



FY 2011 – 2012

YEAR-TO-DATE

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

September 2012

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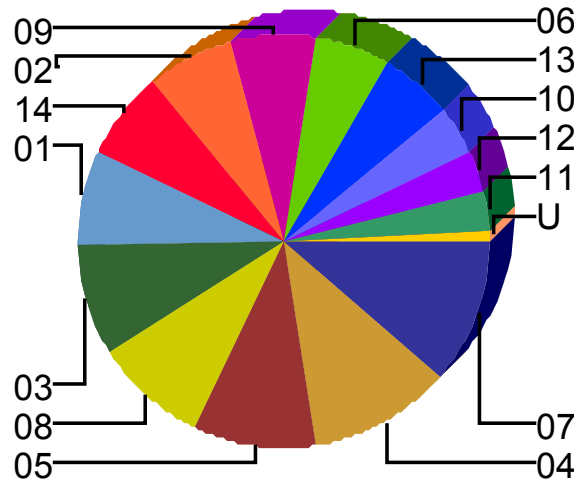
**35 Service Level Performance Report where the Council District
is Unknown**



City of Dallas

Council District Report

For YTD Through September 2012



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	26,067	7.6%	94.6%
02	23,102	6.7%	93.9%
03	29,578	8.6%	92.8%
04	38,559	11.2%	93.3%
05	32,685	9.5%	92.6%
06	20,782	6.0%	92.5%
07	39,037	11.4%	93.2%
08	31,080	9.0%	93.1%
09	22,417	6.5%	92.6%
10	12,599	3.7%	94.7%
11	10,942	3.2%	96.4%
12	11,154	3.2%	95.1%
13	19,337	5.6%	95.3%
14	23,466	6.8%	94.0%
U	2,770	0.8%	81.4%
Totals	343,575	100.0%	93.5%

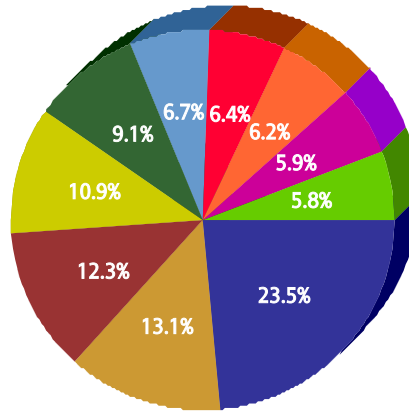
NOTE: Values represent status as of the run date and time.



Citywide

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	36,148
Litter - CCS	20,201
Garbage Roll Cart - SAN	18,878
Dead Animal Pick Up - SAN	16,707
Animal - Loose Aggressive - CCS	14,050
Obstruction Alley/Sidewalk/Street - CCS	10,374
Animal - Confined - CCS	9,886
Animal - Loose - CCS	9,542
Recycling ROLL CART NEW - SAN	9,097
Substandard Structure - CCS	8,970



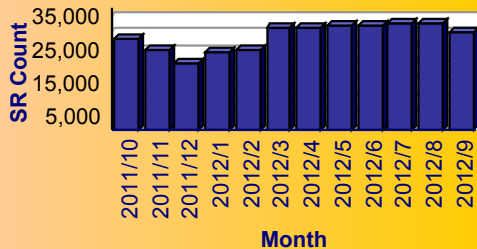
Service

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

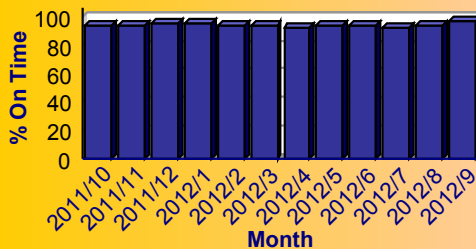
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
343,575	337,595	316,208	93.7%	5,980	4,966	83.0%	93.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Citywide

Top Performers by SR Volume Created During the Reporting Period

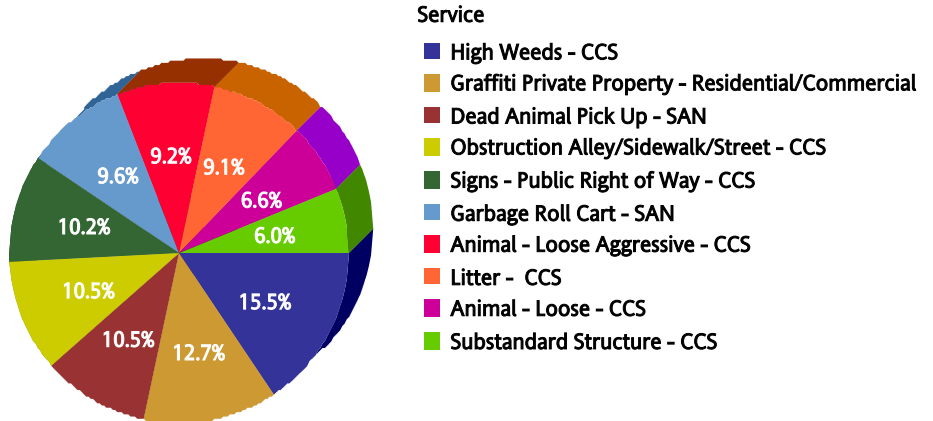
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	36,148	671	484	72.1%	38	17.9	35,477	98.1%	31,584	89.0%	32,068	88.7%
Litter - CCS	20,201	394	309	78.4%	38	20.1	19,807	98.0%	16,975	85.7%	17,284	85.6%
Garbage Roll Cart - SAN	18,878	0	0	N/A	10	2.5	18,878	100.0%	18,824	99.7%	18,824	99.7%
Dead Animal Pick Up - SAN	16,707	0	0	N/A	1	0.4	16,707	100.0%	16,676	99.8%	16,676	99.8%
Animal - Loose Aggressive - CCS	14,050	0	0	N/A	3	1.0	14,050	100.0%	13,107	93.3%	13,107	93.3%
Obstruction Alley/Sidewalk/Street - CCS	10,374	400	366	91.5%	60	28.5	9,974	96.1%	9,088	91.1%	9,454	91.1%
Animal - Confined - CCS	9,886	0	0	N/A	3	1.1	9,886	100.0%	9,175	92.8%	9,175	92.8%
Animal - Loose - CCS	9,542	314	314	100.0%	40	25.4	9,228	96.7%	8,152	88.3%	8,466	88.7%
Recycling ROLL CART NEW - SAN	9,097	0	0	N/A	10	2.2	9,097	100.0%	9,088	99.9%	9,088	99.9%
Substandard Structure - CCS	8,970	1,955	1,914	97.9%	365	48.6	7,015	78.2%	7,007	99.9%	8,921	99.5%
Signs - Public Right of Way - CCS	8,940	4	0	0.0%	7	1.3	8,936	100.0%	8,584	96.1%	8,584	96.0%
Bulky Trash Violations - CCS	7,882	2	0	0.0%	14	6.8	7,880	100.0%	6,881	87.3%	6,881	87.3%
Garbage - Missed - SAN	7,289	0	0	N/A	3	0.9	7,289	100.0%	7,248	99.4%	7,248	99.4%
Animal - Sick/Injured - CCS	6,024	0	0	N/A	3	0.4	6,024	100.0%	5,928	98.4%	5,928	98.4%
Graffiti Private Property - Residential/Commercial	5,623	64	50	78.1%	90	9.1	5,559	98.9%	5,443	97.9%	5,493	97.7%
Smoke Detector Request - DFD	5,572	2	2	100.0%	30	5.2	5,570	100.0%	5,471	98.2%	5,473	98.2%
24 Hour Parking/Parking Violations - DPD	5,113	0	0	N/A	10	4.5	5,113	100.0%	5,048	98.7%	5,048	98.7%
Illegal Dumping - CCS	5,017	29	22	75.9%	38	8.1	4,988	99.4%	4,718	94.6%	4,740	94.5%
Fire Inspection - DFD	4,845	131	129	98.5%	60	24.5	4,714	97.3%	4,600	97.6%	4,729	97.6%
Junk Motor Vehicle - CCS	4,608	377	368	97.6%	126	40.9	4,231	91.8%	4,003	94.6%	4,371	94.9%



Council District 01

Top 10 Services

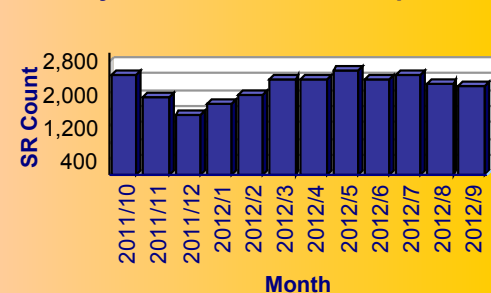
SR Type	Service Request Count
High Weeds - CCS	2,007
Graffiti Private Property - Residential/Commercial	1,650
Dead Animal Pick Up - SAN	1,362
Obstruction Alley/Sidewalk/Street - CCS	1,358
Signs - Public Right of Way - CCS	1,323
Garbage Roll Cart - SAN	1,245
Animal - Loose Aggressive - CCS	1,194
Litter - CCS	1,173
Animal - Loose - CCS	860
Substandard Structure - CCS	783



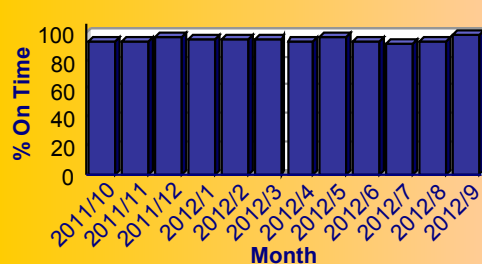
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
26,067	25,575	24,227	94.7%	492	424	86.2%	94.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 01

Top Performers by SR Volume Created During the Reporting Period

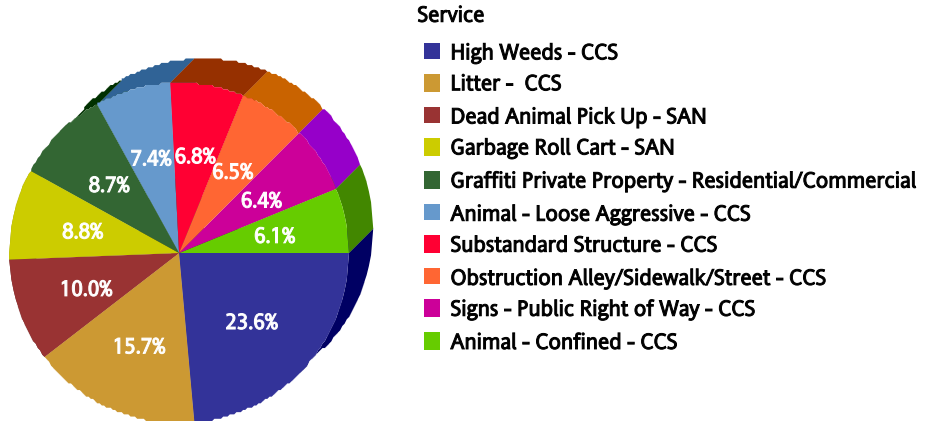
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	2,007	35	29	82.9%	38	18.6	1,972	98.3%	1,828	92.7%	1,857	92.5%
Graffiti Private Property - Residential/Commercial	1,650	14	12	85.7%	90	9.1	1,636	99.2%	1,608	98.3%	1,620	98.2%
Dead Animal Pick Up - SAN	1,362	0	0	N/A	1	0.5	1,362	100.0%	1,359	99.8%	1,359	99.8%
Obstruction Alley/Sidewalk/Street - CCS	1,358	28	27	96.4%	60	23.4	1,330	97.9%	1,289	96.9%	1,316	96.9%
Signs - Public Right of Way - CCS	1,323	0	0	N/A	7	1.2	1,323	100.0%	1,258	95.1%	1,258	95.1%
Garbage Roll Cart - SAN	1,245	0	0	N/A	10	2.3	1,245	100.0%	1,243	99.8%	1,243	99.8%
Animal - Loose Aggressive - CCS	1,194	0	0	N/A	3	1.0	1,194	100.0%	1,107	92.7%	1,107	92.7%
Litter - CCS	1,173	32	31	96.9%	38	23.5	1,141	97.3%	984	86.2%	1,015	86.5%
Animal - Loose - CCS	860	29	29	100.0%	40	25.3	831	96.6%	738	88.8%	767	89.2%
Substandard Structure - CCS	783	179	177	98.9%	365	66.1	604	77.1%	604	100.0%	781	99.7%
Recycling ROLL CART NEW - SAN	700	0	0	N/A	10	2.0	700	100.0%	699	99.9%	699	99.9%
Illegal Dumping - CCS	566	2	2	100.0%	38	2.9	564	99.6%	551	97.7%	553	97.7%
Signs - Other - CCS	565	0	0	N/A	21	3.6	565	100.0%	533	94.3%	533	94.3%
24 Hour Parking/Parking Violations - DPD	535	0	0	N/A	10	3.8	535	100.0%	535	100.0%	535	100.0%
Animal - Confined - CCS	534	0	0	N/A	3	1.0	534	100.0%	494	92.5%	494	92.5%
Illegal Outside Storage - CCS	481	16	16	100.0%	38	24.3	465	96.7%	397	85.4%	413	85.9%
Bulky Trash Violations - CCS	453	0	0	N/A	14	3.4	453	100.0%	433	95.6%	433	95.6%
Animal - Sick/Injured - CCS	436	0	0	N/A	3	0.3	436	100.0%	430	98.6%	430	98.6%
Junk Motor Vehicle - CCS	387	36	35	97.2%	126	42.4	351	90.7%	338	96.3%	373	96.4%
Garage Sale - CCS	381	0	0	N/A	7	3.2	381	100.0%	342	89.8%	342	89.8%



Council District 02

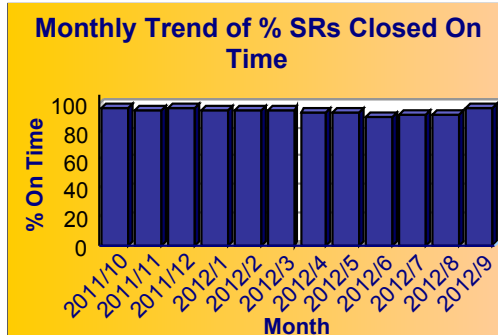
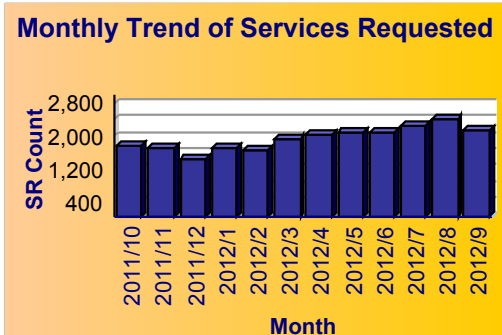
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	2,012
Litter - CCS	1,336
Dead Animal Pick Up - SAN	855
Garbage Roll Cart - SAN	750
Graffiti Private Property - Residential/Commercial	738
Animal - Loose Aggressive - CCS	631
Substandard Structure - CCS	580
Obstruction Alley/Sidewalk/Street - CCS	552
Signs - Public Right of Way - CCS	541
Animal - Confined - CCS	521



Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
23,102	22,722	21,373	94.1%	380	317	83.4%	93.9%





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

Council District 02

Top Performers by SR Volume Created During the Reporting Period

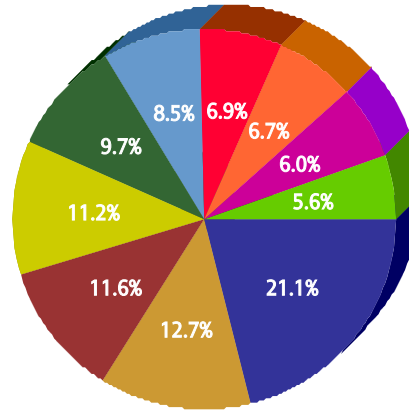
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	2,012	17	15	88.2%	38	17.3	1,995	99.2%	1,767	88.6%	1,782	88.6%
Litter - CCS	1,336	24	19	79.2%	38	20.0	1,312	98.2%	1,111	84.7%	1,130	84.6%
Dead Animal Pick Up - SAN	855	0	0	N/A	1	0.3	855	100.0%	854	99.9%	854	99.9%
Garbage Roll Cart - SAN	750	0	0	N/A	10	2.7	750	100.0%	745	99.3%	745	99.3%
Graffiti Private Property - Residential/Commercial	738	7	5	71.4%	90	5.8	731	99.1%	722	98.8%	727	98.5%
Animal - Loose Aggressive - CCS	631	0	0	N/A	3	1.0	631	100.0%	601	95.2%	601	95.2%
Substandard Structure - CCS	580	104	103	99.0%	365	42.4	476	82.1%	476	100.0%	579	99.8%
Obstruction Alley/Sidewalk/Street - CCS	552	16	16	100.0%	60	28.3	536	97.1%	501	93.5%	517	93.7%
Signs - Public Right of Way - CCS	541	0	0	N/A	7	1.2	541	100.0%	517	95.6%	517	95.6%
Animal - Confined - CCS	521	0	0	N/A	3	0.8	521	100.0%	494	94.8%	494	94.8%
Animal - Loose - CCS	509	17	17	100.0%	40	24.6	492	96.7%	444	90.2%	461	90.6%
24 Hour Parking/Parking Violations - DPD	425	0	0	N/A	10	4.8	425	100.0%	419	98.6%	419	98.6%
Smoke Detector Request - DFD	417	0	0	N/A	30	4.4	417	100.0%	412	98.8%	412	98.8%
Fire Inspection - DFD	413	11	11	100.0%	60	27.4	402	97.3%	383	95.3%	394	95.4%
Recycling ROLL CART NEW - SAN	410	0	0	N/A	10	2.2	410	100.0%	410	100.0%	410	100.0%
Street Repair - Routine-STS	409	12	12	100.0%	90	13.7	397	97.1%	396	99.7%	408	99.8%
Traffic Signal - Flashing - STS	399	0	0	N/A	4	1.3	399	100.0%	395	99.0%	395	99.0%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	382	0	0	N/A	10	2.4	382	100.0%	382	100.0%	382	100.0%
Illegal Dumping - CCS	340	0	0	N/A	38	7.4	340	100.0%	326	95.9%	326	95.9%
Traffic Signal - Timing - STS	328	0	0	N/A	4	1.5	328	100.0%	322	98.2%	322	98.2%



Council District 03

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	3,198
Dead Animal Pick Up - SAN	1,918
Litter - CCS	1,757
Garbage Roll Cart - SAN	1,702
Animal - Loose Aggressive - CCS	1,474
Obstruction Alley/Sidewalk/Street - CCS	1,290
Animal - Loose - CCS	1,042
Bulky Trash Violations - CCS	1,018
Recycling ROLL CART NEW - SAN	904
Signs - Public Right of Way - CCS	847



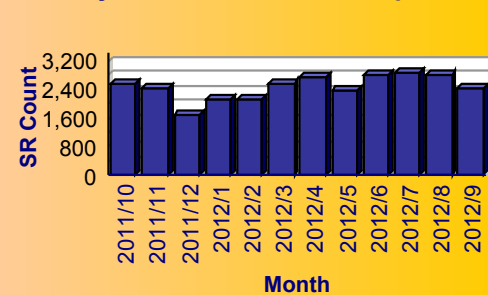
Service

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

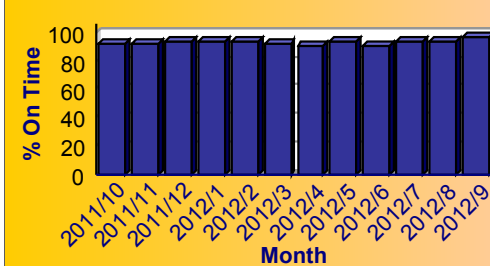
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
29,578	29,128	27,065	92.9%	450	377	83.8%	92.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 03

Top Performers by SR Volume Created During the Reporting Period

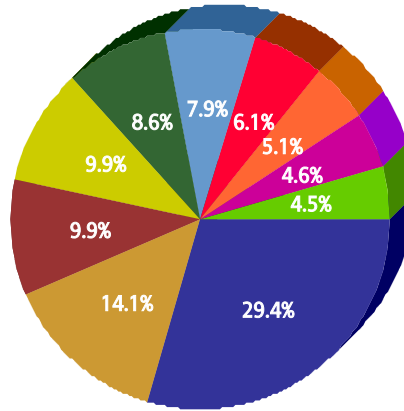
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	3,198	56	38	67.9%	38	19.0	3,142	98.2%	2,682	85.4%	2,720	85.1%
Dead Animal Pick Up - SAN	1,918	0	0	N/A	1	0.3	1,918	100.0%	1,915	99.8%	1,915	99.8%
Litter - CCS	1,757	35	30	85.7%	38	22.3	1,722	98.0%	1,386	80.5%	1,416	80.6%
Garbage Roll Cart - SAN	1,702	0	0	N/A	10	2.6	1,702	100.0%	1,695	99.6%	1,695	99.6%
Animal - Loose Aggressive - CCS	1,474	0	0	N/A	3	1.2	1,474	100.0%	1,352	91.7%	1,352	91.7%
Obstruction Alley/Sidewalk/Street - CCS	1,290	41	40	97.6%	60	32.8	1,249	96.8%	1,111	89.0%	1,151	89.2%
Animal - Loose - CCS	1,042	30	30	100.0%	40	26.0	1,012	97.1%	901	89.0%	931	89.3%
Bulky Trash Violations - CCS	1,018	0	0	N/A	14	2.6	1,018	100.0%	993	97.5%	993	97.5%
Recycling ROLL CART NEW - SAN	904	0	0	N/A	10	2.3	904	100.0%	903	99.9%	903	99.9%
Signs - Public Right of Way - CCS	847	0	0	N/A	7	1.3	847	100.0%	806	95.2%	806	95.2%
Illegal Dumping - CCS	795	2	1	50.0%	38	3.7	793	99.7%	779	98.2%	780	98.1%
Animal - Confined - CCS	709	0	0	N/A	3	1.5	709	100.0%	650	91.7%	650	91.7%
Animal - Sick/Injured - CCS	539	0	0	N/A	3	0.3	539	100.0%	535	99.3%	535	99.3%
Illegal Outside Storage - CCS	525	33	25	75.8%	38	25.4	492	93.7%	389	79.1%	414	78.9%
Substandard Structure - CCS	502	124	124	100.0%	365	62.8	378	75.3%	377	99.7%	501	99.8%
24 Hour Parking/Parking Violations - DPD	454	0	0	N/A	10	3.7	454	100.0%	454	100.0%	454	100.0%
Graffiti Private Property - Residential/Commercial	430	2	1	50.0%	90	9.4	428	99.5%	420	98.1%	421	97.9%
Smoke Detector Request - DFD	420	1	1	100.0%	30	4.4	419	99.8%	410	97.9%	411	97.9%
Junk Motor Vehicle - CCS	370	20	20	100.0%	126	36.2	350	94.6%	337	96.3%	357	96.5%
Illegal Garbage/Placement - CCS	353	9	9	100.0%	60	24.2	344	97.5%	303	88.1%	312	88.4%
Garbage - Missed - SAN	353	0	0	N/A	3	1.7	353	100.0%	352	99.7%	352	99.7%



Council District 04

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	6,408
Litter - CCS	3,059
Animal - Loose Aggressive - CCS	2,160
Dead Animal Pick Up - SAN	2,157
Garbage Roll Cart - SAN	1,867
Smoke Detector Request - DFD	1,724
Animal - Loose - CCS	1,321
Illegal Dumping - CCS	1,101
Animal - Confined - CCS	992
Recycling ROLL CART NEW - SAN	983



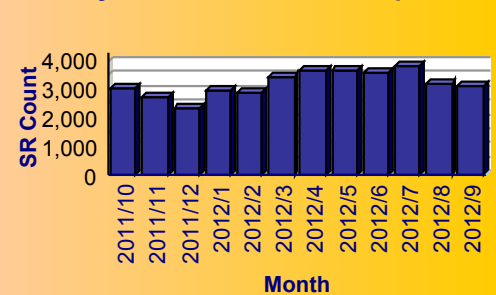
Service

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

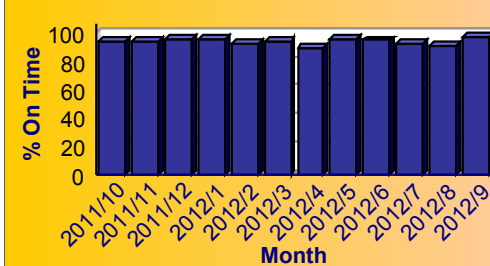
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
38,559	37,885	35,371	93.4%	674	603	89.5%	93.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 04

Top Performers by SR Volume Created During the Reporting Period

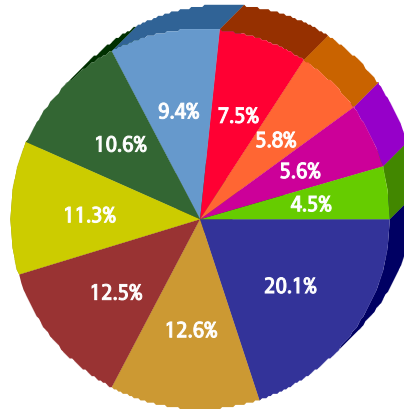
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	6,408	157	147	93.6%	38	16.2	6,251	97.5%	5,755	92.1%	5,902	92.1%
Litter - CCS	3,059	61	58	95.1%	38	18.8	2,998	98.0%	2,640	88.1%	2,698	88.2%
Animal - Loose Aggressive - CCS	2,160	0	0	N/A	3	1.2	2,160	100.0%	1,970	91.2%	1,970	91.2%
Dead Animal Pick Up - SAN	2,157	0	0	N/A	1	0.4	2,157	100.0%	2,153	99.8%	2,153	99.8%
Garbage Roll Cart - SAN	1,867	0	0	N/A	10	2.4	1,867	100.0%	1,867	100.0%	1,867	100.0%
Smoke Detector Request - DFD	1,724	0	0	N/A	30	4.0	1,724	100.0%	1,704	98.8%	1,704	98.8%
Animal - Loose - CCS	1,321	47	47	100.0%	40	25.8	1,274	96.4%	1,104	86.7%	1,151	87.1%
Illegal Dumping - CCS	1,101	3	3	100.0%	38	8.1	1,098	99.7%	1,046	95.3%	1,049	95.3%
Animal - Confined - CCS	992	0	0	N/A	3	1.6	992	100.0%	868	87.5%	868	87.5%
Recycling ROLL CART NEW - SAN	983	0	0	N/A	10	2.2	983	100.0%	983	100.0%	983	100.0%
Obstruction Alley/Sidewalk/Street - CCS	921	28	26	92.9%	60	25.4	893	97.0%	865	96.9%	891	96.7%
Bulky Trash Violations - CCS	900	0	0	N/A	14	10.6	900	100.0%	644	71.6%	644	71.6%
Substandard Structure - CCS	887	178	175	98.3%	365	43.4	709	79.9%	709	100.0%	884	99.7%
Animal - Sick/Injured - CCS	772	0	0	N/A	3	0.4	772	100.0%	759	98.3%	759	98.3%
Parking - Unapproved Surface - CCS	701	1	0	0.0%	10	2.8	700	99.9%	659	94.1%	659	94.0%
Junk Motor Vehicle - CCS	690	68	68	100.0%	126	40.2	622	90.1%	589	94.7%	657	95.2%
Garbage - Missed - SAN	689	0	0	N/A	3	0.9	689	100.0%	686	99.6%	686	99.6%
Illegal Outside Storage - CCS	548	7	5	71.4%	38	21.3	541	98.7%	472	87.2%	477	87.0%
Signs - Public Right of Way - CCS	472	0	0	N/A	7	0.9	472	100.0%	449	95.1%	449	95.1%
Open and Vacant Structure - CCS	470	5	5	100.0%	30	12.3	465	98.9%	437	94.0%	442	94.0%



Council District 05

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	3,479
Litter - CCS	2,173
Animal - Loose Aggressive - CCS	2,169
Dead Animal Pick Up - SAN	1,961
Substandard Structure - CCS	1,837
Garbage Roll Cart - SAN	1,632
Animal - Loose - CCS	1,304
Animal - Confined - CCS	997
Recycling ROLL CART NEW - SAN	964
Signs - Public Right of Way - CCS	780



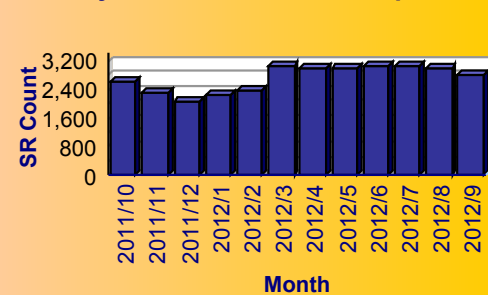
Service

- High Weeds - CCS
- Litter - CCS
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Substandard Structure - CCS
- Garbage Roll Cart - SAN
- Animal - Loose - CCS
- Animal - Confined - CCS
- Recycling ROLL CART NEW - SAN
- Signs - Public Right of Way - CCS

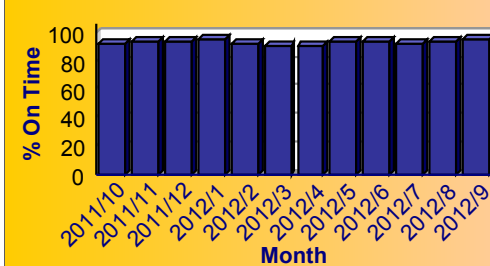
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
32,685	31,993	29,671	92.7%	692	610	88.2%	92.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time




City of Dallas *Service Level Performance Report by Council District*
Council District 05**Top Performers by SR Volume Created During the Reporting Period**

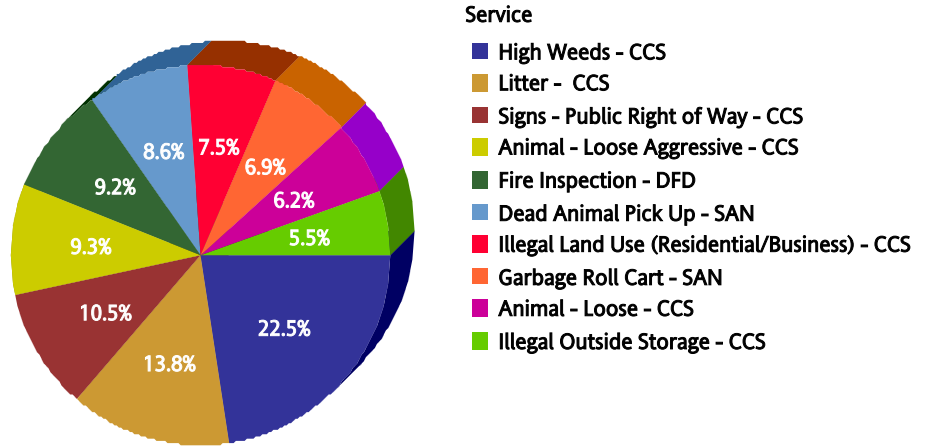
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	3,479	68	56	82.4%	38	20.9	3,411	98.0%	2,993	87.7%	3,049	87.6%
Litter - CCS	2,173	46	34	73.9%	38	22.3	2,127	97.9%	1,833	86.2%	1,867	85.9%
Animal - Loose Aggressive - CCS	2,169	0	0	N/A	3	0.9	2,169	100.0%	2,056	94.8%	2,056	94.8%
Dead Animal Pick Up - SAN	1,961	0	0	N/A	1	0.3	1,961	100.0%	1,958	99.8%	1,958	99.8%
Substandard Structure - CCS	1,837	316	312	98.7%	365	38.4	1,521	82.8%	1,520	99.9%	1,832	99.7%
Garbage Roll Cart - SAN	1,632	0	0	N/A	10	2.6	1,632	100.0%	1,625	99.6%	1,625	99.6%
Animal - Loose - CCS	1,304	32	32	100.0%	40	25.9	1,272	97.5%	1,099	86.4%	1,131	86.7%
Animal - Confined - CCS	997	0	0	N/A	3	1.3	997	100.0%	913	91.6%	913	91.6%
Recycling ROLL CART NEW - SAN	964	0	0	N/A	10	2.1	964	100.0%	964	100.0%	964	100.0%
Signs - Public Right of Way - CCS	780	0	0	N/A	7	1.0	780	100.0%	755	96.8%	755	96.8%
Animal - Sick/Injured - CCS	777	0	0	N/A	3	0.4	777	100.0%	763	98.2%	763	98.2%
Bulky Trash Violations - CCS	731	0	0	N/A	14	9.1	731	100.0%	586	80.2%	586	80.2%
Garbage - Missed - SAN	630	0	0	N/A	3	1.1	630	100.0%	625	99.2%	625	99.2%
Junk Motor Vehicle - CCS	598	55	53	96.4%	126	41.4	543	90.8%	511	94.1%	564	94.3%
Obstruction Alley/Sidewalk/Street - CCS	580	20	20	100.0%	60	28.7	560	96.6%	518	92.5%	538	92.8%
Smoke Detector Request - DFD	580	0	0	N/A	30	7.2	580	100.0%	566	97.6%	566	97.6%
Parking - Unapproved Surface - CCS	541	0	0	N/A	10	5.5	541	100.0%	456	84.3%	456	84.3%
24 Hour Parking/Parking Violations - DPD	413	0	0	N/A	10	4.9	413	100.0%	404	97.8%	404	97.8%
Animal - Cruelty - CCS	396	0	0	N/A	30	1.4	396	100.0%	396	100.0%	396	100.0%
Street Repair - Routine-STS	387	8	8	100.0%	90	16.7	379	97.9%	375	98.9%	383	99.0%



Council District 06

Top 10 Services

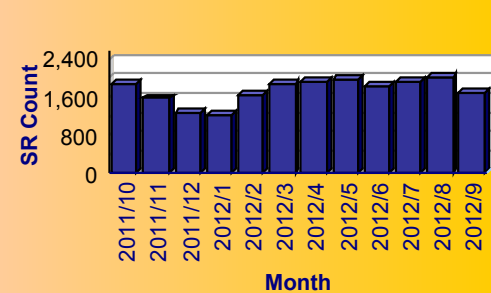
SR Type	Service Request Count
High Weeds - CCS	2,053
Litter - CCS	1,264
Signs - Public Right of Way - CCS	955
Animal - Loose Aggressive - CCS	853
Fire Inspection - DFD	844
Dead Animal Pick Up - SAN	789
Illegal Land Use (Residential/Business) - CCS	685
Garbage Roll Cart - SAN	626
Animal - Loose - CCS	562
Illegal Outside Storage - CCS	501



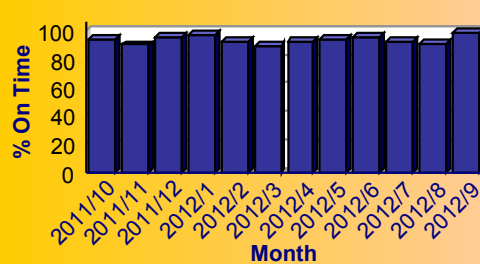
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
20,782	20,423	18,921	92.6%	359	305	85.0%	92.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Council District 06

Top Performers by SR Volume Created During the Reporting Period

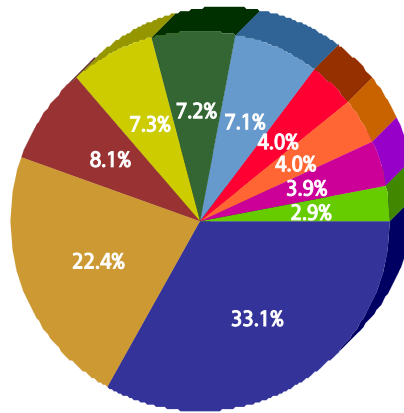
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	2,053	23	12	52.2%	38	22.2	2,030	98.9%	1,659	81.7%	1,671	81.4%
Litter - CCS	1,264	13	11	84.6%	38	25.3	1,251	99.0%	986	78.8%	997	78.9%
Signs - Public Right of Way - CCS	955	0	0	N/A	7	0.7	955	100.0%	936	98.0%	936	98.0%
Animal - Loose Aggressive - CCS	853	0	0	N/A	3	0.9	853	100.0%	798	93.6%	798	93.6%
Fire Inspection - DFD	844	18	18	100.0%	60	23.3	826	97.9%	819	99.2%	837	99.2%
Dead Animal Pick Up - SAN	789	0	0	N/A	1	0.3	789	100.0%	785	99.5%	785	99.5%
Illegal Land Use (Residential/Business) - CCS	685	50	40	80.0%	60	24.7	635	92.7%	542	85.4%	582	85.0%
Garbage Roll Cart - SAN	626	0	0	N/A	10	2.3	626	100.0%	626	100.0%	626	100.0%
Animal - Loose - CCS	562	25	25	100.0%	40	23.9	537	95.6%	490	91.2%	515	91.6%
Illegal Outside Storage - CCS	501	7	7	100.0%	38	25.7	494	98.6%	405	82.0%	412	82.2%
Graffiti Private Property - Residential/Commercial	466	8	6	75.0%	90	7.3	458	98.3%	451	98.5%	457	98.1%
Animal - Confined - CCS	454	0	0	N/A	3	0.9	454	100.0%	429	94.5%	429	94.5%
Illegal Dumping - CCS	448	0	0	N/A	38	4.8	448	100.0%	432	96.4%	432	96.4%
Smoke Detector Request - DFD	420	0	0	N/A	30	4.9	420	100.0%	419	99.8%	419	99.8%
Substandard Structure - CCS	395	95	95	100.0%	365	76.0	300	75.9%	298	99.3%	393	99.5%
Garage Sale - CCS	385	0	0	N/A	7	1.3	385	100.0%	371	96.4%	371	96.4%
Junk Motor Vehicle - CCS	385	32	32	100.0%	126	37.9	353	91.7%	336	95.2%	368	95.6%
Obstruction Alley/Sidewalk/Street - CCS	371	10	7	70.0%	60	27.5	361	97.3%	319	88.4%	326	87.9%
Recycling ROLL CART NEW - SAN	335	0	0	N/A	10	2.1	335	100.0%	335	100.0%	335	100.0%
Animal - Sick/Injured - CCS	318	0	0	N/A	3	0.5	318	100.0%	311	97.8%	311	97.8%



Council District 07

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	7,615
Litter - CCS	5,158
Substandard Structure - CCS	1,877
Animal - Loose Aggressive - CCS	1,678
Dead Animal Pick Up - SAN	1,659
Garbage Roll Cart - SAN	1,626
Animal - Loose - CCS	925
Animal - Confined - CCS	924
Bulky Trash Violations - CCS	898
Recycling ROLL CART NEW - SAN	673



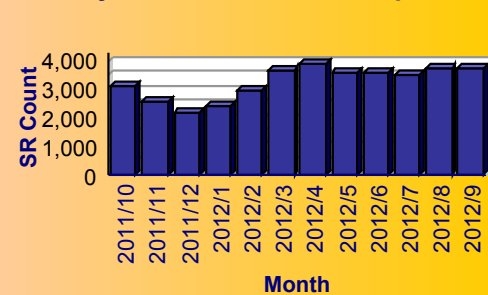
Service

- High Weeds - CCS
- Litter - CCS
- Substandard Structure - CCS
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- Animal - Loose - CCS
- Animal - Confined - CCS
- Bulky Trash Violations - CCS
- Recycling ROLL CART NEW - SAN

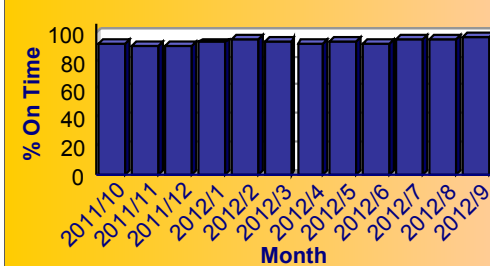
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
39,037	38,133	35,615	93.4%	904	780	86.3%	93.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time




City of Dallas Service Level Performance Report by Council District

Council District 07

Top Performers by SR Volume Created During the Reporting Period

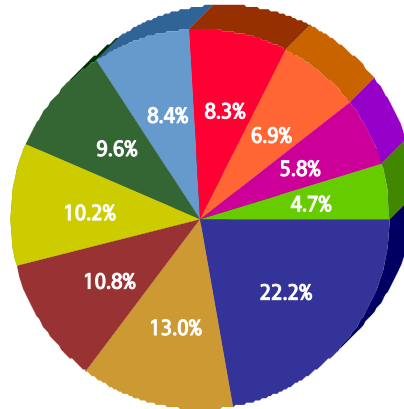
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	7,615	93	68	73.1%	38	13.0	7,522	98.8%	6,971	92.7%	7,039	92.4%
Litter - CCS	5,158	63	45	71.4%	38	13.7	5,095	98.8%	4,684	91.9%	4,729	91.7%
Substandard Structure - CCS	1,877	497	472	95.0%	365	50.5	1,380	73.5%	1,376	99.7%	1,848	98.5%
Animal - Loose Aggressive - CCS	1,678	0	0	N/A	3	1.0	1,678	100.0%	1,577	94.0%	1,577	94.0%
Dead Animal Pick Up - SAN	1,659	0	0	N/A	1	0.5	1,659	100.0%	1,654	99.7%	1,654	99.7%
Garbage Roll Cart - SAN	1,626	0	0	N/A	10	2.4	1,626	100.0%	1,620	99.6%	1,620	99.6%
Animal - Loose - CCS	925	33	33	100.0%	40	24.0	892	96.4%	800	89.7%	833	90.1%
Animal - Confined - CCS	924	0	0	N/A	3	1.4	924	100.0%	825	89.3%	825	89.3%
Bulky Trash Violations - CCS	898	2	0	0.0%	14	6.2	896	99.8%	795	88.7%	795	88.5%
Recycling ROLL CART NEW - SAN	673	0	0	N/A	10	2.1	673	100.0%	672	99.9%	672	99.9%
Obstruction Alley/Sidewalk/Street - CCS	637	25	25	100.0%	60	26.9	612	96.1%	565	92.3%	590	92.6%
Animal - Sick/Injured - CCS	631	0	0	N/A	3	0.4	631	100.0%	620	98.3%	620	98.3%
Open and Vacant Structure - CCS	608	2	1	50.0%	30	12.1	606	99.7%	529	87.3%	530	87.2%
Parking - Unapproved Surface - CCS	566	0	0	N/A	10	4.4	566	100.0%	486	85.9%	486	85.9%
Illegal Outside Storage - CCS	564	11	11	100.0%	38	24.7	553	98.0%	449	81.2%	460	81.6%
Signs - Public Right of Way - CCS	542	0	0	N/A	7	2.2	542	100.0%	512	94.5%	512	94.5%
Smoke Detector Request - DFD	541	0	0	N/A	30	5.8	541	100.0%	532	98.3%	532	98.3%
Garbage - Missed - SAN	516	0	0	N/A	3	0.7	516	100.0%	515	99.8%	515	99.8%
Illegal Dumping - CCS	505	5	3	60.0%	38	11.4	500	99.0%	449	89.8%	452	89.5%
Junk Motor Vehicle - CCS	503	32	30	93.8%	126	45.3	471	93.6%	438	93.0%	468	93.0%



Council District 08

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	3,786
Animal - Loose Aggressive - CCS	2,224
Dead Animal Pick Up - SAN	1,847
Litter - CCS	1,738
Garbage Roll Cart - SAN	1,637
Animal - Loose - CCS	1,435
Animal - Confined - CCS	1,413
Signs - Public Right of Way - CCS	1,182
Recycling ROLL CART NEW - SAN	988
Animal - Sick/Injured - CCS	801



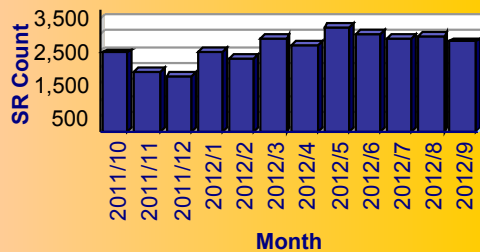
Service

- High Weeds - CCS
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Litter - CCS
- Garbage Roll Cart - SAN
- Animal - Loose - CCS
- Animal - Confined - CCS
- Signs - Public Right of Way - CCS
- Recycling ROLL CART NEW - SAN
- Animal - Sick/Injured - CCS

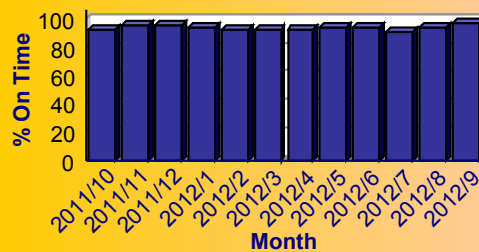
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
31,080	30,574	28,466	93.1%	506	454	89.7%	93.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 08

Top Performers by SR Volume Created During the Reporting Period

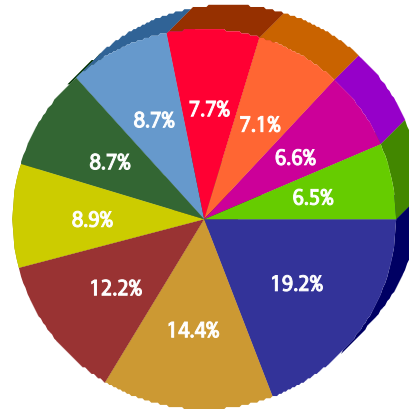
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	3,786	40	36	90.0%	38	18.8	3,746	98.9%	3,412	91.1%	3,448	91.1%
Animal - Loose Aggressive - CCS	2,224	0	0	N/A	3	1.1	2,224	100.0%	2,056	92.4%	2,056	92.4%
Dead Animal Pick Up - SAN	1,847	0	0	N/A	1	0.3	1,847	100.0%	1,842	99.7%	1,842	99.7%
Litter - CCS	1,738	37	36	97.3%	38	21.9	1,701	97.9%	1,493	87.8%	1,529	88.0%
Garbage Roll Cart - SAN	1,637	0	0	N/A	10	2.7	1,637	100.0%	1,633	99.8%	1,633	99.8%
Animal - Loose - CCS	1,435	52	52	100.0%	40	26.5	1,383	96.4%	1,195	86.4%	1,247	86.9%
Animal - Confined - CCS	1,413	0	0	N/A	3	1.3	1,413	100.0%	1,284	90.9%	1,284	90.9%
Signs - Public Right of Way - CCS	1,182	0	0	N/A	7	1.5	1,182	100.0%	1,147	97.0%	1,147	97.0%
Recycling ROLL CART NEW - SAN	988	0	0	N/A	10	2.3	988	100.0%	987	99.9%	987	99.9%
Animal - Sick/Injured - CCS	801	0	0	N/A	3	0.5	801	100.0%	786	98.1%	786	98.1%
Garbage - Missed - SAN	784	0	0	N/A	3	1.3	784	100.0%	768	98.0%	768	98.0%
Substandard Structure - CCS	735	153	150	98.0%	365	38.2	582	79.2%	582	100.0%	732	99.6%
Smoke Detector Request - DFD	654	0	0	N/A	30	5.2	654	100.0%	645	98.6%	645	98.6%
Bulky Trash Violations - CCS	551	0	0	N/A	14	10.8	551	100.0%	392	71.1%	392	71.1%
Parking - Unapproved Surface - CCS	517	0	0	N/A	10	3.7	517	100.0%	467	90.3%	467	90.3%
Obstruction Alley/Sidewalk/Street - CCS	510	30	24	80.0%	60	29.5	480	94.1%	436	90.8%	460	90.2%
Junk Motor Vehicle - CCS	500	55	55	100.0%	126	45.8	445	89.0%	419	94.2%	474	94.8%
Illegal Dumping - CCS	459	7	6	85.7%	38	13.0	452	98.5%	410	90.7%	416	90.6%
Animal - Cruelty - CCS	398	0	0	N/A	30	1.5	398	100.0%	398	100.0%	398	100.0%
Fire Inspection - DFD	331	3	3	100.0%	60	28.1	328	99.1%	322	98.2%	325	98.2%



Council District 09

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	1,821
High Weeds - CCS	1,360
Dead Animal Pick Up - SAN	1,151
Obstruction Alley/Sidewalk/Street - CCS	840
Animal - Confined - CCS	825
Bulky Trash Violations - CCS	825
Recycling ROLL CART NEW - SAN	729
Litter - CCS	676
Garbage - Missed - SAN	624
Animal - Loose Aggressive - CCS	614



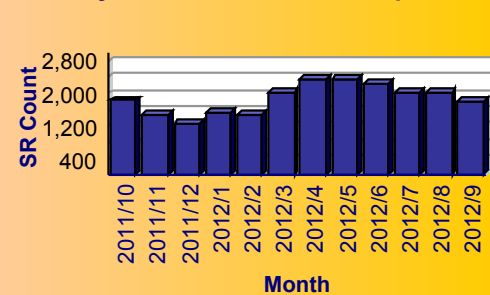
Service

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

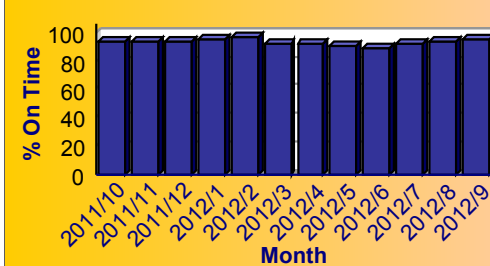
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
22,417	22,072	20,503	92.9%	345	255	73.9%	92.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Council District 09

Top Performers by SR Volume Created During the Reporting Period

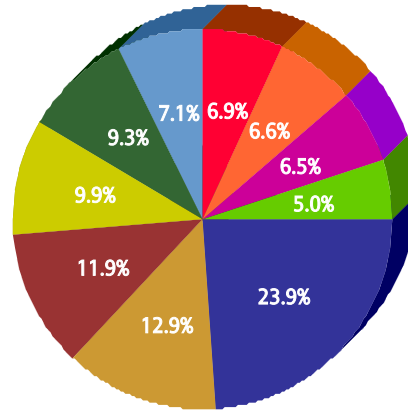
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Garbage Roll Cart - SAN	1,821	0	0	N/A	10	2.5	1,821	100.0%	1,815	99.7%	1,815	99.7%
High Weeds - CCS	1,360	26	18	69.2%	38	24.3	1,334	98.1%	1,067	80.0%	1,085	79.8%
Dead Animal Pick Up - SAN	1,151	0	0	N/A	1	0.3	1,151	100.0%	1,150	99.9%	1,150	99.9%
Obstruction Alley/Sidewalk/Street - CCS	840	44	38	86.4%	60	33.2	796	94.8%	683	85.8%	721	85.8%
Animal - Confined - CCS	825	0	0	N/A	3	0.7	825	100.0%	782	94.8%	782	94.8%
Bulky Trash Violations - CCS	825	0	0	N/A	14	6.1	825	100.0%	761	92.2%	761	92.2%
Recycling ROLL CART NEW - SAN	729	0	0	N/A	10	2.2	729	100.0%	728	99.9%	728	99.9%
Litter - CCS	676	18	13	72.2%	38	28.3	658	97.3%	469	71.3%	482	71.3%
Garbage - Missed - SAN	624	0	0	N/A	3	0.9	624	100.0%	619	99.2%	619	99.2%
Animal - Loose Aggressive - CCS	614	0	0	N/A	3	1.2	614	100.0%	567	92.3%	567	92.3%
Animal - Loose - CCS	481	13	13	100.0%	40	23.8	468	97.3%	424	90.6%	437	90.9%
24 Hour Parking/Parking Violations - DPD	440	0	0	N/A	10	3.7	440	100.0%	440	100.0%	440	100.0%
Water Conservation Violation - CCS	419	3	0	0.0%	7	6.7	416	99.3%	259	62.3%	259	61.8%
Street Repair - Routine-STS	403	15	15	100.0%	90	14.5	388	96.3%	388	100.0%	403	100.0%
Junk Motor Vehicle - CCS	401	19	16	84.2%	126	43.7	382	95.3%	360	94.2%	376	93.8%
Recyclable Collection Missed (Residential) - SAN	393	0	0	N/A	3	1.0	393	100.0%	388	98.7%	388	98.7%
Substandard Structure - CCS	383	74	73	98.6%	365	61.3	309	80.7%	309	100.0%	382	99.7%
Recycling - Roll Cart - SAN	383	0	0	N/A	10	2.6	383	100.0%	382	99.7%	382	99.7%
Graffiti Private Property - Residential/Commercial	365	3	3	100.0%	90	5.8	362	99.2%	353	97.5%	356	97.5%
Animal - Sick/Injured - CCS	296	0	0	N/A	3	0.4	296	100.0%	291	98.3%	291	98.3%



Council District 10

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	1,229
Animal - Confined - CCS	665
High Weeds - CCS	613
Dead Animal Pick Up - SAN	508
Garbage - Missed - SAN	477
Bulky Trash Violations - CCS	364
Recycling ROLL CART NEW - SAN	356
Obstruction Alley/Sidewalk/Street - CCS	340
Substandard Structure Apts - CCS	335
24 Hour Parking/Parking Violations - DPD	257

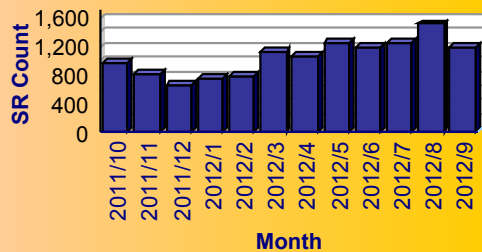


- Service**
- Garbage Roll Cart - SAN
 - Animal - Confined - CCS
 - High Weeds - CCS
 - Dead Animal Pick Up - SAN
 - Garbage - Missed - SAN
 - Bulky Trash Violations - CCS
 - Recycling ROLL CART NEW - SAN
 - Obstruction Alley/Sidewalk/Street - CCS
 - Substandard Structure Apts - CCS
 - 24 Hour Parking/Parking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

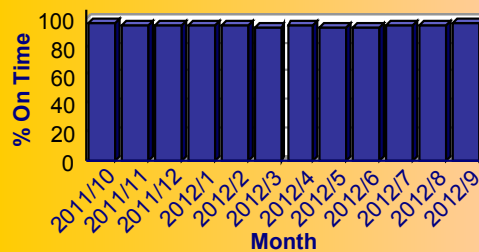
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
12,599	12,462	11,852	95.1%	137	85	62.0%	94.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 10

Top Performers by SR Volume Created During the Reporting Period

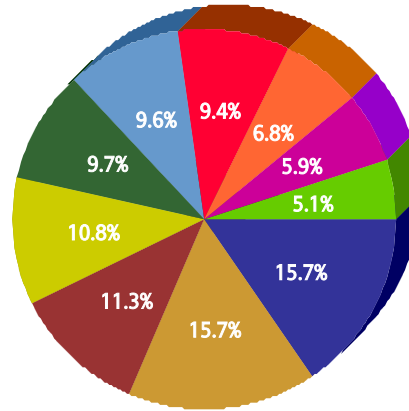
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Garbage Roll Cart - SAN	1,229	0	0	N/A	10	2.5	1,229	100.0%	1,227	99.8%	1,227	99.8%
Animal - Confined - CCS	665	0	0	N/A	3	0.7	665	100.0%	638	95.9%	638	95.9%
High Weeds - CCS	613	7	4	57.1%	38	18.1	606	98.9%	546	90.1%	550	89.7%
Dead Animal Pick Up - SAN	508	0	0	N/A	1	0.3	508	100.0%	507	99.8%	507	99.8%
Garbage - Missed - SAN	477	0	0	N/A	3	0.8	477	100.0%	474	99.4%	474	99.4%
Bulky Trash Violations - CCS	364	0	0	N/A	14	5.5	364	100.0%	332	91.2%	332	91.2%
Recycling ROLL CART NEW - SAN	356	0	0	N/A	10	2.2	356	100.0%	354	99.4%	354	99.4%
Obstruction Alley/Sidewalk/Street - CCS	340	6	4	66.7%	60	26.8	334	98.2%	302	90.4%	306	90.0%
Substandard Structure Apts - CCS	335	9	9	100.0%	365	19.8	326	97.3%	326	100.0%	335	100.0%
24 Hour Parking/Parking Violations - DPD	257	0	0	N/A	10	3.9	257	100.0%	255	99.2%	255	99.2%
Smoke Detector Request - DFD	235	0	0	N/A	30	4.6	235	100.0%	229	97.4%	229	97.4%
Animal - Loose Aggressive - CCS	226	0	0	N/A	3	0.6	226	100.0%	222	98.2%	222	98.2%
Street Repair - Routine-STS	217	9	9	100.0%	90	12.3	208	95.9%	208	100.0%	217	100.0%
Water Conservation Violation - CCS	201	0	0	N/A	7	5.0	201	100.0%	149	74.1%	149	74.1%
Recycling - Roll Cart - SAN	200	0	0	N/A	10	2.5	200	100.0%	199	99.5%	199	99.5%
Animal - Loose - CCS	199	5	5	100.0%	40	25.8	194	97.5%	173	89.2%	178	89.4%
Substandard Structure - CCS	196	27	26	96.3%	365	54.9	169	86.2%	169	100.0%	195	99.5%
Animal - Sick/Injured - CCS	196	0	0	N/A	3	0.3	196	100.0%	193	98.5%	193	98.5%
Mosquitoes - CCS	193	0	0	N/A	45	10.4	193	100.0%	191	99.0%	191	99.0%
Fire Inspection - DFD	192	6	6	100.0%	60	24.5	186	96.9%	183	98.4%	189	98.4%



Council District 11

Top 10 Services

SR Type	Service Request Count
Fire Inspection - DFD	681
Garbage Roll Cart - SAN	680
Dead Animal Pick Up - SAN	492
Obstruction Alley/Sidewalk/Street - CCS	469
High Weeds - CCS	419
Animal - Confined - CCS	417
Garbage - Missed - SAN	410
Recycling ROLL CART NEW - SAN	293
Traffic Signal - Flashing - STS	258
Signs - Public Right of Way - CCS	221



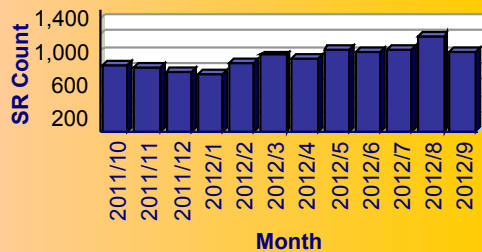
Service

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

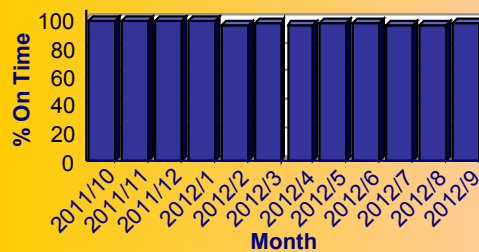
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
10,942	10,824	10,448	96.5%	118	100	84.7%	96.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 11

Top Performers by SR Volume Created During the Reporting Period

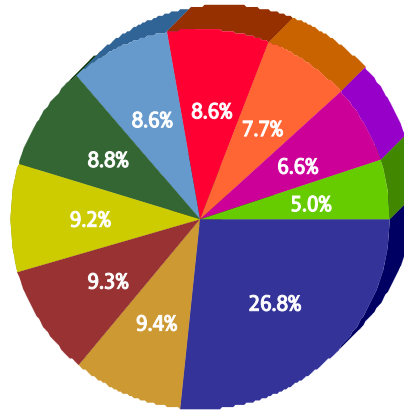
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Fire Inspection - DFD	681	29	28	96.6%	60	16.0	652	95.7%	648	99.4%	676	99.3%
Garbage Roll Cart - SAN	680	0	0	N/A	10	2.5	680	100.0%	676	99.4%	676	99.4%
Dead Animal Pick Up - SAN	492	0	0	N/A	1	0.3	492	100.0%	492	100.0%	492	100.0%
Obstruction Alley/Sidewalk/Street - CCS	469	9	8	88.9%	60	24.2	460	98.1%	428	93.0%	436	93.0%
High Weeds - CCS	419	3	2	66.7%	38	20.6	416	99.3%	360	86.5%	362	86.4%
Animal - Confined - CCS	417	0	0	N/A	3	1.5	417	100.0%	408	97.8%	408	97.8%
Garbage - Missed - SAN	410	0	0	N/A	3	0.6	410	100.0%	410	100.0%	410	100.0%
Recycling ROLL CART NEW - SAN	293	0	0	N/A	10	2.1	293	100.0%	291	99.3%	291	99.3%
Traffic Signal - Flashing - STS	258	0	0	N/A	4	1.3	258	100.0%	255	98.8%	255	98.8%
Signs - Public Right of Way - CCS	221	0	0	N/A	7	2.2	221	100.0%	213	96.4%	213	96.4%
Mosquitoes - CCS	213	1	1	100.0%	45	9.5	212	99.5%	211	99.5%	212	99.5%
Substandard Structure Apts - CCS	206	9	9	100.0%	365	14.1	197	95.6%	197	100.0%	206	100.0%
Street Repair - Routine-STS	199	4	4	100.0%	90	13.8	195	98.0%	194	99.5%	198	99.5%
Bulky Trash Violations - CCS	184	0	0	N/A	14	5.4	184	100.0%	177	96.2%	177	96.2%
Animal - Sick/Injured - CCS	183	0	0	N/A	3	1.0	183	100.0%	181	98.9%	181	98.9%
Recycling - Roll Cart - SAN	181	0	0	N/A	10	2.5	181	100.0%	181	100.0%	181	100.0%
Traffic Signal - Timing - STS	180	0	0	N/A	4	1.4	180	100.0%	178	98.9%	178	98.9%
Litter - CCS	171	0	0	N/A	38	22.5	171	100.0%	151	88.3%	151	88.3%
Recyclable Collection Missed (Residential) - SAN	164	0	0	N/A	3	0.6	164	100.0%	164	100.0%	164	100.0%
Animal - Loose - CCS	161	8	8	100.0%	40	24.4	153	95.0%	138	90.2%	146	90.7%



Council District 12

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	1,260
Bulky Trash Violations - CCS	441
Garbage - Missed - SAN	440
High Weeds - CCS	434
Animal - Confined - CCS	416
Dead Animal Pick Up - SAN	405
Recycling ROLL CART NEW - SAN	405
Signs - Public Right of Way - CCS	361
Recycling - Roll Cart - SAN	309
Mosquitoes - CCS	235



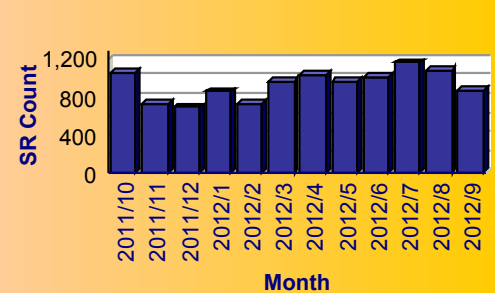
Service

- Garbage Roll Cart - SAN
- Bulky Trash Violations - CCS
- Garbage - Missed - SAN
- High Weeds - CCS
- Animal - Confined - CCS
- Dead Animal Pick Up - SAN
- Recycling ROLL CART NEW - SAN
- Signs - Public Right of Way - CCS
- Recycling - Roll Cart - SAN
- Mosquitoes - CCS

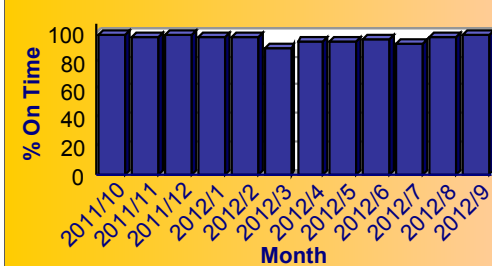
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
11,154	11,080	10,549	95.2%	74	59	79.7%	95.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 12

Top Performers by SR Volume Created During the Reporting Period

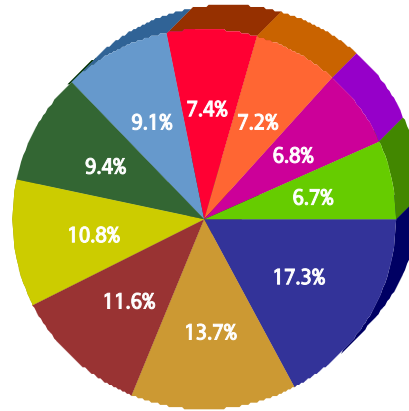
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Garbage Roll Cart - SAN	1,260	0	0	N/A	10	2.7	1,260	100.0%	1,258	99.8%	1,258	99.8%
Bulky Trash Violations - CCS	441	0	0	N/A	14	8.2	441	100.0%	388	88.0%	388	88.0%
Garbage - Missed - SAN	440	0	0	N/A	3	0.9	440	100.0%	438	99.5%	438	99.5%
High Weeds - CCS	434	1	1	100.0%	38	25.4	433	99.8%	338	78.1%	339	78.1%
Animal - Confined - CCS	416	0	0	N/A	3	0.6	416	100.0%	402	96.6%	402	96.6%
Dead Animal Pick Up - SAN	405	0	0	N/A	1	0.4	405	100.0%	405	100.0%	405	100.0%
Recycling ROLL CART NEW - SAN	405	0	0	N/A	10	2.0	405	100.0%	405	100.0%	405	100.0%
Signs - Public Right of Way - CCS	361	0	0	N/A	7	0.0	361	100.0%	361	100.0%	361	100.0%
Recycling - Roll Cart - SAN	309	0	0	N/A	10	2.6	309	100.0%	309	100.0%	309	100.0%
Mosquitoes - CCS	235	1	1	100.0%	45	11.0	234	99.6%	232	99.1%	233	99.1%
Street Repair - Routine-STS	229	2	2	100.0%	90	9.9	227	99.1%	227	100.0%	229	100.0%
Water Conservation Violation - CCS	222	0	0	N/A	7	8.2	222	100.0%	155	69.8%	155	69.8%
Obstruction Alley/Sidewalk/Street - CCS	211	3	3	100.0%	60	24.7	208	98.6%	188	90.4%	191	90.5%
Litter - CCS	197	1	1	100.0%	38	28.5	196	99.5%	143	73.0%	144	73.1%
Fire Inspection - DFD	187	6	6	100.0%	60	23.3	181	96.8%	180	99.4%	186	99.5%
Animal - Sick/Injured - CCS	178	0	0	N/A	3	0.3	178	100.0%	176	98.9%	176	98.9%
24 Hour Parking/Parking Violations - DPD	169	0	0	N/A	10	5.5	169	100.0%	159	94.1%	159	94.1%
Recyclable Collection Missed (Residential) - SAN	167	0	0	N/A	3	0.7	167	100.0%	167	100.0%	167	100.0%
Brush/Bulk Items - Missed - SAN	156	0	0	N/A	10	6.6	156	100.0%	152	97.4%	152	97.4%
Illegal Garbage/Placement - CCS	146	0	0	N/A	60	7.2	146	100.0%	145	99.3%	145	99.3%



Council District 13

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	1,329
Obstruction Alley/Sidewalk/Street - CCS	1,054
Garbage - Missed - SAN	896
High Weeds - CCS	830
Dead Animal Pick Up - SAN	723
Signs - Public Right of Way - CCS	698
Bulky Trash Violations - CCS	571
Recycling ROLL CART NEW - SAN	556
Fire Inspection - DFD	523
Street Repair - Routine-STS	513



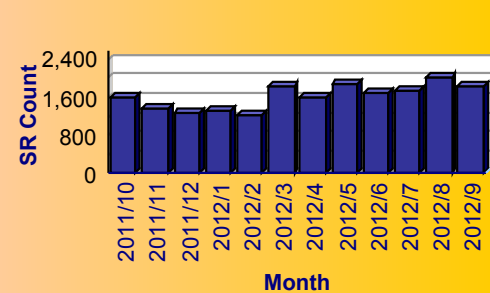
Service

- Garbage Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Garbage - Missed - SAN
- High Weeds - CCS
- Dead Animal Pick Up - SAN
- Signs - Public Right of Way - CCS
- Bulky Trash Violations - CCS
- Recycling ROLL CART NEW - SAN
- Fire Inspection - DFD
- Street Repair - Routine-STS

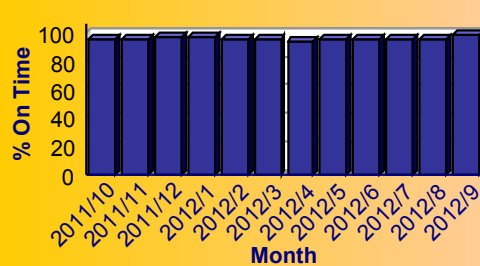
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
19,337	19,043	18,165	95.4%	294	255	86.7%	95.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 13

Top Performers by SR Volume Created During the Reporting Period

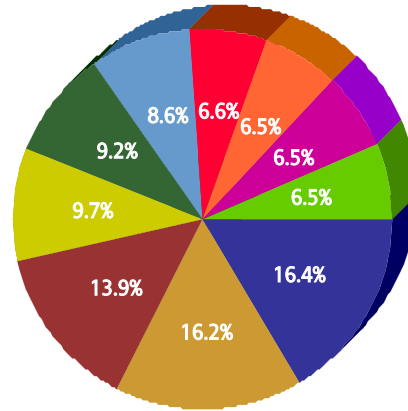
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Garbage Roll Cart - SAN	1,329	0	0	N/A	10	2.6	1,329	100.0%	1,324	99.6%	1,324	99.6%
Obstruction Alley/Sidewalk/Street - CCS	1,054	72	70	97.2%	60	29.1	982	93.2%	876	89.2%	946	89.8%
Garbage - Missed - SAN	896	0	0	N/A	3	0.8	896	100.0%	896	100.0%	896	100.0%
High Weeds - CCS	830	30	25	83.3%	38	22.3	800	96.4%	676	84.5%	701	84.5%
Dead Animal Pick Up - SAN	723	0	0	N/A	1	0.3	723	100.0%	722	99.9%	722	99.9%
Signs - Public Right of Way - CCS	698	0	0	N/A	7	1.5	698	100.0%	675	96.7%	675	96.7%
Bulky Trash Violations - CCS	571	0	0	N/A	14	8.0	571	100.0%	504	88.3%	504	88.3%
Recycling ROLL CART NEW - SAN	556	0	0	N/A	10	2.1	556	100.0%	556	100.0%	556	100.0%
Fire Inspection - DFD	523	6	6	100.0%	60	14.7	517	98.9%	513	99.2%	519	99.2%
Street Repair - Routine-STS	513	18	17	94.4%	90	12.2	495	96.5%	494	99.8%	511	99.6%
Animal - Confined - CCS	501	0	0	N/A	3	0.5	501	100.0%	490	97.8%	490	97.8%
Recyclable Collection Missed (Residential) - SAN	437	0	0	N/A	3	0.8	437	100.0%	436	99.8%	436	99.8%
Mosquitoes - CCS	391	0	0	N/A	45	8.5	391	100.0%	388	99.2%	388	99.2%
Alley Repair - Routine-STS	380	20	20	100.0%	90	27.8	360	94.7%	360	100.0%	380	100.0%
Recycling - Roll Cart - SAN	356	0	0	N/A	10	2.5	356	100.0%	355	99.7%	355	99.7%
Litter - CCS	313	19	17	89.5%	38	28.4	294	93.9%	225	76.5%	242	77.3%
Sanitation Property Damage - SAN	294	0	0	N/A	28	5.2	294	100.0%	289	98.3%	289	98.3%
24 Hour Parking/Parking Violations - DPD	290	0	0	N/A	10	5.0	290	100.0%	286	98.6%	286	98.6%
Traffic Signal - Flashing - STS	267	0	0	N/A	4	1.2	267	100.0%	265	99.3%	265	99.3%
Water Conservation Violation - CCS	260	0	0	N/A	7	6.7	260	100.0%	205	78.8%	205	78.8%



Council District 14

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,372
Garbage Roll Cart - SAN	1,357
Obstruction Alley/Sidewalk/Street - CCS	1,161
Dead Animal Pick Up - SAN	814
Litter - CCS	771
Recycling ROLL CART NEW - SAN	717
Garbage - Missed - SAN	550
24 Hour Parking/Parking Violations - DPD	545
Traffic Signal - Timing - STS	542
Signs - Public Right of Way - CCS	541

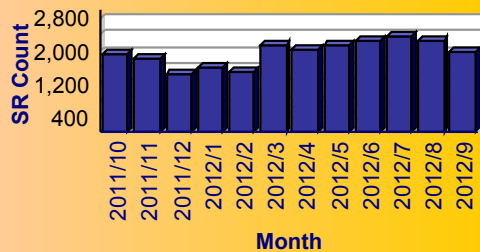


- High Weeds - CCS
- Garbage Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Dead Animal Pick Up - SAN
- Litter - CCS
- Recycling ROLL CART NEW - SAN
- Garbage - Missed - SAN
- 24 Hour Parking/Parking Violations - DPD
- Traffic Signal - Timing - STS
- Signs - Public Right of Way - CCS

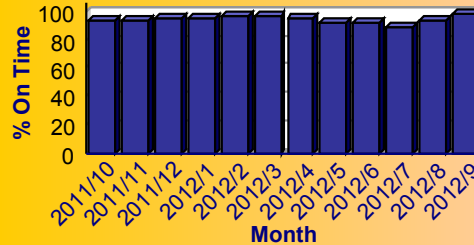
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
23,466	23,162	21,800	94.1%	304	265	87.2%	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 14

Top Performers by SR Volume Created During the Reporting Period

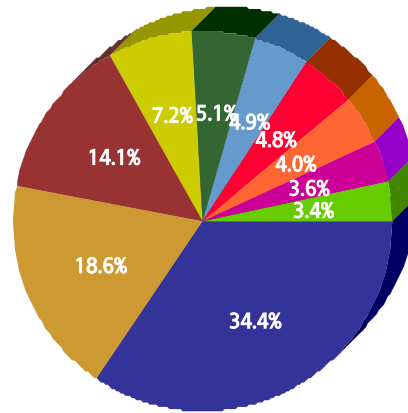
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	1,372	21	19	90.5%	38	19.7	1,351	98.5%	1,160	85.9%	1,179	85.9%
Garbage Roll Cart - SAN	1,357	0	0	N/A	10	2.5	1,357	100.0%	1,353	99.7%	1,353	99.7%
Obstruction Alley/Sidewalk/Street - CCS	1,161	43	42	97.7%	60	31.5	1,118	96.3%	958	85.7%	1,000	86.1%
Dead Animal Pick Up - SAN	814	0	0	N/A	1	0.3	814	100.0%	814	100.0%	814	100.0%
Litter - CCS	771	10	10	100.0%	38	23.5	761	98.7%	587	77.1%	597	77.4%
Recycling ROLL CART NEW - SAN	717	0	0	N/A	10	2.1	717	100.0%	717	100.0%	717	100.0%
Garbage - Missed - SAN	550	0	0	N/A	3	0.8	550	100.0%	548	99.6%	548	99.6%
24 Hour Parking/Parking Violations - DPD	545	0	0	N/A	10	4.5	545	100.0%	535	98.2%	535	98.2%
Traffic Signal - Timing - STS	542	0	0	N/A	4	1.4	542	100.0%	538	99.3%	538	99.3%
Signs - Public Right of Way - CCS	541	0	0	N/A	7	0.9	541	100.0%	522	96.5%	522	96.5%
Traffic Signal - Flashing - STS	518	0	0	N/A	4	1.3	518	100.0%	515	99.4%	515	99.4%
Animal - Confined - CCS	496	0	0	N/A	3	0.6	496	100.0%	478	96.4%	478	96.4%
Street Repair - Routine-STS	478	18	18	100.0%	90	14.8	460	96.2%	460	100.0%	478	100.0%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	448	0	0	N/A	10	2.5	448	100.0%	448	100.0%	448	100.0%
Bulky Trash Violations - CCS	444	0	0	N/A	14	5.4	444	100.0%	411	92.6%	411	92.6%
Recycling - Roll Cart - SAN	366	0	0	N/A	10	2.7	366	100.0%	363	99.2%	363	99.2%
Fire Inspection - DFD	338	16	16	100.0%	60	30.0	322	95.3%	312	96.9%	328	97.0%
Graffiti Private Property - Residential/Commercial	337	1	1	100.0%	90	12.3	336	99.7%	327	97.3%	328	97.3%
Water Conservation Violation - CCS	334	0	0	N/A	7	7.6	334	100.0%	260	77.8%	260	77.8%
Animal - Sick/Injured - CCS	312	0	0	N/A	3	0.3	312	100.0%	309	99.0%	309	99.0%



Council District Unknown

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	562
Signs - Public Right of Way - CCS	304
Litter - CCS	230
Garbage Roll Cart - SAN	117
Recycling ROLL CART NEW - SAN	84
Obstruction Alley/Sidewalk/Street - CCS	80
Animal - Loose - CCS	78
Dead Animal Pick Up - SAN	66
311 Call Center Complaint	59
24 Hour Parking/Parking Violations - DPD	55

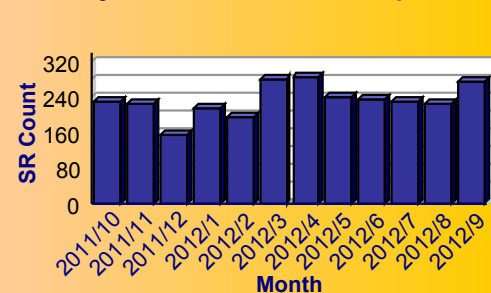


- High Weeds - CCS
- Signs - Public Right of Way - CCS
- Litter - CCS
- Garbage Roll Cart - SAN
- Recycling ROLL CART NEW - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Animal - Loose - CCS
- Dead Animal Pick Up - SAN
- 311 Call Center Complaint
- 24 Hour Parking/Parking Violations - DPD

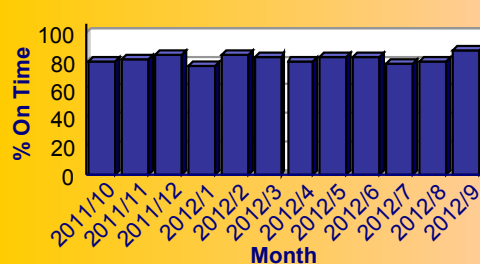
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed On Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,770	2,519	2,182	86.6%	251	74	29.5%	81.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District Unknown

Top Performers by SR Volume Created During the Reporting Period

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
High Weeds - CCS	562	94	13	13.8%	38	27.1	468	83.3%	370	79.1%	383	68.1%
Signs - Public Right of Way - CCS	304	4	0	0.0%	7	3.3	300	98.7%	278	92.7%	278	91.4%
Litter - CCS	230	30	2	6.7%	38	30.9	200	87.0%	139	69.5%	141	61.3%
Garbage Roll Cart - SAN	117	0	0	N/A	10	2.6	117	100.0%	117	100.0%	117	100.0%
Recycling ROLL CART NEW - SAN	84	0	0	N/A	10	2.3	84	100.0%	84	100.0%	84	100.0%
Obstruction Alley/Sidewalk/Street - CCS	80	25	16	64.0%	60	36.6	55	68.8%	49	89.1%	65	81.2%
Animal - Loose - CCS	78	4	4	100.0%	40	27.6	74	94.9%	61	82.4%	65	83.3%
Dead Animal Pick Up - SAN	66	0	0	N/A	1	0.1	66	100.0%	66	100.0%	66	100.0%
311 Call Center Complaint	59	0	0	N/A	10	3.7	59	100.0%	54	91.5%	54	91.5%
24 Hour Parking/Parking Violations - DPD	55	0	0	N/A	10	6.1	55	100.0%	51	92.7%	51	92.7%
Parking - Unapproved Surface - CCS	44	0	0	N/A	10	5.3	44	100.0%	36	81.8%	36	81.8%
Substandard Structure - CCS	33	19	19	100.0%	365	84.2	14	42.4%	14	100.0%	33	100.0%
Signs - Public Right of Way Apts - CCS	33	1	0	0.0%	7	0.0	32	97.0%	32	100.0%	32	97.0%
Restaurant/Food Complaint - CCS	32	1	0	0.0%	45	15.3	31	96.9%	29	93.5%	29	90.6%
Garbage - Missed - SAN	29	0	0	N/A	3	1.0	29	100.0%	27	93.1%	27	93.1%
Brush/Bulk Items - Missed - SAN	28	0	0	N/A	10	2.4	28	100.0%	28	100.0%	28	100.0%
Recycling - Roll Cart - SAN	28	0	0	N/A	10	2.8	28	100.0%	28	100.0%	28	100.0%
LBJ Signs / Markings / Street Lights	26	0	0	N/A	0	0.1	26	100.0%	25	96.2%	25	96.2%
Chronic Traffic Violations - DPD	25	0	0	N/A	14	8.3	25	100.0%	25	100.0%	25	100.0%
Pot hole - Hazardous-STS	24	0	0	N/A	1	0.0	24	100.0%	24	100.0%	24	100.0%
Pot hole Repair Routine - STS	24	0	0	N/A	7	2.9	24	100.0%	22	91.7%	22	91.7%