% |
| 8 | 311 Call Center Complaint | 65 | 2 | 2 | 100.0% | 10 | 9.1 | 63 | 96.9% | 45 | 71.4% | 47 | 72.3% |
| 9 | Obstruction Alley/Sidewalk/Street - CCS | 55 | 26 | 21 | 80.8% | 60 | 32.3 | 29 | 52.7% | 28 | 96.6% | 49 | 89.1% |
| 10 | 24 Hour Parking/Parking Violations - DPD | 54 | 2 | 1 | 50.0% | 10 | 8.7 | 52 | 96.3% | 42 | 80.8% | 43 | 79.6% |
| 11 | Garbage - Missed - SAN | 40 | 0 | 0 | N/A | 3 | 1.3 | 40 | 100.0% | 39 | 97.5% | 39 | 97.5% |
| 12 | Chronic Traffic Violations - DPD | 39 | 3 | 3 | 100.0% | 14 | 11.3 | 36 | 92.3% | 35 | 97.2% | 38 | 97.4% |
| 13 | Bulky Trash Violations - CCS | 38 | 8 | 0 | 0.0% | 14 | 20.7 | 30 | 78.9% | 21 | 70.0% | 21 | 55.3% |
| 14 | Pot hole Repair Routine - STS | 37 | 0 | 0 | N/A | 7 | 1.7 | 37 | 100.0% | 35 | 94.6% | 35 | 94.6% |
| 15 | Animal - Loose - CCS | 36 | 2 | 2 | 100.0% | 40 | 28.7 | 34 | 94.4% | 28 | 82.4% | 30 | 83.3% |
| 16 | Substandard Structure - CCS | 32 | 18 | 18 | 100.0% | 365 | 43.1 | 14 | 43.8% | 14 | 100.0% | 32 | 100.0% |
| 17 | Restaurant/Food Complaint - CCS | 30 | 0 | 0 | N/A | 45 | 13.9 | 30 | 100.0% | 28 | 93.3% | 28 | 93.3% |
| 18 | Recycling - Roll Cart - SAN | 29 | 0 | 0 | N/A | 10 | 3.1 | 29 | 100.0% | 29 | 100.0% | 29 | 100.0% |
| 19 | Brush/Bulk Items - Missed - SAN | 26 | 0 | 0 | N/A | 10 | 11.0 | 26 | 100.0% | 25 | 96.2% | 25 | 96.2% |
| 20 | Fire Inspection - DFD | 23 | 7 | 6 | 85.7% | 60 | 50.0 | 16 | 69.6% | 14 | 87.5% | 20 | 87.0% |