



FY 2010 – 2011

YEAR-TO-DATE

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

September 2011

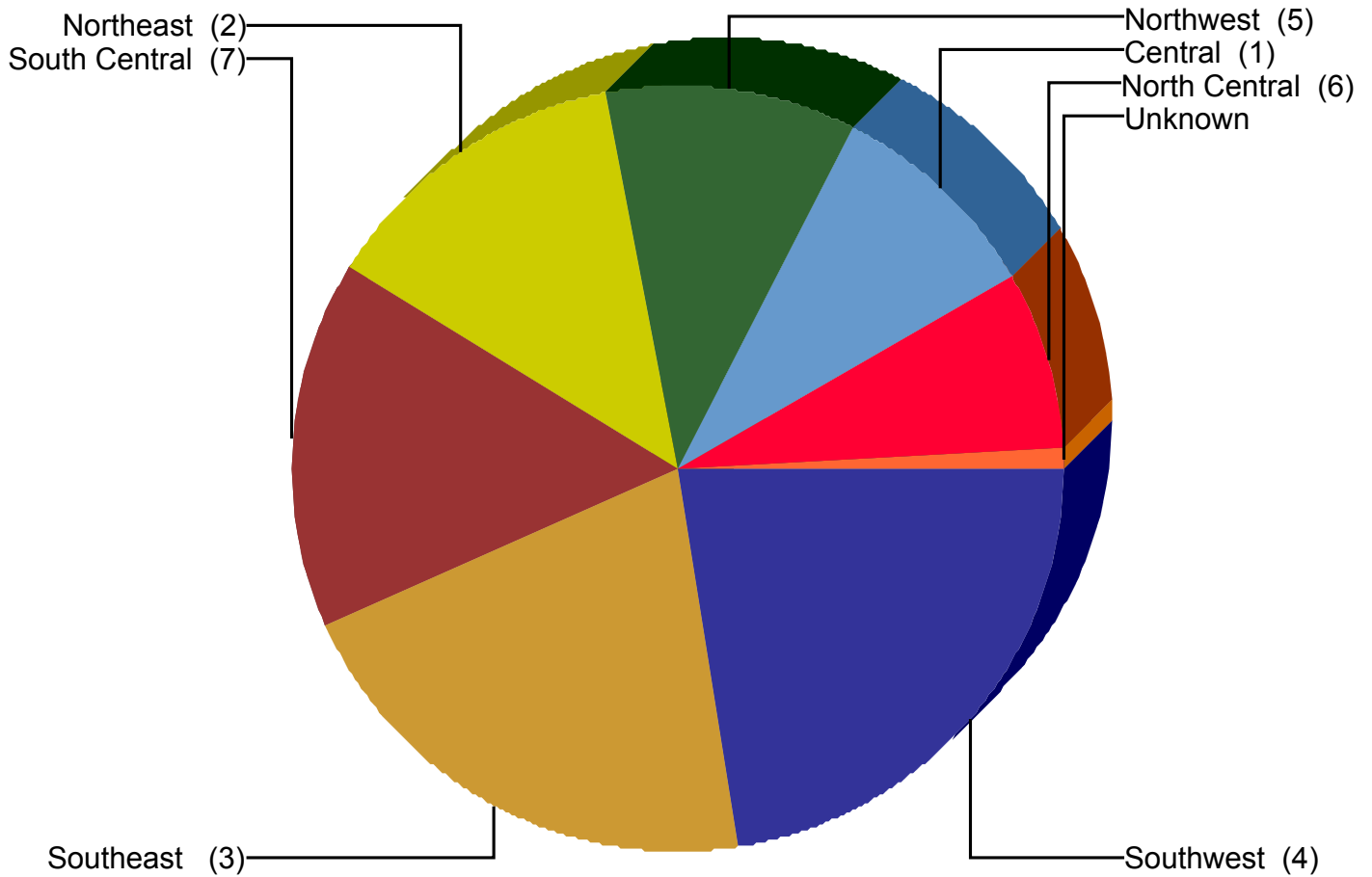
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City of Dallas

City Service Area Report
For YTD Through September 2011



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	30,906	9.2%	95.6%
North Central (6)	25,986	7.7%	94.7%
Northeast (2)	43,180	12.8%	94.5%
Northwest (5)	35,424	10.5%	95.9%
South Central (7)	52,457	15.6%	95.1%
Southeast (3)	70,435	20.9%	92.3%
Southwest (4)	75,682	22.5%	95.4%
Unknown	2,404	0.7%	85.0%
Total	336,474	100.0%	94.5%

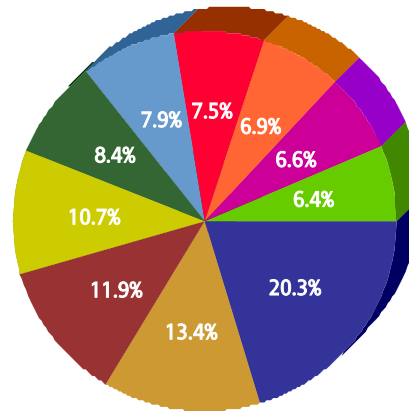
NOTE: Values represent status as of the run date and time.



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



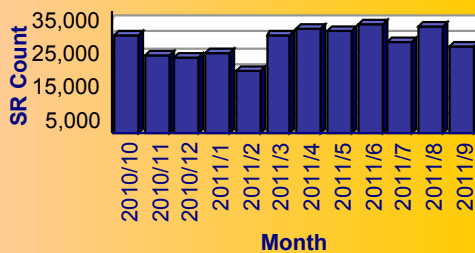
Service

- 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

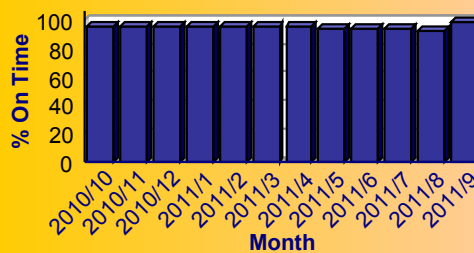
Summary - All Services Requested

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 City Service Area

Citywide

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

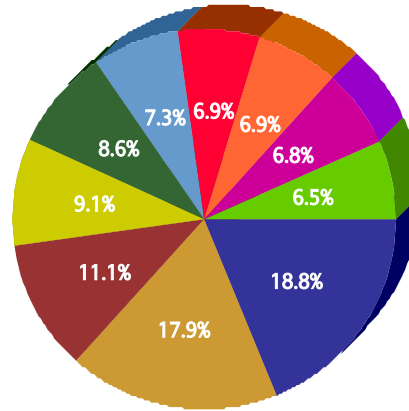
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	30,555	1,374	821	59.8%	38	17.9	29,181	95.5%	26,203	89.8%	27,024	88.4%
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%



Central (1)

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	2,163
Litter - CCS	2,062
Roll Cart - SAN	1,276
Dead Animal Pick Up - SAN	1,050
Traffic Signal - Flashing - STS	992
Recycling ROLL CART Registration - SAN	836
Signs - Public Right of Way - CCS	795
Obstruction Alley/Sidewalk/Street - CCS	792
Animal - Confined - CCS	776
Garbage - Missed - SAN	752



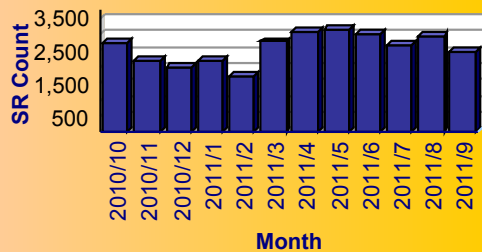
Service

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

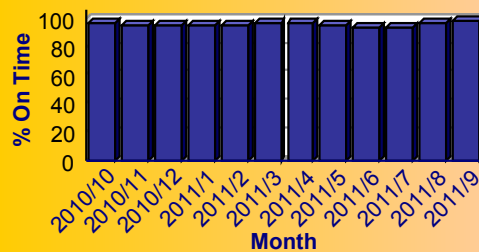
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
30,906	30,154	28,885	95.8%	752	658	87.5%	95.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Central (1)

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

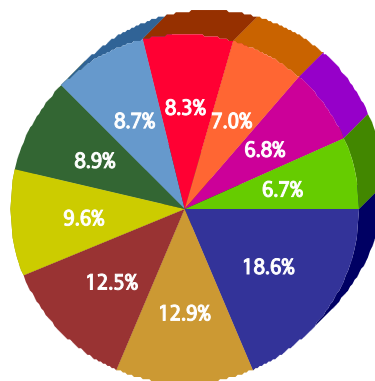
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	2,163	42	38	90.5%	38	14.6	2,121	98.1%	1,996	94.1%	2,034	94.0%
2	Litter - CCS	2,062	70	62	88.6%	38	15.2	1,992	96.6%	1,881	94.4%	1,943	94.2%
3	Roll Cart - SAN	1,276	5	5	100.0%	10	2.8	1,271	99.6%	1,264	99.4%	1,269	99.5%
4	Dead Animal Pick Up - SAN	1,050	1	0	0.0%	1	0.3	1,049	99.9%	1,040	99.1%	1,040	99.0%
5	Traffic Signal - Flashing - STS	992	14	14	100.0%	4	1.3	978	98.6%	960	98.2%	974	98.2%
6	Recycling ROLL CART Registration - SAN	836	0	0	N/A	10	2.8	836	100.0%	834	99.8%	834	99.8%
7	Signs - Public Right of Way - CCS	795	3	3	100.0%	7	0.8	792	99.6%	768	97.0%	771	97.0%
8	Obstruction Alley/Sidewalk/Street - CCS	792	56	47	83.9%	60	26.6	736	92.9%	645	87.6%	692	87.4%
9	Animal - Confined - CCS	776	0	0	N/A	3	0.3	776	100.0%	769	99.1%	769	99.1%
10	Garbage - Missed - SAN	752	1	1	100.0%	3	0.9	751	99.9%	730	97.2%	731	97.2%
11	Animal - Loose Aggressive - CCS	575	0	0	N/A	3	0.3	575	100.0%	567	98.6%	567	98.6%
12	Graffiti Private Property - Residential/Commercial	566	21	20	95.2%	90	16.1	545	96.3%	522	95.8%	542	95.8%
13	24 Hour Parking/Parking Violations - DPD	565	6	6	100.0%	10	4.6	559	98.9%	531	95.0%	537	95.0%
14	General - CCS	545	29	7	24.1%	38	7.6	516	94.7%	505	97.9%	512	93.9%
15	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	545	9	9	100.0%	10	2.5	536	98.3%	533	99.4%	542	99.4%
16	Street Repair - Routine-STS	514	30	30	100.0%	90	24.7	484	94.2%	477	98.6%	507	98.6%
17	Substandard Structure - CCS	510	123	123	100.0%	365	44.6	387	75.9%	387	100.0%	510	100.0%
18	Recyclable Collection Missed (Residential) - SAN	501	1	1	100.0%	3	1.1	500	99.8%	492	98.4%	493	98.4%
19	Illegal Dumping - CCS	490	5	5	100.0%	38	3.3	485	99.0%	476	98.1%	481	98.2%
20	Bulky Trash Violations - CCS	468	8	8	100.0%	14	6.5	460	98.3%	412	89.6%	420	89.7%



North Central (6)

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	2,060
Signs - Public Right of Way - CCS	1,433
Garbage - Missed - SAN	1,391
Animal - Confined - CCS	1,070
Dead Animal Pick Up - SAN	986
Fire Inspection - DFD	966
Recycling ROLL CART Registration - SAN	916
Recyclable Collection Missed (Residential) - SAN	780
Obstruction Alley/Sidewalk/Street - CCS	753
Bulky Trash Violations - CCS	748



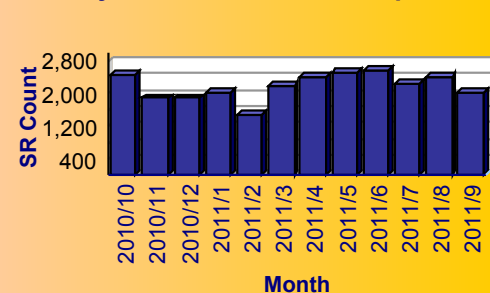
Service

- Roll Cart - SAN
- Signs - Public Right of Way - CCS
- Garbage - Missed - SAN
- Animal - Confined - CCS
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Recycling ROLL CART Registration - SAN
- Recyclable Collection Missed (Residential) - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Bulky Trash Violations - CCS

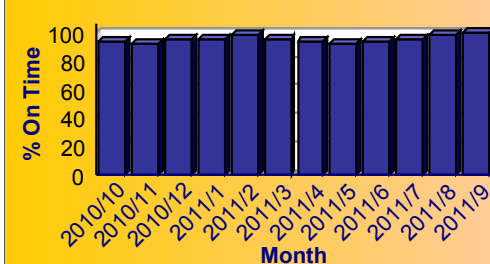
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
25,986	25,339	24,259	95.7%	647	351	54.3%	94.7%

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

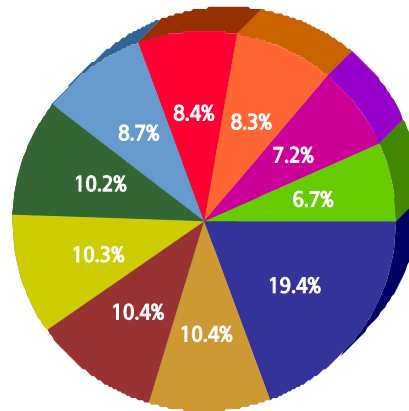
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Roll Cart - SAN	2,060	12	12	100.0%	10	2.8	2,048	99.4%	2,041	99.7%	2,053	99.7%
2	Signs - Public Right of Way - CCS	1,433	6	0	0.0%	7	0.5	1,427	99.6%	1,409	98.7%	1,409	98.3%
3	Garbage - Missed - SAN	1,391	1	1	100.0%	3	0.7	1,390	99.9%	1,388	99.9%	1,389	99.9%
4	Animal - Confined - CCS	1,070	1	1	100.0%	3	0.2	1,069	99.9%	1,056	98.8%	1,057	98.8%
5	Dead Animal Pick Up - SAN	986	0	0	N/A	1	0.3	986	100.0%	982	99.6%	982	99.6%
6	Fire Inspection - DFD	966	45	45	100.0%	60	21.8	921	95.3%	910	98.8%	955	98.9%
7	Recycling ROLL CART Registration - SAN	916	1	1	100.0%	10	2.8	915	99.9%	914	99.9%	915	99.9%
8	Recyclable Collection Missed (Residential) - SAN	780	0	0	N/A	3	0.8	780	100.0%	773	99.1%	773	99.1%
9	Obstruction Alley/Sidewalk/Street - CCS	753	89	28	31.5%	60	28.8	664	88.2%	573	86.3%	601	79.8%
10	Bulky Trash Violations - CCS	748	34	4	11.8%	14	7.2	714	95.5%	649	90.9%	653	87.3%
11	High Weeds - CCS	712	81	30	37.0%	38	25.8	631	88.6%	468	74.2%	498	69.9%
12	Recycling - Roll Cart - SAN	687	4	4	100.0%	10	2.8	683	99.4%	682	99.9%	686	99.9%
13	Street Repair - Routine-STS	492	18	18	100.0%	90	15.1	474	96.3%	473	99.8%	491	99.8%
14	Litter - CCS	438	43	11	25.6%	38	27.1	395	90.2%	285	72.2%	296	67.6%
15	Brush/Bulk Items - Missed - SAN	408	2	2	100.0%	10	17.4	406	99.5%	361	88.9%	363	89.0%
16	Animal - Sick/Injured - CCS	408	0	0	N/A	3	0.2	408	100.0%	403	98.8%	403	98.8%
17	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	406	3	3	100.0%	10	3.4	403	99.3%	402	99.8%	405	99.8%
18	Traffic Signal - Flashing - STS	382	5	5	100.0%	4	1.5	377	98.7%	368	97.6%	373	97.6%
19	24 Hour Parking/Parking Violations - DPD	342	2	2	100.0%	10	5.6	340	99.4%	321	94.4%	323	94.4%
20	Alley Repair - Routine-STS	305	15	15	100.0%	90	33.7	290	95.1%	288	99.3%	303	99.3%



Northeast (2)

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	3,562
Dead Animal Pick Up - SAN	1,911
Animal - Confined - CCS	1,903
Bulky Trash Violations - CCS	1,887
High Weeds - CCS	1,866
Garbage - Missed - SAN	1,599
Obstruction Alley/Sidewalk/Street - CCS	1,549
Recycling ROLL CART Registration - SAN	1,520
Litter - CCS	1,323
Animal - Loose Aggressive - CCS	1,232



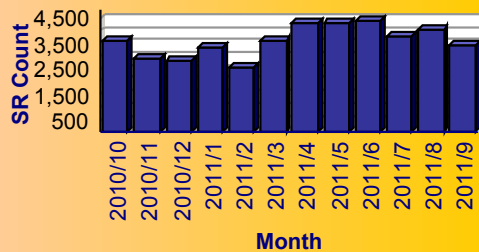
Service

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

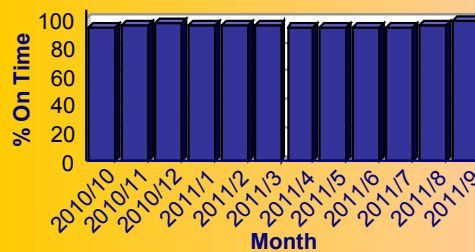
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
43,180	41,881	39,706	94.8%	1,299	1,105	85.1%	94.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

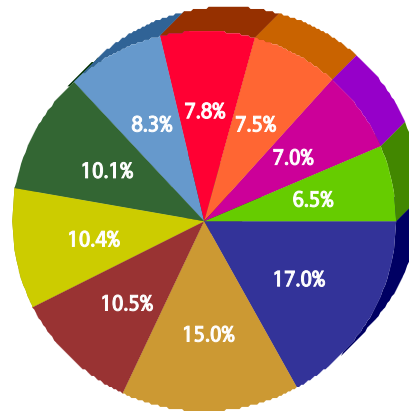
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Roll Cart - SAN	3,562	13	13	100.0%	10	2.7	3,549	99.6%	3,537	99.7%	3,550	99.7%
2	Dead Animal Pick Up - SAN	1,911	0	0	N/A	1	0.3	1,911	100.0%	1,900	99.4%	1,900	99.4%
3	Animal - Confined - CCS	1,903	2	2	100.0%	3	0.3	1,901	99.9%	1,880	98.9%	1,882	98.9%
4	Bulky Trash Violations - CCS	1,887	26	11	42.3%	14	7.8	1,861	98.6%	1,665	89.5%	1,676	88.8%
5	High Weeds - CCS	1,866	60	44	73.3%	38	23.8	1,806	96.8%	1,475	81.7%	1,519	81.4%
6	Garbage - Missed - SAN	1,599	0	0	N/A	3	0.8	1,599	100.0%	1,580	98.8%	1,580	98.8%
7	Obstruction Alley/Sidewalk/Street - CCS	1,549	256	225	87.9%	60	30.6	1,293	83.5%	1,159	89.6%	1,384	89.3%
8	Recycling ROLL CART Registration - SAN	1,520	6	6	100.0%	10	2.6	1,514	99.6%	1,512	99.9%	1,518	99.9%
9	Litter - CCS	1,323	93	63	67.7%	38	26.9	1,230	93.0%	948	77.1%	1,011	76.4%
10	Animal - Loose Aggressive - CCS	1,232	0	0	N/A	3	0.3	1,232	100.0%	1,218	98.9%	1,218	98.9%
11	Recyclable Collection Missed (Residential) - SAN	1,082	1	1	100.0%	3	0.9	1,081	99.9%	1,062	98.2%	1,063	98.2%
12	24 Hour Parking/Parking Violations - DPD	1,017	15	14	93.3%	10	3.9	1,002	98.5%	996	99.4%	1,010	99.3%
13	Animal - Sick/Injured - CCS	810	0	0	N/A	3	0.3	810	100.0%	798	98.5%	798	98.5%
14	Substandard Structure - CCS	745	231	231	100.0%	365	56.5	514	69.0%	514	100.0%	745	100.0%
15	Recycling - Roll Cart - SAN	681	5	5	100.0%	10	2.7	676	99.3%	675	99.9%	680	99.9%
16	Animal - Loose - CCS	664	14	14	100.0%	40	16.8	650	97.9%	633	97.4%	647	97.4%
17	Street Repair - Routine-STS	659	35	35	100.0%	90	22.2	624	94.7%	619	99.2%	654	99.2%
18	Substandard Structure Apts - CCS	645	68	68	100.0%	365	19.0	577	89.5%	577	100.0%	645	100.0%
19	Brush/Bulk Items - Missed - SAN	537	2	2	100.0%	10	2.4	535	99.6%	529	98.9%	531	98.9%
20	Junk Motor Vehicle - CCS	531	50	43	86.0%	126	33.7	481	90.6%	466	96.9%	509	95.9%



Northwest (5)

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	2,364
Obstruction Alley/Sidewalk/Street - CCS	2,080
Roll Cart - SAN	1,462
Dead Animal Pick Up - SAN	1,443
Litter - CCS	1,409
Garbage - Missed - SAN	1,156
Animal - Confined - CCS	1,083
Bulky Trash Violations - CCS	1,040
Recycling ROLL CART Registration - SAN	969
Fire Inspection - DFD	904



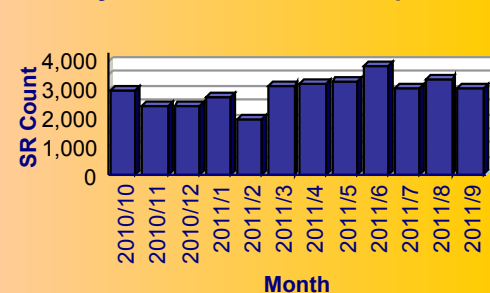
Service

- High Weeds - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Litter - CCS
- Garbage - Missed - SAN
- Animal - Confined - CCS
- Bulky Trash Violations - CCS
- Recycling ROLL CART Registration - SAN
- Fire Inspection - DFD

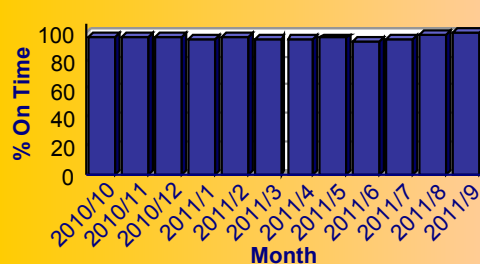
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
35,424	34,565	33,156	95.9%	859	807	93.9%	95.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

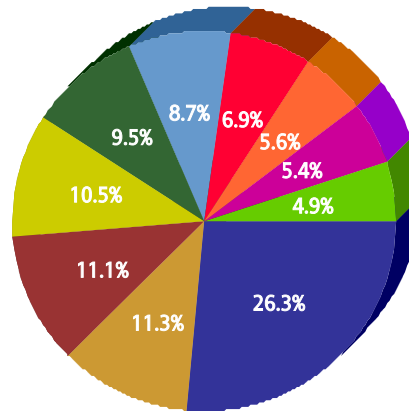
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	2,364	78	75	96.2%	38	20.0	2,286	96.7%	1,995	87.3%	2,070	87.6%
2	Obstruction Alley/Sidewalk/Street - CCS	2,080	156	150	96.2%	60	27.2	1,924	92.5%	1,779	92.5%	1,929	92.7%
3	Roll Cart - SAN	1,462	8	8	100.0%	10	2.8	1,454	99.5%	1,449	99.7%	1,457	99.7%
4	Dead Animal Pick Up - SAN	1,443	0	0	N/A	1	0.3	1,443	100.0%	1,439	99.7%	1,439	99.7%
5	Litter - CCS	1,409	86	76	88.4%	38	20.0	1,323	93.9%	1,184	89.5%	1,260	89.4%
6	Garbage - Missed - SAN	1,156	1	1	100.0%	3	0.9	1,155	99.9%	1,148	99.4%	1,149	99.4%
7	Animal - Confined - CCS	1,083	0	0	N/A	3	0.5	1,083	100.0%	1,073	99.1%	1,073	99.1%
8	Bulky Trash Violations - CCS	1,040	9	7	77.8%	14	3.7	1,031	99.1%	1,003	97.3%	1,010	97.1%
9	Recycling ROLL CART Registration - SAN	969	5	5	100.0%	10	2.6	964	99.5%	962	99.8%	967	99.8%
10	Fire Inspection - DFD	904	58	58	100.0%	60	23.3	846	93.6%	836	98.8%	894	98.9%
11	Animal - Loose Aggressive - CCS	826	0	0	N/A	3	0.3	826	100.0%	817	98.9%	817	98.9%
12	Signs - Other - CCS	744	9	8	88.9%	21	4.3	735	98.8%	692	94.1%	700	94.1%
13	Signs - Public Right of Way - CCS	727	1	1	100.0%	7	0.8	726	99.9%	710	97.8%	711	97.8%
14	Graffiti Private Property - Residential/Commercial	678	23	23	100.0%	90	6.1	655	96.6%	646	98.6%	669	98.7%
15	Recyclable Collection Missed (Residential) - SAN	668	1	1	100.0%	3	0.8	667	99.9%	662	99.3%	663	99.3%
16	24 Hour Parking/Parking Violations - DPD	623	6	6	100.0%	10	4.6	617	99.0%	611	99.0%	617	99.0%
17	Traffic Signal - Flashing - STS	613	7	7	100.0%	4	1.3	606	98.9%	596	98.3%	603	98.4%
18	Garage Sale - CCS	610	0	0	N/A	7	0.9	610	100.0%	584	95.7%	584	95.7%
19	Street Repair - Routine-STS	605	17	17	100.0%	90	13.5	588	97.2%	587	99.8%	604	99.8%
20	Animal - Sick/Injured - CCS	542	0	0	N/A	3	0.1	542	100.0%	538	99.3%	538	99.3%



South Central (7)

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	7,643
Dead Animal Pick Up - SAN	3,280
Litter - CCS	3,214
Animal - Loose Aggressive - CCS	3,043
Roll Cart - SAN	2,757
Smoke Detector Request - DFD	2,529
Animal - Confined - CCS	1,996
Bulky Trash Violations - CCS	1,620
Recycling ROLL CART Registration - SAN	1,562
Animal - Loose - CCS	1,433



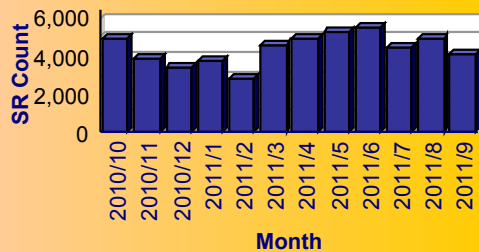
Service

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

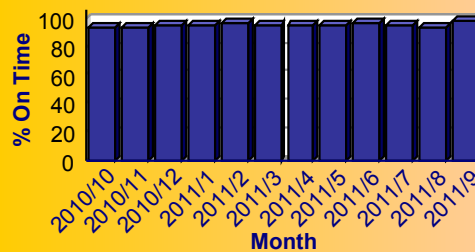
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
52,457	51,258	48,782	95.2%	1,199	1,111	92.7%	95.1%

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

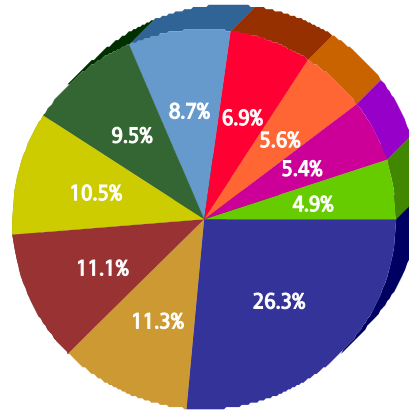
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	7,643	131	127	96.9%	38	16.5	7,512	98.3%	6,917	92.1%	7,044	92.2%
2	Dead Animal Pick Up - SAN	3,280	0	0	N/A	1	0.4	3,280	100.0%	3,252	99.1%	3,252	99.1%
3	Litter - CCS	3,214	154	148	96.1%	38	19.4	3,060	95.2%	2,756	90.1%	2,904	90.4%
4	Animal - Loose Aggressive - CCS	3,043	4	0	0.0%	3	0.5	3,039	99.9%	2,992	98.5%	2,992	98.3%
5	Roll Cart - SAN	2,757	10	10	100.0%	10	2.8	2,747	99.6%	2,733	99.5%	2,743	99.5%
6	Smoke Detector Request - DFD	2,529	24	24	100.0%	30	3.2	2,505	99.1%	2,498	99.7%	2,522	99.7%
7	Animal - Confined - CCS	1,996	0	0	N/A	3	0.4	1,996	100.0%	1,961	98.2%	1,961	98.2%
8	Bulky Trash Violations - CCS	1,620	27	19	70.4%	14	10.5	1,593	98.3%	1,200	75.3%	1,219	75.2%
9	Recycling ROLL CART Registration - SAN	1,562	2	2	100.0%	10	3.2	1,560	99.9%	1,541	98.8%	1,543	98.8%
10	Animal - Loose - CCS	1,433	35	34	97.1%	40	17.9	1,398	97.6%	1,336	95.6%	1,370	95.6%
11	Obstruction Alley/Sidewalk/Street - CCS	1,427	120	120	100.0%	60	26.9	1,307	91.6%	1,255	96.0%	1,375	96.4%
12	Illegal Dumping - CCS	1,327	37	34	91.9%	38	6.9	1,290	97.2%	1,235	95.7%	1,269	95.6%
13	Garbage - Missed - SAN	1,286	2	2	100.0%	3	1.0	1,284	99.8%	1,263	98.4%	1,265	98.4%
14	Animal - Sick/Injured - CCS	1,209	2	0	0.0%	3	0.3	1,207	99.8%	1,185	98.2%	1,185	98.0%
15	Junk Motor Vehicle - CCS	1,172	102	101	99.0%	126	45.8	1,070	91.3%	1,020	95.3%	1,121	95.6%
16	Open and Vacant Structure - CCS	685	11	11	100.0%	30	12.9	674	98.4%	618	91.7%	629	91.8%
17	24 Hour Parking/Parking Violations - DPD	671	6	6	100.0%	10	4.4	665	99.1%	658	98.9%	664	99.0%
18	Illegal Outside Storage - CCS	613	32	29	90.6%	38	22.3	581	94.8%	525	90.4%	554	90.4%
19	Substandard Structure - CCS	600	189	189	100.0%	365	47.8	411	68.5%	411	100.0%	600	100.0%
20	Parking - Unapproved Surface - CCS	558	7	4	57.1%	10	3.8	551	98.7%	501	90.9%	505	90.5%



South Central (7)

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	7,643
Dead Animal Pick Up - SAN	3,280
Litter - CCS	3,214
Animal - Loose Aggressive - CCS	3,043
Roll Cart - SAN	2,757
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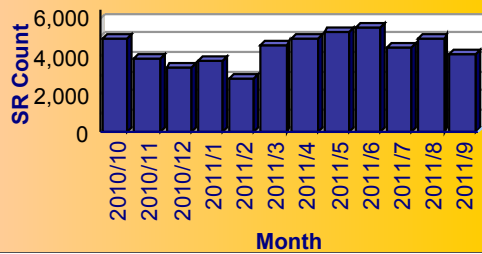
Service

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

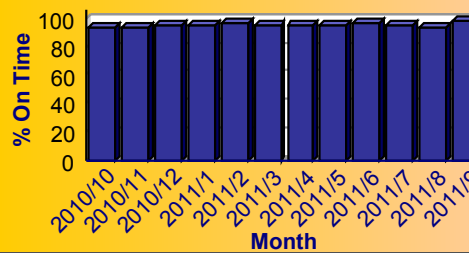
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
52,457	51,258	48,782	95.2%	1,199	1,111	92.7%	95.1%

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

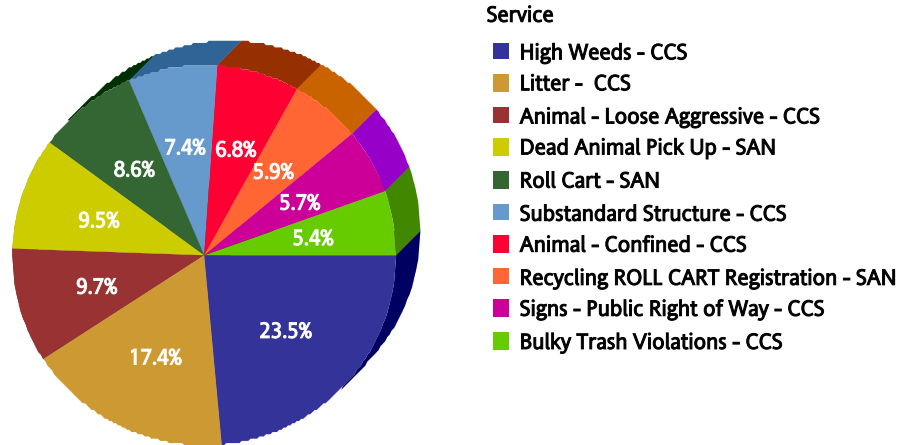
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	7,643	131	127	96.9%	38	16.5	7,512	98.3%	6,917	92.1%	7,044	92.2%
2	Dead Animal Pick Up - SAN	3,280	0	0	N/A	1	0.4	3,280	100.0%	3,252	99.1%	3,252	99.1%
3	Litter - CCS	3,214	154	148	96.1%	38	19.4	3,060	95.2%	2,756	90.1%	2,904	90.4%
4	Animal - Loose Aggressive - CCS	3,043	4	0	0.0%	3	0.5	3,039	99.9%	2,992	98.5%	2,992	98.3%
5	Roll Cart - SAN	2,757	10	10	100.0%	10	2.8	2,747	99.6%	2,733	99.5%	2,743	99.5%
6	Smoke Detector Request - DFD	2,529	24	24	100.0%	30	3.2	2,505	99.1%	2,498	99.7%	2,522	99.7%
7	Animal - Confined - CCS	1,996	0	0	N/A	3	0.4	1,996	100.0%	1,961	98.2%	1,961	98.2%
8	Bulky Trash Violations - CCS	1,620	27	19	70.4%	14	10.5	1,593	98.3%	1,200	75.3%	1,219	75.2%
9	Recycling ROLL CART Registration - SAN	1,562	2	2	100.0%	10	3.2	1,560	99.9%	1,541	98.8%	1,543	98.8%
10	Animal - Loose - CCS	1,433	35	34	97.1%	40	17.9	1,398	97.6%	1,336	95.6%	1,370	95.6%
11	Obstruction Alley/Sidewalk/Street - CCS	1,427	120	120	100.0%	60	26.9	1,307	91.6%	1,255	96.0%	1,375	96.4%
12	Illegal Dumping - CCS	1,327	37	34	91.9%	38	6.9	1,290	97.2%	1,235	95.7%	1,269	95.6%
13	Garbage - Missed - SAN	1,286	2	2	100.0%	3	1.0	1,284	99.8%	1,263	98.4%	1,265	98.4%
14	Animal - Sick/Injured - CCS	1,209	2	0	0.0%	3	0.3	1,207	99.8%	1,185	98.2%	1,185	98.0%
15	Junk Motor Vehicle - CCS	1,172	102	101	99.0%	126	45.8	1,070	91.3%	1,020	95.3%	1,121	95.6%
16	Open and Vacant Structure - CCS	685	11	11	100.0%	30	12.9	674	98.4%	618	91.7%	629	91.8%
17	24 Hour Parking/Parking Violations - DPD	671	6	6	100.0%	10	4.4	665	99.1%	658	98.9%	664	99.0%
18	Illegal Outside Storage - CCS	613	32	29	90.6%	38	22.3	581	94.8%	525	90.4%	554	90.4%
19	Substandard Structure - CCS	600	189	189	100.0%	365	47.8	411	68.5%	411	100.0%	600	100.0%
20	Parking - Unapproved Surface - CCS	558	7	4	57.1%	10	3.8	551	98.7%	501	90.9%	505	90.5%



Southeast (3)

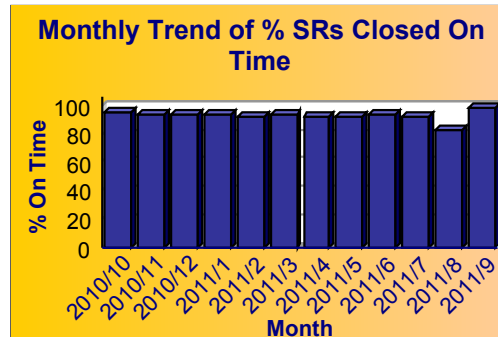
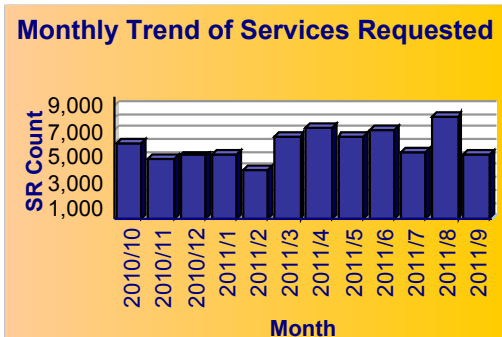
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	8,899
Litter - CCS	6,594
Animal - Loose Aggressive - CCS	3,664
Dead Animal Pick Up - SAN	3,604
Roll Cart - SAN	3,255
Substandard Structure - CCS	2,805
Animal - Confined - CCS	2,572
Recycling ROLL CART Registration - SAN	2,227
Signs - Public Right of Way - CCS	2,175
Bulky Trash Violations - CCS	2,054



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 %
70,435	67,085	62,615	93.3%	3,350	2,411	72.0%	92.3%





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

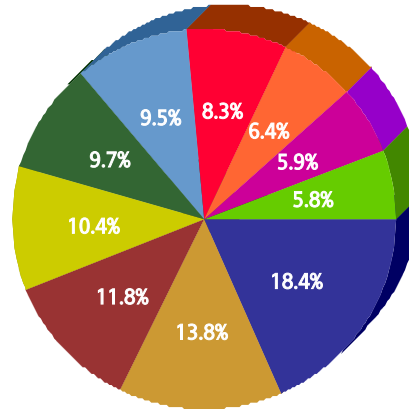
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	8,899	582	184	31.6%	38	17.0	8,317	93.5%	7,411	89.1%	7,595	85.3%
2	Litter - CCS	6,594	665	249	37.4%	38	19.7	5,929	89.9%	5,183	87.4%	5,432	82.4%
3	Animal - Loose Aggressive - CCS	3,664	0	0	N/A	3	0.4	3,664	100.0%	3,620	98.8%	3,620	98.8%
4	Dead Animal Pick Up - SAN	3,604	0	0	N/A	1	0.3	3,604	100.0%	3,579	99.3%	3,579	99.3%
5	Roll Cart - SAN	3,255	17	17	100.0%	10	2.7	3,238	99.5%	3,221	99.5%	3,238	99.5%
6	Substandard Structure - CCS	2,805	597	595	99.7%	365	38.9	2,208	78.7%	2,208	100.0%	2,803	99.9%
7	Animal - Confined - CCS	2,572	1	1	100.0%	3	0.3	2,571	100.0%	2,535	98.6%	2,536	98.6%
8	Recycling ROLL CART Registration - SAN	2,227	13	13	100.0%	10	2.8	2,214	99.4%	2,208	99.7%	2,221	99.7%
9	Signs - Public Right of Way - CCS	2,175	3	3	100.0%	7	1.5	2,172	99.9%	2,038	93.8%	2,041	93.8%
10	Bulky Trash Violations - CCS	2,054	10	6	60.0%	14	11.2	2,044	99.5%	1,381	67.6%	1,387	67.5%
11	Animal - Loose - CCS	1,873	41	41	100.0%	40	18.5	1,832	97.8%	1,734	94.7%	1,775	94.8%
12	Obstruction Alley/Sidewalk/Street - CCS	1,858	485	480	99.0%	60	27.3	1,373	73.9%	1,264	92.1%	1,744	93.9%
13	Animal - Sick/Injured - CCS	1,547	0	0	N/A	3	0.2	1,547	100.0%	1,521	98.3%	1,521	98.3%
14	Parking - Unapproved Surface - CCS	1,314	7	7	100.0%	10	2.9	1,307	99.5%	1,180	90.3%	1,187	90.3%
15	Junk Motor Vehicle - CCS	1,312	144	142	98.6%	126	48.3	1,168	89.0%	1,073	91.9%	1,215	92.6%
16	Garbage - Missed - SAN	1,276	2	2	100.0%	3	0.7	1,274	99.8%	1,251	98.2%	1,253	98.2%
17	Signs - Public Right of Way Eve/Weekends - CCS	1,100	0	0	N/A	7	0.2	1,100	100.0%	1,094	99.5%	1,094	99.5%
18	Illegal Dumping - CCS	1,024	17	17	100.0%	38	7.4	1,007	98.3%	970	96.3%	987	96.4%
19	Open and Vacant Structure - CCS	979	18	16	88.9%	30	9.7	961	98.2%	879	91.5%	895	91.4%
20	Illegal Outside Storage - CCS	960	41	40	97.6%	38	26.0	919	95.7%	756	82.3%	796	82.9%



Southwest (4)

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	6,603
Litter - CCS	4,943
Signs - Public Right of Way - CCS	4,217
Dead Animal Pick Up - SAN	3,725
Obstruction Alley/Sidewalk/Street - CCS	3,465
Roll Cart - SAN	3,424
Animal - Loose Aggressive - CCS	2,979
Recycling ROLL CART Registration - SAN	2,289
Illegal Dumping - CCS	2,129
Smoke Detector Request - DFD	2,092



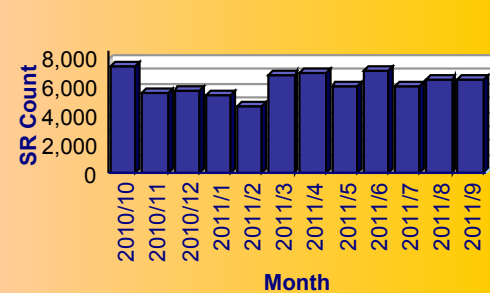
Service

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

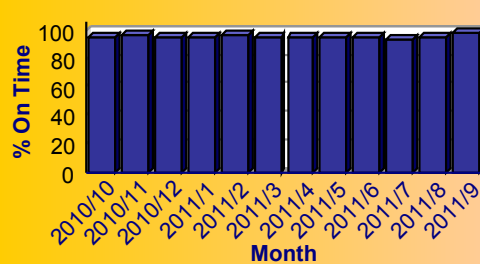
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
75,682	73,340	70,003	95.4%	2,342	2,219	94.7%	95.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Southwest (4)

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

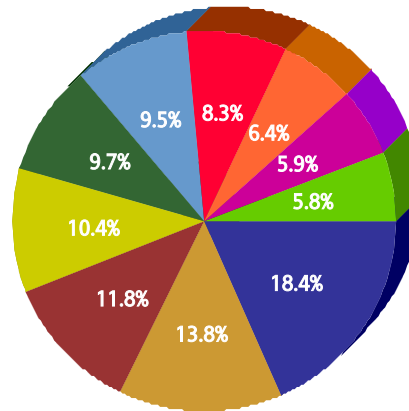
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	6,603	315	293	93.0%	38	18.3	6,288	95.2%	5,745	91.4%	6,038	91.4%
2	Litter - CCS	4,943	297	284	95.6%	38	21.4	4,646	94.0%	4,121	88.7%	4,405	89.1%
3	Signs - Public Right of Way - CCS	4,217	3	1	33.3%	7	1.4	4,214	99.9%	4,042	95.9%	4,043	95.9%
4	Dead Animal Pick Up - SAN	3,725	0	0	N/A	1	0.3	3,725	100.0%	3,695	99.2%	3,695	99.2%
5	Obstruction Alley/Sidewalk/Street - CCS	3,465	291	278	95.5%	60	24.2	3,174	91.6%	3,020	95.1%	3,298	95.2%
6	Roll Cart - SAN	3,424	12	12	100.0%	10	2.6	3,412	99.6%	3,398	99.6%	3,410	99.6%
7	Animal - Loose Aggressive - CCS	2,979	1	0	0.0%	3	0.3	2,978	100.0%	2,935	98.6%	2,935	98.5%
8	Recycling ROLL CART Registration - SAN	2,289	4	4	100.0%	10	2.6	2,285	99.8%	2,279	99.7%	2,283	99.7%
9	Illegal Dumping - CCS	2,129	26	23	88.5%	38	2.8	2,103	98.8%	2,062	98.1%	2,085	97.9%
10	Smoke Detector Request - DFD	2,092	18	18	100.0%	30	3.0	2,074	99.1%	2,063	99.5%	2,081	99.5%
11	Illegal Outside Storage - CCS	2,014	90	81	90.0%	38	21.6	1,924	95.5%	1,707	88.7%	1,788	88.8%
12	Graffiti Private Property - Residential/Commercial	2,006	71	70	98.6%	90	15.1	1,935	96.5%	1,887	97.5%	1,957	97.6%
13	Animal - Confined - CCS	1,973	0	0	N/A	3	0.4	1,973	100.0%	1,948	98.7%	1,948	98.7%
14	Animal - Loose - CCS	1,820	40	40	100.0%	40	17.1	1,780	97.8%	1,719	96.6%	1,759	96.6%
15	Bulky Trash Violations - CCS	1,818	13	8	61.5%	14	5.6	1,805	99.3%	1,656	91.7%	1,664	91.5%
16	Substandard Structure - CCS	1,500	564	564	100.0%	365	61.0	936	62.4%	936	100.0%	1,500	100.0%
17	Junk Motor Vehicle - CCS	1,387	124	118	95.2%	126	35.2	1,263	91.1%	1,213	96.0%	1,331	96.0%
18	Illegal Garbage/Placement - CCS	1,275	53	51	96.2%	60	17.4	1,222	95.8%	1,170	95.7%	1,221	95.8%
19	Garbage - Missed - SAN	1,221	1	1	100.0%	3	0.9	1,220	99.9%	1,210	99.2%	1,211	99.2%
20	Animal - Sick/Injured - CCS	1,160	0	0	N/A	3	0.4	1,160	100.0%	1,139	98.2%	1,139	98.2%



Southwest (4)

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	6,603
Litter - CCS	4,943
Signs - Public Right of Way - CCS	4,217
Dead Animal Pick Up - SAN	3,725
Obstruction Alley/Sidewalk/Street - CCS	3,465
Roll Cart - SAN	3,424
Animal - Loose Aggressive - CCS	2,979
Recycling ROLL CART Registration - SAN	2,289
Illegal Dumping - CCS	2,129
Smoke Detector Request - DFD	2,092



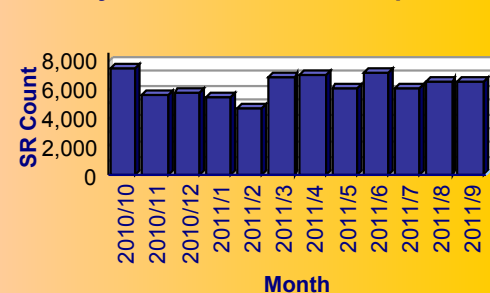
Service

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

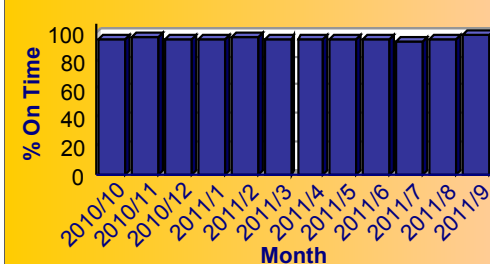
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
75,682	73,340	70,003	95.4%	2,342	2,219	94.7%	95.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Southwest (4)

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

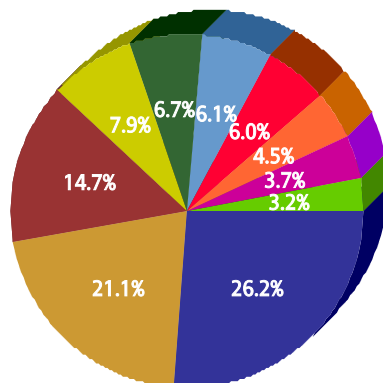
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	6,603	315	293	93.0%	38	18.3	6,288	95.2%	5,745	91.4%	6,038	91.4%
2	Litter - CCS	4,943	297	284	95.6%	38	21.4	4,646	94.0%	4,121	88.7%	4,405	89.1%
3	Signs - Public Right of Way - CCS	4,217	3	1	33.3%	7	1.4	4,214	99.9%	4,042	95.9%	4,043	95.9%
4	Dead Animal Pick Up - SAN	3,725	0	0	N/A	1	0.3	3,725	100.0%	3,695	99.2%	3,695	99.2%
5	Obstruction Alley/Sidewalk/Street - CCS	3,465	291	278	95.5%	60	24.2	3,174	91.6%	3,020	95.1%	3,298	95.2%
6	Roll Cart - SAN	3,424	12	12	100.0%	10	2.6	3,412	99.6%	3,398	99.6%	3,410	99.6%
7	Animal - Loose Aggressive - CCS	2,979	1	0	0.0%	3	0.3	2,978	100.0%	2,935	98.6%	2,935	98.5%
8	Recycling ROLL CART Registration - SAN	2,289	4	4	100.0%	10	2.6	2,285	99.8%	2,279	99.7%	2,283	99.7%
9	Illegal Dumping - CCS	2,129	26	23	88.5%	38	2.8	2,103	98.8%	2,062	98.1%	2,085	97.9%
10	Smoke Detector Request - DFD	2,092	18	18	100.0%	30	3.0	2,074	99.1%	2,063	99.5%	2,081	99.5%
11	Illegal Outside Storage - CCS	2,014	90	81	90.0%	38	21.6	1,924	95.5%	1,707	88.7%	1,788	88.8%
12	Graffiti Private Property - Residential/Commercial	2,006	71	70	98.6%	90	15.1	1,935	96.5%	1,887	97.5%	1,957	97.6%
13	Animal - Confined - CCS	1,973	0	0	N/A	3	0.4	1,973	100.0%	1,948	98.7%	1,948	98.7%
14	Animal - Loose - CCS	1,820	40	40	100.0%	40	17.1	1,780	97.8%	1,719	96.6%	1,759	96.6%
15	Bulky Trash Violations - CCS	1,818	13	8	61.5%	14	5.6	1,805	99.3%	1,656	91.7%	1,664	91.5%
16	Substandard Structure - CCS	1,500	564	564	100.0%	365	61.0	936	62.4%	936	100.0%	1,500	100.0%
17	Junk Motor Vehicle - CCS	1,387	124	118	95.2%	126	35.2	1,263	91.1%	1,213	96.0%	1,331	96.0%
18	Illegal Garbage/Placement - CCS	1,275	53	51	96.2%	60	17.4	1,222	95.8%	1,170	95.7%	1,221	95.8%
19	Garbage - Missed - SAN	1,221	1	1	100.0%	3	0.9	1,220	99.9%	1,210	99.2%	1,211	99.2%
20	Animal - Sick/Injured - CCS	1,160	0	0	N/A	3	0.4	1,160	100.0%	1,139	98.2%	1,139	98.2%



Unknown

Top 10 Services

SR Type	Service Request Count
Signs - Public Right of Way - CCS	379
High Weeds - CCS	305
Litter - CCS	213
Recycling ROLL CART Registration - SAN	114
Signs - Public Right of Way Eve/Weekends - CCS	97
Roll Cart - SAN	89
Dead Animal Pick Up - SAN	87
311 Call Center Complaint	65
Obstruction Alley/Sidewalk/Street - CCS	53
24 Hour Parking/Parking Violations - DPD	46



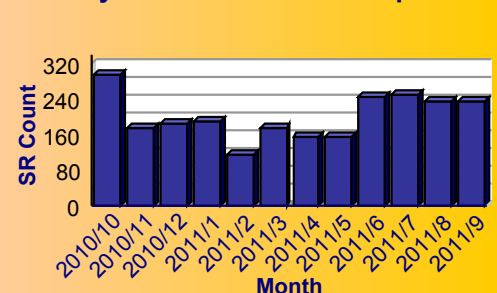
Service

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

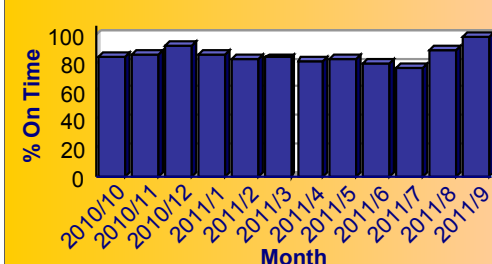
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,404	2,062	1,904	92.3%	342	140	40.9%	85.0%

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	Signs - Public Right of Way - CCS	379	13	0	0.0%	7	1.0	366	96.6%	353	96.4%	353	93.1%
2	High Weeds - CCS	305	85	30	35.3%	38	20.5	220	72.1%	196	89.1%	226	74.1%
3	Litter - CCS	213	76	33	43.4%	38	24.6	137	64.3%	121	88.3%	154	72.3%
4	Recycling ROLL CART Registration - SAN	114	0	0	N/A	10	2.7	114	100.0%	113	99.1%	113	99.1%
5	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%
6	Roll Cart - SAN	89	0	0	N/A	10	3.2	89	100.0%	89	100.0%	89	100.0%
7	Dead Animal Pick Up - SAN	87	0	0	N/A	1	0.1	87	100.0%	87	100.0%	87	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	53	25	20	80.0%	60	33.1	28	52.8%	27	96.4%	47	88.7%
10	24 Hour Parking/Parking Violations - DPD	46	2	1	50.0%	10	9.5	44	95.7%	34	77.3%	35	76.1%
11	Chronic Traffic Violations - DPD	39	3	3	100.0%	14	11.3	36	92.3%	35	97.2%	38	97.4%
12	Bulky Trash Violations - CCS	38	8	0	0.0%	14	20.7	30	78.9%	21	70.0%	21	55.3%
13	Garbage - Missed - SAN	37	0	0	N/A	3	1.3	37	100.0%	36	97.3%	36	97.3%
14	Animal - Loose - CCS	36	2	2	100.0%	40	28.7	34	94.4%	28	82.4%	30	83.3%
15	Pot hole Repair Routine - STS	36	0	0	N/A	7	1.8	36	100.0%	34	94.4%	34	94.4%
16	Substandard Structure - CCS	31	18	18	100.0%	365	46.3	13	41.9%	13	100.0%	31	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	Brush/Bulk Items - Missed - SAN	26	0	0	N/A	10	11.0	26	100.0%	25	96.2%	25	96.2%
19	Recycling - Roll Cart - SAN	23	0	0	N/A	10	2.7	23	100.0%	23	100.0%	23	100.0%
20	Signs - Public Right of Way Apts - CCS	21	0	0	N/A	7	0.0	21	100.0%	21	100.0%	21	100.0%
21	Fire Inspection - DFD	21	6	5	83.3%	60	53.3	15	71.4%	13	86.7%	18	85.7%
22	Park Maintenance/Misc. - PKR	21	2	2	100.0%	30	8.1	19	90.5%	19	100.0%	21	100.0%