



**FY 2010 – 2011**

**Monthly Service Request**

**Performance Reports**

**by**

**City Council District**

**And Citywide Summary**

**May 2011**

## **TABLE OF CONTENTS**

<b>4 . . . . .</b>	<b>Chart of Service Request Counts by City Council District</b>
<b>5 . . . . .</b>	<b>Citywide Service Level Performance Report</b>
<b>7 . . . . .</b>	<b>Service Level Performance Report for Council District 1</b>
<b>9 . . . . .</b>	<b>Service Level Performance Report for Council District 2</b>
<b>11 . . . . .</b>	<b>Service Level Performance Report for Council District 3</b>
<b>13 . . . . .</b>	<b>Service Level Performance Report for Council District 4</b>
<b>15 . . . . .</b>	<b>Service Level Performance Report for Council District 5</b>
<b>17 . . . . .</b>	<b>Service Level Performance Report for Council District 6</b>
<b>19 . . . . .</b>	<b>Service Level Performance Report for Council District 7</b>
<b>21 . . . . .</b>	<b>Service Level Performance Report for Council District 8</b>
<b>23 . . . . .</b>	<b>Service Level Performance Report for Council District 9</b>
<b>25 . . . . .</b>	<b>Service Level Performance Report for Council District 10</b>
<b>27 . . . . .</b>	<b>Service Level Performance Report for Council District 11</b>
<b>29 . . . . .</b>	<b>Service Level Performance Report for Council District 12</b>

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

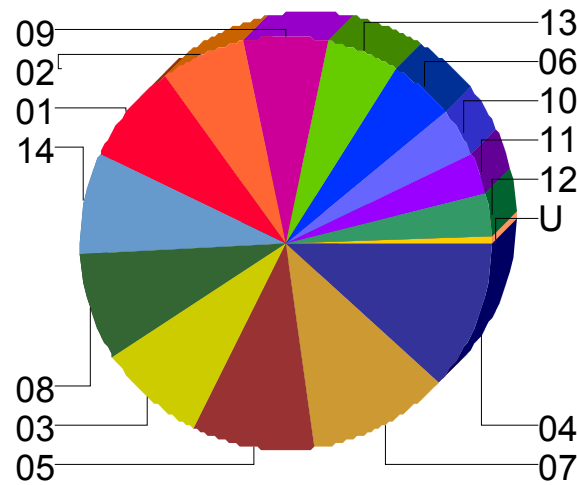
**33 . . . . Service Level Performance Report for Council District 14**

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



# City of Dallas

**Council District Report**  
For May 2011



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	2,406	7.7%	98.0%
02	2,120	6.8%	98.0%
03	2,667	8.5%	97.2%
04	3,620	11.6%	98.0%
05	3,045	9.7%	96.9%
06	1,654	5.3%	98.0%
07	3,452	11.1%	97.0%
08	2,575	8.2%	97.2%
09	2,062	6.6%	97.5%
10	1,120	3.6%	97.8%
11	1,070	3.4%	97.2%
12	1,028	3.3%	95.8%
13	1,745	5.6%	98.2%
14	2,495	8.0%	97.3%
U	172	0.6%	95.9%
<b>Totals</b>	<b>31,231</b>	<b>100.0%</b>	<b>97.4%</b>



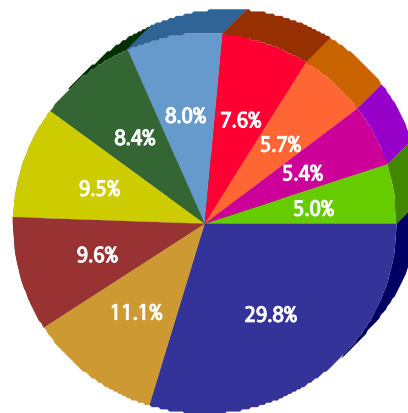
# City of Dallas Service Level Performance Report by Council District

Citywide

May 2011

## Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	4,500
Roll Cart - SAN	1,668
Dead Animal Pick Up - SAN	1,447
Litter - CCS	1,432
Obstruction Alley/Sidewalk/Street - CCS	1,273
Animal - Confined - CCS	1,204
Animal - Loose Aggressive - CCS	1,143
Recycling ROLL CART Registration - SAN	858
Bulky Trash Violations - CCS	810
Substandard Structure - CCS	752



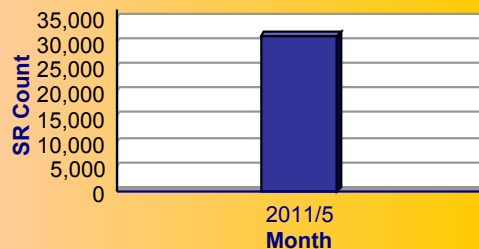
### Service

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

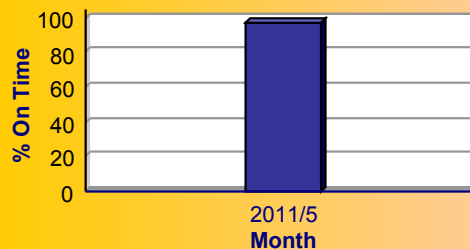
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
31,231	26,950	26,457	98.2%	4,281	3,974	92.8%	97.4%

## Monthly Trend of Services Requested



## Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Citywide

May 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	4,500	1,123	1,033	92.0%	38	12.9	3,377	75.0%	3,375	99.9%	4,408	98.0%
2	Roll Cart - SAN	1,668	0	0	N/A	10	2.7	1,668	100.0%	1,668	100.0%	1,668	100.0%
3	Dead Animal Pick Up - SAN	1,447	0	0	N/A	1	0.4	1,447	100.0%	1,439	99.4%	1,439	99.4%
4	Litter - CCS	1,432	396	363	91.7%	38	14.2	1,036	72.3%	1,036	100.0%	1,399	97.7%
5	Obstruction Alley/Sidewalk/Street - CCS	1,273	561	561	100.0%	60	16.0	712	55.9%	712	100.0%	1,273	100.0%
6	Animal - Confined - CCS	1,204	0	0	N/A	3	0.5	1,204	100.0%	1,184	98.3%	1,184	98.3%
7	Animal - Loose Aggressive - CCS	1,143	1	0	0.0%	3	0.5	1,142	99.9%	1,127	98.7%	1,127	98.6%
8	Recycling ROLL CART Registration - SAN	858	0	0	N/A	10	2.4	858	100.0%	856	99.8%	856	99.8%
9	Bulky Trash Violations - CCS	810	34	4	11.8%	14	7.3	776	95.8%	672	86.6%	676	83.5%
10	Substandard Structure - CCS	752	419	419	100.0%	365	12.4	333	44.3%	333	100.0%	752	100.0%
11	Garbage - Missed - SAN	720	0	0	N/A	3	0.8	720	100.0%	713	99.0%	713	99.0%
12	Animal - Sick/Injured - CCS	648	0	0	N/A	3	0.2	648	100.0%	643	99.2%	643	99.2%
13	Animal - Loose - CCS	591	252	248	98.4%	40	20.5	339	57.4%	339	100.0%	587	99.3%
14	Signs - Public Right of Way - CCS	543	1	0	0.0%	7	0.9	542	99.8%	513	94.6%	513	94.5%
15	Smoke Detector Request - DFD	541	15	15	100.0%	30	2.2	526	97.2%	522	99.2%	537	99.3%
16	Traffic Signal - Flashing - STS	504	0	0	N/A	4	1.5	504	100.0%	480	95.2%	480	95.2%
17	24 Hour Parking/Parking Violations - DPD	467	0	0	N/A	10	4.1	467	100.0%	465	99.6%	465	99.6%
18	Tree down/low limbs - Emergency-STS	436	0	0	N/A	5	0.3	436	100.0%	435	99.8%	435	99.8%
19	Illegal Dumping - CCS	411	53	52	98.1%	38	3.3	358	87.1%	358	100.0%	410	99.8%
20	Fire Inspection - DFD	392	175	175	100.0%	60	11.2	217	55.4%	217	100.0%	392	100.0%



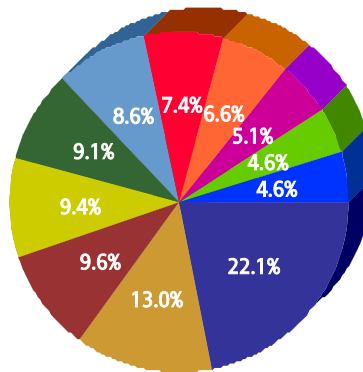
# City of Dallas Service Level Performance Report by Council District

Council District 01

May 2011

## Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	279
Graffiti Private Property - Residential/Commercial	164
Roll Cart - SAN	121
Obstruction Alley/Sidewalk/Street - CCS	119
Litter - CCS	115
Dead Animal Pick Up - SAN	109
Animal - Loose Aggressive - CCS	94
Recycling ROLL CART Registration - SAN	83
Animal - Confined - CCS	64
Signs - Public Right of Way - CCS	58
Substandard Structure - CCS	58



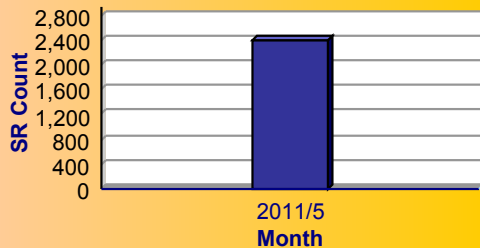
## Service

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

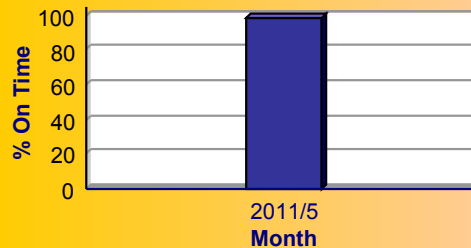
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,406	2,089	2,062	98.7%	317	296	93.4%	98.0%

## Monthly Trend of Services Requested



## Monthly Trend of % SRs Closed On Time





# City of Dallas

## Service Level Performance Report by Council District

Council District 01

May 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	279	60	54	90.0%	38	13.6	219	78.5%	219	100.0%	273	97.8%
2	Graffiti Private Property - Residential/Commercial	164	24	24	100.0%	90	5.7	140	85.4%	140	100.0%	164	100.0%
3	Roll Cart - SAN	121	0	0	N/A	10	2.7	121	100.0%	121	100.0%	121	100.0%
4	Obstruction Alley/Sidewalk/Street - CCS	119	34	34	100.0%	60	14.3	85	71.4%	85	100.0%	119	100.0%
5	Litter - CCS	115	47	45	95.7%	38	17.7	68	59.1%	68	100.0%	113	98.3%
6	Dead Animal Pick Up - SAN	109	0	0	N/A	1	0.4	109	100.0%	108	99.1%	108	99.1%
7	Animal - Loose Aggressive - CCS	94	0	0	N/A	3	0.5	94	100.0%	93	98.9%	93	98.9%
8	Recycling ROLL CART Registration - SAN	83	0	0	N/A	10	2.3	83	100.0%	83	100.0%	83	100.0%
9	Animal - Confined - CCS	64	0	0	N/A	3	0.5	64	100.0%	62	96.9%	62	96.9%
10	Signs - Public Right of Way - CCS	58	0	0	N/A	7	0.0	58	100.0%	58	100.0%	58	100.0%
11	Substandard Structure - CCS	58	34	34	100.0%	365	14.3	24	41.4%	24	100.0%	58	100.0%
12	Illegal Dumping - CCS	57	3	3	100.0%	38	1.6	54	94.7%	54	100.0%	57	100.0%
13	Animal - Loose - CCS	54	25	25	100.0%	40	17.3	29	53.7%	29	100.0%	54	100.0%
14	Graffiti Traffic Signs - STS	47	0	0	N/A	14	4.0	47	100.0%	47	100.0%	47	100.0%
15	Illegal Outside Storage - CCS	46	18	18	100.0%	38	12.7	28	60.9%	28	100.0%	46	100.0%
16	Bulky Trash Violations - CCS	40	2	0	0.0%	14	5.7	38	95.0%	34	89.5%	34	85.0%
17	Animal - Cruelty - CCS	38	0	0	N/A	30	0.9	38	100.0%	38	100.0%	38	100.0%
18	24 Hour Parking/Parking Violations - DPD	36	0	0	N/A	10	3.8	36	100.0%	35	97.2%	35	97.2%
19	Animal - Sick/Injured - CCS	35	0	0	N/A	3	0.2	35	100.0%	35	100.0%	35	100.0%
20	Garbage - Missed - SAN	33	0	0	N/A	3	0.6	33	100.0%	33	100.0%	33	100.0%
21	Traffic Signal - Flashing - STS	33	0	0	N/A	4	2.0	33	100.0%	30	90.9%	30	90.9%





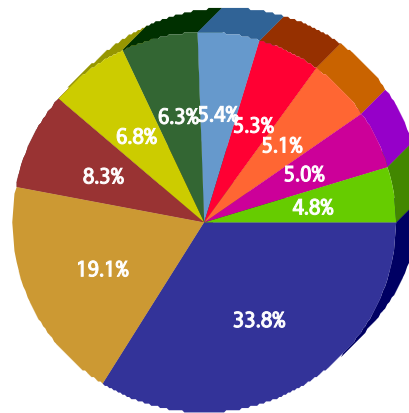
# City of Dallas Service Level Performance Report by Council District

Council District 02

May 2011

## Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	338
Litter - CCS	191
Dead Animal Pick Up - SAN	83
Animal - Confined - CCS	68
Animal - Loose Aggressive - CCS	63
Traffic Signal - Flashing - STS	54
Roll Cart - SAN	53
Recycling ROLL CART Registration - SAN	51
Obstruction Alley/Sidewalk/Street - CCS	50
Signs - Public Right of Way - CCS	48



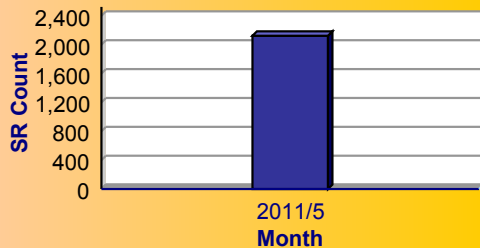
## Service

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

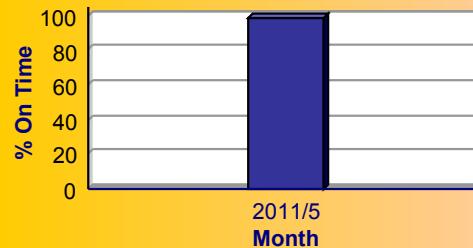
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,120	1,933	1,909	98.8%	187	169	90.4%	98.0%

## Monthly Trend of Services Requested



## Monthly Trend of % SRs Closed On Time





# City of Dallas

## Service Level Performance Report by Council District

Council District 02

May 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	338	39	37	94.9%	38	15.1	299	88.5%	299	100.0%	336	99.4%
2	Litter - CCS	191	20	17	85.0%	38	15.5	171	89.5%	171	100.0%	188	98.4%
3	Dead Animal Pick Up - SAN	83	0	0	N/A	1	0.2	83	100.0%	83	100.0%	83	100.0%
4	Animal - Confined - CCS	68	0	0	N/A	3	0.4	68	100.0%	68	100.0%	68	100.0%
5	Animal - Loose Aggressive - CCS	63	0	0	N/A	3	0.5	63	100.0%	62	98.4%	62	98.4%
6	Traffic Signal - Flashing - STS	54	0	0	N/A	4	1.2	54	100.0%	53	98.1%	53	98.1%
7	Roll Cart - SAN	53	0	0	N/A	10	2.6	53	100.0%	53	100.0%	53	100.0%
8	Recycling ROLL CART Registration - SAN	51	0	0	N/A	10	2.8	51	100.0%	51	100.0%	51	100.0%
9	Obstruction Alley/Sidewalk/Street - CCS	50	4	4	100.0%	60	17.5	46	92.0%	46	100.0%	50	100.0%
10	Signs - Public Right of Way - CCS	48	0	0	N/A	7	0.4	48	100.0%	47	97.9%	47	97.9%
11	Substandard Structure Apts - CCS	37	15	15	100.0%	365	7.4	22	59.5%	22	100.0%	37	100.0%
12	Animal - Loose - CCS	36	21	21	100.0%	40	20.3	15	41.7%	15	100.0%	36	100.0%
13	Garbage - Missed - SAN	35	0	0	N/A	3	1.1	35	100.0%	34	97.1%	34	97.1%
14	Substandard Structure - CCS	33	16	16	100.0%	365	11.4	17	51.5%	17	100.0%	33	100.0%
15	24 Hour Parking/Parking Violations - DPD	32	0	0	N/A	10	4.2	32	100.0%	31	96.9%	31	96.9%
16	Graffiti Private Property - Residential/Commercial	31	2	2	100.0%	90	5.1	29	93.5%	29	100.0%	31	100.0%
17	Animal - Sick/Injured - CCS	31	0	0	N/A	3	0.1	31	100.0%	31	100.0%	31	100.0%
18	Illegal Dumping - CCS	30	0	0	N/A	38	1.7	30	100.0%	30	100.0%	30	100.0%
19	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	29	0	0	N/A	10	3.0	29	100.0%	29	100.0%	29	100.0%
20	Pot hole - Hazardous-STs	29	0	0	N/A	1	0.1	29	100.0%	29	100.0%	29	100.0%



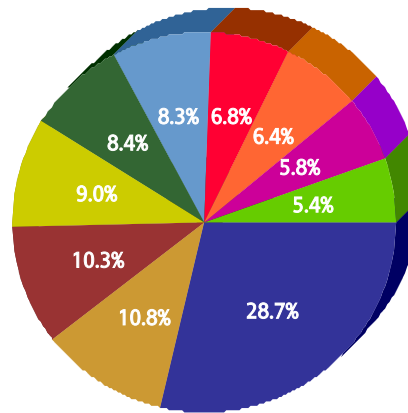
# City of Dallas Service Level Performance Report by Council District

Council District 03

May 2011

## Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	406
Roll Cart - SAN	153
Dead Animal Pick Up - SAN	146
Obstruction Alley/Sidewalk/Street - CCS	128
Animal - Loose Aggressive - CCS	119
Litter - CCS	117
Animal - Confined - CCS	96
Bulky Trash Violations - CCS	91
Substandard Structure - CCS	82
Recycling ROLL CART Registration - SAN	77



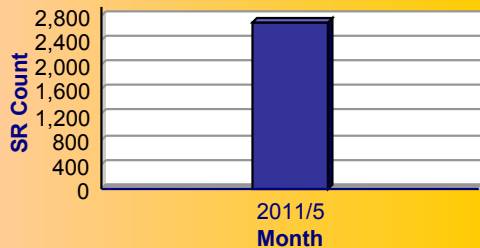
## Service

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

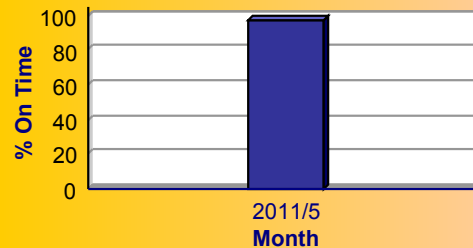
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,667	2,292	2,252	98.3%	375	340	90.7%	97.2%

## Monthly Trend of Services Requested



## Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 03

May 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	406	82	65	79.3%	38	11.0	324	79.8%	324	100.0%	389	95.8%
2	Roll Cart - SAN	153	0	0	N/A	10	2.6	153	100.0%	153	100.0%	153	100.0%
3	Dead Animal Pick Up - SAN	146	0	0	N/A	1	0.4	146	100.0%	146	100.0%	146	100.0%
4	Obstruction Alley/Sidewalk/Street - CCS	128	45	45	100.0%	60	16.5	83	64.8%	83	100.0%	128	100.0%
5	Animal - Loose Aggressive - CCS	119	0	0	N/A	3	0.5	119	100.0%	117	98.3%	117	98.3%
6	Litter - CCS	117	37	31	83.8%	38	14.5	80	68.4%	80	100.0%	111	94.9%
7	Animal - Confined - CCS	96	0	0	N/A	3	0.6	96	100.0%	95	99.0%	95	99.0%
8	Bulky Trash Violations - CCS	91	3	1	33.3%	14	4.8	88	96.7%	84	95.5%	85	93.4%
9	Substandard Structure - CCS	82	58	58	100.0%	365	12.5	24	29.3%	24	100.0%	82	100.0%
10	Recycling ROLL CART Registration - SAN	77	0	0	N/A	10	2.2	77	100.0%	77	100.0%	77	100.0%
11	Signs - Public Right of Way - CCS	75	0	0	N/A	7	2.1	75	100.0%	63	84.0%	63	84.0%
12	Animal - Loose - CCS	54	28	27	96.4%	40	19.6	26	48.1%	26	100.0%	53	98.1%
13	Tree down/low limbs - Emergency-STS	50	0	0	N/A	5	0.3	50	100.0%	50	100.0%	50	100.0%
14	Animal - Sick/Injured - CCS	45	0	0	N/A	3	0.1	45	100.0%	45	100.0%	45	100.0%
15	Fire Inspection - DFD	41	20	20	100.0%	60	12.7	21	51.2%	21	100.0%	41	100.0%
16	24 Hour Parking/Parking Violations - DPD	41	0	0	N/A	10	3.9	41	100.0%	41	100.0%	41	100.0%
17	Illegal Dumping - CCS	38	3	3	100.0%	38	3.5	35	92.1%	35	100.0%	38	100.0%
18	Garbage - Missed - SAN	36	0	0	N/A	3	0.9	36	100.0%	36	100.0%	36	100.0%
19	Recycling - Roll Cart - SAN	36	0	0	N/A	10	2.5	36	100.0%	36	100.0%	36	100.0%
20	A/C Inoperable Apts - CCS	31	1	0	0.0%	7	2.7	30	96.8%	27	90.0%	27	87.1%



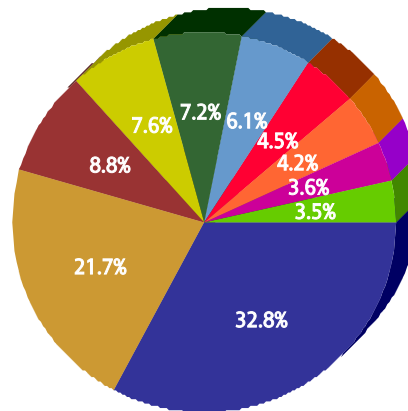
# City of Dallas Service Level Performance Report by Council District

Council District 04

May 2011

## Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	744
Smoke Detector Request - DFD	491
Roll Cart - SAN	200
Dead Animal Pick Up - SAN	173
Animal - Loose Aggressive - CCS	163
Animal - Confined - CCS	138
Recycling ROLL CART Registration - SAN	102
Litter - CCS	95
Animal - Sick/Injured - CCS	81
Illegal Dumping - CCS	79



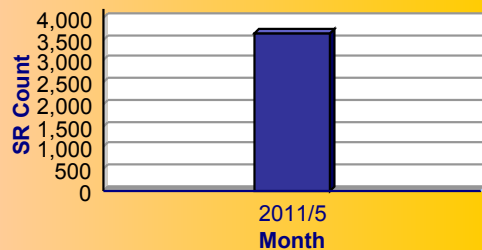
### Service

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

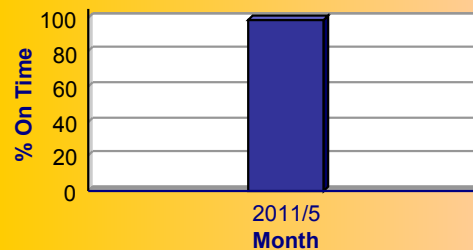
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,620	3,141	3,083	98.2%	479	464	96.9%	98.0%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 04

May 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	744	231	230	99.6%	38	11.1	513	69.0%	513	100.0%	743	99.9%
2	Smoke Detector Request - DFD	491	3	3	100.0%	30	1.2	488	99.4%	487	99.8%	490	99.8%
3	Roll Cart - SAN	200	0	0	N/A	10	2.9	200	100.0%	200	100.0%	200	100.0%
4	Dead Animal Pick Up - SAN	173	0	0	N/A	1	0.4	173	100.0%	171	98.8%	171	98.8%
5	Animal - Loose Aggressive - CCS	163	1	0	0.0%	3	0.6	162	99.4%	156	96.3%	156	95.7%
6	Animal - Confined - CCS	138	0	0	N/A	3	0.8	138	100.0%	133	96.4%	133	96.4%
7	Recycling ROLL CART Registration - SAN	102	0	0	N/A	10	2.6	102	100.0%	100	98.0%	100	98.0%
8	Litter - CCS	95	31	30	96.8%	38	13.3	64	67.4%	64	100.0%	94	98.9%
9	Animal - Sick/Injured - CCS	81	0	0	N/A	3	0.2	81	100.0%	81	100.0%	81	100.0%
10	Illegal Dumping - CCS	79	13	13	100.0%	38	2.1	66	83.5%	66	100.0%	79	100.0%
11	Animal - Loose - CCS	75	33	31	93.9%	40	18.6	42	56.0%	42	100.0%	73	97.3%
12	Bulky Trash Violations - CCS	71	4	0	0.0%	14	6.8	67	94.4%	56	83.6%	56	78.9%
13	Garbage - Missed - SAN	68	0	0	N/A	3	0.6	68	100.0%	68	100.0%	68	100.0%
14	Substandard Structure - CCS	67	38	38	100.0%	365	11.8	29	43.3%	29	100.0%	67	100.0%
15	Obstruction Alley/Sidewalk/Street - CCS	48	17	17	100.0%	60	14.0	31	64.6%	31	100.0%	48	100.0%
16	Tree down/low limbs - Emergency-STS	47	0	0	N/A	5	0.1	47	100.0%	47	100.0%	47	100.0%
17	24 Hour Parking/Parking Violations - DPD	45	0	0	N/A	10	4.7	45	100.0%	45	100.0%	45	100.0%
18	Open and Vacant Structure - CCS	38	3	3	100.0%	30	9.4	35	92.1%	35	100.0%	38	100.0%
19	Signs - Public Right of Way - CCS	33	0	0	N/A	7	1.8	33	100.0%	31	93.9%	31	93.9%
20	Animal - Tethering - CCS	32	0	0	N/A	3	0.8	32	100.0%	30	93.8%	30	93.8%



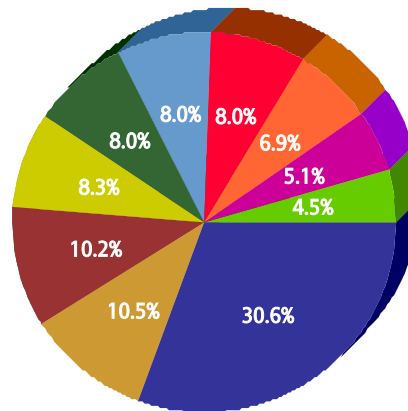
# City of Dallas Service Level Performance Report by Council District

Council District 05

May 2011

## Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	526
Animal - Loose Aggressive - CCS	181
Substandard Structure - CCS	176
Litter - CCS	142
Dead Animal Pick Up - SAN	138
Roll Cart - SAN	138
Animal - Confined - CCS	137
Obstruction Alley/Sidewalk/Street - CCS	118
Bulky Trash Violations - CCS	87
Animal - Sick/Injured - CCS	78



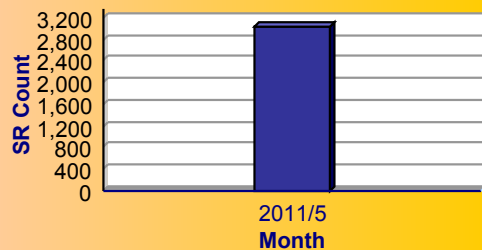
### Service

- High Weeds - CCS
- Animal - Loose Aggressive - CCS
- Substandard Structure - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Confined - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Bulky Trash Violations - CCS
- Animal - Sick/Injured - CCS

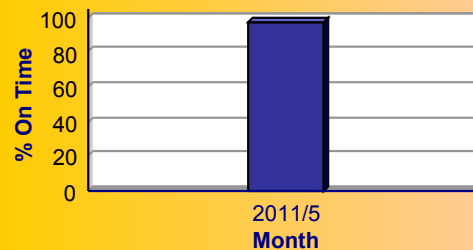
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,045	2,532	2,469	97.5%	513	481	93.8%	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 05

May 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	526	129	126	97.7%	38	12.6	397	75.5%	396	99.7%	522	99.2%
2	Animal - Loose Aggressive - CCS	181	0	0	N/A	3	0.4	181	100.0%	178	98.3%	178	98.3%
3	Substandard Structure - CCS	176	86	86	100.0%	365	12.9	90	51.1%	90	100.0%	176	100.0%
4	Litter - CCS	142	39	38	97.4%	38	14.1	103	72.5%	103	100.0%	141	99.3%
5	Dead Animal Pick Up - SAN	138	0	0	N/A	1	0.4	138	100.0%	137	99.3%	137	99.3%
6	Roll Cart - SAN	138	0	0	N/A	10	2.9	138	100.0%	138	100.0%	138	100.0%
7	Animal - Confined - CCS	137	0	0	N/A	3	0.5	137	100.0%	136	99.3%	136	99.3%
8	Obstruction Alley/Sidewalk/Street - CCS	118	77	77	100.0%	60	14.8	41	34.7%	41	100.0%	118	100.0%
9	Bulky Trash Violations - CCS	87	1	1	100.0%	14	8.4	86	98.9%	71	82.6%	72	82.8%
10	Animal - Sick/Injured - CCS	78	0	0	N/A	3	0.4	78	100.0%	75	96.2%	75	96.2%
11	Recycling ROLL CART Registration - SAN	77	0	0	N/A	10	2.3	77	100.0%	77	100.0%	77	100.0%
12	Animal - Loose - CCS	75	26	26	100.0%	40	16.5	49	65.3%	49	100.0%	75	100.0%
13	24 Hour Parking/Parking Violations - DPD	64	0	0	N/A	10	4.7	64	100.0%	64	100.0%	64	100.0%
14	Signs - Public Right of Way - CCS	58	0	0	N/A	7	0.4	58	100.0%	57	98.3%	57	98.3%
15	Garbage - Missed - SAN	57	0	0	N/A	3	1.4	57	100.0%	51	89.5%	51	89.5%
16	Illegal Dumping - CCS	49	5	5	100.0%	38	4.7	44	89.8%	44	100.0%	49	100.0%
17	Junk Motor Vehicle - CCS	42	22	22	100.0%	126	8.8	20	47.6%	20	100.0%	42	100.0%
18	Tree down/low limbs - Emergency-STS	42	0	0	N/A	5	0.5	42	100.0%	41	97.6%	41	97.6%
19	Animal - Cruelty - CCS	38	0	0	N/A	30	0.9	38	100.0%	38	100.0%	38	100.0%
20	Parking - Unapproved Surface - CCS	33	2	0	0.0%	10	2.7	31	93.9%	28	90.3%	28	84.8%





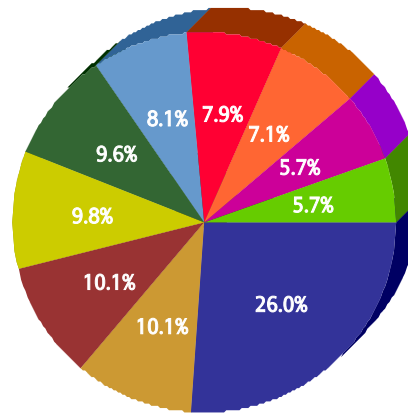
# City of Dallas Service Level Performance Report by Council District

Council District 06

May 2011

## Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	193
Animal - Loose Aggressive - CCS	75
Dead Animal Pick Up - SAN	75
Obstruction Alley/Sidewalk/Street - CCS	73
Litter - CCS	71
Animal - Confined - CCS	60
Signs - Public Right of Way - CCS	59
Roll Cart - SAN	53
Animal - Loose - CCS	42
Traffic Signal - Flashing - STS	42



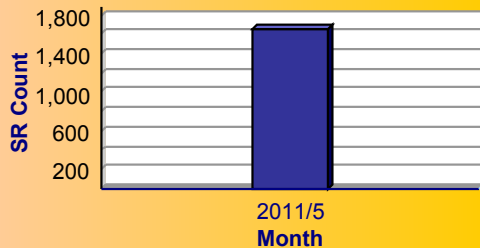
## Service

- High Weeds - CCS
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Litter - CCS
- Animal - Confined - CCS
- Signs - Public Right of Way - CCS
- Roll Cart - SAN
- Animal - Loose - CCS
- Traffic Signal - Flashing - STS

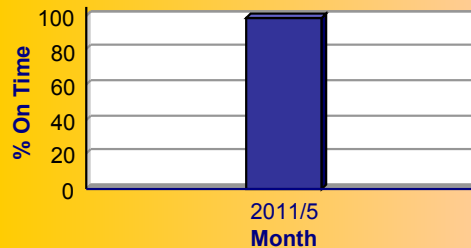
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,654	1,433	1,412	98.5%	221	209	94.6%	98.0%

## Monthly Trend of Services Requested



## Monthly Trend of % SRs Closed On Time





# City of Dallas

## Service Level Performance Report by Council District

Council District 06

May 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	193	49	42	85.7%	38	13.8	144	74.6%	144	100.0%	186	96.4%
2	Animal - Loose Aggressive - CCS	75	0	0	N/A	3	0.4	75	100.0%	75	100.0%	75	100.0%
3	Dead Animal Pick Up - SAN	75	0	0	N/A	1	0.3	75	100.0%	75	100.0%	75	100.0%
4	Obstruction Alley/Sidewalk/Street - CCS	73	24	24	100.0%	60	18.5	49	67.1%	49	100.0%	73	100.0%
5	Litter - CCS	71	23	20	87.0%	38	15.4	48	67.6%	48	100.0%	68	95.8%
6	Animal - Confined - CCS	60	0	0	N/A	3	0.5	60	100.0%	58	96.7%	58	96.7%
7	Signs - Public Right of Way - CCS	59	0	0	N/A	7	0.6	59	100.0%	56	94.9%	56	94.9%
8	Roll Cart - SAN	53	0	0	N/A	10	2.5	53	100.0%	53	100.0%	53	100.0%
9	Animal - Loose - CCS	42	14	14	100.0%	40	23.6	28	66.7%	28	100.0%	42	100.0%
10	Traffic Signal - Flashing - STS	42	0	0	N/A	4	1.4	42	100.0%	41	97.6%	41	97.6%
11	Animal - Sick/Injured - CCS	40	0	0	N/A	3	0.4	40	100.0%	40	100.0%	40	100.0%
12	Fire Inspection - DFD	37	13	13	100.0%	60	14.0	24	64.9%	24	100.0%	37	100.0%
13	Recycling ROLL CART Registration - SAN	36	0	0	N/A	10	2.3	36	100.0%	36	100.0%	36	100.0%
14	Illegal Dumping - CCS	29	3	3	100.0%	38	2.5	26	89.7%	26	100.0%	29	100.0%
15	Street Repair - Routine-STS	29	9	9	100.0%	90	3.4	20	69.0%	20	100.0%	29	100.0%
16	Tree down/low limbs - Emergency-STS	25	0	0	N/A	5	0.3	25	100.0%	25	100.0%	25	100.0%
17	24 Hour Parking/Parking Violations - DPD	24	0	0	N/A	10	3.7	24	100.0%	24	100.0%	24	100.0%
18	Traffic Signal - All Out - STS	22	0	0	N/A	4	1.4	22	100.0%	21	95.5%	21	95.5%
19	Pot hole - Hazardous-STS	21	0	0	N/A	1	0.1	21	100.0%	21	100.0%	21	100.0%
20	Substandard Structure - CCS	20	18	18	100.0%	365	6.5	2	10.0%	2	100.0%	20	100.0%
21	Graffiti Private Property - Residential/Commercial	20	4	4	100.0%	90	3.9	16	80.0%	16	100.0%	20	100.0%



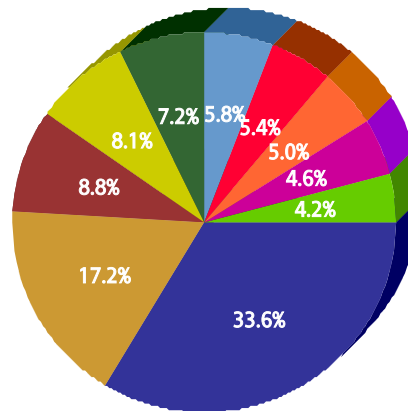
# City of Dallas Service Level Performance Report by Council District

Council District 07

May 2011

## Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	682
Litter - CCS	348
Roll Cart - SAN	179
Substandard Structure - CCS	164
Dead Animal Pick Up - SAN	147
Obstruction Alley/Sidewalk/Street - CCS	118
Animal - Confined - CCS	109
Animal - Loose Aggressive - CCS	102
Junk Motor Vehicle - CCS	93
Bulky Trash Violations - CCS	86



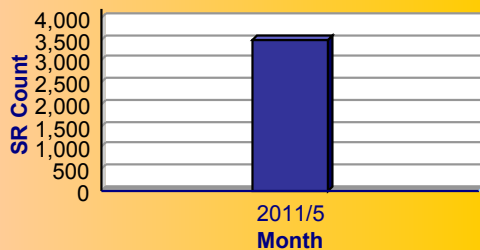
## Service

- High Weeds - CCS
- Litter - CCS
- Roll Cart - SAN
- Substandard Structure - CCS
- Dead Animal Pick Up - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Animal - Confined - CCS
- Animal - Loose Aggressive - CCS
- Junk Motor Vehicle - CCS
- Bulky Trash Violations - CCS

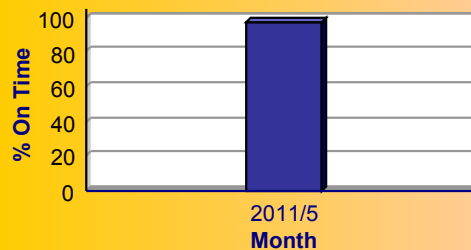
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,452	2,848	2,792	98.0%	604	555	91.9%	97.0%

## Monthly Trend of Services Requested



## Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 07

May 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	682	158	138	87.3%	38	9.2	524	76.8%	524	100.0%	662	97.1%
2	Litter - CCS	348	87	75	86.2%	38	11.7	261	75.0%	261	100.0%	336	96.6%
3	Roll Cart - SAN	179	0	0	N/A	10	2.7	179	100.0%	179	100.0%	179	100.0%
4	Substandard Structure - CCS	164	94	94	100.0%	365	11.9	70	42.7%	70	100.0%	164	100.0%
5	Dead Animal Pick Up - SAN	147	0	0	N/A	1	0.3	147	100.0%	146	99.3%	146	99.3%
6	Obstruction Alley/Sidewalk/Street - CCS	118	66	66	100.0%	60	14.7	52	44.1%	52	100.0%	118	100.0%
7	Animal - Confined - CCS	109	0	0	N/A	3	0.5	109	100.0%	107	98.2%	107	98.2%
8	Animal - Loose Aggressive - CCS	102	0	0	N/A	3	0.3	102	100.0%	102	100.0%	102	100.0%
9	Junk Motor Vehicle - CCS	93	55	55	100.0%	126	20.7	38	40.9%	38	100.0%	93	100.0%
10	Bulky Trash Violations - CCS	86	3	0	0.0%	14	6.1	83	96.5%	75	90.4%	75	87.2%
11	Animal - Sick/Injured - CCS	74	0	0	N/A	3	0.1	74	100.0%	73	98.6%	73	98.6%
12	24 Hour Parking/Parking Violations - DPD	72	0	0	N/A	10	4.0	72	100.0%	72	100.0%	72	100.0%
13	Illegal Dumping - CCS	69	9	8	88.9%	38	2.4	60	87.0%	60	100.0%	68	98.6%
14	Recycling ROLL CART Registration - SAN	65	0	0	N/A	10	2.6	65	100.0%	65	100.0%	65	100.0%
15	Tree down/low limbs - Emergency-STS	65	0	0	N/A	5	0.2	65	100.0%	65	100.0%	65	100.0%
16	Animal - Loose - CCS	57	21	21	100.0%	40	19.1	36	63.2%	36	100.0%	57	100.0%
17	Garbage - Missed - SAN	46	0	0	N/A	3	0.5	46	100.0%	46	100.0%	46	100.0%
18	Open and Vacant Structure - CCS	43	2	1	50.0%	30	6.6	41	95.3%	39	95.1%	40	93.0%
19	Recyclable Collection Missed (Residential) - SAN	37	0	0	N/A	3	0.6	37	100.0%	37	100.0%	37	100.0%
20	Brush/Bulk Items - Missed - SAN	35	0	0	N/A	10	0.6	35	100.0%	35	100.0%	35	100.0%



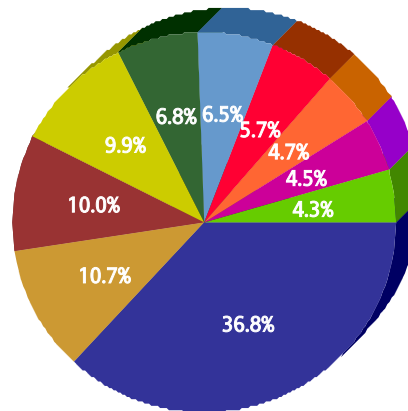
# City of Dallas Service Level Performance Report by Council District

Council District 08

May 2011

## Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	588
Animal - Loose Aggressive - CCS	171
Dead Animal Pick Up - SAN	160
Animal - Confined - CCS	158
Roll Cart - SAN	109
Litter - CCS	103
Animal - Sick/Injured - CCS	91
Animal - Loose - CCS	75
Recycling ROLL CART Registration - SAN	72
Bulky Trash Violations - CCS	69



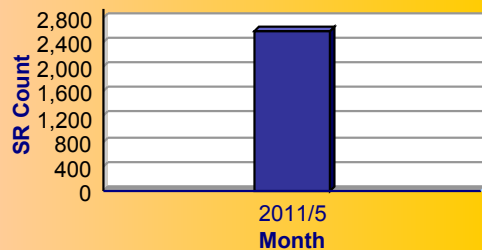
## Service

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

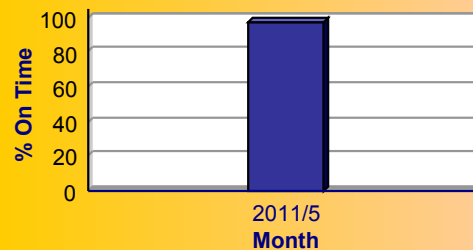
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,575	2,214	2,162	97.7%	361	340	94.2%	97.2%

## Monthly Trend of Services Requested



## Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 08

May 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	588	148	140	94.6%	38	17.8	440	74.8%	440	100.0%	580	98.6%
2	Animal - Loose Aggressive - CCS	171	0	0	N/A	3	0.3	171	100.0%	171	100.0%	171	100.0%
3	Dead Animal Pick Up - SAN	160	0	0	N/A	1	0.5	160	100.0%	158	98.8%	158	98.8%
4	Animal - Confined - CCS	158	0	0	N/A	3	0.6	158	100.0%	152	96.2%	152	96.2%
5	Roll Cart - SAN	109	0	0	N/A	10	2.6	109	100.0%	109	100.0%	109	100.0%
6	Litter - CCS	103	35	35	100.0%	38	16.1	68	66.0%	68	100.0%	103	100.0%
7	Animal - Sick/Injured - CCS	91	0	0	N/A	3	0.2	91	100.0%	91	100.0%	91	100.0%
8	Animal - Loose - CCS	75	21	20	95.2%	40	22.2	54	72.0%	54	100.0%	74	98.7%
9	Recycling ROLL CART Registration - SAN	72	0	0	N/A	10	2.7	72	100.0%	72	100.0%	72	100.0%
10	Bulky Trash Violations - CCS	69	6	0	0.0%	14	11.4	63	91.3%	45	71.4%	45	65.2%
11	Obstruction Alley/Sidewalk/Street - CCS	52	27	27	100.0%	60	14.4	25	48.1%	25	100.0%	52	100.0%
12	Substandard Structure - CCS	40	18	18	100.0%	365	14.7	22	55.0%	22	100.0%	40	100.0%
13	Animal - Cruelty - CCS	36	0	0	N/A	30	0.4	36	100.0%	36	100.0%	36	100.0%
14	Animal - Tethering - CCS	32	1	0	0.0%	3	0.3	31	96.9%	31	100.0%	31	96.9%
15	Fire Inspection - DFD	30	18	18	100.0%	60	10.6	12	40.0%	12	100.0%	30	100.0%
16	Tree down/low limbs - Emergency-STS	27	0	0	N/A	5	0.0	27	100.0%	27	100.0%	27	100.0%
17	Illegal Dumping - CCS	26	13	13	100.0%	38	12.8	13	50.0%	13	100.0%	26	100.0%
18	Garbage - Missed - SAN	26	0	0	N/A	3	1.1	26	100.0%	26	100.0%	26	100.0%
19	Open and Vacant Structure - CCS	25	7	7	100.0%	30	14.6	18	72.0%	17	94.4%	24	96.0%
20	Traffic Signal - Flashing - STS	25	0	0	N/A	4	1.8	25	100.0%	23	92.0%	23	92.0%



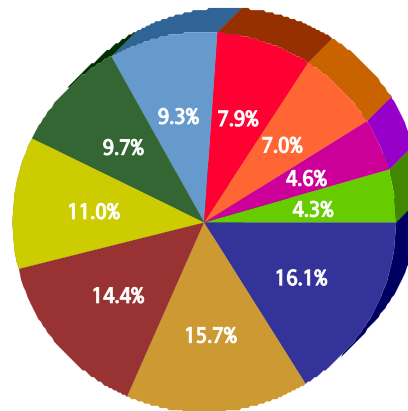
# City of Dallas Service Level Performance Report by Council District

Council District 09

May 2011

## Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	170
Obstruction Alley/Sidewalk/Street - CCS	166
High Weeds - CCS	152
Dead Animal Pick Up - SAN	117
Bulky Trash Violations - CCS	103
Animal - Confined - CCS	98
Recycling ROLL CART Registration - SAN	84
Garbage - Missed - SAN	74
Animal - Loose Aggressive - CCS	49
Litter - CCS	46



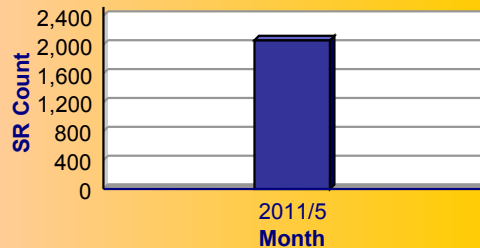
### Service

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

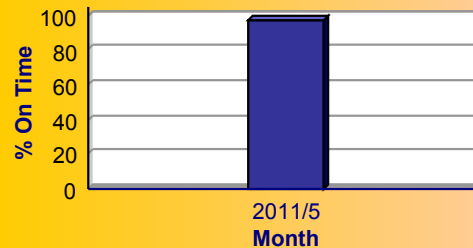
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,062	1,798	1,767	98.3%	264	243	92.0%	97.5%

### 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

May 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	170	0	0	N/A	10	2.6	170	100.0%	170	100.0%	170	100.0%
2	Obstruction Alley/Sidewalk/Street - CCS	166	78	78	100.0%	60	20.4	88	53.0%	88	100.0%	166	100.0%
3	High Weeds - CCS	152	42	38	90.5%	38	18.7	110	72.4%	110	100.0%	148	97.4%
4	Dead Animal Pick Up - SAN	117	0	0	N/A	1	0.3	117	100.0%	117	100.0%	117	100.0%
5	Bulky Trash Violations - CCS	103	1	1	100.0%	14	8.3	102	99.0%	87	85.3%	88	85.4%
6	Animal - Confined - CCS	98	0	0	N/A	3	0.2	98	100.0%	97	99.0%	97	99.0%
7	Recycling ROLL CART Registration - SAN	84	0	0	N/A	10	2.2	84	100.0%	84	100.0%	84	100.0%
8	Garbage - Missed - SAN	74	0	0	N/A	3	0.6	74	100.0%	74	100.0%	74	100.0%
9	Animal - Loose Aggressive - CCS	49	0	0	N/A	3	0.3	49	100.0%	49	100.0%	49	100.0%
10	Litter - CCS	46	21	20	95.2%	38	13.7	25	54.3%	25	100.0%	45	97.8%
11	Recycling - Roll Cart - SAN	40	0	0	N/A	10	2.2	40	100.0%	40	100.0%	40	100.0%
12	Animal - Loose - CCS	38	16	16	100.0%	40	18.2	22	57.9%	22	100.0%	38	100.0%
13	Recyclable Collection Missed (Residential) - SAN	38	0	0	N/A	3	0.5	38	100.0%	38	100.0%	38	100.0%
14	Tree down/low limbs - Emergency-STS	38	0	0	N/A	5	0.5	38	100.0%	38	100.0%	38	100.0%
15	Animal - Sick/Injured - CCS	34	0	0	N/A	3	0.2	34	100.0%	33	97.1%	33	97.1%
16	Substandard Structure - CCS	29	18	18	100.0%	365	12.1	11	37.9%	11	100.0%	29	100.0%
17	Brush/Bulk Items - Missed - SAN	26	0	0	N/A	10	1.0	26	100.0%	26	100.0%	26	100.0%
18	24 Hour Parking/Parking Violations - DPD	26	0	0	N/A	10	3.0	26	100.0%	26	100.0%	26	100.0%
19	Sanitation Crew Complaint - SAN	26	0	0	N/A	10	1.1	26	100.0%	26	100.0%	26	100.0%
20	Traffic Signal - Flashing - STS	25	0	0	N/A	4	1.8	25	100.0%	23	92.0%	23	92.0%





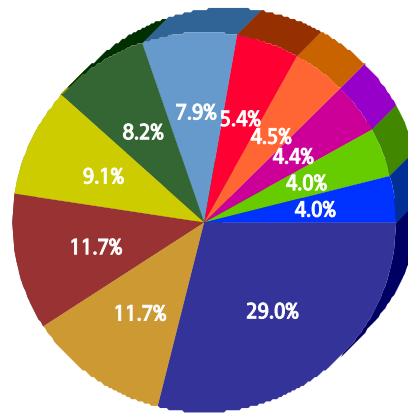
# City of Dallas Service Level Performance Report by Council District

Council District 10

May 2011

## Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	173
Animal - Confined - CCS	70
High Weeds - CCS	70
Bulky Trash Violations - CCS	54
Garbage - Missed - SAN	49
Dead Animal Pick Up - SAN	47
Animal - Sick/Injured - CCS	32
Recycling ROLL CART Registration - SAN	27
Obstruction Alley/Sidewalk/Street - CCS	26
Animal - Loose Aggressive - CCS	24
Recycling - Roll Cart - SAN	24



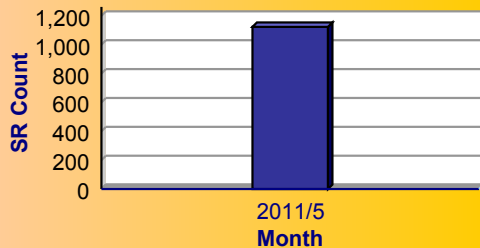
## Service

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

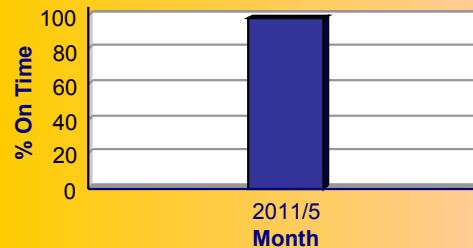
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,120	1,020	1,007	98.7%	100	88	88.0%	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

May 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	173	0	0	N/A	10	2.6	173	100.0%	173	100.0%	173	100.0%
2	Animal - Confined - CCS	70	0	0	N/A	3	0.3	70	100.0%	70	100.0%	70	100.0%
3	High Weeds - CCS	70	33	28	84.8%	38	15.7	37	52.9%	37	100.0%	65	92.9%
4	Bulky Trash Violations - CCS	54	0	0	N/A	14	6.2	54	100.0%	52	96.3%	52	96.3%
5	Garbage - Missed - SAN	49	0	0	N/A	3	0.9	49	100.0%	49	100.0%	49	100.0%
6	Dead Animal Pick Up - SAN	47	0	0	N/A	1	0.3	47	100.0%	47	100.0%	47	100.0%
7	Animal - Sick/Injured - CCS	32	0	0	N/A	3	0.2	32	100.0%	32	100.0%	32	100.0%
8	Recycling ROLL CART Registration - SAN	27	0	0	N/A	10	2.0	27	100.0%	27	100.0%	27	100.0%
9	Obstruction Alley/Sidewalk/Street - CCS	26	11	11	100.0%	60	12.7	15	57.7%	15	100.0%	26	100.0%
10	Animal - Loose Aggressive - CCS	24	0	0	N/A	3	0.6	24	100.0%	24	100.0%	24	100.0%
11	Recycling - Roll Cart - SAN	24	0	0	N/A	10	2.6	24	100.0%	24	100.0%	24	100.0%
12	Litter - CCS	23	8	6	75.0%	38	19.5	15	65.2%	15	100.0%	21	91.3%
13	Substandard Structure Apts - CCS	19	2	2	100.0%	365	9.1	17	89.5%	17	100.0%	19	100.0%
14	Substandard Structure - CCS	18	7	7	100.0%	365	11.0	11	61.1%	11	100.0%	18	100.0%
15	24 Hour Parking/Parking Violations - DPD	18	0	0	N/A	10	3.2	18	100.0%	18	100.0%	18	100.0%
16	Street Repair - Routine-STS	16	5	5	100.0%	90	11.3	11	68.8%	11	100.0%	16	100.0%
17	Sanitation Crew Complaint - SAN	14	0	0	N/A	10	1.6	14	100.0%	14	100.0%	14	100.0%
18	Traffic Signal - Flashing - STS	13	0	0	N/A	4	1.2	13	100.0%	13	100.0%	13	100.0%
19	Cost Plus - SAN	12	0	0	N/A	10	2.8	12	100.0%	12	100.0%	12	100.0%
20	Signs - Public Right of Way - CCS	12	0	0	N/A	7	0.0	12	100.0%	12	100.0%	12	100.0%
21	Sanitation Property Damage - SAN	12	0	0	N/A	28	6.5	12	100.0%	12	100.0%	12	100.0%



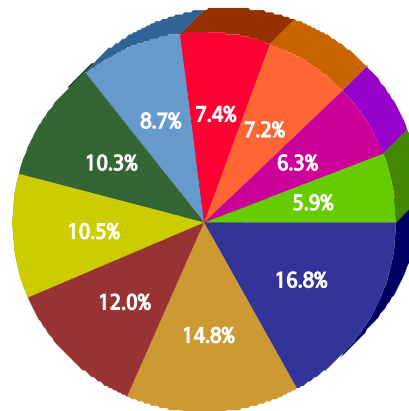
# City of Dallas Service Level Performance Report by Council District

Council District 11

May 2011

## Top 10 Services

SR Type	Service Request Count
Garbage - Missed - SAN	77
Fire Inspection - DFD	68
Roll Cart - SAN	55
Animal - Confined - CCS	48
Dead Animal Pick Up - SAN	47
High Weeds - CCS	40
Obstruction Alley/Sidewalk/Street - CCS	34
Traffic Signal - Flashing - STS	33
Bulky Trash Violations - CCS	29
Animal - Sick/Injured - CCS	27



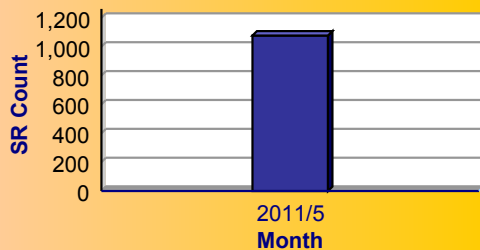
## Service

- Garbage - Missed - SAN
- Fire Inspection - DFD
- Roll Cart - SAN
- Animal - Confined - CCS
- Dead Animal Pick Up - SAN
- High Weeds - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Traffic Signal - Flashing - STS
- Bulky Trash Violations - CCS
- Animal - Sick/Injured - CCS

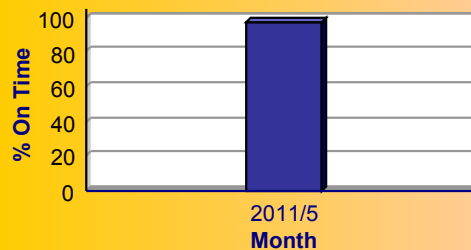
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,070	914	895	97.9%	156	145	92.9%	97.2%

## Monthly Trend of Services Requested



## Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 11

May 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	Garbage - Missed - SAN	77	0	0	N/A	3	0.7	77	100.0%	77	100.0%	77	100.0%
2	Fire Inspection - DFD	68	31	31	100.0%	60	13.9	37	54.4%	37	100.0%	68	100.0%
3	Roll Cart - SAN	55	0	0	N/A	10	2.3	55	100.0%	55	100.0%	55	100.0%
4	Animal - Confined - CCS	48	0	0	N/A	3	0.1	48	100.0%	48	100.0%	48	100.0%
5	Dead Animal Pick Up - SAN	47	0	0	N/A	1	0.4	47	100.0%	47	100.0%	47	100.0%
6	High Weeds - CCS	40	24	23	95.8%	38	11.6	16	40.0%	16	100.0%	39	97.5%
7	Obstruction Alley/Sidewalk/Street - CCS	34	20	20	100.0%	60	10.1	14	41.2%	14	100.0%	34	100.0%
8	Traffic Signal - Flashing - STS	33	0	0	N/A	4	1.7	33	100.0%	32	97.0%	32	97.0%
9	Bulky Trash Violations - CCS	29	3	0	0.0%	14	4.6	26	89.7%	25	96.2%	25	86.2%
10	Animal - Sick/Injured - CCS	27	0	0	N/A	3	0.1	27	100.0%	27	100.0%	27	100.0%
11	Animal - Loose Aggressive - CCS	21	0	0	N/A	3	0.9	21	100.0%	20	95.2%	20	95.2%
12	Street Repair - Routine-STS	21	7	7	100.0%	90	3.8	14	66.7%	14	100.0%	21	100.0%
13	Substandard Structure Apts - CCS	20	2	2	100.0%	365	8.5	18	90.0%	18	100.0%	20	100.0%
14	Recycling - Roll Cart - SAN	20	0	0	N/A	10	2.5	20	100.0%	20	100.0%	20	100.0%
15	Recycling ROLL CART Registration - SAN	20	0	0	N/A	10	2.1	20	100.0%	20	100.0%	20	100.0%
16	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	19	0	0	N/A	10	3.8	19	100.0%	19	100.0%	19	100.0%
17	Animal - Loose - CCS	17	9	9	100.0%	40	28.1	8	47.1%	8	100.0%	17	100.0%
18	Traffic Signal - All Out - STS	15	0	0	N/A	4	1.3	15	100.0%	14	93.3%	14	93.3%
19	Alley Repair - Routine-STS	14	7	7	100.0%	90	10.7	7	50.0%	7	100.0%	14	100.0%
20	Litter - CCS	13	6	6	100.0%	38	10.1	7	53.8%	7	100.0%	13	100.0%
21	Sanitation Property Damage - SAN	13	0	0	N/A	28	4.0	13	100.0%	13	100.0%	13	100.0%
22	Pot hole Repair Routine - STS	13	0	0	N/A	7	1.2	13	100.0%	13	100.0%	13	100.0%



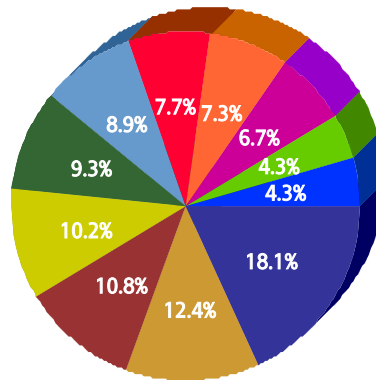
# City of Dallas Service Level Performance Report by Council District

Council District 12

May 2011

## Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	92
Signs - Public Right of Way - CCS	63
High Weeds - CCS	55
Animal - Confined - CCS	52
Bulky Trash Violations - CCS	47
Garbage - Missed - SAN	45
Recycling ROLL CART Registration - SAN	39
Dead Animal Pick Up - SAN	37
Recycling - Roll Cart - SAN	34
Obstruction Alley/Sidewalk/Street - CCS	22
Recyclable Collection Missed (Residential) - SAN	22



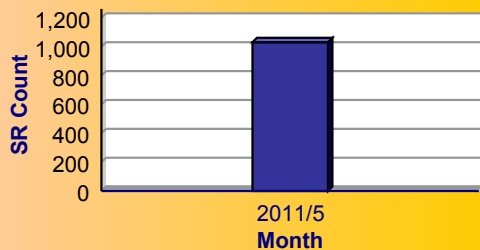
## Service

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

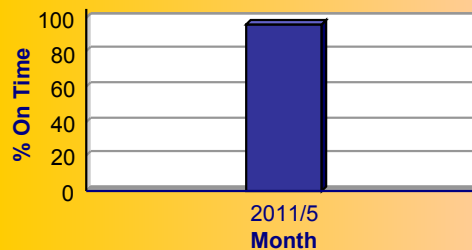
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,028	894	873	97.7%	134	112	83.6%	95.8%

## Monthly Trend of Services Requested



## Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 12

May 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	92	0	0	N/A	10	2.7	92	100.0%	92	100.0%	92	100.0%
2	Signs - Public Right of Way - CCS	63	0	0	N/A	7	0.1	63	100.0%	63	100.0%	63	100.0%
3	High Weeds - CCS	55	32	22	68.8%	38	10.6	23	41.8%	23	100.0%	45	81.8%
4	Animal - Confined - CCS	52	0	0	N/A	3	0.3	52	100.0%	52	100.0%	52	100.0%
5	Bulky Trash Violations - CCS	47	6	0	0.0%	14	10.6	41	87.2%	29	70.7%	29	61.7%
6	Garbage - Missed - SAN	45	0	0	N/A	3	1.0	45	100.0%	45	100.0%	45	100.0%
7	Recycling ROLL CART Registration - SAN	39	0	0	N/A	10	2.5	39	100.0%	39	100.0%	39	100.0%
8	Dead Animal Pick Up - SAN	37	0	0	N/A	1	0.4	37	100.0%	36	97.3%	36	97.3%
9	Recycling - Roll Cart - SAN	34	0	0	N/A	10	3.1	34	100.0%	34	100.0%	34	100.0%
10	Obstruction Alley/Sidewalk/Street - CCS	22	17	17	100.0%	60	9.0	5	22.7%	5	100.0%	22	100.0%
11	Recyclable Collection Missed (Residential) - SAN	22	0	0	N/A	3	1.1	22	100.0%	20	90.9%	20	90.9%
12	Animal - Loose Aggressive - CCS	21	0	0	N/A	3	1.0	21	100.0%	20	95.2%	20	95.2%
13	Animal - Sick/Injured - CCS	19	0	0	N/A	3	0.2	19	100.0%	19	100.0%	19	100.0%
14	24 Hour Parking/Parking Violations - DPD	19	0	0	N/A	10	4.4	19	100.0%	19	100.0%	19	100.0%
15	Brush/Bulk Items - Missed - SAN	18	0	0	N/A	10	1.5	18	100.0%	18	100.0%	18	100.0%
16	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	17	0	0	N/A	10	4.5	17	100.0%	17	100.0%	17	100.0%
17	Street Repair - Routine-STS	17	1	1	100.0%	90	5.8	16	94.1%	16	100.0%	17	100.0%
18	Litter - CCS	16	12	11	91.7%	38	13.8	4	25.0%	4	100.0%	15	93.8%
19	Substandard Structure - CCS	16	9	9	100.0%	365	9.6	7	43.8%	7	100.0%	16	100.0%
20	Tree down/low limbs - Emergency-STS	15	0	0	N/A	5	0.1	15	100.0%	15	100.0%	15	100.0%



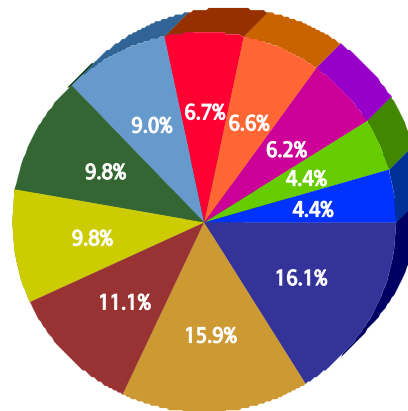
# City of Dallas Service Level Performance Report by Council District

Council District 13

May 2011

## Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	136
Obstruction Alley/Sidewalk/Street - CCS	134
Garbage - Missed - SAN	94
Dead Animal Pick Up - SAN	83
Fire Inspection - DFD	83
Roll Cart - SAN	76
Animal - Confined - CCS	57
Traffic Signal - Flashing - STS	56
Recycling ROLL CART Registration - SAN	52
Bulky Trash Violations - CCS	37
Street Repair - Routine-STS	37



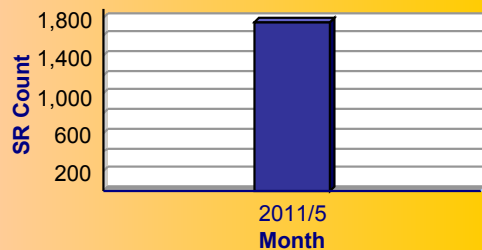
## Service

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

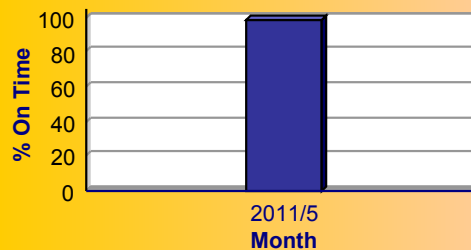
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,745	1,506	1,488	98.8%	239	226	94.6%	98.2%

## Monthly Trend of Services Requested



## Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 13

May 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	136	34	32	94.1%	38	12.6	102	75.0%	101	99.0%	133	97.8%
2	Obstruction Alley/Sidewalk/Street - CCS	134	67	67	100.0%	60	16.2	67	50.0%	67	100.0%	134	100.0%
3	Garbage - Missed - SAN	94	0	0	N/A	3	0.7	94	100.0%	94	100.0%	94	100.0%
4	Dead Animal Pick Up - SAN	83	0	0	N/A	1	0.3	83	100.0%	83	100.0%	83	100.0%
5	Fire Inspection - DFD	83	21	21	100.0%	60	10.1	62	74.7%	62	100.0%	83	100.0%
6	Roll Cart - SAN	76	0	0	N/A	10	2.9	76	100.0%	76	100.0%	76	100.0%
7	Animal - Confined - CCS	57	0	0	N/A	3	0.2	57	100.0%	57	100.0%	57	100.0%
8	Traffic Signal - Flashing - STS	56	0	0	N/A	4	1.3	56	100.0%	55	98.2%	55	98.2%
9	Recycling ROLL CART Registration - SAN	52	0	0	N/A	10	2.6	52	100.0%	52	100.0%	52	100.0%
10	Bulky Trash Violations - CCS	37	2	0	0.0%	14	5.9	35	94.6%	33	94.3%	33	89.2%
11	Street Repair - Routine-STS	37	9	9	100.0%	90	5.0	28	75.7%	28	100.0%	37	100.0%
12	Animal - Loose Aggressive - CCS	32	0	0	N/A	3	0.4	32	100.0%	32	100.0%	32	100.0%
13	Recycling - Roll Cart - SAN	32	0	0	N/A	10	2.9	32	100.0%	32	100.0%	32	100.0%
14	Litter - CCS	30	10	9	90.0%	38	16.3	20	66.7%	20	100.0%	29	96.7%
15	Sanitation Property Damage - SAN	29	0	0	N/A	28	2.6	29	100.0%	29	100.0%	29	100.0%
16	Alley Repair - Routine-STS	26	11	11	100.0%	90	7.4	15	57.7%	15	100.0%	26	100.0%
17	24 Hour Parking/Parking Violations - DPD	23	0	0	N/A	10	4.8	23	100.0%	23	100.0%	23	100.0%
18	Signs - Other - CCS	22	2	2	100.0%	21	2.8	20	90.9%	20	100.0%	22	100.0%
19	Garage Sale - CCS	22	0	0	N/A	7	0.0	22	100.0%	22	100.0%	22	100.0%
20	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	21	0	0	N/A	10	3.7	21	100.0%	21	100.0%	21	100.0%
21	Pot hole Repair Routine - STS	21	0	0	N/A	7	0.8	21	100.0%	21	100.0%	21	100.0%
22	Tree down/low limbs - Emergency-STS	21	0	0	N/A	5	0.1	21	100.0%	21	100.0%	21	100.0%





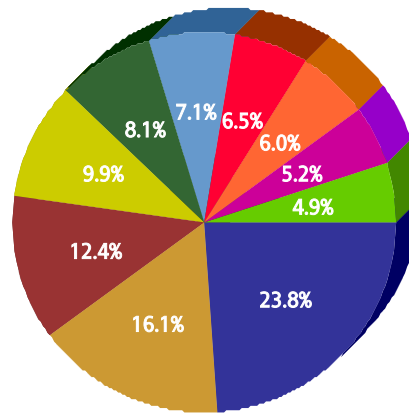
# City of Dallas Service Level Performance Report by Council District

Council District 14

May 2011

## Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	267
Obstruction Alley/Sidewalk/Street - CCS	181
Traffic Signal - Flashing - STS	139
Litter - CCS	111
Roll Cart - SAN	91
Dead Animal Pick Up - SAN	80
Bulky Trash Violations - CCS	73
Recycling ROLL CART Registration - SAN	67
Garbage - Missed - SAN	58
Signs - Public Right of Way - CCS	55



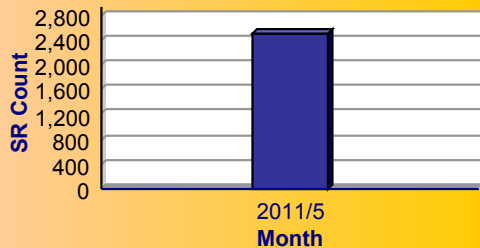
## Service

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

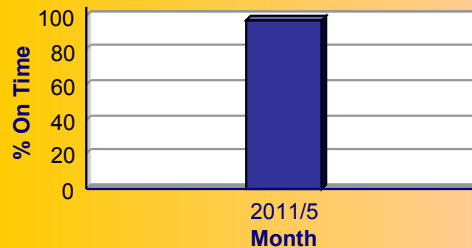
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,495	2,197	2,150	97.9%	298	277	93.0%	97.3%

## Monthly Trend of Services Requested



## Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 14

May 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	267	52	48	92.3%	38	12.9	215	80.5%	215	100.0%	263	98.5%
2	Obstruction Alley/Sidewalk/Street - CCS	181	71	71	100.0%	60	15.2	110	60.8%	110	100.0%	181	100.0%
3	Traffic Signal - Flashing - STS	139	0	0	N/A	4	1.4	139	100.0%	132	95.0%	132	95.0%
4	Litter - CCS	111	18	18	100.0%	38	14.1	93	83.8%	93	100.0%	111	100.0%
5	Roll Cart - SAN	91	0	0	N/A	10	3.2	91	100.0%	91	100.0%	91	100.0%
6	Dead Animal Pick Up - SAN	80	0	0	N/A	1	0.4	80	100.0%	80	100.0%	80	100.0%
7	Bulky Trash Violations - CCS	73	2	0	0.0%	14	7.5	71	97.3%	59	83.1%	59	80.8%
8	Recycling ROLL CART Registration - SAN	67	0	0	N/A	10	2.5	67	100.0%	67	100.0%	67	100.0%
9	Garbage - Missed - SAN	58	0	0	N/A	3	0.6	58	100.0%	58	100.0%	58	100.0%
10	Signs - Public Right of Way - CCS	55	0	0	N/A	7	0.5	55	100.0%	54	98.2%	54	98.2%
11	General - CCS	49	6	6	100.0%	38	1.7	43	87.8%	43	100.0%	49	100.0%
12	Animal - Confined - CCS	48	0	0	N/A	3	0.3	48	100.0%	48	100.0%	48	100.0%
13	Street Repair - Routine-STS	43	16	16	100.0%	90	7.3	27	62.8%	27	100.0%	43	100.0%
14	Animal - Sick/Injured - CCS	41	0	0	N/A	3	0.3	41	100.0%	41	100.0%	41	100.0%
15	Traffic Signal - All Out - STS	41	0	0	N/A	4	1.5	41	100.0%	41	100.0%	41	100.0%
16	Tree down/low limbs - Emergency-STS	38	0	0	N/A	5	0.3	38	100.0%	38	100.0%	38	100.0%
17	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	37	0	0	N/A	10	2.7	37	100.0%	37	100.0%	37	100.0%
18	Recycling - Roll Cart - SAN	33	0	0	N/A	10	3.0	33	100.0%	33	100.0%	33	100.0%
19	Illegal Garbage/Placement - CCS	32	9	9	100.0%	60	17.5	23	71.9%	23	100.0%	32	100.0%
20	Pot hole - Hazardous-STS	32	0	0	N/A	1	0.2	32	100.0%	31	96.9%	31	96.9%



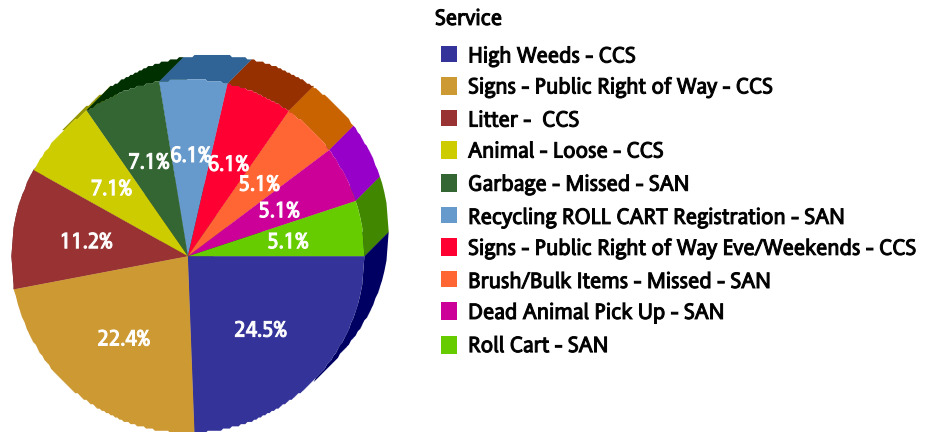
# City of Dallas Service Level Performance Report by Council District

Council District U

May 2011

## Top 10 Services

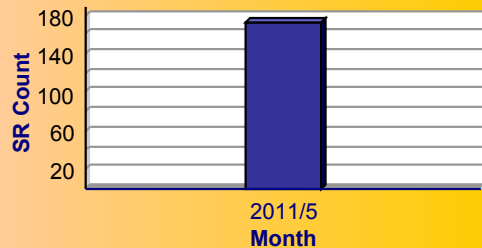
SR Type	Service Request Count
High Weeds - CCS	24
Signs - Public Right of Way - CCS	22
Litter - CCS	11
Animal - Loose - CCS	7
Garbage - Missed - SAN	7
Recycling ROLL CART Registration - SAN	6
Signs - Public Right of Way Eve/Weekends - CCS	6
Brush/Bulk Items - Missed - SAN	5
Dead Animal Pick Up - SAN	5
Roll Cart - SAN	5



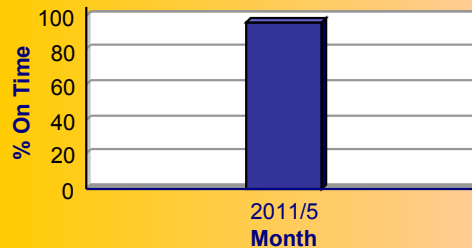
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
172	139	136	97.8%	33	29	87.9%	95.9%

## 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

May 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	24	10	10	100.0%	38	9.9	14	58.3%	14	100.0%	24	100.0%
2	Signs - Public Right of Way - CCS	22	1	0	0.0%	7	1.0	21	95.5%	20	95.2%	20	90.9%
3	Litter - CCS	11	2	2	100.0%	38	9.2	9	81.8%	9	100.0%	11	100.0%
4	Animal - Loose - CCS	7	5	5	100.0%	40	34.0	2	28.6%	2	100.0%	7	100.0%
5	Garbage - Missed - SAN	7	0	0	N/A	3	1.0	7	100.0%	7	100.0%	7	100.0%
6	Recycling ROLL CART Registration - SAN	6	0	0	N/A	10	3.8	6	100.0%	6	100.0%	6	100.0%
7	Signs - Public Right of Way Eve/Weekends - CCS	6	0	0	N/A	7	1.3	6	100.0%	5	83.3%	5	83.3%
8	Brush/Bulk Items - Missed - SAN	5	0	0	N/A	10	1.2	5	100.0%	5	100.0%	5	100.0%
9	Dead Animal Pick Up - SAN	5	0	0	N/A	1	0.0	5	100.0%	5	100.0%	5	100.0%
10	Roll Cart - SAN	5	0	0	N/A	10	2.2	5	100.0%	5	100.0%	5	100.0%
11	Obstruction Alley/Sidewalk/Street - CCS	4	3	3	100.0%	60	0.0	1	25.0%	1	100.0%	4	100.0%
12	24 Hour Parking/Parking Violations - DPD	3	0	0	N/A	10	4.3	3	100.0%	3	100.0%	3	100.0%
13	Chronic Traffic Violations - DPD	3	0	0	N/A	14	12.0	3	100.0%	3	100.0%	3	100.0%
14	Park Maintenance/Misc. - PKR	3	0	0	N/A	30	11.7	3	100.0%	3	100.0%	3	100.0%
15	Parking - Report of Violation - DPD	3	0	0	N/A	14	2.7	3	100.0%	3	100.0%	3	100.0%
16	Sanitation Crew Complaint - SAN	3	0	0	N/A	10	2.3	3	100.0%	3	100.0%	3	100.0%
17	311 Call Center Complaint	2	0	0	N/A	10	9.5	2	100.0%	1	50.0%	1	50.0%
18	911 Call Center Complaint - DPD	2	0	0	N/A	7	1.0	2	100.0%	2	100.0%	2	100.0%
19	Animal - Trap Request - CCS	2	0	0	N/A	30	3.5	2	100.0%	2	100.0%	2	100.0%
20	Fire Inspection - DFD	2	1	1	100.0%	60	20.0	1	50.0%	1	100.0%	2	100.0%
21	Taxi/Transportation Complaint - CCS	2	0	0	N/A	14	1.5	2	100.0%	2	100.0%	2	100.0%
22	Food Borne Illness - CCS	2	0	0	N/A	30	4.5	2	100.0%	2	100.0%	2	100.0%
23	Pot hole Repair Routine - STS	2	0	0	N/A	7	0.5	2	100.0%	2	100.0%	2	100.0%
24	Street Repair - Routine-STS	2	1	1	100.0%	90	11.0	1	50.0%	1	100.0%	2	100.0%