



FY 2010 – 2011

Monthly Service Request

Performance Reports

by

City Council District

And Citywide Summary

August 2011

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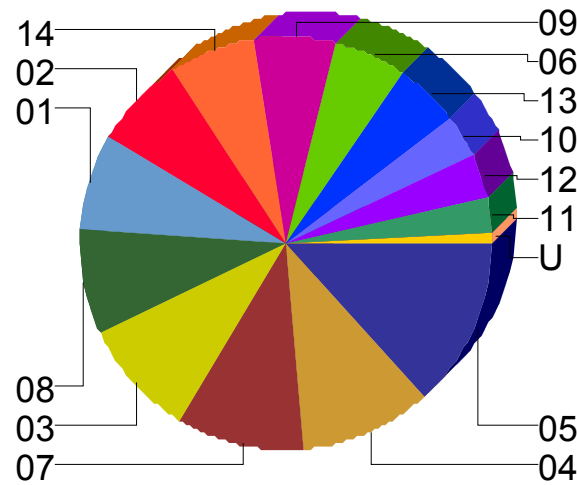
33 Service Level Performance Report for Council District 14

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



City of Dallas

Council District Report For August 2011



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	2,496	7.6%	97.6%
02	2,364	7.2%	99.2%
03	3,034	9.3%	97.7%
04	3,319	10.2%	98.4%
05	4,398	13.5%	98.5%
06	1,922	5.9%	97.9%
07	3,222	9.9%	98.4%
08	2,683	8.2%	98.4%
09	2,062	6.3%	96.5%
10	1,085	3.3%	97.8%
11	952	2.9%	98.9%
12	1,080	3.3%	98.6%
13	1,615	4.9%	98.9%
14	2,173	6.7%	97.6%
U	262	0.8%	96.9%
Totals	32,667	100.0%	98.2%



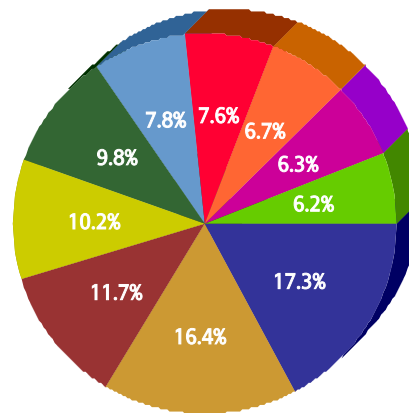
City of Dallas Service Level Performance Report by Council District

Citywide

August 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	2,700
Litter - CCS	2,571
Obstruction Alley/Sidewalk/Street - CCS	1,827
Roll Cart - SAN	1,598
Dead Animal Pick Up - SAN	1,540
Animal - Loose Aggressive - CCS	1,227
Bulky Trash Violations - CCS	1,181
Signs - Public Right of Way - CCS	1,048
Recycling ROLL CART Registration - SAN	979
Animal - Confined - CCS	971



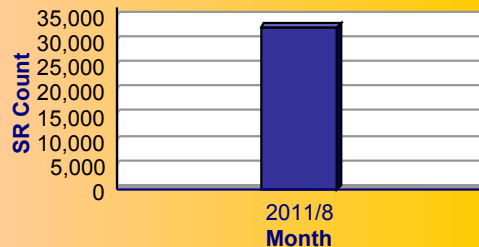
Service

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

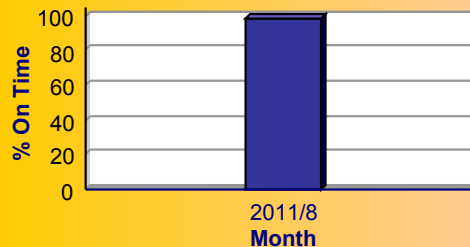
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
32,667	25,116	24,710	98.4%	7,551	7,355	97.4%	98.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Citywide

August 2011

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	2,700	1,285	1,285	100.0%	38	9.4	1,415	52.4%	1,415	100.0%	2,700	100.0%
2	Litter - CCS	2,571	1,416	1,416	100.0%	38	9.8	1,155	44.9%	1,155	100.0%	2,571	100.0%
3	Obstruction Alley/Sidewalk/Street - CCS	1,827	1,345	1,345	100.0%	60	13.7	482	26.4%	482	100.0%	1,827	100.0%
4	Roll Cart - SAN	1,598	7	6	85.7%	10	2.5	1,591	99.6%	1,587	99.7%	1,593	99.7%
5	Dead Animal Pick Up - SAN	1,540	0	0	N/A	1	0.4	1,540	100.0%	1,526	99.1%	1,526	99.1%
6	Animal - Loose Aggressive - CCS	1,227	0	0	N/A	3	0.4	1,227	100.0%	1,208	98.5%	1,208	98.5%
7	Bulky Trash Violations - CCS	1,181	90	69	76.7%	14	3.9	1,091	92.4%	1,067	97.8%	1,136	96.2%
8	Signs - Public Right of Way - CCS	1,048	29	9	31.0%	7	1.2	1,019	97.2%	972	95.4%	981	93.6%
9	Recycling ROLL CART Registration - SAN	979	8	8	100.0%	10	2.2	971	99.2%	969	99.8%	977	99.8%
10	Animal - Confined - CCS	971	0	0	N/A	3	0.4	971	100.0%	960	98.9%	960	98.9%
11	Garbage - Missed - SAN	726	0	0	N/A	3	0.8	726	100.0%	722	99.4%	722	99.4%
12	Substandard Structure - CCS	693	496	496	100.0%	365	8.5	197	28.4%	197	100.0%	693	100.0%
13	Animal - Loose - CCS	657	570	570	100.0%	40	12.9	87	13.2%	87	100.0%	657	100.0%
14	Illegal Dumping - CCS	530	57	57	100.0%	38	1.9	473	89.2%	473	100.0%	530	100.0%
15	Graffiti Private Property - Residential/Commercial	526	117	117	100.0%	90	2.3	409	77.8%	409	100.0%	526	100.0%
16	Animal - Sick/Injured - CCS	495	1	0	0.0%	3	0.2	494	99.8%	490	99.2%	490	99.0%
17	24 Hour Parking/Parking Violations - DPD	468	21	21	100.0%	10	4.3	447	95.5%	445	99.6%	466	99.6%
18	Recyclable Collection Missed (Residential) - SAN	459	0	0	N/A	3	0.9	459	100.0%	449	97.8%	449	97.8%
19	Street Repair - Routine-STS	443	130	130	100.0%	90	4.8	313	70.7%	313	100.0%	443	100.0%
20	Fire Inspection - DFD	430	250	250	100.0%	60	6.6	180	41.9%	180	100.0%	430	100.0%



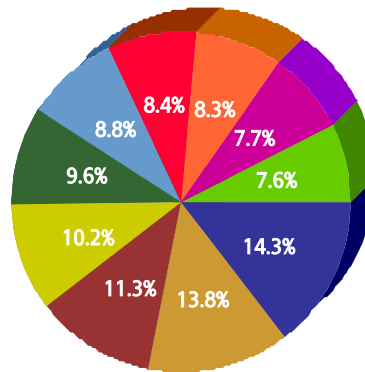
City of Dallas Service Level Performance Report by Council District

Council District 01

August 2011

Top 10 Services

SR Type	Service Request Count
Graffiti Private Property - Residential/Commercial	179
Signs - Public Right of Way - CCS	173
Litter - CCS	141
Dead Animal Pick Up - SAN	128
High Weeds - CCS	120
Obstruction Alley/Sidewalk/Street - CCS	110
Animal - Loose Aggressive - CCS	105
Roll Cart - SAN	104
Recycling ROLL CART Registration - SAN	96
Illegal Dumping - CCS	95



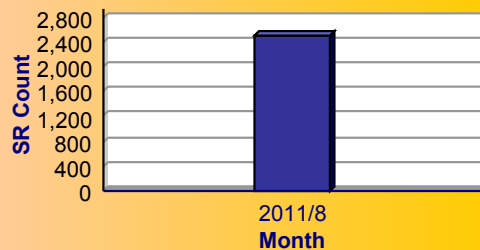
Service

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

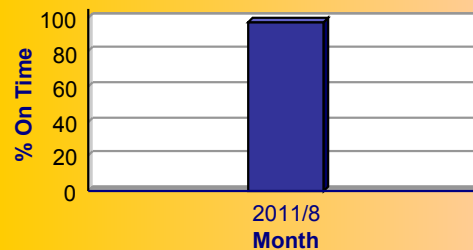
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,496	2,001	1,967	98.3%	495	469	94.7%	97.6%

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

August 2011

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	Graffiti Private Property - Residential/Commercial	179	34	34	100.0%	90	2.9	145	81.0%	145	100.0%	179	100.0%
2	Signs - Public Right of Way - CCS	173	4	0	0.0%	7	0.5	169	97.7%	167	98.8%	167	96.5%
3	Litter - CCS	141	60	60	100.0%	38	13.5	81	57.4%	81	100.0%	141	100.0%
4	Dead Animal Pick Up - SAN	128	0	0	N/A	1	0.4	128	100.0%	124	96.9%	124	96.9%
5	High Weeds - CCS	120	57	57	100.0%	38	11.7	63	52.5%	63	100.0%	120	100.0%
6	Obstruction Alley/Sidewalk/Street - CCS	110	60	60	100.0%	60	14.8	50	45.5%	50	100.0%	110	100.0%
7	Animal - Loose Aggressive - CCS	105	0	0	N/A	3	0.3	105	100.0%	104	99.0%	104	99.0%
8	Roll Cart - SAN	104	1	0	0.0%	10	2.1	103	99.0%	103	100.0%	103	99.0%
9	Recycling ROLL CART Registration - SAN	96	0	0	N/A	10	2.2	96	100.0%	96	100.0%	96	100.0%
10	Illegal Dumping - CCS	95	5	5	100.0%	38	1.2	90	94.7%	90	100.0%	95	100.0%
11	Illegal Outside Storage - CCS	81	38	38	100.0%	38	16.0	43	53.1%	43	100.0%	81	100.0%
12	Bulky Trash Violations - CCS	80	7	3	42.9%	14	2.1	73	91.2%	73	100.0%	76	95.0%
13	Animal - Loose - CCS	62	55	55	100.0%	40	10.7	7	11.3%	7	100.0%	62	100.0%
14	24 Hour Parking/Parking Violations - DPD	49	3	3	100.0%	10	3.9	46	93.9%	46	100.0%	49	100.0%
15	Animal - Confined - CCS	47	0	0	N/A	3	0.6	47	100.0%	46	97.9%	46	97.9%
16	Substandard Structure - CCS	45	35	35	100.0%	365	12.0	10	22.2%	10	100.0%	45	100.0%
17	Garbage - Missed - SAN	44	0	0	N/A	3	0.8	44	100.0%	44	100.0%	44	100.0%
18	Animal - Sick/Injured - CCS	37	0	0	N/A	3	0.3	37	100.0%	37	100.0%	37	100.0%
19	Signs - Other - CCS	32	2	2	100.0%	21	0.6	30	93.8%	30	100.0%	32	100.0%
20	Garage Sale - CCS	30	1	0	0.0%	7	3.5	29	96.7%	28	96.6%	28	93.3%
21	Junk Motor Vehicle - CCS	30	20	20	100.0%	126	13.4	10	33.3%	10	100.0%	30	100.0%



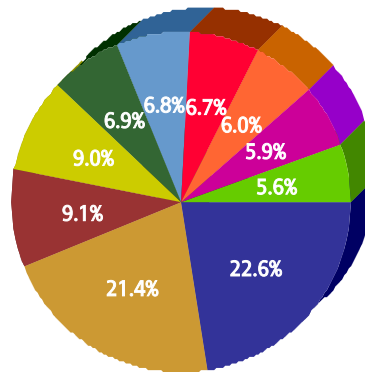
City of Dallas Service Level Performance Report by Council District

Council District 02

August 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	222
Litter - CCS	210
Obstruction Alley/Sidewalk/Street - CCS	89
Dead Animal Pick Up - SAN	88
Animal - Loose Aggressive - CCS	68
Graffiti Private Property - Residential/Commercial	67
Signs - Other - CCS	66
Signs - Public Right of Way - CCS	59
Animal - Confined - CCS	58
Bulky Trash Violations - CCS	55



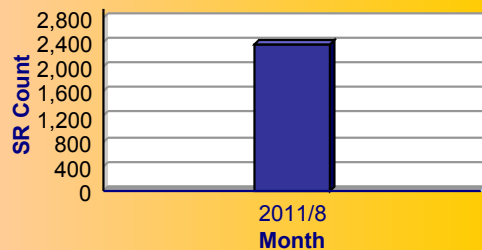
Service

- High Weeds - CCS
- Litter - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - CCS
- Graffiti Private Property - Residential/Commercial
- Signs - Other - CCS
- Signs - Public Right of Way - CCS
- Animal - Confined - CCS
- Bulky Trash Violations - CCS

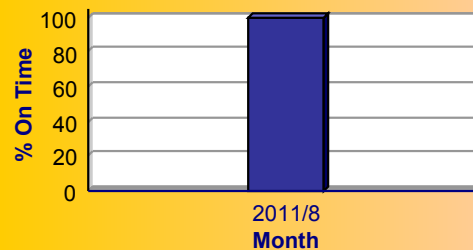
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,364	1,945	1,929	99.2%	419	415	99.0%	99.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 02

August 2011

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	222	60	60	100.0%	38	9.0	162	73.0%	162	100.0%	222	100.0%
2	Litter - CCS	210	66	66	100.0%	38	7.9	144	68.6%	144	100.0%	210	100.0%
3	Obstruction Alley/Sidewalk/Street - CCS	89	48	48	100.0%	60	13.0	41	46.1%	41	100.0%	89	100.0%
4	Dead Animal Pick Up - SAN	88	0	0	N/A	1	0.3	88	100.0%	88	100.0%	88	100.0%
5	Animal - Loose Aggressive - CCS	68	0	0	N/A	3	0.3	68	100.0%	68	100.0%	68	100.0%
6	Graffiti Private Property - Residential/Commercial	67	8	8	100.0%	90	1.3	59	88.1%	59	100.0%	67	100.0%
7	Signs - Other - CCS	66	3	2	66.7%	21	3.6	63	95.5%	61	96.8%	63	95.5%
8	Signs - Public Right of Way - CCS	59	0	0	N/A	7	1.6	59	100.0%	56	94.9%	56	94.9%
9	Animal - Confined - CCS	58	0	0	N/A	3	0.2	58	100.0%	58	100.0%	58	100.0%
10	Bulky Trash Violations - CCS	55	0	0	N/A	14	2.4	55	100.0%	55	100.0%	55	100.0%
11	Substandard Structure - CCS	51	36	36	100.0%	365	6.7	15	29.4%	15	100.0%	51	100.0%
12	Illegal Dumping - CCS	49	3	3	100.0%	38	1.0	46	93.9%	46	100.0%	49	100.0%
13	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	49	0	0	N/A	10	2.6	49	100.0%	49	100.0%	49	100.0%
14	Traffic Signal - Flashing - STS	43	0	0	N/A	4	1.3	43	100.0%	42	97.7%	42	97.7%
15	Recycling ROLL CART Registration - SAN	43	2	2	100.0%	10	2.2	41	95.3%	41	100.0%	43	100.0%
16	Roll Cart - SAN	41	0	0	N/A	10	3.0	41	100.0%	41	100.0%	41	100.0%
17	Animal - Loose - CCS	37	28	28	100.0%	40	10.8	9	24.3%	9	100.0%	37	100.0%
18	24 Hour Parking/Parking Violations - DPD	34	4	4	100.0%	10	3.3	30	88.2%	30	100.0%	34	100.0%
19	Recyclable Collection Missed (Residential) - SAN	33	0	0	N/A	3	0.9	33	100.0%	33	100.0%	33	100.0%
20	Brush/Bulk Items - Missed - SAN	32	0	0	N/A	10	0.8	32	100.0%	32	100.0%	32	100.0%



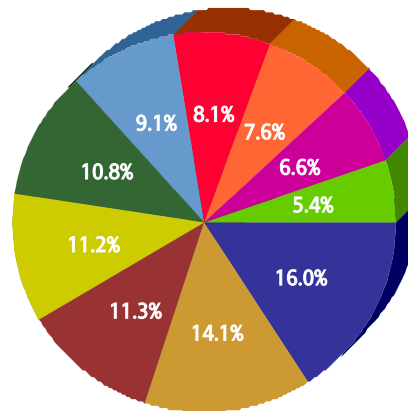
City of Dallas Service Level Performance Report by Council District

Council District 03

August 2011

Top 10 Services

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - CCS	267
High Weeds - CCS	236
Dead Animal Pick Up - SAN	189
Litter - CCS	187
Signs - Public Right of Way - CCS	180
Roll Cart - SAN	152
Bulky Trash Violations - CCS	135
Animal - Loose Aggressive - CCS	127
Animal - Confined - CCS	110
Recycling ROLL CART Registration - SAN	90



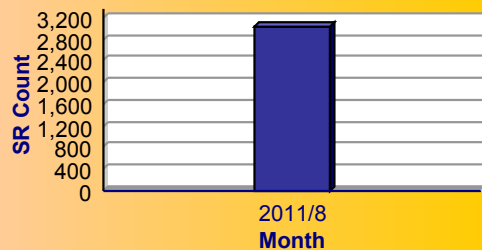
Service

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

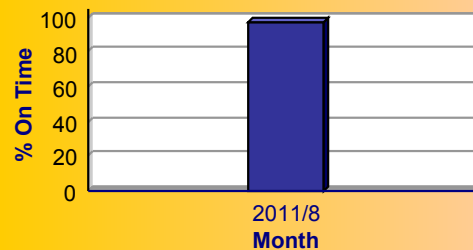
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,034	2,337	2,299	98.4%	697	665	95.4%	97.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas

Service Level Performance Report by Council District

Council District 03

August 2011

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	Obstruction Alley/Sidewalk/Street - CCS	267	190	190	100.0%	60	14.9	77	28.8%	77	100.0%	267	100.0%
2	High Weeds - CCS	236	138	138	100.0%	38	14.0	98	41.5%	98	100.0%	236	100.0%
3	Dead Animal Pick Up - SAN	189	0	0	N/A	1	0.4	189	100.0%	187	98.9%	187	98.9%
4	Litter - CCS	187	93	93	100.0%	38	15.2	94	50.3%	94	100.0%	187	100.0%
5	Signs - Public Right of Way - CCS	180	10	0	0.0%	7	0.7	170	94.4%	168	98.8%	168	93.3%
6	Roll Cart - SAN	152	0	0	N/A	10	2.2	152	100.0%	152	100.0%	152	100.0%
7	Bulky Trash Violations - CCS	135	4	4	100.0%	14	1.9	131	97.0%	130	99.2%	134	99.3%
8	Animal - Loose Aggressive - CCS	127	0	0	N/A	3	0.6	127	100.0%	123	96.9%	123	96.9%
9	Animal - Confined - CCS	110	0	0	N/A	3	0.3	110	100.0%	109	99.1%	109	99.1%
10	Recycling ROLL CART Registration - SAN	90	0	0	N/A	10	2.2	90	100.0%	90	100.0%	90	100.0%
11	A/C Inoperable Apts - CCS	86	16	2	12.5%	7	2.2	70	81.4%	66	94.3%	68	79.1%
12	Illegal Dumping - CCS	86	7	7	100.0%	38	2.0	79	91.9%	79	100.0%	86	100.0%
13	Animal - Loose - CCS	72	61	61	100.0%	40	10.5	11	15.3%	11	100.0%	72	100.0%
14	Illegal Garbage/Placement - CCS	52	7	7	100.0%	60	11.5	45	86.5%	45	100.0%	52	100.0%
15	Graffiti Private Property - Residential/Commercial	39	20	20	100.0%	90	3.9	19	48.7%	19	100.0%	39	100.0%
16	Animal - Sick/Injured - CCS	39	0	0	N/A	3	0.2	39	100.0%	39	100.0%	39	100.0%
17	24 Hour Parking/Parking Violations - DPD	37	0	0	N/A	10	3.6	37	100.0%	37	100.0%	37	100.0%
18	Parking - Unapproved Surface - CCS	36	4	1	25.0%	10	3.2	32	88.9%	31	96.9%	32	88.9%
19	Junk Motor Vehicle - CCS	36	31	31	100.0%	126	19.6	5	13.9%	5	100.0%	36	100.0%
20	Substandard Structure - CCS	34	27	27	100.0%	365	11.0	7	20.6%	7	100.0%	34	100.0%



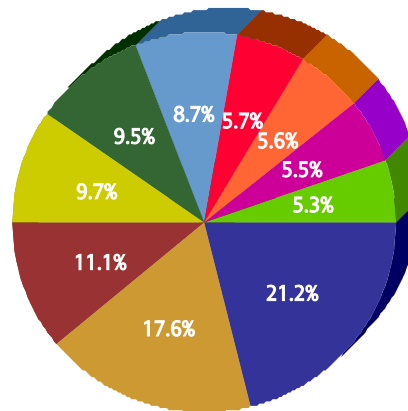
City of Dallas Service Level Performance Report by Council District

Council District 04

August 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	388
Litter - CCS	322
Dead Animal Pick Up - SAN	203
Bulky Trash Violations - CCS	177
Animal - Loose Aggressive - CCS	174
Roll Cart - SAN	160
Illegal Dumping - CCS	105
Animal - Confined - CCS	102
Recycling ROLL CART Registration - SAN	101
Animal - Loose - CCS	97



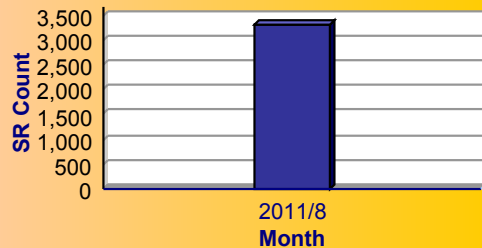
Service

- High Weeds - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - CCS
- Animal - Loose Aggressive - CCS
- Roll Cart - SAN
- Illegal Dumping - CCS
- Animal - Confined - CCS
- Recycling ROLL CART Registration - SAN
- Animal - Loose - CCS

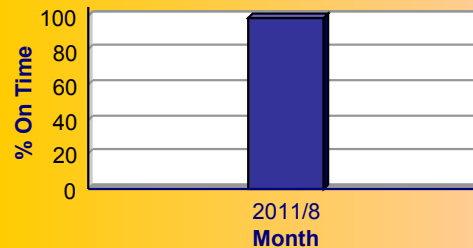
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,319	2,564	2,525	98.5%	755	741	98.1%	98.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas

Service Level Performance Report by Council District

Council District 04

August 2011

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	388	137	137	100.0%	38	10.1	251	64.7%	251	100.0%	388	100.0%
2	Litter - CCS	322	169	169	100.0%	38	11.1	153	47.5%	153	100.0%	322	100.0%
3	Dead Animal Pick Up - SAN	203	0	0	N/A	1	0.4	203	100.0%	200	98.5%	200	98.5%
4	Bulky Trash Violations - CCS	177	14	13	92.9%	14	4.1	163	92.1%	159	97.5%	172	97.2%
5	Animal - Loose Aggressive - CCS	174	0	0	N/A	3	0.5	174	100.0%	170	97.7%	170	97.7%
6	Roll Cart - SAN	160	0	0	N/A	10	2.6	160	100.0%	159	99.4%	159	99.4%
7	Illegal Dumping - CCS	105	9	9	100.0%	38	1.7	96	91.4%	96	100.0%	105	100.0%
8	Animal - Confined - CCS	102	0	0	N/A	3	0.4	102	100.0%	100	98.0%	100	98.0%
9	Recycling ROLL CART Registration - SAN	101	1	1	100.0%	10	2.5	100	99.0%	99	99.0%	100	99.0%
10	Animal - Loose - CCS	97	91	91	100.0%	40	10.8	6	6.2%	6	100.0%	97	100.0%
11	Substandard Structure - CCS	86	58	58	100.0%	365	6.7	28	32.6%	28	100.0%	86	100.0%
12	Signs - Public Right of Way - CCS	80	5	5	100.0%	7	3.5	75	93.8%	68	90.7%	73	91.2%
13	Obstruction Alley/Sidewalk/Street - CCS	68	34	34	100.0%	60	14.3	34	50.0%	34	100.0%	68	100.0%
14	Garbage - Missed - SAN	64	0	0	N/A	3	1.2	64	100.0%	64	100.0%	64	100.0%
15	Animal - Sick/Injured - CCS	60	0	0	N/A	3	0.2	60	100.0%	60	100.0%	60	100.0%
16	Junk Motor Vehicle - CCS	58	49	49	100.0%	126	17.8	9	15.5%	9	100.0%	58	100.0%
17	Illegal Outside Storage - CCS	54	33	33	100.0%	38	12.3	21	38.9%	21	100.0%	54	100.0%
18	24 Hour Parking/Parking Violations - DPD	53	2	2	100.0%	10	4.4	51	96.2%	51	100.0%	53	100.0%
19	Recyclable Collection Missed (Residential) - SAN	53	0	0	N/A	3	0.9	53	100.0%	52	98.1%	52	98.1%
20	Parking - Unapproved Surface - CCS	52	2	2	100.0%	10	1.8	50	96.2%	50	100.0%	52	100.0%



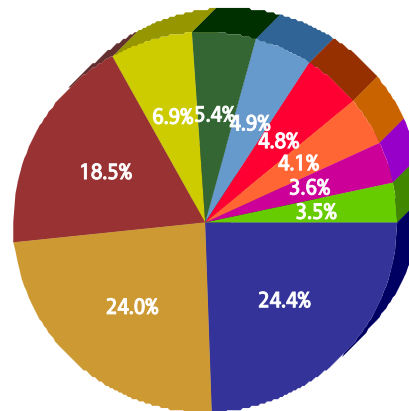
City of Dallas Service Level Performance Report by Council District

Council District 05

August 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	732
Litter - CCS	721
Obstruction Alley/Sidewalk/Street - CCS	555
Dead Animal Pick Up - SAN	206
Animal - Loose Aggressive - CCS	161
Substandard Structure - CCS	148
Roll Cart - SAN	143
Bulky Trash Violations - CCS	123
Animal - Confined - CCS	107
Signs - Public Right of Way - CCS	104



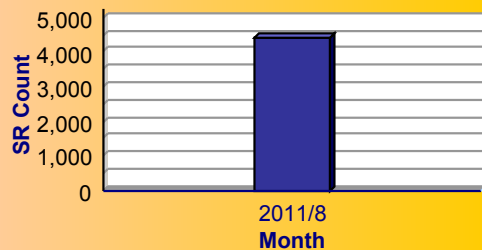
Service

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

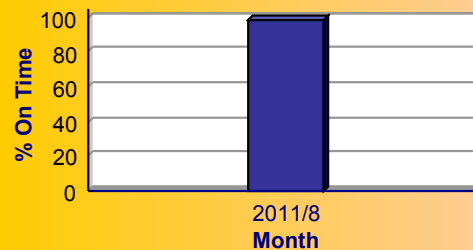
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,398	2,324	2,272	97.8%	2,074	2,058	99.2%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 05

August 2011

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	732	552	552	100.0%	38	9.5	180	24.6%	180	100.0%	732	100.0%
2	Litter - CCS	721	595	595	100.0%	38	9.3	126	17.5%	126	100.0%	721	100.0%
3	Obstruction Alley/Sidewalk/Street - CCS	555	513	513	100.0%	60	16.0	42	7.6%	42	100.0%	555	100.0%
4	Dead Animal Pick Up - SAN	206	0	0	N/A	1	0.4	206	100.0%	203	98.5%	203	98.5%
5	Animal - Loose Aggressive - CCS	161	0	0	N/A	3	0.4	161	100.0%	158	98.1%	158	98.1%
6	Substandard Structure - CCS	148	105	105	100.0%	365	8.0	43	29.1%	43	100.0%	148	100.0%
7	Roll Cart - SAN	143	0	0	N/A	10	2.3	143	100.0%	143	100.0%	143	100.0%
8	Bulky Trash Violations - CCS	123	7	6	85.7%	14	5.3	116	94.3%	112	96.6%	118	95.9%
9	Animal - Confined - CCS	107	0	0	N/A	3	0.3	107	100.0%	107	100.0%	107	100.0%
10	Signs - Public Right of Way - CCS	104	1	1	100.0%	7	1.1	103	99.0%	98	95.1%	99	95.2%
11	Recycling ROLL CART Registration - SAN	102	0	0	N/A	10	1.8	102	100.0%	102	100.0%	102	100.0%
12	Animal - Loose - CCS	86	81	81	100.0%	40	14.0	5	5.8%	5	100.0%	86	100.0%
13	Garbage - Missed - SAN	73	0	0	N/A	3	0.8	73	100.0%	73	100.0%	73	100.0%
14	Parking - Unapproved Surface - CCS	65	1	1	100.0%	10	2.3	64	98.5%	57	89.1%	58	89.2%
15	Animal - Sick/Injured - CCS	52	0	0	N/A	3	0.1	52	100.0%	52	100.0%	52	100.0%
16	24 Hour Parking/Parking Violations - DPD	48	1	1	100.0%	10	4.1	47	97.9%	47	100.0%	48	100.0%
17	Street Repair - Routine-STS	40	17	17	100.0%	90	3.5	23	57.5%	23	100.0%	40	100.0%
18	Animal - Cruelty - CCS	39	0	0	N/A	30	0.4	39	100.0%	39	100.0%	39	100.0%
19	Illegal Outside Storage - CCS	37	19	19	100.0%	38	10.6	18	48.6%	18	100.0%	37	100.0%
20	Illegal Fence - CCS	37	25	25	100.0%	120	8.6	12	32.4%	12	100.0%	37	100.0%



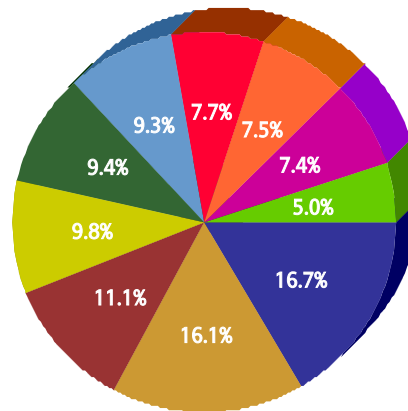
City of Dallas Service Level Performance Report by Council District

Council District 06

August 2011

Top 10 Services

SR Type	Service Request Count
Litter - CCS	146
High Weeds - CCS	141
Signs - Public Right of Way - CCS	97
Animal - Loose Aggressive - CCS	86
Signs - Other - CCS	82
Dead Animal Pick Up - SAN	81
Obstruction Alley/Sidewalk/Street - CCS	67
Fire Inspection - DFD	66
Roll Cart - SAN	65
Illegal Outside Storage - CCS	44



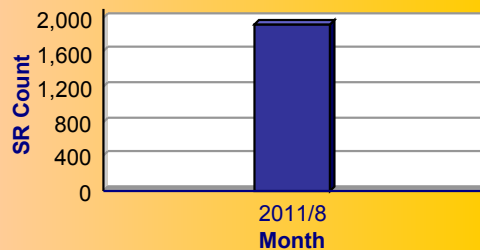
Service

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

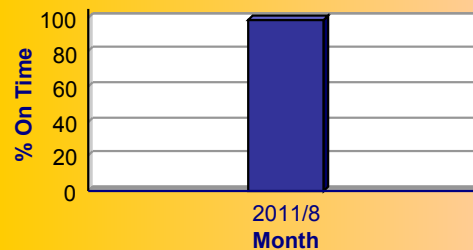
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,922	1,522	1,486	97.6%	400	395	98.8%	97.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas

Service Level Performance Report by Council District

Council District 06

August 2011

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	Litter - CCS	146	72	72	100.0%	38	13.5	74	50.7%	74	100.0%	146	100.0%
2	High Weeds - CCS	141	61	61	100.0%	38	13.7	80	56.7%	80	100.0%	141	100.0%
3	Signs - Public Right of Way - CCS	97	0	0	N/A	7	3.3	97	100.0%	83	85.6%	83	85.6%
4	Animal - Loose Aggressive - CCS	86	0	0	N/A	3	0.4	86	100.0%	85	98.8%	85	98.8%
5	Signs - Other - CCS	82	1	1	100.0%	21	3.6	81	98.8%	77	95.1%	78	95.1%
6	Dead Animal Pick Up - SAN	81	0	0	N/A	1	0.4	81	100.0%	80	98.8%	80	98.8%
7	Obstruction Alley/Sidewalk/Street - CCS	67	29	29	100.0%	60	16.4	38	56.7%	38	100.0%	67	100.0%
8	Fire Inspection - DFD	66	31	31	100.0%	60	8.7	35	53.0%	35	100.0%	66	100.0%
9	Roll Cart - SAN	65	1	1	100.0%	10	2.4	64	98.5%	64	100.0%	65	100.0%
10	Illegal Outside Storage - CCS	44	24	24	100.0%	38	14.0	20	45.5%	20	100.0%	44	100.0%
11	Recycling ROLL CART Registration - SAN	43	0	0	N/A	10	2.3	43	100.0%	43	100.0%	43	100.0%
12	Graffiti Private Property - Residential/Commercial	39	8	8	100.0%	90	2.3	31	79.5%	31	100.0%	39	100.0%
13	Junk Motor Vehicle - CCS	37	23	23	100.0%	126	10.6	14	37.8%	14	100.0%	37	100.0%
14	Animal - Confined - CCS	36	0	0	N/A	3	0.4	36	100.0%	35	97.2%	35	97.2%
15	A/C Inoperable Apts - CCS	35	0	0	N/A	7	0.8	35	100.0%	35	100.0%	35	100.0%
16	Garage Sale - CCS	33	0	0	N/A	7	0.0	33	100.0%	33	100.0%	33	100.0%
17	Street Repair - Routine-STS	33	7	7	100.0%	90	5.2	26	78.8%	26	100.0%	33	100.0%
18	No Building Permit - CCS	32	15	15	100.0%	60	4.6	17	53.1%	17	100.0%	32	100.0%
19	Substandard Structure - CCS	31	27	27	100.0%	365	6.2	4	12.9%	4	100.0%	31	100.0%
20	Bulky Trash Violations - CCS	30	4	3	75.0%	14	2.3	26	86.7%	26	100.0%	29	96.7%



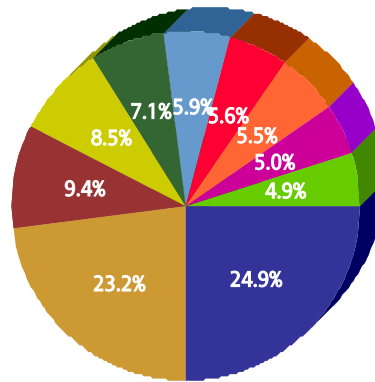
City of Dallas Service Level Performance Report by Council District

Council District 07

August 2011

Top 10 Services

SR Type	Service Request Count
Litter - CCS	458
High Weeds - CCS	426
Animal - Loose Aggressive - CCS	172
Dead Animal Pick Up - SAN	156
Roll Cart - SAN	131
Substandard Structure - CCS	109
Recyclable Collection Missed (Residential) - SAN	102
Bulky Trash Violations - CCS	101
Animal - Loose - CCS	91
Animal - Confined - CCS	90



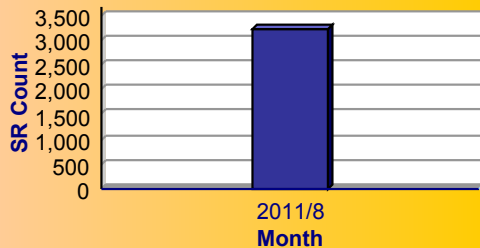
Service

- Litter - CCS
- High Weeds - CCS
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Substandard Structure - CCS
- Recyclable Collection Missed (Residential) - SAN
- Bulky Trash Violations - CCS
- Animal - Loose - CCS
- Animal - Confined - CCS

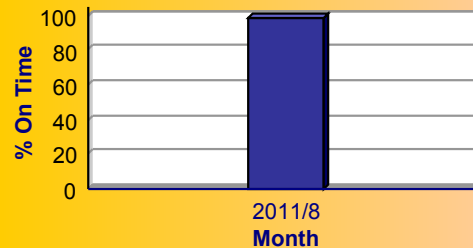
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,222	2,522	2,489	98.7%	700	683	97.6%	98.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 07

August 2011

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	Litter - CCS	458	175	175	100.0%	38	6.6	283	61.8%	283	100.0%	458	100.0%
2	High Weeds - CCS	426	130	130	100.0%	38	5.8	296	69.5%	296	100.0%	426	100.0%
3	Animal - Loose Aggressive - CCS	172	0	0	N/A	3	0.3	172	100.0%	171	99.4%	171	99.4%
4	Dead Animal Pick Up - SAN	156	0	0	N/A	1	0.3	156	100.0%	156	100.0%	156	100.0%
5	Roll Cart - SAN	131	1	1	100.0%	10	2.4	130	99.2%	129	99.2%	130	99.2%
6	Substandard Structure - CCS	109	67	67	100.0%	365	10.3	42	38.5%	42	100.0%	109	100.0%
7	Recyclable Collection Missed (Residential) - SAN	102	0	0	N/A	3	0.8	102	100.0%	102	100.0%	102	100.0%
8	Bulky Trash Violations - CCS	101	6	3	50.0%	14	4.3	95	94.1%	91	95.8%	94	93.1%
9	Animal - Loose - CCS	91	70	70	100.0%	40	13.2	21	23.1%	21	100.0%	91	100.0%
10	Animal - Confined - CCS	90	0	0	N/A	3	0.5	90	100.0%	89	98.9%	89	98.9%
11	Signs - Public Right of Way - CCS	71	1	0	0.0%	7	1.9	70	98.6%	60	85.7%	60	84.5%
12	Brush/Bulk Items - Missed - SAN	64	0	0	N/A	10	0.8	64	100.0%	64	100.0%	64	100.0%
13	Illegal Dumping - CCS	63	8	8	100.0%	38	0.7	55	87.3%	55	100.0%	63	100.0%
14	Recycling ROLL CART Registration - SAN	62	0	0	N/A	10	2.1	62	100.0%	62	100.0%	62	100.0%
15	Junk Motor Vehicle - CCS	61	49	49	100.0%	126	10.1	12	19.7%	12	100.0%	61	100.0%
16	Open and Vacant Structure - CCS	56	13	11	84.6%	30	3.5	43	76.8%	43	100.0%	54	96.4%
17	Obstruction Alley/Sidewalk/Street - CCS	53	32	32	100.0%	60	10.2	21	39.6%	21	100.0%	53	100.0%
18	Animal - Sick/Injured - CCS	50	0	0	N/A	3	0.3	50	100.0%	49	98.0%	49	98.0%
19	Garbage - Missed - SAN	46	0	0	N/A	3	0.5	46	100.0%	46	100.0%	46	100.0%
20	A/C Inoperable Apts - CCS	36	3	2	66.7%	7	2.2	33	91.7%	33	100.0%	35	97.2%



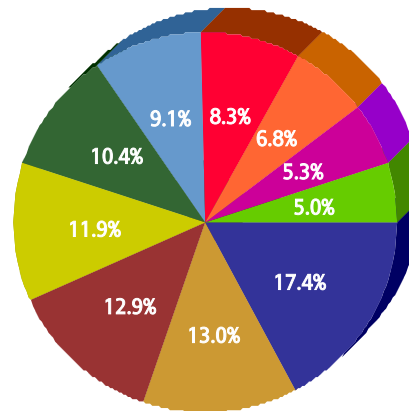
City of Dallas Service Level Performance Report by Council District

Council District 08

August 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	251
Dead Animal Pick Up - SAN	188
Animal - Loose Aggressive - CCS	186
Roll Cart - SAN	172
Litter - CCS	151
Recycling ROLL CART Registration - SAN	131
Animal - Confined - CCS	120
Animal - Loose - CCS	98
Bulky Trash Violations - CCS	77
Animal - Sick/Injured - CCS	72



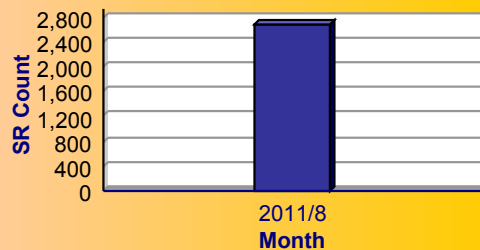
Service

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

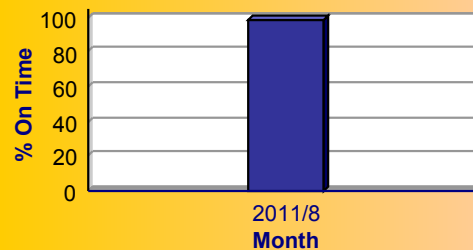
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,683	2,204	2,167	98.3%	479	474	99.0%	98.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 08

August 2011

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	251	70	70	100.0%	38	7.5	181	72.1%	181	100.0%	251	100.0%
2	Dead Animal Pick Up - SAN	188	0	0	N/A	1	0.4	188	100.0%	187	99.5%	187	99.5%
3	Animal - Loose Aggressive - CCS	186	0	0	N/A	3	0.6	186	100.0%	181	97.3%	181	97.3%
4	Roll Cart - SAN	172	0	0	N/A	10	2.5	172	100.0%	172	100.0%	172	100.0%
5	Litter - CCS	151	67	67	100.0%	38	9.2	84	55.6%	84	100.0%	151	100.0%
6	Recycling ROLL CART Registration - SAN	131	1	1	100.0%	10	2.3	130	99.2%	129	99.2%	130	99.2%
7	Animal - Confined - CCS	120	0	0	N/A	3	0.6	120	100.0%	117	97.5%	117	97.5%
8	Animal - Loose - CCS	98	89	89	100.0%	40	16.7	9	9.2%	9	100.0%	98	100.0%
9	Bulky Trash Violations - CCS	77	7	7	100.0%	14	7.8	70	90.9%	66	94.3%	73	94.8%
10	Animal - Sick/Injured - CCS	72	0	0	N/A	3	0.2	72	100.0%	70	97.2%	70	97.2%
11	Substandard Structure - CCS	69	55	55	100.0%	365	10.5	14	20.3%	14	100.0%	69	100.0%
12	Garbage - Missed - SAN	63	0	0	N/A	3	1.0	63	100.0%	62	98.4%	62	98.4%
13	Illegal Outside Storage - CCS	55	25	25	100.0%	38	12.6	30	54.5%	30	100.0%	55	100.0%
14	Signs - Public Right of Way - CCS	52	0	0	N/A	7	0.6	52	100.0%	50	96.2%	50	96.2%
15	Animal - Cruelty - CCS	48	0	0	N/A	30	0.6	48	100.0%	48	100.0%	48	100.0%
16	Obstruction Alley/Sidewalk/Street - CCS	41	20	20	100.0%	60	12.5	21	51.2%	21	100.0%	41	100.0%
17	Parking - Unapproved Surface - CCS	40	1	1	100.0%	10	3.2	39	97.5%	36	92.3%	37	92.5%
18	A/C Inoperable Apts - CCS	38	0	0	N/A	7	2.2	38	100.0%	37	97.4%	37	97.4%
19	Junk Motor Vehicle - CCS	38	27	27	100.0%	126	9.7	11	28.9%	11	100.0%	38	100.0%
20	Brush/Bulk Items - Missed - SAN	37	0	0	N/A	10	1.2	37	100.0%	37	100.0%	37	100.0%



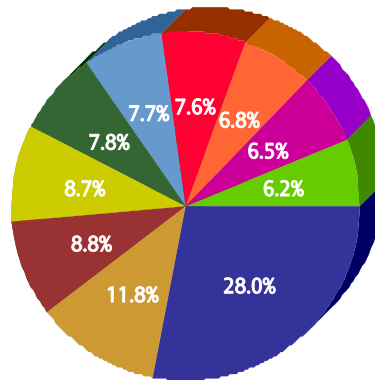
City of Dallas Service Level Performance Report by Council District

Council District 09

August 2011

Top 10 Services

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - CCS	266
Roll Cart - SAN	112
Recyclable Collection Missed (Residential) - SAN	84
Bulky Trash Violations - CCS	83
Dead Animal Pick Up - SAN	74
Recycling ROLL CART Registration - SAN	73
Animal - Confined - CCS	72
Garbage - Missed - SAN	65
Litter - CCS	62
Animal - Loose Aggressive - CCS	59



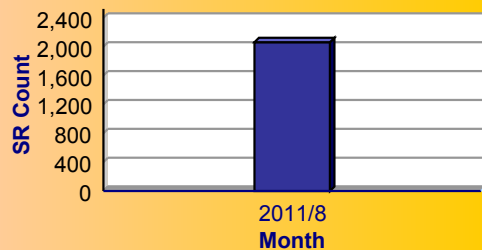
Service

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

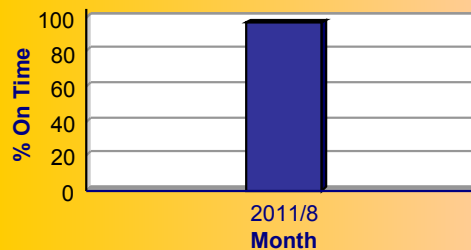
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,062	1,535	1,490	97.1%	527	500	94.9%	96.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas

Service Level Performance Report by Council District

Council District 09

August 2011

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	Obstruction Alley/Sidewalk/Street - CCS	266	237	237	100.0%	60	12.1	29	10.9%	29	100.0%	266	100.0%
2	Roll Cart - SAN	112	0	0	N/A	10	2.6	112	100.0%	111	99.1%	111	99.1%
3	Recyclable Collection Missed (Residential) - SAN	84	0	0	N/A	3	1.3	84	100.0%	76	90.5%	76	90.5%
4	Bulky Trash Violations - CCS	83	18	13	72.2%	14	5.6	65	78.3%	62	95.4%	75	90.4%
5	Dead Animal Pick Up - SAN	74	0	0	N/A	1	0.4	74	100.0%	74	100.0%	74	100.0%
6	Recycling ROLL CART Registration - SAN	73	1	1	100.0%	10	2.2	72	98.6%	72	100.0%	73	100.0%
7	Animal - Confined - CCS	72	0	0	N/A	3	0.3	72	100.0%	72	100.0%	72	100.0%
8	Garbage - Missed - SAN	65	0	0	N/A	3	0.9	65	100.0%	65	100.0%	65	100.0%
9	Litter - CCS	62	41	41	100.0%	38	9.0	21	33.9%	21	100.0%	62	100.0%
10	Animal - Loose Aggressive - CCS	59	0	0	N/A	3	0.3	59	100.0%	59	100.0%	59	100.0%
11	Street Repair - Routine-STS	42	16	16	100.0%	90	9.8	26	61.9%	26	100.0%	42	100.0%
12	24 Hour Parking/Parking Violations - DPD	41	0	0	N/A	10	3.8	41	100.0%	41	100.0%	41	100.0%
13	Substandard Structure - CCS	40	29	29	100.0%	365	6.4	11	27.5%	11	100.0%	40	100.0%
14	Junk Motor Vehicle - CCS	36	20	20	100.0%	126	7.7	16	44.4%	16	100.0%	36	100.0%
15	Tree down/low limbs - Emergency-STS	34	0	0	N/A	5	0.2	34	100.0%	34	100.0%	34	100.0%
16	Water Conservation Violation - CCS	33	11	1	9.1%	7	6.7	22	66.7%	14	63.6%	15	45.5%
17	Brush/Bulk Items - Missed - SAN	32	0	0	N/A	10	1.3	32	100.0%	32	100.0%	32	100.0%
18	Recycling - Roll Cart - SAN	30	0	0	N/A	10	2.8	30	100.0%	30	100.0%	30	100.0%
19	A/C Inoperable Apts - CCS	28	1	0	0.0%	7	4.7	27	96.4%	22	81.5%	22	78.6%
20	Animal - Sick/Injured - CCS	26	0	0	N/A	3	0.2	26	100.0%	26	100.0%	26	100.0%



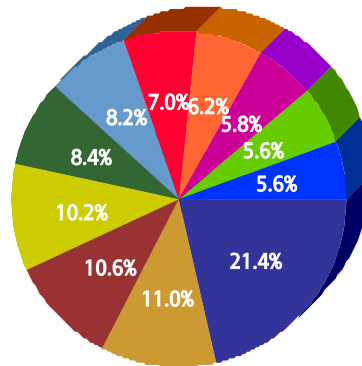
City of Dallas Service Level Performance Report by Council District

Council District 10

August 2011

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	107
Garbage - Missed - SAN	55
Animal - Confined - CCS	53
Bulky Trash Violations - CCS	51
High Weeds - CCS	42
Dead Animal Pick Up - SAN	41
Substandard Structure Apts - CCS	35
A/C Inoperable Apts - CCS	31
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	29
Animal - Sick/Injured - CCS	28
Recycling ROLL CART Registration - SAN	28



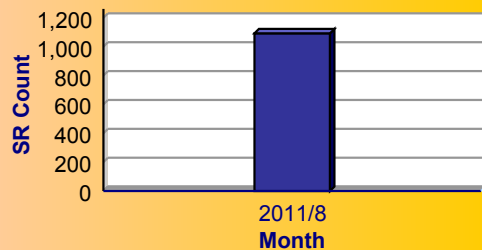
Service

- Roll Cart - SAN
- Garbage - Missed - SAN
- Animal - Confined - CCS
- Bulky Trash Violations - CCS
- High Weeds - CCS
- Dead Animal Pick Up - SAN
- Substandard Structure Apts - CCS
- A/C Inoperable Apts - CCS
- Traffic Signal - Bulb Out/NonConflict Hd Trn - STS
- Animal - Sick/Injured - CCS
- Recycling ROLL CART Registration - SAN

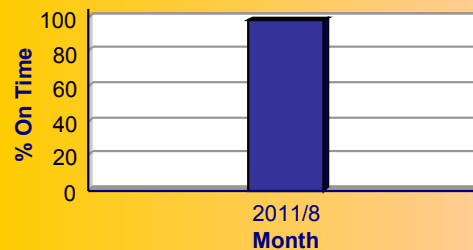
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,085	940	924	98.3%	145	137	94.5%	97.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 10

August 2011

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	107	0	0	N/A	10	2.5	107	100.0%	107	100.0%	107	100.0%
2	Garbage - Missed - SAN	55	0	0	N/A	3	0.5	55	100.0%	55	100.0%	55	100.0%
3	Animal - Confined - CCS	53	0	0	N/A	3	0.2	53	100.0%	53	100.0%	53	100.0%
4	Bulky Trash Violations - CCS	51	12	10	83.3%	14	3.8	39	76.5%	38	97.4%	48	94.1%
5	High Weeds - CCS	42	13	13	100.0%	38	14.8	29	69.0%	29	100.0%	42	100.0%
6	Dead Animal Pick Up - SAN	41	0	0	N/A	1	0.3	41	100.0%	41	100.0%	41	100.0%
7	Substandard Structure Apts - CCS	35	12	12	100.0%	365	3.9	23	65.7%	23	100.0%	35	100.0%
8	A/C Inoperable Apts - CCS	31	0	0	N/A	7	3.8	31	100.0%	27	87.1%	27	87.1%
9	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	29	0	0	N/A	10	3.4	29	100.0%	29	100.0%	29	100.0%
10	Animal - Sick/Injured - CCS	28	0	0	N/A	3	0.1	28	100.0%	28	100.0%	28	100.0%
11	Recycling ROLL CART Registration - SAN	28	0	0	N/A	10	2.7	28	100.0%	28	100.0%	28	100.0%
12	Litter - CCS	27	13	13	100.0%	38	13.1	14	51.9%	14	100.0%	27	100.0%
13	Water Conservation Violation - CCS	22	0	0	N/A	7	5.3	22	100.0%	15	68.2%	15	68.2%
14	Obstruction Alley/Sidewalk/Street - CCS	22	11	11	100.0%	60	8.7	11	50.0%	11	100.0%	22	100.0%
15	Substandard Structure - CCS	22	15	15	100.0%	365	9.0	7	31.8%	7	100.0%	22	100.0%
16	Fire Inspection - DFD	20	9	9	100.0%	60	4.2	11	55.0%	11	100.0%	20	100.0%
17	Street Repair - Routine-STS	20	4	4	100.0%	90	6.4	16	80.0%	16	100.0%	20	100.0%
18	Recycling - Roll Cart - SAN	19	0	0	N/A	10	2.3	19	100.0%	19	100.0%	19	100.0%
19	Cost Plus - SAN	18	0	0	N/A	10	2.3	18	100.0%	18	100.0%	18	100.0%
20	Brush/Bulk Items - Missed - SAN	15	0	0	N/A	10	1.1	15	100.0%	15	100.0%	15	100.0%



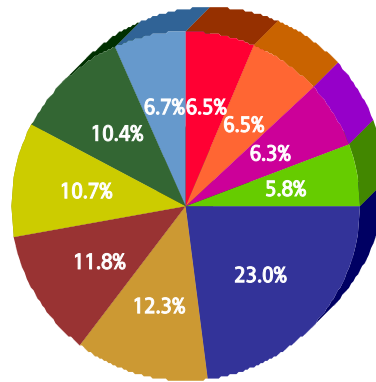
City of Dallas Service Level Performance Report by Council District

Council District 11

August 2011

Top 10 Services

SR Type	Service Request Count
Fire Inspection - DFD	99
Animal - Confined - CCS	53
Obstruction Alley/Sidewalk/Street - CCS	51
Roll Cart - SAN	46
Garbage - Missed - SAN	45
Litter - CCS	29
Dead Animal Pick Up - SAN	28
Recycling ROLL CART Registration - SAN	28
Recyclable Collection Missed (Residential) - SAN	27
Signs - Other - CCS	25



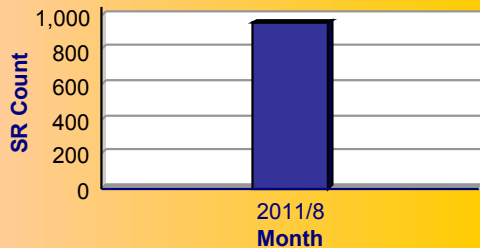
Service

- Fire Inspection - DFD
- Animal - Confined - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Roll Cart - SAN
- Garbage - Missed - SAN
- Litter - CCS
- Dead Animal Pick Up - SAN
- Recycling ROLL CART Registration - SAN
- Recyclable Collection Missed (Residential) - SAN
- Signs - Other - CCS

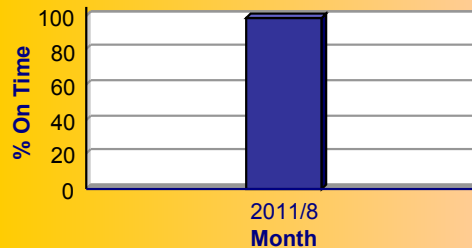
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
952	812	806	99.3%	140	136	97.1%	98.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas

Service Level Performance Report by Council District

Council District 11

August 2011

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Fire Inspection - DFD	99	54	54	100.0%	60	4.0	45	45.5%	45	100.0%	99	100.0%
2	Animal - Confined - CCS	53	0	0	N/A	3	0.2	53	100.0%	52	98.1%	52	98.1%
3	Obstruction Alley/Sidewalk/Street - CCS	51	16	16	100.0%	60	11.5	35	68.6%	35	100.0%	51	100.0%
4	Roll Cart - SAN	46	0	0	N/A	10	2.5	46	100.0%	46	100.0%	46	100.0%
5	Garbage - Missed - SAN	45	0	0	N/A	3	0.6	45	100.0%	45	100.0%	45	100.0%
6	Litter - CCS	29	14	14	100.0%	38	11.5	15	51.7%	15	100.0%	29	100.0%
7	Dead Animal Pick Up - SAN	28	0	0	N/A	1	0.4	28	100.0%	28	100.0%	28	100.0%
8	Recycling ROLL CART Registration - SAN	28	0	0	N/A	10	2.3	28	100.0%	28	100.0%	28	100.0%
9	Recyclable Collection Missed (Residential) - SAN	27	0	0	N/A	3	0.6	27	100.0%	27	100.0%	27	100.0%
10	Signs - Other - CCS	25	2	0	0.0%	21	0.1	23	92.0%	23	100.0%	23	92.0%
11	A/C Inoperable Apts - CCS	23	0	0	N/A	7	2.7	23	100.0%	22	95.7%	22	95.7%
12	High Weeds - CCS	21	12	12	100.0%	38	8.7	9	42.9%	9	100.0%	21	100.0%
13	Recycling - Roll Cart - SAN	21	0	0	N/A	10	2.6	21	100.0%	21	100.0%	21	100.0%
14	Bulky Trash Violations - CCS	19	0	0	N/A	14	3.9	19	100.0%	18	94.7%	18	94.7%
15	Substandard Structure Apts - CCS	19	8	8	100.0%	365	6.5	11	57.9%	11	100.0%	19	100.0%
16	24 Hour Parking/Parking Violations - DPD	18	0	0	N/A	10	5.6	18	100.0%	18	100.0%	18	100.0%
17	Animal - Sick/Injured - CCS	17	0	0	N/A	3	0.2	17	100.0%	17	100.0%	17	100.0%
18	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	16	0	0	N/A	10	2.1	16	100.0%	16	100.0%	16	100.0%
19	Pot hole - Hazardous-STs	16	0	0	N/A	1	0.2	16	100.0%	16	100.0%	16	100.0%
20	Street Repair - Routine-STs	16	5	5	100.0%	90	3.4	11	68.8%	11	100.0%	16	100.0%



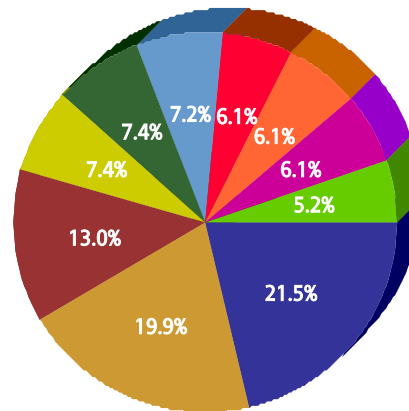
City of Dallas Service Level Performance Report by Council District

Council District 12

August 2011

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	116
Signs - Public Right of Way - CCS	107
Bulky Trash Violations - CCS	70
Garbage - Missed - SAN	40
Recycling ROLL CART Registration - SAN	40
Dead Animal Pick Up - SAN	39
Animal - Confined - CCS	33
Brush/Bulk Items - Missed - SAN	33
Recycling - Roll Cart - SAN	33
Street Repair - Routine-STS	28



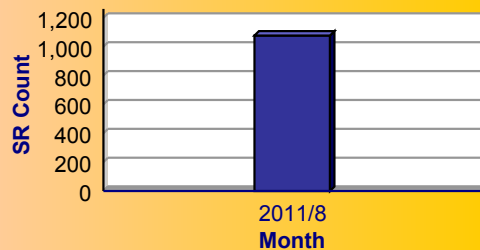
Service

- Roll Cart - SAN
- Signs - Public Right of Way - CCS
- Bulky Trash Violations - CCS
- Garbage - Missed - SAN
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Animal - Confined - CCS
- Brush/Bulk Items - Missed - SAN
- Recycling - Roll Cart - SAN
- Street Repair - Routine-STS

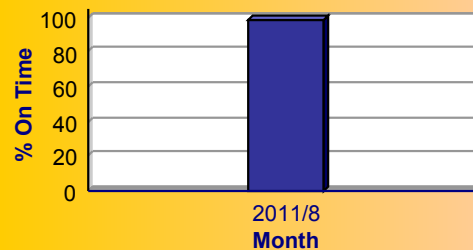
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,080	988	978	99.0%	92	87	94.6%	98.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 12

August 2011

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	116	1	1	100.0%	10	3.0	115	99.1%	115	100.0%	116	100.0%
2	Signs - Public Right of Way - CCS	107	0	0	N/A	7	0.0	107	100.0%	107	100.0%	107	100.0%
3	Bulky Trash Violations - CCS	70	2	1	50.0%	14	4.4	68	97.1%	68	100.0%	69	98.6%
4	Garbage - Missed - SAN	40	0	0	N/A	3	1.0	40	100.0%	40	100.0%	40	100.0%
5	Recycling ROLL CART Registration - SAN	40	0	0	N/A	10	2.6	40	100.0%	40	100.0%	40	100.0%
6	Dead Animal Pick Up - SAN	39	0	0	N/A	1	0.3	39	100.0%	39	100.0%	39	100.0%
7	Animal - Confined - CCS	33	0	0	N/A	3	0.1	33	100.0%	33	100.0%	33	100.0%
8	Brush/Bulk Items - Missed - SAN	33	0	0	N/A	10	2.6	33	100.0%	33	100.0%	33	100.0%
9	Recycling - Roll Cart - SAN	33	0	0	N/A	10	3.2	33	100.0%	33	100.0%	33	100.0%
10	Street Repair - Routine-STS	28	7	7	100.0%	90	4.6	21	75.0%	21	100.0%	28	100.0%
11	Recyclable Collection Missed (Residential) - SAN	24	0	0	N/A	3	1.2	24	100.0%	24	100.0%	24	100.0%
12	24 Hour Parking/Parking Violations - DPD	22	4	4	100.0%	10	5.6	18	81.8%	18	100.0%	22	100.0%
13	Water Conservation Violation - CCS	20	1	1	100.0%	7	6.7	19	95.0%	12	63.2%	13	65.0%
14	Fire Inspection - DFD	19	10	10	100.0%	60	4.7	9	47.4%	9	100.0%	19	100.0%
15	Obstruction Alley/Sidewalk/Street - CCS	17	7	7	100.0%	60	15.1	10	58.8%	10	100.0%	17	100.0%
16	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	15	0	0	N/A	10	4.3	15	100.0%	15	100.0%	15	100.0%
17	High Weeds - CCS	14	6	6	100.0%	38	10.9	8	57.1%	8	100.0%	14	100.0%
18	Pot hole - Hazardous-STS	13	0	0	N/A	1	0.0	13	100.0%	13	100.0%	13	100.0%
19	Traffic Signal - All Out - STS	13	0	0	N/A	4	0.9	13	100.0%	13	100.0%	13	100.0%
20	Animal - Cruelty - CCS	12	0	0	N/A	30	0.1	12	100.0%	12	100.0%	12	100.0%
21	Animal - Sick/Injured - CCS	12	0	0	N/A	3	0.2	12	100.0%	12	100.0%	12	100.0%



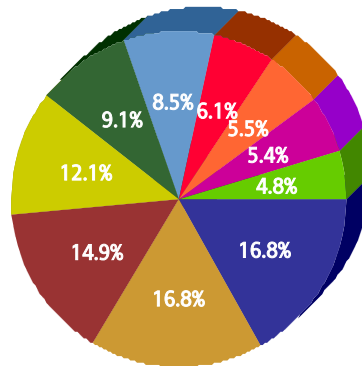
City of Dallas Service Level Performance Report by Council District

Council District 13

August 2011

Top 10 Services

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - CCS	113
Roll Cart - SAN	113
Bulky Trash Violations - CCS	100
Garbage - Missed - SAN	81
Dead Animal Pick Up - SAN	61
Recycling ROLL CART Registration - SAN	57
Street Repair - Routine-STS	41
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	37
Animal - Confined - CCS	36
Garage Sale - CCS	32



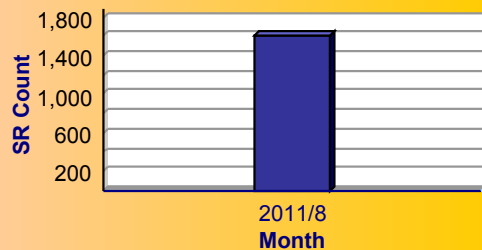
Service

- Obstruction Alley/Sidewalk/Street - CCS
- Roll Cart - SAN
- Bulky Trash Violations - CCS
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- Recycling ROLL CART Registration - SAN
- Street Repair - Routine-STS
- Traffic Signal - Bulb Out/NonConflict Hd Trn - STS
- Animal - Confined - CCS
- Garage Sale - CCS

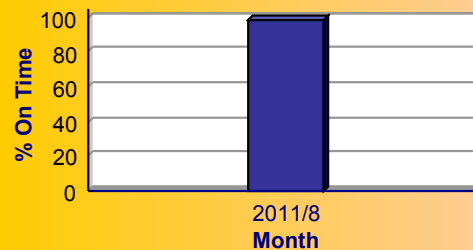
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,615	1,384	1,372	99.1%	231	226	97.8%	98.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 13

August 2011

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	Obstruction Alley/Sidewalk/Street - CCS	113	78	78	100.0%	60	12.7	35	31.0%	35	100.0%	113	100.0%
2	Roll Cart - SAN	113	0	0	N/A	10	2.4	113	100.0%	113	100.0%	113	100.0%
3	Bulky Trash Violations - CCS	100	3	3	100.0%	14	2.6	97	97.0%	97	100.0%	100	100.0%
4	Garbage - Missed - SAN	81	0	0	N/A	3	0.8	81	100.0%	80	98.8%	80	98.8%
5	Dead Animal Pick Up - SAN	61	0	0	N/A	1	0.3	61	100.0%	61	100.0%	61	100.0%
6	Recycling ROLL CART Registration - SAN	57	0	0	N/A	10	2.2	57	100.0%	57	100.0%	57	100.0%
7	Street Repair - Routine-STS	41	14	14	100.0%	90	5.3	27	65.9%	27	100.0%	41	100.0%
8	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	37	0	0	N/A	10	3.4	37	100.0%	37	100.0%	37	100.0%
9	Animal - Confined - CCS	36	0	0	N/A	3	0.2	36	100.0%	36	100.0%	36	100.0%
10	Garage Sale - CCS	32	0	0	N/A	7	0.2	32	100.0%	32	100.0%	32	100.0%
11	Brush/Bulk Items - Missed - SAN	31	0	0	N/A	10	1.5	31	100.0%	31	100.0%	31	100.0%
12	Recycling - Roll Cart - SAN	30	0	0	N/A	10	2.3	30	100.0%	30	100.0%	30	100.0%
13	Signs - Other - CCS	29	0	0	N/A	21	1.5	29	100.0%	29	100.0%	29	100.0%
14	Recyclable Collection Missed (Residential) - SAN	29	0	0	N/A	3	0.9	29	100.0%	29	100.0%	29	100.0%
15	Tree down/low limbs - Emergency-STS	29	0	0	N/A	5	0.0	29	100.0%	29	100.0%	29	100.0%
16	Water Conservation Violation - CCS	27	1	0	0.0%	7	3.0	26	96.3%	23	88.5%	23	85.2%
17	24 Hour Parking/Parking Violations - DPD	26	1	1	100.0%	10	4.2	25	96.2%	25	100.0%	26	100.0%
18	A/C Inoperable Apts - CCS	25	0	0	N/A	7	1.8	25	100.0%	24	96.0%	24	96.0%
19	Litter - CCS	25	8	8	100.0%	38	12.4	17	68.0%	17	100.0%	25	100.0%
20	Pot hole - Hazardous-STS	25	0	0	N/A	1	0.6	25	100.0%	22	88.0%	22	88.0%



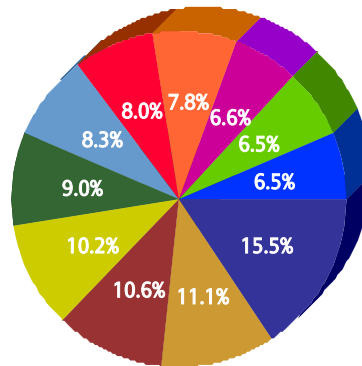
City of Dallas Service Level Performance Report by Council District

Council District 14

August 2011

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	125
Obstruction Alley/Sidewalk/Street - CCS	89
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	85
Water Conservation Violation - CCS	82
Recycling ROLL CART Registration - SAN	72
Bulky Trash Violations - CCS	67
Garbage - Missed - SAN	64
Litter - CCS	63
Signs - Public Right of Way - CCS	53
24 Hour Parking/Parking Violations - DPD	52
Animal - Confined - CCS	52



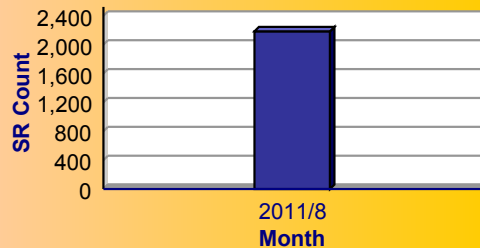
Service

- Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Traffic Signal - Bulb Out/NonConflict Hd Trn - STS
- Water Conservation Violation - CCS
- Recycling ROLL CART Registration - SAN
- Bulky Trash Violations - CCS
- Garbage - Missed - SAN
- Litter - CCS
- Signs - Public Right of Way - CCS
- 24 Hour Parking/Parking Violations - DPD
- Animal - Confined - CCS

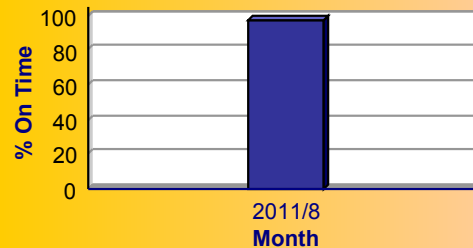
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,173	1,843	1,812	98.3%	330	309	93.6%	97.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas

Service Level Performance Report by Council District

Council District 14

August 2011

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	125	2	2	100.0%	10	2.6	123	98.4%	122	99.2%	124	99.2%
2	Obstruction Alley/Sidewalk/Street - CCS	89	53	53	100.0%	60	12.6	36	40.4%	36	100.0%	89	100.0%
3	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	85	0	0	N/A	10	2.9	85	100.0%	85	100.0%	85	100.0%
4	Water Conservation Violation - CCS	82	7	1	14.3%	7	4.0	75	91.5%	66	88.0%	67	81.7%
5	Recycling ROLL CART Registration - SAN	72	3	3	100.0%	10	2.1	69	95.8%	69	100.0%	72	100.0%
6	Bulky Trash Violations - CCS	67	5	3	60.0%	14	3.9	62	92.5%	60	96.8%	63	94.0%
7	Garbage - Missed - SAN	64	0	0	N/A	3	0.9	64	100.0%	63	98.4%	63	98.4%
8	Litter - CCS	63	29	29	100.0%	38	7.7	34	54.0%	34	100.0%	63	100.0%
9	Signs - Public Right of Way - CCS	53	0	0	N/A	7	0.1	53	100.0%	53	100.0%	53	100.0%
10	Animal - Confined - CCS	52	0	0	N/A	3	0.2	52	100.0%	51	98.1%	51	98.1%
11	24 Hour Parking/Parking Violations - DPD	52	2	2	100.0%	10	4.6	50	96.2%	48	96.0%	50	96.2%
12	Street Repair - Routine-STS	51	17	17	100.0%	90	3.1	34	66.7%	34	100.0%	51	100.0%
13	Dead Animal Pick Up - SAN	49	0	0	N/A	1	0.3	49	100.0%	49	100.0%	49	100.0%
14	General - CCS	48	22	22	100.0%	38	7.2	26	54.2%	26	100.0%	48	100.0%
15	Graffiti Private Property - Residential/Commercial	48	6	6	100.0%	90	2.7	42	87.5%	42	100.0%	48	100.0%
16	High Weeds - CCS	44	21	21	100.0%	38	14.7	23	52.3%	23	100.0%	44	100.0%
17	Traffic Signal - Flashing - STS	40	0	0	N/A	4	1.0	40	100.0%	40	100.0%	40	100.0%
18	Recycling - Roll Cart - SAN	40	1	1	100.0%	10	2.8	39	97.5%	38	97.4%	39	97.5%
19	Tree down/low limbs - Emergency-STS	36	0	0	N/A	5	0.1	36	100.0%	36	100.0%	36	100.0%
20	Pot hole - Hazardous-STS	34	0	0	N/A	1	0.1	34	100.0%	34	100.0%	34	100.0%



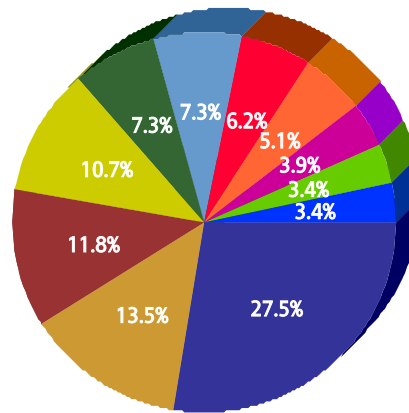
City of Dallas Service Level Performance Report by Council District

Council District U

August 2011

Top 10 Services

SR Type	Service Request Count
Signs - Public Right of Way - CCS	49
High Weeds - CCS	24
Litter - CCS	21
Obstruction Alley/Sidewalk/Street - CCS	19
Bulky Trash Violations - CCS	13
Recycling ROLL CART Registration - SAN	13
Roll Cart - SAN	11
Dead Animal Pick Up - SAN	9
Animal - Loose - CCS	7
311 Call Center Complaint	6
Junk Motor Vehicle - CCS	6



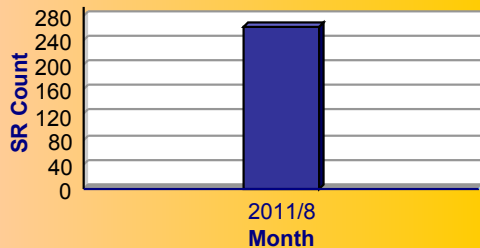
Service

- Signs - Public Right of Way - CCS
- High Weeds - CCS
- Litter - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Bulky Trash Violations - CCS
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Animal - Loose - CCS
- 311 Call Center Complaint
- Junk Motor Vehicle - CCS

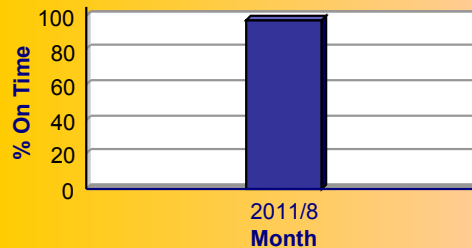
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
262	195	194	99.5%	67	60	89.6%	96.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District U

August 2011

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	49	5	2	40.0%	7	0.5	44	89.8%	44	100.0%	46	93.9%
2	High Weeds - CCS	24	10	10	100.0%	38	12.0	14	58.3%	14	100.0%	24	100.0%
3	Litter - CCS	21	11	11	100.0%	38	12.4	10	47.6%	10	100.0%	21	100.0%
4	Obstruction Alley/Sidewalk/Street - CCS	19	17	17	100.0%	60	14.0	2	10.5%	2	100.0%	19	100.0%
5	Bulky Trash Violations - CCS	13	1	0	0.0%	14	2.2	12	92.3%	12	100.0%	12	92.3%
6	Recycling ROLL CART Registration - SAN	13	0	0	N/A	10	2.1	13	100.0%	13	100.0%	13	100.0%
7	Roll Cart - SAN	11	1	1	100.0%	10	3.4	10	90.9%	10	100.0%	11	100.0%
8	Dead Animal Pick Up - SAN	9	0	0	N/A	1	0.2	9	100.0%	9	100.0%	9	100.0%
9	Animal - Loose - CCS	7	7	7	100.0%	40		0	0.0%	0	N/A	7	100.0%
10	311 Call Center Complaint	6	0	0	N/A	10	1.3	6	100.0%	6	100.0%	6	100.0%
11	Junk Motor Vehicle - CCS	6	3	3	100.0%	126	20.0	3	50.0%	3	100.0%	6	100.0%
12	Pot hole Repair Routine - STS	5	0	0	N/A	7	0.2	5	100.0%	5	100.0%	5	100.0%
13	Chronic Traffic Violations - DPD	4	0	0	N/A	14	13.8	4	100.0%	4	100.0%	4	100.0%
14	Restaurant/Food Complaint - CCS	4	0	0	N/A	45	7.8	4	100.0%	4	100.0%	4	100.0%
15	Recycling - Roll Cart - SAN	4	0	0	N/A	10	1.8	4	100.0%	4	100.0%	4	100.0%
16	Brush/Bulk Items - Missed - SAN	3	0	0	N/A	10	3.7	3	100.0%	3	100.0%	3	100.0%
17	Storm Sewer Line Locate - TWM	3	0	0	N/A	14	2.0	3	100.0%	3	100.0%	3	100.0%
18	Animal - Confined - CCS	2	0	0	N/A	3	0.0	2	100.0%	2	100.0%	2	100.0%
19	Water Conservation Violation - CCS	2	2	1	50.0%	7		0	0.0%	0	N/A	1	50.0%
20	Animal - Trap Request - CCS	2	0	0	N/A	30	1.0	2	100.0%	2	100.0%	2	100.0%
21	Animal - Loose Aggressive - CCS	2	0	0	N/A	3	0.5	2	100.0%	2	100.0%	2	100.0%
22	Animal - Noisy - CCS	2	0	0	N/A	30	1.5	2	100.0%	2	100.0%	2	100.0%
23	Animal - Vaccination/Registration Investigation - CCS	2	0	0	N/A	30	14.0	2	100.0%	2	100.0%	2	100.0%
24	Educational Request - DFD	2	0	0	N/A	10	0.0	2	100.0%	2	100.0%	2	100.0%
25	Fire Inspection - DFD	2	1	1	100.0%	60	0.0	1	50.0%	1	100.0%	2	100.0%



City of Dallas

Service Level Performance Report by Council District

Council District U

August 2011

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
26	Chronic Traffic Violations (Evenings) - DPD	2	0	0	N/A	14	10.0	2	100.0%	2	100.0%	2	100.0%
27	Garbage - Missed - SAN	2	0	0	N/A	3	2.0	2	100.0%	2	100.0%	2	100.0%
28	Building Permits Violation - SDC	2	0	0	N/A	60	2.0	2	100.0%	2	100.0%	2	100.0%
29	Traffic Signal - New - STS	2	0	0	N/A	84	10.5	2	100.0%	2	100.0%	2	100.0%
30	Barricades - Reset/Replace-STs	2	0	0	N/A	1	0.0	2	100.0%	2	100.0%	2	100.0%
31	Street Spillage/Debris in Right of Way-Hazardous-STs	2	0	0	N/A	1	0.0	2	100.0%	2	100.0%	2	100.0%