



**FY 2011 – 2012**

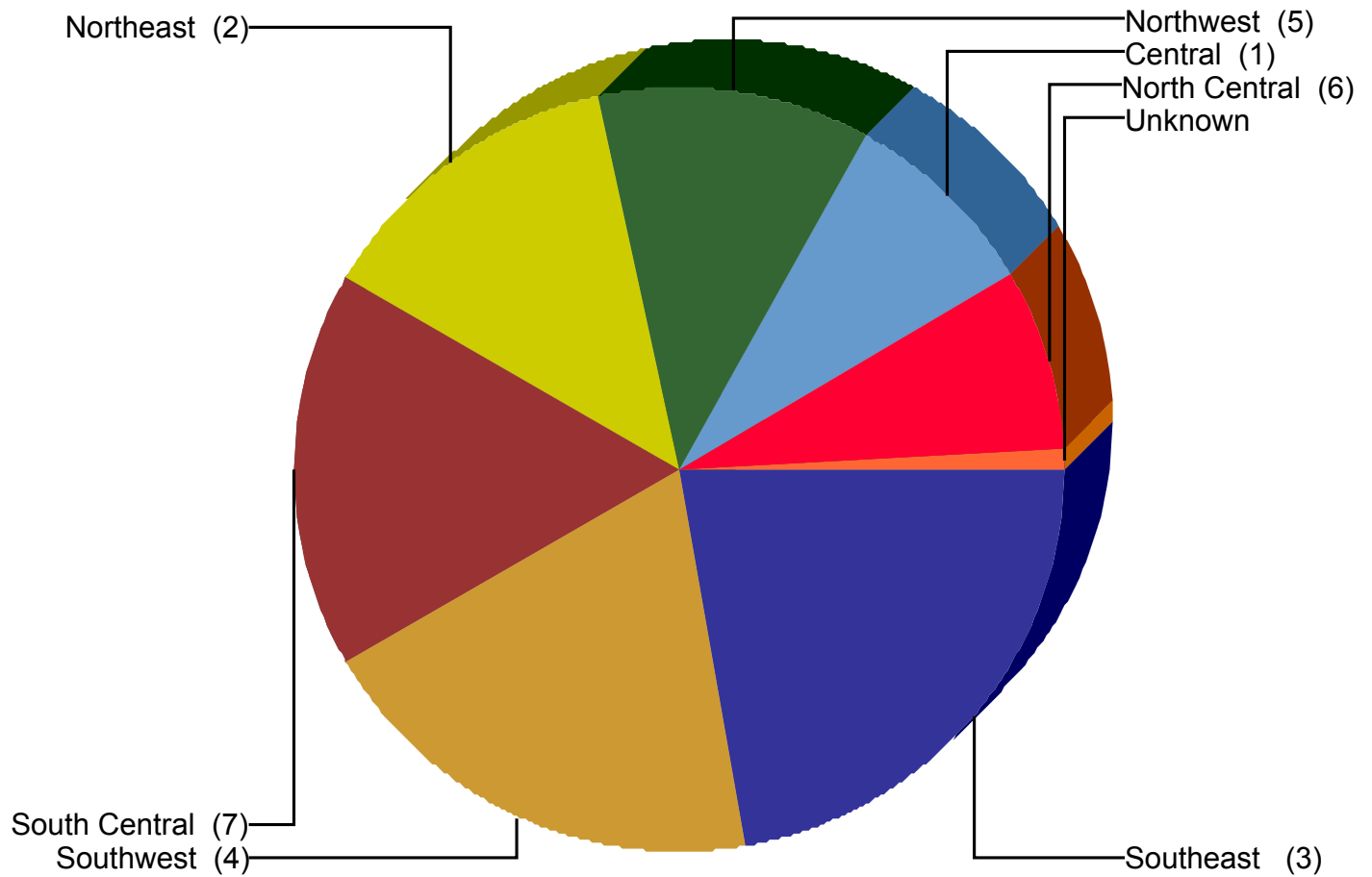
**YEAR-TO-DATE**

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

**September 2012**

## **TABLE OF CONTENTS**

- 3 . . . . . YTD Chart of Service Request Counts by City Service Area**
- 4 . . . . . YTD Citywide Service Level Performance Report**
- 6 . . . . . YTD Service Level Performance Report the Central City Service Area**
- 8 . . . . . YTD Service Level Performance Report the North Central City Service Area**
- 10 . . . . . YTD Service Level Performance Report the Northeast City Service Area**
- 12 . . . . . YTD Service Level Performance Report the Northwest City Service Area**
- 14 . . . . . YTD Service Level Performance Report the South Central City Service Area**
- 16 . . . . . YTD Service Level Performance Report the Southeast City Service Area**
- 18 . . . . . YTD Service Level Performance Report the Southwest City Service Area**
- 20 . . . . . YTD Service Level Performance Report where City Service Area is Unknown**



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	29,192	8.5%	93.3%
North Central (6)	26,739	7.8%	95.8%
Northeast (2)	46,133	13.4%	93.4%
Northwest (5)	39,002	11.4%	95.1%
South Central (7)	56,546	16.5%	93.1%
Southeast (3)	76,228	22.2%	93.2%
Southwest (4)	67,173	19.6%	92.8%
Unknown	2,562	0.7%	81.0%
<b>Total</b>	<b>343,575</b>	<b>100.0%</b>	<b>93.5%</b>

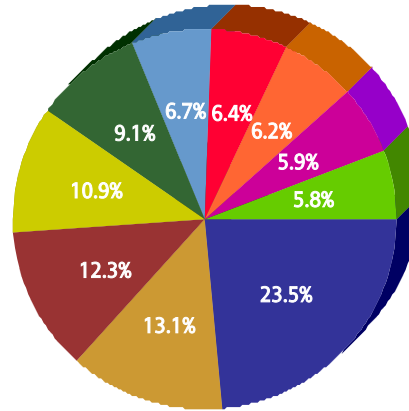
NOTE: Values represent status as of the run date and time.



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



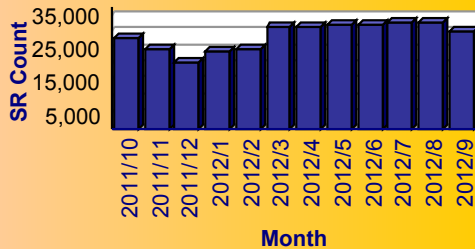
Service

- 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

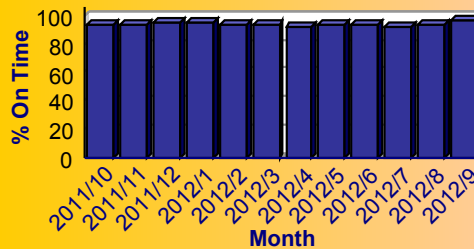
Summary - All Services Requested

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





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

## Citywide

### Top Performers by SR Volume Created During the Reporting Period

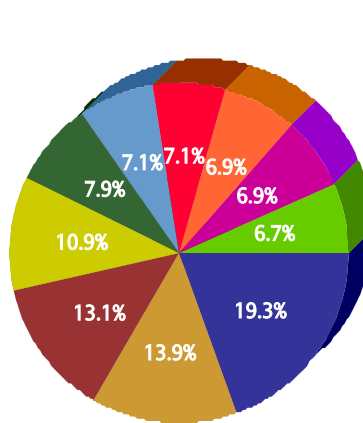
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	36,148	671	484	72.1%	38	17.9	35,477	98.1%	31,584	89.0%	32,068	88.7%
Litter - CCS	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%



Central (1)

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,930
Litter - CCS	1,392
Garbage Roll Cart - SAN	1,311
Dead Animal Pick Up - SAN	1,090
Graffiti Private Property - Residential/Commercial	793
Obstruction Alley/Sidewalk/Street - CCS	711
Recycling ROLL CART NEW - SAN	707
Traffic Signal - Flashing - STS	691
Traffic Signal - Timing - STS	687
Animal - Confined - CCS	668



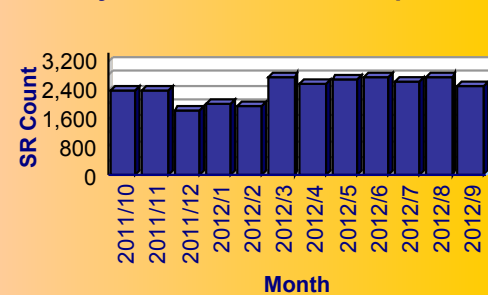
Service

- High Weeds - CCS
- Litter - CCS
- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Graffiti Private Property - Residential/Commercial
- Obstruction Alley/Sidewalk/Street - CCS
- Recycling ROLL CART NEW - SAN
- Traffic Signal - Flashing - STS
- Traffic Signal - Timing - STS
- Animal - Confined - CCS

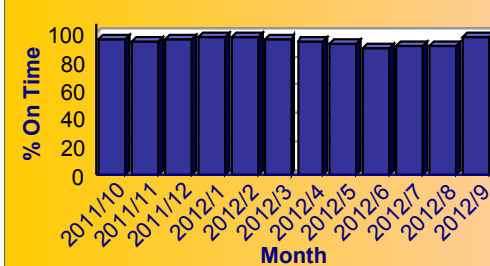
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
29,192	28,853	26,981	93.5%	339	262	77.3%	93.3%

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)

### Top Performers by SR Volume Created During the Reporting Period

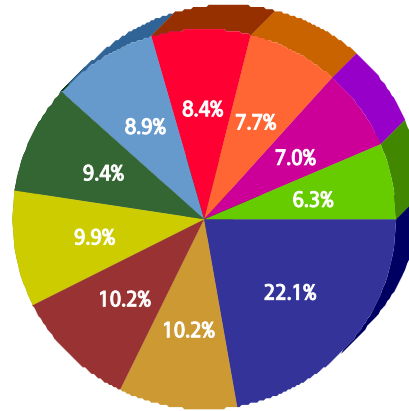
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	1,930	12	10	83.3%	38	18.9	1,918	99.4%	1,591	83.0%	1,601	83.0%
Litter - CCS	1,392	13	10	76.9%	38	20.8	1,379	99.1%	1,110	80.5%	1,120	80.5%
Garbage Roll Cart - SAN	1,311	0	0	N/A	10	2.6	1,311	100.0%	1,305	99.5%	1,305	99.5%
Dead Animal Pick Up - SAN	1,090	0	0	N/A	1	0.3	1,090	100.0%	1,089	99.9%	1,089	99.9%
Graffiti Private Property - Residential/Commercial	793	6	4	66.7%	90	6.9	787	99.2%	773	98.2%	777	98.0%
Obstruction Alley/Sidewalk/Street - CCS	711	8	7	87.5%	60	29.0	703	98.9%	618	87.9%	625	87.9%
Recycling ROLL CART NEW - SAN	707	0	0	N/A	10	2.2	707	100.0%	707	100.0%	707	100.0%
Traffic Signal - Flashing - STS	691	0	0	N/A	4	1.3	691	100.0%	686	99.3%	686	99.3%
Traffic Signal - Timing - STS	687	0	0	N/A	4	1.4	687	100.0%	680	99.0%	680	99.0%
Animal - Confined - CCS	668	0	0	N/A	3	0.8	668	100.0%	634	94.9%	634	94.9%
24 Hour Parking/Parking Violations - DPD	615	0	0	N/A	10	4.5	615	100.0%	601	97.7%	601	97.7%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	581	0	0	N/A	10	2.3	581	100.0%	581	100.0%	581	100.0%
Animal - Loose Aggressive - CCS	548	0	0	N/A	3	0.8	548	100.0%	520	94.9%	520	94.9%
Substandard Structure - CCS	541	90	89	98.9%	365	39.8	451	83.4%	451	100.0%	540	99.8%
Street Repair - Routine-STS	540	24	24	100.0%	90	16.2	516	95.6%	515	99.8%	539	99.8%
Garbage - Missed - SAN	532	0	0	N/A	3	0.8	532	100.0%	531	99.8%	531	99.8%
Fire Inspection - DFD	496	19	18	94.7%	60	32.3	477	96.2%	453	95.0%	471	95.0%
Signs - Public Right of Way - CCS	450	0	0	N/A	7	1.1	450	100.0%	428	95.1%	428	95.1%
Animal - Loose - CCS	446	10	10	100.0%	40	25.1	436	97.8%	397	91.1%	407	91.3%
Bulky Trash Violations - CCS	413	0	0	N/A	14	6.1	413	100.0%	370	89.6%	370	89.6%



North Central (6)

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	2,385
Fire Inspection - DFD	1,106
Garbage - Missed - SAN	1,103
Dead Animal Pick Up - SAN	1,064
Obstruction Alley/Sidewalk/Street - CCS	1,011
High Weeds - CCS	956
Animal - Confined - CCS	902
Recycling ROLL CART NEW - SAN	836
Signs - Public Right of Way - CCS	754
Bulky Trash Violations - CCS	681



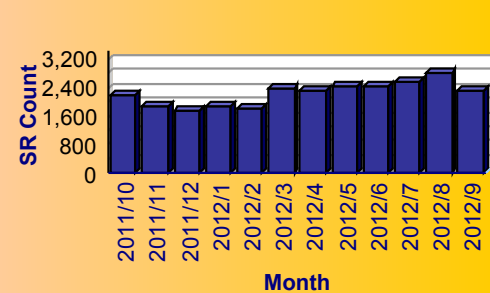
Service

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

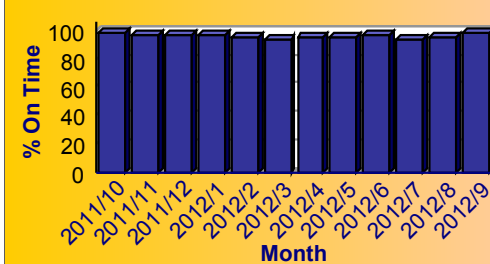
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
26,739	26,500	25,404	95.9%	239	200	83.7%	95.8%

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)

### Top Performers by SR Volume Created During the Reporting Period

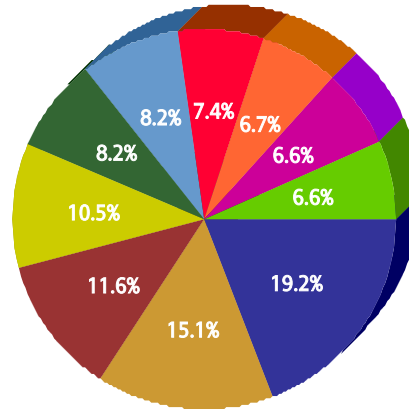
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Garbage Roll Cart - SAN	2,385	0	0	N/A	10	2.6	2,385	100.0%	2,377	99.7%	2,377	99.7%
Fire Inspection - DFD	1,106	35	34	97.1%	60	15.4	1,071	96.8%	1,066	99.5%	1,100	99.5%
Garbage - Missed - SAN	1,103	0	0	N/A	3	0.7	1,103	100.0%	1,101	99.8%	1,101	99.8%
Dead Animal Pick Up - SAN	1,064	0	0	N/A	1	0.3	1,064	100.0%	1,064	100.0%	1,064	100.0%
Obstruction Alley/Sidewalk/Street - CCS	1,011	27	26	96.3%	60	25.0	984	97.3%	906	92.1%	932	92.2%
High Weeds - CCS	956	4	3	75.0%	38	23.3	952	99.6%	772	81.1%	775	81.1%
Animal - Confined - CCS	902	0	0	N/A	3	1.0	902	100.0%	878	97.3%	878	97.3%
Recycling ROLL CART NEW - SAN	836	0	0	N/A	10	2.1	836	100.0%	834	99.8%	834	99.8%
Signs - Public Right of Way - CCS	754	0	0	N/A	7	1.6	754	100.0%	736	97.6%	736	97.6%
Bulky Trash Violations - CCS	681	0	0	N/A	14	8.1	681	100.0%	611	89.7%	611	89.7%
Recycling - Roll Cart - SAN	604	0	0	N/A	10	2.6	604	100.0%	603	99.8%	603	99.8%
Street Repair - Routine-STS	593	13	12	92.3%	90	11.8	580	97.8%	578	99.7%	590	99.5%
Mosquitoes - CCS	581	2	2	100.0%	45	9.9	579	99.7%	575	99.3%	577	99.3%
Recyclable Collection Missed (Residential) - SAN	465	0	0	N/A	3	0.7	465	100.0%	465	100.0%	465	100.0%
Traffic Signal - Flashing - STS	439	0	0	N/A	4	1.3	439	100.0%	436	99.3%	436	99.3%
Litter - CCS	429	1	1	100.0%	38	26.2	428	99.8%	345	80.6%	346	80.7%
Water Conservation Violation - CCS	420	0	0	N/A	7	8.2	420	100.0%	303	72.1%	303	72.1%
Animal - Sick/Injured - CCS	408	0	0	N/A	3	0.6	408	100.0%	404	99.0%	404	99.0%
Alley Repair - Routine-STS	382	23	23	100.0%	90	24.5	359	94.0%	358	99.7%	381	99.7%
Traffic Signal - Timing - STS	380	0	0	N/A	4	1.5	380	100.0%	377	99.2%	377	99.2%



Northeast (2)

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	3,570
High Weeds - CCS	2,801
Dead Animal Pick Up - SAN	2,148
Animal - Confined - CCS	1,961
Obstruction Alley/Sidewalk/Street - CCS	1,520
Bulky Trash Violations - CCS	1,519
Recycling ROLL CART NEW - SAN	1,368
Garbage - Missed - SAN	1,250
Animal - Loose Aggressive - CCS	1,231
Litter - CCS	1,226



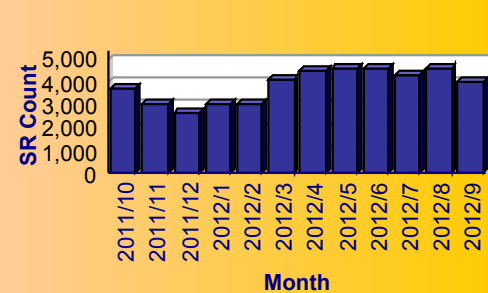
Service

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

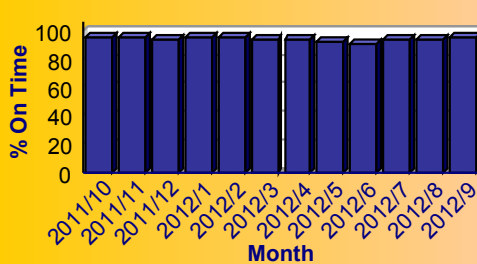
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
46,133	45,418	42,582	93.8%	715	520	72.7%	93.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





## Northeast (2)

## Top Performers by SR Volume Created During the Reporting Period

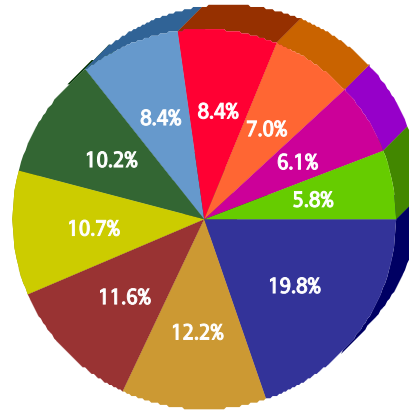
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Garbage Roll Cart - SAN	3,570	0	0	N/A	10	2.5	3,570	100.0%	3,561	99.7%	3,561	99.7%
High Weeds - CCS	2,801	47	29	61.7%	38	21.0	2,754	98.3%	2,356	85.5%	2,385	85.1%
Dead Animal Pick Up - SAN	2,148	0	0	N/A	1	0.4	2,148	100.0%	2,144	99.8%	2,144	99.8%
Animal - Confined - CCS	1,961	0	0	N/A	3	0.9	1,961	100.0%	1,854	94.5%	1,854	94.5%
Obstruction Alley/Sidewalk/Street - CCS	1,520	75	67	89.3%	60	31.4	1,445	95.1%	1,277	88.4%	1,344	88.4%
Bulky Trash Violations - CCS	1,519	1	0	0.0%	14	6.1	1,518	99.9%	1,392	91.7%	1,392	91.6%
Recycling ROLL CART NEW - SAN	1,368	0	0	N/A	10	2.2	1,368	100.0%	1,365	99.8%	1,365	99.8%
Garbage - Missed - SAN	1,250	0	0	N/A	3	0.8	1,250	100.0%	1,242	99.4%	1,242	99.4%
Animal - Loose Aggressive - CCS	1,231	0	0	N/A	3	1.0	1,231	100.0%	1,161	94.3%	1,161	94.3%
Litter - CCS	1,226	40	26	65.0%	38	27.5	1,186	96.7%	865	72.9%	891	72.7%
Animal - Loose - CCS	918	27	27	100.0%	40	24.9	891	97.1%	795	89.2%	822	89.5%
24 Hour Parking/Parking Violations - DPD	898	0	0	N/A	10	3.8	898	100.0%	894	99.6%	894	99.6%
Substandard Structure Apts - CCS	884	46	46	100.0%	365	23.3	838	94.8%	838	100.0%	884	100.0%
Substandard Structure - CCS	843	172	168	97.7%	365	58.0	671	79.6%	671	100.0%	839	99.5%
Street Repair - Routine-STS	783	29	29	100.0%	90	14.1	754	96.3%	754	100.0%	783	100.0%
Recycling - Roll Cart - SAN	707	0	0	N/A	10	2.6	707	100.0%	705	99.7%	705	99.7%
Graffiti Private Property - Residential/Commercial	696	8	7	87.5%	90	6.4	688	98.9%	673	97.8%	680	97.7%
Water Conservation Violation - CCS	694	4	0	0.0%	7	6.1	690	99.4%	464	67.2%	464	66.9%
Animal - Sick/Injured - CCS	685	0	0	N/A	3	0.3	685	100.0%	675	98.5%	675	98.5%
Recyclable Collection Missed (Residential) - SAN	679	0	0	N/A	3	0.9	679	100.0%	673	99.1%	673	99.1%



Northwest (5)

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	3,013
Obstruction Alley/Sidewalk/Street - CCS	1,860
Garbage Roll Cart - SAN	1,761
Signs - Public Right of Way - CCS	1,632
Litter - CCS	1,549
Fire Inspection - DFD	1,273
Dead Animal Pick Up - SAN	1,272
Garbage - Missed - SAN	1,060
Animal - Confined - CCS	930
Recycling ROLL CART NEW - SAN	883



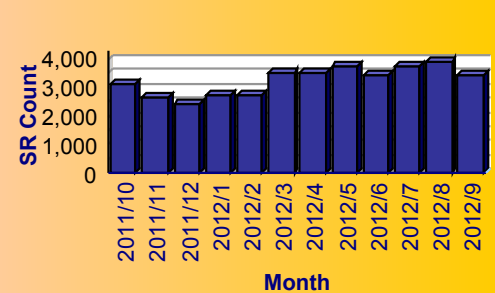
Service

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

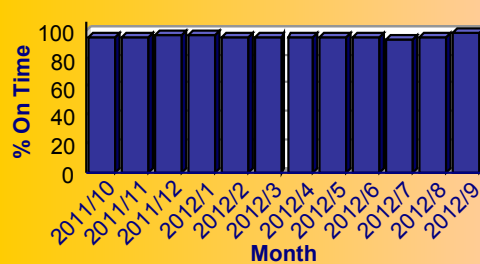
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
39,002	38,336	36,484	95.2%	666	593	89.0%	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

## Northwest (5)

### Top Performers by SR Volume Created During the Reporting Period

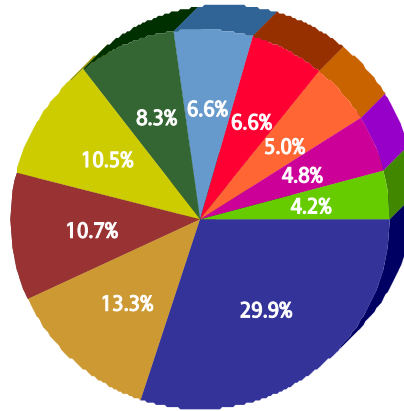
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	3,013	58	49	84.5%	38	19.0	2,955	98.1%	2,675	90.5%	2,724	90.4%
Obstruction Alley/Sidewalk/Street - CCS	1,860	100	98	98.0%	60	29.7	1,760	94.6%	1,551	88.1%	1,649	88.7%
Garbage Roll Cart - SAN	1,761	0	0	N/A	10	2.6	1,761	100.0%	1,755	99.7%	1,755	99.7%
Signs - Public Right of Way - CCS	1,632	0	0	N/A	7	0.9	1,632	100.0%	1,590	97.4%	1,590	97.4%
Litter - CCS	1,549	42	37	88.1%	38	23.0	1,507	97.3%	1,272	84.4%	1,309	84.5%
Fire Inspection - DFD	1,273	20	20	100.0%	60	22.5	1,253	98.4%	1,241	99.0%	1,261	99.1%
Dead Animal Pick Up - SAN	1,272	0	0	N/A	1	0.3	1,272	100.0%	1,268	99.7%	1,268	99.7%
Garbage - Missed - SAN	1,060	0	0	N/A	3	0.9	1,060	100.0%	1,058	99.8%	1,058	99.8%
Animal - Confined - CCS	930	0	0	N/A	3	0.5	930	100.0%	910	97.8%	910	97.8%
Recycling ROLL CART NEW - SAN	883	0	0	N/A	10	2.1	883	100.0%	883	100.0%	883	100.0%
Animal - Loose Aggressive - CCS	872	0	0	N/A	3	0.9	872	100.0%	846	97.0%	846	97.0%
Bulky Trash Violations - CCS	834	0	0	N/A	14	5.8	834	100.0%	775	92.9%	775	92.9%
Street Repair - Routine-STS	766	16	16	100.0%	90	11.8	750	97.9%	750	100.0%	766	100.0%
Animal - Loose - CCS	712	26	26	100.0%	40	23.8	686	96.3%	622	90.7%	648	91.0%
Garage Sale - CCS	708	0	0	N/A	7	1.0	708	100.0%	687	97.0%	687	97.0%
Graffiti Private Property - Residential/Commercial	703	8	8	100.0%	90	6.9	695	98.9%	689	99.1%	697	99.1%
24 Hour Parking/Parking Violations - DPD	701	0	0	N/A	10	4.9	701	100.0%	696	99.3%	696	99.3%
Illegal Land Use (Residential/Business) - CCS	693	53	42	79.2%	60	21.5	640	92.4%	570	89.1%	612	88.3%
Substandard Structure - CCS	573	165	164	99.4%	365	44.7	408	71.2%	408	100.0%	572	99.8%
Animal - Sick/Injured - CCS	523	0	0	N/A	3	0.3	523	100.0%	515	98.5%	515	98.5%



South Central (7)

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	9,818
Litter - CCS	4,358
Animal - Loose Aggressive - CCS	3,511
Dead Animal Pick Up - SAN	3,456
Garbage Roll Cart - SAN	2,737
Animal - Loose - CCS	2,174
Smoke Detector Request - DFD	2,157
Animal - Confined - CCS	1,655
Illegal Dumping - CCS	1,565
Recycling ROLL CART NEW - SAN	1,395



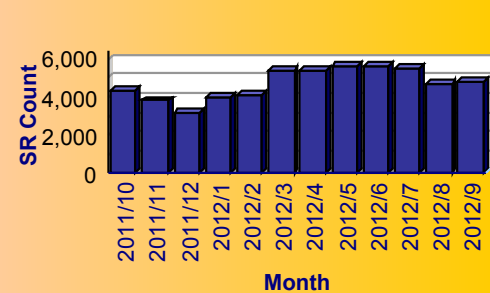
Service

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

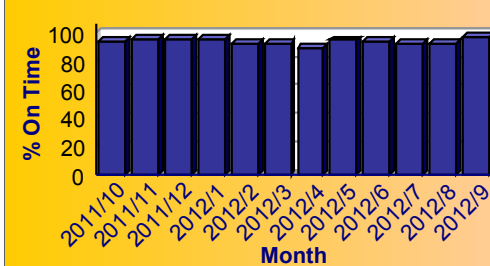
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
56,546	55,638	51,832	93.2%	908	799	88.0%	93.1%

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)****Top Performers by SR Volume Created During the Reporting Period**

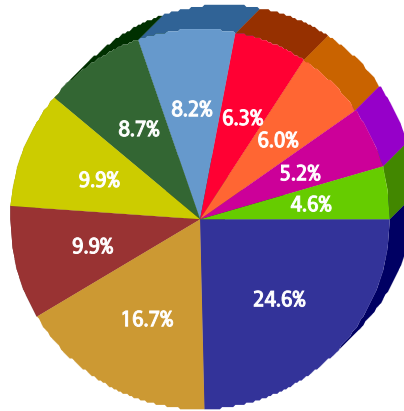
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	9,818	188	179	95.2%	38	17.6	9,630	98.1%	8,814	91.5%	8,993	91.6%
Litter - CCS	4,358	67	62	92.5%	38	19.0	4,291	98.5%	3,834	89.3%	3,896	89.4%
Animal - Loose Aggressive - CCS	3,511	0	0	N/A	3	1.3	3,511	100.0%	3,162	90.1%	3,162	90.1%
Dead Animal Pick Up - SAN	3,456	0	0	N/A	1	0.4	3,456	100.0%	3,450	99.8%	3,450	99.8%
Garbage Roll Cart - SAN	2,737	0	0	N/A	10	2.5	2,737	100.0%	2,733	99.9%	2,733	99.9%
Animal - Loose - CCS	2,174	76	76	100.0%	40	26.1	2,098	96.5%	1,824	86.9%	1,900	87.4%
Smoke Detector Request - DFD	2,157	0	0	N/A	30	5.1	2,157	100.0%	2,127	98.6%	2,127	98.6%
Animal - Confined - CCS	1,655	0	0	N/A	3	1.6	1,655	100.0%	1,433	86.6%	1,433	86.6%
Illegal Dumping - CCS	1,565	8	7	87.5%	38	10.8	1,557	99.5%	1,465	94.1%	1,472	94.1%
Recycling ROLL CART NEW - SAN	1,395	0	0	N/A	10	2.3	1,395	100.0%	1,394	99.9%	1,394	99.9%
Bulky Trash Violations - CCS	1,387	0	0	N/A	14	11.3	1,387	100.0%	977	70.4%	977	70.4%
Animal - Sick/Injured - CCS	1,294	0	0	N/A	3	0.4	1,294	100.0%	1,272	98.3%	1,272	98.3%
Obstruction Alley/Sidewalk/Street - CCS	1,275	64	56	87.5%	60	29.3	1,211	95.0%	1,155	95.4%	1,211	95.0%
Garbage - Missed - SAN	1,176	0	0	N/A	3	1.2	1,176	100.0%	1,163	98.9%	1,163	98.9%
Parking - Unapproved Surface - CCS	853	0	0	N/A	10	4.0	853	100.0%	765	89.7%	765	89.7%
Junk Motor Vehicle - CCS	839	78	78	100.0%	126	46.2	761	90.7%	708	93.0%	786	93.7%
Substandard Structure - CCS	825	245	239	97.6%	365	52.4	580	70.3%	579	99.8%	818	99.2%
Open and Vacant Structure - CCS	746	8	8	100.0%	30	13.8	738	98.9%	674	91.3%	682	91.4%
Animal - Cruelty - CCS	622	0	0	N/A	30	2.0	622	100.0%	621	99.8%	621	99.8%
24 Hour Parking/Parking Violations - DPD	590	0	0	N/A	10	4.6	590	100.0%	585	99.2%	585	99.2%



**Southeast (3)**

**Top 10 Services**

SR Type	Service Request Count
High Weeds - CCS	10,736
Litter - CCS	7,304
Animal - Loose Aggressive - CCS	4,317
Substandard Structure - CCS	4,299
Dead Animal Pick Up - SAN	3,791
Garbage Roll Cart - SAN	3,585
Signs - Public Right of Way - CCS	2,733
Animal - Loose - CCS	2,606
Animal - Confined - CCS	2,279
Recycling ROLL CART NEW - SAN	1,993



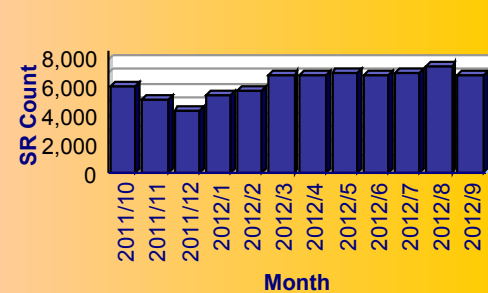
**Service**

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

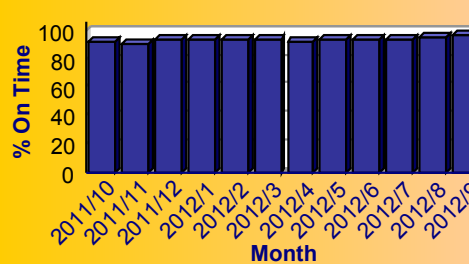
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
76,228	74,519	69,538	93.3%	1,709	1,537	89.9%	93.2%

**Monthly Trend of Services Requested**



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






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

## Southeast (3)

## Top Performers by SR Volume Created During the Reporting Period

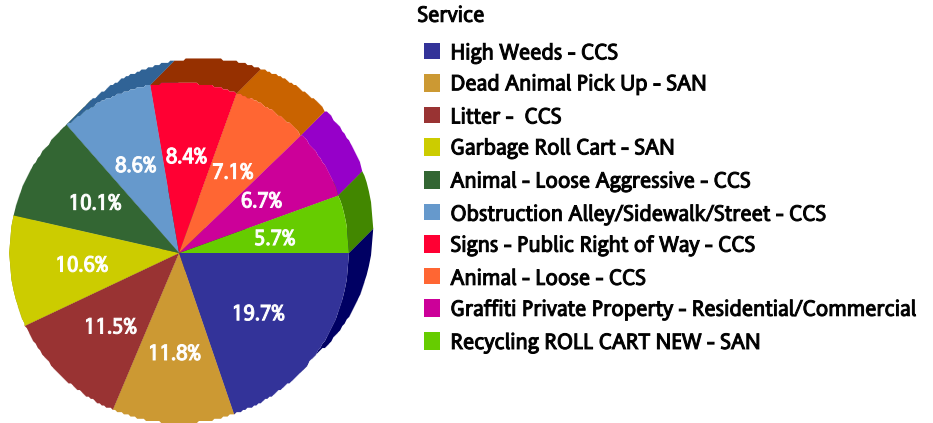
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	10,736	158	124	78.5%	38	14.7	10,578	98.5%	9,689	91.6%	9,813	91.4%
Litter - CCS	7,304	125	102	81.6%	38	16.3	7,179	98.3%	6,487	90.4%	6,589	90.2%
Animal - Loose Aggressive - CCS	4,317	0	0	N/A	3	0.9	4,317	100.0%	4,115	95.3%	4,115	95.3%
Substandard Structure - CCS	4,299	840	813	96.8%	365	41.4	3,459	80.5%	3,455	99.9%	4,268	99.3%
Dead Animal Pick Up - SAN	3,791	0	0	N/A	1	0.3	3,791	100.0%	3,783	99.8%	3,783	99.8%
Garbage Roll Cart - SAN	3,585	0	0	N/A	10	2.5	3,585	100.0%	3,573	99.7%	3,573	99.7%
Signs - Public Right of Way - CCS	2,733	0	0	N/A	7	1.3	2,733	100.0%	2,647	96.9%	2,647	96.9%
<b>Animal - Loose - CCS</b>	<b>2,606</b>	<b>81</b>	<b>81</b>	<b>100.0%</b>	<b>40</b>	<b>25.3</b>	<b>2,525</b>	<b>96.9%</b>	<b>2,211</b>	<b>87.6%</b>	<b>2,292</b>	<b>88.0%</b>
Animal - Confined - CCS	2,279	0	0	N/A	3	1.2	2,279	100.0%	2,101	92.2%	2,101	92.2%
Recycling ROLL CART NEW - SAN	1,993	0	0	N/A	10	2.1	1,993	100.0%	1,992	99.9%	1,992	99.9%
Animal - Sick/Injured - CCS	1,528	0	0	N/A	3	0.5	1,528	100.0%	1,499	98.1%	1,499	98.1%
<b>Bulky Trash Violations - CCS</b>	<b>1,410</b>	<b>1</b>	<b>0</b>	<b>0.0%</b>	<b>14</b>	<b>7.0</b>	<b>1,409</b>	<b>99.9%</b>	<b>1,194</b>	<b>84.7%</b>	<b>1,194</b>	<b>84.7%</b>
<b>Parking - Unapproved Surface - CCS</b>	<b>1,357</b>	<b>1</b>	<b>0</b>	<b>0.0%</b>	<b>10</b>	<b>3.8</b>	<b>1,356</b>	<b>99.9%</b>	<b>1,215</b>	<b>89.6%</b>	<b>1,215</b>	<b>89.5%</b>
Garbage - Missed - SAN	1,302	0	0	N/A	3	0.8	1,302	100.0%	1,290	99.1%	1,290	99.1%
Junk Motor Vehicle - CCS	1,285	121	118	97.5%	126	41.5	1,164	90.6%	1,096	94.2%	1,214	94.5%
<b>Illegal Outside Storage - CCS</b>	<b>1,232</b>	<b>35</b>	<b>28</b>	<b>80.0%</b>	<b>38</b>	<b>23.5</b>	<b>1,197</b>	<b>97.2%</b>	<b>990</b>	<b>82.7%</b>	<b>1,018</b>	<b>82.6%</b>
Smoke Detector Request - DFD	1,221	0	0	N/A	30	5.2	1,221	100.0%	1,199	98.2%	1,199	98.2%
Obstruction Alley/Sidewalk/Street - CCS	1,132	22	22	100.0%	60	24.5	1,110	98.1%	1,031	92.9%	1,053	93.0%
<b>Open and Vacant Structure - CCS</b>	<b>889</b>	<b>3</b>	<b>3</b>	<b>100.0%</b>	<b>30</b>	<b>11.8</b>	<b>886</b>	<b>99.7%</b>	<b>777</b>	<b>87.7%</b>	<b>780</b>	<b>87.7%</b>
<b>No Building Permit - CCS</b>	<b>828</b>	<b>54</b>	<b>48</b>	<b>88.9%</b>	<b>60</b>	<b>29.6</b>	<b>774</b>	<b>93.5%</b>	<b>626</b>	<b>80.9%</b>	<b>674</b>	<b>81.4%</b>



Southwest (4)

Top 10 Services

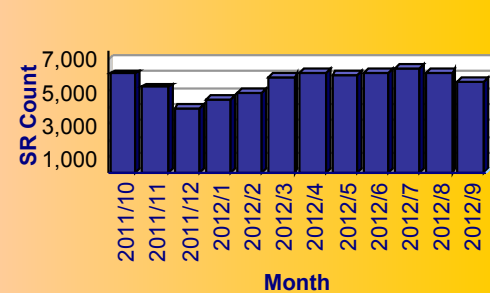
SR Type	Service Request Count
High Weeds - CCS	6,364
Dead Animal Pick Up - SAN	3,830
Litter - CCS	3,723
Garbage Roll Cart - SAN	3,418
Animal - Loose Aggressive - CCS	3,271
Obstruction Alley/Sidewalk/Street - CCS	2,788
Signs - Public Right of Way - CCS	2,705
Animal - Loose - CCS	2,292
Graffiti Private Property - Residential/Commercial	2,158
Recycling ROLL CART NEW - SAN	1,835



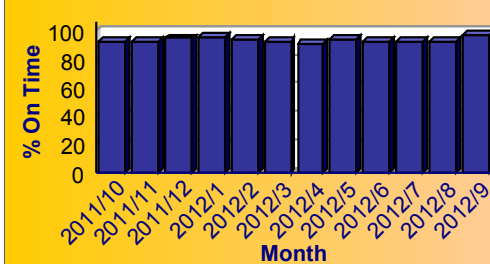
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
67,173	66,003	61,377	93.0%	1,170	989	84.5%	92.8%

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)

## Top Performers by SR Volume Created During the Reporting Period

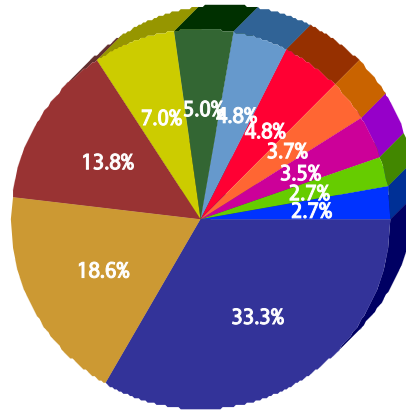
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	6,364	117	77	65.8%	38	20.2	6,247	98.2%	5,337	85.4%	5,414	85.1%
Dead Animal Pick Up - SAN	3,830	0	0	N/A	1	0.3	3,830	100.0%	3,822	99.8%	3,822	99.8%
Litter - CCS	3,723	76	69	90.8%	38	23.8	3,647	98.0%	2,932	80.4%	3,001	80.6%
Garbage Roll Cart - SAN	3,418	0	0	N/A	10	2.4	3,418	100.0%	3,409	99.7%	3,409	99.7%
Animal - Loose Aggressive - CCS	3,271	0	0	N/A	3	1.1	3,271	100.0%	3,009	92.0%	3,009	92.0%
Obstruction Alley/Sidewalk/Street - CCS	2,788	79	74	93.7%	60	28.3	2,709	97.2%	2,504	92.4%	2,578	92.5%
Signs - Public Right of Way - CCS	2,705	0	0	N/A	7	1.2	2,705	100.0%	2,577	95.3%	2,577	95.3%
Animal - Loose - CCS	2,292	77	77	100.0%	40	25.5	2,215	96.6%	1,970	88.9%	2,047	89.3%
Graffiti Private Property - Residential/Commercial	2,158	17	12	70.6%	90	9.5	2,141	99.2%	2,100	98.1%	2,112	97.9%
Recycling ROLL CART NEW - SAN	1,835	0	0	N/A	10	2.1	1,835	100.0%	1,833	99.9%	1,833	99.9%
Illegal Dumping - CCS	1,757	4	3	75.0%	38	3.5	1,753	99.8%	1,712	97.7%	1,715	97.6%
Bulky Trash Violations - CCS	1,628	0	0	N/A	14	3.2	1,628	100.0%	1,558	95.7%	1,558	95.7%
Substandard Structure - CCS	1,546	377	375	99.5%	365	70.4	1,169	75.6%	1,166	99.7%	1,541	99.7%
Animal - Confined - CCS	1,473	0	0	N/A	3	1.3	1,473	100.0%	1,349	91.6%	1,349	91.6%
Illegal Outside Storage - CCS	1,453	58	49	84.5%	38	25.3	1,395	96.0%	1,138	81.6%	1,187	81.7%
Smoke Detector Request - DFD	1,269	1	1	100.0%	30	4.8	1,268	99.9%	1,242	97.9%	1,243	98.0%
Animal - Sick/Injured - CCS	1,177	0	0	N/A	3	0.4	1,177	100.0%	1,161	98.6%	1,161	98.6%
24 Hour Parking/Parking Violations - DPD	1,124	0	0	N/A	10	3.8	1,124	100.0%	1,124	100.0%	1,124	100.0%
Junk Motor Vehicle - CCS	957	71	70	98.6%	126	39.6	886	92.6%	847	95.6%	917	95.8%
Signs - Other - CCS	870	0	0	N/A	21	4.9	870	100.0%	806	92.6%	806	92.6%



Unknown

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	530
Signs - Public Right of Way - CCS	296
Litter - CCS	220
Garbage Roll Cart - SAN	111
Recycling ROLL CART NEW - SAN	80
Obstruction Alley/Sidewalk/Street - CCS	77
Animal - Loose - CCS	76
311 Call Center Complaint	59
Dead Animal Pick Up - SAN	56
24 Hour Parking/Parking Violations - DPD	43
Parking - Unapproved Surface - CCS	43



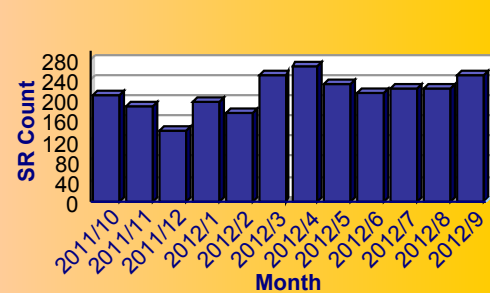
Service

- 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
- 311 Call Center Complaint
- Dead Animal Pick Up - SAN
- 24 Hour Parking/Parking Violations - DPD
- Parking - Unapproved Surface - CCS

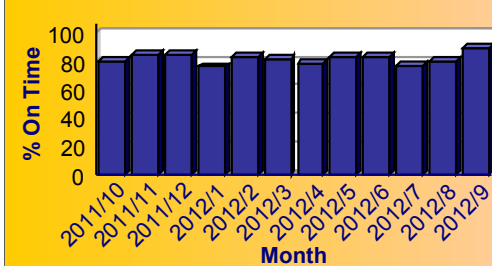
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,562	2,328	2,010	86.3%	234	66	28.2%	81.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





## 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	530	87	13	14.9%	38	27.2	443	83.6%	350	79.0%	363	68.5%
Signs - Public Right of Way - CCS	296	4	0	0.0%	7	3.0	292	98.6%	273	93.5%	273	92.2%
Litter - CCS	220	30	2	6.7%	38	31.8	190	86.4%	130	68.4%	132	60.0%
Garbage Roll Cart - SAN	111	0	0	N/A	10	2.6	111	100.0%	111	100.0%	111	100.0%
Recycling ROLL CART NEW - SAN	80	0	0	N/A	10	2.3	80	100.0%	80	100.0%	80	100.0%
Obstruction Alley/Sidewalk/Street - CCS	77	25	16	64.0%	60	37.4	52	67.5%	46	88.5%	62	80.5%
Animal - Loose - CCS	76	4	4	100.0%	40	28.0	72	94.7%	59	81.9%	63	82.9%
311 Call Center Complaint	59	0	0	N/A	10	3.7	59	100.0%	54	91.5%	54	91.5%
Dead Animal Pick Up - SAN	56	0	0	N/A	1	0.1	56	100.0%	56	100.0%	56	100.0%
Parking - Unapproved Surface - CCS	43	0	0	N/A	10	5.3	43	100.0%	35	81.4%	35	81.4%
24 Hour Parking/Parking Violations - DPD	43	0	0	N/A	10	6.6	43	100.0%	39	90.7%	39	90.7%
Substandard Structure - CCS	32	18	18	100.0%	365	84.2	14	43.8%	14	100.0%	32	100.0%
Signs - Public Right of Way Apts - CCS	32	1	0	0.0%	7	0.0	31	96.9%	31	100.0%	31	96.9%
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%
LBJ Signs / Markings / Street Lights	26	0	0	N/A	0	0.1	26	100.0%	25	96.2%	25	96.2%
Brush/Bulk Items - Missed - SAN	25	0	0	N/A	10	2.0	25	100.0%	25	100.0%	25	100.0%
Chronic Traffic Violations - DPD	25	0	0	N/A	14	8.3	25	100.0%	25	100.0%	25	100.0%
Recycling - Roll Cart - SAN	25	0	0	N/A	10	2.8	25	100.0%	25	100.0%	25	100.0%
Pot hole Repair Routine - STS	23	0	0	N/A	7	3.0	23	100.0%	21	91.3%	21	91.3%