FY 2009 – 2010

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

January 2010

TABLE OF CONTENTS

4 . . . . . Chart of Service Request Counts by City Council District

5 . . . . . Citywide Service Level Performance Report

7 . . . . . Service Level Performance Report for Council District 1

9 . . . . . Service Level Performance Report for Council District 2

11 . . . . Service Level Performance Report for Council District 3

13 . . . . Service Level Performance Report for Council District 4

15 . . . . Service Level Performance Report for Council District 5

17 . . . . Service Level Performance Report for Council District 6

19 . . . . . Service Level Performance Report for Council District 7

21 . . . . . Service Level Performance Report for Council District 8

23 . . . . Service Level Performance Report for Council District 9

25 . . . . Service Level Performance Report for Council District 10

27 . . . . Service Level Performance Report for Council District 11

29 . . . . Service Level Performance Report for Council District 12

31 . . . . Service Level Performance Report for Council District 13

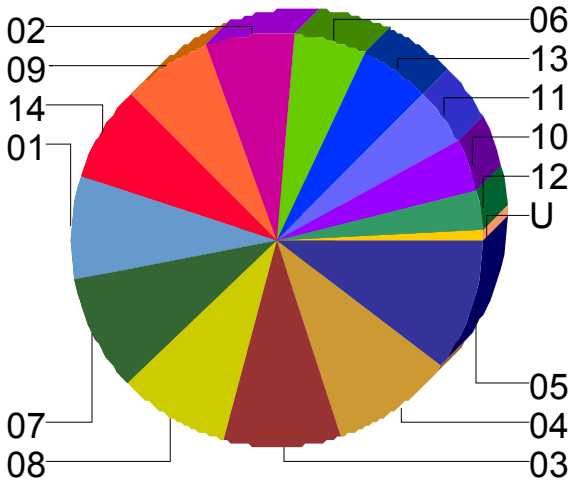
33 . . . . Service Level Performance Report for Council District 14

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

City of Dallas

Council District Report

For January 2010



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	2,270	8.1%	99.1%
02	1,946	7.0%	98.7%
03	2,568	9.2%	98.8%
04	2,703	9.7%	98.4%
05	2,840	10.2%	98.5%
06	1,549	5.6%	99.5%
07	2,471	8.9%	98.8%
08	2,509	9.0%	98.8%
09	1,980	7.1%	98.8%
10	1,130	4.1%	99.0%
11	1,285	4.6%	98.7%
12	893	3.2%	97.4%
13	1,501	5.4%	98.4%
14	2,039	7.3%	98.2%
U	200	0.7%	91.5%
Totals	**27,884**	**100.0%**	**98.6%**

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

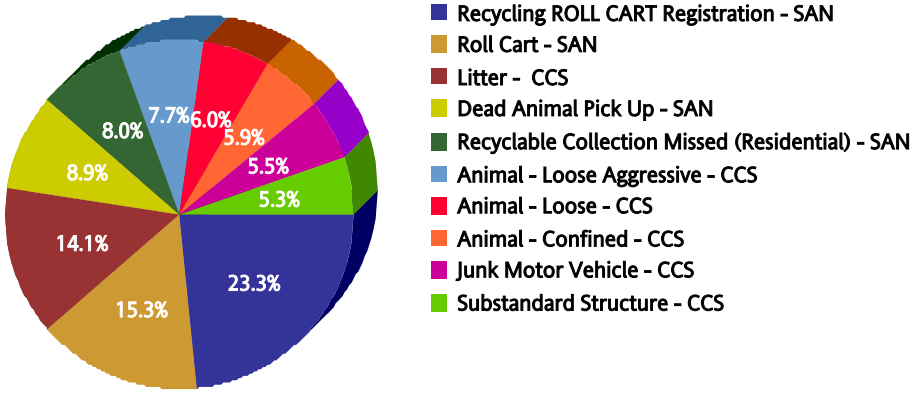
City of Dallas *Service Level Performance Report by Council District*

For Citywide

January 2010

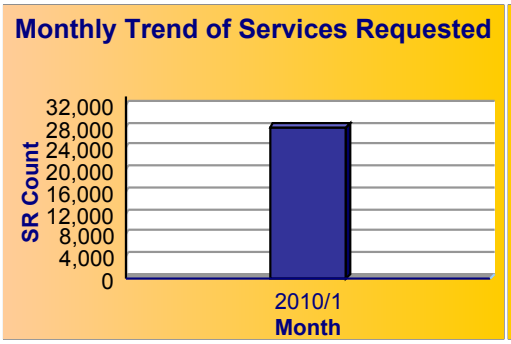
Top 10 Services

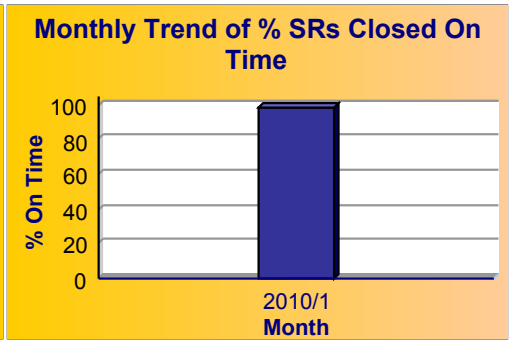
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	2,908
Roll Cart - SAN	1,910
Litter - CCS	1,758
Dead Animal Pick Up - SAN	1,117
Recyclable Collection Missed (Residential) - SAN	1,003
Animal - Loose Aggressive - CCS	964
Animal - Loose - CCS	748
Animal - Confined - CCS	743
Junk Motor Vehicle - CCS	691
Substandard Structure - CCS	664



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 %
27,884	24,171	23,874	98.8%	3,713	3,625	97.6%	98.6%





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

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

For Citywide

January 2010

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	Recycling ROLL CART Registration - SAN	2,908	3	3	100.0%	10	1.8	2,905	99.9%	2,905	100.0%	2,908	100.0%
2	Roll Cart - SAN	1,910	2	2	100.0%	10	2.2	1,908	99.9%	1,907	99.9%	1,909	99.9%
3	Litter - CCS	1,758	750	750	100.0%	38	11.8	1,008	57.3%	1,008	100.0%	1,758	100.0%
4	Dead Animal Pick Up - SAN	1,117	0	0	N/A	1	0.3	1,117	100.0%	1,091	97.7%	1,091	97.7%
5	Recyclable Collection Missed (Residential) - SAN	1,003	0	0	N/A	3	1.2	1,003	100.0%	952	94.9%	952	94.9%
6	Animal - Loose Aggressive - CCS	964	0	0	N/A	3	0.2	964	100.0%	962	99.8%	962	99.8%
7	Animal - Loose - CCS	748	65	65	100.0%	40	6.5	683	91.3%	683	100.0%	748	100.0%
8	Animal - Confined - CCS	743	0	0	N/A	3	0.2	743	100.0%	742	99.9%	742	99.9%
9	Junk Motor Vehicle - CCS	691	435	435	100.0%	126	11.5	256	37.0%	256	100.0%	691	100.0%
10	Substandard Structure - CCS	664	492	492	100.0%	365	7.9	172	25.9%	172	100.0%	664	100.0%
11	Garbage - Missed - SAN	569	0	0	N/A	3	0.6	569	100.0%	565	99.3%	565	99.3%
12	Graffiti Private Property - Residential/Commercial	503	147	147	100.0%	90	5.0	356	70.8%	356	100.0%	503	100.0%
13	Obstruction Alley/Sidewalk/Street - CCS	482	230	230	100.0%	60	13.0	252	52.3%	252	100.0%	482	100.0%
14	Bulky Trash Violations - CCS	471	18	9	50.0%	14	4.8	453	96.2%	428	94.5%	437	92.8%
15	Signs - Public Right of Way - CCS	465	3	0	0.0%	7	0.6	462	99.4%	449	97.2%	449	96.6%
16	Smoke Detector Request - DFD	464	61	61	100.0%	30	6.6	403	86.9%	402	99.8%	463	99.8%
17	24 Hour Parking/Parking Violations - DPD	461	7	4	57.1%	10	4.6	454	98.5%	439	96.7%	443	96.1%
18	Parking - Unapproved Surface - CCS	438	2	1	50.0%	10	1.7	436	99.5%	425	97.5%	426	97.3%
19	Animal - Sick/Injured - CCS	434	0	0	N/A	3	0.2	434	100.0%	429	98.8%	429	98.8%
20	Fire Inspection - DFD	424	224	224	100.0%	60	7.6	200	47.2%	200	100.0%	424	100.0%

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

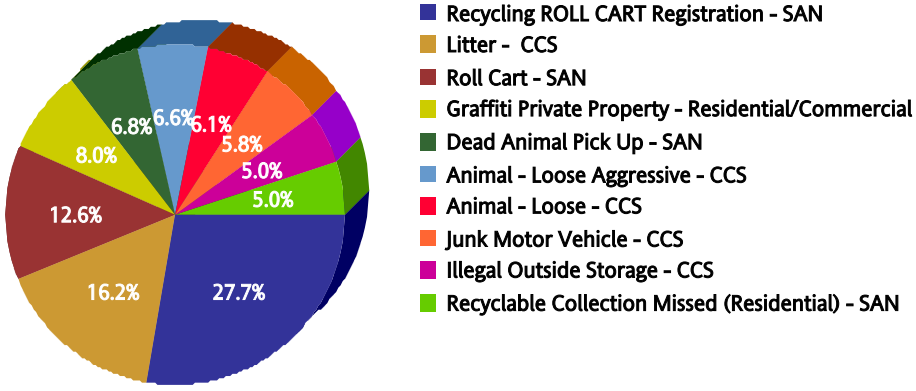
City of Dallas *Service Level Performance Report by Council District*

for 01

January 2010

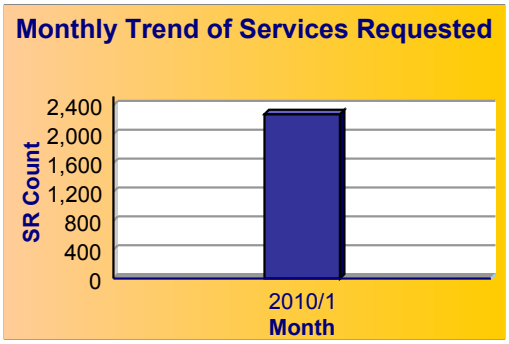
Top 10 Services

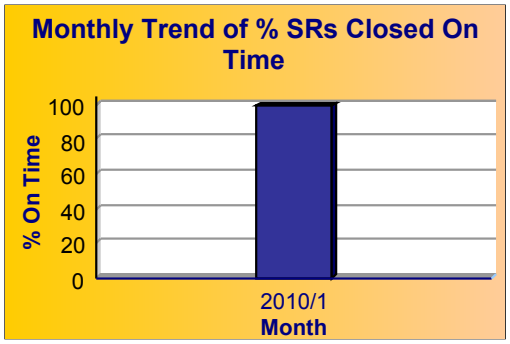
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	352
Litter - CCS	206
Roll Cart - SAN	160
Graffiti Private Property - Residential/Commercial	102
Dead Animal Pick Up - SAN	86
Animal - Loose Aggressive - CCS	84
Animal - Loose - CCS	78
Junk Motor Vehicle - CCS	74
Illegal Outside Storage - CCS	64
Recyclable Collection Missed (Residential) - SAN	64



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 %
2,270	1,959	1,942	99.1%	311	307	98.7%	99.1%





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

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

for 01

January 2010

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	Recycling ROLL CART Registration - SAN	352	1	1	100.0%	10	1.9	351	99.7%	351	100.0%	352	100.0%
2	Litter - CCS	206	98	98	100.0%	38	13.7	108	52.4%	108	100.0%	206	100.0%
3	Roll Cart - SAN	160	0	0	N/A	10	2.5	160	100.0%	160	100.0%	160	100.0%
4	Graffiti Private Property - Residential/Commercial	102	31	31	100.0%	90	4.8	71	69.6%	71	100.0%	102	100.0%
5	Dead Animal Pick Up - SAN	86	0	0	N/A	1	0.3	86	100.0%	85	98.8%	85	98.8%
6	Animal - Loose Aggressive - CCS	84	0	0	N/A	3	0.2	84	100.0%	84	100.0%	84	100.0%
7	Animal - Loose - CCS	78	9	9	100.0%	40	5.9	69	88.5%	69	100.0%	78	100.0%
8	Junk Motor Vehicle - CCS	74	47	47	100.0%	126	10.5	27	36.5%	27	100.0%	74	100.0%
9	Illegal Outside Storage - CCS	64	35	35	100.0%	38	13.8	29	45.3%	29	100.0%	64	100.0%
10	Recyclable Collection Missed (Residential) - SAN	64	0	0	N/A	3	1.4	64	100.0%	57	89.1%	57	89.1%
11	Signs - Public Right of Way Eve/Weekends - CCS	61	0	0	N/A	7	0.7	61	100.0%	61	100.0%	61	100.0%
12	Fire Inspection - DFD	52	12	12	100.0%	60	7.7	40	76.9%	40	100.0%	52	100.0%
13	24 Hour Parking/Parking Violations - DPD	45	0	0	N/A	10	4.3	45	100.0%	45	100.0%	45	100.0%
14	Recycling - Roll Cart - SAN	34	0	0	N/A	10	1.9	34	100.0%	34	100.0%	34	100.0%
15	Animal - Confined - CCS	30	0	0	N/A	3	0.2	30	100.0%	30	100.0%	30	100.0%
16	Animal - Sick/Injured - CCS	29	0	0	N/A	3	0.0	29	100.0%	29	100.0%	29	100.0%
17	Bulky Trash Violations - CCS	28	1	1	100.0%	14	5.0	27	96.4%	26	96.3%	27	96.4%
18	Garbage - Missed - SAN	28	0	0	N/A	3	0.8	28	100.0%	27	96.4%	27	96.4%
19	Pot hole - Hazardous-STS	27	0	0	N/A	1	0.2	27	100.0%	26	96.3%	26	96.3%
20	Substandard Structure - CCS	26	18	18	100.0%	365	6.5	8	30.8%	8	100.0%	26	100.0%
21	Animal - Cruelty - CCS	26	0	0	N/A	30	0.2	26	100.0%	26	100.0%	26	100.0%

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

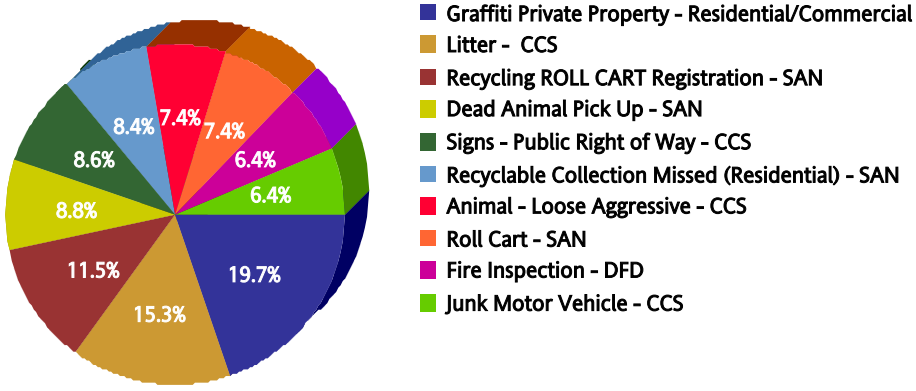
City of Dallas *Service Level Performance Report by Council District*

for 02

January 2010

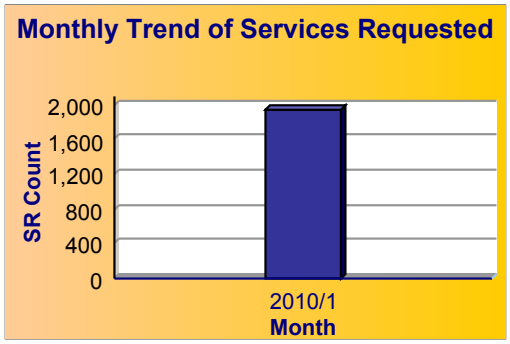
Top 10 Services

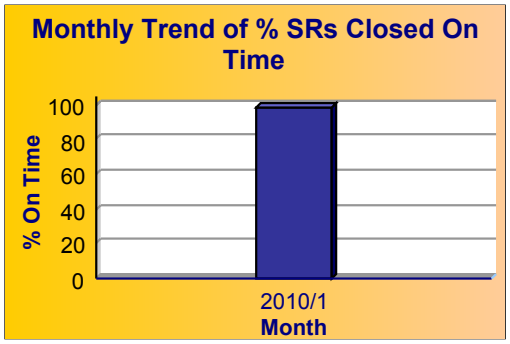
SR Type	Service Request Count
Graffiti Private Property - Residential/Commercial	144
Litter - CCS	112
Recycling ROLL CART Registration - SAN	84
Dead Animal Pick Up - SAN	64
Signs - Public Right of Way - CCS	63
Recyclable Collection Missed (Residential) - SAN	61
Animal - Loose Aggressive - CCS	54
Roll Cart - SAN	54
Fire Inspection - DFD	47
Junk Motor Vehicle - CCS	47



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 %
1,946	1,729	1,709	98.8%	217	211	97.2%	98.7%





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

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

for 02

January 2010

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	144	23	23	100.0%	90	3.6	121	84.0%	121	100.0%	144	100.0%
2	Litter - CCS	112	27	27	100.0%	38	8.2	85	75.9%	85	100.0%	112	100.0%
3	Recycling ROLL CART Registration - SAN	84	0	0	N/A	10	2.0	84	100.0%	84	100.0%	84	100.0%
4	Dead Animal Pick Up - SAN	64	0	0	N/A	1	0.3	64	100.0%	63	98.4%	63	98.4%
5	Signs - Public Right of Way - CCS	63	0	0	N/A	7	0.3	63	100.0%	63	100.0%	63	100.0%
6	Recyclable Collection Missed (Residential) - SAN	61	0	0	N/A	3	1.5	61	100.0%	55	90.2%	55	90.2%
7	Animal - Loose Aggressive - CCS	54	0	0	N/A	3	0.2	54	100.0%	54	100.0%	54	100.0%
8	Roll Cart - SAN	54	0	0	N/A	10	2.9	54	100.0%	54	100.0%	54	100.0%
9	Junk Motor Vehicle - CCS	47	21	21	100.0%	126	9.5	26	55.3%	26	100.0%	47	100.0%
10	Fire Inspection - DFD	47	26	26	100.0%	60	7.3	21	44.7%	21	100.0%	47	100.0%
11	Animal - Confined - CCS	44	0	0	N/A	3	0.1	44	100.0%	44	100.0%	44	100.0%
12	Animal - Sick/Injured - CCS	40	0	0	N/A	3	0.1	40	100.0%	40	100.0%	40	100.0%
13	Traffic Signal - Flashing - PWT	40	0	0	N/A	4	1.8	40	100.0%	39	97.5%	39	97.5%
14	Bulky Trash Violations - CCS	39	2	2	100.0%	14	2.9	37	94.9%	37	100.0%	39	100.0%
15	Snow/Ice Sanding Request-Hazardous-STS (DISPATCH)	38	0	0	N/A	5	0.2	38	100.0%	37	97.4%	37	97.4%
16	Illegal Garbage/Placement - CCS	36	4	4	100.0%	60	10.4	32	88.9%	32	100.0%	36	100.0%
17	Signs - Other - CCS	36	3	3	100.0%	21	3.0	33	91.7%	33	100.0%	36	100.0%
18	Illegal Outside Storage - CCS	35	13	13	100.0%	38	11.1	22	62.9%	22	100.0%	35	100.0%
19	Pot hole - Hazardous-STS	35	0	0	N/A	1	0.0	35	100.0%	35	100.0%	35	100.0%
20	Animal - Loose - CCS	34	1	1	100.0%	40	7.4	33	97.1%	33	100.0%	34	100.0%

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

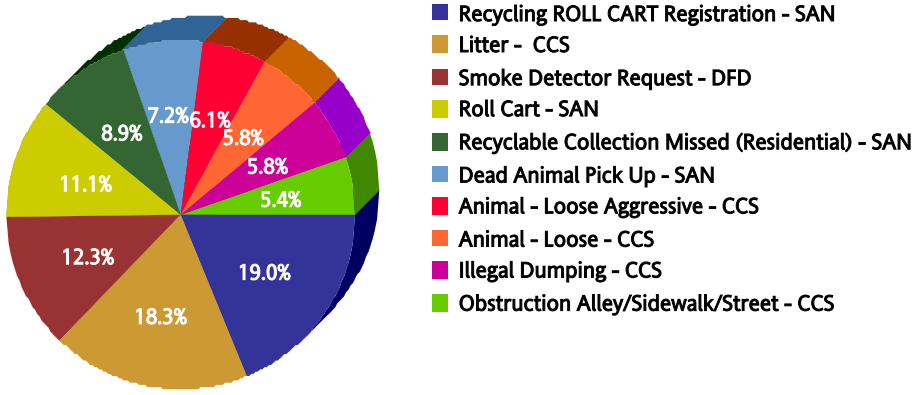
City of Dallas *Service Level Performance Report by Council District*

for 03

January 2010

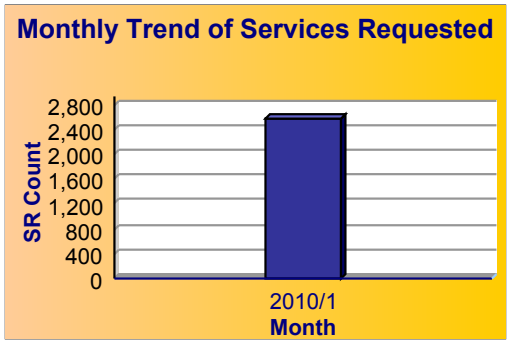
Top 10 Services

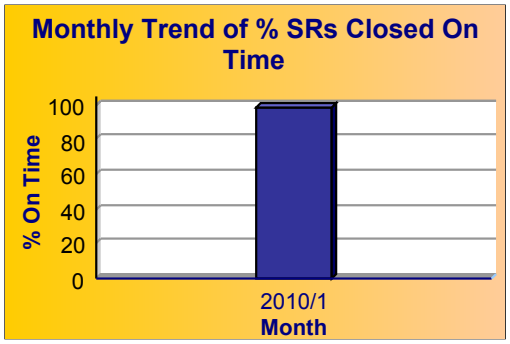
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	251
Litter - CCS	242
Smoke Detector Request - DFD	162
Roll Cart - SAN	147
Recyclable Collection Missed (Residential) - SAN	117
Dead Animal Pick Up - SAN	95
Animal - Loose Aggressive - CCS	81
Animal - Loose - CCS	77
Illegal Dumping - CCS	77
Obstruction Alley/Sidewalk/Street - CCS	71



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 %
2,568	2,198	2,172	98.8%	370	365	98.6%	98.8%





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

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

for 03

January 2010

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	Recycling ROLL CART Registration - SAN	251	0	0	N/A	10	1.8	251	100.0%	251	100.0%	251	100.0%
2	Litter - CCS	242	102	102	100.0%	38	12.2	140	57.9%	140	100.0%	242	100.0%
3	Smoke Detector Request - DFD	162	14	14	100.0%	30	2.2	148	91.4%	148	100.0%	162	100.0%
4	Roll Cart - SAN	147	0	0	N/A	10	2.2	147	100.0%	147	100.0%	147	100.0%
5	Recyclable Collection Missed (Residential) - SAN	117	0	0	N/A	3	1.3	117	100.0%	107	91.5%	107	91.5%
6	Dead Animal Pick Up - SAN	95	0	0	N/A	1	0.3	95	100.0%	92	96.8%	92	96.8%
7	Animal - Loose Aggressive - CCS	81	0	0	N/A	3	0.2	81	100.0%	81	100.0%	81	100.0%
8	Illegal Dumping - CCS	77	0	0	N/A	38	1.3	77	100.0%	77	100.0%	77	100.0%
9	Animal - Loose - CCS	77	4	4	100.0%	40	6.3	73	94.8%	73	100.0%	77	100.0%
10	Obstruction Alley/Sidewalk/Street - CCS	71	37	37	100.0%	60	13.3	34	47.9%	34	100.0%	71	100.0%
11	Animal - Confined - CCS	55	0	0	N/A	3	0.2	55	100.0%	55	100.0%	55	100.0%
12	Substandard Structure - CCS	55	47	47	100.0%	365	6.8	8	14.5%	8	100.0%	55	100.0%
13	High Weeds - CCS	51	23	23	100.0%	38	14.6	28	54.9%	28	100.0%	51	100.0%
14	Signs - Public Right of Way - CCS	50	0	0	N/A	7	0.5	50	100.0%	49	98.0%	49	98.0%
15	Dead Animal - Clinic Pick Up - SAN	48	0	0	N/A	2	0.0	48	100.0%	48	100.0%	48	100.0%
16	Signs - Public Right of Way Eve/Weekends - CCS	45	0	0	N/A	7	0.3	45	100.0%	45	100.0%	45	100.0%
17	Illegal Outside Storage - CCS	44	24	24	100.0%	38	13.0	20	45.5%	20	100.0%	44	100.0%
18	Garbage - Missed - SAN	44	0	0	N/A	3	1.1	44	100.0%	42	95.5%	42	95.5%
19	Animal - Sick/Injured - CCS	43	0	0	N/A	3	0.1	43	100.0%	43	100.0%	43	100.0%
20	24 Hour Parking/Parking Violations - DPD	43	0	0	N/A	10	4.2	43	100.0%	43	100.0%	43	100.0%

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

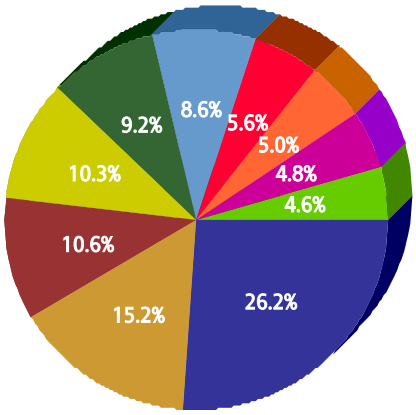
City of Dallas *Service Level Performance Report by Council District*

for 04

January 2010

Top 10 Services

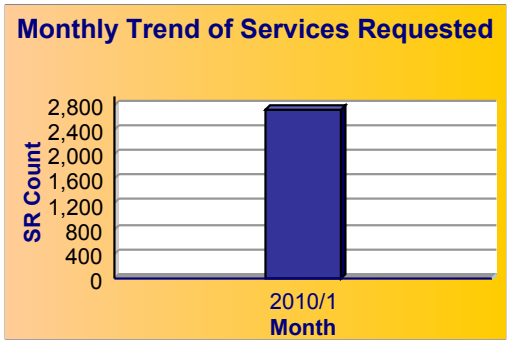
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	385
Roll Cart - SAN	223
Litter - CCS	156
Dead Animal Pick Up - SAN	152
Animal - Loose - CCS	136
Animal - Loose Aggressive - CCS	126
Illegal Dumping - CCS	82
Smoke Detector Request - DFD	73
Bulky Trash Violations - CCS	71
Animal - Confined - CCS	67

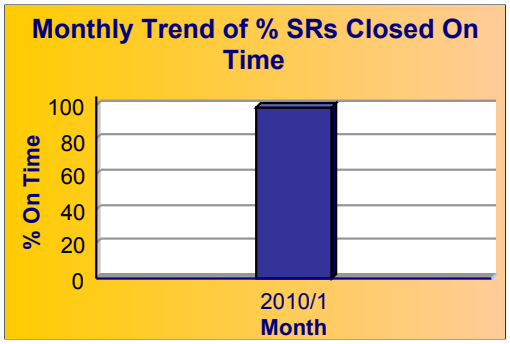


Service
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Litter - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose - CCS
- Animal - Loose Aggressive - CCS
- Illegal Dumping - CCS
- Smoke Detector Request - DFD
- Bulky Trash Violations - CCS
- Animal - Confined - CCS

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 %
2,703	2,395	2,355	98.3%	308	304	98.7%	98.4%





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

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

for 04

January 2010

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	Recycling ROLL CART Registration - SAN	385	1	1	100.0%	10	1.9	384	99.7%	384	100.0%	385	100.0%
2	Roll Cart - SAN	223	0	0	N/A	10	2.3	223	100.0%	223	100.0%	223	100.0%
3	Litter - CCS	156	65	65	100.0%	38	11.6	91	58.3%	91	100.0%	156	100.0%
4	Dead Animal Pick Up - SAN	152	0	0	N/A	1	0.3	152	100.0%	147	96.7%	147	96.7%
5	Animal - Loose - CCS	136	12	12	100.0%	40	5.1	124	91.2%	124	100.0%	136	100.0%
6	Animal - Loose Aggressive - CCS	126	0	0	N/A	3	0.3	126	100.0%	125	99.2%	125	99.2%
7	Illegal Dumping - CCS	82	5	5	100.0%	38	1.5	77	93.9%	77	100.0%	82	100.0%
8	Smoke Detector Request - DFD	73	6	6	100.0%	30	10.1	67	91.8%	67	100.0%	73	100.0%
9	Bulky Trash Violations - CCS	71	0	0	N/A	14	6.6	71	100.0%	63	88.7%	63	88.7%
10	Animal - Confined - CCS	67	0	0	N/A	3	0.3	67	100.0%	66	98.5%	66	98.5%
11	Animal - Sick/Injured - CCS	62	0	0	N/A	3	0.1	62	100.0%	62	100.0%	62	100.0%
12	High Weeds - CCS	60	14	14	100.0%	38	13.5	46	76.7%	46	100.0%	60	100.0%
13	Junk Motor Vehicle - CCS	58	43	43	100.0%	126	11.7	15	25.9%	15	100.0%	58	100.0%
14	Recyclable Collection Missed (Residential) - SAN	57	0	0	N/A	3	1.5	57	100.0%	50	87.7%	50	87.7%
15	Substandard Structure - CCS	53	30	30	100.0%	365	10.0	23	43.4%	23	100.0%	53	100.0%
16	Open and Vacant Structure - CCS	40	6	6	100.0%	30	5.7	34	85.0%	34	100.0%	40	100.0%
17	Obstruction Alley/Sidewalk/Street - CCS	39	9	9	100.0%	60	14.0	30	76.9%	30	100.0%	39	100.0%
18	Signs - Other - CCS	38	6	6	100.0%	21	1.7	32	84.2%	31	96.9%	37	97.4%
19	Garbage - Missed - SAN	37	0	0	N/A	3	0.6	37	100.0%	37	100.0%	37	100.0%
20	Pot hole - Hazardous-STS	36	0	0	N/A	1	0.1	36	100.0%	36	100.0%	36	100.0%

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

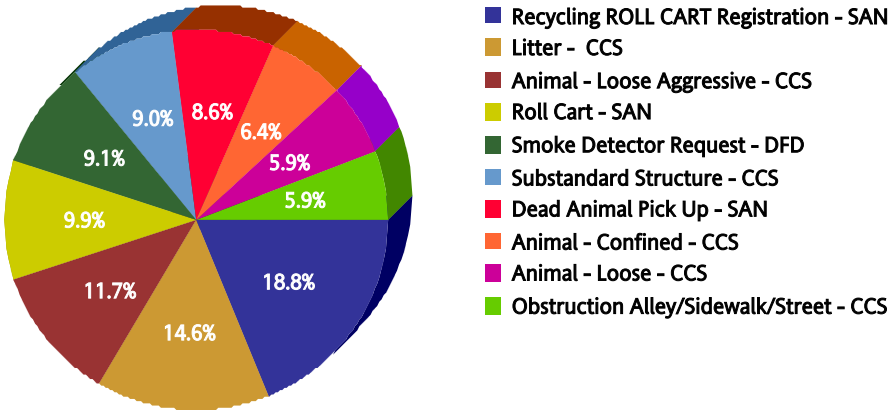
City of Dallas *Service Level Performance Report by Council District*

for 05

January 2010

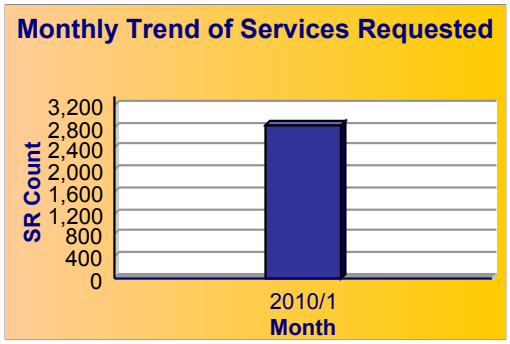
Top 10 Services

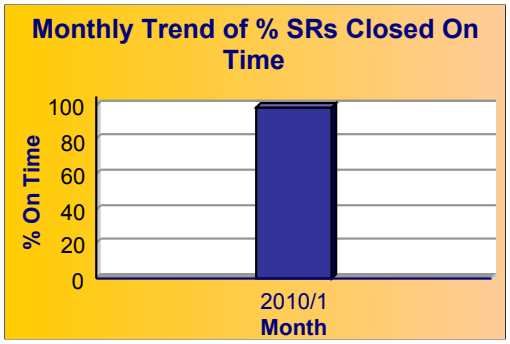
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	287
Litter - CCS	224
Animal - Loose Aggressive - CCS	179
Roll Cart - SAN	152
Smoke Detector Request - DFD	139
Substandard Structure - CCS	137
Dead Animal Pick Up - SAN	132
Animal - Confined - CCS	98
Animal - Loose - CCS	91
Obstruction Alley/Sidewalk/Street - CCS	91



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 %
2,840	2,314	2,279	98.5%	526	518	98.5%	98.5%





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

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

for 05

January 2010

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	Recycling ROLL CART Registration - SAN	287	0	0	N/A	10	1.7	287	100.0%	287	100.0%	287	100.0%
2	Litter - CCS	224	128	128	100.0%	38	15.7	96	42.9%	96	100.0%	224	100.0%
3	Animal - Loose Aggressive - CCS	179	0	0	N/A	3	0.2	179	100.0%	179	100.0%	179	100.0%
4	Roll Cart - SAN	152	1	1	100.0%	10	2.3	151	99.3%	151	100.0%	152	100.0%
5	Smoke Detector Request - DFD	139	17	17	100.0%	30	5.7	122	87.8%	122	100.0%	139	100.0%
6	Substandard Structure - CCS	137	99	99	100.0%	365	10.2	38	27.7%	38	100.0%	137	100.0%
7	Dead Animal Pick Up - SAN	132	0	0	N/A	1	0.5	132	100.0%	126	95.5%	126	95.5%
8	Animal - Confined - CCS	98	0	0	N/A	3	0.3	98	100.0%	98	100.0%	98	100.0%
9	Obstruction Alley/Sidewalk/Street - CCS	91	69	69	100.0%	60	18.7	22	24.2%	22	100.0%	91	100.0%
10	Animal - Loose - CCS	91	7	7	100.0%	40	8.2	84	92.3%	84	100.0%	91	100.0%
11	Recyclable Collection Missed (Residential) - SAN	75	0	0	N/A	3	1.3	75	100.0%	70	93.3%	70	93.3%
12	Signs - Other - CCS	71	4	3	75.0%	21	7.1	67	94.4%	67	100.0%	70	98.6%
13	Junk Motor Vehicle - CCS	67	39	39	100.0%	126	13.2	28	41.8%	28	100.0%	67	100.0%
14	Bulky Trash Violations - CCS	57	2	0	0.0%	14	5.5	55	96.5%	51	92.7%	51	89.5%
15	Animal - Sick/Injured - CCS	56	0	0	N/A	3	0.3	56	100.0%	54	96.4%	54	96.4%
16	High Weeds - CCS	55	21	21	100.0%	38	15.6	34	61.8%	34	100.0%	55	100.0%
17	Garbage - Missed - SAN	52	0	0	N/A	3	0.7	52	100.0%	52	100.0%	52	100.0%
18	Parking - Unapproved Surface - CCS	45	1	0	0.0%	10	2.9	44	97.8%	42	95.5%	42	93.3%
19	Illegal Outside Storage - CCS	40	23	23	100.0%	38	11.8	17	42.5%	17	100.0%	40	100.0%
20	24 Hour Parking/Parking Violations - DPD	32	0	0	N/A	10	5.6	32	100.0%	30	93.8%	30	93.8%

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

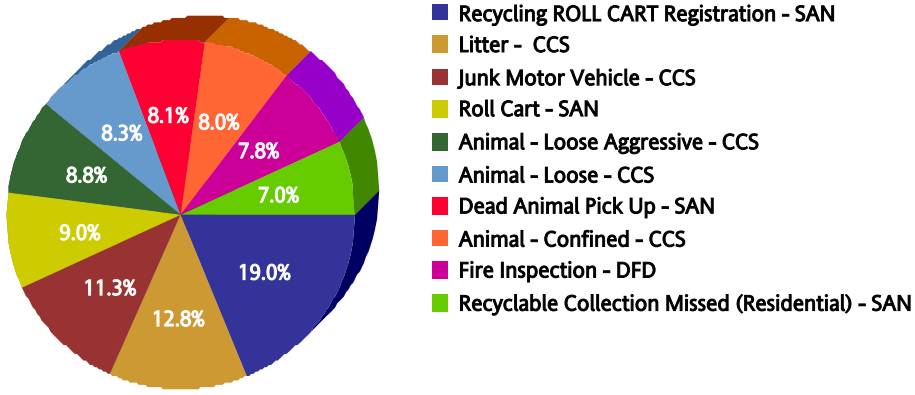
City of Dallas *Service Level Performance Report by Council District*

for 06

January 2010

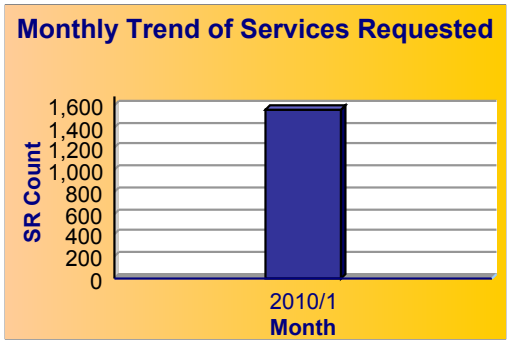
Top 10 Services

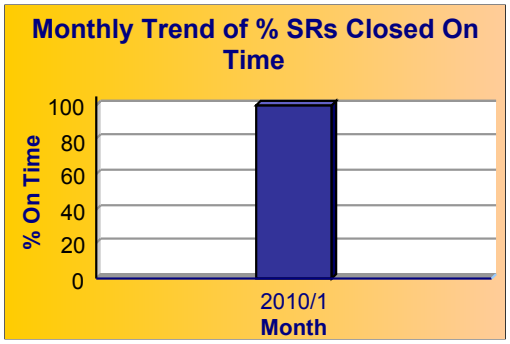
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	131
Litter - CCS	88
Junk Motor Vehicle - CCS	78
Roll Cart - SAN	62
Animal - Loose Aggressive - CCS	61
Animal - Loose - CCS	57
Dead Animal Pick Up - SAN	56
Animal - Confined - CCS	55
Fire Inspection - DFD	54
Recyclable Collection Missed (Residential) - SAN	48



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 %
1,549	1,341	1,335	99.6%	208	207	99.5%	99.5%





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

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

for 06

January 2010

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	Recycling ROLL CART Registration - SAN	131	0	0	N/A	10	1.9	131	100.0%	131	100.0%	131	100.0%
2	Litter - CCS	88	41	41	100.0%	38	10.6	47	53.4%	47	100.0%	88	100.0%
3	Junk Motor Vehicle - CCS	78	31	31	100.0%	126	13.4	47	60.3%	47	100.0%	78	100.0%
4	Roll Cart - SAN	62	0	0	N/A	10	2.6	62	100.0%	62	100.0%	62	100.0%
5	Animal - Loose Aggressive - CCS	61	0	0	N/A	3	0.2	61	100.0%	61	100.0%	61	100.0%
6	Animal - Loose - CCS	57	2	2	100.0%	40	4.7	55	96.5%	55	100.0%	57	100.0%
7	Dead Animal Pick Up - SAN	56	0	0	N/A	1	0.1	56	100.0%	55	98.2%	55	98.2%
8	Animal - Confined - CCS	55	0	0	N/A	3	0.2	55	100.0%	55	100.0%	55	100.0%
9	Fire Inspection - DFD	54	23	23	100.0%	60	7.9	31	57.4%	31	100.0%	54	100.0%
10	Recyclable Collection Missed (Residential) - SAN	48	0	0	N/A	3	1.1	48	100.0%	47	97.9%	47	97.9%
11	Illegal Outside Storage - CCS	46	14	14	100.0%	38	8.7	32	69.6%	32	100.0%	46	100.0%
12	Substandard Structure - CCS	40	25	25	100.0%	365	6.7	15	37.5%	15	100.0%	40	100.0%
13	Garbage - Missed - SAN	35	0	0	N/A	3	0.9	35	100.0%	35	100.0%	35	100.0%
14	Illegal Land Use (Residential/Business) - CCS	33	7	7	100.0%	60	6.2	26	78.8%	26	100.0%	33	100.0%
15	Parking - Unapproved Surface - CCS	30	0	0	N/A	10	1.5	30	100.0%	29	96.7%	29	96.7%
16	Garage Sale Eve/Weekends - CCS	28	0	0	N/A	7	1.1	28	100.0%	28	100.0%	28	100.0%
17	Animal - Sick/Injured - CCS	26	0	0	N/A	3	0.2	26	100.0%	26	100.0%	26	100.0%
18	Illegal Dumping - CCS	23	0	0	N/A	38	1.0	23	100.0%	23	100.0%	23	100.0%
19	High Weeds - CCS	21	3	3	100.0%	38	10.0	18	85.7%	18	100.0%	21	100.0%
20	Parking - Unapproved Surface - Eve/Weekends - CCS	20	0	0	N/A	10	0.4	20	100.0%	20	100.0%	20	100.0%
21	24 Hour Parking/Parking Violations - DPD	20	0	0	N/A	10	4.0	20	100.0%	20	100.0%	20	100.0%

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

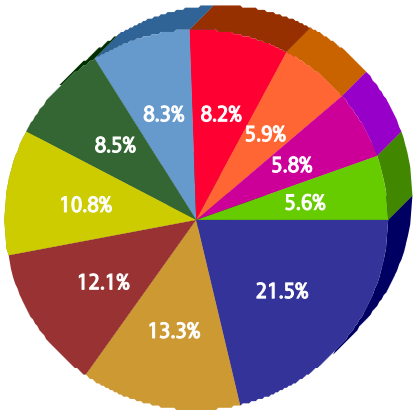
City of Dallas *Service Level Performance Report by Council District*

for 07

January 2010

Top 10 Services

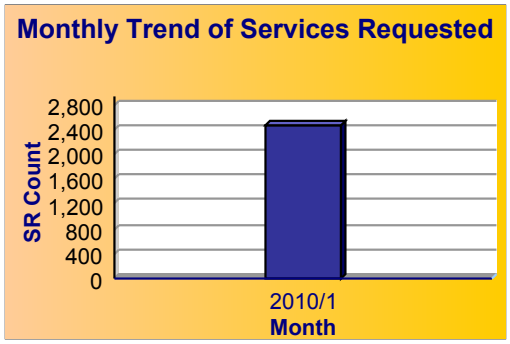
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	267
Litter - CCS	165
Substandard Structure - CCS	151
Roll Cart - SAN	134
Dead Animal Pick Up - SAN	106
Animal - Loose Aggressive - CCS	103
Junk Motor Vehicle - CCS	102
Animal - Confined - CCS	73
Animal - Loose - CCS	72
Illegal Dumping - CCS	70

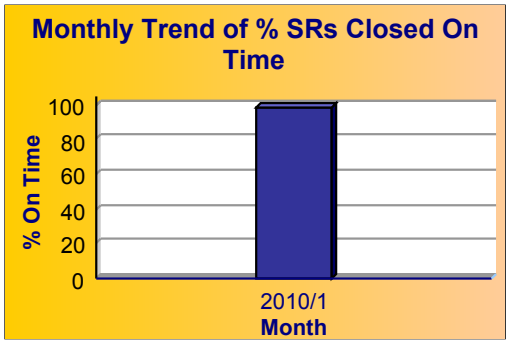


Service
- Recycling ROLL CART Registration - SAN
- Litter - CCS
- Substandard Structure - CCS
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - CCS
- Junk Motor Vehicle - CCS
- Animal - Confined - CCS
- Animal - Loose - CCS
- Illegal Dumping - CCS

Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,471	2,070	2,051	99.1%	401	390	97.3%	98.8%





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

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

for 07

January 2010

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	Recycling ROLL CART Registration - SAN	267	0	0	N/A	10	2.1	267	100.0%	267	100.0%	267	100.0%
2	Litter - CCS	165	62	62	100.0%	38	8.7	103	62.4%	103	100.0%	165	100.0%
3	Substandard Structure - CCS	151	116	116	100.0%	365	5.3	35	23.2%	35	100.0%	151	100.0%
4	Roll Cart - SAN	134	0	0	N/A	10	2.5	134	100.0%	134	100.0%	134	100.0%
5	Dead Animal Pick Up - SAN	106	0	0	N/A	1	0.3	106	100.0%	105	99.1%	105	99.1%
6	Animal - Loose Aggressive - CCS	103	0	0	N/A	3	0.2	103	100.0%	103	100.0%	103	100.0%
7	Junk Motor Vehicle - CCS	102	79	79	100.0%	126	13.1	23	22.5%	23	100.0%	102	100.0%
8	Animal - Confined - CCS	73	0	0	N/A	3	0.3	73	100.0%	73	100.0%	73	100.0%
9	Animal - Loose - CCS	72	3	3	100.0%	40	6.3	69	95.8%	69	100.0%	72	100.0%
10	Illegal Dumping - CCS	70	3	3	100.0%	38	1.7	67	95.7%	67	100.0%	70	100.0%
11	Open and Vacant Structure - CCS	67	8	7	87.5%	30	6.5	59	88.1%	59	100.0%	66	98.5%
12	Signs - Public Right of Way - CCS	61	0	0	N/A	7	0.0	61	100.0%	61	100.0%	61	100.0%
13	Bulky Trash Violations - CCS	60	7	2	28.6%	14	4.3	53	88.3%	52	98.1%	54	90.0%
14	Parking - Unapproved Surface - CCS	48	0	0	N/A	10	1.0	48	100.0%	47	97.9%	47	97.9%
15	Animal - Sick/Injured - CCS	45	0	0	N/A	3	0.2	45	100.0%	44	97.8%	44	97.8%
16	24 Hour Parking/Parking Violations - DPD	44	2	0	0.0%	10	5.2	42	95.5%	40	95.2%	40	90.9%
17	Recyclable Collection Missed (Residential) - SAN	40	0	0	N/A	3	1.0	40	100.0%	39	97.5%	39	97.5%
18	Graffiti Private Property - Residential/Commercial	36	13	13	100.0%	90	4.7	23	63.9%	23	100.0%	36	100.0%
19	High Weeds - CCS	35	9	9	100.0%	38	7.2	26	74.3%	26	100.0%	35	100.0%
20	Garbage - Missed - SAN	34	0	0	N/A	3	0.6	34	100.0%	34	100.0%	34	100.0%

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

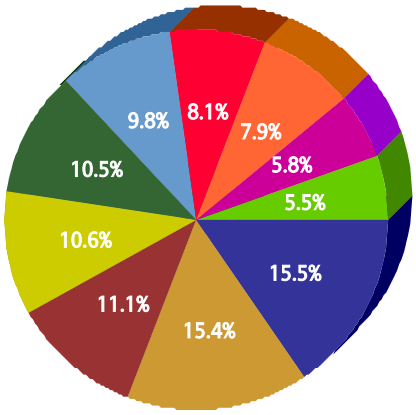
City of Dallas *Service Level Performance Report by Council District*

for 08

January 2010

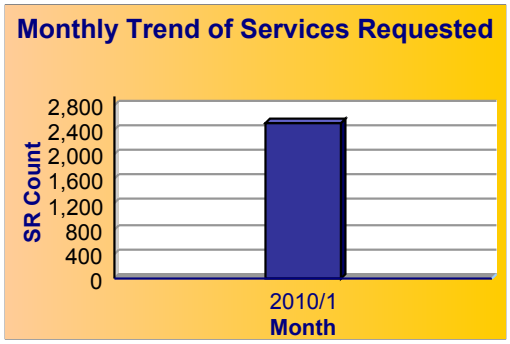
Top 10 Services

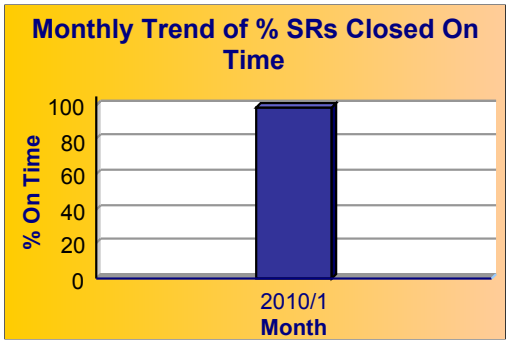
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	201
Litter - CCS	200
Roll Cart - SAN	144
Animal - Loose Aggressive - CCS	138
Parking - Unapproved Surface - CCS	136
Dead Animal Pick Up - SAN	127
Junk Motor Vehicle - CCS	105
Animal - Confined - CCS	102
Garbage - Missed - SAN	75
Animal - Loose - CCS	71



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 %
2,509	2,126	2,098	98.7%	383	380	99.2%	98.8%





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

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

for 08

January 2010

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	Recycling ROLL CART Registration - SAN	201	0	0	N/A	10	1.8	201	100.0%	201	100.0%	201	100.0%
2	Litter - CCS	200	78	78	100.0%	38	14.7	122	61.0%	122	100.0%	200	100.0%
3	Roll Cart - SAN	144	0	0	N/A	10	2.7	144	100.0%	144	100.0%	144	100.0%
4	Animal - Loose Aggressive - CCS	138	0	0	N/A	3	0.3	138	100.0%	138	100.0%	138	100.0%
5	Parking - Unapproved Surface - CCS	136	0	0	N/A	10	1.9	136	100.0%	130	95.6%	130	95.6%
6	Dead Animal Pick Up - SAN	127	0	0	N/A	1	0.5	127	100.0%	122	96.1%	122	96.1%
7	Junk Motor Vehicle - CCS	105	81	81	100.0%	126	13.0	24	22.9%	24	100.0%	105	100.0%
8	Animal - Confined - CCS	102	0	0	N/A	3	0.3	102	100.0%	102	100.0%	102	100.0%
9	Garbage - Missed - SAN	75	0	0	N/A	3	0.6	75	100.0%	75	100.0%	75	100.0%
10	Animal - Loose - CCS	71	19	19	100.0%	40	6.9	52	73.2%	52	100.0%	71	100.0%
11	Substandard Structure - CCS	69	63	63	100.0%	365	9.7	6	8.7%	6	100.0%	69	100.0%
12	Recyclable Collection Missed (Residential) - SAN	60	0	0	N/A	3	1.1	60	100.0%	60	100.0%	60	100.0%
13	Signs - Public Right of Way Eve/Weekends - CCS	56	0	0	N/A	7	0.4	56	100.0%	55	98.2%	55	98.2%
14	Signs - Other - CCS	53	1	1	100.0%	21	1.1	52	98.1%	52	100.0%	53	100.0%
15	Bulky Trash Violations - CCS	50	0	0	N/A	14	4.4	50	100.0%	45	90.0%	45	90.0%
16	High Weeds - CCS	50	9	9	100.0%	38	13.4	41	82.0%	41	100.0%	50	100.0%
17	Illegal Outside Storage - CCS	45	26	26	100.0%	38	14.0	19	42.2%	19	100.0%	45	100.0%
18	Animal - Cruelty - CCS	41	0	0	N/A	30	0.3	41	100.0%	41	100.0%	41	100.0%
19	Illegal Land Use (Residential/Business) - CCS	39	27	27	100.0%	60	10.3	12	30.8%	12	100.0%	39	100.0%
20	Obstruction Alley/Sidewalk/Street - CCS	34	5	5	100.0%	60	18.5	29	85.3%	29	100.0%	34	100.0%
21	Pot hole - Hazardous-STS	34	0	0	N/A	1	0.1	34	100.0%	34	100.0%	34	100.0%

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

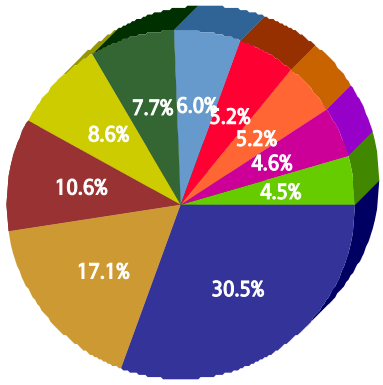
City of Dallas *Service Level Performance Report by Council District*

for 09

January 2010

Top 10 Services

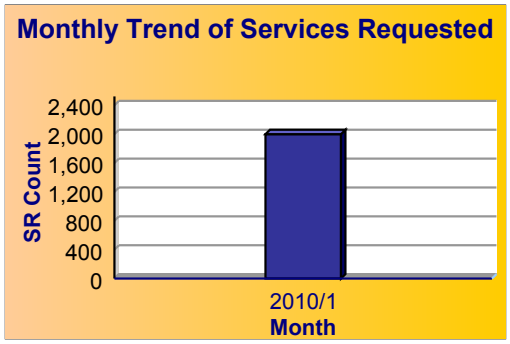
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	320
Roll Cart - SAN	180
Recyclable Collection Missed (Residential) - SAN	111
Litter - CCS	90
Dead Animal Pick Up - SAN	81
Parking - Unapproved Surface - CCS	63
Animal - Confined - CCS	55
Animal - Loose Aggressive - CCS	55
Animal - Loose - CCS	48
Bulky Trash Violations - CCS	47

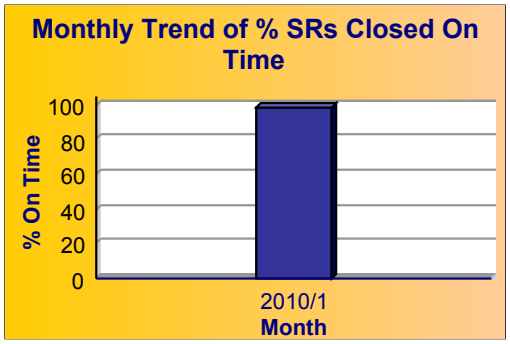


Service
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Recyclable Collection Missed (Residential) - SAN
- Litter - CCS
- Dead Animal Pick Up - SAN
- Parking - Unapproved Surface - CCS
- Animal - Confined - CCS
- Animal - Loose Aggressive - CCS
- Animal - Loose - CCS
- Bulky Trash Violations - 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 %
1,980	1,820	1,798	98.8%	160	158	98.8%	98.8%





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

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

for 09

January 2010

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	Recycling ROLL CART Registration - SAN	320	0	0	N/A	10	1.8	320	100.0%	320	100.0%	320	100.0%
2	Roll Cart - SAN	180	0	0	N/A	10	2.4	180	100.0%	180	100.0%	180	100.0%
3	Recyclable Collection Missed (Residential) - SAN	111	0	0	N/A	3	1.2	111	100.0%	103	92.8%	103	92.8%
4	Litter - CCS	90	29	29	100.0%	38	11.3	61	67.8%	61	100.0%	90	100.0%
5	Dead Animal Pick Up - SAN	81	0	0	N/A	1	0.4	81	100.0%	81	100.0%	81	100.0%
6	Parking - Unapproved Surface - CCS	63	0	0	N/A	10	0.8	63	100.0%	63	100.0%	63	100.0%
7	Animal - Confined - CCS	55	0	0	N/A	3	0.3	55	100.0%	55	100.0%	55	100.0%
8	Animal - Loose Aggressive - CCS	55	0	0	N/A	3	0.2	55	100.0%	55	100.0%	55	100.0%
9	Animal - Loose - CCS	48	0	0	N/A	40	5.9	48	100.0%	48	100.0%	48	100.0%
10	Bulky Trash Violations - CCS	47	1	0	0.0%	14	4.8	46	97.9%	44	95.7%	44	93.6%
11	Junk Motor Vehicle - CCS	45	24	24	100.0%	126	8.8	21	46.7%	21	100.0%	45	100.0%
12	Recycling - Roll Cart - SAN	44	0	0	N/A	10	2.6	44	100.0%	44	100.0%	44	100.0%
13	24 Hour Parking/Parking Violations - DPD	43	0	0	N/A	10	3.3	43	100.0%	43	100.0%	43	100.0%
14	Garbage - Missed - SAN	42	0	0	N/A	3	0.5	42	100.0%	42	100.0%	42	100.0%
15	Graffiti Private Property - Residential/Commercial	34	3	3	100.0%	90	3.9	31	91.2%	31	100.0%	34	100.0%
16	Animal - Sick/Injured - CCS	29	0	0	N/A	3	0.0	29	100.0%	29	100.0%	29	100.0%
17	Street Repair - Routine-STS	25	11	11	100.0%	90	7.5	14	56.0%	14	100.0%	25	100.0%
18	Obstruction Alley/Sidewalk/Street - CCS	24	9	9	100.0%	60	10.1	15	62.5%	15	100.0%	24	100.0%
19	Brush/Bulk Items - Missed - SAN	23	0	0	N/A	10	1.0	23	100.0%	23	100.0%	23	100.0%
20	Substandard Structure - CCS	23	19	19	100.0%	365	7.0	4	17.4%	4	100.0%	23	100.0%
21	Sanitation Property Damage - SAN	23	2	2	100.0%	28	8.2	21	91.3%	21	100.0%	23	100.0%

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

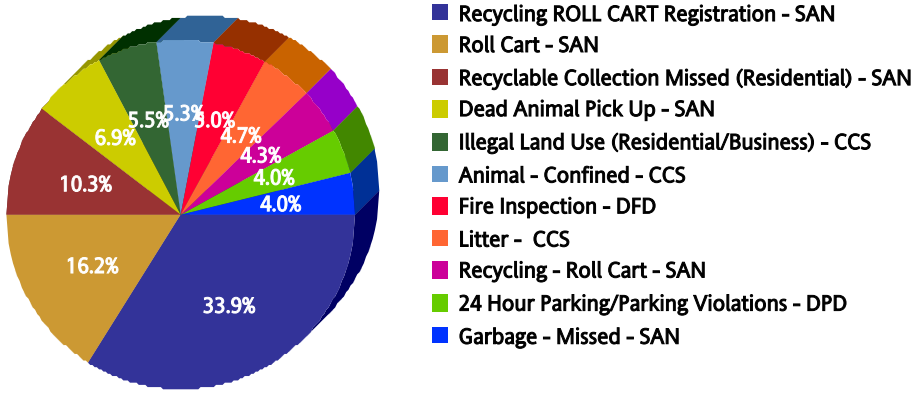
City of Dallas *Service Level Performance Report by Council District*

for 10

January 2010

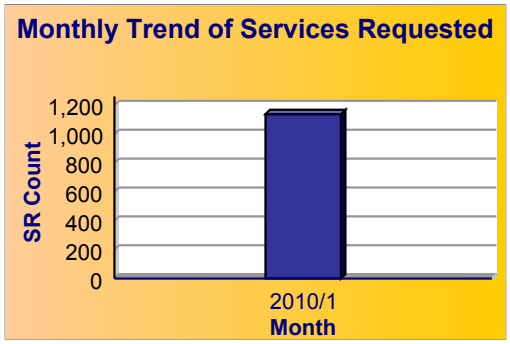
Top 10 Services

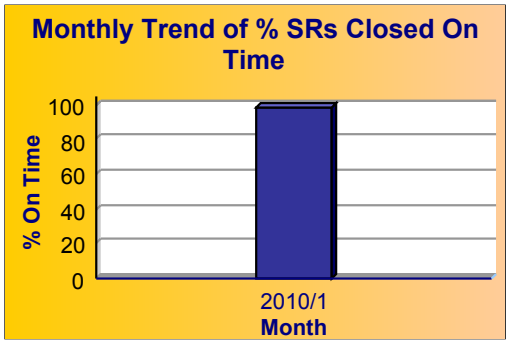
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	211
Roll Cart - SAN	101
Recyclable Collection Missed (Residential) - SAN	64
Dead Animal Pick Up - SAN	43
Illegal Land Use (Residential/Business) - CCS	34
Animal - Confined - CCS	33
Fire Inspection - DFD	31
Litter - CCS	29
Recycling - Roll Cart - SAN	27
24 Hour Parking/Parking Violations - DPD	25
Garbage - Missed - SAN	25



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 %
1,130	1,009	1,002	99.3%	121	117	96.7%	99.0%





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

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

for 10

January 2010

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	Recycling ROLL CART Registration - SAN	211	1	1	100.0%	10	1.5	210	99.5%	210	100.0%	211	100.0%
2	Roll Cart - SAN	101	0	0	N/A	10	2.5	101	100.0%	101	100.0%	101	100.0%
3	Recyclable Collection Missed (Residential) - SAN	64	0	0	N/A	3	1.2	64	100.0%	64	100.0%	64	100.0%
4	Dead Animal Pick Up - SAN	43	0	0	N/A	1	0.3	43	100.0%	43	100.0%	43	100.0%
5	Illegal Land Use (Residential/Business) - CCS	34	21	21	100.0%	60	11.9	13	38.2%	13	100.0%	34	100.0%
6	Animal - Confined - CCS	33	0	0	N/A	3	0.2	33	100.0%	33	100.0%	33	100.0%
7	Fire Inspection - DFD	31	20	20	100.0%	60	17.9	11	35.5%	11	100.0%	31	100.0%
8	Litter - CCS	29	14	14	100.0%	38	12.6	15	51.7%	15	100.0%	29	100.0%
9	Recycling - Roll Cart - SAN	27	0	0	N/A	10	3.1	27	100.0%	27	100.0%	27	100.0%
10	24 Hour Parking/Parking Violations - DPD	25	0	0	N/A	10	4.0	25	100.0%	24	96.0%	24	96.0%
11	Garbage - Missed - SAN	25	0	0	N/A	3	0.7	25	100.0%	25	100.0%	25	100.0%
12	Junk Motor Vehicle - CCS	24	17	17	100.0%	126	13.3	7	29.2%	7	100.0%	24	100.0%
13	Street Repair - Routine-STS	23	4	4	100.0%	90	6.8	19	82.6%	19	100.0%	23	100.0%
14	Snow/Ice Sanding Request-Hazardous-STS (DISPATCH)	20	0	0	N/A	5	0.1	20	100.0%	20	100.0%	20	100.0%
15	Signs - Other - CCS	16	0	0	N/A	21	14.4	16	100.0%	15	93.8%	15	93.8%
16	Animal - Loose Aggressive - CCS	15	0	0	N/A	3	0.2	15	100.0%	15	100.0%	15	100.0%
17	Animal - Sick/Injured - CCS	15	0	0	N/A	3	0.1	15	100.0%	15	100.0%	15	100.0%
18	Substandard Structure Apts - CCS	15	6	6	100.0%	365	4.2	9	60.0%	9	100.0%	15	100.0%
19	Bulky Trash Violations - CCS	13	0	0	N/A	14	4.2	13	100.0%	13	100.0%	13	100.0%
20	Substandard Structure - CCS	12	9	9	100.0%	365	3.3	3	25.0%	3	100.0%	12	100.0%
21	Animal - Loose - CCS	12	0	0	N/A	40	5.8	12	100.0%	12	100.0%	12	100.0%
22	Animal - Wildlife/Livestock- Routine - CCS	12	0	0	N/A	30	2.7	12	100.0%	12	100.0%	12	100.0%

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

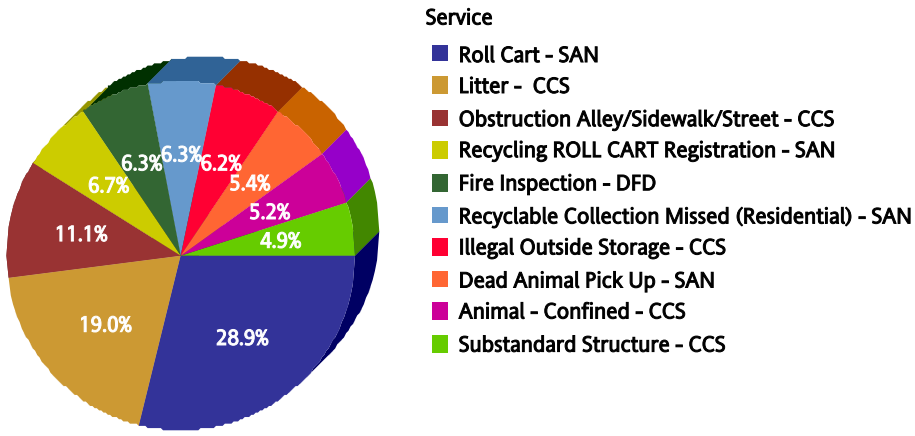
City of Dallas *Service Level Performance Report by Council District*

for 11

January 2010

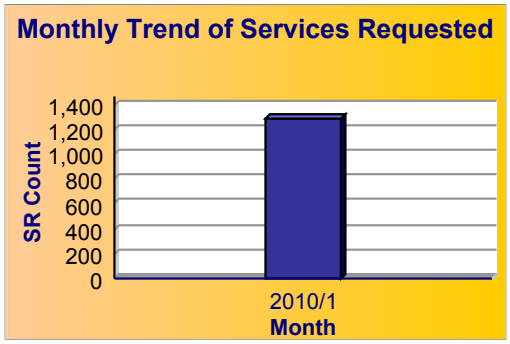
Top 10 Services

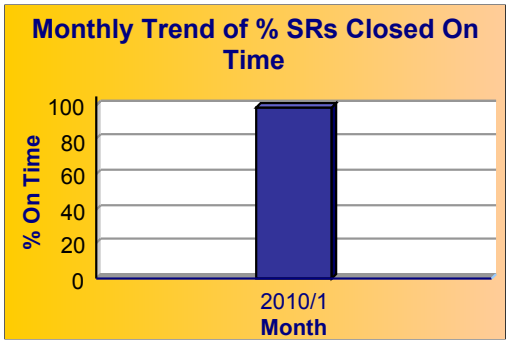
SR Type	Service Request Count
Roll Cart - SAN	178
Litter - CCS	117
Obstruction Alley/Sidewalk/Street - CCS	68
Recycling ROLL CART Registration - SAN	41
Fire Inspection - DFD	39
Recyclable Collection Missed (Residential) - SAN	39
Illegal Outside Storage - CCS	38
Dead Animal Pick Up - SAN	33
Animal - Confined - CCS	32
Substandard Structure - CCS	30



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 %
1,285	1,020	1,011	99.1%	265	257	97.0%	98.7%





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

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

for 11

January 2010

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	178	0	0	N/A	10	0.5	178	100.0%	178	100.0%	178	100.0%
2	Litter - CCS	117	69	69	100.0%	38	11.3	48	41.0%	48	100.0%	117	100.0%
3	Obstruction Alley/Sidewalk/Street - CCS	68	46	46	100.0%	60	11.5	22	32.4%	22	100.0%	68	100.0%
4	Recycling ROLL CART Registration - SAN	41	0	0	N/A	10	1.7	41	100.0%	41	100.0%	41	100.0%
5	Fire Inspection - DFD	39	25	25	100.0%	60	9.7	14	35.9%	14	100.0%	39	100.0%
6	Recyclable Collection Missed (Residential) - SAN	39	0	0	N/A	3	1.0	39	100.0%	39	100.0%	39	100.0%
7	Illegal Outside Storage - CCS	38	22	22	100.0%	38	9.0	16	42.1%	16	100.0%	38	100.0%
8	Dead Animal Pick Up - SAN	33	0	0	N/A	1	0.4	33	100.0%	33	100.0%	33	100.0%
9	Animal - Confined - CCS	32	0	0	N/A	3	0.1	32	100.0%	32	100.0%	32	100.0%
10	Substandard Structure - CCS	30	20	20	100.0%	365	9.1	10	33.3%	10	100.0%	30	100.0%
11	Signs - Public Right of Way Eve/Weekends - CCS	29	1	0	0.0%	7	0.4	28	96.6%	28	100.0%	28	96.6%
12	Garbage - Missed - SAN	28	0	0	N/A	3	0.3	28	100.0%	28	100.0%	28	100.0%
13	Pot hole - Hazardous-STS	24	0	0	N/A	1	0.0	24	100.0%	24	100.0%	24	100.0%
14	24 Hour Parking/Parking Violations - DPD	23	0	0	N/A	10	5.0	23	100.0%	22	95.7%	22	95.7%
15	Signs - Public Right of Way - CCS	22	2	0	0.0%	7	0.8	20	90.9%	20	100.0%	20	90.9%
16	Street Repair - Routine-STS	22	4	4	100.0%	90	4.5	18	81.8%	18	100.0%	22	100.0%
17	Alley Repair - Routine-STS	21	13	13	100.0%	90	5.8	8	38.1%	8	100.0%	21	100.0%
18	Illegal Land Use (Residential/Business) - CCS	20	2	2	100.0%	60	3.4	18	90.0%	18	100.0%	20	100.0%
19	Junk Motor Vehicle - CCS	19	11	11	100.0%	126	14.0	8	42.1%	8	100.0%	19	100.0%
20	Graffiti Private Property - Residential/Commercial	19	13	13	100.0%	90	7.5	6	31.6%	6	100.0%	19	100.0%

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

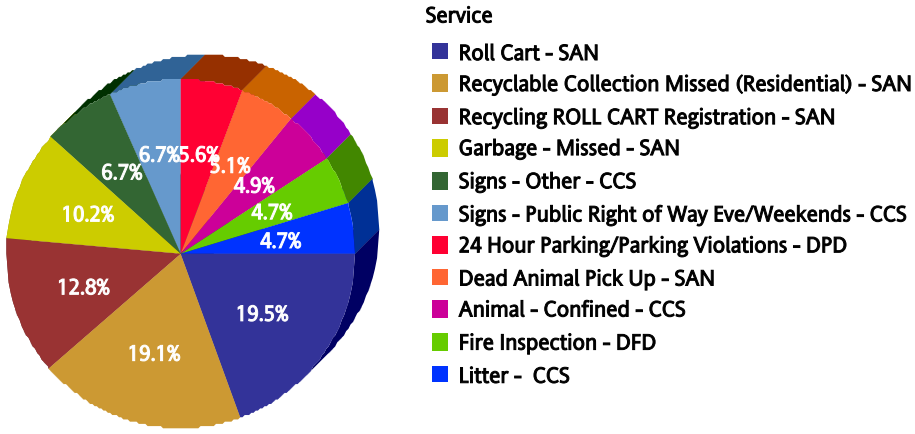
City of Dallas *Service Level Performance Report by Council District*

for 12

January 2010

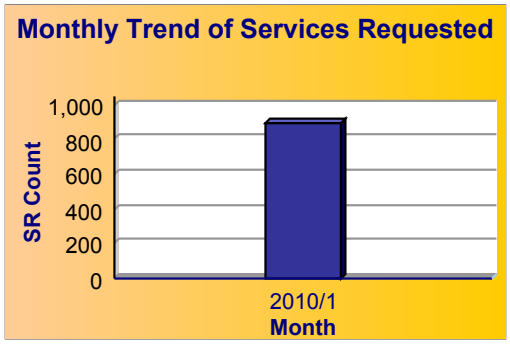
Top 10 Services

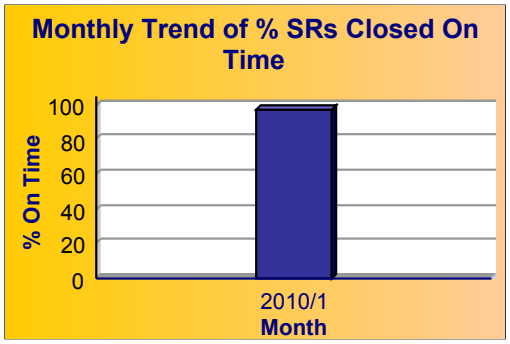
SR Type	Service Request Count
Roll Cart - SAN	84
Recyclable Collection Missed (Residential) - SAN	82
Recycling ROLL CART Registration - SAN	55
Garbage - Missed - SAN	44
Signs - Other - CCS	29
Signs - Public Right of Way Eve/Weekends - CCS	29
24 Hour Parking/Parking Violations - DPD	24
Dead Animal Pick Up - SAN	22
Animal - Confined - CCS	21
Fire Inspection - DFD	20
Litter - CCS	20



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 %
893	797	782	98.1%	96	88	91.7%	97.4%





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

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

for 12

January 2010

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	84	0	0	N/A	10	2.8	84	100.0%	84	100.0%	84	100.0%
2	Recyclable Collection Missed (Residential) - SAN	82	0	0	N/A	3	1.1	82	100.0%	81	98.8%	81	98.8%
3	Recycling ROLL CART Registration - SAN	55	0	0	N/A	10	1.7	55	100.0%	55	100.0%	55	100.0%
4	Garbage - Missed - SAN	44	0	0	N/A	3	0.4	44	100.0%	44	100.0%	44	100.0%
5	Signs - Other - CCS	29	12	12	100.0%	21	3.8	17	58.6%	17	100.0%	29	100.0%
6	Signs - Public Right of Way Eve/Weekends - CCS	29	3	0	0.0%	7	0.9	26	89.7%	24	92.3%	24	82.8%
7	24 Hour Parking/Parking Violations - DPD	24	3	3	100.0%	10	4.3	21	87.5%	20	95.2%	23	95.8%
8	Dead Animal Pick Up - SAN	22	0	0	N/A	1	0.3	22	100.0%	21	95.5%	21	95.5%
9	Animal - Confined - CCS	21	0	0	N/A	3	0.2	21	100.0%	21	100.0%	21	100.0%
10	Litter - CCS	20	13	13	100.0%	38	6.1	7	35.0%	7	100.0%	20	100.0%
11	Fire Inspection - DFD	20	15	15	100.0%	60	9.2	5	25.0%	5	100.0%	20	100.0%
12	Bulky Trash Violations - CCS	18	1	1	100.0%	14	4.1	17	94.4%	16	94.1%	17	94.4%
13	Animal - Noisy - CCS	16	0	0	N/A	30	2.4	16	100.0%	16	100.0%	16	100.0%
14	Sanitation Property Damage - SAN	16	1	1	100.0%	28	5.8	15	93.8%	15	100.0%	16	100.0%
15	Animal - Loose - CCS	15	1	1	100.0%	40	12.2	14	93.3%	14	100.0%	15	100.0%
16	Street Repair - Routine-STS	15	1	1	100.0%	90	3.2	14	93.3%	14	100.0%	15	100.0%
17	Brush/Bulk Items - Missed - SAN	12	0	0	N/A	10	1.2	12	100.0%	12	100.0%	12	100.0%
18	Obstruction Alley/Sidewalk/Street - CCS	12	0	0	N/A	60	8.6	12	100.0%	12	100.0%	12	100.0%
19	Junk Motor Vehicle - CCS	12	5	5	100.0%	126	10.1	7	58.3%	7	100.0%	12	100.0%
20	Snow/Ice Sanding Request-Hazardous-STS (DISPATCH)	12	0	0	N/A	5	0.1	12	100.0%	12	100.0%	12	100.0%

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

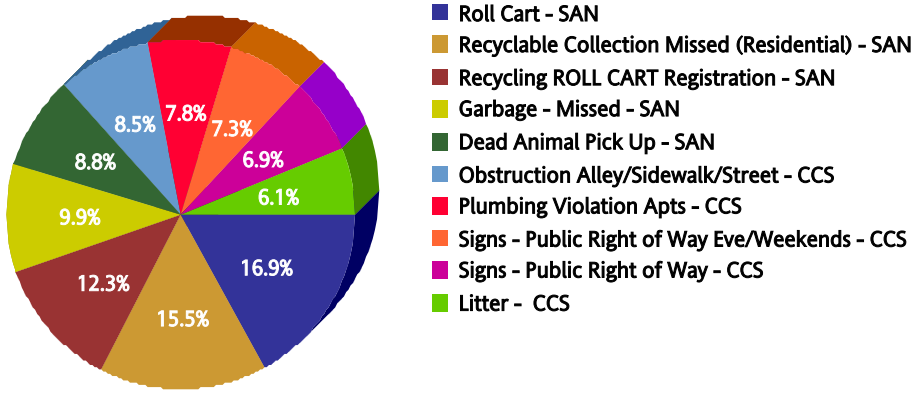
City of Dallas *Service Level Performance Report by Council District*

for 13

January 2010

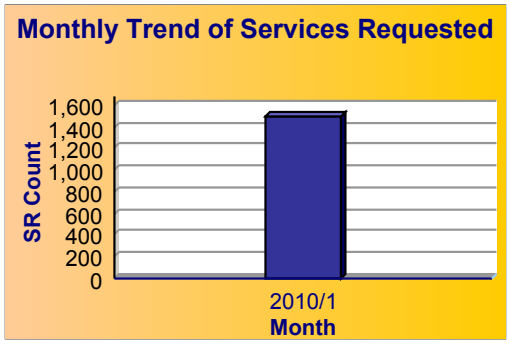
Top 10 Services

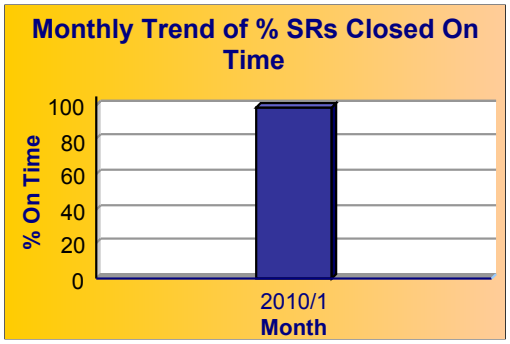
SR Type	Service Request Count
Roll Cart - SAN	106
Recyclable Collection Missed (Residential) - SAN	97
Recycling ROLL CART Registration - SAN	77
Garbage - Missed - SAN	62
Dead Animal Pick Up - SAN	55
Obstruction Alley/Sidewalk/Street - CCS	53
Plumbing Violation Apts - CCS	49
Signs - Public Right of Way Eve/Weekends - CCS	46
Signs - Public Right of Way - CCS	43
Litter - CCS	38



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 %
1,501	1,393	1,373	98.6%	108	104	96.3%	98.4%





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

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

for 13

January 2010

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	106	0	0	N/A	10	2.2	106	100.0%	106	100.0%	106	100.0%
2	Recyclable Collection Missed (Residential) - SAN	97	0	0	N/A	3	0.9	97	100.0%	97	100.0%	97	100.0%
3	Recycling ROLL CART Registration - SAN	77	0	0	N/A	10	1.8	77	100.0%	77	100.0%	77	100.0%
4	Garbage - Missed - SAN	62	0	0	N/A	3	0.6	62	100.0%	62	100.0%	62	100.0%
5	Dead Animal Pick Up - SAN	55	0	0	N/A	1	0.2	55	100.0%	54	98.2%	54	98.2%
6	Obstruction Alley/Sidewalk/Street - CCS	53	27	27	100.0%	60	13.6	26	49.1%	26	100.0%	53	100.0%
7	Plumbing Violation Apts - CCS	49	8	8	100.0%	60	4.5	41	83.7%	41	100.0%	49	100.0%
8	Signs - Public Right of Way Eve/Weekends - CCS	46	0	0	N/A	7	0.1	46	100.0%	46	100.0%	46	100.0%
9	Signs - Public Right of Way - CCS	43	0	0	N/A	7	0.7	43	100.0%	42	97.7%	42	97.7%
10	Litter - CCS	38	4	4	100.0%	38	11.2	34	89.5%	34	100.0%	38	100.0%
11	Snow/Ice Sanding Request-Hazardous-STS (DISPATCH)	35	0	0	N/A	5	0.1	35	100.0%	35	100.0%	35	100.0%
12	Pot hole - Hazardous-STS	34	0	0	N/A	1	0.2	34	100.0%	34	100.0%	34	100.0%
13	Sanitation Property Damage - SAN	30	2	2	100.0%	28	8.9	28	93.3%	28	100.0%	30	100.0%
14	Animal - Confined - CCS	29	0	0	N/A	3	0.1	29	100.0%	29	100.0%	29	100.0%
15	24 Hour Parking/Parking Violations - DPD	29	0	0	N/A	10	5.8	29	100.0%	28	96.6%	28	96.6%
16	Water Conservation Violation - CCS	27	0	0	N/A	7	3.6	27	100.0%	23	85.2%	23	85.2%
17	Recycling - Roll Cart - SAN	25	0	0	N/A	10	2.2	25	100.0%	25	100.0%	25	100.0%
18	Alley Repair - Routine-STS	24	15	15	100.0%	90	8.2	9	37.5%	9	100.0%	24	100.0%
19	Pot hole Repair Routine - STS	24	1	0	0.0%	7	1.2	23	95.8%	22	95.7%	22	91.7%
20	Street Repair - Routine-STS	24	6	6	100.0%	90	4.8	18	75.0%	18	100.0%	24	100.0%

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

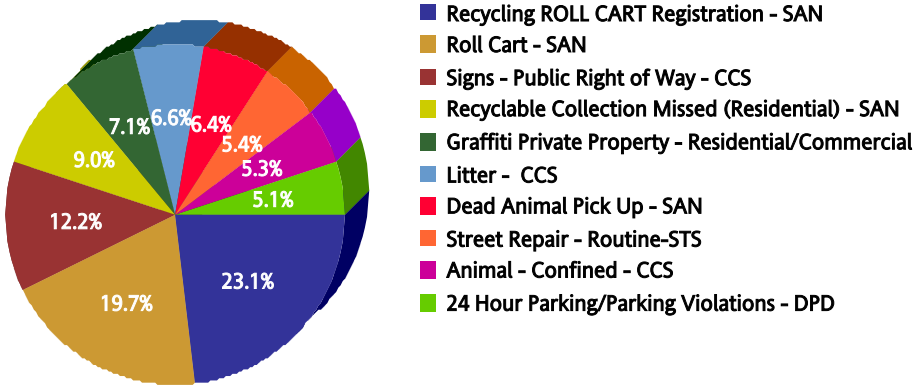
City of Dallas *Service Level Performance Report by Council District*

for 14

January 2010

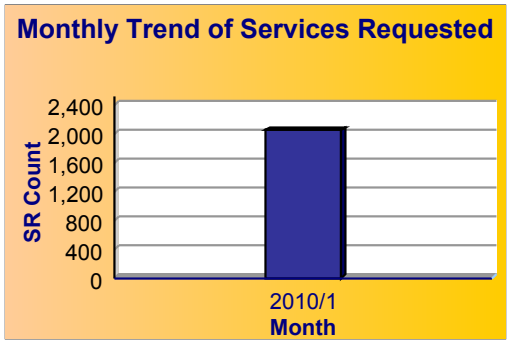
Top 10 Services

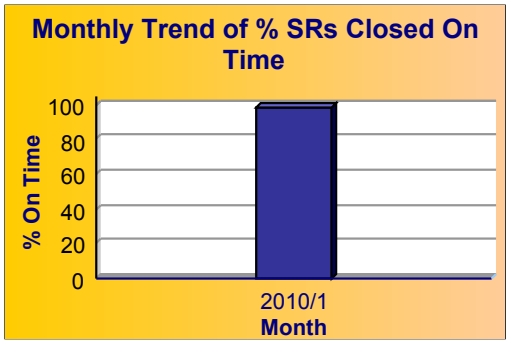
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	209
Roll Cart - SAN	178
Signs - Public Right of Way - CCS	110
Recyclable Collection Missed (Residential) - SAN	81
Graffiti Private Property - Residential/Commercial	64
Litter - CCS	60
Dead Animal Pick Up - SAN	58
Street Repair - Routine-STS	49
Animal - Confined - CCS	48
24 Hour Parking/Parking Violations - DPD	46



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 %
2,039	1,838	1,809	98.4%	201	194	96.5%	98.2%





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

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

for 14

January 2010

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	Recycling ROLL CART Registration - SAN	209	0	0	N/A	10	1.9	209	100.0%	209	100.0%	209	100.0%
2	Roll Cart - SAN	178	0	0	N/A	10	2.2	178	100.0%	177	99.4%	177	99.4%
3	Signs - Public Right of Way - CCS	110	1	0	0.0%	7	0.1	109	99.1%	109	100.0%	109	99.1%
4	Recyclable Collection Missed (Residential) - SAN	81	0	0	N/A	3	1.1	81	100.0%	76	93.8%	76	93.8%
5	Graffiti Private Property - Residential/Commercial	64	11	11	100.0%	90	5.0	53	82.8%	53	100.0%	64	100.0%
6	Litter - CCS	60	16	16	100.0%	38	8.2	44	73.3%	44	100.0%	60	100.0%
7	Dead Animal Pick Up - SAN	58	0	0	N/A	1	0.3	58	100.0%	57	98.3%	57	98.3%
8	Street Repair - Routine-STS	49	14	14	100.0%	90	5.5	35	71.4%	35	100.0%	49	100.0%
9	Animal - Confined - CCS	48	0	0	N/A	3	0.1	48	100.0%	48	100.0%	48	100.0%
10	24 Hour Parking/Parking Violations - DPD	46	0	0	N/A	10	5.1	46	100.0%	45	97.8%	45	97.8%
11	Traffic Signal - Flashing - PWT	43	0	0	N/A	4	2.2	43	100.0%	43	100.0%	43	100.0%
12	Garbage - Missed - SAN	41	0	0	N/A	3	0.6	41	100.0%	40	97.6%	40	97.6%
13	Fire Inspection - DFD	39	27	27	100.0%	60	7.9	12	30.8%	12	100.0%	39	100.0%
14	Pot hole - Hazardous-STS	38	0	0	N/A	1	0.2	38	100.0%	38	100.0%	38	100.0%
15	Water Conservation Violation - CCS	34	2	0	0.0%	7	5.5	32	94.1%	24	75.0%	24	70.6%
16	Obstruction Alley/Sidewalk/Street - CCS	32	8	8	100.0%	60	9.2	24	75.0%	24	100.0%	32	100.0%
17	Recycling - Roll Cart - SAN	30	0	0	N/A	10	3.1	30	100.0%	30	100.0%	30	100.0%
18	Snow/Ice Sanding Request-Hazardous-STS (DISPATCH)	30	0	0	N/A	5	0.1	30	100.0%	30	100.0%	30	100.0%
19	Substandard Structure - CCS	27	23	23	100.0%	365	6.0	4	14.8%	4	100.0%	27	100.0%
20	Animal - Loose Aggressive - CCS	27	0	0	N/A	3	0.4	27	100.0%	26	96.3%	26	96.3%

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

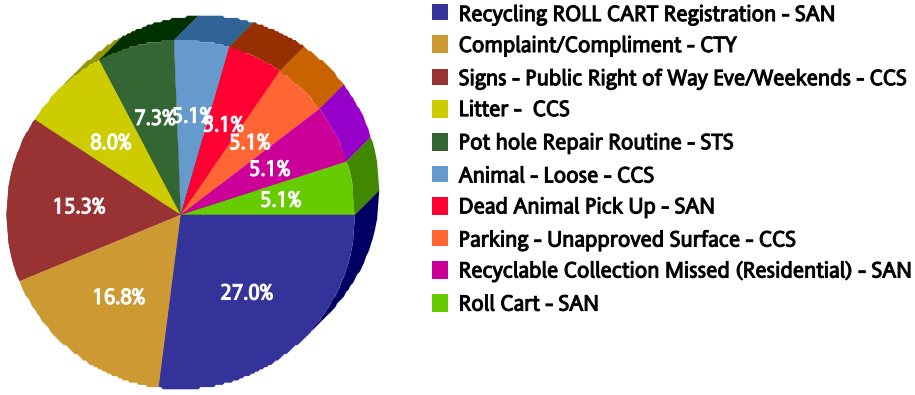
City of Dallas *Service Level Performance Report by Council District*

for U

January 2010

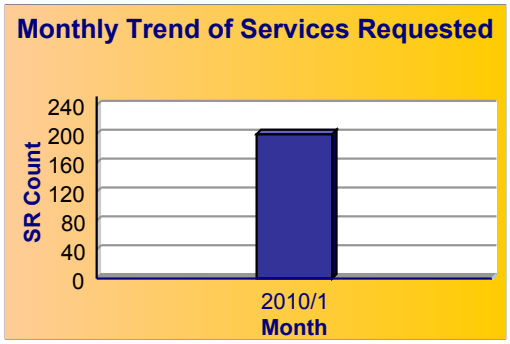
Top 10 Services

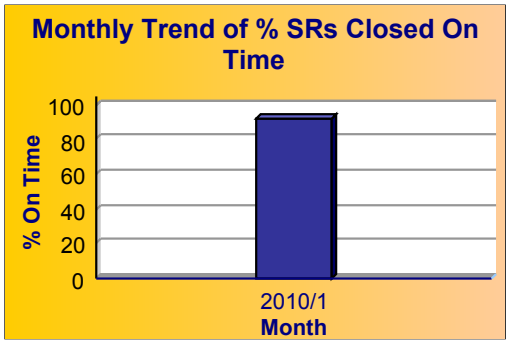
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	37
Complaint/Compliment - CTY	23
Signs - Public Right of Way Eve/Weekends - CCS	21
Litter - CCS	11
Pot hole Repair Routine - STS	10
Animal - Loose - CCS	7
Dead Animal Pick Up - SAN	7
Parking - Unapproved Surface - CCS	7
Recyclable Collection Missed (Residential) - SAN	7
Roll Cart - SAN	7



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 %
200	162	158	97.5%	38	25	65.8%	91.5%





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

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

for U

January 2010

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	Recycling ROLL CART Registration - SAN	37	0	0	N/A	10	1.9	37	100.0%	37	100.0%	37	100.0%
2	Complaint/Compliment - CTY	23	13	1	7.7%	10	3.6	10	43.5%	9	90.0%	10	43.5%
3	Signs - Public Right of Way Eve/Weekends - CCS	21	0	0	N/A	7	0.4	21	100.0%	20	95.2%	20	95.2%
4	Litter - CCS	11	4	4	100.0%	38	1.4	7	63.6%	7	100.0%	11	100.0%
5	Pot hole Repair Routine - STS	10	0	0	N/A	7	1.4	10	100.0%	10	100.0%	10	100.0%
6	Parking - Unapproved Surface - CCS	7	0	0	N/A	10	0.0	7	100.0%	7	100.0%	7	100.0%
7	Animal - Loose - CCS	7	7	7	100.0%	40		0	0.0%	0	N/A	7	100.0%
8	Dead Animal Pick Up - SAN	7	0	0	N/A	1	0.1	7	100.0%	7	100.0%	7	100.0%
9	Recyclable Collection Missed (Residential) - SAN	7	0	0	N/A	3	1.0	7	100.0%	7	100.0%	7	100.0%
10	Roll Cart - SAN	7	1	1	100.0%	10	4.7	6	85.7%	6	100.0%	7	100.0%
11	High Weeds - CCS	6	3	3	100.0%	38	0.0	3	50.0%	3	100.0%	6	100.0%
12	Signs - Public Right of Way - CCS	4	0	0	N/A	7	2.5	4	100.0%	3	75.0%	3	75.0%
13	311 Call Center Complaint	3	2	2	100.0%	10	1.0	1	33.3%	1	100.0%	3	100.0%
14	Cost Plus - SAN	3	0	0	N/A	10	2.7	3	100.0%	3	100.0%	3	100.0%
15	Utility Complaint/Information - FIN	3	2	2	100.0%	30	4.0	1	33.3%	1	100.0%	3	100.0%
16	Smoke Detector Request - DFD	2	0	0	N/A	30	12.0	2	100.0%	2	100.0%	2	100.0%
17	Drainage/Flooding Non Emergency - TWM	2	0	0	N/A	14	2.5	2	100.0%	2	100.0%	2	100.0%
18	Taxi/Transportation Complaint - PWT	2	0	0	N/A	14	4.0	2	100.0%	2	100.0%	2	100.0%
19	Recycling - Roll Cart - SAN	2	0	0	N/A	10	1.5	2	100.0%	2	100.0%	2	100.0%
20	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%
21	Snow/Ice Sanding Request-Hazardous-STS (DISPATCH)	2	0	0	N/A	5	0.5	2	100.0%	2	100.0%	2	100.0%

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